

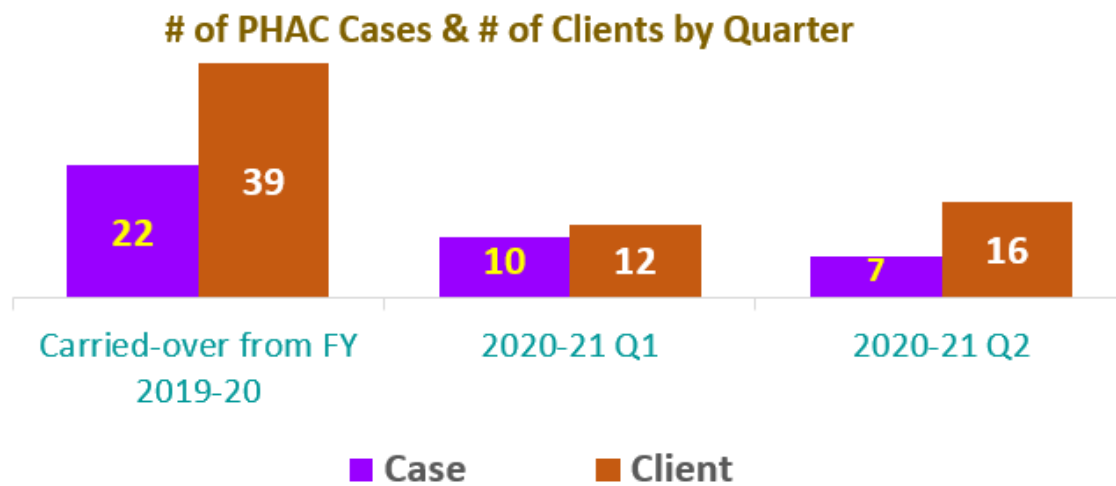


Centre for Ombuds, Resolution and Ethics (CORE)

Public Health Agency of Canada (PHAC) Spotlight April 1st, 2020 – Sept. 30th, 2020

The total number of PHAC cases for 2020-21 Q1 to Q2: **39**
(**22** cases carried over from last year), with **67** clients

PHAC Cases - Regional Breakdown			
Region	NCR	Other (region with cases <5)	Total
Case	28	11	39
Client	31	36	67



PHAC Case # by Branch (only branches with cases # ≥ 5)

IDPCB (Infect Disease Prevention & Control) 11

HPCDPB (Health Promotion and Chronic Disease Prevention) 11

OSPP (Strategic Policy & Planning) 7

HSIB (Health Security Infrastructure) 6

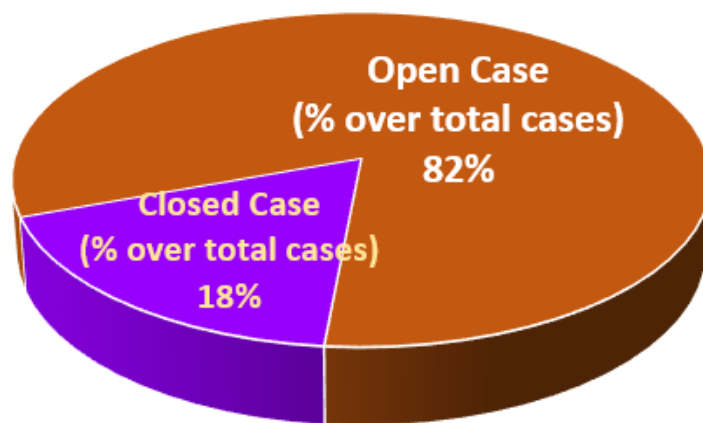
Other branches cases < 5 4



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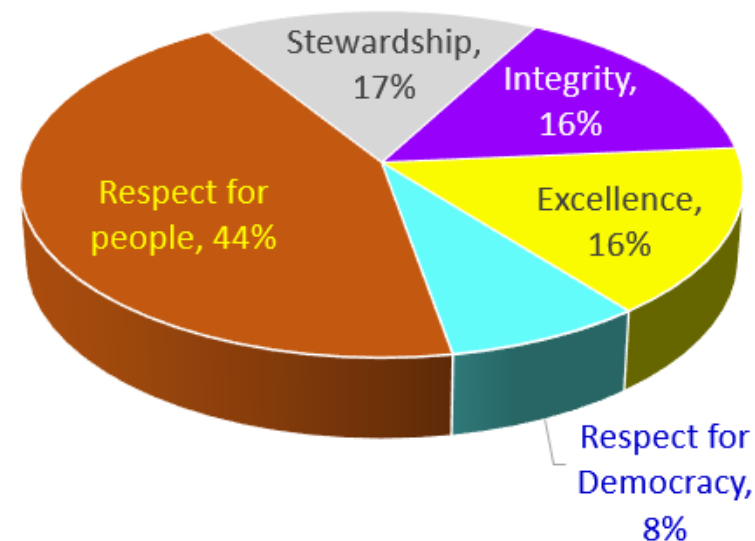
Public Health Agency of Canada (PHAC) Spotlight April 1st, 2020 – Sept. 30th, 2020

