



Management Expectation

All Staff Thrive!!! What if YOU Thrive?

Be Impeccable

Robs you of Excellence

Errors-a mistake. "spelling errors" - The state or condition of being wrong in conduct or judgment.
synonyms: mistake, inaccuracy, miscalculation, blunder, oversight;

Mistake- an action or judgment that is **misguided** or **wrong**. "coming here was a mistake"
synonyms: error, fault, inaccuracy, omission, slip, blunder, miscalculation, misunderstanding, oversight, misinterpretation, gaffe, faux pas, solecism; More

Fear of Making a Mistake Impact

How to Make Fewer Mistakes at Work and Boost Productivity

1. Stop trying to multitask. Complete one task and move to the other.
2. **Eliminate distractions. ...[Personal Interruptions, Cell phones, etc]**
3. Use a task tracker, checklists or Alexa for reminders
4. Automating your task workflows
5. Always clarify and ask questions for comprehension
6. Carefully review your own work First
7. Get a second set of eyes to review
8. Take advantage of your lunch breaks and refresh with a mental pause.
9. Don't Procrastinate - Just do what you know needs to be done. **Schedule it!**

Success Achievement

Start your week with a plan and a schedule. Start your projects on time, and schedule appropriately to give your tasks ample time to be completed. Most importantly, take the time to prioritize so those critical items are slid to the bottom of the stack.

Communicate and follow-up with every client weekly.

Integrity-the quality of being Whole and **Complete**. Nothing hidden or missing.
The state of being whole and undivided. "upholding territorial integrity and national sovereignty"
synonyms: unification, wholeness, coherence, cohesion, un-dividedness, togetherness, solidarity, coalition



Ethical Principles Pledge

As a trusted professional, I aim to build lasting relationships, inspire trust, and make a positive impact through my contributions at work. I pledge to uphold the highest ethical principles. I commit to:

1. Operate with Integrity

Always act with honesty, transparency, and accountability, ensuring that my actions reflect the trust placed in me.

2. Create Genuine Value

Deliver services and solutions that contribute meaningful and measurable value to clients, partners, and team members.

3. Foster Success for Others

Conduct business in a way that uplifts and empowers others, recognizing that true success is shared success.

4. Adhere to Ethical Standards

Remain committed to legal, moral, and ethical standards in every decision, avoiding shortcuts that compromise principles.

5. Promote Fairness

Engage in equitable practices, treating all individuals with respect, fairness, and dignity.



Be Impeccable

Meaning: Act with integrity, be responsible, maintain high standards in your words, actions, and thoughts, and strive for excellence in all aspects of life.

1. Be Mindful of Your Words

- **Speak with integrity:** Say only what you mean. Use words that empower you or others.
- Avoid using words to speak against yourself or others.
- **Avoid gossip:** Focus on constructive communication.
- **Practice positive self-talk:** Be kind and encouraging to yourself.

2. Act with Integrity

- **Keep your promises:** Follow through on your commitments.
- **Do the right thing:** Even when it's difficult or no one is watching.
- **Be honest:** With yourself and others, in both big and small matters.

3. Strive for Excellence

- **Commit to personal growth:** Continuously learn and improve yourself.
- **Give your best effort:** In everything you do, from small tasks to major projects.
- **Be disciplined:** Stay focused on your goals and resist distractions.

4. Take Responsibility

- **Own your actions:** Acknowledge your mistakes and learn from them.
- **Avoid blaming:** Focus on solutions rather than assigning fault.
- **Be accountable:** Hold yourself responsible for your choices and their outcomes.

5. Maintain High Ethical Standards

- **Act according to our values:** Ensure your actions align with Ace's culture and core values.
- **Respect others:** Treat people with kindness, fairness, and dignity.
- **Cultivate integrity in relationships:** Build trust by being reliable and transparent.

6. Practice Self-Awareness

- **Reflect Weekly:** Assess your thoughts and actions to ensure they align with company's values.
- **Be open to feedback:** Welcome constructive criticism and use it to grow.
- **Cultivate humility:** Recognize your strengths and areas for improvement.

7. Prioritize Your Well-Being

- **Take care of your health:** Eat well, exercise, and get enough rest.
- **Manage stress:** Practice mindfulness, meditation, or other stress-relief techniques.
- **Balance work and rest:** Ensure you have time for relaxation and self-care.

