



WHEN SHOULD I CALL THE HOTLINE?

We have an **Open Door Policy**, and hope everyone who works or volunteers at our Community feels comfortable letting us know about compliance-related concerns. We also recognize that sometimes you may be more comfortable telling us through the Hotline.

Our Hotline can be used 24 hours a day, 7 days per week, and is anonymous if desired. If you become aware of any of the following concerns, please **stop by the Compliance office or call the Hotline.** We would like to hear about it.

- *Unethical behavior, such as not following the Code of Conduct*
- *Conflicts of interest*
- *Quality of care concern*
- *Physician or nurse practitioner concerns*
- *Hospice program concerns*
- *Medication missing or restricted medications not being counted each shift*
- *Medical information left unsecured or placed in trashcans*
- *Vendors giving gifts to managers to get more business*
- *Staff using other staff member passwords*
- *Belief that medical records are being falsified*
- *Belief that bills to the government are not accurate*

There is no retaliation for using the Hotline. The Hotline number is posted on bulletin boards throughout our campus. Please remember that **if you suspect abuse or neglect** of one of our residents, **contact the Compliance Official, Risk Management, or Supervisor immediately.** Although the Hotline will accept calls regarding abuse and neglect, we prefer to address any concerns immediately in person and in some cases you may only have two hours to do so.