



City of Hamilton

AUDIT, FINANCE AND ADMINISTRATION COMMITTEE ADDENDUM

Meeting #: 19-004
Date: March 21, 2019
Time: 9:30 a.m.
Location: Council Chambers, Hamilton City Hall
71 Main Street West

Angela McRae, Legislative Coordinator (905) 546-2424 ext. 5987

6. DELEGATION REQUESTS

- *6.1 Stephanie Bass, respecting International Day for the Elimination of Racial Discrimination (For today's meeting)
- *6.2 Shahzi Bokhari, respecting International Day for the Elimination of Racial Discrimination (For today's meeting)
 - *6.2.a Unite Against Racism Slide

8. PUBLIC HEARINGS / DELEGATIONS

- *8.3 Stephanie Bass, respecting International Day for the Elimination of Racial Discrimination
- *8.4 Shahzi Bokhari, respecting International Day for the Elimination of Racial Discrimination

9. STAFF PRESENTATIONS

- 9.1 Employee Annual Attendance Report 2018 (HUR19003) (City Wide)
 - *9.1.a Employee Annual Attendance Report 2018 - Staff Presentation

6.1

Form: Request to Speak to Committee of Council

Submitted on Tuesday, March 19, 2019 - 4:24 pm

==Committee Requested==

Committee: Audit, Finance & Administration

==Requestor Information==

Name of Individual: Stephanie Bass

Name of Organization:

Contact Number:

Email Address:

Mailing Address:

Reason(s) for delegation request: International day for the elimination of racism

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No

From: [McRae, Angela](#)
To:
Subject: FW: International Day for the Elimination of Racial Discrimination
Date: March 20, 2019 9:52:58 AM

From: Stephanie Bass
Sent: March 19, 2019 9:28 AM
To: clerk@hamilton.ca
Subject: International Day for the Elimination of Racial Discrimination

To the General Issues Committee;

It's not easy to write about this, because words are an imperfect medium when it comes to the experience of being a black woman in Hamilton. You lose the emotional impact, the gut-deep feelings of fear and anger - that words on a page can't properly relate. So I want you to keep those two words in mind: fear and anger. Fear because of what I've experienced during the course of my life. Anger because people still say 'well at least we're not as bad as the States' or 'something like that could never happen here.'

And anger because even when people agree with me, I have seen little effort to make the needed changes so that these experiences become less frequent— or so that I feel safer and supported if they do.

I have experienced a plethora of race-motivated attacks, verbal and physical. I'd like to give you a few examples for the past 5 years:

- I was harassed by the police at Main and McNab because I had just come out of a movie at Jackson Square with my friends and was heading home. They demanded to see my ID. A white friend came over and asked what was going on. They left me alone after that.
- It happened again. I was with my husband waiting for a bus at Main and Longwood. It was late and he didn't want me waiting alone in an empty parking lot. A police car pulled up. The officer wanted me to give him my ID. But he backed off as soon as my husband, who is white, stepped in and asked him for specifics. Suddenly the policeman said there was no problem anymore.
- On more than one occasion, I was called a ni**** on HSR buses Loudly. I had my seat taken from me. And no one ever did anything. Not the driver. Not the passengers.
- On the street, a man called me a ni**** and threw a milkshake at me.
- A cop pulled me over on Main St because I was driving "too nice a car." The officer wanted to know if it was mine.
- In 2013, I had a brick thrown at my head by a Nazi panhandler at University Plaza because I didn't want to give change to him. I knew he was a Nazi because of the swastika on his jacket.
- On Main street with my husband, a man in a truck screamed 'ni**** lover' at us outside the Wimpy's Diner on Main Street. We don't go there anymore.
- In 2017 I was yelled at in Westdale - called a "terrorist" because it was raining and I had a scarf on my head to keep my hair dry.
- At the Starbucks on Locke Street, I held the door open for an older man. He said

he didn't think monkeys drank coffee.

- This year at my workplace, I had a swastika drawn on the outside of my classroom portable just after my arrival.

This isn't everything I've dealt with. These are just the highlights. So when I say I have experienced racism in Hamilton, please believe me.

Professionally, I'm a historian and an educator. I earned a Master's degree at York University in 2007, and my focus was on how race and gender intersect in policy. I've taught classes "Critical Race Studies," and "Introduction to Feminist Studies" at McMaster University. I've spoken at conferences and organized anti-racism workshops at schools in Hamilton. Currently, I am a teacher for the HWDSB. I am an expert on this subject both in study and in life experience.

Hamilton has held a dubious honour for several years now by being in the top 3 Canadian cities for police-reported hate crimes. In 2016, Hamilton was number one according to Statistics Canada. When I read this, it wasn't too hard for me to believe this because I've seen it first-hand.

We all share a responsibility in dealing with prejudice and racism. It's not enough to condemn what is wrong if you don't do anything about it. Thoughts and words of support are not helpful when there are real consequences for people - when I can't walk down the street without being anxious that someone is going to challenge my right to be there. When I am afraid of being alone in a public place during the daytime, never mind at night. Or when I'm afraid to talk to the police because I've had negative interactions with them before.

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Because racism it is learned and taught, we can also un-learn it in order to change - to grow - to leave the hatefulness behind. But it's not easy. It doesn't self-regulate. It can't be left up to an individual to go out and educate themselves. It's high time we as a society accepted that some of our prejudices are systemic. And the proof they are systemic lies in the simple fact that there are laws against discrimination. We need the Anti-Racism resource Centre, that again has been put on hold this year.

