Code of Conduct
Summary

12-22-2023

To all Ginger Care, Inc. Employees, Volunteers, Contractors or Affiliates:

Ginger Care's commitment to quality is entrenched in every part of our organization and can be found in our caregivers and staff as well as in our programs, facilities, and services. We hope and expect that you will uphold and contribute to our exceptional reputation in your service to the company.

The health care regulatory environment has become increasingly complex, and we must be particularly vigilant in our efforts to maintain the integrity and trust we have so carefully cultivated as an organization. We are often compensated with public funds, which places a high level of responsibility on every employee. We make diligent efforts to assure compliance with the state and federal laws which govern all areas of our business and care giving, through numerous policies and procedures which begin with the hiring process or the commencement of a service or supply contract. Integrity must govern our actions and all of our relationships, not just with residents, but also with family members, vendors, physicians, members of the community, and each other.

We have developed Ginger Care's Code of Conduct as part of our Compliance Program to ensure our commitment to high ethical and professional standards and to provide guidance in reaching legal and ethical solutions to the challenges we face in our daily activities. This Code is designed to alert you to the types of conduct that are unacceptable. The Compliance Program includes training and an anonymous reporting hotline to report illegal or unethical conduct. These standards of conduct apply to all officers, employees, volunteers, agents, contractors and board committees of Ginger Care.

Complete copies of the Code of Conduct Policy Manual and Compliance Program Manual are accessible on Ginger Care's website at the following addresses, as well as on-site at several locations at each community and at the Home Office:

COMPLIANCE PROGRAM MANUAL

CODE OF CONDUCT

Please carefully read this summary and the complete Code of Conduct Policy Manual and Compliance Program Manual. After you have read them, please sign both copies of the attached

acknowledgment form and return one copy to your supervisor or contracting representative. We urge you to keep this summary as a reference.

We understand that regulatory compliance is a cooperative effort, and we thank you for your continued commitment to Ginger Care.

If you have any questions concerning the policies and procedures set forth herein, please contact Maureen S. Brinn, Ginger Care's Compliance Manager at 781-707-9085 or at mbrinn@wingateliving.com

The Corporate Compliance Committee

CODE OF CONDUCT

The Code of Conduct sets forth a business philosophy that is rooted in Ginger Care's commitment to provide quality health care with integrity. We ask that you make a commitment to Ginger Care's ethics policy by dedicating yourself to the following standards of conduct. The Code of Conduct Policy Manual and Compliance Program Manual are maintained in the offices of the Executive Director and Community Business Director/HR at each community and in the offices of the General Counsel and Director of Payroll and Benefits at the Home Office, where it may be reviewed and copied as applicable.

BILLING AND COST REPORTING

Assure compliance with applicable regulations and never engage in: (i) billing for items or services not rendered or provided as claimed; (ii) submitting claims for equipment, medical supplies and services that are medically unnecessary; (iii) submitting claims to Medicare Part A for residents who are not eligible for Part A coverage; (iv) duplicate billing; (v) failure to identify and refund credit balances; (vi) submitting claims for items or services not ordered; (vii) providing misleading information about a resident's medical condition on the MDS or otherwise providing inaccurate information used to determine the RUG assigned to the resident; (viii) upcoding the level of service provided; (ix) billing for individual items or services when they either are included in the facility's per diem rate or are of the type of item or service that must be billed as a unit and may not be unbundled; (x) billing residents for items or services that are included in the per diem rate or otherwise covered by the third-party payer; (xi) altering documentation or forging a physician signature on documents used to verify that services were ordered and/or provided; (xii) failing to maintain sufficient documentation to establish that the services were ordered and/or performed; or (xiii) submitting false cost reports.

CONFLICTS OF INTEREST

A conflict of interest is a situation in which a person's financial or other personal interest influences or conflicts with work responsibilities or a business outcome. To this end:

- Separate personal activities from Ginger Care's business and recognize that personal use of supplies, equipment, or premises is strictly prohibited unless prior authorization is obtained.
- Report all proprietary and/or financial interests that you or a family member may have in any organization or entity with which Ginger Care or it's affiliates does business.
- Ensure that all confidential or proprietary information relating to Ginger Care and its suppliers and customers is used solely for Ginger Care's purposes and not for the purpose of furthering one's personal interests.

