



**To report concerns about non-compliance with the Villa of Hope
Code of Conduct and/or mandated Villa privacy Practices:**

**Corporate Compliance Officer:
Gabby D'Ercole, Ext. 222**

**Director of Compliance & Risk Management:
Scott Mitchell, Ext. 333**

**Confidential Corporate Compliance Hotline:
585-581-4699
877-581-4643 (Toll Free)**

To report about abuse, neglect or mistreatment:

**Vulnerable Persons Central Register (VPCR) Hotline:
Toll Free: 1-855-373-2122**

**NYS OCFS Complaint Line:
1-800-732-5207**

**NYS OASAS Patient Advocacy:
1-800-535-5790**

**NYS OMH Customer Relations:
1-800-597-8481**

**Mental Hygiene Legal Service:
585-530-3050**

**Office of Ombudsman:
1-888-219-9818**