

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON MARCH 8, 2016</b>
<b>FROM:</b>	<b>VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>REPORT ON CORPORATE HUMAN RIGHTS AND CODE OF CONDUCT INQUIRIES, REQUESTS, COMPLAINTS AND TRAINING INITIATIVES AS OF DECEMBER 31, 2015</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 Corporate Human Rights and Code of Conduct inquiries, requests, complaints and training initiatives **BE RECEIVED** for information purposes.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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All previously submitted reports on these matters.

<b>BACKGROUND</b>
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This Report covers the time period January 1, 2015 to and including December 31, 2015.

## **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 received from 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 1, 2015 – December 31, 2015, the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 6 Policy based inquiries
- 0 Policy based informal complaints
- 4 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, 2015 – December 31, 2015:

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	6 Policy based	Completed
Informal Complaints	0 Policy based	
Formal Complaints	4 Policy based	3 Completed 1 Ongoing

**CODE OF CONDUCT**

**Inquiries/Complaint Handling**

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

During the period of January 1, 2015 – December 31, 2015, the following Code of Conduct or potential Code of Conduct issues were initiated:

- 24 Policy based inquiries
- 11 Policy based informal complaints
- 28 Policy based formal complaints

**b) Summary of Inquiries/Complaints**

The following table summarizes the Inquiries/Requests/Complaints received regarding Code of

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	24 Policy based	Completed
Informal Complaints	11 Policy based	Completed
Formal Complaints	28 Policy based	27 Completed 1 Ongoing

**WORKPLACE VIOLENCE PREVENTION**

**Inquiries/Complaint Handling**

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

During the period of January 1, 2015 – December 31, 2015, the following Workplace Violence Prevention or potential Workplace Violence Prevention issues were initiated:

- 2 Policy based inquiries
- 0 Policy based informal complaints
- 3 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, 2015 – December 31, 2015:

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	2 Policy based	Completed
Informal Complaints	0 Policy based	
Formal Complaints	3 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. During the period of January 1, 2015 – December 31, 2015, the program was delivered to 463 employees over 24 sessions.

### 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 and supervisors receive additional training which introduces tools and strategies so they can better assist abused employees to enhance their safety.

During the period January 1, 2015 – December 31, 2015, "I Step Forward" training was delivered to 170 employees over 11 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.

During the period January 1, 2015 – December 31, 2015, the Corporate Orientation Program was delivered to 255 newly hired permanent and temporary employees over 12 sessions. During the same period, Orientation was delivered to 175 casual employees over 8 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.

During the period January 1, 2015 – December 31, 2015, "Workplace Diversity and Inclusion" training was delivered to 434 employees over 22 sessions.

<b>PREPARED BY:</b>	<b>REVIEWED BY:</b>
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