

Q1 What type of TCDSB stakeholder are you? Choose all that apply

- Answered: 100
- Skipped: 0

Answer Choices	Responses
– Parent	3.00% 3
– Student (Over 18 years of age)	0.00% 0
– Superintendent	3.00% 3
– Administrator	85.00% 85
– Teacher	4.00% 4
– Early Childhood Educator	1.00% 1
– Child and Youth Worker	1.00% 1
– Educational Assistant	0.00% 0
– Secretary	2.00% 2
– Clerk Typist	0.00% 0
– Custodian	0.00% 0
– Maintenance	0.00% 0
– Administrative Assistant	0.00% 0
– Officer	1.00% 1
– Supervisor	0.00% 0
– Manager	2.00% 2
– Senior Manager	0.00% 0
– Coordinator	1.00% 1
– Senior Coordinator	0.00% 0

Answer Choices	Responses
– Social Worker	0.00% 0
– Psychologist	0.00% 0
– Speech and Language Pathologist	0.00% 0
– Responses Other (please specify)	1.00% 1
Total Respondents: 100	

Q2 Choose one of the following related to your inquiry to the Conflict Resolution Department

- Answered: 100
- Skipped: 0

Answer Choices	Responses
– Harassment inquiry	13.00% 13
– Discrimination inquiry	2.00% 2
– Complaint against a staff member	21.00% 21
– Request for Conflict Resolution meeting (Facilitation Meeting or Mediation)	47.00% 47
– Personal inquiry or referral to community service	0.00% 0
– Consultation regarding policy or process	6.00% 6
– Request for educational in-service	2.00% 2
– Investigation related inquiry	2.00% 2
– Responses Other (please specify)	7.00% 7
Total	100

Q3 Please rate your level of satisfaction regarding the following categories

- Answered: 100
- Skipped: 0

	Very Satisfied	Satisfied	Somewhat satisfied	Somewhat unsatisfied	Unsatisfied	Very unsatisfied	Total
Fairness	61.63% 53	26.74% 23	6.98% 6	2.33% 2	0.00% 0	2.33% 2	86
Effectiveness	42.17% 35	36.14% 30	12.05% 10	2.41% 2	3.61% 3	3.61% 3	83
Privacy	66.67% 60	24.44% 22	4.44% 4	3.33% 3	0.00% 0	1.11% 1	90

Q4

Please elaborate on the reasons for your ratings

- Answered: 55
- Skipped: 45

Answer Choices	Responses
<p>Responses</p> <p>Fairness</p> <p>not always consultative with all parties 8/22/2016 3:40 PM View respondent's answers</p> <p>Mediator listened to both accounts of the issues. 7/21/2016 7:47 PM View respondent's answers</p> <p>Professional interactions and responses. 7/20/2016 6:33 AM View respondent's answers</p> <p>very fair 7/17/2016 4:03 AM View respondent's answers</p> <p>remained neutral 7/13/2016 3:52 PM View respondent's answers</p> <p>each party was treated respectfully and was able to share their perspective 7/13/2016 7:34 AM View respondent's answers</p> <p>Isolina treated all parties fairly and with respect. 7/13/2016 6:41 AM View respondent's answers</p> <p>isolina took the time to listen and validate both sides of the teacher and EA. Representation from both unions was present. 7/12/2016 11:42 AM View respondent's answers</p> <p>both teachers treated with equal respect and given equal time to express themselves 7/12/2016 10:10 AM View respondent's answers</p> <p>The process was followed and it afforded all parties an opportunity to express themselves. 7/12/2016 9:13 AM View respondent's answers</p>	<p>90.91 % 50</p>

All parties were given ample opportunity to provide their opinions and no one party overstepped their bounds.

7/12/2016 8:31 AM [View respondent's answers](#)

The inservice was conducted in an equitable and just manner

7/12/2016 8:23 AM [View respondent's answers](#)

Good meeting - expectations clearly laid out

7/12/2016 8:20 AM [View respondent's answers](#)

nonjudgemental

7/12/2016 8:05 AM [View respondent's answers](#)

Excellent advice, a calming and refreshing person to bounce ideas off/ non-judgemental

7/7/2016 3:12 AM [View respondent's answers](#)

All sides were given equal access, time, attention, etc...

