

TOTAL CARE SERVICES, INC.



ANONYMOUS REPORTING HELP DESK

Contact Administrative Officer: Ms. Sonya Bush

Telephone: (240) 535-3782 Email: sonyab@totalcare1.com

Total Care Services, Inc. seeks to ensure quality, satisfaction and continuity in delivering supports to all people receiving Home & Community-Based Medicaid Waiver Services. Total Care Services, Inc. strives to protect the health, safety and welfare of the people we support and the satisfaction of its employees.

Office Address: 6495 New Hampshire Ave, Suite 305A, Hyattsville, MD 20783

ANONYMOUS REPORTING HELP DESK Hours of Operation:

24 hours per day, 7 days per week

Website: www.totalcare1.org

Confidentiality will be maintained to the fullest extent possible, consistent with the need to conduct an adequate investigation.

ANONYMOUS REPORTING HELP DESK will be available assist you with reporting issues including but not limited to:

- Abuse, neglect, exploitation
- Concerns
- Policy Violations
- Violation of Best Practices
- Environmental Issues
- Employee Issues
- Grievances
- Individual Rights Violation
- Issue Resolution
- Unethical Practices

Contacting the Total Care Services, Inc. ANONYMOUS REPORTING HELP DESK

When contacting the ANONYMOUS REPORTING HELP DESK, please provide a detailed description of the issue, inquiry, request, complaint or unmet need and any steps that have been taken to resolve the matter (contact made, date or period, impact on work, resources required, personal resources utilized). If you are unable to reach Ms. Bush, or do not wish to remain anonymous, please contact *Anthony Imeokparia, Center Director (202) 644-3686, or Mrs. Jowanna Hall, Program Compliance Liaison (240) 731-4603.*

If the matter is a reportable or serious reportable incident, please follow established incident reporting protocol. Please include specific information including, type of incident, names of everyone involved, and details of the incident.) Contact Trisha Hill, Incident management Coordinator, (202) 417-1903.

If you and /or the person you support are experiencing a medical or behavioral emergency, please dial 911.

Helping Others Meet Life's Challenges