UPDATE REGARDING CONFLICT RESOLUTION DEPARTMENT SERVICES

_Blessed are the peacemakers, for they shall be called sons of God._ (Matthew 5:9)

<table>
<thead>
<tr>
<th>Created, Draft</th>
<th>First Tabling</th>
<th>Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 25, 2014</td>
<td>April 28, 2014</td>
<td>Click here to enter a date.</td>
</tr>
</tbody>
</table>

Isolina Varano, Coordinator - Conflict Resolution
Rory McGuckin, Superintendent - Human Resources and Labour Relations

INFORMATION REPORT

**Vision:**
At Toronto Catholic we transform the world through witness, faith, innovation and action.

**Mission:**
The Toronto Catholic District School Board is an inclusive learning community rooted in the love of Christ. We educate students to grow in grace and knowledge and to lead lives of faith, hope and charity.

G. Poole
Associate Director of Academic Affairs

A. Sangiorgio
Associate Director of Planning and Facilities

S. Pessione
Associate Director of Business Services,
Chief Financial Officer and Treasurer

Angela Gauthier
Director of Education
A. EXECUTIVE SUMMARY

The following is an update on the statistics and strategies utilized by the Conflict Resolution Department to educate TCDSB stakeholders about its services and relevant policies.

B. PURPOSE

1. To report on strategies adopted by the Conflict Resolution Department in response to Trustee motions at the Student Achievement and Well Being, Catholic Education and Human Resources Committee on November 1, 2012:

   That staff report on how the Conflict Resolution Department can be more open and receptive in dealing with parents and students.

   That staff include alternative options for dealing with ratepayers, parents and student issues.

C. BACKGROUND

1. November 1, 2012 – At the Student Achievement and Well-Being, Catholic Education and Human Resources Committee, a report was presented in response to the Board's budget questions pertaining to the Conflict Resolution Department. Statistical information regarding the number and types of referrals, inquiries, consults and investigations were provided in addition to a detailed description of the type of services the department offered to the staff and other TCDSB stakeholders, more specifically parents and students.

2. The report revealed that parents and students were utilizing the services of the Department. The Board of Trustees requested that further efforts be made to educate the TCDSB community about the department and the relevant policies that guide the department's activities.

3. May 30, 2013 – At the Student Achievement and Well-Being, Catholic Education and Human Resources Committee, the Board received the report regarding Conflict Resolution Department Services, accepting the recommendations therein.

4. The report included the approval of the Conflict Resolution Department’s brochure outlining the services and the policies that guide the department’s activities, and provided methods of its distribution to the TCDSB community, including, but not limited to, posting on the school’s portal site, provision of brochures for distribution to parents. (Appendix A) Compliance of this directive has been monitored by the Department.

5. Further, a sign outlining the services of the Conflict Resolution Department was created and distributed to each TCDSB school and worksite. Administrators and site managers were directed to post the sign next to the main office so that it was accessible to all TCDSB stakeholders. Compliance of this directive has been monitored by the Department.
6. **March 17, 2014** – Education Council reviewed a revised draft of the Board’s Harassment and Discrimination in the Workplace policy (H.M. 14- The Respectful Workplace) and it was reviewed by Education Council on March 17, 2014. The Department held an initial consultation meeting with all union/association stakeholders to review the revised policy on May 14, 2014. A subsequent meeting will be scheduled in September/October 2014 to review the recommendations made by the Board’s Governance and Policy Committee on May 27, 2014.

**D. EVIDENCE AND RESEARCH**

The following data is about the Conflict Resolution Department’s activities is offered:

- The Conflict Resolution Department routinely receives inquiries/consults/referrals from TCDSB staff members, school administrators, management staff, union representatives and parents.

- **2012-2013** – There were 450 inquiries/consults/referrals made to the Conflict Resolution Department during the school year.

- **2013-2014** – There were 837 inquiries/consults/referrals made to the Conflict Resolution Department during the school year.

- There was an 86% increase in inquiries/consults/referrals over the past two years.

- The following is a comparative analysis of the statistical data pertaining to the user information (stakeholders).

