



Citizens' Representative's Message

Since 2007, members, staff and officers of the House of Assembly have had access to a free and confidential whistleblowing program administered by our Office and contained in the House of Assembly *Accountability, Integrity and Administration Act*. (the "Act"). Those who believe they have witnessed wrongdoing can contact us to access advice on how best to proceed. Wrongdoing is defined as: (a) an act or omission constituting an offence under legislation; and, (b) gross mismanagement, including of public money under the stewardship of the management commission, or in violation, or suspected violation of the code of conduct applicable to members, staff and officers of the house.

When we meet privately with individuals who believe they have witnessed wrongdoing, we discuss all possible options available to have their concerns addressed. One of those options

is to proceed with a whistleblowing complaint. In that case, we will conduct an expeditious and impartial investigation into the allegations while, to the extent possible, keeping the identity of the whistleblower confidential.



Once the investigation is complete, we will draft a report with an analysis of the evidence collected and any recommendations we deem appropriate.

The Act also protects whistleblowers from reprisals if they have sought advice from our office or initiated a complaint.

Anyone wishing more information about this program or believe they have witnessed wrongdoing within the House of Assembly are welcome to contact us.

Barry Fleming

Enhanced Facebook Presence – Like Our Page!

As part of our 2017-20 Activity Plan, the OCR has undertaken to expand its social media presence by posting more to its Facebook page "Office of the Citizens' Representative – Newfoundland and Labrador." While our page is not an outlet to register complaints (our website has a new fillable form), we hope to enhance our engagement with members of the

Newfoundland and Labrador public by posting information and articles of interest submitted by staff. Like and Share our page today...we look forward to interacting with you!



Seeking Fairness...

Eastern Health's Centre for Nursing Studies is also responsible for the training of the Province's Licensed Practical Nurses. A student contacted us concerning her dismissal from the program. Our investigation concluded that the administrative policies and processes



had been fairly applied to the student's fact situation. We supported the student's allegation that there was limited information available about the student's ability to attend the appeal process in person. The Centre committed to better explaining this process in its upcoming revised student handbook.

Finding Solutions

Sometimes, issues are brought to our attention that don't fit squarely with our investigative mandate. However, if the OCR staff can assist with referral information or community linkages, they will do so. An employee of a department at the City of St. John's contacted us after a community outreach he conducted revealed an older adult couple who had barriers to accessing services. Chief among them was an inability to file taxes. Our first referral was to the CRA Community Volunteer Income Tax Program,

and the second was to a representative of the Community-based SeniorsNL to follow the couple more closely.

We have numerous presentations available for public servants and the general public, ranging from public interest disclosure, to our overall mandate, to navigating difficult complaints. Presentations are available by calling (709) 729-7647 or via email at citrep@gov.nl.ca.



Questions? Comments?

Is your department, agency or community group interested in learning more about the OCR, its services and processes? Do you have a suggestion or question to be addressed in a future edition of *Insights*? Call us at 1-800-559-0079 or (709) 729-7647, or e-mail citrep@gov.nl.ca.

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