



Hamilton

HARASSMENT AND DISCRIMINATION PREVENTION POLICY

September 7, 2023

CITY MANAGER'S OFFICE
HUMAN RESOURCES

you
are
THE REASON...

Policy Update

- Need to ensure staff have a workplace environment free from Harassment and Discrimination
- Staff surveys indicate harassment and discrimination from citizens and clients continues to be an issue
- Citizens have also requested complaint process to address their concerns when accessing City facilities or services.
- Policy now clearly reflects our ongoing practice of addressing citizen issues through the internal resolution process

Legislative Requirements

- The City of Hamilton is strongly committed to provide staff with a workplace free from Harassment and Discrimination.
- The Occupational Health and Safety Act defines Workplace harassment is defined as "engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome" and includes workplace sexual harassment.
- This definition of workplace harassment is broad enough to include harassment prohibited under Ontario's *Human Rights Code*, as well as what is often called "psychological harassment" or "personal harassment".

What Has Changed?

Work to consolidate two previous policies had begun in 2019 to address staff concerns regarding behaviours of clients and citizens as well as to address citizen concerns.

The Integrity Commissioner introduced By-Law 22-019 to Establish a Code of Conduct for Local Boards which came into effect as of May 1, 2023. This provided clarity on behaviour expectations for the Volunteer Advisory Committees, Agencies and Boards.

It also clarified and provided for a complaint process for those on such committees, agencies, and boards.

Additional Measures to Support Staff

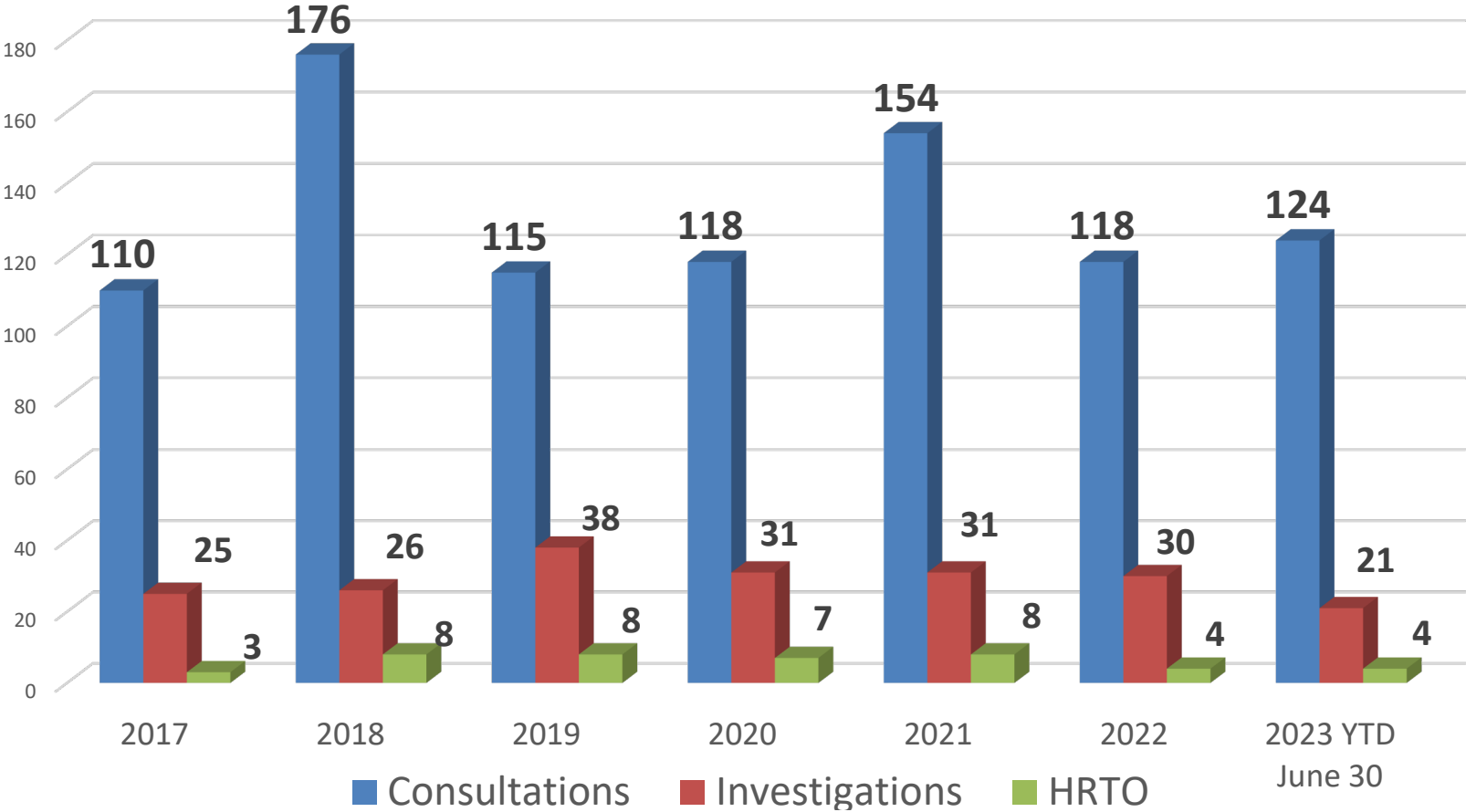
- Letters of Expectation to Clients/Citizens
- Cease and Desist Letters
- Denial of Service
- No Trespass Notices
- Involvement of Police Services

