



CARTER COMMUNITY FOUNDATION



# CORPORATE SOCIAL RESPONSIBILITY

3105 South Meridian Avenue | Oklahoma City, Oklahoma 73119

Phone: (405) 947-7700 | E-mail: [pr@carterhealthcare.com](mailto:pr@carterhealthcare.com)

[www.carterhealthcare.com](http://www.carterhealthcare.com)

# WELCOME

I'm pleased to share Carter Healthcare's 2015-2017 Corporate Social Responsibility report.

Since 1989, the Carter Healthcare companies have grown from one office in Oklahoma City to 60 offices in eight states. But one thing that hasn't changed is our mission: helping people live better lives.

At Carter Healthcare, we believe in enriching the lives of the individuals who work for us, the patients whose homes we visit each day, and the people who live in the communities we serve. To achieve this, we invest in corporate philanthropy, encourage community volunteerism among our employees, and make a commitment to excellence in our business practices.

The following pages will detail how we are making an impact on our employees, our patients, and the communities we serve through these efforts.

**Brad Carter**  
Chief Operations Officer

# CARTER COMMUNITY FOUNDATION

## **SUPPORTING CHARITABLE ORGANIZATIONS IN THE COMMUNITIES WE SERVE**

Carter Healthcare established our philanthropic arm, the Carter Community Foundation, in 2015 to place a stronger emphasis on our community involvement. Whether it be through financial support or by volunteering our time, skills, and expertise, the Carter Community Foundation realizes every small bit can have an enormous impact.

Our mission is helping people live better lives through the support of charitable organizations in the communities we serve. Priority focus is on communities where Carter Healthcare has offices, in the following eight states: Florida, Kansas, Missouri, Ohio, Oklahoma, Pennsylvania, Texas, and West Virginia.



**FUNDRAISING**



**COMMUNITY OUTREACH**

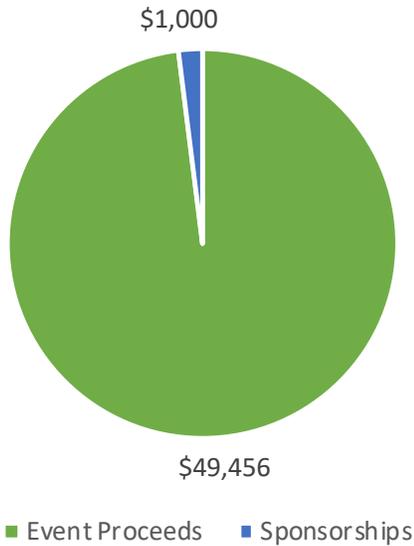


**CARTER COMMUNITY  
SERVICE SQUAD**

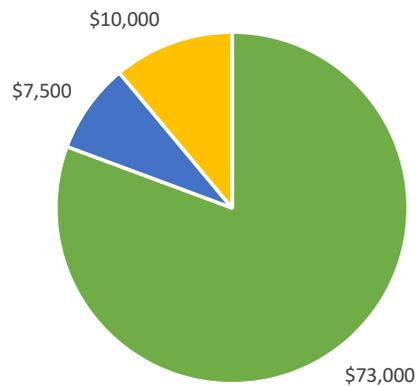
# FUNDRAISING

## 2015

- Carter Healthcare donated 100% of the proceeds from our fundraising gala, "A Night in Monte Carlo," to the Alzheimer's Association.



## 2016



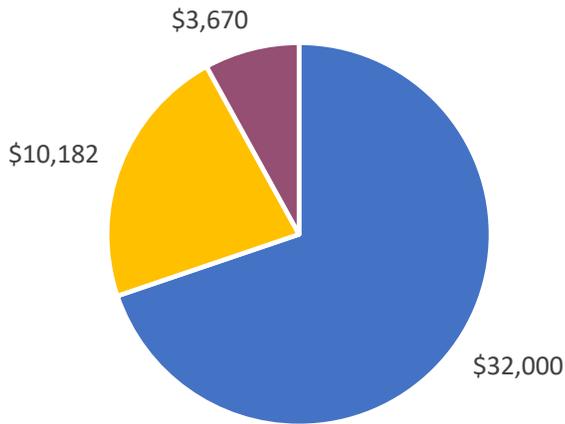
■ Event Proceeds ■ Sponsorships ■ Employee Contributions



- Carter Healthcare donated 100% of the proceeds from our fundraising gala, "The Carter Healthcare Speakeasy," to the Alzheimer's Association.
- Carter Healthcare sponsored many Walk to End Alzheimer's events in our communities.
- Employees of Carter Healthcare purchased T-shirts to support the Alzheimer's Association.

