



Code of Conduct

At St. Ann's, you are expected to conduct yourself in a manner that is ethical, respectful, courteous, and helpful to the residents, your co-workers, the general public, and St. Ann's. Your support of this code of conduct will help to assure that the residents live in a pleasant, safe environment, and that your work experience here is a positive one.

Employees working directly with residents or family members have a special responsibility. If repeated complaints are made concerning the same problem, you should report it to your supervisor immediately, regardless of whether you normally handle complaints.

Employees, supervisors, and department heads are expected to treat each other with respect and consideration. If at any time you feel you are not being treated with respect or courtesy by other employees, or any department head or supervisor, you are urged to report such incidents to your supervisor, your Department Head, the Executive Director or the Corporate Compliance Officer.

St. Ann's encourages and holds employees responsible for reporting of any unlawful, unsafe, improper, unethical activities or potential harm to employees or St. Ann's. Employees should forward such reports to Human Resources, the Executive Director, or the Corporate Compliance Officer. Anonymous reports can also be forwarded to either of these individuals via voicemail, written letter, fax or hotline.

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Corporate Compliance Officer

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