



## STAFF REPORT ACTION REQUIRED

### 2010 Annual Human Rights Office Report

<b>Date:</b>	June 1, 2011
<b>To:</b>	Executive Committee
<b>From:</b>	City Manager
<b>Wards:</b>	All
<b>Reference Number:</b>	

#### SUMMARY

Employers and service providers are legally obligated under the *Ontario Human Rights Code* (OHRC) and the (amended) *Occupational Health and Safety Act* (OHSA) to have an internal program, policy, complaint resolution process and education to prevent and address complaints of harassment and discrimination in service delivery and employment practices. The OHRC and OHSA provide legal complaint avenues for individuals who believe their rights have been infringed. Breaches of the legislation can result in considerable damages against the City. The City's Human Rights Office (HRO) administers the Human Rights and Anti-Harassment Policy and Complaint Procedures required under the above noted legislation. The mandate of the office is to prevent and resolve service provision and employee harassment and discrimination complaints, reducing the likelihood that individuals will file complaints to costly, legal avenues.

**Table 1** –Consultations, interventions, investigations and formal complaints addressed by the Human Rights Office, 2006 – 2010

Year	Consultations	Complaint Interventions & investigations	Formal Complaints	Total by Year
2006	310	159	3	472
2007	424	129	0	553
2008	875	129	3	1007
2009	1039	180	3	1222
2010	866	172	2	1040

Increasing usage (captured in Table 1 above) of the City's internal human rights program and the effectiveness – recognized by the City's Auditor General has resulted in few damages/awards against the City from legal forums. In 2010 there were two awards, both of which are discussed in this report.

This report provides detailed information on harassment and discrimination issues raised by service recipients and City employees to the (1) City's Human Rights Office, the (2) Human Rights Tribunal of Ontario (HRTO), and through the (3) City's Collective Agreement/ grievance process in 2010. Patterns of service usage and actions undertaken by the HRO to address trends and promote consistent human rights practices to ensure fines and awards against the City for non-compliance are minimized are also discussed in this report.

The City's Human Rights Office responded to 1040 human rights related issues raised by employees and service recipients in 2010 - a reduction from 1222 in 2009 largely due to the launch of the City's "311" (referral) services. As with previous year's complaint patterns, the most frequently cited grounds of complaint raised to the HRO were: personal (non-Code) harassment, disability, race and sex – refer to Table 2. Complaints to the Human Rights Tribunal of Ontario dropped slightly from 37 in 2009 to 31 in 2010 – refer to Table 5. However grievances of harassment and discrimination – refer to Table 4, rose from 85 in 2009 to 117 in 2010 likely because of the expanded protections in the (amended) Occupational Health and Safety Act, implemented in June 2010.

In 2011, the Human Rights Office will transition out of Human Resources Division to the new Equity, Diversity and Human Rights Office located in the City Manager's Office. The grouping of this expertise is expected to enhance customer service excellence integrating equity, diversity and human rights into all current and future strategic initiatives.

In 1998 and 2008, City Council directed the City's Agencies, Boards, Commissions and Corporations (ABCC's) to ensure that they had a human rights policy and complaint procedure consistent with the provisions in the City's Policy and Procedures. In addition, in 2008 the Auditor General recommended that City Council request the major ABCC's to produce their own annual human rights report to City Council, detailing the numbers and types of human rights complaints filed externally with the HRTO and the complaint resolutions and associated costs.

## **RECOMMENDATIONS**

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The City manager recommends that:

1. Executive Committee receive this report for information.

## **FINANCIAL IMPACT**

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This report has no financial impact.

## DECISION HISTORY

Section 3.6 of the City's Human Rights and Anti-Harassment Policy requires the submission of an annual report to City Council about statistics and trends in human rights enquiry and complaint activities and on other program initiatives.

## ISSUE BACKGROUND

City residents, recipients of municipal services and employees have a legal right to harassment and discrimination-free services and employment practices and to raise concerns under a variety of complaint avenues if they believe their rights have been infringed. Under the *Ontario Human Rights Code* (the Code), employers and service providers have legal obligations to ensure that employment practices and service provision are free from harassment and discrimination related to 15 prohibited grounds and they must have an internal dispute resolution process to prevent, address and remedy alleged breaches of the Code. Individuals who believe that their rights have been infringed can file complaints to the Human Rights Tribunal of Ontario (HRTO) which has powers to award monetary damages and remedies for Code breaches.

