

Resources, support services and recourse mechanisms for Canada-based employees

For most issues, your management team should be your first point of contact.

The Office of the Well-Being Ombud and Inspector General (ZID) is also always available to help you navigate the system and explore your options in a confidential manner.

		Collective agreement dispute or work-related issue	Interpersonal dispute or disagreement	Discrimination	Workplace harassment and violence	Conflict of interest	Values and ethics code misconduct	Wrongdoing	Financial misconduct	Personnel security	Network acceptable use policy	Refusal to work	OHS Compensation claim	
Informal mechanisms and guidance					Workplace Harassment and Prevention Unit (HWPH)	Values and Ethics Unit (HWPE)		Special Investigations and Internal Disclosure (VBZ)						
		Other advisers (e.g., mentor, manager, or employee networks)					Other advisers (e.g., mentor, manager, or employee networks)	Other advisers (e.g., mentor, manager, or employee networks)		Personnel Security Services (CSCP)	Corporate IT Security Unit (CSCI)	Occupational Health and Safety Team (OHS Team)	Occupational Health and Safety Team (OHS Team)	
		Union representatives												
Formal mechanism or investigation	Mechanism	CBS: Grievance			Investigation									
			Discrimination complaint with Canadian Human Rights Commission	Notice of occurrence of harassment and violence	Conflict of interest report	Report on misconduct – Investigation	Disclosure of wrongdoing – Investigation	Investigation	Security investigation	Security investigation	Official refusal to work for dangerous work	Submit a claim for compensation		
	Contact	Union representatives			Workplace Harassment and Prevention Unit (HWPH)	Values and Ethics Unit (HWPE)	Values and Ethics Unit (HWPE)	Senior Officer for Internal Disclosure (VBZ)	Director, Special Investigations and Internal Disclosure Division	Personnel Security Services (CSCP)	Corporate IT Security Unit (CSCI)	Management team	Management team	
		Management team					Union representatives					Public Sector Integrity Commissioner	OHS Team	
							Management team (with HWL Support)						OHS Committee	OHS Team
	Possible outcome	Corrective measures at an individual level	Requested corrective measures or other measures deemed appropriate	Damages and/or disciplinary process, as appropriate		Measures to mitigate the conflict of interest	Corrective measures at an individual level	Administrative and/or disciplinary process, as appropriate			Revocation of reliability status or security clearance	Administrative and/or disciplinary process, as appropriate	Correction to the exposure the dangerous work	Compensation board accepts or refuses the claim
Requested corrective measures or other measures deemed appropriate		Corrective measures at an individual level		Corrective measures at an organizational level	Corrective measures at an individual and/or organizational level			Recommendations to Management at an organizational level	Involvement of OHS Federal Regulator (ESDC Labour) for their intervention	Employee or employer proceed to appeals process of the compensation board decision				