



# Safe Reporting

5.5.12PR

PROCEDURE

Procedures are a series of required steps to complete a task, activity or action



## Purpose:

In accordance with Island Health’s Safe Reporting Policy 5.5.12P (the “**Policy**”), the Safe Reporting Procedure (the “**Procedure**”) outlines the process for Individuals (as defined in the Policy) and other persons to bring forward, in good faith, information and allegations concerning wrongdoing, without fear of reprisal or retaliation.

## Scope:

For the purpose of Safe Reporting under the Procedure, anyone, including Individuals, patients, residents, clients and members of the public, may make use of the provisions of the Policy and Procedure to safely report allegations and concerns of wrongdoing. This includes anyone who has a relationship or association with Island Health who could be adversely affected, through potential reprisal or retaliation, should they bring forward allegations and concerns of wrongdoing.

## 1.0 Procedure

### 1.1 Reporting Allegations of Wrongdoing

Island Health encourages all Individuals to report allegations of wrongdoing to their supervisor, manager, director or, if appropriate, directly to a member of the Executive Team (collectively referred to as “**Management**”).

Those who wish to report allegations of wrongdoing, including Employees who are not comfortable reporting to Island Health Management, may use the following confidential reporting options:

- 1) By telephone to the dedicated, confidential Island Health Safe Reporting number: 250-519-1526 or toll free at 1-855-433-1526;
- 2) By confidential email marked **Island Health Safe Reporting / Private and Confidential** to: [safereport@viha.ca](mailto:safereport@viha.ca)
- 3) By letter marked **Island Health Safe Reporting / Private and Confidential, Attention: Safe Reporting Officer / Director, Internal Audit Services** at: 1952 Bay Street, Victoria, BC V8R 1J8

Those reporting allegations of wrongdoing should provide as much detail as possible including the nature of the alleged wrongdoing, the name of the person(s) alleged to have committed the wrongdoing, the relevant dates, time, place or facility, others involved and steps taken, and additional pertinent information. Reporting should be made in a timely manner and should be as precise as possible.

Reports of allegations of wrongdoing involving the President and Chief Executive Officer, members of the Executive Team, or Members of the Board should be made to the Safe Reporting Officer to submit to the Board Chair, or directly to the Board Chair at the following address:

Chair, Board of Directors  
Vancouver Island Health Authority  
1952 Bay Street, Victoria, BC V8R 1J8

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Reports of allegations of wrongdoing involving the Board Chair should be made to the Safe Reporting Officer to submit to Minister of Health or directly to the Minister of Health at:

Minister of Health  
Room 337, Parliament Buildings  
Victoria, BC V8V 1X4

Phone: 250-953-3547

Fax: 250-356-9587

Email: [hlth.minister@gov.bc.ca](mailto:hlth.minister@gov.bc.ca)

For more information on reporting allegations of wrong doing, visit:

[http://www.viha.ca/contact\\_us/whistle\\_blowing.html](http://www.viha.ca/contact_us/whistle_blowing.html)

## 1.2 Review, Initial Assessment and Investigation of Allegations of Wrongdoing

The Safe Reporting Officer will determine whether the reported allegations of wrongdoing fall within the Scope of the Policy.

If the reported wrongdoing falls outside the Scope of the Policy, the person who reported under this Policy will be advised that their matter cannot be pursued under the Policy and will be provided with information of appropriate other mechanisms, where available.

### 1.2.1 Initial Assessment

If the reported wrongdoing falls within the scope of the policy, the Safe Reporting Officer will, within 45 days of receipt of the allegation of wrongdoing, the conduct an initial assessment to determine whether there are sufficient grounds for further action.

Upon the completion of the Initial Assessment, the Safe Reporting Officer will inform, in writing, the individual reporting the alleged wrongdoing of the outcome of the initial assessment and next steps if any.

A report may not proceed to formal investigation under this policy if:

- The matter reported would be more appropriately dealt with through another established process, including those identified as exceptions to the scope under the policy.
- The matter reported may be more effectively addressed through an alternative, informal process with the agreement of parties involved.
- The matter reported has been determined to be false or malicious or not brought in good faith.
- The matter reported did not include sufficient particulars of alleged wrongdoing to warrant proceeding to an investigation.

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## 1.2.2 Investigation

If an investigation of a reported wrongdoing is warranted, the Safe Reporting Officer will determine the nature and extent of the investigation and the investigative process, including whether an internal or external investigator ought to be appointed to conduct the investigation.

The Safe Reporting Officer (or designate) may privately and independently interview the Individual making the report, the Individuals and other persons named in the report and any persons who may have relevant information.

Investigations will follow an administratively fair process. Individuals accused of wrongdoing are entitled to disclosure of the particular allegation against them and will be given a full and fair opportunity to provide their information and respond to investigator.

At the conclusion of the investigation, the Safe Reporting Officer or designate will prepare a report of their findings and any recommendations.

If at the conclusion of the investigation there is no finding of wrongdoing, the matter will be closed.

If at the conclusion of the investigation, there is a finding of wrongdoing, the Safe Reporting Officer will report the findings and recommendations to the President and Chief Executive Officer who will:

- Determine actions to be taken, if any, and by whom;
- Directly inform, or direct the appropriate Management to inform, the Individual(s) whose conduct is the subject of the investigation of the findings, recommendations and actions to be taken; and
- Determine the timing of reporting to the Board, if necessary.

Subject to legal constraints and the confidential nature of the investigation, the Safety Reporting Officer will inform the individual making the report of the general outcome of the investigation as soon as practicable.

## 1.2.3 Investigation Review Process

If it is determined that a matter does not warrant investigation, the Individual making the report may make a request in writing to the Board Chair for a review of the decision not to investigate (the “**Investigation Review**”).

A request for review must be made within 30 calendar days of the date that the Individual was informed of the finding, and must include the reason(s) why the Individual believes the matter requires investigation.

Within 60 calendar days of receiving a written request for review, the Board Chair will review the Safe Reporting Officer’s decision and provide a response to the Individual requesting the review, either confirming or revising the decision under review. If the Board Chair determines that an investigation is warranted, he/she will instruct the Safe Reporting Officer to proceed with an investigation.

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## 2.0 Related Island Health Standards

- Safe Reporting Policy 5.5.12P
- Conflict of Interest Policy 5.5.1 and Procedure 5.5.1PR
- Respectful Workplace Policy 5.5.2 and Procedure 5.5.2PR
- Theft, Fraud, Corruption and Non-Compliant Activities Policy 5.5.4 and Procedure 5.5.4PR

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