



WHISTLEBLOWER POLICY  
**USER GUIDE**

**YOU CAN  
REPORT IT**

The Whistleblower Policy allows you to anonymously report an incident of waste or wrongdoing at work through a third-party system.



# **SPEAK UP BE HEARD**

SUBMIT A REPORT:



GO TO [MISSISSAUGA.CA/WHISTLEBLOWER](https://MISSISSAUGA.CA/WHISTLEBLOWER)



CALL 1 844 420 0261 AND SPEAK  
WITH A CLEARVIEW AGENT OR LEAVE  
A VOICEMAIL REPORT.



SEND YOUR REPORT TO:

P.O. BOX 11017, TORONTO, ONTARIO M1E 1N0

# CITY OF MISSISSAUGA WHISTLEBLOWER POLICY

As a City employee, you should report any cases of workplace misconduct to your manager or supervisor or through the City's Respectful Workplace, Workplace Violence and Standard of Behaviour policies. If you feel uncomfortable reporting through these channels, the Whistleblower Policy allows you to anonymously report through a third-party system.

**Remember:** The Whistleblower Policy is an alternative channel to be used only when there is fear of reprisal when using existing processes. Reprisal means: any measures taken against an employee who, in this case, has made a report of workplace misconduct.

ClearView Connects™ is an independent, Canadian-based company that provides an anonymous and confidential way to report unethical workplace behaviour to the City of Mississauga.

ClearView won't release any information to the City that would identify you without your consent (you may consent by including your name in your report). If you do provide identifying information, ClearView will forward it to the City and may also be compelled by law to disclose it to legal or regulatory authorities. As you complete your report, be careful not to include any personal details that could identify you to the City unless you want to be identified.

# SUBMIT A REPORT TO CLEARVIEW, 24/7:

 **ONLINE** Once you begin an online report, it cannot be saved and restarted. Ensure you are ready to submit your report in full.

1. Go to **[mississauga.ca/whistleblower](https://mississauga.ca/whistleblower)**.
2. Read the information on the page and click the link to the reporting system.
3. Read the terms of agreement and click “Agree.” You will be redirected to the ClearView reporting system.
4. Enter “City of Mississauga” in the “Make a Report” field and click “Submit”.
5. Read the Terms of Agreement and click “I Agree”.
6. Read the instructions onscreen and type your report into the “Message” field. You can upload attachments to accompany your report.  
**Once uploaded, attachments cannot be edited or removed.** When you are finished, click “Next”.
7. Select a category for your report. Click the drop-down arrow next to the category to select the most appropriate type of issue you are submitting. Click “Next”.
8. Answer the additional questions and provide any additional information you may have. Click “Submit”.
9. Your report has now been submitted and is automatically encrypted. Your IP address is not tracked.
10. Once complete, a login and password will appear onscreen. This information will allow you to log back into the system to check the status of your report.  
**Important: Write down your login and password and do not lose it. This information is only given once when you submit your report.**

If it is lost, you will not be able to check the status of your report. In this case, you may submit a new report with reference to your original report.

 **BY PHONE** Call the Whistleblower toll-free number **1 844 420 0261**.

### **Option 1: Speak with a ClearView Agent**

- a) The call is not recorded, and caller ID is not used. The report is entered into the ClearView system using your exact words.
- b) Once complete, you will be given a login and password. This information will allow you to call back into the system to check the status of your report. **Important: Write down your login and password and do not lose it. This information is only given once when you submit your report. If it is lost, you will not be able to check the status of your report.**

### **Option 2: Leave a voicemail report**

- a) Your message is entered into the ClearView system by ClearView exactly as you left it, and then your voicemail message is deleted. Caller ID is not used.
- b) If you leave a voice message, you will not receive a login and password and will not be able check the status of your report online.

### **BY MAIL**

1. Write your report, including as much detail as possible.
2. Put in a stamped envelope and mail to the confidential post office box at P.O. Box 11017, Toronto, Ontario, M1E 1N0.
3. Anonymous handwritten reports are transcribed into the system, and all typewritten reports are scanned and uploaded.

4. Once entered into the ClearView system, all original hard copies are destroyed. Only ClearView personnel can access the P.O. Box.
5. If the report is submitted by mail, you will not receive a login and password and will not be able to check the status of your report online.

## ONCE YOU SUBMIT A REPORT...

The data is stored on ClearView's highly secure servers in Canada. ClearView is committed to the highest standards of data security and privacy protection.

The ClearView system will immediately notify the City's Reviewers that a report has been submitted. Reviewers, who are City employees, are chosen because they are best qualified to investigate and resolve reports. For reports submitted online, ClearView Connects™ allows you to communicate with the City's Reviewers while remaining anonymous.

### Checking the status of your report online

Your login and password will allow you to review the status of your report, add comments, ask your Reviewer questions or even attach documents. It is important to check the status of your report regularly, because your Reviewer may ask you follow-up questions and will inform you about how the report is being addressed.

1. Go to **clearviewconnects.com**
2. Enter your login and password in the "To Review the Status of a Previously Submitted Report" field and click "Login."
3. You can view a complete record of your report and respond to comments or questions from the City Reviewer on the Report Status page.



SECURE AND ANONYMOUS REPORTING