



<b>TO:</b>	<b>CHAIR AND MEMBERS BOARD OF CONTROL MEETING ON WEDNESDAY, APRIL 23, 2008</b>
<b>FROM:</b>	<b>JEFF FIELDING CHIEF ADMINISTRATIVE OFFICER</b>
<b>SUBJECT</b>	<b>2007 YEAR END REPORT ON THE CORPORATE HUMAN RIGHTS PROGRAM, CODE OF CONDUCT PROGRAM, AND CORPORATE TRAINING INITIATIVES AS OF DECEMBER 31, 2007</b>

**RECOMMENDATION**

That, on the recommendation of the Chief Administrative 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**

All previous quarterly 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").

**1. 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, 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 and Discrimination Prevention Policy.

During the fourth quarter of 2007 the Human Rights Division was contacted with respect to the following human rights and potential human rights issues:

- 3 Policy based inquiries
- 3 Policy based informal complaints
- 2 Non Policy based informal complaints

**b) Summary of Inquiries/Requests/Complaints**

The following tables summarize the Inquiries/Requests/Complaints received by the Human Rights Division for the period September 1 – December 31, 2007.

WORKPLACE HARASSMENT/DISCRIMINATION PREVENTION POLICY OCTOBER 1 – DECEMBER 31, 2007		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	3 Policy based	Completed
INFORMAL COMPLAINTS	3 Policy 2 Non Policy based	1 Ongoing 4 Completed
FORMAL COMPLAINTS	0 Policy based	

**c) 2007 Year To Date Summary of Inquiries/Requests/Complaints**

The following table summarizes Inquiries/Requests/Complaints received by the Human Rights Division for the period January 1 to December 31, 2007.

WORKPLACE HARASSMENT/DISCRIMINATION PREVENTION POLICY JANUARY 1 – DECEMBER 31, 2007		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	18 (11 Policy based, 7 Non Policy based)	Completed
INFORMAL COMPLAINTS	3 Policy based 4 Non Policy based	1 Ongoing 6 Completed
FORMAL COMPLAINTS	1 Policy based	Ongoing

**\*\* There are no outstanding complaints carried forward from previous year.**

**2. Human Rights Training**

There were 4 Workplace Harassment / Discrimination Prevention training sessions delivered to 37 employees for the period of October 1 – December 31, 2007.

From January 1 – December 31, 2007 Workplace Harassment / Discrimination Prevention training sessions were delivered to 367 employees.

**3. Other Human Rights Initiatives**

The Human Rights Division continues to evaluate and prioritize projects in order to fulfil the Corporation's obligations pursuant to the Policy and the Ontario Human Rights Code.



**CODE OF CONDUCT**

**1. Inquiries/Complaint Handling**

**a) Contacts regarding Code of Conduct matters**

During the fourth quarter of 2007 the following Code of Conduct or potential Code of Conduct issues were initiated:

- 6 Policy based inquiries
- 3 Non Policy based inquiries
- 1 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 September 1 – December 31, 2007.

CODE OF CONDUCT POLICY OCTOBER 1 - DECEMBER 31, 2007		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	9 (6 Policy based, 3 Non-Policy based)	Completed
INFORMAL COMPLAINTS	0	
FORMAL COMPLAINTS	1 Policy based	Ongoing

**c) 2007 Year To Date Summary of Inquiries/Requests/Complaints**

The following table summarizes Inquiries/Requests/Complaints received regarding Code of Conduct for the period January 1 to December 31, 2007.

CODE OF CONDUCT POLICY JANUARY 1 – DECEMBER 31, 2007		
ACTIVITY	TOTAL NUMBER	STATUS
INQUIRIES / REQUESTS	56 (47 Policy based, 9 Non-Policy based)	Completed
INFORMAL COMPLAINTS	7 (4 Policy based, 3 Non-Policy based)	7 Completed
FORMAL COMPLAINTS	2 Policy based	1 Ongoing 1 Completed

**\* There are no outstanding complaints carried forward from previous year.**

**2. Code of Conduct Training**

The Code of Conduct and the Corporate Workplace Harassment / Discrimination Prevention Policy and Complaint Procedure have a mutual goal of providing for a workplace where staff demonstrates acceptable interpersonal behaviours.

There were 4 Code of Conduct training sessions delivered to 34 employees for the period October 1 – December 31, 2007.

From January 1 – December 31, 2007 Code of Conduct training was delivered to 366 employees.



## **CORPORATE TRAINING INITIATIVES**

In addition to the training noted above, Civic Administration continues to provide for a number of related training programs intended to complement the Workplace Harassment and Discrimination and Prevention Policy and Complaint Procedure and the Code of Conduct training.

