

# UPDATE ON C-65 IMPLEMENTATION

April 2022



Indigenous Services  
Canada

Services aux  
Autochtones Canada

Canada

## KEY REQUIREMENTS

Requirements	Current Status	Next Steps
Develop and make available a <i>Workplace Harassment and Violence Prevention Policy</i> .	<i>Policy</i> was approved by the DM in early 2021 and is available on the Intranet.	<i>Policy</i> will be reviewed and presented to NOHSP in June 2022 to ensure it is aligned with the latest TBS guidance.
Identify risks of harassment and violence in the workplace.	Risk factors were developed in collaboration with NOHSP in early 2021.	Requirement met – No further action needed.
Conduct an assessment using those risk factors.	Sectors completed their assessment in the summer of 2021.	Requirement met – No further action needed.
Develop and implement preventive measures.	NOHSP endorsed the sectors' risk assessments. In February 2022, sectors received the list of preventive measures to be implemented.	Preventive measures to be implemented by each sector by the summer of 2022.
Develop and deliver Harassment and Violence Prevention training to all current employees before December 31, 2021.	Mandatory training is provided by CSPS.  3,182 ISC employees completed the mandatory training in 2021.*	Communication strategy developed to ensure continued promotion of the mandatory training.  Departmental specific training will be piloted in the fall of 2022.
Provide support information to all employees.	List of support measures is included in the <i>Policy</i> with regional/territorial resources and is posted on the Intranet.	Requirement met – No further action needed. Continue to promote support mechanisms available.

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Resolution process where the occurrence involves two GoC employees is comprised of <b>early resolution</b> (parties must make every reasonable effort to resolve an occurrence), <b>conciliation</b> (informal resolution with the assistance of a neutral third party), and <b>investigation</b> (should the other processes prove unsuccessful).	<p>Process Flow Chart developed and shared internally and with NOHSPC.</p> <p>Training provided to HR to support early resolution and conciliation efforts.</p> <p>A jointly-approved list of investigators was finalized in August 2020.</p>	Additional training and tools developed to support early resolution and conciliation.
Resolution process for occurrences where the responding party is not a GoC employee is comprised of the review and update of the workplace risk assessment.	Work underway to streamline reporting processes for incidents of harassment and violence from members of the public.	<p>Develop strategy and tools to address and prevent incidents.</p> <p>Consultations with employees through focus groups to ensure framework is comprehensive.</p>
Develop and make available emergency procedures and family violence prevention plan.	<p>Emergency procedures and family violence prevention plan developed and available on the Intranet.</p> <p>Manager's Toolkit for Family Violence approved.</p>	<p>Family violence prevention training will be made available to managers.</p> <p>Intranet page dedicated to family violence will be launched.</p>

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Maintain all records related to workplace harassment and violence and provide annual report to Minister of Labour and OCHRO.	Confidential tracking management system developed to capture all required data. Annual report on occurrences that occurred in 2021 provided to the Minister of Labour on March 1.	Requirement met – IVCR will continue to monitor trends.
	Streamlined reporting process being developed for harassment and violence occurrences in nursing stations to ensure all occurrences are captured on the annual report.	Communicate the streamlined reporting process to all employees within FNIHB-Nursing
Report a fatality resulting from an occurrence of harassment or violence to the Minister within 24 hours.	Requirement for fatality reports included in the <i>Policy</i> .	Requirement met – No further action needed.
Provide monthly status updates to the principal party regarding the status of the resolution process.	Confidential tracking management system developed to ensure timely follow up with principal parties.	Requirement met – No further action needed.

# MANDATORY TRAINING ON HARASSMENT AND VIOLENCE PREVENTION

Sector/Region	Number of Participants
CFRDO	366
CFSR	63
COMM	57
DMO	2
ESDPP	97
FNIHB	281
FNIHB-RO	15
FNIHB-AB	159
FNIHB-AT	78
FNIHB-MB	202
FNIHB-NORTH	48
FNIHB-ON	167
FNIHB-QC	66
FNIHB-SK	140
LED	59
OCS	9
RO	132
RO-AB	134
RO-AT	74
RO-BC	146
RO-MB	85
RO-ON	153
RO-QC	71
RO-SK	107
SPP	59
UNKNOWN	412
<b>Grand Total</b>	<b>3182</b>

- A total of 3182 employees and managers have completed the Canada School of Public Service (CSPS) mandatory training on WHVP in 2021.
- The CSPS reports are listed by department. If an employee has not updated their learning profile, including their department, their name may not show in the appropriate departmental report (e.g. CIRNAC or another department instead of ISC).
- HR is able to identify the participant's sector from My GCHR. It is possible that employees on assignment or secondment may be found under the UNKNOWN row.
- On April 1, 2022, the CSPS will be launching **three new courses** that will replace the existing courses W101, W102 and W103 to incorporate user feedback, to provide an enhanced learning experience for all learners products in accordance with equity, diversity and inclusion principles, and to meet accessibility standards:
  - **Preventing Harassment and Violence in the Workplace for Employees (WMT101);**
  - **Preventing Harassment and Violence in the Workplace for Managers and Health and Safety Committees (WMT102);**
  - **Preventing Harassment and Violence in the Workplace for Designated Recipients (WMT103).**
- Learners who have successfully completed the courses W101, W102 and W103, and have obtained their certificates of completion prior to March 28, 2022, do not have to complete the replacement courses.

## KEY DATA SINCE JANUARY 2021

Nature of the Occurrence	Number of Occurrences	Status
Unfair treatment	8	Investigation (6) Withdrawn (1) Closed (1)
Bullying or aggressive behaviour	7	Investigation (1) Withdrawn (2) Closed (4)
Family violence	5	Closed (5)
Misusing authority	5	Early Resolution (3) Investigation (1) Closed (1)
Offensive comments	5	Early Resolution (1) Investigation (2) Closed (2)
Spreading rumours about an individual	2	Early Resolution (1) Closed (1)
Homophobic remarks	1	Investigation
Intimidation	1	Early Resolution
Isolating an employee because of gender identity	1	Closed
Racist remarks	1	Early Resolution
Repeated offensive phone calls, emails or texts	1	Investigation
Workplace Violence	1	Closed

## KEY TAKEAWAYS

- Sharp increase in cases and inquiries after the introduction of the new policy.
- Majority of case are multi-faceted and can touch on racism, discrimination, performance management, mental health, accommodations etc. A holistic approach is required to deal with each case.
- The early resolution process is a clear improvement compared to the previous TBS policy, highlighting the importance of prevention and resolution at the lowest possible level.
- An increase in disclosures of incidents of family violence.