



REPORT TO

REGULAR BOARD

ANNUAL REPORT OF THE CONFLICT RESOLUTION DEPARTMENT 2019

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

Created, Draft	First Tabling	Review
July 9, 2019	August 22, 2019	Click here to enter a date.

Isolina Varano, Coordinator of Conflict Resolution, Employee Relations
 Adrian Della Mora, Executive Superintendent of Human Resources and Employee Relations

INFORMATION REPORT

Vision:

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

Mission:

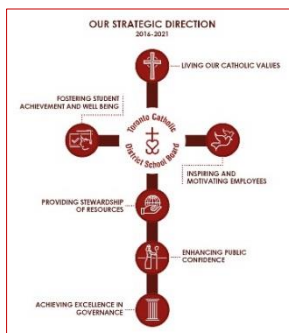
The Toronto Catholic District School Board is an inclusive learning community uniting home, parish and school and rooted in the love of Christ.

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

L. Noronha
 Associate Director of Facilities,
 Business and Community
 Development, and
 Chief Financial Officer



A. EXECUTIVE SUMMARY

This annual report provides an overview of data gathered by the Conflict Resolution Department regarding the types of conflict, services and initiatives provided to TCDSB stakeholders in the period July 1, 2018 to June 30, 2019. Included in the report is a summary of the types of complaints/inquiries, and identifies any patterns of conflict.

The report will also highlight the importance of offering 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.

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

B. PURPOSE

This annual report summarizes the Conflict Resolution Department data, services and initiatives from July 1, 2018 to June 30, 2019.

C. BACKGROUND

1. **October 9, 2014** – The first annual report of the Conflict Resolution department was presented to the Board.
2. Over the years, the scope of the report has expanded to include the types of complaints/conflicts and any emerging patterns of conflict.

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 (CSPC) 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, for example, Secondary Teacher and Department Heads;
 - iii. Personality conflicts and behaviours that were viewed as harassment; and
 - iv. The exercise of supervisory responsibilities viewed as harassment, for example, principal and teacher.
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;

IN-SERVICES/PRESENTATIONS

5. Between July 1, 2018 and June 30, 2019, fifty-four (**54**) in-services were conducted about the TCDSB policy H.M.14 Harassment and Discrimination, and conflict resolution in general. This represents a **59%** increase over the **34** sessions conducted from April 1, 2017 to June 20, 2018. The majority of these presentations were to newly hired employees including teachers, support staff, facilities and clerical staff.
6. Principals are directed to annually present the podcast video regarding TCDSB policy H.M. 14 to the newly elected Catholic School Parent Councils because parents and community members on the Council are considered registered volunteers under H.M 14, and are subject to the same provisions as staff.

7. The Conflict Resolution Department presented to the Ontario Association of Parents in Catholic Education (OAPCE) representatives at the CSPC workshop held on February 26, 2019. The presentation explained the role of the Conflict Resolution Department and how the Department could assist with any conflicts that may arise at Council meetings. The representatives were also reminded that parent stakeholders are subject to the same provisions of the H.M 14 Harassment and Discrimination Policy as staff are.

STAFF SESSIONS

8. Six (6) one-to-one sensitivity sessions to address breaches of H.M 14 Harassment and Discrimination in the Workplace policy involving staff members were conducted.
9. Three (3) staff members were referred to internal/external training arising from disciplinary measures. The Conflict Resolution department met individually with the employees to determine appropriate training to support performance management. In cases where external training was required, the Department vetted appropriate training, provided context to the clinician and sought feedback to ensure successful completion of the training as a condition of the discipline.
10. Seventy-one (71) mandated facilitation meetings were conducted by the Conflict Resolution Department during this recording period. 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.*
11. Three (3) voluntary and formal mediations were also conducted. These meetings involved parent stakeholders and staff.
12. **Table 1** below outlines the results of an analysis of the various TCDSB stakeholders that were involved in facilitation meetings coordinated and chaired by the Conflict Resolution Department. The meetings involving parent stakeholders are highlighted therein:

Table 1

Party 1	v	Party 2	Meetings
Principal	v	Parent	7
TECT	v	Parent	2
CUPE 1328 member	v	Parent	1
Parent	v	Parent	2
TECT	v	TECT	4
TECT	v	CUPE 1328 member	3
TECT	v	ETFO	7
TECT	v	CUPE 1280 member	1
TECT	v	TOTL	1
TSU	v	CUPE 1328 member	2
TSU	v	TSU	15
TSU	v	TOTL	1
TSU	v	Student Supervisor	1
TSU	v	Student teacher	1
CUPE 1280 member	v	CUPE 1280 member	1
Management	v	CUPE 1280 member	1
Management	v	Management	2
CUPE 1328 member	v	CUPE 1328 member	7
ETFO	v	CUPE 1328 member	3
Student Supervisor	v	Student Supervisor	1

13. Complaints of harassment were verified in a total of three (3) formal investigations conducted by external investigators and one (1) formal investigation conducted internally in relation to harassment and/or discrimination complaints filed under H.M. 14.

EXPERTISE AND SUPPORT FOR TCDSB

14. The Conflict Resolution Department supported the Short Term Sick Leave Department by conducting facilitation meetings related to staff conflicts. This resulted in enabling staff on leave due to harassment and/or discrimination claims to return to work.
15. The Conflict Resolution Department also provided clinical expertise to help identify employees with mental health issues, allowing the board to fulfil its

obligations under the Ontario Human Rights policy to make inquiries and provide appropriate support to employees.

16. The Conflict Resolution Department participated in initiatives with the Employee Wellness Committees of both the Toronto Secondary Unit (TSU) and the Toronto Elementary Catholic Teachers (TECT). Statistics were provided to the committee members to assist with strategies for supporting employees through the 2018-2019 academic year.
17. Presentation of data to the three (3) TCDSB Joint Occupational Health and Safety Committees was provided by the Conflict Resolution Department in June 2019. All Joint Health and Safety Committees were very receptive and appreciative of the information provided.
18. On November 16, 2018, the Conflict Resolution Department created and delivered a customized presentation that was delivered as part of the Facilities Department's professional development. The presentation focused on communication and conflict resolution.
19. A video was produced by the Conflict Resolution Department for the CUPE professional development training which highlighted the pastoral plan theme of belonging. The video can be viewed via the following link: <https://drive.google.com/file/d/1cyF62-sIGabsGgEogy1fZ4QSm1b2jMov/view>

E. METRICS AND ACCOUNTABILITY

1. Moving forward, the annual reporting period for the Annual Conflict Resolution Department Report will be from July 1- June 30 of every academic year.
2. The Coordinator of Conflict Resolution will attend the Joint Health and Safety Committees in September of 2020. The Department will regularly liaise with the Superintendent of Human Resources and Employee Relations.

F. CONCLUDING STATEMENT

This report is for the consideration of the Board.