

INFORMATION REPORT

TO:	Chair and Members Audit, Finance and Administration Committee
COMMITTEE DATE:	June 11, 2018
SUBJECT/REPORT NO:	Human Rights, Diversity and Inclusion Annual Report (HUR18012) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Jodi Koch (905) 546-2424 Ext 3003
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SIGNATURE:	

Council Direction:

Not Applicable

Information:

In June 2017, City Council approved the Human Rights, Diversity and Inclusion Strategic Plan. This 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
- Use of Indigenous Medicines Policy

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 interventions 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 (8) Volunteer Advisory Committees. These committees include:

- Aboriginal Advisory Committee
- Accessibility Committee for Persons with Disabilities
- Committee Against Racism
- Immigrant and Refugee Committee
- LGBTQ Committee
- Mundialization Committee
- Senior's Advisory Committee
- Status of Women Advisory Committee

Staff also provided support to a number of Accessibility Committee for Persons with Disabilities working groups including Built Environment, Housing, and Transportation.

Key Accomplishments:

During 2017, the Human Rights, Diversity and Inclusion team focussed on three key projects:

- 1) Anti-Racism Resource Centre
- 2) Transgender and Gender Non-Conforming Protocol and Training
- 3) Partnering with Community and Neighbourhood Initiatives on Indigenous Medicines Policy and Staff Training

The Anti-Racism Resource Centre is a joint venture between the City of Hamilton, McMaster University and Hamilton Centre for Civic Inclusion. City Council approved funding of \$100,000 per year for a three-year pilot project. The Centre is designed to collect data to better understand issues relating to racism that occur in Hamilton in an effort to identify key issues, trends and provide recommendations on policies to address identified issues. In order to make this vision a reality, an Oversight Committee was formed amongst the partners and a finalized agreement was executed in August 2017.

City Council approved the Transgender and Gender Non-Conforming Protocol in March, 2017. This was a significant commitment to our employees and citizens that the City of Hamilton would support an individual's right to self-identification. The next phase in implementing the protocol was to enlist the assistance of Egale Human Rights Trust Canada to develop a training program for all employees.

In 2015, Council supported a motion to explore the use of Indigenous Medicines at City facilities. In 2016, a Senior Project Manager was hired by Community and Neighbourhood Initiatives to develop an Urban Indigenous Strategy. In 2017, the Diversity and Inclusion team partnered with this group and others to develop and implement a new Human Rights Policy and Procedure relating to the Use of Indigenous Medicines as well as supporting a number of staff training initiatives such as experiential learning at the Hamilton Arts Gallery, and a visit to Woodlawn Cultural Centre.

This work was critical to the accomplishments in 2018 which saw the opening of the Anti-Racism Centre on April 4, 2018, the training of over 700 supervisors and above on June 1, 2018 on the new Transgender Protocol, and the first smudging in Council Chambers which took place on March 26, 2018.

Other work included securing endorsements from the relevant Volunteer Advisory Committees on recommendations to Council on accessibility, including the installation of hearing loops and support for adoption of the new Forward Movement mobility icon. Accessibility tours were also conducted at First Place Seniors Residence, Hamilton Convention Centre, and Tim Horton's Field, which resulted in several suggestions regarding accessibility barriers and opportunities for improvement.

Training:

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. In 2017, a total of 511 employees completed the AODA training. This training is managed through the Human Rights, Diversity and Inclusion office and is primarily delivered through an online module or by in-person instructor led completion of the AODA Customer Service Handbook. Both approaches take between fifteen to thirty minutes to complete.

Respect in the Workplace (It Starts With You) 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 online and half day in person session which provides them with additional skills and resources to address issues they may encounter. In 2017, a total of 734 employees completed the training requirements delivered through instructor led classes.

Additionally, a new course, Workplace Civility and Gossip, was developed and delivered to a total of 79 participants in 2017. This program has been in high demand and serves to be particularly helpful in dealing with situations which do not yet reach the threshold of a policy violation, but are, nonetheless, less desirable behaviours in the workplace.

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Issue Consultations and Investigations:

The Human Rights Specialists addressed a total of 135 issues or concerns during 2017. This resulted in 25 formal investigations of which 12 cases were substantiated. The single largest issue category related to allegations of violations of the Personal Harassment Prevention Policy representing over 52% of all complaints. This was followed by consultations or issues relating to disability accommodations representing another 20% of all issues. There were also three applications made to the Ontario Human Rights Tribunal as compared to eight applications in 2016. This represents a 62% decrease in Tribunal applications year over year. Appendix A to Report HUR18012 illustrates the breakdown of issues by category.

Additionally, staff addressed 68 inquiries from the public during 2017. Sixty percent of these concerns related to services such as washroom access, cleanliness, as well as requests for accessible documents including Braille. Forty percent were related to accessibility barriers and AODA related inquiries. Overall, 88% of the issues fell within the purview of the City of Hamilton while the remaining 12% were outside of the City's scope. Appendix B to Report HUR18012 illustrates the composition of issues.

Key efforts for 2018 will include focus on voluntary demographic data collection to identify trends and opportunities as they relate to recruitment, selection, retention and promotion practices. Additional efforts will be made to increase community presence at select recruitment events to encourage applicants that reflect the diverse and vibrant composition of our City

Appendices Attached

Appendix A to Report HUR18012 - Human Rights, Diversity and Inclusion Activity Summary

Appendix B to Report HUR18012 – Citizen Activity Summary