6/7/2016 11:04 PM [View respondent's answers](#)

Isolina helped me and treated me as if this had happened to her or someone she knew

4/27/2016 4:28 AM [View respondent's answers](#)

All the unions were present and the rules of engagement were clear and equitable for everyone involved.

4/22/2016 6:36 AM [View respondent's answers](#)

Conflict Resolution staff are very neutral. Listens to all concerns.

4/19/2016 9:46 AM [View respondent's answers](#)

I believe that Isolina was able to create a fair balance for each of the individuals who were present at the meeting.

4/19/2016 1:13 AM [View respondent's answers](#)

Everyone involved was given fair representation at conflict resolution meetings

4/18/2016 4:30 AM [View respondent's answers](#)

All had the chance to speak.

4/17/2016 9:42 PM [View respondent's answers](#)

everyone is given an opportunity to speak and not hold judgement

4/17/2016 2:32 PM [View respondent's answers](#)

I never really received an answer so I can't judge if it was fair or not.

4/17/2016 1:40 PM [View respondent's answers](#)

no issues

4/15/2016 1:30 AM [View respondent's answers](#)

The conflict resolution session was conducted in a balanced and professional manner.

4/14/2016 2:26 PM [View respondent's answers](#)

Both parties were listened to and respected.

4/14/2016 1:08 PM [View respondent's answers](#)

When the parent did not attend our scheduled meeting, a letter was mailed by priority post to the grandparent clearly stating the consequences if she ever harassed anyone on TCDSB property.

4/14/2016 10:06 AM [View respondent's answers](#)

Both parties had the opportunity to tell their stories. Discussion between parties was not allowed to become a "blame" game. Mediator asked questions that enabled the parties to explore their breakdown communication.

4/14/2016 9:40 AM [View respondent's answers](#)

both sides were able to communicate their concerns

4/14/2016 9:29 AM [View respondent's answers](#)

I found that all information provided supported each staff member and I was able to make an effective decision

4/14/2016 9:25 AM [View respondent's answers](#)

excellent

4/14/2016 9:00 AM [View respondent's answers](#)

Appeared everyone felt they were heard and treated fairly.

4/14/2016 8:51 AM [View respondent's answers](#)

Both sides were listened to fairly.

4/14/2016 8:17 AM [View respondent's answers](#)

unbiased advice

4/14/2016 7:32 AM [View respondent's answers](#)

Overall, the session was thorough and was successful at getting to the heart of the matter.

4/14/2016 7:06 AM [View respondent's answers](#)

the process seemed fair

4/14/2016 6:40 AM [View respondent's answers](#)

Staff knowledgeable with regard to legislation and fact-based

4/14/2016 6:24 AM [View respondent's answers](#)

open to hearing all sides of the issues

4/14/2016 6:21 AM [View respondent's answers](#)

It was not dealt with in a timely and discreet fashion

4/14/2016 6:16 AM [View respondent's answers](#)

Conditions of the Collective Agreements are always met

4/14/2016 6:14 AM [View respondent's answers](#)

A balanced conversation was the norm.

4/14/2016 6:11 AM [View respondent's answers](#)

issue was dismissed and not dealt with; became a very divisive element on staff

4/14/2016 5:55 AM [View respondent's answers](#)

We were very satisfied because it addressed all the stakeholders in a fair way.

4/14/2016 5:26 AM [View respondent's answers](#)

The person who came in was fair in the dealings

4/14/2016 4:32 AM [View respondent's answers](#)

