

To: Chair and Members of Committee of the Whole

COW-3-18

From: Councillor Blair Lancaster

Cc: Angela Morgan, City Clerk

Date: Monday, February 5, 2018

Re: Task Force on Anti Bullying/Harassment at the City of Burlington

Staff Direction:

Direct the Deputy City Manager to create a Task Force to address issues related to bullying and harassment in the City of Burlington both internally and externally and report back in Q3 2018.

The task force will make recommendations for Council approval that will be tied to a City of Burlington (COB) "Governance Model" that will support an inclusive environment at all City facilities that is safe and welcoming for all who engage with the City of Burlington. The Governance model will apply to stakeholder interactions both internally and externally.

History and Background:

Recently there have been many incidences reported of bullying, harassment, and sexual harassment at the City of Burlington. These incidences have occurred both internally and externally and appear to be linked with the resurgence of social media, media, increased communication and participation with the public. It has been difficult to address these incidences without clear policies in place. The City of Burlington has some policies and programs that address bullying and harassment in the workplace, such as: respect in the workplace and the employee code of conduct. These policies generally reflect interaction between employees. There is no overarching policy that brings together standards for interactions between staff and the public, with the exception of Parks and Recreation Department who do have some guidelines as they pertain to their programs. The Charter Action Team (ChAT) also began the work to engage citizens respectfully, but it is clear that more needs to be done by setting standards for all modes of communication and interactions with stakeholders.

The intent of this staff direction is to create a task force of stakeholders who will consider this matter and recommend policies to help address. The task force will be directed to consider a governance model in order to commit COB to zero tolerance policies that will identify bullying and harassment by any means, including: verbal communications, emails, social media, gestures, physical touching, telecommunications, untrue statements, threats, racism, bigotry, to name a few.

The COB "Governance Model" will set standards and policies for behaviour while working and engaging with the COB as well as guidelines that will identify harassment and bullying behaviours and will set out the necessary actions and responses that COB should take in order to eliminate or stop the harassment or bullying in order to protect and provide a safe environment for all individuals involved.

The COB Governance Model should also identify a plan of implementation and continuous improvement including evaluation, direction, and monitoring to ensure that incidences are dealt with and not hidden within the corporation.

A. Evaluation:

This refers to the ongoing evaluation of the Anti Bullying/Harassment policies and Governance Model, performance and its environment. Items that are used to evaluate include, escalations, opportunities, threats, proposals from managers and stakeholders and feedback from stakeholders

B. Direct:

Once established, policies must be communicated with an implementation plan, both to, and through, management. This ensures that management is given the appropriate guidelines and information to be able to comply with governance. This includes delegation of authority and responsibility, stakeholder communication with management to discuss feedback. Vision, strategies and policies are communicated to managers who are expected to communicate and comply with them. Decisions that have been escalated to management or where governance is not clear.

C. Monitor:

It will be important for management to monitor the results of this work and report to council in order to understand if we are successful or if there are any exceptions. This will enable management and council to take action to rectify situations and also to provide input to further evaluate the effectiveness of the current governance model. Monitoring should include measurement (balanced Score Card) key performance indicators, risk assessment, compliance (audit), capability analysis which will ensure that management has what they need to comply with governance.

Task Force Composition:

Deputy City Manager

Councillor Blair Lancaster

Clerks Department employee

Legal Department employee

Human Resources Department employee

Burlington Inclusivity Advisory Committee member (Task Force will gain feedback regularly from the Inclusivity Committee)

Residents (2)

Halton Regional Police

City of Burlington Employees (2)

Charter Action Team member

Maximum 12 members