Under the (amended) *Occupational Health and Safety Act* (OHSA), employers must have a program, policy, complaint resolution procedures and information and instruction regarding workplace harassment included in and beyond the prohibited grounds prescribed in the Code. Employees who believe that their rights have been infringed can file complaints to the Ministry of Labour who have the power to issue orders and prosecute employers and employees for contraventions of the Act.

The City's Collective Agreements contain anti-discrimination/harassment provisions, consistent with the legislation noted above. City employees who belong to a trade union may grieve harassment and discrimination through provisions in their respective Collective Agreements. Arbitrators have legal jurisdiction to award damages to remedy Collective Agreement violations related to harassment and discrimination.

In 1998, Toronto City Council adopted a Human Rights and Anti-Harassment Policy and Complaint Procedures [http://insideto.toronto.ca/hrweb/human\\_rights/index.htm](http://insideto.toronto.ca/hrweb/human_rights/index.htm) (amended in 2008) and established a Human Rights Office, staffed by 3 employees, to administer the Policy and investigate and resolve complaints by City employees and service recipients as required under the legislation. Unlike formal harassment and discrimination complaint avenues, i.e., grievance/arbitration or the Human Rights Tribunal of Ontario, the City incurs no legal fees or damage awards for complaint resolution through the City's internal Human Rights Office. The City's human rights program has proven both expeditious and efficient and the City's Auditor General, in his 2008 Audit of the *City's Performance in Achieving Access, Equity and Human Rights*, recognized the City's "pre-eminence in terms of human rights issues".

## COMMENTS

The primary mandate of the City's HRO is to prevent and resolve service provision and employee complaints of harassment and discrimination through offering (confidential) dispute resolution services that are credible, accessible and a viable alternative to the more costly formal complaint avenues. The Human Rights Office delivers its mandate through the following three activities:

1. Consultation and advice;
2. Complaint investigations and interventions;
3. Education and prevention

### **1. Consultation and Advice:**

Consultation refers to matters where the Human Rights Office was contacted on an issue and provided advice, coaching, information or referral, but did not directly intervene to resolve the issue. Consulting, coaching and the provision of expert advice are core elements of the City's human rights strategy that foster early resolution and enable employees and service recipients to craft their own solutions to resolve issues. Consultation is encouraged because it provides opportunities for HRO staff to educate parties about the City's human rights expectations and promote consistent practices. In addition to harassment and discrimination matters, consultations cover a broad range of issues including legislation and policy application and interpretation, diversity/equity issues, divisional policy and program advice and review, training design, discipline, collective agreement and service delivery issues.

### **2. Complaint interventions/investigations:**

The term "complaint" refers to allegation(s) of discrimination and/or harassment where human rights staff have intervened and/or investigated the matter. Human Rights staff will intervene and/or investigate a complaint to facilitate resolution where consultation, coaching and providing advice are not effective or appropriate in resolving a situation. Human Rights staff engage in various forms of dispute resolution, i.e., negotiation, mediation, exploring allegations to recommend remedies and undertaking independent, formal investigations where other dispute resolution efforts have not been successful, are not appropriate or where the allegation(s) are of a serious and/or systemic nature. In 2010, the Human Rights Office successfully intervened in and/or investigated to resolve 174 complaints – refer to Table one.

#### Statistics, Trends and Recommended Actions:

The tables and narrative below address consulting and complaint activities, service use and a review of current trends and actions to address emerging human rights issues.

**Table 2** – Consultations, complaint interventions and investigations, by prohibited grounds managed by the Human Rights Office for the period 2008 - 2010.