More than that, our community needs a distinct set of anti-racism strategies for the many people of colour in the City of Hamilton. My experiences show that there is real violence and danger for People of Colour here; it affects how I live my life each day— and how I see the city I grew up and currently live in. The city has a moral obligation to serve Hamiltonians of colour by providing some service to support the many experiences of racism that occur on our streets everyday.

This is an action worth investing in. People are always worth investing in.

Sincerely,

Stephanie Bass

6.2

Form: Request to Speak to Committee of Council

Submitted on Tuesday, March 19, 2019 – 9:10 pm

==Committee Requested==

Committee: Audit, Finance & Administration

==Requestor Information==

Name of Individual: Shahzi Bokhari

Name of Organization:

Contact Number:

Email Address:

Mailing Address:

Reason(s) for delegation request: International day for the elimination of racial discrimination

Will you be requesting funds from the City? No

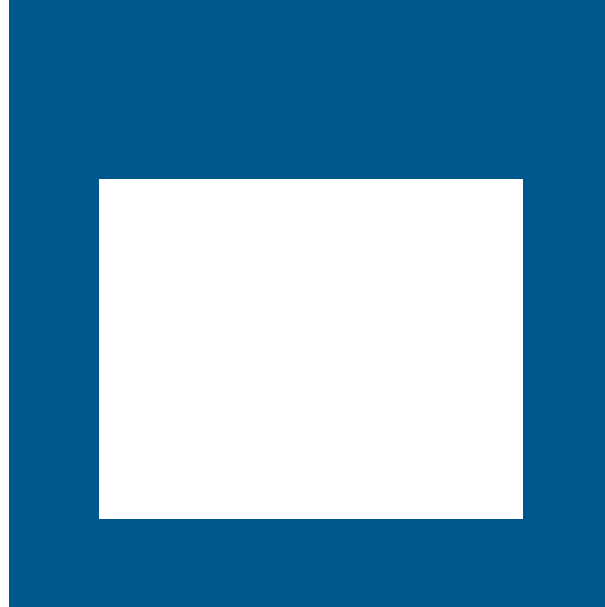
Will you be submitting a formal presentation? No



**UNITE
AGAINST
RACISM**

**MARCH 21
CROSS-COUNTRY
DAY OF ACTION**

Mars 21 Ensemble Contre le Racisme



EMPLOYEE ANNUAL ATTENDANCE REPORT 2018

March 21, 2019

Short-term Disabilities (STD) – less than 1 day up to 130 days

- Incidental – less than 6 days
- Significant – 6 days up to 130 days
- Modified – employees involved in graduated return to work programs
- Chronic Sick Absence – either a chronic condition of long duration, or a long-term condition with health fluctuations

Long-term Disabilities (LTD)

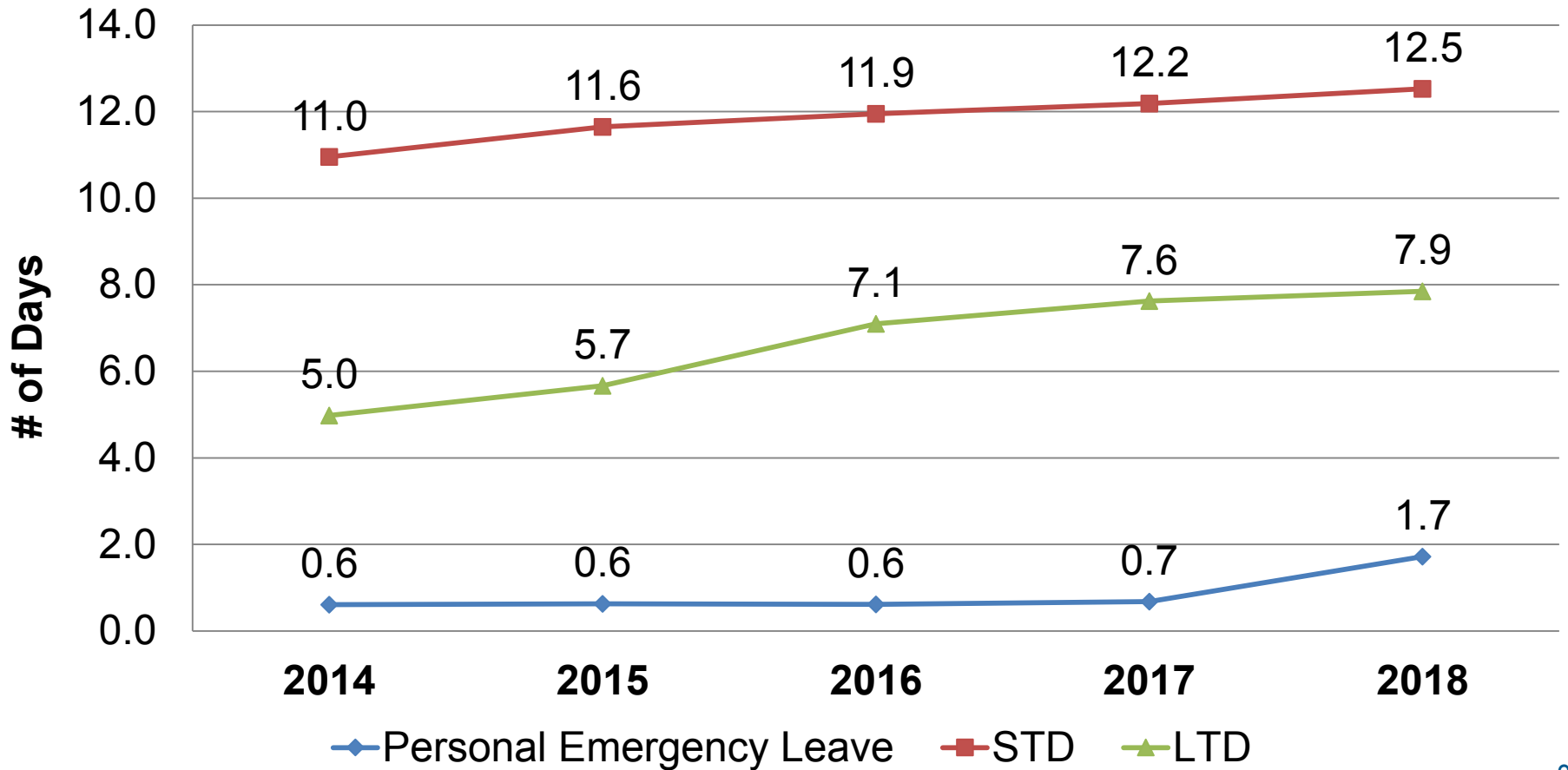
- Sick absences that extend beyond 130 days and are managed by a third party

