



Whistleblower Policy

The Caring Link requires directors, officers, employees, and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of The Caring Link, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

This Whistleblower Policy is intended to encourage and enable employees and other stakeholders to raise serious concerns internally so that The Caring Link can address and correct inappropriate conduct and actions. It is the responsibility of all board members, officers, employees, and volunteers to report concerns about violations of The Caring Link's code of ethics or suspected violations of law or regulations that govern The Caring Link's operations.

No Retaliation

It is contrary to the values of The Caring Link for anyone to retaliate against any board member, officer, employee, or volunteer who in good faith reports an ethics violation, or a suspected violation of law, such as a complaint of discrimination, or suspected fraud, or suspected violation of any regulation governing the operations of The Caring Link. An employee/volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment or volunteer status.

Reporting Procedure

The Caring Link has an open-door policy and suggests that employees share their questions, concerns, suggestions or complaints with a member of our board (contact information on page 2). If you are not comfortable speaking with a board member or you are not satisfied with their response, you are encouraged to speak with Kate O'Neal, Executive Director. Board members are required to report complaints or concerns about suspected ethical and legal violations in writing to The Caring Link's Compliance Officer, Vice President Faith Dunham, who has the responsibility to investigate all reported complaints.

Volunteers or employees with concerns or complaints may also submit their concerns in writing directly to their supervisor or the Executive Director or the organization's Compliance Officer.

The Caring Link's Compliance Officer is responsible for ensuring that all complaints about unethical or illegal conduct are investigated and resolved. The Compliance Officer will advise the Executive Director of all complaints and their resolution and will report at least annually to the Board on compliance activity relating to accounting or alleged financial improprieties.

Accounting and Auditing Matters

The Caring Link's Compliance Officer shall immediately notify the Treasurer and all other Board members of any concerns or complaint regarding corporate accounting practices, internal controls or auditing and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a written complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Caring Link's Compliance Officer will notify the person who submitted a complaint and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Executive Director: Kate O'Neal, koneal@thecaringlink.com

Compliance Officer: Faith Dunham, fdunham@thecaringlink.com

Treasurer: Christine Backus, cbackus@thecaringlink.com

Secretary: Brook-lyn Norman, bnorman@thecaringlink.com

Board Member: Alicia Hamilton, ahamilton@thecaringlink.com

Board Member: Melanie Hartwig, mhartwig@thecaringlink.com

Board Member: Melissa Pogue, mpogue@thecaringlink.com

Board Member: Michelle Brady, mbrady@thecaringlink.com

Board Member: Sonya Turner, sturner@thecaringlink.com

Board Member: Theresa Hubbard, thubbard@thecaringlink.com

Board Member: Vikerria Rankins, vrankins@thecaringlink.com

Policy approved by the Board of Directors on 3/3/26