



REPORT TO

STUDENT ACHIEVEMENT AND WELL BEING, CATHOLIC EDUCATION AND HUMAN RESOURCES COMMITTEE

ANNUAL REPORT: CONFLICT RESOLUTION DEPARTMENT SERVICES

Remember those earlier days after you had received the light, when you endured
in a great conflict full of suffering.

Hebrews 10:32

Created, Draft

First Tabling

Review

April 20, 2015

May 7, 2015

[Click here to enter a date.](#)

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

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Associate Director of Planning and
Facilities

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Director of Education

A. EXECUTIVE SUMMARY

This annual report provides a summary about relevant data, services and strategies utilized by the Conflict Resolution department for the period April 2014 to April 2015.

B. PURPOSE

To provide an overview of the tasks performed by the Conflict Resolution department and present data concerning the differentiated support offered to TCDSB stakeholders for the period of April 16, 2014 to April 16, 2015

C. BACKGROUND

1. An Annual Report is presented to the Board at the Student Achievement and Well-Being, Catholic Education and Human Resources Committee.
2. **October 9, 2014** - Student Achievement and Well-Being, Catholic Education and Human Resources Committee, the Board received the report outlining the services and the policies that guide the Conflict Resolution department's activities. Included in the report was a brochure that was provided to the TCDSB community.
3. **November 24, 2014**-The Conflict Resolution Department launched an educative podcast about H.M. 14- Respectful Workplace-Addressing Harassment and Discrimination in the Workplace policy on the TCDSB portal and website. The goal of this initiative was to raise awareness of the policy and the services provided by the Conflict Resolution Department.
4. Work continues on revising 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.

D. EVIDENCE/RESEARCH/ANALYSIS

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

1. The staff are both accredited members of the Alternative Dispute Resolution Institute of Ontario and Canada, with significant numbers of hours in mediation training from both York University and Conrad Grebel University College (Waterloo). One staff member has a Masters of Social Work, and the other member has the HR diploma designation from Ryerson University.

2. The Conflict Resolution Department continues to routinely receive inquiries/consults/referrals from TCDSB staff members, school administrators, management staff, union representatives and parents:
- i. 2013-2014- There were 543 inquiries/consults/referrals made to the Conflict Resolution Department during the April 16, 2013- April 15, 2014 period.
 - ii. 2014-2015- There were 850 inquiries/consults/referrals made to the Conflict Resolution Department during the April 16, 2014- April 15, 2015 period.
 - iii. There was a significant increase in inquiries/consults/referrals over the last year. Initial consults can take approximately 30-90 minutes depending on the complexity of the inquiry, often leading to further dialogue and inquiries with multiple stakeholders.
 - iv. The majority of parents who contacted the department had initial questions about conflict that they were experiencing and the processes developed to address any concerns. The majority of parental inquiries/complaints were related to teaching staff and principals, while a small number of parental inquiries/complaints were related to CSAC parent disputes. The majority of contacts were resolved through consultation with a department member.
 - v. Further, the department conducted:
 - 5 separate in-services for CSACs about respectful interactions, board policies and the complaint procedure;
 - 3 facilitation meetings with parents/teachers who were in conflict, 1 mediation between 2 parents in conflict; and
 - 1 investigation into a parental complaint against a school staff member.
 - vi. The following data pertains to user information (stakeholders) comparing 2 years of data:

Services	04/14 – 04/15	04/13 - 04/14	Variance
Inquiries	850	543	307
Facilitations	66	21	45
Mediations	1	1	0
Investigations	7	8	-1
In-services	58	37	21

Stakeholders	04/14 – 04/15	04/13 - 04/14	Variance
Teachers	542	365	177
EAs	109	59	50
Parents	116	33	83
Facilities	85	31	54

3. The Conflict Resolution Department’s primary goal for the 2015-2016 school year is to continue to build awareness of the department’s services and 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. This goal aligns with the TCDSB Multi Year Strategic Plan’s goal of strengthening public confidence, inspiring and motivating employees, living our values and ultimately fostering student achievement and well-being.

D. CONCLUDING STATEMENT

This report is for the consideration of the Board.