



## Reportline - Reporting Theft, Fraud and Corruption

### Background

As part of CLBC's work to prevent theft, fraud or corruption, CLBC provides a process for anyone, including the public, employees and other stakeholders, to confidentially report actual or possible violations of its Theft, Fraud and Corruption Policy.

The Board of Directors of CLBC and the Senior Management Team appreciate your support and cooperation in reporting such matters. Your reports are an important part of ensuring that CLBC's work is conducted in accordance with the highest ethical standards.

The policy imposes a duty on CLBC employees and others who work within or with the organization to report known or suspected theft, fraud or corruption. The policy does not necessarily foresee every situation that might arise, but it will enable you to make decisions consistent with CLBC values.

Some of the types of issues that we investigate include allegations about:

- Illegal acts such as theft or fraud, including some cases where the allegations involve the personal funds of individuals whom CLBC supports.
- Conflicts of interest involving decision making within CLBC
- Misuse or abuse of CLBC property
- The integrity of CLBC's accounting, auditing and financial reporting

Some of the types of issues that we don't investigate include:

- Matters that fall under Collective Agreements for there is an established process and remedy
- Employee concerns for which a standard channel of communication exists and there is no possibility of retaliation or retribution
- General comments about a CLBC staff member, service provider or service delivery, which should be sent to [info@communitylivingbc.ca](mailto:info@communitylivingbc.ca).

The Theft, Fraud and Corruption policy imposes a duty on CLBC to protect persons making reports from retaliation, reprisal or harassment. CLBC employees will not be penalized, dismissed, demoted or suspended and no retaliatory action will be taken against them for reporting, in good faith, alleged breaches of the policy.

## Reportline (continued)

### CLBC's Process for Investigation of Reports

Your report goes to an internal management committee whose job it is to investigate allegations and to recommend a course of action. The committee comprises the Director of Human Resources, Director of Quality Assurance and the Manager of Audit and Risk Management. CLBC will investigate your allegations promptly and discreetly and will follow through when an allegation is substantiated by the investigation. The action to be taken is decided by the CEO or by the Board if it is an issue concerning the CEO. A summary of all concerns received and the actions taken is reported to the Board of Directors.

If you believe that your report should go to the Board of Directors instead of the internal committee, you can follow the second option in the process below. This alternative course of reporting is intended for situations where it might be inappropriate for the allegation to be investigated by senior management, for example, due to possible conflicts of interest.

### How to Report your Concerns

You must report your allegation in writing and you can do this in one of two ways:

- a) Email: send your concerns to:  
[reportline@communitylivingbc.ca](mailto:reportline@communitylivingbc.ca);  
or if you want your report to go direct to the Board of Directors:  
[boardreportline@communitylivingbc.ca](mailto:boardreportline@communitylivingbc.ca)
- b) Letter: put your report in an envelope marked CONFIDENTIAL and address it to:

Reportline  
Community Living British Columbia  
1200 West 73<sup>rd</sup> Avenue  
Vancouver, V6P 6G5

If you want your report to go direct to the Board of Directors, address it to "Board Reportline" at the same address as above.

You have the right to remain anonymous, but you are encouraged to provide your name, in which case your confidentiality will be maintained in accordance with the policy. There may be questions about your allegations that you can answer and if you do not provide contact information, this may jeopardize CLBC's ability to fully investigate your concerns.

Reportline (continued)

You may wish to use the following optional guide on what to include in your report

<b>Whistleblower Report</b>	
Date report prepared: (MM/DD/YYYY)	...../...../20.....
Are you an employee of CLBC?	Yes/No
What is the nature of your allegation?	Theft; Fraud; Corruption; Other
Do you wish to identify yourself?	Yes/No
If Yes, please complete this section: Last Name: First Name:	Contact Information Address:
What is the best time to communicate with you? AM/PM/Evening	Email Address: Phone:
Describe the allegation:	
When did this occur?	
Can anyone else corroborate your allegation?	Yes/No
If Yes, and the person(s) grant permission, please provide name(s):	