



PASRS UNIVERSAL BEST PRACTICES

REVISED 2016

1. Maintain a business environment that fosters fairness, respect and integrity. It is the Association's policy that its members are lawful, highly principled and socially responsible in all business practices. All members are expected to become familiar with these Best Practices and to apply these guiding principles in the daily performance of their business activities and responsibilities.
2. PASRS Members will operate their businesses with due diligence and professional care in accordance with professional standards and best practice from their respective industry in all matters.
3. Serve in the interest of their clients and business organizations in a lawful and honest manner, while maintaining high standards of conduct and character and not engage in acts discreditable to the industry or to the Association.
4. PASRS Members will maintain the privacy and confidentiality of information obtained in the course of their duties. Such information shall not be used for personal benefit or released to unauthorized parties. Sensitive information is at times managed and in those circumstances, HIPAA guidelines must be adhered to for those members fall under the jurisdiction of HIPAA.
5. PASRS Members will maintain competency, certification and/or licensure in the senior living industries and their respective professional fields.
6. PASRS Members agree to undertake only those business activities, clients or commitments which they can reasonably expect to service and/or complete with professional competence.
7. PASRS Members will have a client problem resolution or client complain policy in place to promptly address and resolve issues, reflecting professional care and competence.
8. PASRS Affiliate Members maintain professional and general liability insurance in the amount of one million dollars (\$1,000,000.00) per occurrence. Member will supply a copy of the ACORD® Certificate of Liability Insurance within 10 days of policy renewal. Member will request that insurance carrier name PASRS as a Certificate Holder so that the form is automatically sent to us upon renewal and update.
9. For assisted living homes and centers who are PASRS Affiliate Members, they must have a policy that requires the presence of prehospitization medical care/advance directives

in the client/resident file. The policy must require the file be present and made immediately available if/when emergency personnel or first responders are dispatched to the facility on behalf of that resident. The home or center will send a copy of these documents along with first responders if in fact the resident is being transported to the hospital

I, and the business entity I represent, have read and agree to abide by the PASRS Best Practices Agreement. I understand I am responsible for operating under these Best Practices and all employees/agents which work under my authority are responsible to adhere to these Best Practices as well. If I or anyone affiliated with my business entity is suspected of non-compliance or violation, then I am subject to the Grievance Procedure to be enforced by the Board of Directors. Investigation could follow and ultimately loss of membership could result if the non-compliance or violation is substantiated.

Name of business _____

Signature of Authorized Agent _____

Printed name of Authorized Agent _____

Title _____ Date _____