



Intent and Purpose

The Quality Award Board Code of Ethical Standards was developed at the time of the original establishment of the Board and has been updated over time to reflect ongoing changes in the program. The policy has three primary goals:

- 1) To ensure that members of the Board are promoting the highest ethical standards in their oversight of the AHCA/NCAL National Quality Award Program.
- 2) To ensure that decisions about the AHCA/NCAL National Quality Award Program and its operations are made solely in terms of the benefits of the program and are not influenced by any private or personal benefit to the individuals associated with the program, or by special interests of any provider or organization. In addition to actual conflicts of interest, Board members are obligated to avoid actions that could be perceived or interpreted as conflicting with the program's interest.
- 3) To ensure the members of the Board are acting in a manner that positively reflects on the AHCA/NCAL National Quality Award Program.

Participation Requirements

Elected members of the Quality Award Board must fulfill the following requirements:

- Have the support of their current employer to participate on the Board.
- Board members are expected to fulfill the following specific duties:
 - Provide oversight of key program functions, such as criteria establishment, program policies and procedures, Examiner training, and review protocols.
 - Make key program policy decisions.
 - Uphold and support decisions made collectively by the Board.
 - Determine the Mission and Vision of the program and actively advocate for these.
 - Act as an ambassador for the program and enhance the program's public perception.
 - Establish identity and direction.
 - Focus on issues of strategic importance.
 - Complete strategic planning for the program including creation of strategic objectives and program goals.
 - Monitor progress toward program goals.
 - Create action plans for the accomplishment of the strategic plan.
- Attend a majority of (i.e. one more than half) Board conference calls annually.
- Participate in the annual in-person meeting (barring a previously declared conflict).
- Participate in at least one charter team per year and participate in the majority of the charter team activities (i.e. calls, feedback, projects, etc.).
- Review materials as requested prior to all conference calls and in-person meetings, be prepared to engage in discussions and respond to requests by staff.
- Maintain any other commitments made to the program, such as serving as an Examiner, Judge, Trainer or Paid Examiner.



Conflict of Interest

Members of the Quality Award Board are required to represent the best interests of the program in their actions as Board members. Board members shall not represent conflicting or competing interests in Board discussions or place themselves in such a position where there may appear to be a conflict. Decisions and discussions about the program and its operations must be made solely in terms of the benefits of the program and not be influenced by any private or personal benefit to the individuals associated with the program, or by special interests of any provider or organization.

Any member of the Board who may be involved in situations in which there is a possible or perceived conflict of interest must immediately notify the AHCA/NCAL staff liaison or the Chair. Board members are also required to disclose any business or professional interests that could form the basis for a conflict in their position on the Board.

In the event of a conflict, the Board member shall refrain from voting on any such issue, participating in deliberations concerning it, or using personal influence in any way in the matter. The Board member's presence may not be counted in determining the quorum for any vote with respect to a decision in which he or she has a possible conflict of interest. Furthermore, the Board member, or the Chair in the Board member's absence, shall disclose a potential conflict of interest to the other members of the Board before any vote, and such disclosure shall be recorded in the meeting record at which it is made.

Confidentiality of Board Discussions

Members of the Board are required to maintain confidentiality in all discussions of and dealings with the Board, during and after their service on the Board. Board members may not repeat information gleaned through their participation on the Board to any person or entity other than members of the Quality Award Board or AHCA/NCAL staff during or after their service on the Board. This may include discussions, details on Board deliberations, confidential applicant information or information on the program or AHCA/NCAL operations. In addition, Board members must maintain confidentiality in their work in other aspects of the program, such as Examiners or other volunteers.

Code of Conduct

Members of the Quality Award Board should conduct themselves professionally, with truth, accuracy, fairness and responsibility in all dealings on behalf of the Board. Board members should not intentionally communicate false or misleading information which may compromise the integrity of the award process or decisions. In addition, Board members must reflect that conduct in dealings with AHCA/NCAL membership and other stakeholders to positively represent the program and Quality Award Board. Board members should not make any public statements that will damage or destabilize the program.



Conflicting Business or Personal Interests

Board members are not allowed to endorse any provider or service (including their own) on behalf of the Quality Award Board.

Statement of AHCA/NCAL Antitrust Policy

It is the established policy of the AHCA/NCAL to comply with all laws, including the antitrust laws. Because our group contains members that are or may be competitors, we must continue to be careful to confine our discussions, both formal and informal, to the topics described on our Agenda. As you all know and appreciate, in order to comply with our policy, we will not address, in the group or separately, any issues related to our respective companies' current or future pricing, terms of sale or costs, strategic plans or initiatives, bidding situations, sales to specific customers or in specific geographic areas. If you have any questions or concerns about these matters as we proceed, please raise them immediately.

Statement of AHCA's & NCAL's Conflict of Interest and Confidentiality Policy

The American Health Care Association (AHCA) and the National Center for Assisted Living (NCAL) are dedicated to improving lives by delivering solutions for quality long term care. The integrity of AHCA, and the activities it undertakes, depends on the avoidance of conflicts of interest, or even the appearance of such conflicts, by the individuals involved in those activities. Each volunteer should have reviewed the agenda for today's meeting and if a potential or actual conflict is noted on the agenda that was not disclosed earlier then the volunteer should immediately disclose the potential or actual conflict to the chair of the meeting. Further, any member with a conflict agrees to recuse himself/herself from discussion and/or voting on any topics since the conflict may interfere with the volunteer's ability to provide unbiased loyalty to AHCA.

Policy Requirements and Enforcement

All Board members will be required to sign the Code of Ethical Standards statement annually and if the statement is not signed within 30 days, they shall be ineligible to hold office.

Violation of the Code of Ethical Standards, Conflict of Interest or Anti-Trust statement will result in probationary period and/or immediate removal from office, depending on the severity of the violation. The Chair, in consultation with the AHCA/NCAL staff liaison, has the authority to implement a probationary period or request resignation from a current Board member based on a violation of the Code of Ethical Standards. The Chair should engage in a private conversation with the Board member in conflict with the policy and offer them an opportunity to share any additional information before determining the necessary course of action. Any probationary period or request for resignation should be held in the strictest confidence by the Chair and AHCA/NCAL staff liaison.



The AHCA/NCAL staff liaison will review the Code of Ethical Standards policy annually and make updates as necessary.

Quality Award Board Member Agreement

As a Board member, I have read and understand the Code of Ethical Standards Policy and agree to abide by it in full. Specifically, as a member of the Board, I pledge to:

- Fulfill the participation requirements.
- Ensure that my participation in the decisions and discussions about the program and its operations will be conducted solely in terms of the benefits of the program and not be influenced by any private or personal benefit or special interests of any provider or organization.
- Immediately disclose any possible or perceived conflict of interest to the AHCA/NCAL staff liaison or the Chair.
- Maintain confidentiality in all discussions of and dealings with the Board, during and after my term on the Board.
- Maintain confidentiality in any work I conduct in other aspects of the program, such as an Examiner.
- Conduct myself professionally, with truth, accuracy, fairness and responsibility.
- Not intentionally communicate false or misleading information which may compromise the integrity of the award processor decisions.
- Acts as an advocate and positive representative of the Quality Award Program.
- Not make any public statements that will damage or destabilize the program or AHCA/NCAL.
- Not endorse any provider or service (including my own) on behalf of the Board.
- Sign the Code of Ethical Standards statement annually.

I understand that failure to abide by the Code of Ethical Standards may result in my removal from office.

Signature:

Name:

Date: