

MISSION, BUSINESS ETHICS and COMPLIANCE STATEMENT

At 2nd Family of Northern New Jersey, our Mission is based on our promises and our honor. We promise to provide Gold Standard in home care and personal support services to our clients. A primary focus is the dedicated delivery of competent, detailed, and dignified care that is provided in a safe, empathetic, and supportive manner.

By embracing the Christian values our Company was founded on, we promise to deliver honest and exceptional care that is ethically driven and of the highest quality. We promise to attend to all ethical questions and to manage such situations quickly, efficiently and with intention for positive resolution.

We promise to hire and retain the highest-level caregivers and to properly compensate them while showing them respect and consideration for the value they bring to the business of in-home care and personal support services.

We promise to offer full transparency to Families regarding the care of their loved ones and to provide service that is always designed to promote the best possible outcomes. We promise to do all in our power to allow our clients to age gracefully and comfortably in their own home.

We promise to adhere to our fundamental principles which ensure a proficient, responsible, financially stable, and reputable organization as central to our practice. We promise to protect our Employees, Clients and our business from any deceitful engagement or practice and thereby to safeguard our community from substandard, unsafe, or unnecessary care as well.

We promise to adhere to all ethical and corporate compliance policies and procedures and to prevent and detect unlawful conduct and to report all legal and regulatory violations, and like-wise to encourage and ensure principled practices by all Employees, Independent and Business Associates of our organization.

We promise that our organization is committed to maintaining compliance with all laws, requirements, and guidelines to support our operating in an ethical and lawful manner.

We promise that our organization has sound Monitoring and evaluation procedures regarding ethical and corporate compliance which are strictly overseen and presented to the Board of Directors who have final authority on all ethics and compliance decisions.

2ndFamily adheres to the principles of truth in advertising, and all information accurately represents the organizations scope of services provided, licenses, price claims or testimonials.