<table>
<thead>
<tr>
<th>ACADEMIC YEAR COMPARATIVE ANALYSIS</th>
<th>2013/2014</th>
<th>2012/2013</th>
<th>Variance</th>
<th>% +/-</th>
</tr>
</thead>
<tbody>
<tr>
<td>INQUIRIES/CONSULTS</td>
<td>837</td>
<td>450</td>
<td>387</td>
<td>+86%</td>
</tr>
<tr>
<td>FACILITATION MEETINGS</td>
<td>46</td>
<td>29</td>
<td>17</td>
<td>+59%</td>
</tr>
<tr>
<td>MEDIATIONS</td>
<td>1</td>
<td>4</td>
<td>-3</td>
<td>-75%</td>
</tr>
<tr>
<td>INVESTIGATIONS/ENVIRONMENTAL SCANS</td>
<td>9</td>
<td>2</td>
<td>7</td>
<td>+350%</td>
</tr>
<tr>
<td>IN-SERVICES</td>
<td>58</td>
<td>57</td>
<td>1</td>
<td>+2%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>Analysis</th>
<th>2012/13</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEACHERS</td>
<td>514</td>
<td>61%</td>
<td>53%</td>
<td>+8%</td>
</tr>
<tr>
<td>EDUCATIONAL ASSISTANTS</td>
<td>90</td>
<td>11%</td>
<td>10%</td>
<td>+1%</td>
</tr>
<tr>
<td>PARENTS</td>
<td>77</td>
<td>9%</td>
<td>6%</td>
<td>+3%</td>
</tr>
<tr>
<td>FACILITIES</td>
<td>53</td>
<td>6%</td>
<td>7%</td>
<td>-1%</td>
</tr>
</tbody>
</table>
• The statistical information provided above reports on incidents of referral and does not reflect the actual time taken to review/investigate each inquiry. Initial consults take approximately 30 to 90 minutes depending on the complexity of the inquiry. These initial calls typically lead to further inquiries with multiple stakeholders, i.e administrators, superintendents, union representatives, legal, etc. to determine the extent of the issue raised and the best course of action for resolution. Many disputes require multiple actions for resolution including but not limited to facilitation meetings, investigations, in-services and sensitivity training.

E. VISION

The Conflict Resolution Department’s primary goal for the 2014-2015 school year is to continue to build capacity for TCDSB stakeholders to effectively resolve conflict at the local level, thereby reducing the possible negative impact on the school community and its stakeholders often associated with conflict. This goal aligns with the TCDSB Multi Year Strategic Plan’s goals of strengthening public confidence, inspiring and motivating employees, living our values, and ultimately, fostering student achievement and well-being.

F. ACTION PLAN

1. The Conflict Resolution Department designed and delivered a 40 hour Dispute Resolution Program in partnership with York University to senior leaders of the TCDSB that included the Associate Director, the Director, Superintendents, and Senior Management staff to educate them on conflict resolution. The goal of this initiative was to build capacity for conflict resolution at the management level in order to enhance their abilities to resolve conflict at the local level. Further programs for administrators and trustees are being considered to continue to meet this goal.

2. The Conflict Resolution Department is developing an educative podcast about H.M. 14 Respectful Workplace-Addressing Harassment and Discrimination in the Workplace policy that will be made available to all TCDSB stakeholders through the TCDSB portal and website. The goal of this initiative is to raise awareness of the policy and the services provided by the Conflict Resolution Department. The podcast will be completed by October of 2014.

G. CONCLUDING STATEMENT

This report is for the consideration of the Board
Harassment Defined...

Any vexatious behaviour that threatens, intimidates, demeans, humiliates, or embarrasses a person or a group, and that a reasonable person should have known would be unwelcome. This includes actions, comments, or displays. It normally involves a course of conduct but a single act of a serious nature may constitute harassment.

Harassment and/or Discrimination may include but are not limited to:

- Inappropriate comments
- Gossip and/or innuendo
- Displaying or distribution of offensive materials
- Letters, emails, phone calls, texts of a harassing nature
- Persistent unwanted contact or attention
- Unwanted physical contact
- Forms of intimidation

*The Toronto Catholic District School Board recognizes that its school system, consistent with the protection afforded in the Constitution Act 1867 and confirmed in the Canadian Charter of Rights and Freedoms, gives pre-eminence to the tenets of Roman Catholicism. Subsection 19 (1) of the Ontario Human Rights Code provides that "This Act shall not be construed to adversely affect any right or privilege respecting separate schools enjoyed by separate school boards or their supporters under the Constitution Act, 1867 and the Education Act". The Board does not relinquish these rights.

Other Services Provided by the Conflict Resolution Department....

- Confidential Consultation
- Mediation
- Facilitation
- Fact Finding Investigations
- Educational Workshops
- Referrals to Community Supports or Services

For More Information

All referenced TCDSB policies are available online under the TCDSB Policy Register or through the Conflict Resolution Department.