# FUNDRAISING

## 2017



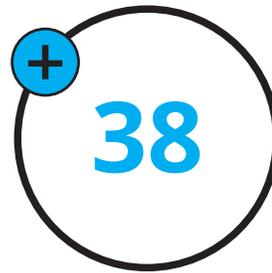
■ Sponsorships   ■ Employee Contributions   ■ Corporate Match

- Carter Healthcare sponsored the creation of the Carter Home Simulation Lab at Oklahoma City University.
- Carter Healthcare sponsored many Walk to End Alzheimer's events in our communities.
- Employees of Carter Healthcare purchased T-shirts to support the Alzheimer's Association.
- Carter Healthcare matched employee contributions to the JJ Watt Foundation after Hurricane Harvey.



In the Carter Home Simulation Lab at the OCU Kramer School of Nursing's Nursing Simulation Center, nursing students are able to simulate actual patient scenarios to prepare them for real-life situations in home healthcare. The Nursing Simulation Center also includes seven fully equipped simulated hospital rooms, with anatomically correct simulation manikins that respond to the treatments provided by the nursing students. Carter Healthcare was proud to be involved with the development of this state-of-the-art facility in 2017.

# COMMUNITY OUTREACH



## WALKS ATTENDED

Carter Healthcare employees participated in local Walk to End Alzheimer's events in our communities in 2015, 2016, and 2017.



# COMMUNITY OUTREACH



+  
**732**

## MEALS PROVIDED

During Carter Healthcare's 2017 Bedlam Food Drive, employees at our Corporate office in Oklahoma City donated 610 pounds of non-perishable food items to the Regional Food Bank of Oklahoma, providing 732 meals to Oklahomans in need.



+  
**153**

## LIVES SAVED

In partnership with Oklahoma Blood Institute, Carter Healthcare hosts Blood Drives at our Corporate office in Oklahoma City. In 2016-2017, blood donations from Carter Healthcare employees saved the lives of 153 Oklahomans.



# COMMUNITY OUTREACH



**Clockwise, from above:**

Employees throughout Carter Healthcare wear red each February in support of the American Heart Association's Wear Red Day.

In October, employees across the company wear pink in support of breast cancer awareness.

Our Tahlequah, OK, employees put their noses on each May for Red Nose Day, a worldwide campaign to end child poverty.



# COMMUNITY OUTREACH



**We spread  
KINDNESS**

---

Our offices in Chickasha, OK, and Lawton, OK, delivered Thanksgiving meals to their patients, while our Oklahoma City Home Health team prepared and delivered Thanksgiving food baskets for 10 home health patients and their families.



**We help  
OTHERS**

---

Employees at our Corporate office in Oklahoma City donated gloves, socks, blankets, bottled water, and pre-packaged, ready-to-eat food to Bradford Village Senior Living Community so their residents could assemble winter gift bags for the homeless who might not seek the services of a shelter or rescue mission.



**We make WISHES  
come true**

---

The Executive team at our Corporate office in Oklahoma City adopted two seniors enrolled in the Salvation Army Angel Tree Program, while members of our Intake department pooled their resources to purchase Angel Tree gifts for a senior woman and a five-year-old boy. | In Greensburg, PA, our office filled up a donation box in one week during their first-ever Toys for Tots drive.



**We go above  
and BEYOND**

---

Steubenville, OH, employees surprised a patient and her caretaker with donations of Christmas gifts and household essentials. One of our occupational therapists also shared the story with her church, who then donated food and furniture for the patient's apartment.

# CARTER COMMUNITY SERVICE SQUAD

The Carter Community Service Squad is a program to build upon the Carter Community Foundation's involvement in local communities by encouraging employees to volunteer for causes that are important to them. Each selected charity must be designated as a 501(c)(3) non-profit organization by the IRS, and all volunteer hours must be accumulated during the employee's non-working hours.

