

# TANDEM LIVING

## CODE OF CONDUCT - QUICK GUIDE

### **Our Commitment**

We are committed to providing care and services that are ethical, lawful, and professional. Every Employee and Individual is expected to act with integrity, follow applicable healthcare laws and regulations, and protect the safety, dignity, and well-being of residents, coworkers, and the organization.

### **Who Must Follow This Code**

This Code applies to all employees, leaders, board members, contractors, volunteers, and vendors. The expectations apply during work hours, off-site activities, and any situation where you represent or act on behalf of the organization.

### **Resident Rights & Care**

Residents must always be treated with dignity, respect, and compassion. Employees and Individuals are required to protect resident privacy and confidentiality in accordance with HIPAA, actively involve residents in care decisions, and maintain zero tolerance for abuse, neglect, or exploitation. **Any suspected abuse must be reported immediately.**

### **Professional Conduct**

Employees and Individuals are expected to maintain required licenses, certifications, and credentials and perform duties honestly and responsibly. Harassment, discrimination, retaliation, and inappropriate relationships are prohibited. Conflicts of interest must be avoided, and employees may not accept gifts, tips, or gratuities from residents or families.

### **Workplace Safety**

A safe environment protects residents, employees, and visitors. All Employees and Individuals must follow safety rules, emergency procedures, and infection control practices. Drugs, alcohol, and impaired behavior are strictly prohibited. Hazards, injuries, or unsafe conditions must be reported promptly.

### **Documentation & Billing**

All documentation and billing must be accurate, complete, and timely. Records must truthfully reflect services provided. Falsifying medical records, time entries, or billing information is prohibited and may result in disciplinary action, including termination.

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## **Confidential & Proprietary Information**

Employees and Individuals must safeguard resident information and organizational data. Confidential and proprietary information may only be accessed or shared for authorized business purposes. Organizational systems must be used appropriately, and misuse may result in discipline.

## **Accountability**

Violations of the Code of Conduct, laws, or policies may result in disciplinary action up to and including termination. Retaliation is not tolerated. Every Employee and Individual shares responsibility for maintaining an ethical, compliant workplace.

## **Reporting Concerns**

You Have a duty to report any problems you observe or perceive, regardless of your role.

Follow these steps to report concerns:

1. Talk to your supervisor.
2. If you are unable to talk to your supervisor, seek out another member of management of Human Resources.
3. If you still have a concern, contact the Compliance Official or a member of the Compliance Committee.
4. Finally, call the **COMPLIANCE HOTLINE 800-211-2713** or Scan the QR Code



The Hotline is  
Confidential and Anonymous.

This two-page quick guide highlights essential expectations from the full Code of Conduct. For a copy of the entire Code of Conduct please visit [tandemlivingpa.org](http://tandemlivingpa.org). Questions or concerns should be directed to your supervisor or the Compliance Officer.

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