Advantages to Internal Complaint Resolution

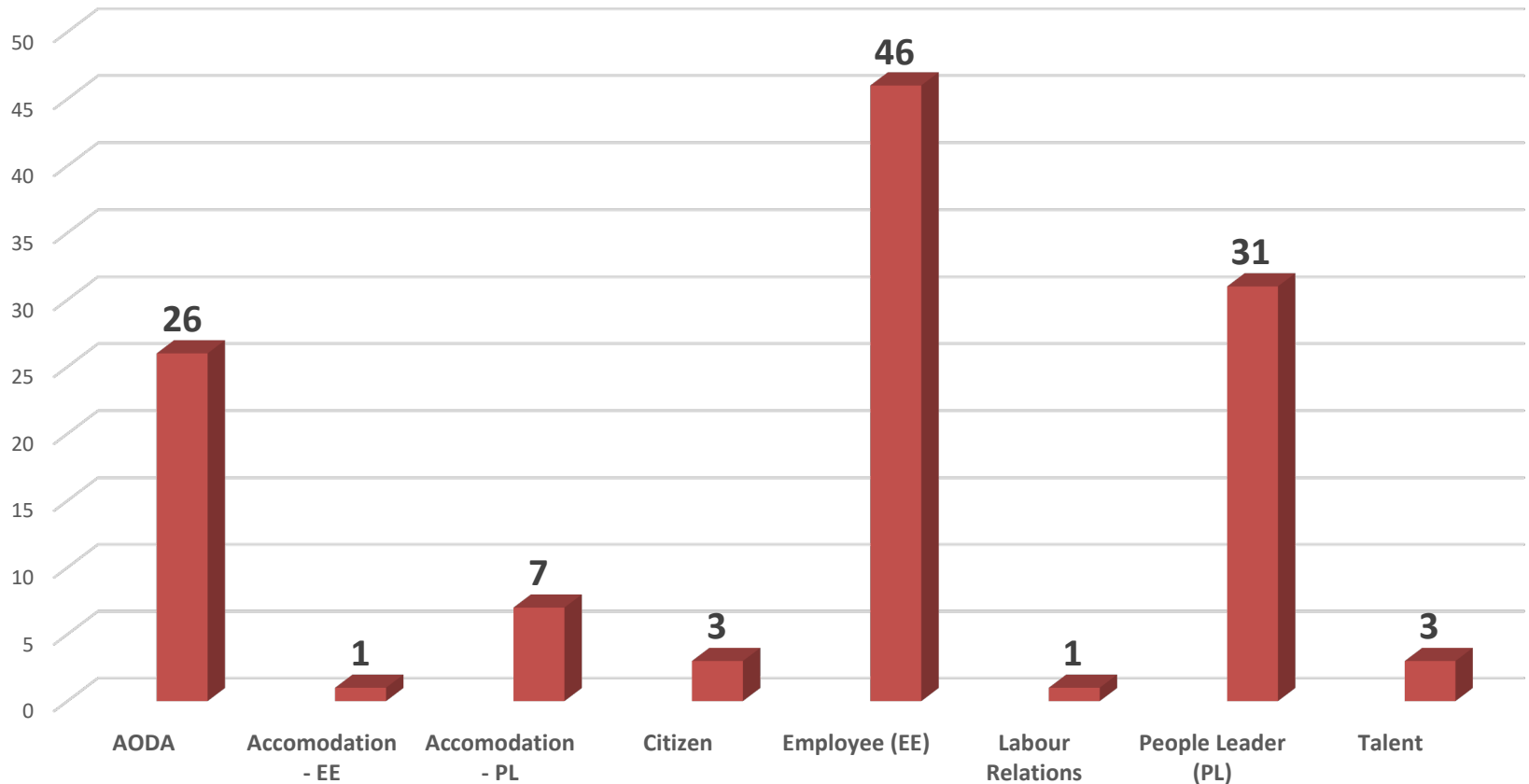
- Cost effective
- Timely as compared to other avenues, such as the Ontario Human Rights Tribunal
- Closure letters provided to Complainants and Respondents
- Investigations completed by highly trained staff familiar with City services and operations
- Reduces potential future liabilities for the City