To join the Carter Community Service Squad, employees must complete 32 community service hours from January through December. Qualifying employees receive a small reward of Carter Healthcare gear and a guarantee of a donation going to the charity of their choice at the end of the year. The final amount is determined by the hours completed cumulatively and within each quarter.

## TULSA CLINICIAN REWARDED FOR HER VOLUNTEER SERVICE DURING 2017

Brandi Jackson, LPN (Tulsa, OK), was inducted into the Carter Community Service Squad as the employee with the most volunteer hours completed during calendar year 2017.

Brandi volunteered 160.25 hours of her time in 2017 to Joy In The Cause, a Tulsa non-profit whose mission is to provide care, compassion, and joy one personal act of kindness at a time.

Joy In The Cause delivers backpacks, care packages, and other items to individuals who are in crisis or have a life-altering illness or special needs. Many of these individuals also receive a visit from therapy dog Mavis Pearl. Brandi's volunteer hours were spent sewing miniature tutus for Joy In The Cause's "calling card"—a stuffed Mavis Pearl dog.

Joy In The Cause founder Lisa Bain and Mavis Pearl were special guests at the Tulsa office's case conference on February 28, 2018, and were gifted with a check from the Carter Community Foundation in honor of Brandi's service.



# COMMITMENT TO EXCELLENCE

## HIGH ETHICAL STANDARDS AND COMPLIANCE BY THE COMPANY AND ITS EMPLOYEES

At Carter Healthcare, we pledge our full commitment to upholding all compliance standards as we fulfill our mission of healthcare excellence. This includes compliance with formal guidelines issued by federal agencies, as well as those issued by private regulatory agencies such as The Joint Commission on the Accreditation of Health Care Organizations (JCAHO).

Carter Healthcare is committed to fostering an environment that is conducive to success in compliance. We do this by providing effective communication and training programs for our employees, by instituting an established code of conduct that must be agreed upon by all employees, and by encouraging employees to share their concerns about company policies and procedures.



**CORPORATE COMPLIANCE**



**JCAHO FLU SHOT  
COMPLIANCE**

# CORPORATE COMPLIANCE

## Conducting Business with High Ethical Standards

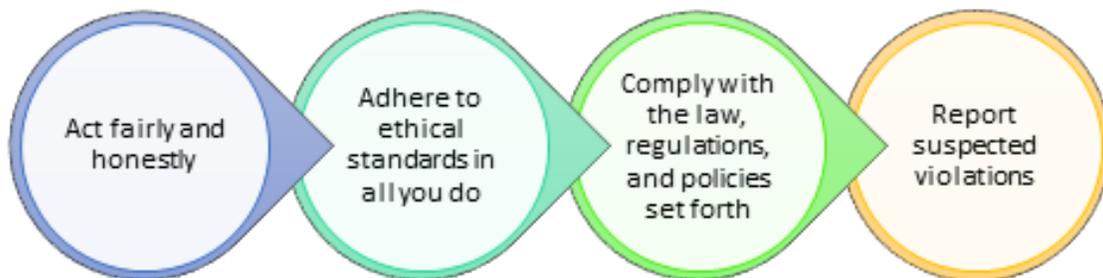
### OUR CULTURE

Carter Healthcare is continually striving to achieve high ethical standards through both company and employee practices. The mission of Carter Healthcare's Compliance team is to detect and prevent fraud, waste, abuse, and any unethical conduct in home healthcare.

Our program incorporates formal guidelines that are issued by the Federal Health and Human Services Office of Inspector General to prevent

illegal conduct and monitor compliance with applicable laws, rules, and regulations.

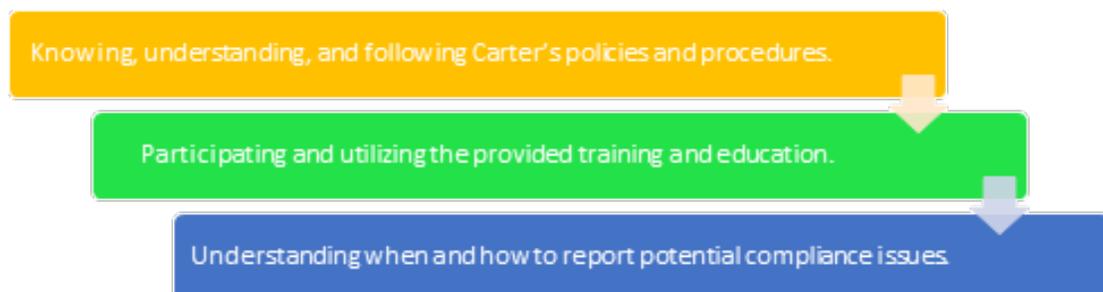
At Carter Healthcare, we pledge our full commitment to upholding all compliance standards as we fulfill our mission of healthcare excellence. Our success is built on a culture of integrity. Carter Healthcare expects all employees to follow our culture of integrity by practicing the following behaviors:



