REDWOOD FAMILY
CARE NETWORK

Code of Conduct

For Workforce Members

Last Revised: November, 2026



About the Code of Conduct

Redwood Family Care Network (RFCN)'s leadership in delivering person-centered home and community-based services is built on trust and integrity. We earn the trust of our Persons Served, their families, our partners, and our communities by promoting diversity, equity, independence, inclusion, and personal choice, and by adhering to the laws, regulations, and policies that support our mission and values.

This Code of Conduct applies to RFCN and all of its operating affiliates and subsidiaries (collectively, **"RFCN"** or **"the Company"**). It guides all employees, Board members, contractors, partners, and affiliated entities—referred to as **Workforce Members**—in understanding our standards of professional behavior. Because ethics and integrity begin at the individual level, each Workforce Member is accountable for their own actions and decisions. While this Code cannot address every situation, it provides a practical framework for ethical decision-making and where to go for help when questions or concerns arise.

Your Responsibilities:

You are expected to review this Code carefully, become familiar with its expectations, and apply its principles in your daily work. The Company values your contributions in helping maintain a safe, ethical, and collaborative work environment for our Workforce Members and Persons Served.

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Our Mission and Values

RFCN's Mission is to provide world class person-centered services, support and advocacy for individuals in positive and life-enriching environments. Through working partnerships and integrated care coordination, we aim to enrich the lives of the individuals we support and respond to the needs of our communities and stakeholders.

The Core Values of the company function as the essential framework to guide our interactions and decision making towards our shared mission of providing world class services.



Integrity

We follow through on our commitments and are honest about what we will or will not do. We will be relentlessly transparent and ethical in all relationships and decisions. We fully accept personal and professional responsibility for our actions and results.



People

We are committed to the philosophy that the people we serve and our employees always come first. We are committed to providing extraordinary person-centered support and building relationships whereby individuals and partnering agencies identify Redwood Family Care Network as their premier provider.



Innovation

We are committed to visionary growth and innovation. We will constantly seek best practices for individual outcomes, new technology and creative methods to ensure the strength of our organization.



Continuous Improvement

We are committed to continually improving quality in every area of service. We achieve this through a systematic analysis of measurable objectives and a quality first focus as well as continuous engagement and communication with the individuals and families we support, partnering agencies and stakeholders. We actively recognize achievement and constantly work to improve marginal performance.



Empowerment

We strongly believe in empowering individuals and respecting personal choice without judgment. We treat each other with the highest level of respect. We are deeply concerned for the wellbeing of all people. We advocate for the rights of all individuals.

Zero Tolerance for Abuse and Neglect

Why It Matters

Safeguarding the well-being of Persons Served entails vigilant efforts to prevent abuse, exploitation, and neglect. State laws designate most of our Workforce Members as mandated reporters, obligating them to report any observed or suspected abuse, exploitation, or neglect.

Our Expectations

Suspected or actual abuse, neglect, and exploitation must be reported immediately in accordance with applicable law and the **Zero Tolerance and Mandated Reporting of Abuse and Neglect** Policy.

The Reporting Process

Mandate to Report

If you observe, experience, or suspect conduct that contradicts our values, Code of Conduct, or applicable laws and regulations, you have an obligation to speak up.

Reporting Channels

You may report concerns through any of the following channels:

- Your supervisor or manager
- **Human Resources (HR):** 909-413-6145 or HR@redwoodfcn.com
- **Compliance:** (909) 287-3557 Option 4 or RedwoodCompliance@redwoodfcn.com
- **24/7 Compliance Hotline (Confidential & Anonymous):**
  - **Phone:** (855) 252-7606
  - **Online Portal:** www.hotline-services.com (enter "Redwood Family Care Network")
    Telecommunications Relay Service (TRS): Dial 7-1-1 and request connection to (855) 252-7606 for specialized disability or TTY assistance.

RFCN handles reports confidentially to the extent reasonably possible and permitted by law. Information provided through the hotline will be handled in accordance with applicable confidentiality and privacy requirements.

Open Door Policy

The Company maintains an **"Open Door"** policy and empowers every Workforce Member to address work-related issues, questions, or compliance concerns promptly and directly.

Anti-Retaliation Policy

The Company strictly prohibits retaliation against any Workforce Member who, in good faith, reports suspected wrongdoing or participates in an investigation. Nothing in this Code is intended to restrict legally protected communications.

What is Protected Activity? Reporting suspected unlawful conduct, unsafe working conditions, fraud, abuse, neglect, or violations of the Code of Conduct or Company policies, as well as cooperating with internal audits, investigations, or regulatory inquiries.

Our Commitment: Reports made in good faith will be taken seriously, reviewed promptly, and investigated with impartiality and confidentiality. No Workforce Member will suffer adverse employment consequences, demotion, harassment, or discrimination for raising a concern in good faith. Refer to the **Reporting Compliance Concerns and Anti-Retaliation Policy** for more detail.

Reporting Retaliation: Any suspected retaliation must be reported immediately to management, Human Resources, or the Compliance Department via the channels listed above. Anyone found to have retaliated against a Workforce Member will be subject to immediate disciplinary action, up to and including termination of employment or contract.