If you require further information about policies or services provided by the Conflict Resolution Department contact us at (416) 222-8282:

Isolina Varano, Coordinator of Conflict Resolution, Human Resources Department
Extension 2363 or;

Suzy Kawasaki, Supervisor of Conflict Resolution, Human Resources Department
Extension 2771

© Toronto Catholic District School Board, 2013
Produced by:
Conflict Resolution Department
Human Resources Department
Toronto Catholic District School Board
80 Sheppard Avenue East
Toronto, Ontario M2N 6E8

An Overview of the Services We Offer to all Toronto Catholic District School Board’s Stakeholders and the Policies We Oversee

TOKONTO CATHOLIC DISTRICT SCHOOL BOARD TRUSTEES 2013-2014

Wards
1. Peter Jakovljevic  416-512-3401
2. Ann Andrachuk   416-512-3402
3. Sal Piccinini    416-512-3403
4. Patrizia Bottini 416-512-3404
5. Maria Rizzo     416-512-3405
6. Frank D’Amico   416-512-3406
7. John Del Grande  416-512-3407
8. Garry Tanuan    416-512-3408
9. Jo-Ann Davis, Chair 416-512-3409
10. Barbara Poplewski 416-512-3410
11. Angela Kennedy  416-512-3411
12. Nancy Crawford, Vice-Chair 416-512-3412

William Lawrence, Student Trustee  416-512-3413
Enrique Olivo, Student Trustee        416-512-3417
How the Conflict Resolution Department can assist you with your concern

The department can guide you in addressing your concerns through relevant Board policies such as:

H.M 19- Conflict Resolution

- The TCDSB is committed to and supports the settlement of conflict over matters under its jurisdiction in a manner consistent with Gospel Values and its Mission and Vision Statements.

In this policy, conflict pertains to issues, disagreements or disputes concerning the general operation of the school or the workplace, including a complaint against a staff member, or the administration and interpretation of the TCDSB policies, but not to disputes with TCDSB policies and motions themselves.

The Scope of the Policy includes...

- Conflict which may occur between the staff and TCDSB community and between different members of the TCDSB community including parents. Conflicts between students are the exception as they are governed under the Board’s Safe Schools Policy.

Approaches to Resolving Conflict...

- Foster a climate of openness, tolerance and trust;
- Encourage resolution which is early, informal and close to the source of conflict as possible; (local level)
- Offer the services of a trained facilitator through the Conflict Resolution Department if and when requested by the parties involved;
- Provide a formal mechanism for the resolution of cases which have reached an impasse at the local level.

H.M 30- Complaint Against a Staff Member

A complaint against a staff member will be dealt with in a just, timely manner that respects the dignity and rights of all parties involved.

Members of Board and administrative staff will make every reasonable effort to encourage and support resolution of the matter at the local level by the parties most directly involved in the matter.

Responding to Complaints will be Governed by the Following Principles and Practices...

- Complainants have a right to have their complaint dealt with in an appropriate and timely manner.
- Anonymous complaints shall not be acted upon.
- Efforts to address the complaint will be consistent with applicable provisions of collective agreements, legislation and policies.
- Where the Complainant has dealt directly with the staff member and is not satisfied with the response or the manner in which the matter was addressed, the Complainant or staff member may ask the Superordinate to assist with the resolution process.

A staff member has a right to be informed, as soon as practicable (usually within 3 working days), of the nature and the specifics of a complaint. A staff member has the right to be aware of and involved at, a committee meeting of the Board where a complaint is to be heard, as well as other meetings involving the Complainant, Superordinates or Trustees.

H.M 14- Harassment and Discrimination in the Workplace

The TCDSB recognizes that all people are created in the image and likeness of God and, as such, deserve to be treated with dignity, respect and fairness.

The TCDSB is committed to the Board’s mission of providing a safe and welcoming environment of Christian Community.

Every member of this community- student, parent/guardian, employee, contracted service provider, trustee, parish priest or others while on Board property and at Board sponsored events shares in the responsibility for creating an environment that is safe and respectful.

In keeping with these beliefs, it is the policy of the Board that every employee, contracted employee, volunteer and trustee has the right of freedom of harassment and discrimination in the workplace.

Discrimination Defined...

The unfair treatment because of race, sex, colour, ancestry, place of origin, ethnic origin, marital status, family status, sexual orientation, record of offences, creed, disability, age, citizenship, gender identity and gender expression.