PHAC Open Cases vs.
Closed Cases



- * Out of the PHAC **39** total cases, **32** are closed and **7** are open.
- * The average days for a PHAC case (from open to close) is **61** days.

PHAC - Issues Categorized
per Public Service Value



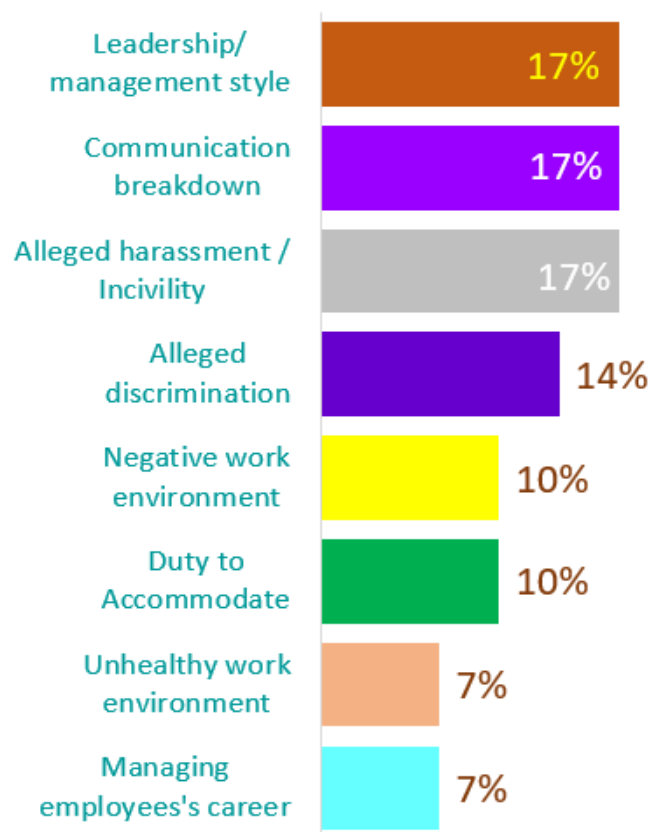


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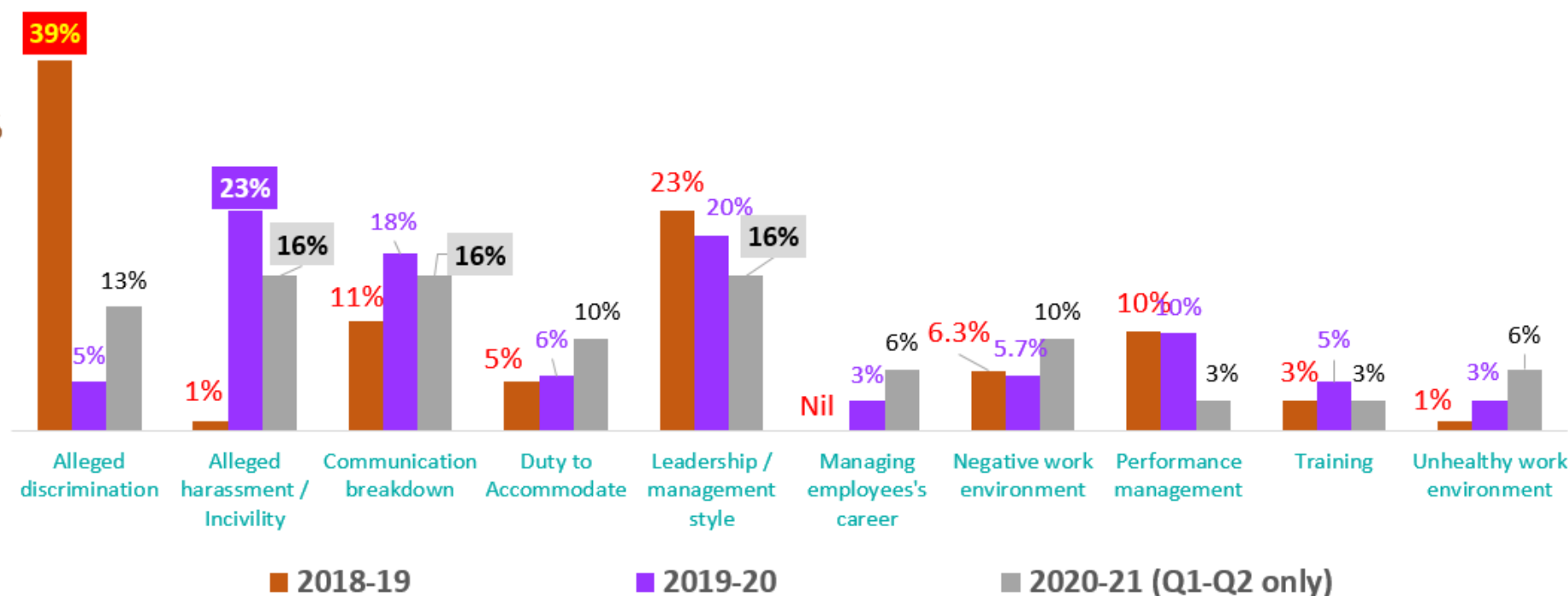
Public Health Agency of Canada (PHAC) Spotlight April 1st, 2020 – Sept. 30th, 2020

