



REPORT TO

REGULAR BOARD

ANNUAL REPORT OF THE CONFLICT RESOLUTION DEPARTMENT 2020

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

Created, Draft	First Tabling	Review
July 9, 2020	September 3, 2020	Click here to enter a date.

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INFORMATION REPORT

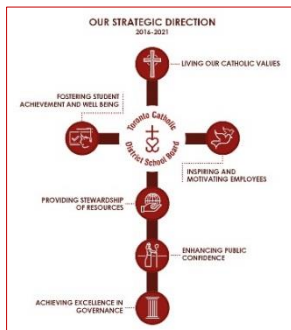
Vision:

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

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, 2019 to June 30, 2020. 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, 2019 to June 30, 2020.

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, Elementary Teacher and Designated Early Childhood Educator;
 - 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, 2019 and June 30, 2020, twelve (**17**) in-services were conducted about the TCDSB policy H.M.14 Harassment and Discrimination, and conflict resolution in general. This represents a **58.5%** decrease over the **54** sessions conducted from July 1 to June 30, 2019. The majority of these presentations were to newly hired employees including teachers, support staff, facilities and clerical staff. Three of these in-services were provided to CSPC parents at the elementary level. The decrease is a result of the Supervisor of Conflict Resolution transferring to the Employee Wellness Department as well as the COVID-19 pandemic resulting in the Board shutdown.

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.

STAFF SESSIONS

7. Eleven (11) one-to-one sensitivity sessions to address breaches of H.M 14 Harassment and Discrimination in the Workplace policy involving staff members were conducted. This represents an **83%** increase from last academic year.
8. Seven (7) 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. This represents a **133%** increase from last academic year.
9. Forty-eight (48) 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.* The **32.4%** decrease from the previous academic year is attributed to the COVID-19 pandemic which resulted in the Board shutdown.
10. **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	TECT	4
Principal	v	PARENT	1
Principal	v	Clerical	2
Principal	v	CYW	1
Principal	v	Vice Principal	1
Vice Principal	v	TSU	1
TECT	v	PARENT	4
TECT	v	TECT	5
TECT	v	CUPE1328	5
TECT	v	ETFO	7
TSU	v	CUPE 1328	4

TSU	v	TSU	7
CUPE 1328	v	CUPE 1328	4
PARENT	v	PARENT	1

11. Complaints of harassment were verified in a total of six (6) formal investigations conducted by external investigators in relation to harassment and/or discrimination complaints filed under H.M. 14.

EXPERTISE AND SUPPORT FOR TCDSB

12. 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.
13. 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.
14. The Conflict Resolution Department participated in initiatives with the Employee Wellness Committees of both the Toronto Secondary Unit (TSU) and the Board’s Employee Wellness Department.

E. METRICS AND ACCOUNTABILITY

1. 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.