8. Embrace Empathy and Compassion

- **Listen actively:** Pay attention to others' needs, requests, and concerns.
- **Practice kindness:** Support others to WIN and achieve Success.
- **Be non-judgmental:** Approach situations and people with an open mind.

9. Be Consistent

- **Establish Systems:** Create habits that support your goals, values, KPIs.
- **Be reliable:** Be early to work, and show up for others and for yourself consistently.
- **Stay committed:** Keep working towards your goals, even when it's challenging.

Ace Compliance Consulting Success Game

Key Elements to Win Ace Game of Success

Master job performances, operate with Integrity, be effective, efficient and aim for success.

Company Expectations

ACE COMPLIANCE CONSULTING is a SUCCESS INCUBATOR

Our clients thrive; achieve peace of mind and success in homecare.

BRAND PROMISE STATEMENT

Our clients achieve peace of mind and experience that home care success starts with Ace Compliance Consulting in every interaction with our company and our well-trained team members.

COMPANY COMMITMENT-Playground our team members experience excellence, growth, and expansion. Our effective and efficient team members have the opportunity to be an enormous contribution to the company, create success for each client, achieve fulfillment, success and powerfully thrive in their position.

STAFF PROMISE TO COMPANY

Do complete work that is effective & efficient, powerfully operate with Integrity, honors word, manage promises, operate from what's so, wanted, needed, missing or incomplete. Make powerful requests for workability that generates teams and teamwork for success. Be open to the experience of excellence, growth, expansion and greatness.

STAFF PROMISE TO CLIENTS

We consistently provide peace of mind and success being knowledgeable, informative and supportive.

EXPERIENCE & IMPACT ON CLIENTS

Experience peace of mind, success, freedom and ease to focus on patients care and create a life they love. Our Clients rave about our services and our commitment to their peace of mind and success.

OFFICE ENVIRONMENT

Refreshing invigorating scents, clean, organized, inspiring, effective and efficient systems, processes and operation tools that generate workability, growth and expansion.

Team Members

An ever expanding powerful team of empowered and inspired individuals committed to operate with integrity, have a thirst for being an enormous contribution, committed, open-minded, dedicated, positive, supportive, loyal, honest, fun, and empowered to build an empire that is the source for their growth, development, expansion and a thriving life powerfully on purpose.

Intention - Mission

Be a Success Incubator that provides services to empower, inspire, and support home care agency owners to achieve success, operate with peace of mind to focus on patient care and create a life they love. TM

Core Values

Effective- Masters at producing results
Efficient- Impeccable time management with precision
Integrity- Possibility that fuels workability
Success- All we do is **Win and Achieve Success**

Vision Statement

We are the tipping point for an ever-increasing number of home care agency owners nationwide to achieve success in home care, operate with peace of mind to focus on patients care and create a life they love. TM

Success Culture - Teams & Teamwork - Success Outcome

December 31, 2024, Ace has complete (SOPs), policies and procedures copyrights, launched Ace University, Homecare Success Incubators and Homecare Moves to Millions have 100+ members, Homecare Success Summit 100+ participants, 40+ podcast episodes with 500k+ subscribers, revised website, automated monthly startup and marketing seminars, email marketing campaign generates 100+ new leads monthly, and published Homecare Success Minded journal. Ace is an empowered technology savvy, fully automated, ever-expanding empire with effective computers, turnkey systems, metrics, and organizational structures. Ace is sought-after with the reputation for being the best consulting company in the home care industry.

Our driven and passionate team members committed to teams and teamwork with the primary aim of success for the company, themselves and the clients. Our team members achieve operational excellence, industry leading customer satisfaction; exceed company goal and financial targets, and renders services to an ever-increasing number of home care agency owners. Our team members implement strategic processes and systems that increase efficiency, effectiveness, integrity, maximizes success, growth, and inspire continuously innovation and cutting-edge solutions for our clients to achieve regulatory compliance, operational and financial success, and peace of mind in homecare.

Powerfully standing in it's a Done Deal! 01/01/2024

Scarbauer Hunt - Weber & Co.



Company Culture

Ace Compliance consulting is an empowered, ever-expanding, empire of teams driven and committed to generate success for ourselves, our company, and our clients.

Our team members achieve operational excellence, industry leading customer satisfaction; exceed financial targets, and renders services to an ever increasing number of home care agency owners.