Answer Choices –	Responses –
<p>all parties were given the chance to present their case 4/14/2016 4:08 AM View respondent's answers</p> <p>Both parties had the opportunity to share their concerns and felt they were listened to . 4/14/2016 3:52 AM View respondent's answers</p> <p>followed board policies and protocols for the invitation to the meeting and the meeting process 4/14/2016 3:48 AM View respondent's answers</p> <p>Options were provided in a fair manner and I had the opportunity to reflect. 4/14/2016 3:48 AM View respondent's answers</p> <p>staff expressed that they were fairly treated, process was methodical and fair 4/14/2016 3:30 AM View respondent's answers</p>	
<p><u>Responses</u> <u>Effectiveness</u></p> <p>always busy and in a bind with too many other issues 8/22/2016 3:40 PM View respondent's answers</p> <p>No resolution was achieved. No agreement was reached. 7/21/2016 7:47 PM View respondent's answers</p> <p>Straightforward, important facts & information given in a timely manner. 7/20/2016 6:33 AM View respondent's answers</p> <p>Call was returned promptly 7/17/2016 4:03 AM View respondent's answers</p> <p>got back to me reasonably quick 7/13/2016 3:52 PM View respondent's answers</p> <p>I had two mediations one went very well and the other less so it is hard to respond to two individually so I am combining for my response 7/13/2016 7:34 AM View respondent's answers</p> <p>Isolina was very effective in assisting Corporate Services with our inquiry/work. 7/13/2016 6:41 AM View respondent's answers</p> <p>Isolina set the boundaries of what is acceptable and what is not. She referred to the Respectful workplace policy. I personally emailed many times and she always responded. 7/12/2016 11:42 AM View respondent's answers</p> <p>mediation resulted in an elimination of suspected bullying 7/12/2016 10:10 AM View respondent's answers</p> <p>Once again, the process gave a voice to all parties and it also gave clear direction in terms of next steps. 7/12/2016 9:13 AM View respondent's answers</p> <p>Parties are talking but have yet to reach a settlement that all parties feel is equitable. 7/12/2016 8:31 AM View respondent's answers</p> <p>The resulting intent was practical to the process and informative</p>	<p>98.18 % 54</p>

Answer Choices –

Responses –

7/12/2016 8:23 AM [View respondent's answers](#)

conflict remains as all parties not committed to change

7/12/2016 8:20 AM [View respondent's answers](#)

very

7/12/2016 8:05 AM [View respondent's answers](#)

Dealt with the situation promptly

7/7/2016 3:12 AM [View respondent's answers](#)

Extremely helpful

6/7/2016 11:04 PM [View respondent's answers](#)

She emailed and called me very quickly and dealt with the matter

4/27/2016 4:28 AM [View respondent's answers](#)

I think it help us come to a resolution that was beneficial to all the members.

4/22/2016 6:36 AM [View respondent's answers](#)

Conclusions are mostly effective.

4/19/2016 9:46 AM [View respondent's answers](#)

Isolina gave everyone an opportunity to share their opinion and feelings. We all presented tough things to say to one another and she was able to really get down to the issues at hand and ask questions that provoked discussion.

4/19/2016 1:13 AM [View respondent's answers](#)

Problems still persist to a lesser degree even after several group and individual meetings with the individuals.

4/18/2016 4:30 AM [View respondent's answers](#)

Not all details were discussed by administration; the issues span beyond 2 children.

4/17/2016 9:42 PM [View respondent's answers](#)

limited depth and scope of discussions because of parameters

4/17/2016 2:32 PM [View respondent's answers](#)

Same as above, no answer and/or help really was provided.

4/17/2016 1:40 PM [View respondent's answers](#)

staff continue to gossip even after the facilitation meeting.

4/17/2016 6:06 AM [View respondent's answers](#)

took time to respond

4/16/2016 6:11 AM [View respondent's answers](#)

parent dissatisfied with team response for a CSPC issue

4/15/2016 1:30 AM [View respondent's answers](#)

While the session was informative and helpful, having more follow up/support would have been beneficial.

4/14/2016 2:26 PM [View respondent's answers](#)

Both parties appreciated the process.

4/14/2016 1:08 PM [View respondent's answers](#)

Answer Choices –

Responses –

The grandmother does not come often to the school and when she has come she is on her best behaviour.

4/14/2016 10:06 AM [View respondent's answers](#)

Mediator enabled parties to dialogue their concerns /issues without fear of retribution.

4/14/2016 9:40 AM [View respondent's answers](#)

things improved between the co-workers

4/14/2016 9:29 AM [View respondent's answers](#)

Support was offered in my school situation and found this very helpful and effective. I knew I did not have to deal with this on my own.

