

<b>TO:</b>	<b>CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON SEPTEMBER 8, 2020</b>
<b>FROM:</b>	<b>MICHAEL GOLDRUP, DIRECTOR OF PEOPLE SERVICES</b>
<b>SUBJECT:</b>	<b>CORPORATE HUMAN RIGHTS AND CODE OF CONDUCT INQUIRIES, REQUESTS, COMPLAINTS AND RELATED TRAINING INITIATIVES JANUARY 1, 2019 – FEBRUARY 29, 2020</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Director, People Services and the concurrence of the City Manager, the following Report regarding Corporate Human Rights and Code of Conduct inquiries, requests and training initiatives BE RECEIVED for information purposes.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- January 22, 2019 Corporate Human Rights and Code of Conduct Inquiries, Requests, Complaints and Related Training Initiatives 2018

All previously submitted reports on these matters.

<b>BACKGROUND</b>
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This annual Report provides an update regarding inquiries, requests, complaints and related training initiatives over the time period January 1, 2019 up to and including February 29, 2020. Included in this Report are investigations conducted by Rubin Thomlinson as part of an interim intake and investigation process.

Effective March 1, 2020, the Respectful Workplace Policy (Anti-Harassment/Anti-Discrimination) replaced the Workplace Harassment and Discrimination Prevention Policy (WHDPP) and the Code of Conduct for Employees.

With the Respectful Workplace Policy now in place, the next annual report will provide updates regarding the Respectful Workplace Policy and the Workplace Violence Prevention Policy, covering the time period March 1, 2020 to December 31, 2020. In accordance with recommendations made by Rubin Thomlinson in its March 2019 Workplace Assessment Report, an updated report template will be used, replacing this current template. Incorporated in the updated report template will be information regarding types of complaints received and the manner in which complaints are addressed subject to applicable legislation including the *Municipal Freedom of information and Protection of Privacy Act*.

**Workplace Harassment Discrimination Prevention Policy, Code of Conduct for Employees and Workplace Violence – January 1, 2019 to February 29, 2020**

Civic administration continues to take the necessary steps in support of the Corporate Workplace Harassment and Discrimination Prevention Policy through the Human Rights Division and Training Division in four areas:

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

During this period, 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 informal and

formal complaints. Inquirers whose issues do not fall within the Policy are directed to the appropriate avenue to deal with their complaints.

- **Inquiries/Requests** generally, inquires 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 only a brief telephone discussion with the Human Rights Division, others may require meetings with the parties involved and provision of ongoing support and guidance before an issue is completely resolved.
- **Informal Complaints** include complaints made to the Human Rights Division alleging violations that may contravene the Policy that were resolved through informal methods such as coaching and counselling or facilitated discussions between the parties.
- **Formal Complaints** include complaints made to the Human Rights Division that were resolved through formal investigations.

## 1. HUMAN RIGHTS

During the period of January 1, 2019 – February 29, 2020, 22 Workplace Harassment Discrimination Prevention Policy issues were initiated, including 12 issues that were reviewed by Rubin Thomlinson.

The following table summarizes the Inquiries/Requests received, and Complaints that were resolved both informally and formally during this period.

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	3 Policy based	Completed
Informal Complaints	3 Policy based	Completed
Formal Complaints	Human Rights Division: 4 Policy based	Completed
	Rubin Thomlinson: 12 Policy based	Completed

## 2. CODE OF CONDUCT

During the period of January 1, 2019 – February 20, 2020, 48 Code of Conduct or potential Code of Conduct issues were initiated including 12 issues reviewed by Rubin Thomlinson.

The following table summarizes the Inquiries/Requests received and Complaints that were resolved both informally and formally during this period.

ACTIVITY	TOTAL NUMBER	STATUS
Inquiries/Requests	8 Policy based	Completed
Informal Complaints	26 Policy based	Completed
Formal Complaints	Human Rights Division: 14 Policy based	Completed
	Rubin Thomlinson 12 Policy based	Completed

## 3. WORKPLACE VIOLENCE PREVENTION

During the period of January 1, 2019 – February 29, 2020, 2 Workplace Violence Prevention or potential Workplace Violence Prevention issues were initiated through the Human Rights Division.

The following table summarizes the Inquiries/Requests received and the Complaints that were resolved both informally and formally during 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 Learning and Development team delivered the Human Rights and Respectful Workplace training initiatives outlined below.

##### **"I Step Forward" Training**

**Background:** The "I Step Forward" program was 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, 2019 – February 29, 2020, "I Step Forward" training was delivered to 318 employees over 17 sessions.

**Action:** In collaboration with community partners, civic administration is currently updating the "I Step Forward" training program to include sections on intimate partner violence and sexual violence including sex trafficking and non-state torture.

##### **"It Starts With Me" Training**

**Background:** "It Starts with Me" training 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, 2019 – February 29, 2020, the program was delivered to 333 employees over 17 sessions.

**Action:** In collaboration with community partners, civic administration is currently updating the "It Starts with Me" training program to include information regarding intimate partner violence, sexual violence (including sex trafficking and non-state torture) and sexual harassment.

##### **Respectful Workplace Training**

As noted above, the Respectful Workplace Policy came into effect March 1, 2020. To support this new policy training was delivered to management employees at the Leadership Forum in October 2019. In March 2020, employees received training on the Respectful Workplace Policy and Code of Ethics via a video. For employees without network access, the video was viewed during team meetings.

**Action:** Beginning in July 2020, an in-depth Respectful Workplace training is being delivered to all managers. The training will be experiential and will incorporate the management

competencies required to promote a respectful workplace. Further, additional resources for understanding the Respectful Workplace policy and a respectful workplace will be developed such as short videos, FAQ's, etc.

**Conclusion**

This annual Report provides an update regarding inquiries, requests, complaints and related training initiatives over the time period January 1, 2019 up to and including February 29, 2020 for the Workplace Harassment and Discrimination Prevention Policy, Code of Conduct for Employees and the Workplace Violence Prevention Policy. Included in this Report are investigations conducted by Rubin Thomlinson as part of an interim intake and investigation process.

As outlined above, the next annual report will provide updates for the Respectful Workplace Policy and the Workplace Violence Prevention Policy. The report will cover the time period March 1, 2020 up to and including December 31, 2020, utilizing an updated format based on recommendations made by Rubin Thomlinson in its March 2019 Workplace Assessment Report.

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