



Making Good Companies Better

F.A.Q.

What is IntegrityCounts?

IntegrityCounts is a confidential, third-party reporting system available for employees to report a misconduct or wrongdoing for external investigation.


Who can use IntegrityCounts?


IntegrityCounts can be used by any employee of The Brenda Strafford Foundation when they feel they cannot follow the internal channels to report their concern.

How is IntegrityCounts independent?

IntegrityCounts is operated independently by a third party (WhistleBlower Security Inc.). IntegrityCounts is accessible by phone or website, along with several other contact methods (mail, fax, email)



 integritycounts.ca/org/bsf

 1-866 -882-4260 (Toll Free)

 bsf@integritycounts.ca

that are external to the employer to maintain independence in the reporting and communication channels.

What information should I include in my report?

When making a report, please include as much information as you can to help us effectively investigate. The IntegrityCounts form will guide you

through the process of capturing these details and give you the opportunity to include text, documents, images, or anything else that you think may be relevant.

Can I make an anonymous report?

Yes. When calling the hotline or making your report online, you will be asked whether you wish to remain anonymous. You will still receive a login and password to follow-up on the status of your report.

What will happen to my report once it is received?

A preliminary assessment will be completed by our investigation team for all reports submitted through IntegrityCounts. We will use the IntegrityCounts private and secure internal messaging system to communicate with you to capture more information and investigate the case to completion.

How will my matter be investigated? (Who, when, how)

An investigation team will be assembled according to the nature of the report. If you implicate another employee or any member of management in the report, it will not be shared or escalated to any named individual. The investigation team will acknowledge the receipt of the report within five business days and commits to responding to the individual with further steps within 20 days. Communication will occur via IntegrityCounts, a third-party

organization that will keep your contact information secure.

What is a whistleblower?

A “whistleblower” is someone that speaks up about a wrongdoing in the workplace.

Wrongdoings are:

1. A contravention of an act or regulation
2. An act or omission that creates substantial danger to life
3. Gross mismanagement of BSF funds or BSF assets
4. Knowingly directing and individual to commit a wrongdoing

What is the difference between whistleblowing and raising a complaint or grievance?

“Whistleblowing” is when an employee is concerned about illegal or unethical activities in the workplace and speaks up (usually to an outside source) to report the suspected misconduct. Examples include reporting cover-ups, fraud, etc.

A “grievance” is a formal employee complaint that usually relates to an employee’s allegation of a violation of workplace policy, regulations, or contract terms. Usually, the employer has a formal means of addressing the employee complaint to try and reach a resolution.

Ideally, all employees will first and foremost feel safe and supported to raise any complaint, grievance, or concern about any unsafe, suspicious, or illegal activities or practices by following the established internal organizational processes for reporting and investigating

incidents and concerns. Some examples of BSF's various reporting processes can include reporting an issue or concern directly to a supervisor or manager, reporting a complaint or grievance through the Human Resources department or a union if applicable, documenting an Incident Report, completing a Quality Assurance Committee (QAC) investigation for incidents that result in serious harm, and referrals to the Ethics Committee for consultation and guidance on complex ethical issues. BSF also has a Workplace Issue Resolution Policy that outlines the recommended escalation process if the preliminary steps to report an issue or concern does not satisfactorily resolve the concern.

However, if a person suspects that corrupt or fraudulent activities or cover-ups are taking place within an organization, or they fear they may be subject to retaliation if they speak up, they may not feel that they can report a concern about misconduct, criminal, or unethical activities through the internal reporting channels that are typically available. Therefore, they may choose to disclose the information to an outside source instead.

How do I know if I should report the concern through IntegrityCounts?

Before submitting a concern to IntegrityCounts, ask yourself:

1. Does your concern involve unethical or illegal actions?
2. Are you unable to follow the workplace issue escalation

process? Refer to the Workplace Issue Resolution Policy in the BSF Human Resources Manual.

If you answered "yes" to both above questions, report your concern to IntegrityCounts.

How am I protected from retaliation if I suspect improper activities?

You will be protected from the following activities if you are a whistleblower:

1. Dismissal, suspension, demotion or change of job locations, wages, or hours of work
2. Any measure that adversely affects the employee's employment or working conditions
3. Threats to take any of the measures above

What supports do I have as a whistleblower?

As a whistleblower you will be protected from any reprisal as a result of speaking up.

What can I do if I have been retaliated against for reporting suspected improper activities?

You may report the activity via our whistleblower program.