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About EthicsPoint

What is EthicsPoint?

EthicsPoint is a comprehensive and confidential reporting tool created by NAVEX that enables Easterseals PORT HEALTH to address complaints and grievances. This system provides the opportunity for anonymity.

Why do we need a system like EthicsPoint?

- By creating open channels of communication, we promote a positive environment.
- An effective reporting system augments our other efforts to foster a culture of integrity and ethical decision-making.

Reporting – General

May I report using either the Internet or the telephone?

Yes. EthicsPoint enables you to file a confidential, anonymous report via either the telephone or the Internet.

What types of situations should I report?

The EthicsPoint system allows anyone (employees, community members, persons supported, family members, and/or guardians) to report concerns they may have.

If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

When you observe some behavior that you believe is in conflict with Easterseals PORT Health's mission, we encourage you to report it. Ideally, you should bring any concerns forward to a manager or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with NAVEX. We would rather you report anonymously than keep the information to yourself.

Why should I report what I know?

We all have the responsibility of letting the appropriate people know if someone is not acting appropriately. By working together, we address areas of concern and resolve complaints in a timely manner.

Does management really want me to report?

We certainly do. In fact, we *need* you to report. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on ESPH, staff, and the people we support. Also, offering positive input may help identify issues that can improve our organization's culture and quality of services.

EthicsPoint is a positive aspect of our overall philosophy that allows us to ensure a safe, secure and ethical environment. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical and this is a great tool to enhance that communication.

Where do these reports go? Who can access them?

Reports are entered directly on the EthicsPoint secure server and are kept confidential. NAVEX makes these reports available only to specific individuals within the company who are charged with evaluating the report based on the type of complaint or grievance.

Reporting Security & Confidentiality

Where can I file a report from and still remain anonymous?

A report from home, work, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the EthicsPoint system strips away Internet addresses so that anonymity is totally maintained.

I am concerned that the information I provide EthicsPoint will ultimately reveal my identity. How can you assure me that will not happen?

The EthicsPoint system protects your anonymity. However, the more information you provide the better we are able to respond to the grievance or complaint.

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the EthicsPoint Web site. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report to identify yourself. The more information you provide the better we can address your concerns.

Tips & Best Practices

I am aware of some individuals acting unethically, but it doesn't affect me. Why should I bother reporting it?

Easterseals PORT Health promotes ethical behavior. All unethical conduct, at any level, ultimately hurts the entire organization, including staff and persons supported. If you know of any incidents of misconduct or ethical violations please report it so it can be addressed.

I am not sure if what I have observed or heard is an issue or not, but it just does not look right to me. What should I do?

File a report. NAVEX can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked.

What if agency management is involved in the issue?

The EthicsPoint system and report distribution ensure that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if ESPH has further questions for me concerning my report?

When you file a report at the EthicsPoint Web site or through the EthicsPoint Call Center, you receive a unique, randomized number called a "Report Key" and are asked to choose a password. You can return to the EthicsPoint system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have entered into an "anonymous dialogue," where situations are not only identified, but can also be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All EthicsPoint correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

What if I lose my Report Key or forget the Password I created?

To ensure that security and confidentiality is maintained, if you lose your report key or password, you will need to file a new report. Mention in the new report that it is related to a report or question you previously submitted.

Can I still file a report if I don't have access to the Internet?

You can file an EthicsPoint report from any computer that can access the Internet. Many public locations, including the public library, have Internet computers. If you don't have access to or are uncomfortable using a computer, you can call the EthicsPoint toll-free hotline, which is available 24 hours a day, 365 days a year.