Ground	Consultations			Complaint Interventions & investigations			Formal Complaints			Total By Ground		
	2008	2009	2010	2008	2009	2010	2008	2009	2010	2008	2009	2010
No Ground / Other	620	794	653	13	34	20				633	828	673
Personal Harassment	108	115	102	56	67	70	1	2	1	165	184	173
Disability	77	65	46	25	32	30				102	97	76
Sex (including pregnancy, breastfeeding and gender identity)	23	33	21	21	34	34	2	2	1	46	69	56
Race	19	19	11	12	11	17				31	30	28
Colour	1	2	1			1				1	2	2
Origins – Ethnic	4	3	6	6	2	7				10	5	13
Origins – Place		4	5	4	2	7				4	6	12
Ancestry	2	1	4			3				2	1	7
Creed/Religion	13	16	18	5	10	12				18	26	30
Family Status	6	14	10	2	4	3				8	18	13
Sexual Orientation	7	2	9	6	5	3				13	7	12
Reprisals	1	3			3	3				1	6	3
Age	6	5	4	3		5				9	5	9
Citizenship	1	1			1	1				1	2	1
Marital Status	1		1			1				1	0	2
Record of Offences		1	1							0	1	1
Membership in a Union or Staff Association	2	1	2			1				2	1	3
Level of Literacy					1					0	1	0
Political Affiliation			1							0	0	1
<b>Total</b>	<b>891</b>	<b>1079</b>	<b>895</b>	<b>153</b>	<b>206</b>	<b>218</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>1047</b>	<b>1289</b>	<b>1115</b>

*Note:* The totals in Table 2 are higher than the total number in Table 1 because some issues involve more than one ground. For example, if an employee believes that he or she has been denied a promotional opportunity because of both race and age; both grounds are examined and counted for statistical purposes.

No Ground/Other:

The “No Ground/Other” category captures a variety of issues that human rights staff are consulted on that are not related to a prohibited ground in the policy. Examples of these consults/interventions include: divisional policy/procedure reviews, program advice, research, requests to design and deliver educational initiatives, requests for advice on job postings, hiring, terminations, collective agreement provisions etc. These consultations provide opportunities for the Human Rights Office to integrate human rights principals into a broad variety of City employment and service initiatives.

The reduction in this category in 2010 is attributed to the launch of the City's 311 service. A number of issues captured in the 'No Ground/Other' category were related to matters outside the mandate of the HRO and required referral to external resources. In early 2010, the City's 311 service incorporated human rights related information in their knowledge base and began making referrals to appropriate external resources.

#### Workplace (non-Code) Harassment:

Consistent with previous years' patterns, personal (non-Code) harassment continues to be the most frequent ground of complaint cited to the Human Rights Office. The Human Rights Office was consulted on 102 workplace harassment issues and investigated and successfully resolved 71 complaints. As noted earlier in this report, *The Occupational Health and Safety Amendment Act* came into effect in June 2010 mandating employers to have a program, policy, internal complaint processes, information and instruction regarding workplace harassment and violence. Workplace harassment defined in the amended *Occupational Health and Safety Act* includes conduct that is not related to a prohibited ground of discrimination included in the Ontario Human Rights Code, e.g., sex, race, creed, etc. Since its adoption by City Council in 1998, the City's Human Rights and Anti-Harassment Policy and Complaint Procedures have prohibited non-Code workplace harassment and provided for dispute resolution options, consistent with the amended legislation. While employees cannot file complaints of (non-Code) harassment to the Human Rights Tribunal of Ontario, Ministry of Labour staff can issue written orders to comply with the *Occupational Health and Safety Act* and have powers to prosecute employers and employees for contraventions. The City incurred no orders, fines or prosecutions related to workplace harassment contraventions in 2010.

#### Prohibited Grounds:

As with previous years, of the grounds prohibited in the Ontario Human Rights Code, disability (accommodation) was the most frequently cited ground of complaint/consultation raised to the Human Rights Office. Implementation of the Customer Service Standard and mandatory training required under the *Accessibility for Ontarian's with Disabilities Act* (AODA) began in 2010. As predicted in the 2009 Annual Human Rights Office report, the training was expected to foster consistent understanding and practices regarding disability issues and is likely the reason for reduced disability related consultations to the HRO. The 30 disability related complaints filed with and resolved by the HRO remained similar to 2009 levels. Ongoing implementation of the remaining four accessibility standards under the AODA will give increased profile to disability issues and may result in a short term increase in disability-related complaints. A variety of training, policy and communications efforts are in progress to ensure that the City is in compliance with its legislated obligations and to minimizing complaint associated risks.

Disability was also the most often cited ground of complaint cited to the Human Rights Tribunal and grievance arbitration. While disability related complaints filed to the Human Rights Tribunal of Ontario dropped from 20 in 2009 to 15 in 2010, disability related grievances filed by unionized employees more than doubled from 15 filed in 2009 to 39 filed

in 2010. This increase has been raised to Human Resources Division staff to monitor. Refer to the sections on Grievances of Harassment and/or Discrimination and Human Rights Tribunal of Ontario Complaints for additional discussion.

