

# Q & A: CLBC Whistleblower Policy

Community Living British Columbia (CLBC) strives to achieve the highest standards of ethical, moral and legal conduct. One of the ways we do this is by encouraging people to let us know when they see something wrong.

Encouraging the reporting of wrongdoing and protecting whistleblowers is a top priority for CLBC. We investigate every report and, if an irregularity is confirmed, we take action appropriate for the circumstances and try to prevent it from happening again. In the case of an illegal act, we report it to the police.

## What is an irregularity?

Any action that is illegal, unethical or otherwise not in keeping with the policies and standards of CLBC as a public agency. Irregularities have an adverse impact on CLBC, an individual or family we support and involve something done by a CLBC employee, a service provider or someone using CLBC services.

## What are some examples?

- Stealing property or money that belongs to an individual, CLBC or a service provider.
- Deliberately deceiving or manipulating someone to gain an unfair advantage.
- Offering or accepting money or other reward in order to influence a decision or action.
- Unauthorized use or destruction of CLBC documents, databases or computer systems.
- Falsifying a contract or other document.
- Unauthorized use or significant waste of public funds.
- Breaking a law or regulation.
- Failure of a service provider to comply with CLBC health and safety standards.

## Who is a whistleblower?

A whistleblower is someone who reports an irregularity that they believe to be true. A whistleblower may be a CLBC or service provider employee, an individual or family supported by CLBC or a member of the public.

## Will anything happen to me if I make a report?

CLBC does not tolerate any kind of harassment, retaliation or reprisal as a result of making a report in good faith or of co-operating in an investigation of a report. This is why the internal audit manager takes steps to keep the identity of the whistleblower confidential. Employees who fear reprisals also have access to making a direct appeal to CLBC's director of human resources.

## Who do I tell if I see or hear about an irregularity?

You can send a whistleblower report to our internal audit manager by using one of the following three options:

- Email your report to: [CLBCreportline@gov.bc.ca](mailto:CLBCreportline@gov.bc.ca)
- Mail your report to Reportline at Community Living British Columbia (1200 West 73rd Ave., Vancouver BC V6P 6G5). Make sure the report is in a sealed envelope marked confidential.
- Phone our internal audit manager at: 604 664-7953.

If you want your report to go only to the Board of Directors, send it by email to: [CLBCboardreportline@gov.bc.ca](mailto:CLBCboardreportline@gov.bc.ca).

If the irregularity relates to the quality of services funded by CLBC, you are encouraged to use our complaints resolution process, as explained on our website: [www.communitylivingbc.ca](http://www.communitylivingbc.ca).

If you are an employee and the irregularity is covered by the collective agreement, you should initiate the reporting process in the collective agreement.

## What should I include in my report?

You can report the irregularity in any format you wish. The information you should consider including is:

- the nature of what you are reporting – is it theft or fraud or something else;
- a description of the incident, action or decision you are reporting;
- the names of the people involved, along with date(s) and location(s);
- when and how you found out about it;
- any evidence – such as a document, an e-mail or a recording;
- names of anyone else who can support your report or provide more information (if you have their permission); and
- your name and contact information, unless you want to remain anonymous.

If you want, you can use our whistleblower form, available at: [www.communitylivingbc.ca](http://www.communitylivingbc.ca) and from local CLBC offices. You don't have to use that form.

## What can I expect if I make a report?

You can expect that we will keep your identity confidential, except as required by law, protect you from retribution and our internal audit manager will review your report thoroughly. You will hear back from us shortly after we have received your report, at which time you may be asked to clarify some information. We will also inform you of the outcome of the investigation, if appropriate.