Adherence to Legal and Regulatory Guidance

Why It Matters

Laws and regulations govern our services and business. Non-compliance can cause severe repercussions for our Persons Served, company, and community.

Our Expectations

We adhere to all laws and regulations, fulfilling mandates to support our Persons Served in making choices based on their personal priorities.

Preventing Fraud, Waste, and Abuse (FWA)

A vital part of adhering to laws and regulations is being a responsible steward of public funds. Because our programs are funded through federal and state-supported programs, we are legally and ethically obligated to ensure every dollar is accounted for and spent properly.

Failing to follow these standards—whether intentionally or through careless record-keeping—harms the integrity of our programs and directly affects the resources available to our Persons Served. To maintain our standard of compliance, every Workforce Member is expected to understand, recognize, and immediately report any of the below:



When someone on purpose lies, tricks, or hides the truth to get money or benefits they are not supposed to have.	When careless or inefficient practices result in unnecessary costs to a government funded service program.	When improper billing or business practices cause a government funded program to pay for services it shouldn't—even without an intent to deceive.

Financial Integrity

Why It Matters

Maintaining honesty and accuracy in our financial practices is crucial for preserving the trust of both our Persons Served and our partners. These practices also contribute to the financial stability of our programs and enable us to fulfill our mission effectively.

Our Expectations

We are committed to upholding truthful and ethical billing, accounting, and financial reporting practices. If you become aware of or suspect any false or misleading items in a financial report or entry, report.

If You See Something, Say Something!

If you witness or receive a report of suspected fraud, you must immediately report using the Reporting Process on Page 4 above. Anyone who knows about or suspects fraud but fails to report it may be considered complicit in the fraud. Not reporting fraud or misappropriation can lead to disciplinary actions, including immediate termination.

Understanding Laws and Requirements for Bids and Proposals

Why It Matters

Our services are funded by public contracts, which are subject to strict legal transparency and auditing to protect our programs and sustain our commitment to the communities we serve.

Our Expectations

Workforce Members involved in preparing bids, requests for proposals (RFPs), or rate sheets must ensure all submissions are honest, accurate, and compliant with applicable contracting and cost-reporting laws.

Background Checks and Exclusion Screening

Why It Matters

Background checks safeguard the well-being of our Persons Served and Workforce Members. Federal and state laws strictly prohibit employing or engaging excluded, sanctioned, or disqualified individuals or entities.

Our Expectations

RFCN conducts required criminal background checks and screens against the OIG LEIE, SAM, and state Medicaid sanctions lists. Workforce Members must promptly report any changes in criminal history, licensure, or exclusion status. HR/Compliance review all potential findings to determine eligibility, next steps, and required state reporting.

Maintaining Current Licenses and Credentials

Why It Matters

Licensing/credentials are essential to ensuring we possess the necessary skills/ knowledge to fulfill our responsibilities.



Our Expectations

You must maintain appropriate licensing and credentials. You are responsible for understanding the licensing and credentialing requirements applicable to your position and keeping your licenses and credentials current. If there is any uncertainty, please consult your manager.

Substance Use in the Workplace

Why It Matters

We are committed to cultivating a safe, healthy, and professional environment free from the influence of drugs and alcohol wherever our Workforce Members operate, while respecting the lawful personal rights of our Persons Served in their homes.

Our Expectations

Workforce Members are strictly prohibited from possessing, using, or being under the influence of alcohol, cannabis (recreational or medical), or illegal drugs while on duty. This does not restrict the personal rights of Persons Served.

- **Maintain Sobriety on Duty:** Never report to work, perform services, or operate a vehicle under the influence of alcohol, cannabis, illegal drugs, or any impairing substance.
- **Support Authorized Use Only:** Only handle or store a Person Served's approved alcohol or authorized cannabis strictly in accordance with their care plan, program protocols, and applicable state regulations.
- **Keep Items Secure:** Ensure any approved alcohol or authorized cannabis belonging to a Person Served is securely stored as required by their care plan and program rules to prevent unauthorized access.

Setting Professional Boundaries

Maintaining appropriate professional boundaries is essential to protecting the safety, dignity, rights, and well-being of Persons Served. You are responsible for maintaining relationships that are professional, respectful, and focused on the needs and best interests of the individuals you support. Personal relationships or conduct that blur these boundaries can create conflicts of interest, compromise trust, or expose Persons Served to harm.

To help maintain professional boundaries, the following is a non-exhaustive list of PROHIBITED conduct:

- Soliciting or accepting donations, loans, or personal financial benefits from Persons Served or their families.
- Selling or purchasing goods or services with Persons Served or their families.
- Accepting inappropriate or excessive gifts, gratuities, or favors.
- Engaging in secretive or inappropriate personal communications or interactions.
- Sharing personal information in ways that create inappropriate dependence.
- Pursuing inappropriate personal relationships or spending time with Persons Served outside authorized, work-related activities.
- Engaging in romantic or sexual relationships or sexual activity with Persons Served.

