



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

March 24, 2016

First Tabling

April 7, 2016

Review

[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 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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Executive Superintendent of Business Services and Chief Financial Officer

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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 1, 2015 to March 29, 2016.

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 1 2015 to March 29, 2016.

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 given recent legislative requirements under the Occupational Health and Safety Act.
5. **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.*

D. EVIDENCE/RESEARCH/ANALYSIS

1. The Conflict Resolution Department continues to routinely receive inquiries/consults/referrals from TCDSB staff members, school administrators, management staff, union representatives and parents.
2. The majority of inquiries/complaints from parents were resolved through consultations, CSPC in-services and facilitated meetings.
3. The data in Table 1 pertains to the types of services provided (stakeholders) comparing two years of data:

Table 1

Services Provided	April 2015– March 2016	April 2014 – March 2015	Variance
Inquiries	847	850	0%
Facilitations	41	66	-38%
Mediations	0	1	-100%
Investigations	6	7	-14%
In-services	37	58	-36%

4. The data in Table 2 pertains to the types of stakeholders using the services of the Conflict Resolution Department, comparing two years of data:

Table 2

Stakeholders	April 2015– March 2016	April 2014 – March 2015	Variance
Teachers	597	542	10%
EAs	123	109	13%
Parents	119	116	3%
Facilities Dept.	9	85	-89%

5. Analysis of the data revealed the following patterns:
 - i. Breaches of policy H.M.30 Complaint Against a Staff Member (i.e. either TCDSB 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).
6. The following represent 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.
7. Complaints of harassment against parents who are also employees of the board was the most frequent type of conflict involving non-TCDSB employees.
8. Feedback has been sought about the information provided and the process of facilitating resolution to a conflict, and has been collected throughout the process of supporting employees and other stakeholders, such as parents. Even through this informal process, some participants were unwilling to provide feedback out of an abundance of caution.
9. TCDSB has developed a survey in partnership with the Research Department to gather information related to:
 - i. the types of stakeholders using the services of the Conflict Resolution department;
 - ii. the nature of the conflict;
 - iii. the level of satisfaction with the interaction; and
 - iv. seeking additional comments to inform the process.

10. Since September 1, 2015, stakeholders can continue to file a complaint through the Ontario Ombudsman of Ontario once they have exhausted all internal TCDSB mechanisms.

11. 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.