

<b>TO:</b>	<b>CHAIR AND MEMBERS FINANCE AND ADMINISTRATION COMMITTEE  MEETING ON SEPTEMBER 28, 2011</b>
<b>FROM:</b>	<b>VERONICA MCALEA MAJOR 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, 2011</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the 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.

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

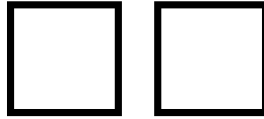
Civic Administration continues to take the necessary steps to ensure the important work of the Human Rights Division continues in support of the Corporate Workplace Harassment / Discrimination Prevention Policy (the "Policy").

### **1. 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 Workplace Harassment / Discrimination Prevention Policy.



During the period of January 1, 2011 to June 30, 2011 the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 1 Policy based inquiries
- 0 Policy based informal complaint
- 2 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 1 – June 30, 2011.

<b>WORKPLACE HARASSMENT/DISCRIMINATION PREVENTION POLICY JANUARY 1 – JUNE 30, 2011</b>		
<b>ACTIVITY</b>	<b>TOTAL NUMBER</b>	<b>STATUS</b>
INQUIRIES / REQUESTS	1 Policy based	Completed
INFORMAL COMPLAINTS	0 Policy based	Completed
FORMAL COMPLAINTS	2 Policy based	Completed

**2. Human Rights Training**

The Code of Conduct and the Policy have a mutual goal of providing for a workplace where employees demonstrate acceptable interpersonal behaviours.

There were 5 Policy training sessions delivered to 113 employees for the period of January 1 – June 30, 2011.

**CODE OF CONDUCT**

**1. Inquiries/Complaint Handling**

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

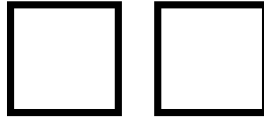
During the period of January 1 – June 30, 2011 the following Code of Conduct or potential Code of Conduct issues were initiated:

- 16 Policy based inquiries
- 1 Policy based informal complaints
- 1 Policy based formal complaints

**b) Summary of Inquiries/Complaints**

The following table summarizes Inquiries/Requests/Complaints received regarding Code of Conduct for the period of January 1 – June 30, 2011.

<b>CODE OF CONDUCT POLICY JANUARY 1 – JUNE 30, 2011</b>		
<b>ACTIVITY</b>	<b>TOTAL NUMBER</b>	<b>STATUS</b>
INQUIRIES / REQUESTS	16 Policy based	Completed
INFORMAL COMPLAINTS	1 Policy based	Completed
FORMAL COMPLAINTS	1 Policy based	Completed



## **2. Code of Conduct Training**

The Code of Conduct and the Policy have a mutual goal of providing for a workplace where employees demonstrate acceptable interpersonal behaviours.

There were 5 Code of Conduct training sessions delivered to 116 employees for the period January 1 – June 30, 2011.

### **CORPORATE TRAINING INITIATIVES**

In addition to the training noted above, Civic Administration continues to provide for a number of related training programs intended to complement the Policy and the Code of Conduct training.

#### **1) “I Step Forward to End Violence and Abuse in My Community, Workplace and at Home”**

The “I Step Forward to End Violence and Abuse in My Community, Workplace and at Home” (“I Step Forward”), is intended to provide employees with information on the dynamics of woman abuse, sexual violence and family violence including elders, children and intimate partners; offer practical tools and strategies to abused employees on how to access support and safety planning in the workplace; as well as, to provide access to resources in the community. This award winning training program is also designed to offer tools and strategies to managers on how to better assist abused employees to enhance their safety and maintain their employment.

From January 1 – June 30, 2011, 37 “I Step Forward” training sessions were delivered to 656 employees.

#### **2) IVEY / City of London Management Foundations Program**

Module V – “Negotiating in Organizational Complexity” was delivered from March through May 2011. The two-day module focused on developing the skills necessary to negotiate effectively in a changing organization. The bulk of Day 1 was spent developing and practicing basic negotiation skills and involved a case where the negotiators were required to consider both the outcome and the relationship between the two parties while negotiating the terms of a contract. A second case focused on the renegotiation of an existing contract and asked people who know one another well to renegotiate the terms of the new contract.

In preparation for Day 2 participants were asked to read “Getting to Yes” as well as analyze and develop an action plan for a negotiation challenge they were currently facing in their job. The objective of the activity was to apply negotiation concepts and tools to a real life situation that was meaningful to participants. Day 2 began with an overview of the principles introduced in *Getting To Yes* with the remainder of the day spent on negotiation exercises in which participants were asked to practice interest-based negotiations.

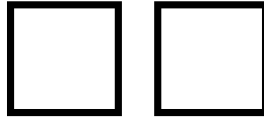
A total of 304 employees attended Module V.

#### **3) Corporate Training Calendar**

Although a Corporate Training Calendar was not published during the January – June 2011, Human Resources – Corporate Training continued to provide employees an opportunity to attend courses aligned with building a more supportive workplace and a work environment that is safe and free from harassment and discrimination. From January - June, 2011, 187 employees attended 7 courses that were offered in support of this initiative: Non-Violent Crisis Intervention, and Workplace Violence Prevention (Bill 168).

#### **4) Corporate Orientation Program**

The City of London’s Corporate Orientation Program continues to welcome new employees to the Corporation. The Corporate Orientation Program includes numerous topics that support our efforts around building a more supportive workplace including: an overview of the City’s Corporate Plan; customer service training including accessible customer service training,



career development; and training on the WHDPP, Code of Conduct, and Workplace Violence Prevention policy. From January 1 – June 30, 2011, 5 sessions were held with 110 permanent and temporary employees attending.

**5) “It Starts With Me”**

“It Starts With Me” training program has been created to replace the existing Workplace Harassment and Discrimination Prevention Training and Code of Conduct Training programs for all employees as well as include training on the Workplace Violence Prevention policy. The title of the new program “It Starts With Me” has been used to emphasize the need for individuals to take personal responsibility to ensure their behaviours are in accordance with the expectations of the policies and a supportive workplace. Following pilots of the program in late 2010, revisions to the program were made in early 2011 and further pilots conducted with employees participating in the New Employee Orientation program. From January 1 – June 30, 2010, one session of the “It Starts With Me” program was delivered to 37 employees. Launch of the program to all employees will begin in 2012 following the completion of the “1 Step Forward” training program.

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