
 QCC CORP Watford Quality Care Centre Policy and Procedure	Approved by: Tanya McGill	
	Effective Date: May 2022	
	Supersedes: November 2010	
Home: Corporate Policy	Manual: Human Resources Manual	
Subject: Whistleblower Protection	Section: 7-29	Page 1 of 5

Policy:

- 1.01 (a) Where an employee, acting in good faith and on the basis of reasonable belief, becomes aware of actual, suspected or intended misconduct, unlawful activity, suspicious financial management, or other accountability concerns, he or she has a duty to report such misconduct or incidents, as soon as learning of them, to lawful authorities.
- (b) An employee, acting in good faith and on the basis of reasonable belief, may refuse to carry out any order or direction which is illegal, unethical, or against company policy and which is given by an individual who has direct or indirect control over the employee's employment. Such refusals must be reported immediately to lawful authorities.
- (c) Employees are expected to co-operate fully with lawful authorities during any investigation or proceeding related to acts of alleged misconduct or work refusals under this policy.
- 1.02 No employee shall be subject to discipline, termination, demotion, or any form of retaliation, including but not limited to, intimidation, harassment, financial penalty or other threats by reason that:
- (a) the employee, acting in good faith and on the basis of reasonable belief, reports actual, suspected or intended misconduct as outlined in paragraph 1.01(a); or
- (b) the employee, acting in good faith and on the basis of reasonable belief, refuses to carry out an order or direction which is illegal, unethical, or against company policy and reports such refusals in accordance with paragraph 1.01(b); or
- (c) the employee cooperates with, or provides information to, or testifies in any proceeding against a member of a APANS Health Services home regarding situations outlined in paragraph 1.01.
- 1.03 Nothing in this policy is meant to take precedence over an employee's duties under federal or provincial law, or common law. Any unlawful misconduct or incident which may affect public safety must be reported to the proper lawful authorities immediately.
- 1.04 Information regarding any alleged misconduct, the identity of the reporting person, and any details of the alleged misconduct or investigation, shall be held in confidence by those to whom or through whom the misconduct is reported, including the **Administrator** or other lawful authorities, except as required by this policy or by law. Any employee who breaches this confidentiality requirement shall be subject to discipline up to and including termination for cause.
- 1.05 Complaints or reports of misconduct made under paragraph 1.01 shall be fully

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	Supersedes: November 2010	
Home: Corporate Policy	Manual: Human Resources Manual	
Subject: Whistleblower Protection	Section: 7-29	Page 2 of 5

investigated, and any employee found to have participated in actions of misconduct shall be subject to discipline, up to and including termination for cause.

- 1.06 An employee who makes a complaint or report of misconduct under paragraph 1.01 which is found to be both unfounded and made with malicious intent will be subject to disciplinary measures up to and including termination for cause.

Purpose:

- 2.01 APANS Health Services is committed to maintaining high ethical standards and legitimate business practices and wishes to encourage the identification and prevention of any misconduct that may affect this commitment. The purpose of this policy is, therefore:
- (a) to provide employees with a system whereby employees can disclose any knowledge of actual or intended misconduct which may be unethical, illegal or fraudulent; and
 - (b) to provide employees who provide such disclosure, and are acting in good faith, and on the basis of reasonable belief, with protection from any form of retaliation or threat of retaliation when they do provide such disclosure.

Scope:

- 3.01 This policy applies to all employees, independent contractors, clients, job applicants and any other individual who may have dealings with APANS Health Services homes.
- 3.02 This policy does not apply to complaints or issues related to employment or safety issues. Such issues should be handled through the individual's immediate supervisor and be dealt with under other more appropriate policies.


Responsibility:

4.01 **Employee**

- (a) An employee, acting in good faith and on the basis of reasonable belief, has a duty to report actual, suspected or potential incidents of misconduct and to co-operate with any investigation by lawful authorities into such allegations.
- (b) An employee is responsible for adhering to APANS Health Services confidentiality policy when making reports to external lawful authorities, except where required by law, or where an employee's safety or public safety is imminently threatened.

