

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON AUGUST 26, 2014</b>
<b>FROM:</b>	<b>VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>REPORT ON THE CORPORATE HUMAN RIGHTS PROGRAM, CODE OF CONDUCT PROGRAM, AND CORPORATE TRAINING INITIATIVES AS OF JUNE 30, 2014</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Officer the following Report regarding the Corporate Human Rights Program, Code of Conduct Program and Corporate Training Initiatives **BE RECEIVED** for information purposes.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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All previously submitted quarterly, semi-annual and year-end reports on the Corporate Human Rights Program, Code of Conduct Program, and Corporate Training Initiatives.

<b>BACKGROUND</b>
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**HUMAN RIGHTS**

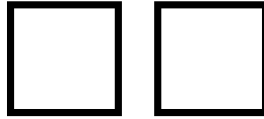
Civic Administration continues to take the necessary steps to ensure the important work of the Human Rights Division continues in support of the Corporate Workplace Harassment and Discrimination Prevention Policy (the "Policy").

**Inquiries/Requests/Complaint Handling**

**a) Contacts with the Human Rights Division**

Contacts can generally be described as falling within one of three categories: inquiries, requests for advice and/or assistance, and complaints. Callers whose issues do not fall within the Policy are directed to the appropriate avenue to deal with their complaints.

- **Inquiries** generally pertain to whether workplace conduct constitutes harassment and/or discrimination under the Policy, and what procedures and training are available to address potential human rights issues.
- **Requests** for advice or assistance are made by both management and non-management employees and generally include requests for guidance in resolving allegations of harassment and/or discrimination, and for training on how to interact with co-workers in a non-harassing, non-discriminatory manner. Such requests may require as little involvement by the Human Rights Division as a brief telephone discussion, others may require meetings with the parties involved and provision of ongoing support and guidance before an issue is completely resolved.
- **Complaints** include both informal and formal complaints made to the Human Rights Division alleging violations that may contravene the Policy.



During the period of January 2013 – June 30, 2014, the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 4 Policy based inquiries
- 4 Policy based informal complaints
- 6 Policy based formal complaints

**b) Summary of Inquiries/Requests/Complaints**

The following table summarizes the Inquiries/Requests/Complaints received by the Human Rights Division for the period January 2013 - June 30, 2014:

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	4 Policy based	Completed
Informal Complaints	4 Policy based	Completed
Formal Complaints	6 Policy based	Completed

**CODE OF CONDUCT**

**Inquiries/Complaint Handling**

**a) Contacts regarding Code of Conduct matters**

During the period of January 1, 2013 – June 30, 2014, the following Code of Conduct or potential Code of Conduct issues were initiated:

- 20 Policy based inquiries
- 32 Policy based informal complaints
- 38 Policy based formal complaints

**b) Summary of Inquiries/Complaints**

The following table summarizes the Inquiries/Requests/Complaints received regarding Code of Conduct for the period January 2013 – June 30, 2014:

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	20 Policy based	Completed
Informal Complaints	32 Policy based	Completed
Formal Complaints	38 Policy based	35 Completed 3 Incomplete

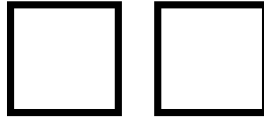
**WORKPLACE VIOLENCE PREVENTION**

**Inquiries/Complaint Handling**

**a) Contacts regarding Workplace Violence Prevention matters**

During the period of January 1, 2013 – June 30, 2014, the following Workplace Violence Prevention or potential Workplace Violence Prevention issues were initiated:

- 0 Policy based inquiries
- 0 Policy based informal complaints
- 2 Policy based formal complaints



**b) Summary of Inquiries/Complaints**

The following table summarizes the Inquiries/Requests/Complaints received regarding Workplace Violence Prevention for the period January 1, 2013 – June 30, 2014:

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	0 Policy based	
Informal Complaints	0 Policy based	
Formal Complaints	2 Policy based	Completed

**CORPORATE TRAINING INITIATIVES**

**1) "It Starts With Me"**

The training program, "It Starts With Me", was launched in June 2011 to replace the existing Workplace Harassment and Discrimination Prevention and Code of Conduct training programs, created in 2003 and 2006 respectively. The program consists of revised content from the Workplace Harassment and Discrimination Prevention Policy, the Code of Conduct for Employees, the Workplace Violence Prevention Policy, and the Use of Technology Policy.

The title of this program, "It Starts With Me", emphasizes the need for individuals to take personal responsibility to ensure their behaviours are in accordance with expectations of Corporate policies and a supportive workplace. The program focuses on describing behavioural expectations under the four policies as well as defines harassment, discrimination and workplace violence. Employees discuss the impact of inappropriate behaviours on the individual, the workplace and community as well as learn how to take action when they observe or are subjected to such inappropriate behaviour.

The roll out of the "It Starts With Me" program to all employees began in the fall 2013. In 2013, the program was delivered to 528 employees in 30 sessions and 274 newly hired employees in 11 sessions as part of the Corporate Orientation Program.

In the first half of 2014, "It Starts With Me" was delivered to 193 employees in 12 sessions. And 175 newly hired employees in 8 sessions as part of the Corporate Orientation Program.