4/14/2016 9:25 AM [View respondent's answers](#)

response time excellent

4/14/2016 9:00 AM [View respondent's answers](#)

I conclude it will just take time for people to recover from issues from the past. Wondering if there is a process for follow-up other than leaving it with the individuals to contact the Conflict Resolution Dept.

4/14/2016 8:51 AM [View respondent's answers](#)

There was no resolution after the meeting.

4/14/2016 8:17 AM [View respondent's answers](#)

prompt response and follow up

4/14/2016 7:32 AM [View respondent's answers](#)

It succeeded in getting the parties to speak with one another and express their feelings.

4/14/2016 7:06 AM [View respondent's answers](#)

I did not feel that the copnflct resolution process actually resolved the conflict...

4/14/2016 6:40 AM [View respondent's answers](#)

Helpful in gaining perspective

4/14/2016 6:24 AM [View respondent's answers](#)

when issue arose, received immediate response from the department

4/14/2016 6:21 AM [View respondent's answers](#)

Poor communications with alleged victim

4/14/2016 6:16 AM [View respondent's answers](#)

Timely advice and decision making

4/14/2016 6:14 AM [View respondent's answers](#)

The 'issue' at hand was ALWAYS resolved!

4/14/2016 6:11 AM [View respondent's answers](#)

not dealt with so no effectiveness

4/14/2016 5:55 AM [View respondent's answers](#)

We felt it would have needed a more detailed presentation.

4/14/2016 5:26 AM [View respondent's answers](#)

Case ending up in Human Rights Commission

4/14/2016 5:04 AM [View respondent's answers](#)

Answer Choices –	Responses –
<p>It was not effective because the situation was left in my hands to resolve, with no help. The person was supposed to be re-assigned to another school and it never happened. 4/14/2016 4:32 AM View respondent's answers</p> <p>-since it is often one person's word against another, and no witnesses are involved, often times meetings result in both parties offering their different perspectives and limited long-term effectiveness 4/14/2016 4:12 AM View respondent's answers</p> <p>all had a chance to hear each other and understand each other case 4/14/2016 4:08 AM View respondent's answers</p> <p>Solution has worked so far. 4/14/2016 3:52 AM View respondent's answers</p> <p>both parties are aware of the professionalism requirements 4/14/2016 3:48 AM View respondent's answers</p> <p>I used some of the strategies given to sort out the situation. 4/14/2016 3:48 AM View respondent's answers</p> <p>very accessible, consultative, resolution oriented 4/14/2016 3:30 AM View respondent's answers</p>	
<p>Responses <u>Privacy</u></p> <p>no comment for privacy overall 8/22/2016 3:40 PM View respondent's answers</p> <p>Meeting held in library. Staff aware of meeting and of the concerned parties. 7/21/2016 7:47 PM View respondent's answers</p> <p>Self explanatory - I felt satisfied appropriate confidential information was kept confidential. 7/20/2016 6:33 AM View respondent's answers</p> <p>confidentiality was kept 7/17/2016 4:03 AM View respondent's answers</p> <p>assured me that no parties would be contacted unless i agreed to it 7/13/2016 3:52 PM View respondent's answers</p> <p>Excellent 7/13/2016 7:34 AM View respondent's answers</p> <p>Isolina has continuously maintained the privacy of all parties involved. 7/13/2016 6:41 AM View respondent's answers</p> <p>Isolina made it very clear that no discussion was to take place with anyone outside this meeting room. This is the first time thatt I was part of the mediation process between two staff members. It is reeasurring to know that there is due process to follow. Isolina was a tremendous help and her expertise was greatly appreciated. As a Principal it is reassuring to know that there is someone to assist during difficult situations. 7/12/2016 11:42 AM View respondent's answers</p>	<p>90.91 % 50</p>

Answer Choices –**Responses –**

mediation was kept private

7/12/2016 10:10 AM [View respondent's answers](#)

All dialogue was/remains confidential.

7/12/2016 9:13 AM [View respondent's answers](#)

Only those impacted were discussed and those issues impacting others was minimized since they were not part of the discussion.

