



REPORT TO

REGULAR BOARD

ANNUAL REPORT OF THE CONFLICT RESOLUTION DEPARTMENT

Proverb 15:1 A gentle answer turns away wrath, but a harsh word stirs up anger.

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July 6, 2018	August 24, 2018	Click here to enter a date.

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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 uniting home, parish and school and rooted in the love of Christ.

We educate students to grow in grace and knowledge to lead lives of faith, hope and charity.



Rory McGuckin
Director of Education

D. Koenig
Associate Director
of Academic Affairs

T. Robins
Acting Associate Director
of Planning and Facilities

L. Noronha
Executive Superintendent
of Business Services and
Chief Financial Officer

A. EXECUTIVE SUMMARY

This annual report summarizes the Conflict Resolution Department data, services and initiatives from April 1, 2017 to June 30, 2018.

The cumulative staff time required to prepare this report was 10 hours

B. PURPOSE

1. This is an Annual Standing Report on the rolling calendar. It provides an overview of the Conflict Resolution Department tasks and services concerning the differentiated support offered to TCDSB stakeholders from April 1, 2017 to June 30, 2018.
2. The report will outline the importance of continuing to offer dispute resolution and consultation services to all TCDSB stakeholders to ensure that conflicts are resolved in a timely and fair manner and ensures that relevant Board policies and legislation are considered.

C. BACKGROUND

1. **April 2014-** The Student Achievement and Wellbeing, Catholic Education and Human Resources Committee requested that an annual report be presented to the Board of Trustees.
2. **October 9, 2014** – The Board received a report outlining the services and the policies that guide the Conflict Resolution department, including the Conflict Resolution Department brochure that was provided to the entire TCDSB community.
3. **November 24, 2014-**The department launched an educative podcast about H.M. 14. on the TCDSB portal and website. The goal was to raise awareness of the policy and the services provided by the Conflict Resolution Department.
4. During the **2014-2015** academic year, the Board's policy, H.M. 14 Harassment and Discrimination in the Workplace, as well as the Operational Procedures known as The Respectful Workplace document, were revised given recent legislative requirements under the Occupational Health and Safety Act. Consultation with all union groups was achieved through email as well as meetings with the respective Joint Occupational Health and Safety

committees. The revised policy was amended and passed by the Board of Trustees on **August 25, 2016**.

5. At the **June 4, 2015** Board meeting the Trustees passed a motion requesting that the Annual Report of the Conflict Resolution Department be supplemented to include the following information:
 - i. *A summary of the types of complaints/inquiries;*
 - ii. *That the report identify any patterns which indicate either systemic issues for the Director to action or policy issues which the Board should review;*
 - iii. *That it provide a summary of direct feedback via surveys completed by individuals who have contacted the department regarding the effectiveness, fairness and privacy of the Conflict Resolution Department;*
 - iv. *That the above be provided as part of the annual report presented by the Conflict Resolution Department to the Student Achievement and Well Being Committee moving forward.*
6. **May 2016-** Due to budget reductions, the Supervisor of Conflict Resolution was eliminated resulting in a reduction in staffing. The Coordinator of Conflict Resolution has received administrative support from the Supervisor Legal Support.
7. **March-2017-**A new podcast related to H.M. 14 was launched.
8. **April 28, 2017-** All employees are required to acknowledge agreement to having viewed the podcast on the Board's Intranet site. Alternatively, employees can navigate to: <https://intranet.tcdsb.org/HM14video>
9. **February 22, 2018-** The Board passed the revisions to the H.M 19 Conflict Resolution policy. The policy was revised to reflect the current use of the policy and its mechanisms.
10. **June 15, 2018-** The Board passed the annual report's recommendations to discontinue the feedback surveys in lieu of the ongoing costs and staffing required to continue collecting this information.