Our commitment, passion, and primary aim of success for our clients and company excite our team to implement strategic processes and systems that increase efficiency, effectiveness, integrity and maximize success and growth.

Our dedication and commitment to excellence inspires our team to continuously generate innovative, supportive, and cutting edge solutions to ensure client maintain compliance and achieve success. We are sought-after and maintain the reputation for being the best consulting company in the home care industry.

We are **TEAM SUCCESS** – Together Everyone Achieves More

Core Values:

1. **Integrity:** Possibility that fuels workability. Uphold the highest standards in all interactions.
2. **Success:** All we do is WIN and achieve success. Success is our focus in every decision and action.
3. **Effective:** Masters at producing Results. Deliver outstanding quality Client-Centric services.
4. **Efficient:** Impeccable time management with precision. Committed to continuous improvement.

Work Environment:

- **Inclusive and Diverse:** Our success Team Members embraces diversity and inclusion, ensuring all employees feels valued and respected.
- **Supportive and Collaborative:** The Company promotes a team-oriented, supportive and inclusive atmosphere where teamwork and diverse perspectives thrive.
- **Transparent and Open Communication:** Leaders and employees alike are encouraged to communicate openly and transparently, fostering trust and mutual respect.
- **Professional Growth:** There is a strong emphasis on continuous learning and development, with ample opportunities for professional growth through training, mentorship, and career advancement programs.
- **Work-Life Balance:** Recognizing the importance of a healthy work-life balance, the company offers flexible work arrangements and encourages employees to take care of their well-being.

Leadership Style:

- **Empowering and Supportive:** Leaders at Ace Compliance Consulting focus on empowering employees, providing the resources and support needed for them to succeed.
- **Visionary and Strategic:** Leadership is committed to a clear vision and strategic direction, ensuring everyone is aligned with the company's goals and mission.
- **Approachable and Mentoring:** Leaders maintain an open-door policy, encouraging employees to seek guidance and support. Mentorship programs are in place to help employees grow and develop their careers.

Employee Engagement:

- **Innovation:** Encouraging creativity and forward-thinking solutions to stay ahead in the compliance consulting industry.
- **Recognition and Reward:** Achievements and contributions are regularly recognized and rewarded, fostering a culture of appreciation and motivation.
- **Team Building and Social Activities:** Regular team-building activities and social events help strengthen relationships and build a sense of community among employees.
- **Feedback and Improvement:** The company values feedback from employees and uses it to continuously improve the work environment and business processes.
- **Accountability:** Take responsibility for our actions and outcomes, both individually and collectively.

Ace Compliance Consulting's Company Culture

Our company's culture is performance based and growth oriented for constant and never-ending improvement.

Integrity-Driven Culture

The company would prioritize honesty, transparency, and ethical behavior in all interactions with clients, employees, and partners. This would create a trustworthy environment where employees are encouraged to act with integrity and clients feel confident in the company's commitment to high standards.

Results-Oriented Culture

With a focus on **Effectiveness**, the culture would emphasize achieving measurable outcomes and delivering quality results. Employees would be encouraged to find practical solutions that meet client needs, ensuring that the company consistently fulfills its promises.

Efficiency-Focused Culture

Emphasizing **Efficiency** means the company would value streamlined processes, time management, and resource optimization. There would be a strong focus on finding the most effective ways to complete tasks, reducing waste, and improving productivity across all operations.

Culture of Achievement and Success

The value of **Success** would foster a culture that celebrates accomplishments, both individual and team-based. The company would likely set high standards for performance and encourage a growth mindset, inspiring employees to continuously improve and excel.

Overall Cultural Traits:

- **Trustworthy and Transparent:** Built on integrity, the company is known for ethical practices and clear communication.
- **Goal-Oriented and High-Performing:** Focus on achieving results and success drives employees to set ambitious goals and consistently meet them.
- **Streamlined and Effective:** Efficiency as a core value, processes are optimized for productivity, making the organization agile and adaptable.
- **Supportive of Continuous Improvement:** The culture encourages employees to develop skills and capabilities that align with the company's values and objectives.
- **Work Environment:** Collaborative, supportive, growth-oriented and success driven
- **Employee Development:** Focus on continuous learning, mentoring, and career advancement
- **Customer Approach:** Our team engagement with clients is proactive, hands-on, and results driven
- **Leadership Style:** Pressure leadership, accessible, empowering, and focused on fostering a culture of accountability

Core Values for Ace Compliance Consulting: ISEE

Integrity - We uphold the highest standards of honesty, ethics, and accountability in every interaction and decision, ensuring trust and reliability in all we do.