Personal Emergency Leave (PEL)

- Can be used by an employee for personal illness, family illness or family emergency.

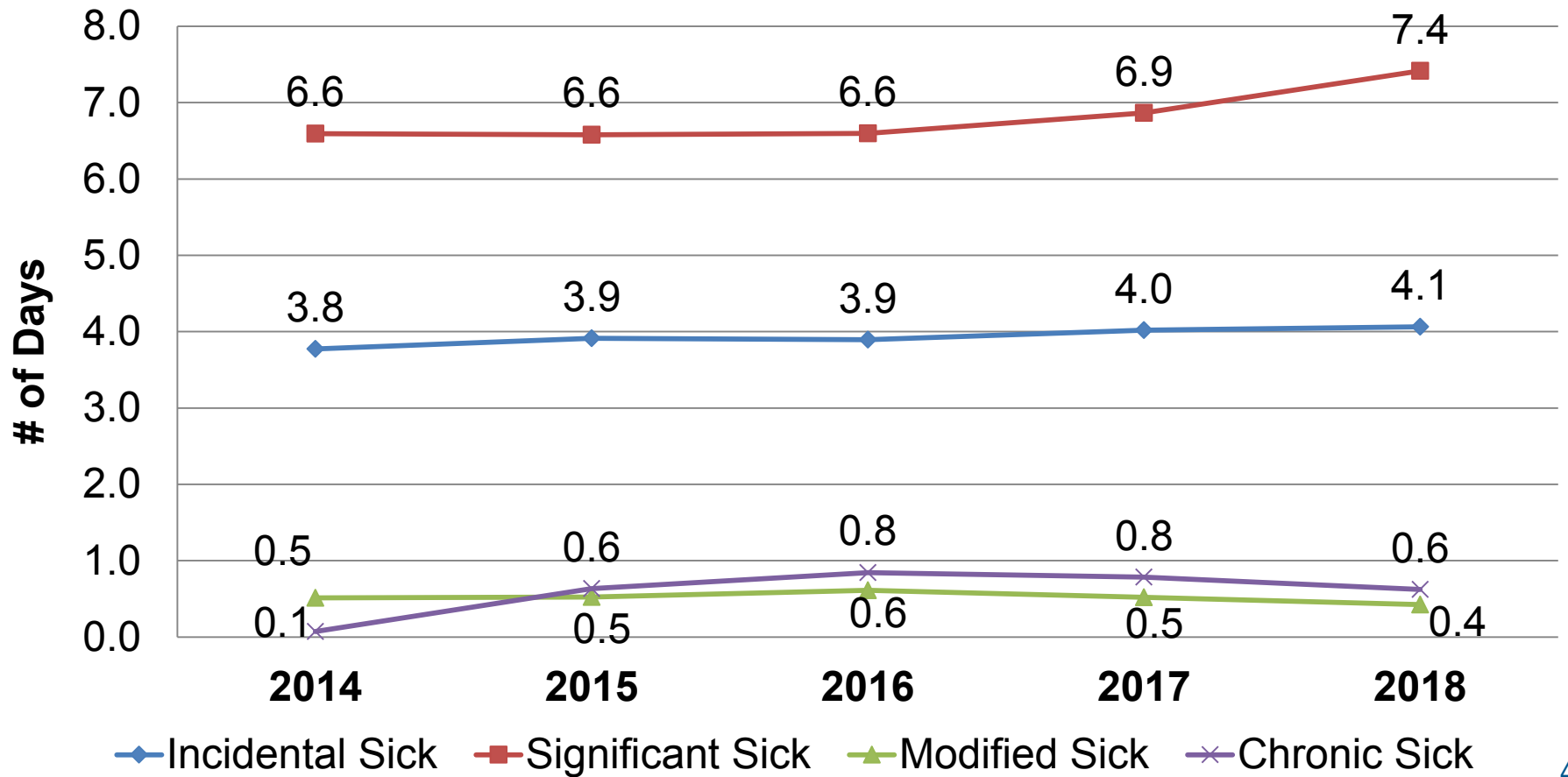
DAYS LOST PER ELIGIBLE EMPLOYEE

By absence type for COH less Fire Department



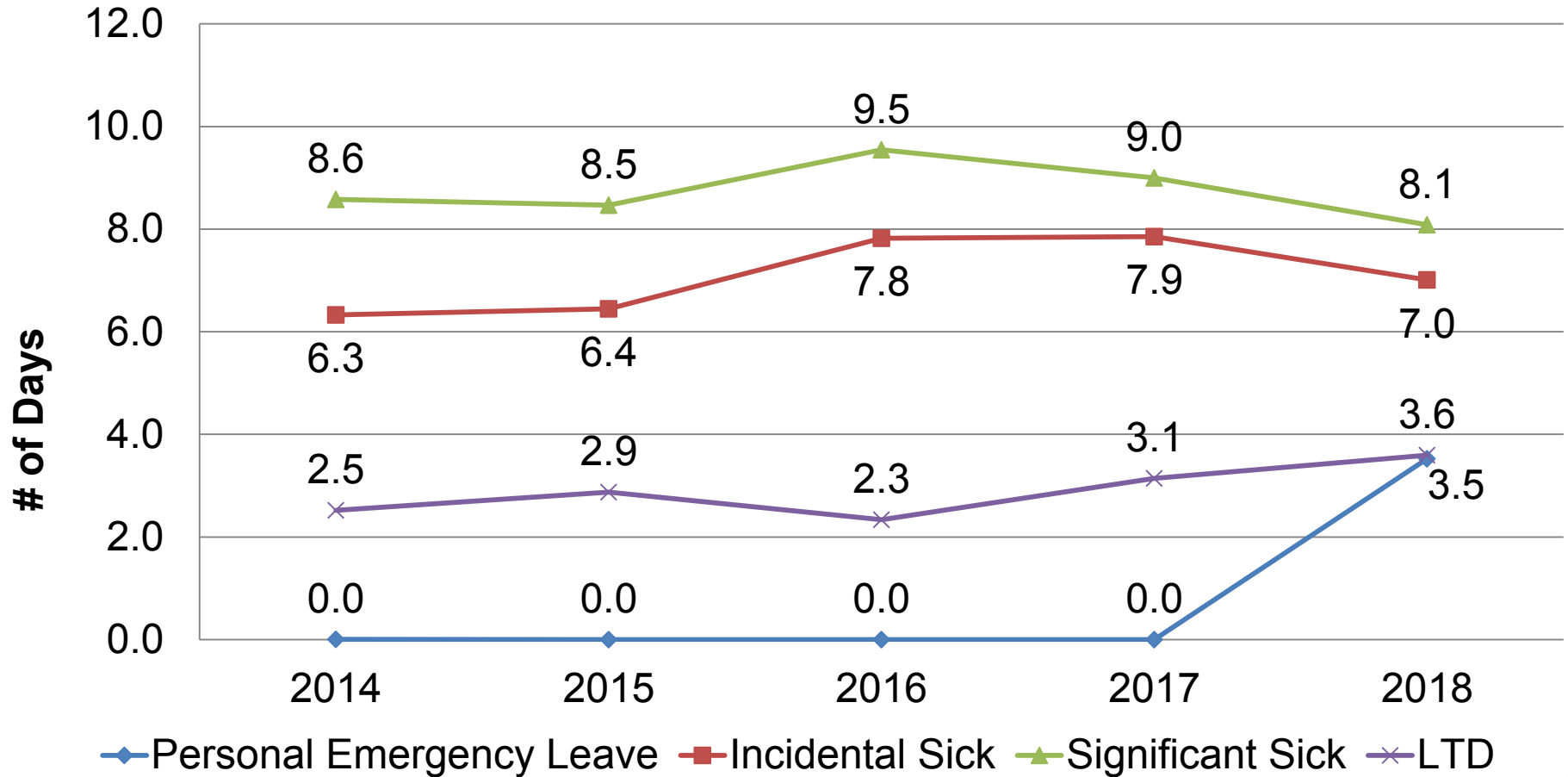
DAYS LOST PER ELIGIBLE EMPLOYEE

By STD type for COH less Fire Department



DAYS LOST PER ELIGIBLE EMPLOYEE

By absence type for **Fire Department**



COST ASSOCIATED TO TIME LOST DUE TO SICKNESS (less Fire Dept.)



LTD Claims 2014 TO 2018

-  **LTD New claims**
-  **LTD Active Cases at End of Year**
-  **Incident Rate for New Claims per 1000 employees**
-  **LTD Costs**
(benefit payments, ASO fees, legal fees, vacation payouts and severances)

63	77	72	73	77
123	148	169	181	196
14.31	17.10	15.11	15.96	13.93
\$3,881,123	\$4,163,605	\$5,489,513	\$6,453,839	\$6,561,209
2014	2015	2016	2017	2018