Securing Persons Served Property and Belongings

Why It Matters

Respecting and safeguarding the personal belongings of our Persons Served upholds their fundamental rights, dignity, and independence and preserves the trust they place in us.

Our Expectations

Workforce Members must safeguard personal property of Persons Served. Never use, borrow, or remove a Person Served's belongings without their explicit consent or as authorized in their care plan.

Safe and Respectful Workplace

Why It Matters

Maintaining a safe, respectful, and violence-free environment protects the well-being of our Persons Served and Workforce Members and enables us to resolve workplace conflicts constructively.

Our Expectations

Workforce Members must treat others with courtesy and respect, follow all health, vehicle, and facility safety protocols, and immediately report any hazards, accidents, or threats/acts of violence.

Diverse and Inclusive Workplace

Why It Matters

Our diverse workforce reflects the Persons Served, families, and communities we support. An inclusive culture enables everyone to bring their best selves to work daily. Discrimination and harassment are unacceptable.

Our Expectations

We promote a respectful environment free from discrimination, harassment, bullying, or intimidation. Workforce Members must follow the **Equal Opportunity and Anti-Discrimination Policy** in all employment decisions and immediately report any suspected violations.

Protecting Information

Why It Matters

Workforce Members are entrusted with confidential data that is essential to fulfilling our mission and upholding compliance. RFCN protects confidential, personal, company, and health information in accordance with contractual obligations, and applicable federal and state privacy and security laws, including HIPAA and HITECH.

Our Expectations

The Company expects Workforce Members to treat information with uncompromising integrity, professional discretion, and respect.

Unauthorized public statements are prohibited. Direct press/media inquiries to mediainquiry@redwoodfcn.com.

Company Issued Technology and Devices

Why it Matters

Safeguarding our company resources is integral to deliver on our mission of providing world class services.

Our Expectations

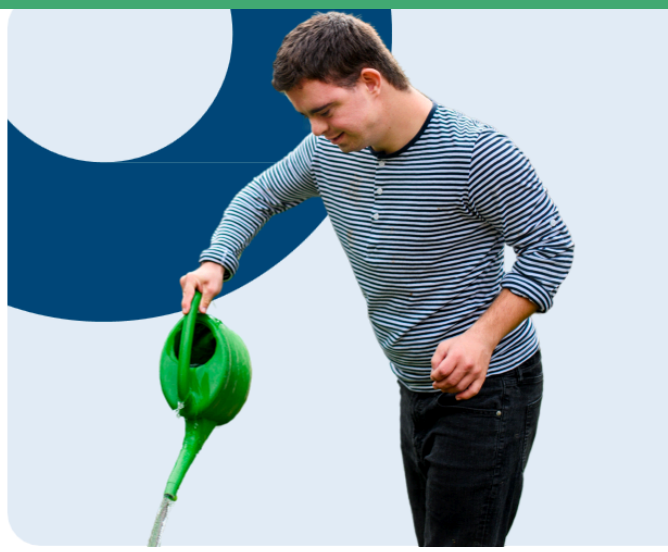
Workforce members must safeguard all company assets (vehicles, computers, purchasing cards, etc.). Company devices, systems, email, and voicemail are provided for business purposes. Incidental personal use is permitted if it does not disrupt operations or violate RFCN policy.

Workforce Members must protect all data generated and stored on company systems and follow the same security and usage standards whether working on-site or remotely.

Conflicts of Interest

Why It Matters

Conflicts of interest arise when personal, financial, family, or outside interests (including gifts, favors, or relationships) interfere with, or appear to interfere with, ability to make objective decisions in the best interest of RFCN/Persons Served. Maintaining clear boundaries and transparency protects the Persons Served and our organization.



Conflict of Interest Expectations

We are committed to operating with integrity and free from conflicts of interest. As Workforce Members, we:

- **Put Persons Served First:** Always act in the best interest of RFCN and the Persons Served, maintaining strict professional boundaries and never using our position for personal or financial gain.
- **Avoid Conflicting Interests & Improper Gifts:** Avoid outside business relationships, family/personal supervision situations, or inappropriate gifts, favors, or benefits that could influence—or appear to influence—our professional judgment.
- **Disclose Promptly & Annually:** Complete annual Conflict of Interest attestations, and immediately disclose any actual, potential, or perceived conflict to Compliance before participating in an affected decision.

A conflict does not require bad intent—when in doubt, disclose the situation to Compliance for review. Workforce Members shall not independently investigate potential conflicts. Compliance will take necessary actions to manage identified conflicts.

For detailed examples and disclosure procedures, refer to **the Conflict of Interest and Disclosure Policy**.

How will I know if changes are made to the Code?

This Code may be revised from time to time without prior notice. For the most current version, please refer to the electronic copy available on Redwood Family Care Network's website and PolicyPro.

What happens if I violate the Code of Conduct?

Violations of the Code are treated with utmost seriousness. Upon receipt of reports regarding potential misconduct, a thorough review is conducted. Necessary measures are taken to rectify any misconduct, and disciplinary actions may be imposed if deemed necessary.