Success - We are driven by our clients' achievements, committed to transforming challenges into opportunities and fostering long-term growth and excellence.

Effectiveness - We deliver impactful solutions and measurable results, empowering our clients to thrive in a competitive and regulated industry.

Efficiency - We streamline processes, optimize operations, and provide practical strategies that save time, resources, and energy for maximum success.

Ace Compliance Consulting Word

Grow ★ Win ★ Thrive

- **Grow** (for continuous improvement)
 - **Win** (for achieving immediate goals)
 - **Thrive** (for sustainability and long-term vision)
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Ace Compliance Consulting Tagline

Empowers Profits, Compliance, and Success

Ace Compliance Consulting- TEAM Success Strategies

How we do it here...

We Empower, Educate, and Execute with Excellence

We don't make Excuses, We make it HAPPEN!

We operate with Positivity, High Energy and Integrity.

We are Accurate, Effective, Efficient and Success Driven

We are Powerful, Precise, and Profit Producing

Ace Compliance Consulting Objective Statements:

1. **Compliance Excellence:** To provide top-tier compliance consulting services that ensure healthcare organizations meet and exceed regulatory standards, promoting high-quality patient care and operational integrity.
2. **Client Empowerment:** To empower healthcare agencies through tailored strategies, training, and resources that enable them to navigate complex compliance requirements with confidence and success.
3. **Growth and Scalability:** To support healthcare organizations in scaling their operations to achieve sustainable growth by implementing efficient processes and strategic marketing initiatives.
4. **Operational Efficiency:** To enhance the productivity and efficiency of healthcare agencies by delivering practical solutions that streamline operations, reduce costs, and optimize service delivery.
5. **Continuous Improvement:** To foster a culture of continuous improvement by staying at the forefront of regulatory changes and industry best practices, ensuring clients are always equipped with the latest knowledge and tools.
6. **Partnership and Collaboration:** To build long-term, collaborative relationships with clients, working closely to understand their unique challenges and provide customized solutions that drive measurable results.
7. **Leadership in Compliance Education:** To be a leading resource for compliance education and training, offering programs that equip healthcare professionals with the skills and knowledge needed to excel in their roles.
8. **Innovation in Service Delivery:** To leverage innovative technologies and methodologies in our consulting approach, ensuring that clients receive the most effective and cutting-edge solutions.



How We do it Here

COMMUNICATION FOR SUCCESS

These rules foster a culture of professionalism, respect, and collaboration at Ace Compliance Consulting.

- 1. Be Clear and Concise**
Communicate with clarity, making sure your message is easy to understand. Focus on key points and avoid unnecessary details.
- 2. Active Listening**
Listen attentively to team members and clients without interrupting. This helps foster mutual respect and ensures a deeper understanding of issues and needs.
- 3. Respect Others' Time**
Be mindful of people's schedules. When requesting meetings or sending messages, provide context and avoid unnecessary back-and-forth.
- 4. Provide Constructive Feedback**
When giving feedback, ensure it is actionable and supportive. Focus on solutions and encourage improvement rather than criticizing.
- 5. Be Open to Different Perspectives**
Encourage open dialogue by valuing diverse viewpoints. This helps create a collaborative environment where innovation thrives.
- 6. Use Positive and Empowering Language**
Frame communication in a positive and empowering way. Words have power—choose language that motivates, uplifts, and inspires action. Do not use profanity or curse words in the office or with clients.
- 7. Timely and Transparent Communication**
Keep everyone informed and communicate important information in a timely manner. Transparency fosters trust within the team.
- 8. Encourage Questions and Clarifications**
Promote an environment where employees feel comfortable asking questions. Clarifying doubts early leads to better understanding and fewer mistakes.
- 9. Take Responsibility for Miscommunication**
If confusion arises, take ownership of any miscommunication. Ensure steps are taken to clarify and rectify the situation quickly.
- 10. Use Appropriate Channels for Different Types of Communication**
Choose the right communication platform for your message. This ensures communication is efficient and effective. (i.e., emails for formal communication, chat for quick updates, meetings for in-depth discussions).

Excellence