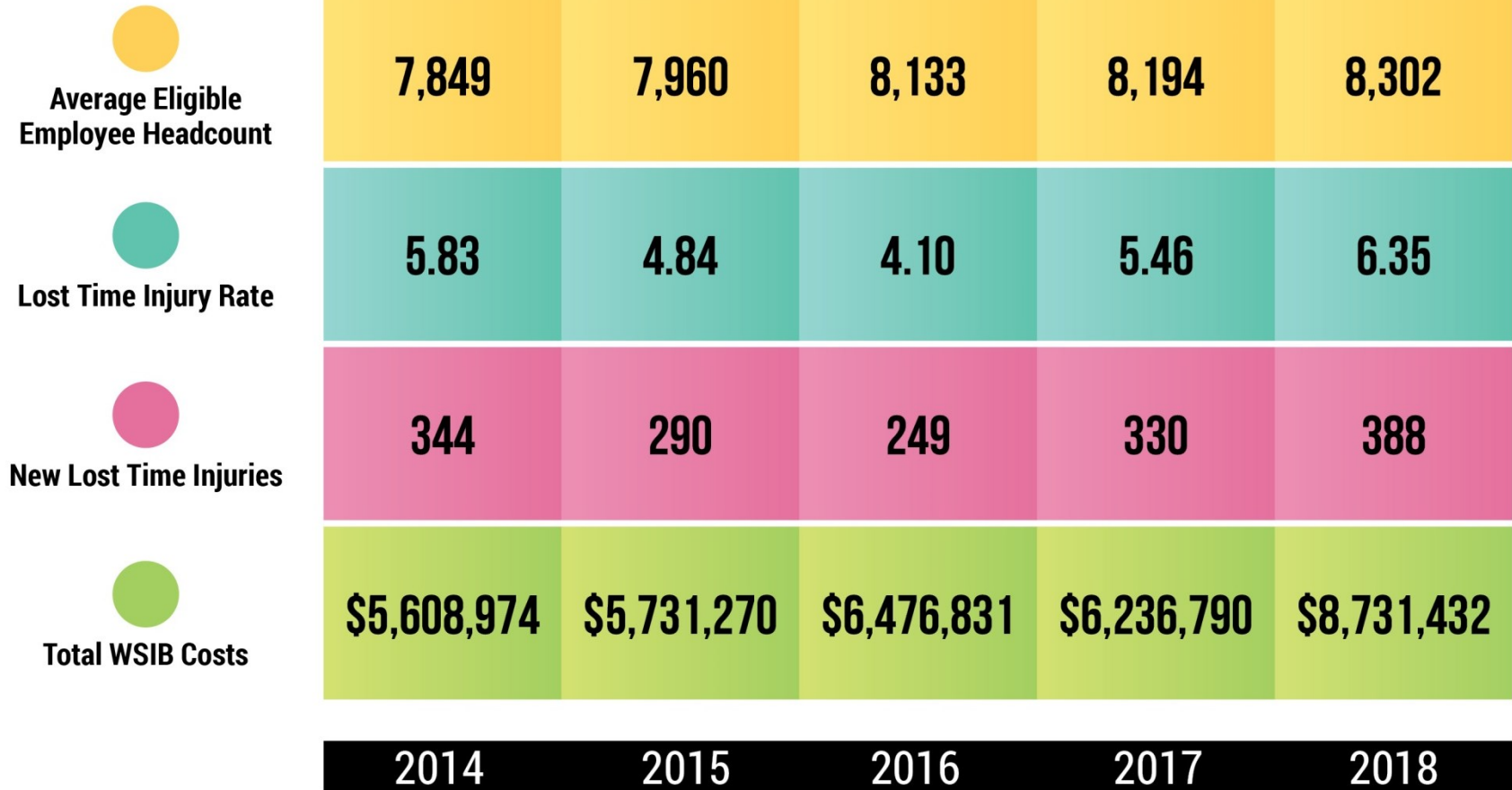
INITIATIVES TO ASSIST EMPLOYEES TO IMPROVE ATTENDANCE

- Human Resource Policies and Procedures that support employee work/life balance
- People Survey (OPS) Action Plans
- Return to Work Services (RTWS)
 - began collecting and tracking data to better understand reasons for absences
 - partnership with the departments and LR/ HR Business Partners to analyze and interpret absence data to identify trends and opportunities
 - will reallocate resources to increase focus on the management of employee attendance and identify opportunities to promote a best-practice
- In 2018, Human Resources launched a new Attendance Management Program (AMP) that is currently being piloted in the Transit and Lodges divisions.
- Workplace Mental Health and Wellbeing Strategy
- Commitment to deliver the workplace mental health programs to front-line staff.

OCCUPATIONAL INJURY AND ILLNESS CLAIMS

LOST TIME INJURIES & COSTS

2014 TO 2018



TOP INJURY TYPES

 Muskoeskeletal

 Slip or Trip

 Mental Health

 Struck By

 Occupational Disease

158	121	99	120	159
54	49	55	59	58
8	7	11	16	27
20	24	17	25	22
1	1	2	4	21
2014	2015	2016	2017	2018

FACTORS LEADING TO INJURY AND ILLNESS

- Working in outdoor environments in different weather conditions
- Exposed to unpredictable behavior
- There's been a rise in mental health claims due to changes in legislations and efforts to reduce stigma
- Physical nature of much of the work
- 24/7 operations

INITIATIVES TO IMPROVE

Workplace Mental Health

The Working Mind
mental health training program

2018 56 + 197
Leaders Frontline Staff

to date 199 + 559
Leaders Frontline Staff

Mental Health@Work
Certificate Training for Leaders

 2018 = 107
Leaders Trained

to date = 241
People Leaders Certified

Other Initiatives

Workplace Hazardous Materials Information System WHMIS

 2018 = 1,398
Employees Trained

online mandatory manager
Health and Safety Awareness Training 

368 + 1,311
Leaders Trained Frontline Staff

Non-Violent Crisis Intervention Techniques

7
Training Sessions Held Across Organization 

Ergonomic Assessments

100 IMPROVEMENTS
Staff made to the design of their workstations and the equipment they use to complete their tasks.



Emergency Response Plans
were developed for THREATS OF VIOLENCE in many of our offices

Legalization of Cannabis
COMMUNICATED to staff

Critical Incident Peer Support Team (CIPS)



