



Concordia at SpiriTrust

OPEN LINES OF COMMUNICATION

All Employees Have A Duty To Report The Following:

- Compliance concerns, questions, problems
- Fraud, waste, or abuse (EX: Knowingly submitting false claims to obtain government funds)
- Suspected or actual misconduct
- HIPAA privacy or security violations
- Any actual or potential violation of federal/state laws and regulations
- Any reasonable suspicion of a crime
- Violation of Concordia's Code of Conduct/Ethics

Non-Retaliation/Non-Retribution Policy

Employees who report concerns in good faith will not be subjected to retaliation, retribution, or harassment.

Reporting Options:

1. **Your Supervisor** should be your 1st line of communication.
2. **Other Resources** including your Department Manager, your Human Resources Department, and/or your Administrator.
3. Employees at any **SpiriTrust Facility** may contact the Corporate Director of Compliance:

Liz Keller

717-854-3971 x10452

lkeller@spiritrustlutheran.org



Liz Keller

4. **Personal Care Facilities** contact the Personal Care Executive Director:

Hope Rouda, NHA

1-888-352-1571 x8395

hrouda@concordialm.org

5. **CLM Corporate Compliance Officer:**

Stacy Mathers, MSN, RN

1-888-352-1571 x8224

smathers@concordialm.org

134 Marwood Road, Cabot, PA 16023



Hope Rouda



Stacy Mathers

6. **Anonymous Hotline:** 724-352-6010