KICKBACKS AND INDUCEMENTS

Federal and state laws prohibit kickbacks, bribes, or rebates to induce the purchase of goods and services paid for by Medicare or Medicaid. The following types of behavior are prohibited: (i) soliciting, accepting or offering any gift or gratuity of more than nominal value to or from residents, potential referral sources, and other individuals and entities with which the nursing facility has a business relationship; (ii) conditioning admission or continued stay at a facility on a third-party guarantee of payment or soliciting payment for services covered by Medicare or Medicaid, in addition to any amount required to be paid under the Medicare or Medicaid plan; (iii) arrangements between a nursing facility and a hospital under which the facility will only accept a Medicare or Medicaid beneficiary on the condition that the hospital pays the facility an amount over and above what the facility would receive through PPS; (iv) arrangements with any vendor under which the nursing facility receives non-covered items (such as disposable adult diapers) at below-market prices or at no charge, so long as the facility orders Medicaid or Medicare-reimbursed products from such vendor; (v) soliciting or receiving items of value in exchange for providing the supplier access to residents' medical records and other information needed to bill Medicare or Medicaid; (vi) joint ventures with entities supplying goods or services; and (vii) swapping.

RECORDKEEPING & DOCUMENTATION

Maintain the accuracy and integrity of all information and documentation that is subject to review by any applicable government agency or by any court of competent jurisdiction and strictly follow Ginger Care's Document Retention and Destruction Policy.

GENERAL BEHAVIOR

- Perform your duties in good faith and to the best of your abilities.
- Treat all employees and employment applicants fairly, with respect, and without regard to race, color, religion, national origin, age, or sex.
- Promote a work environment that fosters open discussion of problems and concerns in a manner free of retribution.
- Respond promptly and professionally to your supervisors' or contract agents' instructions.
- Promptly report all observed or suspected violations of these standards of conduct to (i) Your supervisor; or (ii) Maureen Brinn, Compliance Manager; or (iii) if you choose to do so anonymously, by calling the Anonymous Reporting Hotline at **877-860-7355**.
- All prospective employees, contractors and vendors must also certify that they have not been convicted of an offense that would preclude employment in a nursing facility and that they are not excluded from participation in the federal health care programs.

QUALITY OF CARE

Ginger Care and its affiliates endeavor to provide all residents with the necessary care and services to attain and maintain their highest possible well-being in accordance with their comprehensive assessment and plan of care. Accordingly, Ginger Care will not tolerate resident neglect or abuse. This entails: (i) providing a comprehensive, accurate assessment of each resident's functional capacity and a comprehensive care plan that includes measurable objectives and timetables to meet the resident's medical, nursing, mental and psychosocial needs, (ii) providing appropriate treatment and services to address residents' clinical conditions, including pressure ulcers, dehydration, malnutrition, incontinence of the bladder, and mental or psychosocial problems; (iii) accommodating individual resident needs and preferences; (iv) properly administering and monitoring drug medication usage; (v) providing appropriate therapy services; (vi) providing appropriate services to assist residents with activities of daily living (e.g., feeding, dressing, bathing, etc.); (vii) providing an ongoing activities program to meet the individual needs of all residents; and (viii) reporting incidents of mistreatment, neglect, or abuse to the Executive Director of the community and other officials, as required by law.

RESIDENTS' RIGHTS

Ginger Care and its affiliates respect and maintain the privacy and dignity of all residents and their families and fully comply with all requirements of the Health Insurance Portability and Accountability Act (HIPAA). Do not disclose confidential medical or personal information pertaining to Ginger Care’s residents, their identity or any photographs or recordings of a resident, without the written consent of the resident or appropriate legal advice. Do not engage in any illegal discriminatory admission activities or improper denial of access to care; verbal, mental or physical abuse, corporal punishment or involuntary seclusion; inappropriate use of physical or chemical restraints; improper denial of personal privacy or denial of access to resident's personal records upon request; improper denial of a resident's right to participate in his or her care and treatment decisions; or failure to safeguard residents' financial affairs.

