



INFORMATION REPORT

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	April 10, 2017
SUBJECT/REPORT NO:	Human Rights, Access & Equity 2016 Annual Report (HUR17004) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Jodi Koch (905) 546-2424 ext 3003
SUBMITTED BY:	Lora Fontana Executive Director Human Resources & Organizational Development
SIGNATURE:	

Council Direction:

Not Applicable

Information:

In the spring of 2016, City Council approved the transfer of the Access & Equity group from Customer Service to the Human Resources Division. In order to prepare for the transfer of staff, the office was not operational until December 2016. The newly formed Human Rights, Access & Equity office focuses on the administration, implementation, and interpretation of the following legislation and Corporate policies:

- Ontario Human Rights Code
- Accessibility for Ontarians with Disabilities Act (AODA), 2005
- Harassment and Discrimination Prevention Policy
- Personal Harassment Prevention Policy
- Equity Policy
- Anti-Racism Policy
- Protocol for Gender Identity and Gender Expression; Transgender and Gender Non-Conforming Persons

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

The efforts are focused on providing proactive training to staff as well as necessary support on consultations and intervention regarding concerns raised by employees and/or citizens relating to the above. In addition, the team provides Staff Liaison support for a total of eight Volunteer Advisory Committees.

Training represents a key compliance issue both from a legislative Accessibility for Ontarians with Disabilities Act (AODA) perspective as well as mandated City policies impacting training such as Respect in the Workplace (It Starts With You) training. Despite the efforts made to date, there is a significant opportunity to improve the compliance training completion rates for all levels of the organization. Appendix A to Report HUR17004 highlights the AODA Customer Service training completion rates by Department. Across the City, just over 40% of all employees have completed the requirement as of December 31, 2016. In 2016, a total of 524 employees completed the training. This training is primarily delivered through an online module or by in-person completion of the AODA Customer Service Handbook. Both approaches take approximately fifteen to twenty minutes to complete.

Respect in the Workplace (It Starts With You) completion rates are currently at 47% across the City as of December 31, 2016. Appendix B to Report HUR17004 highlights the completion rates by Department. This training is delivered to frontline employees through an in-person two hour component as part of the Corporate New Employee Orientation (CNEO) session, supplemented by in-person sessions or upon request to address departmental initiatives. Managers also complete a more intensive full day session which provides them with additional skills and resources to address issues they may encounter. In 2016, a total of 703 employees completed the training requirements delivered through instructor led classes.

It is evident that additional focus must be placed on ensuring completion and compliance with respect to training on AODA Customer Service and It Starts With You. Effective May 1, 2017, and for the duration of 2017, information on course completion will be forwarded to all Director level staff on a monthly basis to assist in providing updated data on those employees still outstanding. Also, effective May 1, 2017, General Managers will be provided with summary data on their respective teams to provide them more timely information. It is believed that this accurate and ongoing data will facilitate greater levels of compliance. Quarterly reports will also be provided to the City Manager for appropriate action as deemed necessary. To further reinforce the importance of the training compliance, metrics on training completion will become a component of all Human Rights, Access & Equity team member 2017 goals.

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Issue Consultations and Investigations:

The two Human Rights Specialists addressed a total of 241 issues or concerns during 2016. This included fourteen formal investigations and eight applications made to the Ontario Human Rights Tribunal. The single largest issue category related to allegations of violations of the Personal Harassment Prevention Policy representing over 46% of all complaints. This was followed by consultations or issues relating to disability accommodations representing another 24% of all issues. Appendix C to Report HUR17004 illustrates the breakdown of issues by category. Efforts are underway to create a Human Rights Electronic Database to ensure the consistent and timely collection of data which, in turn, will allow for more detailed and proactive trend analysis in future years.

Access & Equity staff addressed 70 inquiries during 2016. Seventy-one percent of these issues were related to AODA and another 15% were related to various types of harassment or discrimination complaints. Nine complaints were regarding City services or employees. Appendix D to Report HUR17004 illustrates the composition of issues.

Appendices and Schedules Attached

Appendix A to Report HUR17004 - AODA ASCS Training Report

Appendix B to Report HUR17004 - "It Starts With You" Training Report

Appendix C to Report HUR17004 - Human Rights Activity Summary

Appendix D to Report HUR17004 - Access & Equity Activity Summary