4.02 **Supervisors** are responsible for:

- (a) receiving any reports of misconduct from employees or clients in confidence, and for immediately forwarding such reports to the **Administrator**;

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	Effective Date: May 2022	
	Supersedes: November 2010	
Home: Corporate Policy	Manual: Human Resources Manual	
Subject: Whistleblower Protection	Section: 7-29	Page 3 of 5

- (b) co-operating with any investigations into misconduct; and
- (c) fostering a work environment which encourages open communication, ethical behaviour, adherence to laws and adherence to company policy.

4.03

The **Administrator** is responsible for receiving reports of misconduct, alleged misconduct or anticipated misconduct and for:

- (a) assessing the situation in order to make a determination of the process of investigation to be followed;
- (b) determining whether external authorities should be notified;
- (c) leading the internal investigation process;
- (d) reporting to APANS CEO, the confirmed facts of each disclosure;
- (e) implementing actions to resolve the issue and ensuring any procedural or policy changes that may be necessary in order to prevent a recurrence;
- (f) developing and preparing, in consultation with the most appropriate senior authority, a communications strategy for internal and external use regarding the misconduct and/or investigation; and
- (g) providing any information or follow-up reports as required by executive management, external authorities or agencies.

In carrying out these responsibilities, the **Administrator** may seek approval from the APANS CEO to involve legal counsel and/or independent auditor representatives throughout the process.

5.0 Definitions:

“**Lawful authority**” means:

- (a) any person directly or indirectly responsible for supervising the employee;
- (b) any police or law enforcement agency with respect to an offence within its power to investigate; or
- (c) any person whose duties include the enforcement of provincial or federal law within his or her power to investigate.


“**Misconduct**” means conduct which results in or could result in a contravention of federal or provincial law, serious breach of company policy, misuse of company resources, financial mismanagement or misuse of authority. Misconduct also includes any retaliatory measures against any employee who is protected under this policy.

6.0 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

Environmental Protection Act (Ontario)

Health Information Protection Act (Ontario)

Occupational Health and Safety Act (Ontario)

 QCC CORP Watford Quality Care Centre Policy and Procedure	Approved by: Tanya McGill	
	Effective Date: May 2022	
	Supersedes: November 2010	
Home: Corporate Policy	Manual: Human Resources Manual	
Subject: Whistleblower Protection	Section: 7-29	Page 4 of 5

Canada Labour Code

Competition Act (Canada)


Criminal Code (Canada)

Environmental Protection Act (Canada)

Personal Information Protection and Electronic Documents Act (Canada)

7.0 Procedure:

- 7.01 (a) An employee, acting in good faith and on the basis of reasonable belief, who has knowledge or a concern that misconduct has occurred or will occur, must report the information to his or her immediate Supervisor as soon as the employee becomes aware of such information.
- (b) If it is not possible or appropriate to report the information to the employee's immediate Supervisor, the information should be reported to the Department Manager.
- (c) If it is not possible or appropriate to report the information to the employee's Supervisor or Department Manager, the information should be reported directly to the **Administrator** or as a last resort, to the **CEO**.
- 7.02 Any person who receives a report of alleged misconduct under this policy must hold the report and the identity of the reporting person in confidence.
- 7.03 Employees are discouraged from making anonymous reports. If an employee, for whatever reason, believes that he or she can not otherwise make a report of misconduct, anonymous reports can be sent to the **Administrator** via the internal mail system or by telephone.
- 7.04 The **Administrator** shall exercise the specific and exclusive responsibilities specified in paragraph 4.03 and conduct inquiries and investigations into complaints or allegations made and/or submitted under this policy, including complaints or allegations that whistleblowers have suffered retaliation. The employee who initiated the report of alleged misconduct shall be notified of the proposed process of investigation except where the initial report is made anonymously.

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	Supersedes: November 2010	
Home: Corporate Policy	Manual: Human Resources Manual	
Subject: Whistleblower Protection	Section: 7-29	Page 5 of 5

- 7.05 Any and all information collected under this policy or through the investigative process shall be held in confidence, except where disclosure may be necessary to further the investigation, or as required by law.
- 7.05 Employees and independent contractors are required to co-operate with the investigation of incidents under this policy and, if necessary, shall be granted paid time off to do so.