### EMPLOYEE OBLIGATIONS

We are committed to providing our employees with a workplace that is conducive to success in

compliance. We expect our employees to work responsibly toward:



# CORPORATE COMPLIANCE

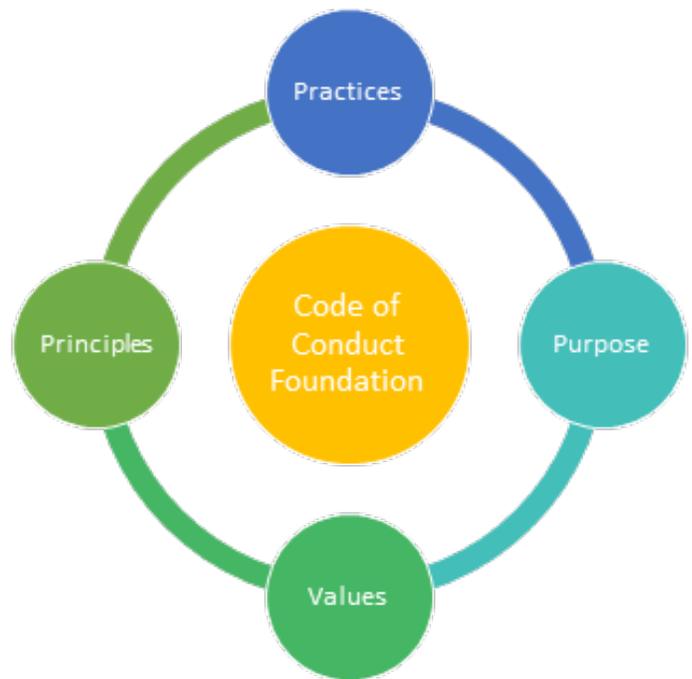
## Conducting Business with High Ethical Standards

### CODE OF CONDUCT

Carter Healthcare is committed to establishing and observing high standards and ethical conduct in its business and operational practices. A Code of Conduct has been established to help direct employees with following ethical and legal standards in their daily operations.

Carter Healthcare employees are required to certify that they have read, understand, and will comply with the company's Code of Conduct. The Code of Conduct, along with all Carter Healthcare policies and procedures, is available to all Carter Healthcare employees at any time on our online portal.

Being able to ensure quality patient care and patient safety is a valuable asset to attain and keep. Every day, we expect our employees to live up to the standards in our Code of Conduct and continue our mission of helping people live better lives.



### TRAINING & MONITORING

Effective communication and training programs help alert employees of their responsibilities and facilitate ongoing engagement of education. Communication and training is implemented with all new employees during orientation and scheduled periodically throughout their time at Carter Healthcare.

Specific trainings and identification of needed

resources for certain areas can lead to further training throughout our departments.

Compliance monitoring is a key component to ensure Carter Healthcare is following the regulations and policies we have implemented but also to identify risks for improvement. Periodic reviews of each department are done to evaluate and assess risks.

