

North Carolina Senior Living Association

Code of Professional Responsibility for All Members

In recognition that our work profoundly affects the lives of many individuals as well as society as a whole and that the ability of this association to uphold the highest standards of professionalism is directly related to the behavior, conduct, attitude, abilities and overall professionalism of numerous providers of services, the North Carolina Senior Living Association does set forth and publish this Code of Professional Responsibility for all who now and henceforth are members of this Association.

As a member of the North Carolina Senior Living Association, I do hereby acknowledge, affirm and pledge the following:

To Our Residents

I Will treat all older persons and disabled citizens entrusted to my care with dignity and respect and seek always to assure them independence and choice and the highest possible quality of life.

I Will comply to the best of my ability with all official rules and regulations which are lawfully adopted by the State of North Carolina or any of its political subdivisions.

I Will seek to treat all persons entrusted by my care with sensitivity and compassion; and I will, insofar as is possible, seek to assure that all staff members at my facility(s) shall do likewise.

I Will work tirelessly to improve the quality of care that is provided to the residents entrusted to me and to assure that the staff members under my supervision shall adhere to the highest standards of professionalism in all of their interactions with older persons and disabled citizens entrusted to our care.

To the Families of Our Residents

I Will seek always to provide the kind of care for your family member entrusted to my care that promotes confidence in our facility and assures peace of mind for other family members.

I Will maintain an open-door policy which welcomes and encourages your visits as well as your involvement in the life of your family member entrusted to our care.

I Will seek always to provide an interesting, stimulating environment for your family member which promotes good mental health and emotional stability, as well as physical safety and security.

To the State of North Carolina

I Will recognize and respect the rights and obligations of the State of North Carolina, its political subdivisions and its representatives to provide oversight of facilities to which are entrusted older persons and disabled citizens of North Carolina; and will seek always to foster an atmosphere of cordiality in the relationship between the state and our facility(s).

I Will employ my best knowledge, experience and judgment in a consistent effort to be a full and equal partner with the State of North Carolina in promoting and delivering the highest possible quality of care to older persons and disabled citizens entrusted to my care.

To Fellow Members

I Will maintain friendly relations with other providers of services to older persons and disabled citizens in my community and throughout the State of North Carolina.

I Will compete on an honorable and fair basis, making no false statements or any misrepresentation by omission of facts, implication or subterfuge.

I Will observe all laws and regulations governing our industry and will refrain from obtaining residents through coercion, unfair influence or bribery.

I Will cooperate in every reasonable way with other members of this association in activities which promote the betterment of this industry and this association and their advancement to a higher level of service; and will studiously avoid any practice which might cause adverse notoriety or disrepute for this association or this industry.