The next most frequently cited prohibited ground of complaint raised to the Human Rights Office was race and related grounds (colour, ancestry, ethnic origin and place of origin), followed by sex (including gender identity, sex harassment, pregnancy & breastfeeding discrimination). The increase reflected in race related interventions and investigations in Table 2 are the result of single complaints filed on multiple grounds and not an increase in race-related complaints from previous years. Sex related complaints and consultations to the HRO remained similar to previous years. The frequent citing of complaints based on disability, sex and race grounds is similar to complaint patterns reported by the federal and provincial human rights commissions.

The small increase in age discrimination complaints is related to a hiring practice that has been identified to Human Resources Division and is being reviewed.

Consultations and Complaints by Residents and Service Recipients:

Residents and service recipients may complain under the Policy about discrimination and harassment in the administration and delivery of City services, access to and use of City facilities, occupancy of City-owned accommodations, or discrimination in legal contracts. Table 3 reflects the pattern of service provision consultations and complaints by prohibited ground for the period 2008 – 2010.

**Table 3 - Pattern of service provision consultations and complaints by ground – 2008 – 2010**

Ground	External Consultations			External Investigations			Total		
	2008	2009	2010	2008	2009	2010	2008	2009	2010
Other/Referrals	36	33	39		5	2	36	38	41
Disability		4	1	3	9	5	3	13	6
Creed/Religion		1	2	1	2	2	1	3	4
Personal Harassment		3	2		8	1		11	3
Race		3		1	1		1	4	
Colour			1						1
Origins – Ethnic		1	1		1			2	1
Origins – Place						1			1
Ancestry						1			1
Family Status		1		1			1	1	
Sexual Orientation			1						1
Sex (including pregnancy, breastfeeding and gender identity)		4	1		4			8	1
Age						1			1
Political Affiliation			1						1
<b>Total</b>	<b>36</b>	<b>50</b>	<b>49</b>	<b>6</b>	<b>30</b>	<b>13</b>	<b>42</b>	<b>80</b>	<b>62</b>

In 2010, the Human Rights Office investigated and resolved 11 complaints (one of which was filed upon multiple grounds) and responded to 49 enquiries from residents and service recipients. Table 3 (below) provides a breakdown by ground. As with previous years, consultations largely related to information on the City's Human Rights process and policy. The reduction in service complaints from 2009 levels – which was also reflected at the Human Rights Tribunal of Ontario is still higher than 2008 levels and likely results from the implementation and increased profile of the provincial *Customer Service Standard of the Accessibility for Ontarians with Disabilities Act* in January 2010.

#### Grievances of Harassment and/or Discrimination:

As noted earlier, employees who belong to a trade union may grieve harassment and discrimination through provisions in their respective Collective Agreements. Unresolved grievances are referred to arbitration - a quasi-judicial process in which an arbitrator hears evidence presented by the union and the employer on the alleged Collective Agreement breach, and delivers a public, legally binding decision.

Resolution under this complaint avenue can prove costly and take years. The Employee and Labour Relations (ELR) unit of the Human Resources Division has responsibility for managing grievances and advised that the average cost to the City to prepare for and attend an arbitration hearing is \$5,000 per day and it often takes several days of hearings to resolve a grievance through arbitration. This cost includes legal fees/representation, staff time to attend hearings and fees for the venue and arbitrator's time which is cost-shared with the respective bargaining agent.

ELR reported that in 2010: one hundred and seventeen grievances with claims of harassment and/or discrimination were filed, 19 were settled without arbitration or withdrawn by the union, 3 grievances were settled through arbitration and a total of 364 harassment and discrimination grievances from prior years remain outstanding. Details of grievances settled without arbitration are confidential and ELR does not currently track grievance settlement costs.

As noted earlier, grievances resolved through arbitration are public. In two of the arbitration decisions issued in 2010 related to allegations of (1) personal harassment and (2) sexual harassment, the arbitrator ruled that there was no harassment and/or breach of the Collective Agreement and dismissed the grievances. In the third decision related to a disability accommodation grievance, the arbitrator allowed the grievance and ruled that the City compensate the grievor for income losses incurred between 2002 and 2010, amounting to more than \$100,000.00.

