

TO:	CHAIR AND MEMBERS FINANCE AND ADMINISTRATIVE SERVICES COMMITTEE MEETING ON SEPTEMBER 4, 2012
FROM:	VERONICA MCALEA MAJOR MANAGING DIRECTOR, CORPORATE SERVICES AND CHIEF HUMAN RESOURCES OFFICER
SUBJECT:	REPORT ON THE CORPORATE HUMAN RIGHTS PROGRAM, CODE OF CONDUCT PROGRAM, AND CORPORATE TRAINING INITIATIVES AS OF JUNE 30, 2012

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services & Chief Human Resources Officer:

- (a) the following Report regarding the Corporate Human Rights Program, Code of Conduct Program and Corporate Training Initiatives **BE RECEIVED** for information purposes; and
- (b) the Workplace Harassment/Discrimination Prevention Policy as adopted by Council August 30, 2010 **BE RESCINDED** and the revised policy as attached at Appendix "A" **BE ADOPTED**.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- All previously submitted semi annual and year end reports

BACKGROUND

HUMAN RIGHTS

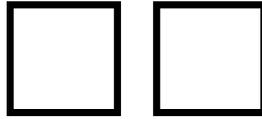
Civic Administration continues to take the necessary steps to ensure the important work of the Human Rights Division continues in support of the Corporate Workplace Harassment/Discrimination Prevention Policy and Complaint Procedure (the "Policy").

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 Policies, 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 1 - June 30, 2012 the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 5 Policy based inquiries
- 1 Policy based informal complaint
- 1 Policy based formal complaint

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, 2012.

WORKPLACE HARASSMENT/DISCRIMINATION PREVENTION POLICY JANUARY 1 – JUNE 30, 2012		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	5 Policy based	Completed
INFORMAL COMPLAINTS	1 Policy based	Completed
FORMAL COMPLAINTS	1 Policy based	Completed

CODE OF CONDUCT

Inquiries/Complaint Handling

a) Contacts regarding Code of Conduct matters

During the period of January 1 – June 30, 2012 the following Code of Conduct or potential Code of Conduct issues were initiated:

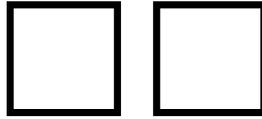
- 13 Policy based inquiries
- 0 Policy based informal complaints
- 5 Policy based formal complaints

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, 2012.

CODE OF CONDUCT POLICY JANUARY 1 – JUNE 30, 2012		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	13 Policy based	Completed
INFORMAL COMPLAINTS	0 Policy based	Completed
FORMAL COMPLAINTS	5 Policy based	Completed

Note: one previous year informal complaint is ongoing, being addressed through mediation.



CORPORATE TRAINING INITIATIVES

1) "It Starts With Me"

A new training program, "It Starts With Me", was launched in June 2011 for new employees 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 and the Workplace Violence Prevention 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 three 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.

From January 1 – June 30, 2012, "It Starts With Me" was delivered to 159 newly hired employees in eight (8) sessions as part of the Corporate Orientation Program.

Beginning in the fall of 2012, Civic Administration intends to begin roll out of the program to all existing employees.

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 to 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.

From January 1 – June 30, 2012, twenty (20) "I Step Forward" training sessions were delivered to 229 employees.

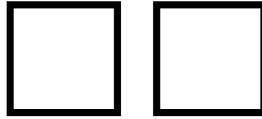
A modified version of the "I Step Forward" program was also provided to 300 casual employees between January 1 – June 30, 2012 in six (6) sessions to provide employees with awareness, resources, and strategies on responding to violence and abuse.

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 diversity, accessible customer service, "It Starts With Me", the strategic plan, working in public service, health and safety, and customer service.

From January 1 – June 30, 2012, eight (8) sessions were delivered to 162 permanent and temporary employees. During this same period, 300 casual employees, in six (6) sessions, attended Casual Orientation training.

From January 1 – June 30, 2012 the Corporate Orientation Program for Managers was delivered to 19 management employees.



4) Ivey Management Leadership Program

Module 6 – “Improving Service Delivery and Recognizing Individual Contribution” began in September 2011. This 2½ day module, delivered over three separate dates, focused on applying data and measurement for a twofold purpose: first, to improve the delivery of City of London services which will be reflected in Business Plan Summaries; and second, to focus on the subsequent linkage to individual employee’s role in achieving Corporate Strategic Priorities and Service Objectives through the Performance and Development Program.

Day 1 and 2 of the program were completed in 2011 and previously reported on. Day 3, completed in February 2012, was devoted to developing effective coaching skills to manage for high performance, focusing not only the “what” of performance, but also the “how”. Participants used the City of London-developed Leadership Profile to flesh out the behaviours expected of managers in managing for high performance. Skill development in coaching was achieved using a case study where participants took on the role of both manager and report in a role play exercise. Practice and feedback from others assisted in developing coaching skills. Day 3 (full day) was delivered in seven sessions to 293 management employees.

OTHER INITIATIVES

1. Revisions to the Workplace Harassment / Discrimination Prevention Policy

The Workplace Harassment / Discrimination Prevention Policy (The “Policy”) assists in fulfilling our obligation to provide every employee with an environment that is safe and free from harassment and discrimination on the grounds enumerated in the Ontario Human Rights Code. The Policy includes an outline of individual rights under the Ontario Human Rights Code, examples of prohibited conduct, employees’ responsibilities and resolution/complaint procedures which include the options of individual action, informal action, mediation, and formal investigation. This policy currently applies to all Corporation employees, members of Council, volunteers (including members of Advisory Committees, Special Committees and Task Forces), students on placements, individuals contracted by the Corporation on a “purchase of service” agreement, clients and customers.

Civic Administration undertook a review of the Workplace Harassment / Discrimination Prevention Policy having regard to a number of factors including: recent organizational changes, Civic Administration’s experience administering the policy and recent legislative changes. Noting that the core content and intent of this Policy remains the same, this review resulted in Civic Administration identifying required amendments to the policy to:

- Reflect the new organizational structure;
- Reflect new title changes for senior staff;
- Add “gender identity” and “gender expression” to reflect their adoption as protected grounds under the Ontario Human Rights Code;
- Add flexibility in the administration of the policy to respond to the varying nature and scope of inquiries and complaints; and
- Address housekeeping and administrative changes.

Based on the above noted review, Civic Administration is recommending to Council that the Policy as adopted by Council on August 30, 2010 be rescinded and the revised policy as noted at Appendix “A” be adopted.

Other policies in support of the Workplace Harassment / Discrimination Prevention Policy include the Workplace Violence Prevention policy and Code of Conduct for Employees. These two additional policies will also be revised to reflect changes noted above and ensure consistency in wording between the policies where appropriate.



PREPARED BY:	PREPARED BY:
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