7/12/2016 8:31 AM [View respondent's answers](#)

The level of confidentiality was upheld throughout the process

7/12/2016 8:23 AM [View respondent's answers](#)

boundaries maintained

7/12/2016 8:20 AM [View respondent's answers](#)

very private

7/12/2016 8:05 AM [View respondent's answers](#)

Kept the information private

7/7/2016 3:12 AM [View respondent's answers](#)

No question!

6/7/2016 11:04 PM [View respondent's answers](#)

She kept everything confidential and private

4/27/2016 4:28 AM [View respondent's answers](#)

It was as private as any meeting can be given that it took place on school property. there is always speculation when outside personnel are present on the property.

4/22/2016 6:36 AM [View respondent's answers](#)

consistently emphasize that all information shared are private and confidentially and must remain that way.

4/19/2016 9:46 AM [View respondent's answers](#)

Isolina stated that all matters discussed would remain confidential and I will maintain that confidentiality.

4/19/2016 1:13 AM [View respondent's answers](#)

Privacy was maintained.

4/18/2016 4:30 AM [View respondent's answers](#)

This is a small community, rumors have already been circling.

4/17/2016 9:42 PM [View respondent's answers](#)

confidential... but notes are not taken

4/17/2016 2:32 PM [View respondent's answers](#)

no issues

4/15/2016 1:30 AM [View respondent's answers](#)

I did not have any concerns regarding privacy

4/14/2016 2:26 PM [View respondent's answers](#)

Not an issue.

4/14/2016 1:08 PM [View respondent's answers](#)

Answer Choices –

Responses –

Only Isolina, my superintendent, the teacher, the parent and I were involved in this situation.
4/14/2016 10:06 AM [View respondent's answers](#)

Ground rules were explained by Mediator as to the importance of privacy.
4/14/2016 9:40 AM [View respondent's answers](#)

very professional and discreet.
4/14/2016 9:29 AM [View respondent's answers](#)

I am very comfortable knowing that all information will be kept confidential.
4/14/2016 9:25 AM [View respondent's answers](#)

excellent
4/14/2016 9:00 AM [View respondent's answers](#)

No reason to believe privacy was compromised
4/14/2016 8:51 AM [View respondent's answers](#)

Privacy was respected during the process.
4/14/2016 8:17 AM [View respondent's answers](#)

n/a
4/14/2016 7:32 AM [View respondent's answers](#)

not sure
4/14/2016 6:40 AM [View respondent's answers](#)

Assume privacy standards are adhered to.
4/14/2016 6:24 AM [View respondent's answers](#)

everyone's privacy well respected
4/14/2016 6:21 AM [View respondent's answers](#)

names were thrown around.
4/14/2016 6:16 AM [View respondent's answers](#)

Freedom of Information and Protection of Privacy Issues implemented well
4/14/2016 6:14 AM [View respondent's answers](#)

The matter remained confidential each and every time.
4/14/2016 6:11 AM [View respondent's answers](#)

n/a
4/14/2016 5:55 AM [View respondent's answers](#)

It was presented skillfully, so that everyone's privacy was assured.
4/14/2016 5:26 AM [View respondent's answers](#)

Very discreet.
4/14/2016 4:32 AM [View respondent's answers](#)

- as complaints against a staff member and results of meetings are not kept on record, some staff can have multiple complaints against them filed by different staff members with little or no repercussions
4/14/2016 4:12 AM [View respondent's answers](#)

all was kept confidential
4/14/2016 4:08 AM [View respondent's answers](#)

Answer Choices –	Responses –
<p>Was very satisfied ...check mark would not allow me to indicate that. Situation was kept quiet. 4/14/2016 3:52 AM View respondent's answers</p>	
<p>no discussion of the details with other staff 4/14/2016 3:48 AM View respondent's answers</p>	
<p>I felt confident that our discussion was private and much appreciated this level of trust. 4/14/2016 3:48 AM View respondent's answers</p>	
<p>very honorable, follow code of ethics 4/14/2016 3:30 AM View respondent's answers</p>	
<p>There has been no consequence to date. 4/14/2016 3:27 AM View respondent's answers</p>	

Additional comments or suggestions (Optional)

- Answered: 30
- Skipped: 70

I can only choose one item for very satisfied when I want to choose all three items

4/14/2016 3:29 AM [View respondent's answers](#)

Really rely on this department!