The Employee and Labour Relations Unit of Human Resources reported the following captured in Table 4 regarding 2010 grievances of harassment and discrimination.



**Table 4 - Harassment and/or Discrimination Grievances by ground for the period 2008-2010:**

Prohibited Ground	Grievances filed in 2008/2009/2010		
	2008	2009	2010
Disability	31	15	39
Sex (including pregnancy, breastfeeding and gender identity)	2	3	
Race	1	3	1*
Origins – Ethnic			1
Creed/Religion		1	1*
Family Status		1	
Sexual Orientation	1		1
Age	1	1	
Non-Code Harassment			26
Not Harassment/Discrimination	133	61	22
Unknown			26
<b>Total</b>	<b>169</b>	<b>85</b>	<b>117</b>

\*one grievance, was filed based on two grounds of race and creed.

With the exception of disability related grievances which more than doubled from those filed in 2009, the numbers of Code related grievances have dropped since 2008. This is likely the result of the 2008 Code amendments that provide access to (free) legal services and allow employees to file complaints directly to the Human Rights Tribunal of Ontario. As noted earlier, the increase in disability related grievances has been raised to Human Resources Division to monitor.

Implementation of amendments to the Occupational Health and Safety Act in June 2010 expanded employee protections and imposed additional obligations upon employers regarding workplace harassment and violence. Unionized employees filed 26 grievances based on this expanded protection in 2010. Regarding the 26 grievances reflected in the "unknown" category, to date, the particulars of the harassment and discrimination have not been provided. However, they are likely related to the ground of non-Code Harassment as no Code ground was identified in the grievances. While the majority of non-Code harassment issues (173) were raised to the Human Rights Office in 2010, because the grievance/arbitration process is a more costly, legal forum for complaints resolution, education and communications to prevent non-Code harassment and monitor arbitration outcomes are underway.

The remaining 22 grievances in the "Not Harassment/Discrimination" category were related to issues such as being placed in the attendance management program, discipline, promotion processes, benefits issues, management authority etc. These grievances would not be considered harassment under the Ontario Human Rights Code, Occupational Health and Safety Act or the City's Human Rights and Anti-Harassment Policy.

Human Rights Tribunal of Ontario Complaints (HRTO):

In 2008, Ontario Human Rights Code amendments were implemented (among other provisions) providing employees and service recipients (complainants) with (free) legal services and the legal right to file human rights complaints directly to the HRTO. Similar to the arbitration process, the HRTO is a quasi-judicial process in which an adjudicator hears evidence presented by a complainant and the employer regarding alleged breaches of the Ontario Human Rights Code, and delivers a public, legally binding decision. Tribunal adjudicators have significant powers to award monetary damages against an employer for breaches in addition to remedies to resolve a complaint. Legal Services Division is responsible for representing the City's interests at HRTO hearings and advised that the average cost of preparing for and attending an HRTO hearing is \$3,000.00 per day and it can take several days of hearings to resolve a complaint. The cost of resolution through the HRTO process is lower than the grievance arbitration process because there are no fees for the hearing venue or adjudicator's time.

Legal Services Division advised that a total of 31 HRTO complaints – 25 by City employees and 6 by service recipients were filed in 2010. Table 5 provides a snapshot of HRTO complaint grounds filed by employees and service recipients between 2008 and 2010. The total grounds in Table 5 are greater than the total number of HRTO complaints filed because complaints were filed upon multiple grounds.

**Table 5:** HRTO complaints filed by employees and service recipients by prohibited ground 2008 - 2010

Prohibited Ground	HRTO Complaints filed in 2008/2009/2010								
	Employee related			Service related			Total Grounds Cited		
	2008	2009	2010	2008	2009	2010	2008	2009	2010
Disability	9	14	13	4	6	2	13	20	15
Sex (including pregnancy, breastfeeding and gender identity)	1	3	3		1	1	1	4	4
Race		3	4	1	1	2	1	4	6
Colour		1	1			1		1	2
Origins – Ethnic	1	2			3		1	5	
Origins – Place		2	1		2			4	1
Ancestry		1			1			2	
Creed/Religion		1	1					1	1
Family Status		1	2		1			2	2
Sexual Orientation			1	1	4		1	4	1
Reprisals	1	7	8				1	7	8
Age	2	3	5		2		2	5	5
Citizenship		1			1			2	
Marital Status		1	1					1	1
Record of Offences		1	1					1	1
Receipt of Public Assistance				1			1	2	
<b>Total</b>	<b>14</b>	<b>41</b>	<b>41</b>	<b>7</b>	<b>22</b>	<b>6</b>	<b>21</b>	<b>65</b>	<b>47</b>

