



CONNECTING PEOPLE AND ORGANIZATIONS

Frequently Asked Questions

Table of Contents

1	Why is Thunder Bay Regional Health Sciences Centre (TBRHSC) making the ClearView Connects™ ethics reporting system available to its employees?.....	2
2	What role does ClearView play?.....	2
3	What issues should I report?	2
4	Should I report something I suspect may be wrong?	3
5	How do I report through ClearView Connects™?	3
6	How does ClearView Connects™ work?	3
7	What happens to the report after I submit it?	4
8	How do I check the status of the report that I submitted?	4
9	What if I forget or lose my password?.....	4
10	What protection do I have if I disclose my identity?.....	4

1 Why is Thunder Bay Regional Health Sciences Centre (TBRHSC) making the ClearView Connects™ ethics reporting system available to its employees?

TBRHSC is committed to providing its employees with an ethical work environment and to operating its business with honesty and integrity. TBRHSC holds all employees to a high standard of behaviour, as outlined in TBRHSC Code of Conduct Policy, HR-tce-10. If you are aware of wrongdoing at TBRHSC, you have a responsibility to report it directly to your manager. However we understand that there may be situations where you may not be able to speak up directly. In those circumstances, ClearView Connects™ offers you the additional security of being able to report wrongdoing or unethical behaviour confidentially, and securely. By making ClearView Connects™ available to its employees, TBRHSC, is ensuring that you are able to speak up with confidence.

2 What role does ClearView play?

ClearView Connects™ is an ethics reporting/whistleblowing solution, provided by ClearView Strategic Partners Inc., a third party organization. ClearView Connects™ offers a confidential, secure and channel for you to report unethical workplace behaviour to qualified personnel at TBRHSC. ClearView does not review reports submitted into the ClearView Connects™ system – this is the responsibility of authorized individuals at TBRHSC who ensure that reports are addressed and resolved in a fair and timely manner. ClearView is committed to the highest standards of data security and privacy protection.

3 What issues should I report?

Any serious misconduct which can harm TBRHSC and its employees should be reported. The TBRHSC Code of Conduct Policy, HR-tce-10 is a good place to look for guidance on recognizing misconduct and reporting ethical issues. Reportable situations may involve:

- Non-compliance with legal and regulatory requirements;
- Suspected theft or fraud;
- Fraudulent reporting;
- Unethical behavior or practices;
- Questionable accounting, controls and auditing matters;
- Developing deals and/or accepting gifts for one's own personal benefit/gain;
- Knowingly directing or counseling a person to commit an incident of wrongdoing;
- Failure to comply with the Hospital's internal controls or policies;
- Circumventing the Hospital's internal controls or policies;
- A retaliatory act against any party who, in good faith, reports a suspected violation or concern;
- Any actions designed to have the effect of concealing any of the above.

4 Should I report something I suspect may be wrong?

You should report your concerns if you have reasonable grounds for your suspicion and you raise it in good faith. Reporting in good faith means you honestly believe something is improper and allowing it to continue could harm TBRHSC.

If you are unsure about a situation, you can also use ClearView Connects™ to ask TBRHSC questions and get confidential advice.

If you are reporting a rumour you have heard about some possible improper activity in the workplace, please indicate that this is a rumour, and that you are not sure if it is true.

5 How do I report through ClearView Connects™?

You can report in four ways:

- **Online** – go to www.clearviewconnects.com and follow the step by step instructions.
- **Telephone hotline live operator** – Call [1 877-887-3120]. The operator will help you submit your report.
- **Telephone hotline voice message** – Call [1 877-887-3120]. You will be able to leave a voicemail message containing your report.
- **Mail** – Send a confidential hard copy report to ClearView Connects™, P.O. Box 11017, Toronto, Ontario, Canada, M1E 1N0.

When you have submitted a report using either the web-based system or telephone hotline live operator reporting option, you will be given a login ID and password so that you can login again later to check the status of your report. Be sure to keep your login ID and password in a safe place so that you can access the report again. ClearView and TBRHSC do not know your login ID and password, and will be unable to retrieve them for you if you forget or lose them.

Note that login IDs and passwords cannot be provided to you when submitting your report using the telephone hotline voicemail, or hard copy mail reporting options. So if you would prefer the opportunity to follow-up on the status of your report (which we encourage you to do), please submit your report using the online or telephone hotline live operator reporting options.

6 How does ClearView Connects™ work?

ClearView Connects™ is an ethics reporting/whistleblowing solution that is provided by ClearView Strategic Partners Inc., an independent, third-party organization. ClearView Connects™ offers a confidential and secure channel for you to report unethical workplace behaviour to qualified personnel at TBRHSC.

You can submit a report four ways: through a web-based solution, over the phone by speaking to a live operator or by leaving a voicemail message or by mailing a hard copy report.

ClearView Connects™ works by collecting your report and providing it to individuals within TBRHSC who are best positioned and qualified to address, manage and resolve it. Reviewers are automatically notified by the system when a report has been submitted. They can log in to view the report and may ask follow-

up questions and inform you about how the report is being addressed. You will be given a system-generated login ID and password that will allow you to log back into the system and communicate with the Reviewer or update the report.

Some features of the system include:

- The ability to upload documents and files to your report
- The ability to report in multiple languages
- Security elements that include robust encryption and Canadian-based servers

7 What happens to the report after I submit it?

After you have submitted a report, the ClearView Connects™ system will immediately notify the authorized Reviewers designated by TBRHSC that a report has been submitted. The TBRHSC Reviewer is responsible for ensuring that your report will be addressed, investigated and managed.

It's important that you check the status of your report (and you can do so by calling the telephone hotline or logging into the web-based system with your system-generated login ID and password). This is recommended because often Reviewers have additional questions or comments.

8 How do I check the status of the report that I submitted?

When you use either the web-based system or the telephone hotline live operator, the ClearView Connects™ system assigns you a secure login ID and password for the report that you submitted. You can log into ClearView Connects™ or call the hotline and use your login ID and password to check the status of your report. You don't have to continue to use the reporting method you originally chose, you can check the status of the report using either method. Unless you give your login and password to someone else (which we encourage you NOT to do), only you and the Reviewers authorized by TBRHSC can see the report in the secure ClearView Connects™ system.

9 What if I forget or lose my password?

If you forget or lose your password, you may submit a new report explaining that you have already submitted an earlier report and briefly describe the facts from your original report, and if possible, the date your first report was submitted. Make sure to keep your new login ID and password so that you can access the new report file in the future.

10 What protection do I have when I disclose my identity?

If a report is made in good faith, any retaliatory action is strictly prohibited. You may also have legal protection under local laws against retaliation.