



## **Informed Consent, Fraud, Ethics and Compliance Statement**

### **INFORMED CONSENT:**

Comfort Keepers® clients have the right to make their own decisions regarding whether to accept or reject in-home care services. A client or the client's designated agent has the right to refuse treatment to the extent permitted by law and to be informed of consequences of such refusal. Informed consent encourages communication and helps to ensure that the client's rights have been respected.

### **FRAUD:**

Comfort Keepers® goal is to establish and maintain a business environment of fairness, ethics and honesty for its caregivers and clients and to prevent fraud, financial loss, litigation and damaged reputation.

Therefore, it is the policy of Comfort Keepers® to deter, detect and correct misconduct and dishonesty. In concert with federal and state law mandates Comfort Keepers® shall adhere to whistleblower rights and protection. The discovery, reporting and documentation of fraudulent or illegal acts provides a sound foundation for the protection of innocent parties, the taking of disciplinary action against offenders up to and including dismissal where appropriate, the referral to law enforcement agencies when warranted by the facts, and the recovery of assets by any and all lawful means.

### **ETHICS:**

Comfort Keepers® is committed to fostering and facilitating ethical behavior by its caregivers in all client, community, personnel, and business activities. Client and caregiver rights will be respected related to confidentiality of ethical issues. Comfort Keepers® recognizes that during the course of service clients may have ethical issues with some of the care or services that may be required. Client or caregiver ethical concerns are addressed and respected.

### **COMPLIANCE:**

Comfort Keepers® views compliance with federal, state and local regulatory matters as a serious obligation. Comfort Keepers® will maintain compliance with all laws including the New Jersey Health Care Service Firm regulations and accreditation requirements. Caregivers will become familiar with any pertinent regulations in his or her area of responsibility during orientation. Caregivers will be notified of any additional company policies and procedures published. Comfort Keepers® policies are available to all employees in the office to during regular business hours.