4/14/2016 3:30 AM [View respondent's answers](#)

timely; flexible to reschedule times for people to meet; problem with ratings . won't let you put very satisfied for the 3 categories

4/14/2016 3:48 AM [View respondent's answers](#)

Keep up the great work!

4/14/2016 3:48 AM [View respondent's answers](#)

Sometimes recommendations are difficult to follow given the Collective Agreement.

4/14/2016 5:04 AM [View respondent's answers](#)

The department has been available, knowledgeable and very supportive.

4/14/2016 6:11 AM [View respondent's answers](#)

There should be some better way of dealing with complaints and action should be taken against the perpetrators.

4/14/2016 6:16 AM [View respondent's answers](#)

Great job dealing with difficult situations.

4/14/2016 6:21 AM [View respondent's answers](#)

1. topics related to inquiry are multiple - you asked for only one but there are several: process / conflict resolution/ 2. The process is very time intensive ...

4/14/2016 6:40 AM [View respondent's answers](#)

While the session itself was very successful, the roots of the problem are deep. A rift between the parties still exists. They will not work with one another, and since they are all full time in the same department, Special Education, it is problematic in several ways.

4/14/2016 7:06 AM [View respondent's answers](#)

Thank you for providing this essential service and support!

4/14/2016 10:06 AM [View respondent's answers](#)

Keep up the good work!

4/14/2016 1:08 PM [View respondent's answers](#)

I think the department is under resourced - more trained, experienced staff are needed given the size of this organization.

4/14/2016 2:26 PM [View respondent's answers](#)

More professional development for administrators and staff is required.

4/14/2016 11:17 PM [View respondent's answers](#)

Never had to use these services to date have resolved everything locally or with SO assistance. Ignore #3 won't let me submit unless I check something. Should have N/A button.

4/15/2016 1:27 AM [View respondent's answers](#)

Workshops for principals using actual examples from each area of need. Beginning of the year would be great.

4/17/2016 6:06 AM [View respondent's answers](#)

Individual debriefing for clarification of full scope of issues should have been considered.

4/17/2016 9:42 PM [View respondent's answers](#)

I sent an email to Isolina to let her know that I found the facilitation meeting very helpful. I had been carrying around a lot of stress and anxiety regarding the issue we had to discuss. After this meeting I have felt much better and I hope that things will work out.

4/19/2016 1:13 AM [View respondent's answers](#)

Isolina helped me in this situation and was very fast to do so.

4/27/2016 4:28 AM [View respondent's answers](#)

Thanks.

6/7/2016 11:04 PM [View respondent's answers](#)

I am very thankful and appreciative to have Isolina to speak to issues that arise. She is so knowledgeable and extremely efficient and effective at what she does. It is comforting to know she is available for advice.

7/7/2016 3:12 AM [View respondent's answers](#)

Very satisfied with the services that Suzy and Isolina provide for our members.

7/12/2016 8:05 AM [View respondent's answers](#)

What is "best practice" as follow up

7/12/2016 8:20 AM [View respondent's answers](#)

Very professional

7/12/2016 8:23 AM [View respondent's answers](#)

The department has done an exceptional job in educating Administrators with regards to the 'Dos and Don'ts' of conflict mediation.

7/12/2016 9:13 AM [View respondent's answers](#)

Thanks. This is an excellent service for us.

7/13/2016 7:34 AM [View respondent's answers](#)

Calling the department helps me do my job.

7/17/2016 4:03 AM [View respondent's answers](#)

I am disappointed in the following: Conflict resolution department provided services only after my Union strongly suggested that my principal request a meeting on my behalf. All acknowledgements of inquiries should be made within 48 hours. After listening to both sides of the issue no real resolution was achieved. There was no "shaking hands" or verbal agreement that both parties understood how the situation escalated unnecessarily. No apologies were given for making a derogatory statement against me.

7/21/2016 7:47 PM [View respondent's answers](#)