

Mentor's Guide: Serious Concerns Reporting Process

Purpose: Is to provide mentors with the appropriate guidance and tools to respond effectively and professionally when serious concerns or issues are disclosed by their mentees. It emphasizes the importance of handling sensitive information with discretion, empathy, and in accordance with organizational protocols.

Process:

Initial Disclosure and Response

If a mentee shares information involving a potentially serious incident—such as sexual harassment, harassment, assault or threats of harm, neglect of a resident or participant, or any workplace behavior that may be harmful—mentors are expected to respond with empathy, professionalism, and trauma-informed care. Responses should validate the mentee's experience while maintaining clear professional boundaries.

Mandatory Reporting Responsibilities

As required by Colorado law and Hilltop policy, all employees must report suspected or known abuse or neglect involving children, at-risk adults, elders, or Hilltop participants. If such concerns arise, the mentor must immediately notify the appropriate Program Director and People Operations representative. Reports must be made promptly to comply with all legal and ethical obligations.

Reporting the Concern

The mentor will guide and support the mentee in submitting a report through the appropriate internal channels—such as the Ethics Line or the Concern button located on Hilltop's internal portal.

Notification to Leadership

Following the initial report, the mentor will send a detailed and factual summary of the concern to the Program Director and People Operations, ensuring all relevant information is clearly outlined.

Mentee Documentation

The mentor will request that the mentee document their account of the situation in writing, including what they observed or experienced, to support the internal review process.

Mentor Documentation

The mentor will also complete their own written documentation, noting what was shared, when it occurred, and the steps taken in response.

Safety Planning

If the situation warrants, the mentor will assist the mentee in developing a safety plan to ensure their immediate and ongoing well-being.

Ensuring Mentee Safety

The mentor will measure the mentee's emotional and physical safety and take necessary steps to provide reassurance and access to support.

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Offering Resources

Mentors will offer appropriate resources:

- Employee Assistance Program (EAP),
- Latimer House,
- Family Resource Center,
- or other internal/external supports based on the nature of the concern.

Confidentiality

All information shared will be treated with strict confidentiality. Details should only be shared with those directly responsible for addressing the concern, including the Program Director, People Operations, and when necessary, law enforcement or external regulatory agencies such as Adult or Child Protection Services.