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| **NATASHA GONEK, B.SC. NCIT Specialized** |  |

# CAREER PROFILE

**Senior Advisor Complaints and Investigations, Investigations Officer** with 12+ years of progressive investigations experience, specializing in investigations, complaints management, information management, communications, and stakeholder engagement. Currently consulting, advising and advocating for professions, families and patients.

**Industry Experience**:Provincial Government, Medical Examiner Office, Professional Associations and Healthcare. In the healthcare system, established the heart valve procurement program, managing and training staff for surgical recovery and processing of tissue for transplant.

**Educational Accomplishments**:Bachelor of Science degree, NCIT basic and specialized. Other professional development in the areas of investigative interviewing, evidence gathering, crisis intervention, sexual assault, misconduct and abuse investigations, suicide intervention, and occupational health and safety.

# INVESTIGATIONS AND COMMUNICATIONS EXPERTISE

**Ethics and Regulatory Compliance Programs**

* A demonstrated commitment to conducting all duties in a manner in accordance with the ethics and integrity demanded by the profession, which includes pro-active due diligence to ensure all investigations comply with related acts, regulations, guidelines, and policies.

**Investigations**

* Excellent ability to plan and conduct investigations that instill stakeholder confidence. Outstanding ability to interview, gather and analyse evidence, interpret and apply legislation, communicate (ex. formal presentations), and make recommendations (ex. Suspensions). I uphold strong principles to ensure procedural fairness and ethical handling of complaints for all complainants, witnesses and investigated persons.

**Complaints Management**

* Proven experience managing the intake of stakeholder complaints, which includes the ability to receive and review information, plan and execute investigations using best practice investigative tools, conduct risk analysis, and communicate with all stakeholders.
* Resolution of complaints management, mediation of involved and collaboration to ensure the successful execution of the process outlined in the HPA.

**Information Management**

* Excellent knowledge of the “rules of evidence”, which also includes the ability to identify, classify, document, collect, and manage all types and forms of evidence ensuring proper techniques are used to ensure the secure custody and confidential storage of evidence.

**Communications and Stakeholder Engagement**

* Outstanding ability to positively communicate, consult and/ or negotiate with a variety of different, and sometimes competing, stakeholders (ex. leaders, regulatory bodies) as well as the conduct team. Analysis of situation and change to mitigate risk, follow process and provide direction for resolutions will ensure I would be an effective member of the leadership team.

# WORK EXPERIENCE

**Investigations Officer**: *College and Association of Registered Nurses of* **2019 to 2022**

*Alberta*

* Main duties include, but are not limited to:

− Investigations: Ensure investigations are safely, securely, and confidentially conducted in accordance with HPA, professional conduct policies and procedures, code of ethics and standards of investigative practice.

**Senior Advisor, Complaints & Investigations**: *Alberta College of* **2017 to 2019**

*Paramedics*

* This senior-level position is responsible for conducting professional conduct investigations, resolutions, which also includes informing and educating members, employers, stakeholders and the public in relation to the conduct process within the College. (Note: When required, take on the role of Acting Complaints Director.)

* Main duties include, but are not limited to:

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| − | Investigations: Ensure investigations are safely, securely, and confidentially conducted in accordance with HPA, professional conduct policies and procedures, code of ethics and standards of investigative practice. |
| − | Complaints Management: Manage initial complaint intake, conduct preliminary assessment, and makes recommendation to investigate (or not). Investigate. Conduct risk analysis (ex. public safety). Make recommendations. Mediate resolutions. |
| − | Communications: Provide educational opportunities with members. Use active listening and interviewing skills. Diffuse high conflict situations. Negotiate when appropriate.  Compose letters, reports, and legal documents. Participate in policy development. |
| − | Stakeholder Engagement: Respond to inquiries, facilitate meetings, and act |

professionally with all stakeholders (ex. members, union, HPA, public, etc.). Manage “resolution and follow-up” processes with tact, discretion, and confidentiality.

**Investigator**: *Office of the Chief Medical Examiner, Government of Alberta* **2011 to 2018**

* Responsible to conduct detailed investigations of homicides, suicides, sudden unexpected natural or accidental deaths in accordance with the Fatalities Inquiry Act.

* Main duties include, but are not limited to:

− Investigations: Similar investigative duties to above role with ACP. Also, includes performing viewings (i.e. for identification and / or evidence gathering purposes).

− Communications: Similar in scope (ex. evidence gathering) to above role with ACP. Also includes on-site, scene integrity.

− Stakeholder Engagement: Build respectful and professional relationships with other health care professionals, police, and others (ex. funeral homes).

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| **Business Owner / General Manager**: *Businesses (construction, design, retail)* | **2003 to 2018** |
| **Advisor**: *Workplace Health and Safety, Government of Alberta* | **2001 to 2002** |
| **Technologist**: *Comprehensive Tissue Centre, Capital Health* | **1996 to 1999** |

*Authority- Heart Valve Procurement Program Development*

# EDUCATION AND PROFESSIONAL DEVELOPMENT

**Bachelor of Science Degree**: *Concordia University*  **1997**

▪ Major: Biological Sciences; Minor: Psychology

**Professional Development**

## ▪ Investigations / Complaints Management

− National Certified Investigator: *CLEAR Basic and Specialized*

− Investigative Interviewing: *Workplace Institute*

− Investigation Interviewing: Crimes Against Children Training: *Edmonton Police Service*

− Critical Incident Stress Peer Support Trainer – *Land Force Western Area CAF*

## ▪ Communications / Stakeholder Engagement

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| − | Advanced Crisis Intervention Training: *Edmonton Police Service* |
| − | First Responder to Sexual Assault Training: *Sexual Assault Centre of Edmonton* |
|  | Trauma Informed Care Training |
|  | Investigating Reports of Sexual Misconduct Training: *CLEAR* |
| − | International Victims Assistance Presentation: *NOVA Conference* |
| − | Effective Interpersonal Communications: *Frontline Leadership Training* |
| − | Fundamentals of Public Speaking: *Concordia University* |

## ▪ Occupational Health and Safety

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| − | OH&S Training: *Government of Alberta* |
| − | PTSD Training: *Edmonton Police Service* |
| − | Organizational Behavior Course: *University of Alberta* |
| − | Accident Control Course: *University of Alberta* |
| − | Physical Security Planning Course: *University of Alberta* |
| − | ASIST- Suicide Prevention Training: *Canadian Mental Health Association* |

## ▪ Medical

− Vein Recovery, New Techniques: *CryoLife Inc.*

− Certified Tissue Banking Specialist: *American Association of Tissue Banking*

# AWARDS AND COMMUNITY ENGAGEMENT

**Certificate of Recognition of Assistance**: *Survivors of Pine Lake Tornado*, *EPS*and *RCMP*

**Bursary Award**: *CHI Education*– *Sports nutrition program*

**Lacrosse, Soccer, Coach**: *Various Teams*