



REPORT TO

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

### SUPPLEMENTAL CONFLICT RESOLUTION DEPARTMENT REPORT

*Blessed are the peacemakers for they shall be called sons of God. (Matthew 5:9)*

Created, Draft	First Tabling	Review
October 22, 2015	November 4, 2015	<a href="#">Click here to enter a date.</a>
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<b>INFORMATION REPORT</b>		

**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*



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## A. EXECUTIVE SUMMARY

This supplemental report will provide an overview of the types of complaints/inquiries received by the department, as well as outline patterns and policy issues for consideration of the Board.

## B. PURPOSE

1. On June 4, 2015 the Board 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.*

## C. BACKGROUND

1. An Annual Report is presented to the Board at the Student Achievement and Well-Being, Catholic Education and Human Resources Committee in April.
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. **April 23, 2015** - The Board approved revisions to policy H.M. 14 Harassment and Discrimination in the Workplace, as well as the Operational Procedures known as The Respectful Workplace document. Additional sections were added to make the policy more accessible and inclusive for all TCDSB stakeholders.
5. **June 4, 2015** – The Board received the annual report of the Conflict Resolution department, and passed motions seeking additional information pertaining to the types of inquiries and complaints, patterns of behaviour and the feedback surveys.

## **D. EVIDENCE/RESEARCH/ANALYSIS**

1. As previously communicated in the Annual Report, the Conflict Resolution Department continues to routinely receive inquiries/consults/referrals from TCDSB staff members, school administrators, management staff, union representatives and parents, noting a 57% increase in referrals from 2013/2014 to 2014/2015. (Table 1)
2. It was noted that the majority of inquiries/complaints from parents were resolved through consultations, CSPC in-services and facilitated meetings.

**Table 1**

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

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

3. Further analysis of the data revealed the following patterns:
  - i. Breaches of policy H.M.30 Complaint Against a Staff Member (i.e. either TCSDb employees or parents who make complaints/adverse comments

- against TCDSB employees without informing them verbally or in writing)
- ii. Conflicts between members of TCDSB bargaining units (e.g, teacher-teacher, teacher-educational assistant, teacher-early childhood educator, teacher-administrator, CSPC-CSPC members)
  - iii. Harassment complaints against TCDSB non-union employees (including administrators and senior management staff).
4. The following are the types of inquires that occurred between 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/ Early Childhood Educators);
  - iii. Personality conflicts and behaviours that were viewed as harassment; and
  - iv. The exercise of supervisory responsibilities being viewed as harassment.
5. The following are types of conflicts that involved non-TCDSB employees:
- i. Personality conflicts between CSPC members
  - ii. Conflicts regarding fundraising initiatives
  - iii. Complaints against TCSDB employees
6. In the past, feedback was sought about the information provided and the process of facilitating resolution to a conflict was collected throughout the process of supporting employees and other stakeholders, such as parents. Formal surveys were not considered out of concern for confidentiality and willingness to fully participate in the process. Even through this informal process, some participants were unwilling to provide feedback out of an abundance of caution.
7. The Conflict Resolution department will undertake to develop and implement an optional feedback tool to assess the interaction between individuals and department members, the value of the information provided and satisfaction with the process.

8. Effective September 1, 2015, stakeholders can now file a complaint through the Ontario Ombudsman of Ontario once they have exhausted all internal TCDSB mechanisms.
9. As part of the cyclical policy review/revision process at TCDSB, the following policies are scheduled to be reviewed and revised to reflect current practices and legislative changes:
  - H.M.19 Conflict Resolution
  - H.M.30 Complaint Against A Staff Member
  - A.33 Guidelines for Trustees, Parents and Staff in Addressing School Related Concerns

## **E. CONCLUDING STATEMENT**

This report is for the consideration of the board.