

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: APRIL 2022

ISSUED & APPROVED BY: ADMINISTRATOR REVIEWED/REVISED:

SIGNATURE: Barb Goetz

TO: ALL STAFF, RESIDENTS, STUDENTS, VOLUNTEERS, VISITORS

SUBJECT: WHISTLE-BLOWING PROTECTION

PURPOSE:

1. To give anyone the confidence to bring forward anything about Maple Villa, including the care of a resident, without fear of retaliation.
2. This protection shall also apply to any disclosure by anyone to any personnel of the MLTC and to a long-term care home's Residents' Council and Family Council.

Prohibitions

This policy prohibits anyone from retaliating or threatening to retaliate against someone else because of a disclosure to:

- Any staff member of the home
- An inspector or the Director of MLTC
- Any other personnel of the MLTC
- A residents' council
- A family council

This prohibition also applies where evidence has been or may be given in a proceeding.

Maple Villa cannot do anything that discourages someone from making a disclosure, nor encourage someone to fail to make a disclosure.

Retaliation

The prohibited retaliation against another person includes acts or by omissions. It can include (without limiting its meaning):

- Dismissing, disciplining or suspending a staff member

- Imposing a penalty on any person
- Intimidating, coercing or harassing any person

Residents and family members are protected from worrying that raising concerns or issues would affect the care or services that a resident receives.

If a resident or their family member makes a disclosure, Maple Villa cannot:

- Discharge the resident from the LTC home, including threat of discharge
- In any way, subject the resident to discriminatory treatment (such as change or discontinuation of any service or care to the resident)
- Make threats of doing or the possibility of doing any of the former to the resident.

Disclosures

A disclosure can be about anything. Anyone can come forward at any time to anyone of the home or MLTC. This includes when someone makes a mandatory report to the Director about certain serious matters such as abuse. A disclosure may be made by any method, such as by making a complaint to the home or MLTC by calling the ministry's action line or the Ombudsman of Ontario.

See "Complaint Process" and action line number to call (posted at entrance to the home).

This policy shall be posted in the home provided on admission and upon hire/recruitment of employees and volunteers.