City of Hamilton Data

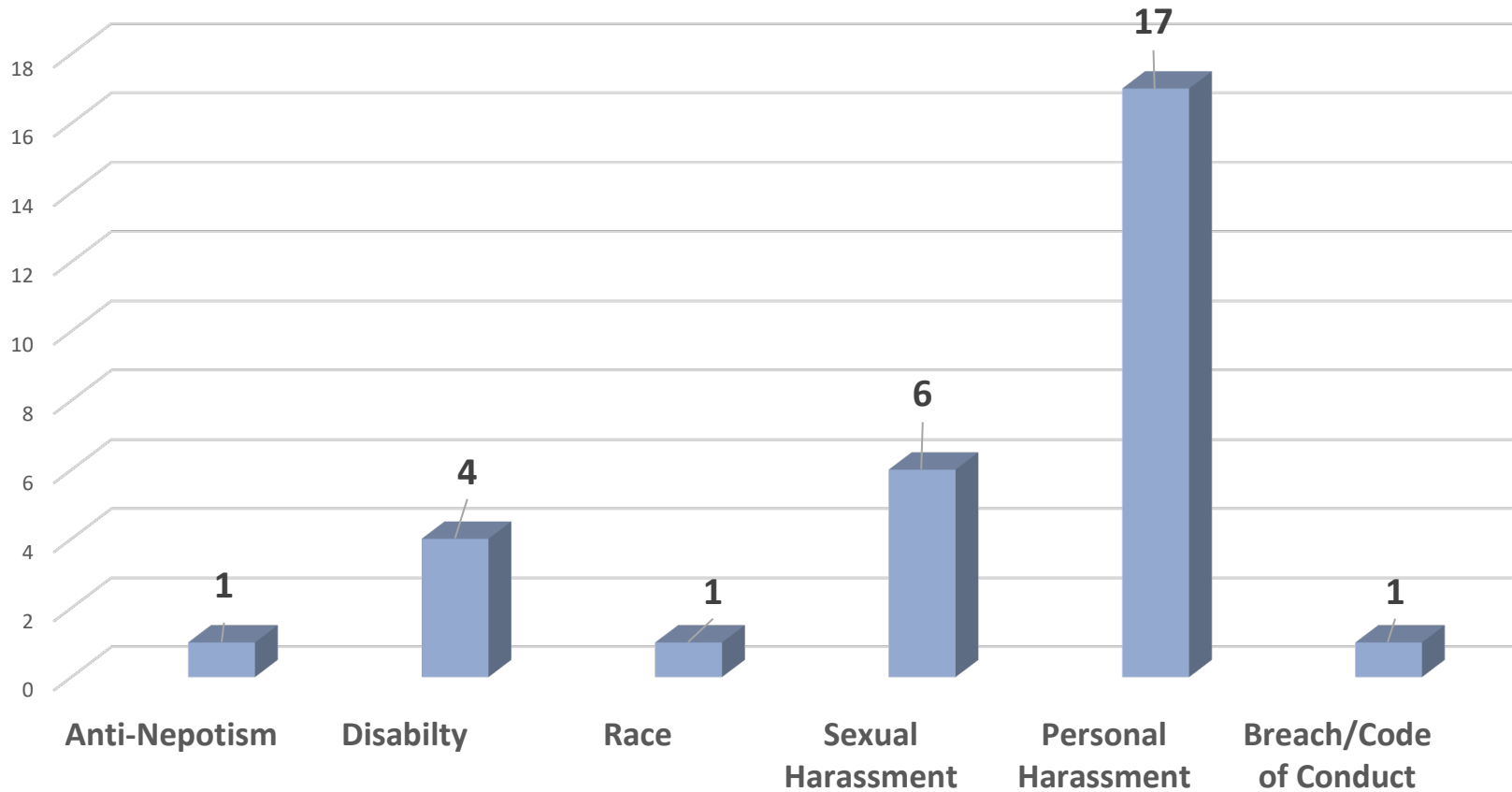
Harassment and Discrimination Data 2017 - 2023 YTD June 30



