

## YOUR VOICE MATTERS

SPEAK UP WITH CONFIDENCE. REPORT SUSPECTED FRAUD OR WASTE MATTERS. ASK QUESTIONS SAFELY AND SECURELY. SHARE YOUR IDEAS AND SUGGESTIONS. REMAIN ANONYMOUS.



## HOW DOES CLEARVIEW CONNECTS™ WORK?

There are several ways that you can submit a report – choose the one that's most comfortable for you: use ClearView's online system, speak with a ClearView agent, leave a voicemail report or mail a hard copy report. You decide whether to provide your name and contact information in your report, and if you don't, ClearView will protect your anonymity. 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 TCHC's Reviewers that a report has been submitted. Reviewers, who are employees that work at TCHC are chosen because they are best qualified to investigate and resolve reports.

ClearView Connects™ makes it possible for you to communicate with TCHC's Reviewers while remaining anonymous. If you submit your report through the ClearView web-based system or by speaking to a ClearView agent, you will receive a system-generated Report ID and password. This will allow you to access the report you submitted 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.

## WHAT IS CLEARVIEW CONNECTS™?

ClearView Connects™ is an ethics reporting/whistleblowing solution that provides a secure, anonymous and confidential way for you to raise concerns or report unethical workplace behaviour to Toronto Community Housing Corporation (TCHC).



## WHAT KINDS OF ISSUES SHOULD I REPORT?

You should report any misconduct or unethical behaviour that could harm TCHC, its reputation, its employees or others. This may include:

- Tenants who have failed to report a change in household composition
- Tenants subletting all or part of a subsidized unit
- Tenants with Undeclared Income/Assets
- Tenants who have falsified or altered income documents
- Tenants failing to report that students are no longer attending post-secondary courses
- Tenants with undeclared residential property
- Unethical Conduct and/or Conflict of Interest
- Staff, Contractor & Vendor Misconduct or Waste
- Fraud and Theft

Please consult the TCHC Whistleblower Policy to help identify types of issues to report using ClearView Connects™.

## HOW DOES CLEARVIEW CONNECTS™ PROTECT MY ANONYMITY?

- **If you use our online system:**  
Your report is automatically encrypted, and your IP address is not tracked.
- **If you call the Hotline and speak to a ClearView agent:**  
The call is not recorded, and caller ID is not used. The report is entered into the ClearView system using your exact words.
- **If you call the Hotline and leave a voicemail report:**  
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.

- **If you send your report by mail:**  
Anonymous handwritten reports are transcribed into the system, and all typewritten reports are scanned and uploaded. Once entered into the ClearView system, all original hard copies are destroyed. Only ClearView personnel can access the P.O. Box.
- **In all cases:**  
The report data stays on ClearView's secure servers – in Canada.

## SUBMIT A REPORT:



Go To [www.clearviewconnects.com](http://www.clearviewconnects.com)



Call 1-866-781-7956 and speak with a ClearView agent or leave a voicemail report.



Send your report to:  
P.O. Box 11017  
Toronto, Ontario  
M1E 1N0

**SPEAK UP  
BE HEARD**