11 Team Activations for Group Support

17 Team Activations for peer-to-peer Support

North American Occupational Safety and Health Week

125 joint health and safety members attended

ORGANIZATIONAL HEALTH EVALUATION

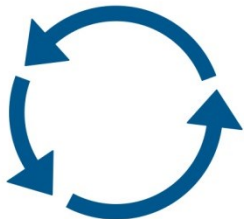
ORGANIZATIONAL HEALTH & RELATED PROGRAMMING



Workplace Health Indicators



Current Systems and Programs








Opportunities for Improvement

WORKPLACE HEALTH INDICATORS

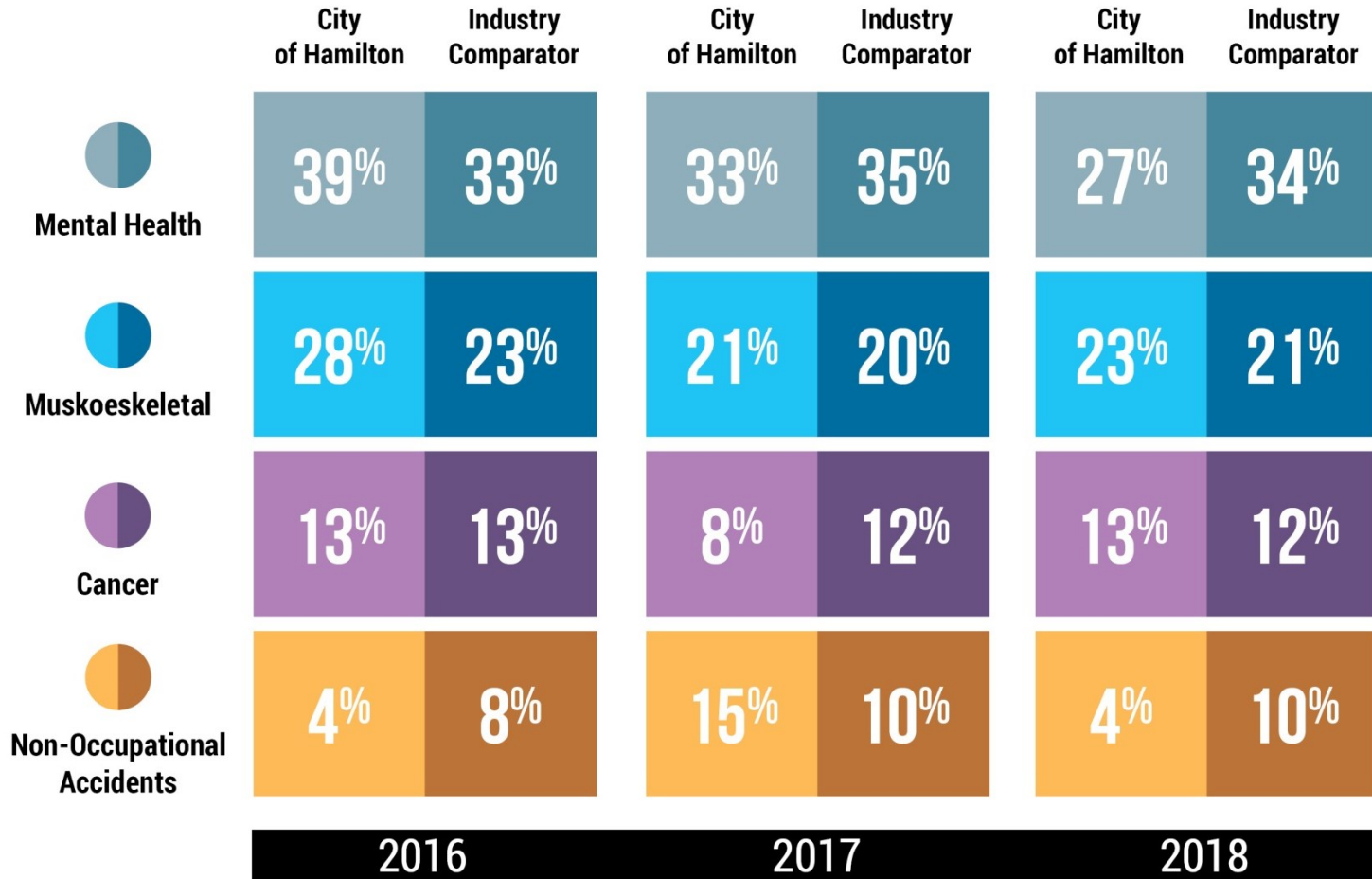
Top 5 Most Common Indicators less Fire Department



	CLAIMANTS	OCCURRENCES
 <p>High Blood Pressure</p>	1,686	12,391
 <p>Depression</p>	1,658	11,440
 <p>Pain, Narcotic Analgesics</p>	1,132	8,030
 <p>High Cholesterol</p>	1,151	6,392
 <p>Diabetes</p>	535	6,359

