

POLICY NAME: Senior Living Community Relations  
Effective Date: January 1, 2018

## **Purpose**

To establish and require consistent policies for communicating with and making referrals to or receiving referrals from senior living community facilities.

## **1. SCOPE**

- a. This policy applies to all Golden Bridges (the organization) owners and employees who have communications with management and employees of senior living community facilities.
- b. This policy describes the organization's objectives and policies regarding maintaining the reputation and integrity of the organization.

## **2. DEFINITIONS**

**Community** is defined as any facility for housing seniors in a communal living setting where the Client makes payment for room, board, and other services offered by the Community.

**Referral** is defined as an act of referring a client for consultation, review, or further action.

## **3. TEAM TRAINING**

Members of the team who have a role that requires communication with such Communities will receive training and will have access to corporate policy regarding such communications.

## **4. REFERRALS**

It will be the policy of the organization neither to make exclusive referrals to, nor receive exclusive referrals from a Community. No referral fees will be accepted from, nor given to a Community by any employee or owner of the

organization.

## **5. SANCTIONS**

An employee who accepts referral fees from a Community will be discharged from the organization as soon as the action is discovered. The employee will not be eligible for unemployment benefits or favorable reference from organization.