Because the HRTO was restructured in July 2008 and outstanding Ontario Human Rights Commission complaints were transitioned to the HRTO in 2009, it is too early to be able to assess complaint trends. However, similar to grievance and HRO complaint patterns, the ground of disability is the most often cited ground of complaint to the HRTO by employees and service recipients – although it dropped from 2009 levels. Efforts to reduce disability related complaints are addressed earlier in this report.

In 2010 the HRTO delivered 10 public decisions relating to the City based on complaints filed in prior years. Nine complaints were dismissed; four were employment related complaints of which (1) was related to age and (3) were unrelated to any Code ground i.e. "no ground"; and five were service provision related complaints (2) related to race, (1) related to family status and sex, and (2) unrelated to any Code ground. One employment related complaint filed on the ground of sex harassment was upheld by the adjudicator who awarded damages for lost wages and monetary compensation for injury to dignity amounting to more than \$100,000.00.

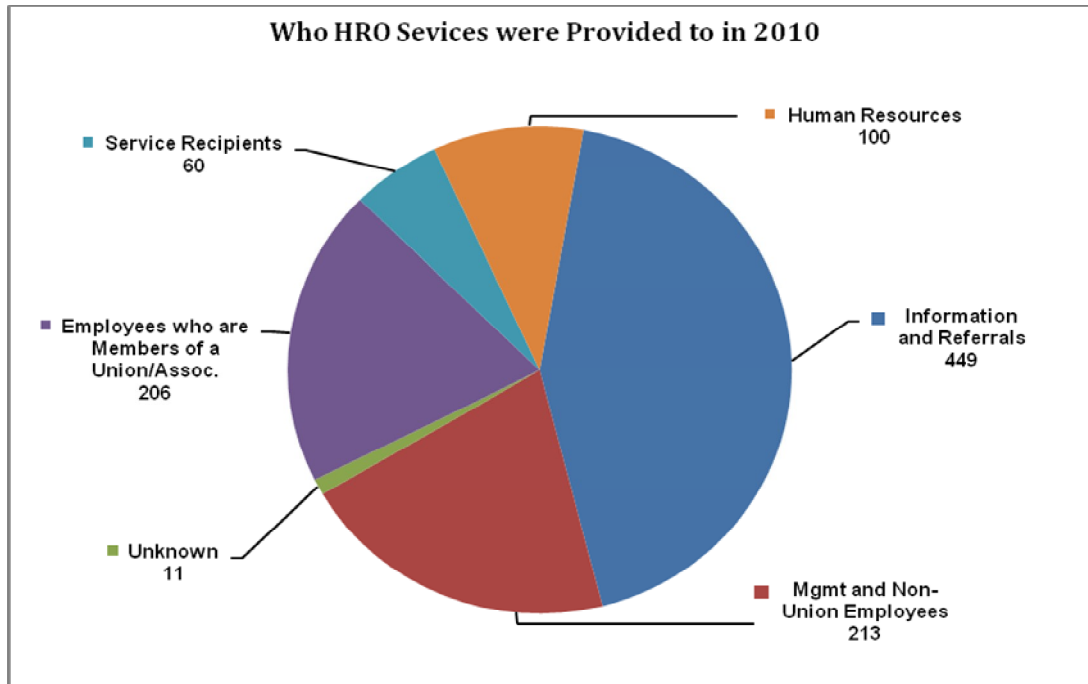
Although it is too early to be able to assess the full impact of the new Tribunal process upon the City, it is clear that the City's Human Rights Office offers a valuable service for both employees and service recipients, minimizing liability to the City and resolving significantly more complaints than that of the Human Rights Tribunal of Ontario and grievance arbitration process.

#### Who Services were provided to in 2010:

Service use is monitored to ensure program resources are appropriately aligned with complaint patterns and to determine whether focused outreach and education, related to shifts in complaint activities, is necessary.

