

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON JANUARY 23, 2018</b>
<b>FROM:</b>	<b>WILLIAM C. COXHEAD MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER</b>
<b>SUBJECT:</b>	<b>CORPORATE HUMAN RIGHTS AND CODE OF CONDUCT INQUIRIES, REQUESTS, COMPLAINTS AND RELATED TRAINING INITIATIVES 2017</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 actions be taken with respect to reviewing and reporting on Corporate Human Rights and Code of Conduct inquiries, requests, complaints and training initiatives:

- a) the update as at January 23, 2018 **BE RECEIVED** for information; and
- b) the Managing Director, Corporate Services and Chief Human Resources Officer **BE DIRECTED** to review and report back annually on Corporate Human Rights and Code of Conduct inquiries, requests, complaints and training initiatives.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- May 9, 2017 Corporate Human Rights and Code Of Conduct Inquiries, Requests, Complaints And Related Training Initiatives 2016
- March 8, 2016 Corporate Human Rights and Code of Conduct Inquiries, Requests, Complaints and Related Training Initiatives as of December 31, 2015

<b>BACKGROUND</b>
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This Report provides an update regarding inquiries, requests, complaints and related training initiatives over the time period January 1, 2017 to and including December 31, 2017.

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 in four areas:

1. Human Rights
2. Code of Conduct
3. Workplace Violence Prevention
4. Corporate Training Initiatives

Contacts with the Human Rights Division 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.

## 1. **HUMAN RIGHTS**

During the period of January 1, 2017 – December 31, 2017, the Human Rights Division was contacted with respect to 10 potential human rights issues:

The following table summarizes the Inquiries/Requests/Complaints received during this period.

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	4 Policy based	Completed
Informal Complaints	4 Policy based	Completed
Formal Complaints	2 Policy based	Completed

## 2. **CODE OF CONDUCT**

During the period of January 1, 2017 – December 31, 2017, 56 Code of Conduct or potential Code of Conduct issues were initiated:

The following table summarizes the Inquiries/Requests/Complaints received during this period.

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	9 Policy based	Completed
Informal Complaints	26 Policy based 1 Policy based	Completed Ongoing
Formal Complaints	17 Policy based 1 Policy based	Completed Ongoing

## 3. **WORKPLACE VIOLENCE PREVENTION**

During the period of January 1, 2017 – December 31, 2017, 2 Workplace Violence Prevention or potential Workplace Violence Prevention issues were initiated:

The following table summarizes the Inquiries/Requests/Complaints received regarding Workplace Violence Prevention for this period.

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	0 Policy based	
Informal Complaints	1 Policy based	Completed
Formal Complaints	1 Policy based	Completed

## 4. **CORPORATE TRAINING INITIATIVES**

The following initiatives have been undertaken in the past year:

### a) **"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, 2017 – December 31, 2017, the program was delivered to 243 employees over 19 sessions. In addition, an on-line "It Starts with Me" training program was delivered to 362 employees.

**b) "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, 2017 – December 31, 2017, "I Step Forward" training was delivered to 149 employees over 12 sessions. During this same period, an introduction to this program was delivered to 557 newly hired permanent, temporary and casual employees over 25 sessions as part of our orientation programs. In addition, "I Step Forward for Supervisors" was delivered over 5 sessions to 67 managers and supervisors.

**c) 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, 2017 – December 31, 2017, "Workplace Diversity and Inclusion" was delivered to 243 employees over 19 sessions.

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