Top Issues (3 year comparison)

PHAC Top Issues



Compared to previous years, there is no major indicator of a pervasive/top issue, although it is noted that discrimination, while rising again, is not as high as in 2018-19. This is expected given the lower number of cases received in Q1 and Q2, likely due to current workload pressures.





Centre for Ombuds, Resolution and Ethics (CORE)

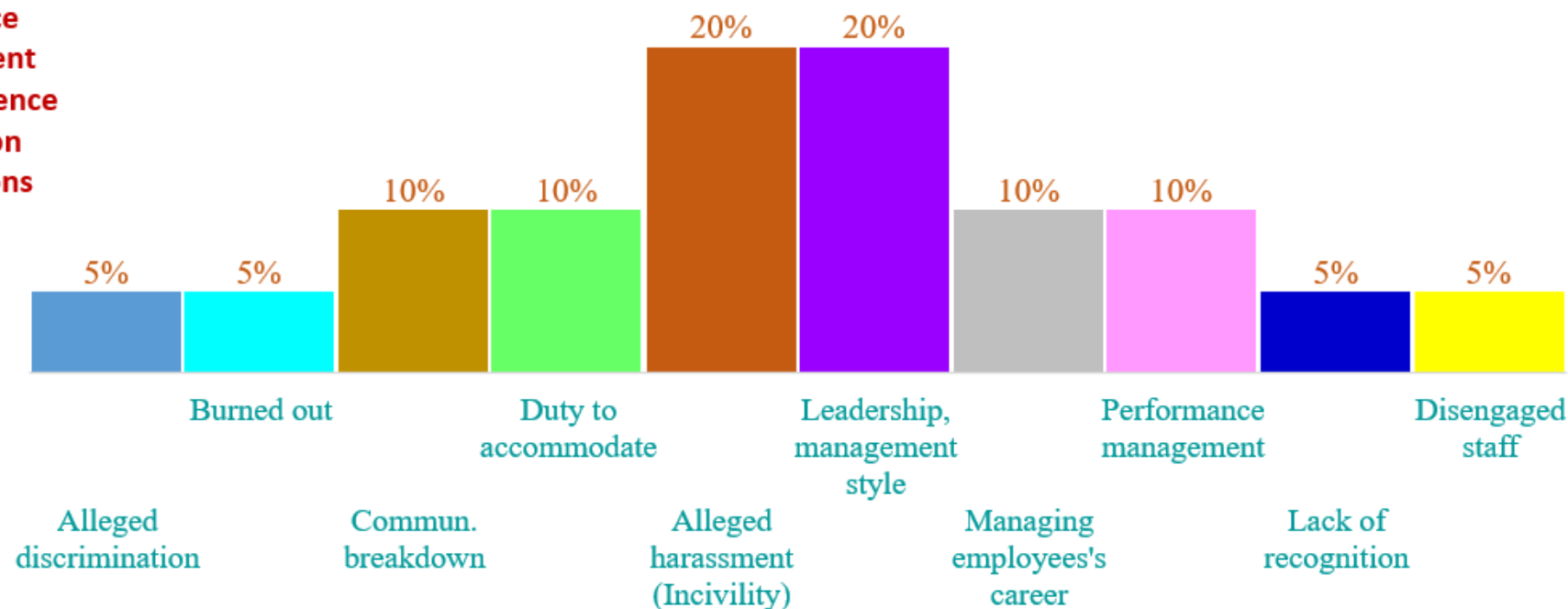
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***Mediation services expected to increase in Q4 with the implementation of Workplace Harassment and Violence Prevention Regulations**

