



## **GOLDEN PROVIDERS CODE OF ETHICS**

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### **Preamble**

The Golden Providers is a trusted network of professionals and businesses committed to enhancing the lives of seniors. This Code of Ethics affirms our dedication to ethical practices, quality care, and respect for every individual we serve. All members agree to uphold these principles in their work with seniors, families, and fellow providers.

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### **I. Integrity and Honesty**

- Conduct all business with honesty, fairness, and transparency.
  - Represent credentials, services, and pricing truthfully.
  - Disclose any conflicts of interest or affiliations that could impact objectivity.
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### **II. Respect for the Dignity of Seniors**

- Treat clients with kindness, patience, and respect.
  - Promote independence, dignity, and self-determination.
  - Listen carefully to client concerns and honor their wishes.
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### **III. Professionalism and Accountability**

- Maintain high standards of service, safety, and reliability.
  - Stay current with training, certifications, and industry best practices.
  - Take responsibility for actions and resolve issues promptly and professionally.
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#### **IV. Privacy and Confidentiality**

- Safeguard all personal and medical information.
  - Comply with applicable privacy laws (including HIPAA, where relevant).
  - Share client information only with consent or when legally required.
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#### **V. Fair and Ethical Business Practices**

- Provide clear contracts, pricing, and scope of services.
  - Avoid deceptive sales tactics or undue influence.
  - Honor all written and verbal commitments.
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#### **VI. Collaboration and Community Responsibility**

- Foster cooperation among members to meet client needs.
  - Refer clients to qualified providers when appropriate.
  - Support initiatives that improve senior care in our communities.
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#### **VII. Non-Discrimination and Inclusion**

- Serve clients of all backgrounds without bias.
  - Embrace cultural, generational, and individual diversity.
  - Ensure accessible and inclusive service delivery.
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#### **VIII. Ethical Concern Resolution**

- Encourage feedback from clients and families.
  - Report unethical conduct to appropriate leadership or authorities.
  - Cooperate with investigations and commit to continuous improvement.
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## **IX. Additional**

- Any referrals or leads generated through Golden Providers will be addressed within 24 hours. Phone calls and emails will returned within 24 hours.
- Your business must remain licensed, insured, and in good standing with the Better Business Bureau. Failure to comply with this requirement could result in immediate termination from Golden Providers and forfeiture of annual dues.
- All licenses and required insurance must remain current and up-to-date. Proof of licensure and insurance can be requested by Golden Providers Board administration annually or upon request. Gaps may cause for termination from Golden Providers.
- Membership may be terminated at any point in time with a unanimous board decision. Membership status can be reviewed based off Better Business Bureau results.
- Members will honor their commitments to the client and to one another.
- Any disputes amongst members should be handled discreetly between members. In the event that you need assistance, the Board should be approached for guidance and direction.
- Recognizing that each of us have existing relationships, members will endeavor to support, encourage, and refer members of Golden Providers.

### **Acknowledgment of Commitment**

All members of The Golden Providers must agree to uphold this Code of Ethics as a condition of membership. A signed acknowledgment will be required upon joining and reaffirmed annually.

Signed \_\_\_\_\_

Name (Printed) \_\_\_\_\_

Date Signed \_\_\_\_\_