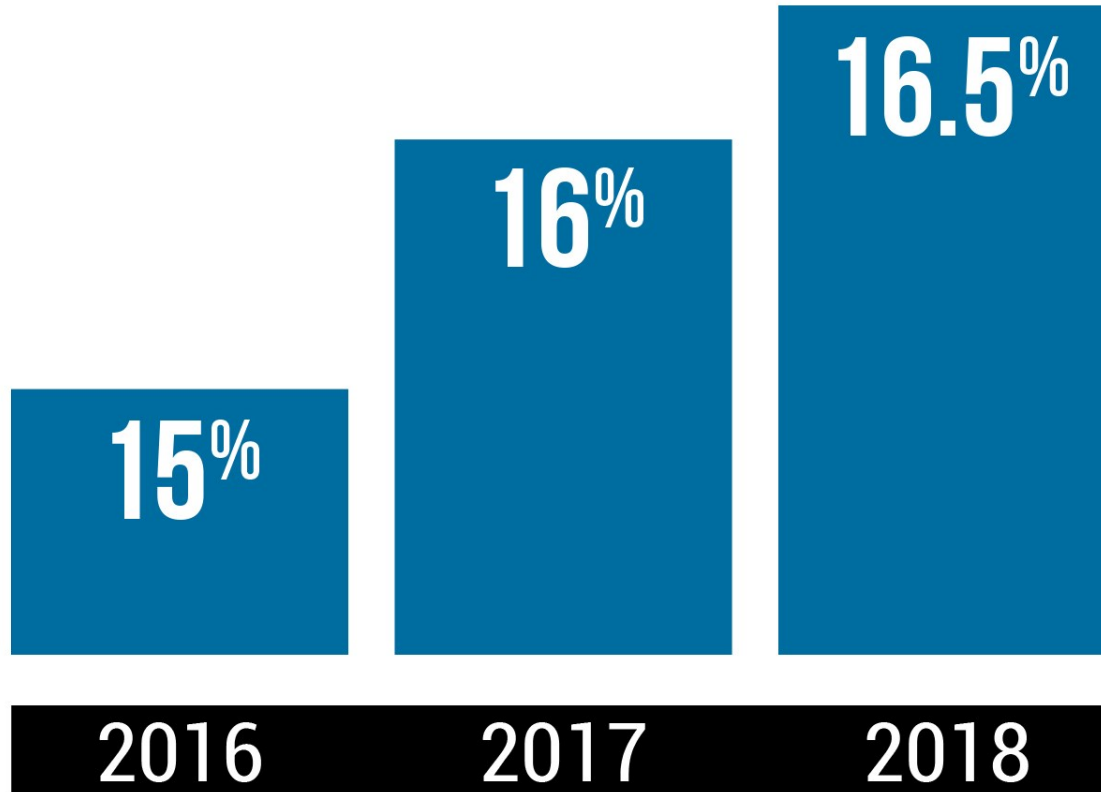
WORKPLACE HEALTH INDICATORS

Top Claim Type 2016 to 2018 - LTD by diagnosis



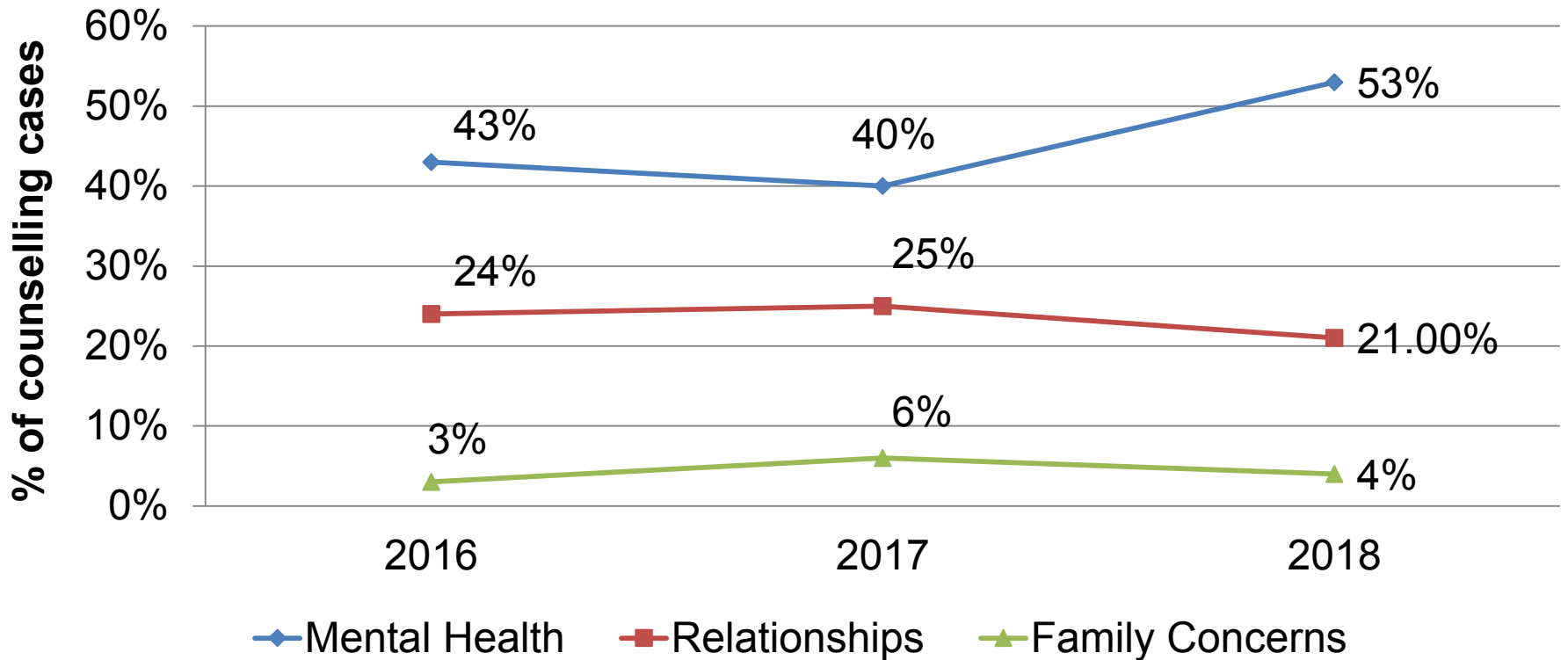
WORKPLACE HEALTH INDICATORS

Employee Usage Family Assistance Program Utilization Rates



WORKPLACE HEALTH INDICATORS

Employee Usage Family Assistance Program Issues for Counselling Cases



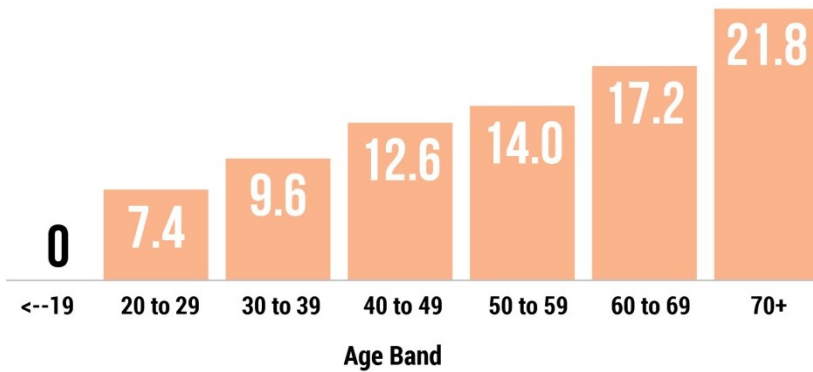
WORKPLACE HEALTH INDICATORS

Absence Summary of Days Lost by Age due to STD



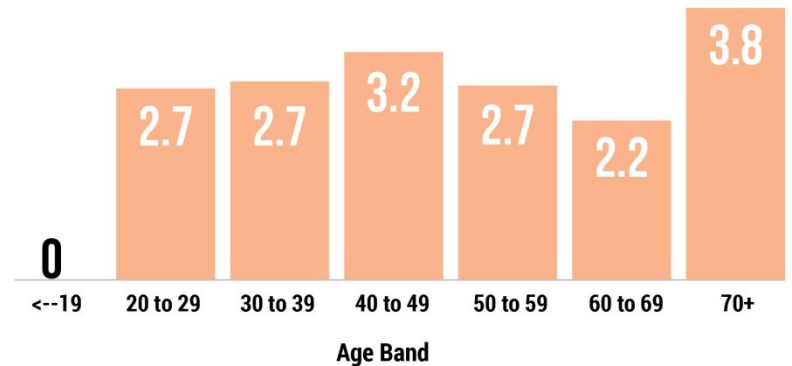
Lost Days Per Eligible Employee Due to STD

of Days - 2018



Avg. Occurrences Per Eligible Employee Due to STD

of Days - 2018



CURRENT SYSTEMS AND PROGRAMS Highlights



Employee and Family Assistance Program Homewood Health Provider



24/7
Confidential Service

- Short-term counselling
- Health and wellness services

23 Workshops

Chronic Pain Self-Management Workshops for Employees



SESSIONS = 6

Provide skills to improve quality of life on and off the job.

Return to Work Services Activities

2018 = **589**



Employees returned to work on temporary accommodated basis

HR has a well-developed permanent accommodation process

Critical Incident Peer Support Team (CIPS)



- On-Site assistance in the form of critical incident stress defusing.
- In 2018 the CIPS team responded to:

11 Team Activations for Group Support

17 Team Activations for peer-to-peer Support

LifeSpeak On Demand



2018 = **1,606**

Training Programs on the web

It is an expert-led online streaming video resource.

TOPICS:
Health, family, eldercare, work-life balance

Non-violence Crisis Intervention Training