Service usage patterns for 2009 and 2010 were similar with the largest group, 'information and referrals' discussed above in the 'no ground/other' section of this report. Consultations by unionized employees increased marginally from 195 in 2009 to 206 in 2010.

The next largest seekers of HRO's advice are City management and Human Resources Division staff. Eleven individuals from this group consulted or filed complaints on behalf of themselves and 202 employees from this group consulted the Human Rights Office to seek expert assistance to respond to human rights related issues raised to them in their management roles. Both groups have specific human rights accountabilities under the amended City Human Rights and Anti-Harassment Policy and consultations with the Human Rights Office are encouraged to foster consistent human rights practices throughout the organization.



### 3. Prevention:

While the legislation requires employers to have an internal complaints management process, prevention is key to ensuring that complaints are minimized. Education plays an important role in ensuring that all members of the Toronto Public Service are familiar their rights and responsibilities in preventing, addressing and resolving human rights concerns under the City's Human Rights and Anti-Harassment Policy and Complaint Procedures. Education can enhance knowledge and contribute to integrating human rights principles into all employment, program and service activities.

The Human Resources Division (HR) has responsibility for administering corporate human rights training. In 2008 a mandatory human rights training program was rolled out to City management and supervisory staff and HR made a commitment to expand human rights training to non-management employees in 2009 - 2011. Expanding the training to all employees is essential to meet legal obligations to inform employees of their rights in the amended *Occupational Health and Safety Act*, discussed above.

In 2010 HR offered a total of 47 training sessions; 22 sessions to 411 unionized employees and 25 sessions to 466 management employees. In addition to instructor lead training, HR is developing an e-learning strategy in which human rights training will be given a priority.

**Table 5** – Corporate Human Rights Training Sessions and Participants, 2008 - 2010

Year	Training	
	No. of Sessions	No. of Participants
2008	147	2702
2009	39	697
2010	47	877

In addition to training noted above, the Human Rights Office undertook the following educational activities in 2010 to promote awareness of human rights obligations:

1. Partnered with Health and Safety staff to design and deliver presentations to key stakeholder groups on new obligations under the *Occupational Health and Safety (Amendment) Act*;
2. Designed and delivered human rights "train-the-trainer" workshops to Parks, Forestry and Recreation Division for employees hired to deliver summer recreation programs;
3. Partnered with CUPE national representatives to deliver human rights training to Local 79 and Local 416 union stewards

In addition to education activities, ongoing communications and the development of resources – aligned with emerging human rights issues are undertaken by HRO staff to support complaint prevention. Some 2010 initiatives included:

1. Created fact sheets and training tools for employees and management to clarify legislative requirements regarding reporting and responding to incidents under the amended *Occupational Health and Safety Act*;
2. Developed a communication for City Mentors on the Code and Policy expectations and obligations when advising mentees about wearing religious attire for a (job) interview;
3. Participation on a variety internal and external networks to promote the City's human rights strategy;
4. Review and advice regarding *Accessibility for Ontarians with Disabilities Act* - standards
5. Provision of advice to the City's ABCC's on complaint and policy issues

The City's internal [http://insideto.toronto.ca/hrweb/human\\_rights/index.htm](http://insideto.toronto.ca/hrweb/human_rights/index.htm) and public [http://www.toronto.ca/divisions/human\\_rights.htm](http://www.toronto.ca/divisions/human_rights.htm) web pages play a vital role in communicating HRO services to employees and service recipients. The web pages include information on the City's human rights related policies, complaints procedures, training for employees, articles on current human rights issues, annual reports, links to human rights related sites and contact information including a phone line and email address to make a confidential enquiry.

In 2010 there were a total of 15,674 'hits' to our internal and public human rights pages by 8,018 City staff and 5,685 members of the public.

## Looking Ahead – 2011

As noted earlier, in 2011, the Human Rights Office will transition out of Human Resources Division to the new Equity, Diversity and Human Rights Office located in the City Manager's Office. The grouping of this expertise is expected to enhance customer service excellence integrating equity, diversity and human rights into all current and future strategic initiatives. In the new structure, the HRO will continue to monitor complaint trends, align program resources to respond to shifts and promote our dispute resolution services to all employees and service recipients building upon the City's excellent human rights track record.

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## SIGNATURE

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City Manager