D. EVIDENCE/RESEARCH/ANALYSIS

1. On a regular basis, the Conflict Resolution Department continues to receive inquiries/consults and requests for referrals to community resources from TCDSB staff members, school administrators, management staff, union representatives and parents.
2. The majority of inquiries/complaints from parent stakeholders are resolved through consultations, facilitated meetings and Catholic School Parent Council in-services/meetings.
3. The following is a summary of inquiries/consults that involved TCDSB employees:
 - i. Gossip and innuendo (breaches of H.M.30 Complaint Against a Staff Member);
 - ii. Conflicts regarding professional roles and responsibilities (e.g Teacher/ Designated Early Childhood Educators);
 - iii. Personality conflicts and behaviours that were viewed as harassment; and
 - iv. The exercise of supervisory responsibilities being viewed as harassment.
4. The following is a summary of conflicts that involved non-TCDSB employees:
 - i. Parental harassment complaints filed by Board employees;
 - ii. Alleged harassment involving parents who are also Board employees;
 - iii. CSPC related issues and allegations of harassment amongst Catholic School Parent Council members;
5. A total of **97** facilitation meetings were conducted during this recording period. This is a **64%** increase from last year's total of **59**. The majority of the facilitation meetings involved personality conflicts, confusion about professional roles, and allegations of harassment. The majority of issues/conflicts were resolved at the facilitation meeting level.
6. It is worth noting that approximately **25%** of the **97** facilitation meetings chaired this year by the Conflict Resolution Department involved parent stakeholders.

7. Attached in a chart outlining an analysis of the various TCDSB stakeholders involved facilitation meetings coordinated and chaired by the Conflict Resolution Department. The meetings involving parent stakeholders are highlighted therein:

Party 1	v	Party 2	#
Principal	v	CUPE 1328	7
Principal	v	Parent	7
Principal	v	TSU	2
Principal	v	TECT	3
TECT	v	TECT	11
TECT	v	CUPE 1328	6
TECT	v	ETFO	9
TECT	v	Parent	6
TECT	v	CUPE 1280	1
TECT	v	TOTL	1
TECT	v	APSSP	1
TSU	v	CUPE 1328	2
TSU	v	TSU	10
TSU	v	CUPE 1280	1
CUPE 1280	v	CUPE 1280	2
Management	v	CUPE 1280	2
Management	v	CUPE 1328	1
Management	v	Management	3
CUPE 1328	v	CUPE 1328	11
Parent	v	Parent	10
Parent	v	CUPE 1328	1
		TOTAL	97

8. A total of **4** CSPC meetings were chaired by the Coordinator of Conflict Resolution Department (at the request of either the Superintendent, Administrator or Catholic School Parent Council Chair) to assist in resolving outstanding issues/conflicts amongst members.
9. A total of **3** voluntary and formal mediations were also conducted. The meetings involved parent stakeholders and staff.

10. A total of **13** one to one sensitivity sessions to address breaches of H.M 14 (Harassment and Discrimination in the Workplace Policy) were conducted involving staff members.
11. A total of **34** in-services were conducted in relation to H.M14 and conflict resolution. The majority of these presentations were to newly hired employees including teachers, support staff, facilities and clerical staff. Presentations were also provided to various Catholic School Parent Councils on an as needed basis.
12. A total of **4** formal investigations were conducted by external investigators in relation to harassment and/or discrimination complaints filed under H.M 14.

E. METRICS AND ACCOUNTABILITY

1. Moving forward, the annual reporting period for the Annual Conflict Resolution Department Report will be from July 1-June 30th of every academic year.
2. As part of the cyclical policy review/revision process at TCDSB, the H.M 14 Harassment and Discrimination in the Workplace policy will be reviewed and revised, if necessary, to reflect current practices and legislative changes.
3. The Coordinator of Conflict Resolution will attend the Joint Health and Safety Committees in September of 2018 as part of the annual review process and regularly liaise with the Superintendent of Human Resources and Employee Relations.

F. CONCLUDING STATEMENT

This report is for the consideration of the Board.