1. In July 2006, Civic Administration began consulting with the London Coordinating Committee to End Woman Abuse (LCCEWA) Communications and Advocacy Sub-Committee around how we can work together to create a more supportive workplace. The Sub-Committee provided guidance to Civic Administration regarding the NVision survey (noted below), and reviewed our existing WHDPPCP and Code of Conduct training programs. Our partnership resulted in the development of a new training program called "Standing Together – Employees Caring for Employees". This program reflects important societal issues and reflects what employees have told us they care about, including, standing together and respect at work.

The first module in this program is "Respect at Work". This module is intended to raise awareness and understanding for managers and employees around relating effectively at work, nurturing diversity and fostering a work environment that is free from harassment and discrimination. We are utilizing internal trainers to deliver the course and the "train the trainers" sessions concluded in October 2007. Several pilots of the program were run in the final quarter of 2007 and the program is scheduled to be officially launched in the first quarter of 2008.

The second module under this program will be "Responding to Woman Abuse, Family Violence and Sexual Violence". This module is intended to provide employees with information on the dynamics of woman abuse, family violence and sexual violence, offer practical tools and strategies to abused employees on how to access support both in the workplace as well as providing access to resources in the community, and safety planning in the workplace. This module is planned to be launched in the final quarter of 2008.

2. **City of London Management Foundations Program**

Civic Administration continues the development of the City of London Management Foundations Program in partnership with the Ivey School of Business.

In December 2007, we offered Module 8: Our LeaderShip Journey: Columbia as a Lesson to all Managers. Participants experienced the events leading up to the Columbia disaster and reviewed how leaders can respond in crisis situations. Participants learned how to better understand how they can reduce risk or failure in organizations and effectively manage crises when they do occur.

3. **Corporate Training**

Courses were offered through the 2007 Corporate Training Calendar which offered staff an opportunity to attend courses that will ensure the continuance of a supportive workplace as well as provide a work environment that is safe and free from harassment and discrimination. Some of the courses offered in support of this are: Building a Motivating Workforce, Building Trust in the Workplace, Workplace Violence – Managing the Risk, Ability Awareness, Dealing with Difficult People, Discovering Diversity, and Anger Management, Coaching for Improved Work Performance, Calming Upset Customers, Workplace Harassment & Discrimination Prevention, Emotional Smarts, Non-Violent Crisis Intervention Training.

From January 1 – December 31, 2007, 155 staff attended the above Corporate Training courses.

4. **Corporate Orientation Program**

The City of London's Corporate Orientation Program continues to welcome new employees to the Corporation. From October 1 – December 31, 2007 4 sessions were held with 37 staff attending. Employees received both Workplace Harassment & Discrimination Prevention and Code of Conduct training as part of the Orientation Program.

From January 1 – December 31, 2007 the Corporation Orientation Program was delivered to 366 staff.

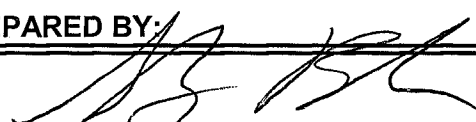
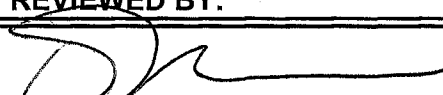
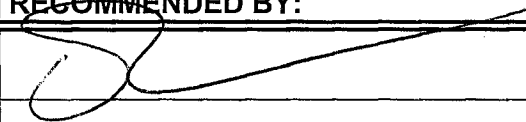


**5. Training Needs Assessment**

The "City of London Human Rights Model Review", (February 2006) recommended that education and training with respect to human rights and workplace conduct matters should become a priority of the Human Rights Office. Training programs continue for both the Workplace Harassment and Discrimination Prevention Policy and Complaint Procedure ("WHDPPCP) and the Code of Conduct as part of the Corporate Orientation Program.

Both of these policies have a mutual goal to provide a workplace where staff demonstrates acceptable interpersonal behaviours. Civic Administration engaged NVision to conduct a Training Needs Assessment relating to both of these policies.

Based on the findings of the survey and focus groups, recommendations will be made with respect to possible revisions to the policies and the potential design of a combined training program for harassment and code of conduct complaints that would be relevant for all employees.

<b>PREPARED BY:</b> 	<b>REVIEWED BY:</b> 
<b>STEPHEN BAHM</b> ASSOCIATE HUMAN RIGHTS COORDINATOR	<b>VERONICA MCALEA MAJOR</b> DIRECTOR, HUMAN RESOURCES
<b>RECOMMENDED BY:</b> 	
<b>JEFF FIELDING</b> CHIEF ADMINISTRATIVE OFFICER	

rpl/sb/vmm  
February 26, 2008