

CITY OF HORNELL AMBULANCE SERVICE

POLICY ON COMPLAINT AND CONCERN REPORTING

Background

The City of Hornell Ambulance Service is committed to a workplace environment that encourages good faith reporting of any issues of concern to staff members. Particularly, as part of our ongoing compliance initiatives, the City of Hornell Ambulance Service staff are encouraged to report concerns regarding policies, procedures or general practices of any aspect of service operations.

Any specific concerns regarding any perceived impropriety or improper conduct of the City of Hornell Ambulance Service staff member should be reported to a supervisor or manager when it involves typical operational or personnel issues. Usually, this reporting should be done following the “Chain of Command” and a report should be first made to your immediate supervisor.

However, if the concern involves issues for which the reporting staff member would prefer to remain anonymous, if possible, or if the individual does not feel comfortable about reporting the issue to the immediate supervisor, then the report can be made directly to the Compliance Officer.

Procedure

Types of Issues to Report

Any issue that involves a concern about impropriety should be reported. Some examples of issues to report include:

- Observed falsification of records, including patient care reports or billing records;
- Conduct in violation of the City of Hornell Ambulance Service Code of Conduct;
- Theft of equipment, drugs or supplies;

- Misuse of equipment or supplies;
- Suspicious activity on the premises or in or around service vehicles;
- Conduct in violation of the policy against harassment;
- Any conduct that could be seen as violating the principles of the City of Hornell Ambulance Service Compliance Plan

When to Report

Concerns should be brought to management's attention as soon as possible after the incident or behavior that results in perceived improper conduct occurs.

How to Report

Ordinarily, concerns should be brought to the attention of your immediate supervisor. If you feel the concern could be related to legal compliance issues, you should consider reporting the concern to the Compliance Officer.

Reports may be made in writing, but it is not required that concerns be placed in writing to be treated seriously. Any concern that could affect the organization's compliance with the law will be investigated, even if it is not put in writing.

Where to Report

Reports should be made in person to the Compliance Officer (Margaret T. Lynch) or the Compliance Committee (the Board of Public Safety), in writing or by telephone.

Anonymous reporting is encouraged in any situation where the individual making the report is concerned about his/her identity being established. To provide an avenue for anonymous reporting, the City of Hornell Ambulance Service has identified the following procedure to make an anonymous report of a compliance concern:

call City Hall 607-324-7421 ext. 103 and speak with the Compliance Officer (Margaret T. Lynch) during regular business hours, after hours, please leave a message. The Compliance Officer may also be reached by emailing plynch@cityofhornell.com. Reports may also be made to any member of the Board of Public Safety in their capacity of the Compliance Committee. All reports may be made anonymously.

No Retaliation for Good Faith Reports

The City of Hornell Ambulance Service encourages the good faith reporting of compliance concerns. The City of Hornell Ambulance Service will not retaliate or take any adverse action against any staff member who in good faith makes a report of a compliance concern.

Any questions about whether a concern should be reported or any questions about the procedure should be directed to the Compliance Officer.