# CORPORATE COMPLIANCE

## Conducting Business with High Ethical Standards

### SHARING CONCERNS

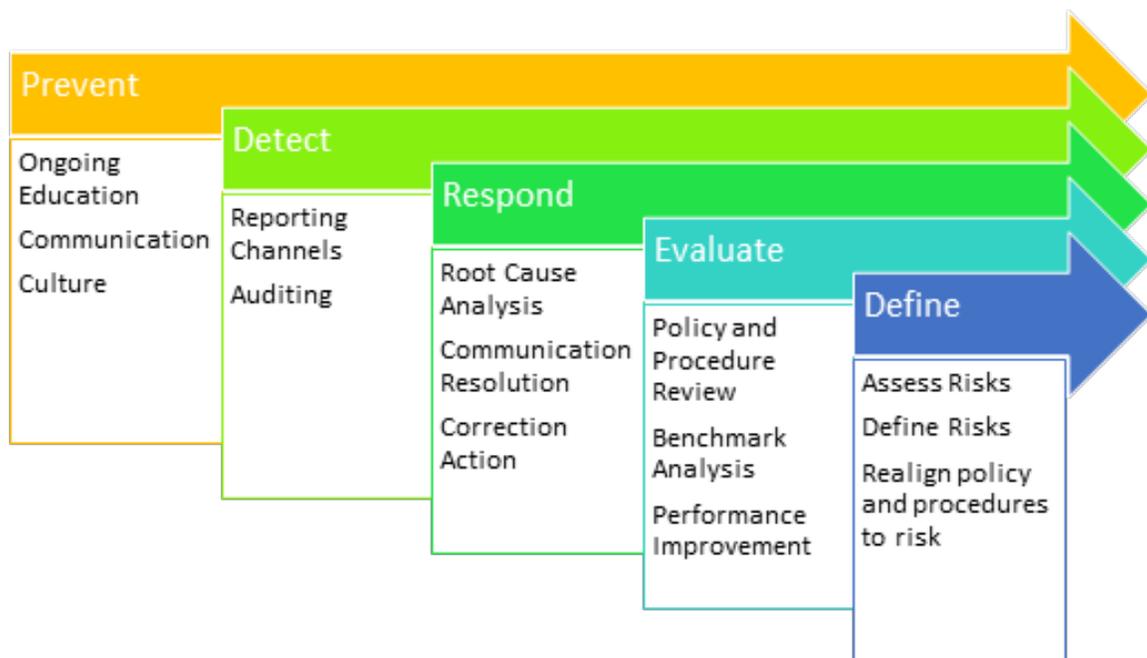
At Carter Healthcare, we share the value that each employee shall have the responsibility to notify his or her supervisor in a timely manner of any violations or suspected violations of standards for ethics and legal conduct. We provide several ways for employees to share their concerns, ask questions, or report suspected violations.

- A toll-free telephone line and e-mail are available to all employees who may seek advice on certain policies or procedures, or who wish to report an actual/perceived violation of the law/applicable to Carter Healthcare's policies and procedures.
- Personnel can call (888) 951-1112 and ask to speak to Chief Compliance Officer Sue Douglas.
- If an employee is uncomfortable calling to

report an incident, he or she can e-mail the information to [compliance@carterhealthcare.com](mailto:compliance@carterhealthcare.com).

- Employees will not be subject to reprisal for reporting, in good faith, actions they feel violate the law or established standards. Any employee engaging in any act of reprisal for any good faith reporting shall be subject to discipline or discharge.

In addition to our Compliance department, we encourage employees to contact their managers, the Human Resources department, the Education department, or other supervisors within the company with questions or concerns they may have regarding Carter Healthcare's policies and procedures or how to proceed in a given situation.



# JCAHO FLU SHOT COMPLIANCE

+  
512

## FLU SHOTS GIVEN TO CLINICAL STAFF

Annual influenza vaccination has been found to be both safe and effective in reducing the risk of flu and healthcare-related transmissions. The Centers for Disease Control and Prevention (CDC) and The Joint Commission on the Accreditation of Health Care Organizations (JCAHO) recommend and promote the vaccination of all workers in healthcare settings.

In 2017, JCAHO announced a national goal that 100% of all healthcare workers be vaccinated against the flu virus.

Carter Healthcare made a huge impact in our vaccination program in 2017. Through education and persistent efforts in all eight states where Carter Healthcare has offices, we met this 100% target for all members of our clinical staff.

All employees were provided evidence-based

education on the influenza disease process and infection prevention strategies. Additionally, Carter Healthcare provided the flu shot free of charge to all interested employees (both clinical and non-clinical staff) in 2017.

The CDC says most people six months of age or older should get a yearly flu shot. Older individuals, children, pregnant women, and people of all ages who have health problems like asthma or diabetes are the groups at highest risk of developing serious, and even life-threatening, complications if they contract the flu.

By vaccinating our employees, Carter Healthcare helps protect not only our workforce, but also other members of the community—particularly those patients and caregivers whose homes our clinicians visit on a daily basis.