**2) "I Step Forward" Program**

The "I Step Forward" program is designed to increase understanding of the impact of family violence, sexual violence/harassment and woman abuse in our workplaces, communities and homes thereby increasing our capacities to step forward and end violence and abuse by becoming "Champions for Peace." In addition, the program details safety and accountability planning to ensure employee and public safety, introduces self-care plans to address vicarious trauma, and identifies Corporate and community resources to assist employees with issues of violence and abuse. Managers/supervisors receive additional training which introduces tools and strategies so they can better assist abused employees to enhance their safety.

In 2013, "I Step Forward" training was delivered to 198 employees in 26 sessions. During this same period, a modified version of the "I Step Forward" program was delivered to 233 casual employees in 5 sessions to provide employees with awareness, resources, and strategies on responding to violence and abuse.

In the first half of 2014, "I Step Forward" was delivered to 8 employees in 1 session. During this same period, a modified version of the "I Step Forward" program was delivered to 100 casual employees in 4 sessions.



### 3) Corporate Orientation Program

The City of London's Corporate Orientation Program continues to welcome new employees to the Corporation. This program includes modules on workplace diversity and inclusion, accessible customer service, "It Starts With Me", the Corporate Strategic plan, working in public service, health and safety, and customer service.

In 2013, the Corporate Orientation Program was delivered to 274 permanent and temporary employees in 11 sessions. During this same period, Casual Orientation was delivered to 233 casual employees in 5 sessions. In addition, the Corporate Orientation Program – Management was delivered to 12 management employees in 1 session in 2013.

In the first half of 2014, the Corporate Orientation Program was delivered to 175 permanent and temporary employees in 8 sessions. During this same period, Casual Orientation was delivered to 100 casual employees in 4 sessions.

### 4) Workplace Diversity and Inclusion

With input from employees and our community partners, the City's former Workplace Diversity Statement and Plan was revised and a new Workplace Diversity and Inclusion Statement and Plan was introduced. A new Workplace Diversity and Inclusion training program was developed and implemented in the fall 2013 as part of the Corporate Orientation and "It Starts With Me" programs. In this training, participants are introduced to the new Workplace Diversity and Inclusion Statement and Plan and participate in interactive activities to gain awareness of their personal dimensions of diversity and learn how they can contribute to an inclusive workplace.

In the first half of 2014, "Workplace Diversity and Inclusion" was delivered to 255 employees in 15 sessions. In 2013, "Workplace Diversity and Inclusion" was delivered to 33 employees in 2 sessions.

### OTHER INITIATIVES - Supportive Workplace Policy Changes

In 2012 City Council approved a revised Workplace Harassment and Discrimination Prevention Policy and were informed other Supportive Workplace policies (including the Code of Conduct for Employees, the Workplace Violence Prevention Policy, and the Computer Usage Policy) would be reviewed in light of a number of factors including: recent organizational changes, Civic Administration's experience administering the policies, recent legislative changes, and changes in technology.

The mutual goal of the above noted policies is to provide for a workplace where individuals demonstrate acceptable interpersonal workplace behaviours. Further, the policies outline examples of prohibited conduct, employees' responsibilities and resolution/complaint procedures. Specifically, the intent of each policy is as follows:

#### (a) Workplace Harassment and Discrimination Prevention Policy (WHDPP)

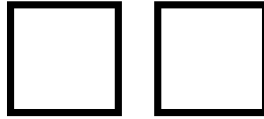
The purpose of the WHDPP includes fulfilling our obligation to provide every employee with a work environment that is safe and free from harassment and discrimination on the grounds detailed in the *Ontario Human Rights Code*.

#### (b) Code of Conduct for Employees

The purpose of the Code of Conduct for Employees is to define acceptable interpersonal and ethical standards in the workplace. It specifies, among other things, that employees should interact with one another and members of the public in a professional, courteous, civil, dignified, respectful, fair and equitable manner.

#### (c) Workplace Violence Prevention Policy

Our Workplace Violence Prevention Policy is designed to ensure a safe and productive work environment by defining workplace violence, identifying



responsibilities, and establishing elements of the workplace violence prevention program.

(d) Use of Technology Policy (formerly the Computer Usage Policy)

The Use of Technology Policy details the appropriate use and restrictions of corporate technology including hardware, software, the internet, electronic messaging such as email, and other media and social networking sites.

Following the review by Civic Administration, amendments were made to the Code of Conduct for Employees (effective June 2013), the Workplace Violence Prevention Policy (effective June 2013), and the Use of Technology Policy (effective July 2013). The main content and intent of these policies remains the same. The amendments include:

- revisions to the protected grounds under Ontario’s *Human Rights Code* to include gender identity and gender expression;
- reinforcing the obligation to report inappropriate behaviour you are experiencing in the workplace;
- expanded responsibilities for managers, the Human Resources Division and Corporate Security;
- flexibility in the administration of the policies to respond to the varying nature and scope of inquiries and complaints;
- defining “corporate technology”;
- establishing provisions related to the appropriate use of social media;
- clarifying users shall not have any expectation of privacy when using corporate technology; and
- housekeeping and administrative changes including the updating of job titles.

Finally, as noted above, a review and discussion of these policies is included in the “It Starts With Me” program included in the Corporate Orientation Program.

<b>PREPARED BY:</b>	<b>REVIEWED BY:</b>
<b>JEFF TUDHOPE SPECIALIST, LABOUR RELATIONS AND INTAKE ADMINISTRATOR</b>	<b>STEPHEN BAHM MANAGER, OCCUPATIONAL HEALTH &amp; SAFETY AND CORPORATE TRAINING</b>
<b>REVIEWED AND RECOMMENDED BY:</b>	
<b>VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>	