Classroom training focuses on prevention of violence in the workplace. Offers proven strategies for safely defusing anxious, hostile, or violent behaviour at the earliest possible stage.



CURRENT SYSTEMS AND PROGRAMS Highlights



Mental Health@Work Certificate Training for Leaders



2018 = **107**
Leaders Trained

to date = **241**
People Leaders
Certified

The Working Mind

Help Understand Mental Illness

Program helps employees better understand mental illness, poor mental health, the stigma surrounding it and its effect on individuals and the workplace.

Anti-Stigma Campaign Shifting Minds



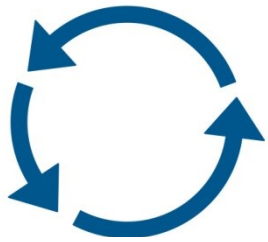
Respect
Rethink
Reconnect
Renew
Resources

Sprout Physical Activity and Mental Health Tracker

Sprout is a wellness portal for physical, mental and social well-being.



OPPORTUNITIES FOR IMPROVEMENT



Workplace Mental Health and Well Being Strategy

Mental Health Action Committee has completed its evaluation of our workplace programs and practices using the Canadian standards for workplace mental health.

Continued Work

HR Policies and Procedures

To support employee work/life balance; flexible work arrangements Policy; Inclement weather Policy; telecommuting Policy; Work Accomodation Procedure; Guide to Leaves.

Return to Work Services

In 2019, Return to Work Services will reallocate resources to better manage attendance, occupational and non-occupational workplace absences.

Employee Health Benefits

Human Resources' Benefits section is preparing recommendations to potentially amend the current non-union benefit plan.

Our People Survey (OPS)

Action Plans have launched a number of initiatives within the various sections and divisions, resulting in more support and enhancement of employee health and wellness.





THANK YOU