LEGAL & REGULATORY MATTERS

Conduct all business in compliance with all applicable laws, rules, and regulations. If you are uncertain of the meaning of a statute, regulation, or policy, or the legality of a particular activity, you must seek guidance from your supervisor or **Maureen S. Brinn, Compliance Manager at 781-707-9085.**

Ginger Care and its affiliates will cooperate with all governmental investigations in the most accurate and truthful manner possible; however, in order to ensure that such cooperation occurs in an organized and accurate manner, it is important that Ginger Care conduct such communications through its General Counsel who you should immediately contact upon the receipt (at work or at home) of any inquiry, subpoena, investigation, or other governmental agency request for information regarding Ginger Care.

In addition to the standards of conduct noted above, Ginger Care will periodically issue memorandums and policy statements that may become incorporated into the Ginger Care Code of Conduct.

THE GINGER CARE LIVING ANONYMOUS REPORTING HOTLINE

If you have any questions or concerns about what is appropriate conduct for you, your colleagues, or the organization itself regarding legal or compliance issues**,** or if you want to report any improper conduct, please contact your supervisor or **Maureen S. Brinn, Compliance Manager at 781-707-9085**. If you would like to seek advice or report any improper conduct on an anonymous basis, please call the **Anonymous Reporting Hotline at 877-860-7355**.

Remember that the Hotline is not for routine operational employment issues or questions which should be directed to your Supervisor or Human Resources, as outlined in the Open Door Policy of your Employee Handbook; however, if in doubt, report.

When you contact the Hotline, the Compliance Manager requests that you try to provide the following information (if applicable):

- Whether or not you wish to remain anonymous;
- A brief summary of your concern or allegation;
- The person or department that is the subject of your concern or allegation;
- The location of the alleged misconduct (facility, etc.);
- Whether you have any documentation or evidence to support your concern or allegation;
- How you can be contacted for additional information regarding your concern or allegation;
- How you can be contacted for a report on matters of resolution; and
- Any other sources for information regarding your concern or allegation.

Although the call may remain anonymous, each caller is encouraged to assist Ginger Care's Compliance Manager by providing details on how you can be contacted for additional information.

Further, while the Ginger Care Compliance Committee is committed to maintaining the confidentiality of the caller's identity, the caller's identity may become known for reasons beyond the control of Ginger Care or its affiliates.

In all cases, your concerns regarding compliance will be addressed with professionalism, care and respect, with no threat of retribution.

GINGER CARE ANONYMOUS REPORTING HOTLINE

1·877·860·7355

EMPLOYEE/CONTRACTOR COPY

CERTIFICATION AND AGREEMENT OF COMPLIANCE

I hereby certify that I have received and read the Ginger Care Code of Conduct Policy Manual, the Ginger Care Code of Conduct Summary, and the Ginger Care Compliance Program Manual as an integral part of my compliance training and will retain a copy of the Code of Conduct Summary for my guidance. I fully understand the requirements set forth in the therein and I agree specifically to act in accordance with the policies set forth therein. I understand that failure to report violations to my supervisor or to the Ginger Care Compliance Manager may be grounds for sanctions, ranging from reprimand to termination or to contract termination.

I also hereby certify that I am not now, nor ever have been, excluded, suspended or debarred from Federal Health Care Programs or federal contracts or subject to any type of judicial or administrative process that might lead to a possible exclusion, suspension or debarment.

I understand that complete copies of the Ginger Care Compliance Program Manual and Code of Conduct Policy Manual are accessible via the Ginger Care website and are available to me upon request, and I have read and understand these documents.

I also understand that the above-referenced documents do not represent any type of employee agreement or contract and that, if I am an employee, my employment is on an "at-will" basis as further explained in the Ginger Care Employee Handbook. Ginger Care may, at any time, unilaterally modify and amend the policies and/or requirements contained in the Code of Conduct or Compliance Program Manual.

I will forward an original signed copy of this affirmation statement to my immediate supervisor or Ginger Care contract representative.

Dated: _____

_____

Signature

_____

Printed name

GINGER CARE ANONYMOUS REPORTING HOTLINE

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