

PEMBROKE REGIONAL HOSPITAL

MEMO

TO: All Staff

FROM: Ralph Hatem,
Director, Human Resources

DATE: November 17, 2025

SUBJECT: New Whistleblower Policy and Reporting Process

Dear Team,

Pembroke Regional Hospital is committed to maintaining a safe, ethical, and respectful workplace for all staff, physicians, volunteers, and stakeholders. As part of this commitment, we are pleased to announce the implementation of a new **Whistleblower Policy**.

This policy is designed to encourage and enable individuals to report concerns or potential wrongdoing in good faith, with the assurance that their reports will be treated seriously, confidentially, and without fear of retaliation.

What Can Be Reported?

The policy applies to **serious concerns** of:

- Fraud or financial misconduct
- Violations of hospital policies or codes of conduct
- Abuse or negligence in patient care
- Environmental or safety hazards
- Criminal or regulatory offences
- Violations of human resource policies or legislation

For all other concerns, the current reporting structure is maintained, by reaching out to your people leader, or other appropriate contacts.

How to Report

We have partnered with **Mitratesch Enterprise Ethics Hotline**, a secure and independent third-party service that allows anonymous reporting through multiple channels:

1. **Online:** Submit a report at www.clearviewconnects.com by selecting "Pembroke Regional Hospital." No personal information is required.
2. **Telephone:** Call toll-free at **1-844-886-3239** to speak with a Mitratesch agent.
3. **Mail:** Send a written report to Mitratesch, P.O. Box 11017, Toronto, ON, M1E 1N0.

Each report is encrypted and assigned a unique login and password, allowing you to follow up and communicate securely with designated reviewers.

What Happens Next?

Designated Reviewers at PRH will assess each report and determine the appropriate course of investigation. All investigations will be conducted confidentially, fairly, and in a timely manner. A summary of complaints and their status will be reviewed quarterly by the appropriate Board sub-committee.

You may also review the full policy on [PolicyMedical](#), titled "Whistleblower".

Thank you for your continued dedication to our values and to the well-being of our patients and each other.

If you have any questions, please reach out to Ralph Hatem at ralph.hatem@prh.ca