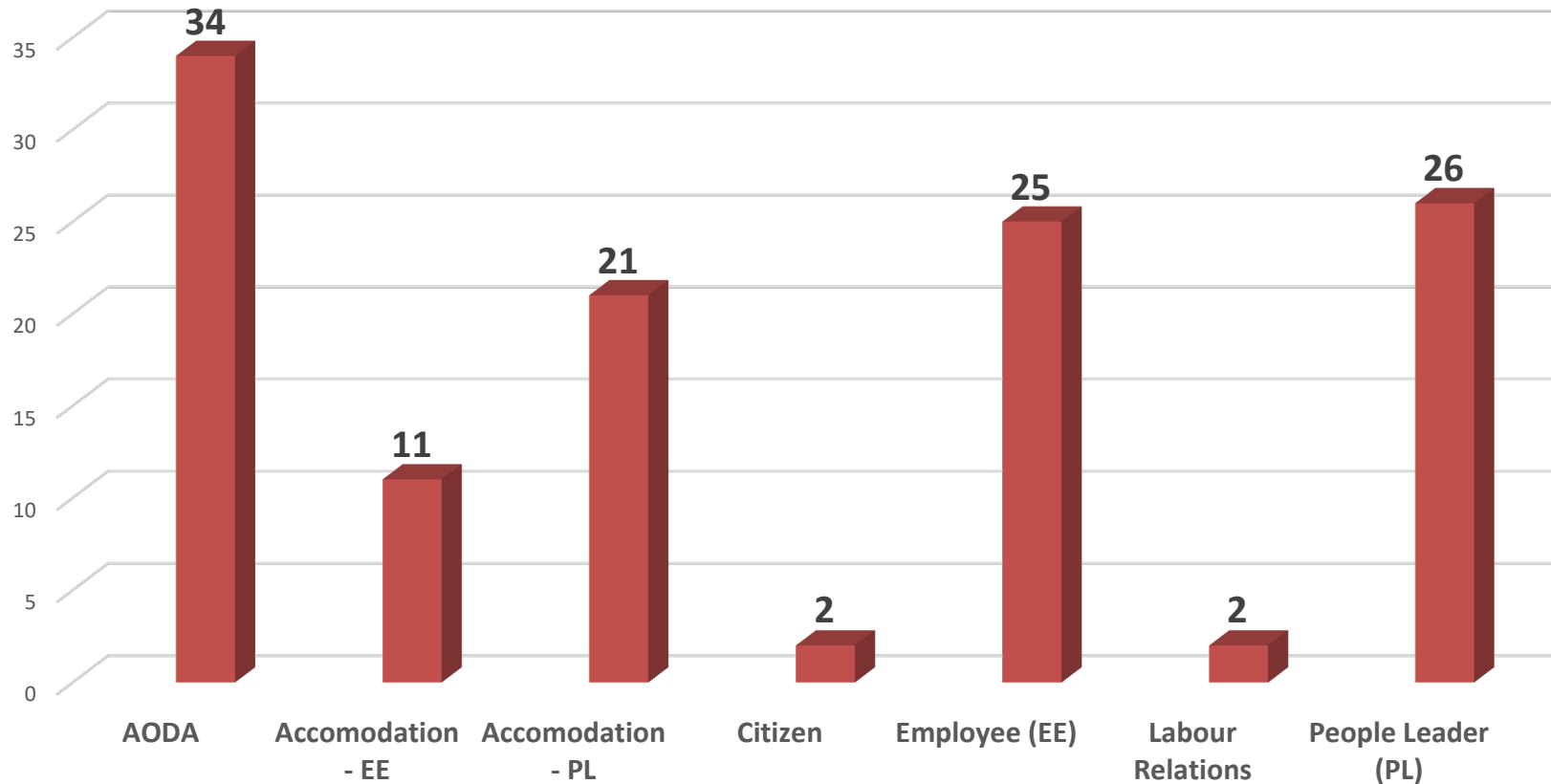
2022 Consultations by Source



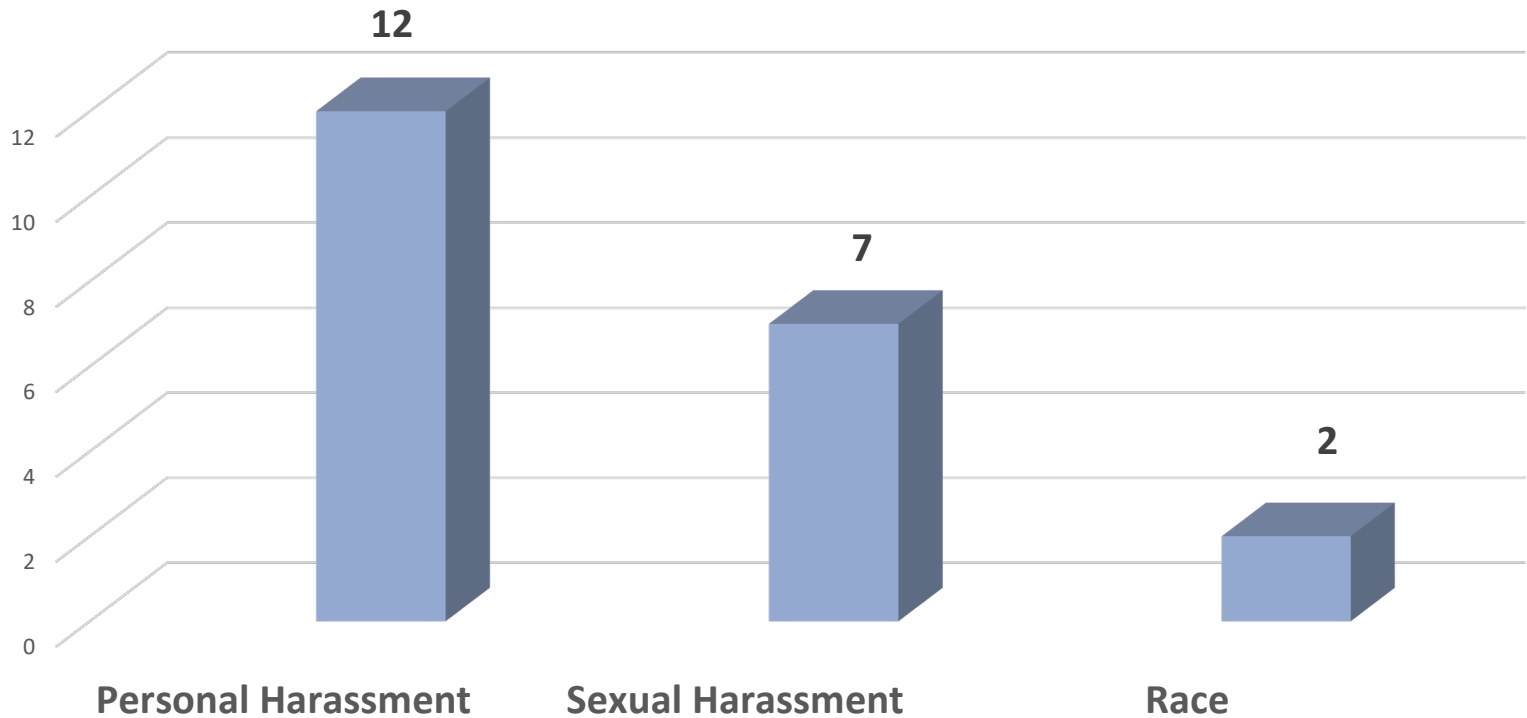
2022 Investigations by Ground



2023 Consultations by Source as of June 30



2023 Investigations by Ground as of June 30





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QUESTIONS?