PHAC Top Services/Interventions



Top 10 Reasons that Coaching Was Offered to PHAC Cases

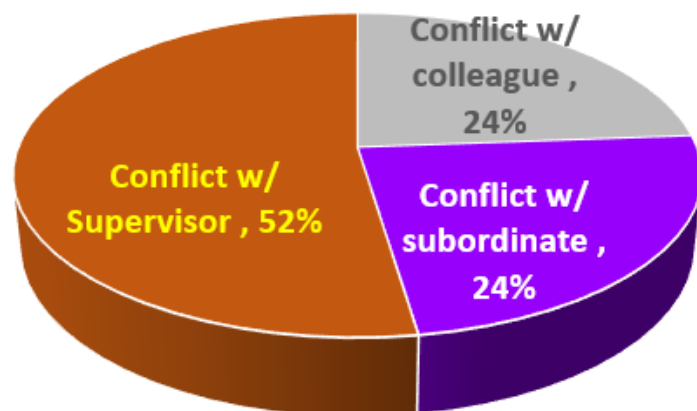




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Relationship Issues



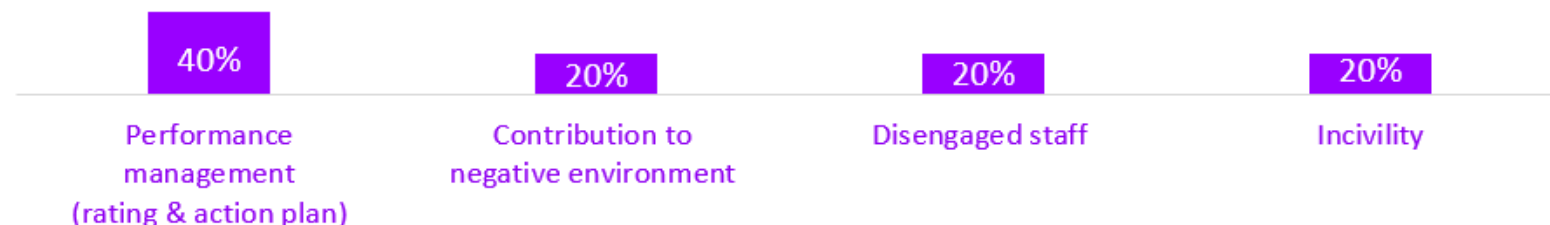
Five-Year Trend

The proportion of cases referred to CORE relating to conflict with a supervisor or subordinate increased over the last five years, while conflict with colleagues decreased, suggesting a need to focus outreach and education on how to improve the employee-management relationship, notably with respect to leadership style and the performance management process.

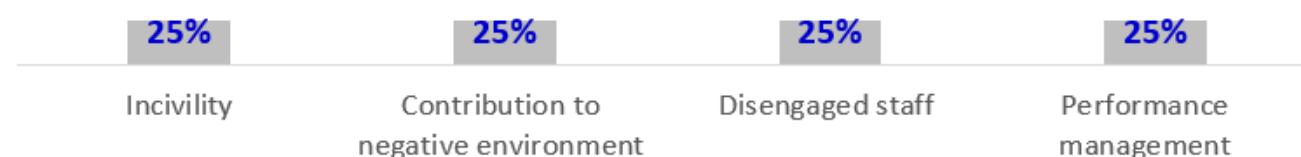
Key Issues related to Conflict with Supervisor



Key Issues related to Conflict with Subordinate



Key Issues related to Conflict with Colleague



Contact us: ombudsman@hc-sc.gc.ca

NCR: 613-948-7816

1-888-490-2753

Comment nous rejoindre: ombudsman@hc-sc.gc.ca

RCN : 613-948-7816

1-888-490-2753