

TO:	CHAIR AND MEMBERS CORPORATE SERVICES COMMITTEE MEETING ON MARCH 19, 2013
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 DECEMBER 31, 2012

RECOMMENDATION

That, on the recommendation of the Managing Director, Corporate Services and Chief Human Resources Officer the following Report regarding the Corporate Human Rights Program, Code of Conduct Program and Corporate Training Initiatives **BE RECEIVED** for information purposes.

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

BACKGROUND

HUMAN RIGHTS

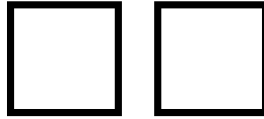
Civic Administration continues to take the necessary steps to ensure the important work of the Human Rights Division continues in support of the Corporate Workplace Harassment/ Discrimination Prevention Policy and Complaint Procedure (the "Policy").

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 WHDPP, 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 Workplace Harassment / Discrimination Prevention Policy and Complaint Procedure.



During the period of July 1 – December 31, 2012 the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 2 Policy based inquiries
- 1 Policy based informal complaint
- 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 July 1 - December 31, 2012.

WORKPLACE HARASSMENT/DISCRIMINATION PREVENTION POLICY JULY 1 – DECEMBER 31, 2012		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	2 Policy based	Completed
INFORMAL COMPLAINTS	1 Policy based	Completed
FORMAL COMPLAINTS	4 Policy based	3 Completed, 1 Ongoing

c) 2012 Summary of Inquiries/Requests/Complaints

The following table summarizes the Inquiries/Requests/Complaints received by the Human Rights Division for the period January 1 – December 31, 2012.

WORKPLACE HARASSMENT/DISCRIMINATION PREVENTION POLICY JANUARY 1 – DECEMBER 31, 2012		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	7 Policy based	Completed
INFORMAL COMPLAINTS	2 Policy based	Completed
FORMAL COMPLAINTS	5 Policy based	4 Completed, 1 Ongoing

Note: There are no previous year(s) complaints outstanding.

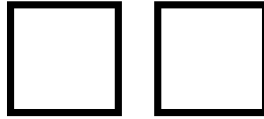
CODE OF CONDUCT

Inquiries/Complaint Handling

a) Contacts regarding Code of Conduct matters

During the period of July 1 – December 31, 2012 the following potential Code of Conduct issues were initiated:

- 11 Policy based inquiries
- 5 Policy based informal complaints
- 4 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 July 1 – December 31, 2012.

CODE OF CONDUCT POLICY JULY 1 – DECEMBER 31, 2012		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	11 Policy based	Completed
INFORMAL COMPLAINTS	5 Policy based	Completed
FORMAL COMPLAINTS	4 Policy based	Completed

c) 2012 Summary of Inquiries/Complaints

The following table summarizes Inquiries/Requests/Complaints received regarding Code of Conduct for the period of January 1 – December 31, 2012.

CODE OF CONDUCT POLICY JANUARY 1 – DECEMBER 31, 2012		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	24 Policy based	Completed
INFORMAL COMPLAINTS	5 Policy based	Completed
FORMAL COMPLAINTS	9 Policy based	Completed

Note: There are no previous year(s) complaints outstanding.

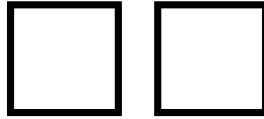
CORPORATE TRAINING INITIATIVES

1) "It Starts With Me"

A new training program, "It Starts With Me", was first piloted in June 2011 for new employees to replace the existing Workplace Harassment and Discrimination Prevention and Code of Conduct training programs, which were created in 2003 and 2006 respectively. The "It Starts With Me" 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 July 1 – December 31, 2012, "It Starts With Me" was delivered to 63 newly hired employees in four (4) sessions as part of the Corporate Orientation Program.



From January 1 – December 31, 2012, “It Starts With Me” was delivered to 222 employees in twelve (12) sessions as part of the Corporate Orientation Program.

Civic Administration intends to begin roll out of the program to all existing employees beginning in the Spring 2013.

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 July 1 – December 31, 2012, “I Step Forward” training was delivered to 342 employees in 32 sessions. During this same period, a modified version of the "I Step Forward" program was delivered to 36 casual employees in one (1) session to provide employees with awareness, resources, and strategies on responding to violence and abuse.

From January 1 – December 31, 2012, “I Step Forward” was delivered to 571 employees in 52 sessions. During this same period, a modified version of the “I Step Forward” program was delivered to 336 casual employees in seven (7) sessions.

3) Corporate Orientation Program

The City of London’s Corporate Orientation Program continues to welcome new employees to the Corporation. This program includes, but is not limited to, modules on diversity, accessible customer service, “It Starts With Me”, the Corporate Strategic plan, working in public service, health and safety, and customer service.

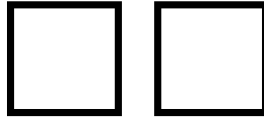
From July 1 – December 31, 2012 the Corporate Orientation Program was delivered to 56 permanent and temporary employees in four (4) sessions. During this same period, Casual Orientation was delivered to 36 casual employees in one (1) session.

From January 1 – December 31, 2012, the Corporate Orientation Program was delivered to 227 employees in 12 sessions. During this same period, the Casual Orientation Program was delivered to 336 casual employees in seven (7) sessions. Further, in 2012 a Corporate Orientation Program designed to provide Managers with additional training was delivered to 19 management employees in one (1) session.

4) Ivey Management Program

Module 7 – “At Your Service”, a 1½ day module, was delivered in November and December 2012. Day 1 (half day) included an introduction and update on the Corporate Strategic Plan from new City Manager, Art Zuidema. In addition, facilitated discussions focused on developing a common understanding of the Corporation’s new Mission Statement: “At Your Service” through discussion of the following questions: What does “At Your Service” mean to you, the organization, your service area, to City of London Customers, to your customers?; and How do the City’s values of “Individual Responsibility”/Collective Accountability” shape conceptions of “At Your Service”?

Day 2 (full day) was devoted to confirming the “At Your Service” themes emerging from Day 1 and participating in facilitated workshops regarding “Collaboration”, “Transparency”, “Empowerment” and “Engagement” within each service area.



Day 1 (half-day) was delivered in seven sessions to 327 management employees. Day 2 (full-day) was delivered in seven sessions to 319 management employees.

OTHER INITIATIVES

Policy Revisions

As noted in the September 4, 2012 Report to the Finance and Administrative Services Committee Civic Administration reviewed 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.

The revised Workplace Harassment/Discrimination Prevention Policy was adopted on September 18, 2012.

Civic Administration has also undertaken a review of other polices in support of the Workplace Harassment/Discrimination Prevention Policy including the Code of Conduct for Employees, the Workplace Violence Prevention policy, and the Use of Technology policy. These policies will be revised in 2013 to reflect changes noted above and ensure consistency in wording between the policies where appropriate.

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