

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON MAY 9, 2017
FROM:	VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER
SUBJECT:	CORPORATE HUMAN RIGHTS AND CODE OF CONDUCT INQUIRIES, REQUESTS, COMPLAINTS AND RELATED TRAINING INITIATIVES 2016

RECOMMENDATION

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.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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All previously submitted reports on these matters.

BACKGROUND

This Report covers the time period January 1, 2016 to and including December 31, 2016.

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, 2016 – December 31, 2016, the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 4 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, 2016 – December 31, 2016:

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	4 Policy based	Completed
Informal Complaints	0 Policy based	
Formal Complaints	4 Policy based	Completed

CODE OF CONDUCT

Inquiries/Complaint Handling

a) Contacts regarding Code of Conduct matters

During the period of January 1, 2016 – December 31, 2016, the following Code of Conduct or potential Code of Conduct issues were initiated:

- 26 Policy based inquiries
- 13 Policy based informal complaints
- 29 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 1, 2016 – December 31, 2016:

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	26 Policy based	Completed
Informal Complaints	13 Policy based	Completed
Formal Complaints	26 Policy based 3 Policy based	Completed Ongoing

WORKPLACE VIOLENCE PREVENTION

Inquiries/Complaint Handling

a) Contacts regarding Workplace Violence Prevention matters

During the period of January 1, 2016 – December 31, 2016, 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, 2016 – December 31, 2016:

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", reviews matters relating to 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 our 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.

During the period of January 1, 2016 – December 31, 2016, the program was delivered to 534 employees over 35 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/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, 2016 – December 31, 2016, "I Step Forward" training was delivered to 61 employees over 5 sessions. During this same period, an introduction to this program was delivered to 425 newly hired permanent, temporary and casual employees over 26 sessions as part of our orientation programs.

3) Workplace Diversity and Inclusion

The Workplace Diversity and Inclusion training program introduces participants to the Workplace Diversity and Inclusion Statement and Plan and provides interactive activities to gain awareness of individual's personal dimensions of diversity and learn how they can contribute to an inclusive workplace.

During the period January 1, 2016 – December 31, 2016, “Workplace Diversity and Inclusion” was delivered to 596 employees over 36 sessions.

PREPARED BY:	PREPARED BY:
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