


**COUNTY OF IMPERIAL
DEPARTMENT OF BEHAVIORAL HEALTH SERVICES**

POLICY AND PROCEDURE MANUAL

SUBJECT: Compliance - Answering Compliance Hotline Calls	POLICY NO: 01-110
SECTION: Administration	EFFECTIVE DATE: 7-15-21
REFERENCE:	PAGE: 1 of 2
	SUPERSEDES: 2-01-05
AUTHORITY: Behavioral Health Director as the Local Mental Health Director and Alcohol and Drug Administrator	APPROVED BY: 

PURPOSE: To establish a set of standards for answering the Compliance Program's Hotline.

DEFINITIONS: **Hotline:** For the purpose of this policy, in relation to the Compliance Program, this term is defined as a direct telephone line for reporting suspected unethical or illegal conduct, or to request guidance on compliance related issues.

ICBHS: Imperial County Behavioral Health Services

POLICY: The Compliance Unit will maintain a consistent and appropriate manner in which to:

- answer incoming Compliance Hotline calls;
- communicate thorough and accurate information about the Compliance Hotline to the caller;
- track the investigation and follow-up of each call; and

- maintain secured records regarding the resolution of all concerns reporting to the Compliance Hotline.

The following information shall be provided to any person accessing the Compliance Hotline:

- The call is very important to us.
- The call is confidential and no attempt is being made to determine the number or location from which you are calling. The Compliance Officer will respond to and/or investigate all reasonable inquiries received on this line.
- It is the policy to preserve the anonymity of callers who wish to remain anonymous, subject to limits imposed by the law. However, we may not be able to preserve your anonymity if you identify yourself by name, or provide other information which identifies you.
- The Compliance Unit is legally required to report certain types of potential crimes and infractions to external agencies.
- The Compliance Hotline is backed by a policy that prohibits supervisor, managers, or employees from engaging in retaliation, retribution, or any form of harassment directed against an employee who submits a concern in good faith.

All Compliance Hotline calls will be logged. The Compliance Hotline Log is kept electronically in a secure share folder. Only members of the Compliance Unit have access to these logs.

The Compliance Hotline will be tested by the Compliance Unit on a quarterly basis to ensure it is operational and accessible to callers.