
Corporate Compliance – Reporting Mechanism AD.CC60

POLICY:

Co-workers and volunteers of Lifesong Hospice and Palliative Care have a responsibility to report any suspected wrongdoing or violations of the *Standards of Conduct*, policies and procedures, or hospice regulations. This is facilitated by a reporting system that may be used to seek information or to report violations when other methods of obtaining or conveying information are inappropriate or ineffective.

PROCEDURE:

1. Hospice employees and volunteers utilize established reporting channels as defined in the Dispute Resolution policy, including discussion directly with the individual(s) involved, their immediate supervisor, the Executive Director, the VP of Business Development, and/or directly with the Director of Clinical Services, who functions as Lifesong Hospice and Palliative Care’s Compliance Officer.
2. If the individual wishing to make a report does not feel comfortable going through normal channels, s/he may contact the Compliance Officer directly by mail, by electronic mail by telephone, or by using the Compliance Hotline.
3. Contact information for the Compliance Officer is provided to co-workers and volunteers on a regular basis through postings in prominent locations throughout the organization.
4. All reports received by the Compliance Officer or through the Compliance Hot Line receive prompt and thorough attention and an investigation is conducted if warranted.
5. The Compliance Officer maintains a log of all reports received.
6. The confidentiality of those making reports is protected to the extent feasible.
7. Hospice co-workers or volunteers who meet their responsibility to report suspected wrongdoing do not receive retaliation or retribution of any kind.
8. Hospice co-workers or volunteers who knowingly make false reports are subject to disciplinary measures, up to and including termination of employment.

Attachment: Lifesong Hospice and Palliative Care Compliance Report Log

| Created: | Reviewed: | Revised: | Effective: |
|-----------------|------------------|-----------------|-------------------|
| 5/2018 | 9/2018 | | 4/2019 |