



## Update on Professional Standards Unit

Item 4

March 31, 2021

Governance, Communications and Human Resources Committee

**Report:** GCHRC:2021-13

**To:** Governance, Communications and Human Resources Committee (“GCHRC”)

**From:** General Counsel and Corporate Secretary

**Date:** March 23, 2021

### **PURPOSE:**

The purpose of this report is to provide GCHRC with information related to the potential establishment of a Professional Standards unit, which the Board referred to the GCHRC for its consideration.

### **RECOMMENDATION:**

It is recommended that the GCHRC receive the information in this report for its information.

### **REASONS FOR RECOMMENDATIONS:**

### **DECISION HISTORY:**

At its meeting of April 27, 2020, the Board deferred its consideration of the Implementation of the Rubin Thomlinson recommendations to a subsequent meeting. It was considered by the Board at its meeting of September 25, 2020.

<https://www.torontohousing.ca/events/Documents/Board/2020%20Board%20Meetings/April%2027%202020%20Board%20Meeting/Item%2010%20%E2%80%93%20Implementations%20of%20%20RT%20Recommendations-PP.pdf>

At its meeting of September 25, 2020, the Board referred the issue of the potential establishment of a Professional Standards Unit to the Governance, Communications and Human Resources Committee. At its meeting of November 27, 2020, the Committee directed management to bring the professional standards unit matter back to the GCHRC for discussion in early 2021.

### **ISSUE BACKGROUND:**

In a report addressing the implementation of the Rubin Thomlinson recommendations, considered by the Board at its meeting of July 30, 2020, management reported that TCHC proposed to implement a Professional Standards unit, within the Legal Services Division, responsible for conducting workplace investigations.

The matter was referred to the Board's meeting of September 25, 2020. At that time, the Board referred its consideration of the potential establishment of a Professional Standards unit to the GCHRC.

In considering the potential establishment of a Professional Standards unit, the GCHRC may wish to consider the approach that other organizations have taken to the conduct of workplace investigations. Attached as Appendix 1 to this Report is a summary of the approach to workplace investigations of a number of comparable employers that the GCHRC may wish to consider in determining its approach to this issue.

### **IMPLICATIONS AND RISKS:**

No risks are identified in the Committee's consideration of this matter. However, in the event that TCHC adopts an ineffective approach to workplace investigations, it risks failing to take effective remedial actions to the recommendations made by Rubin Thomlinson.

### **SIGNATURE:**

*"Darragh Meagher"*

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Darragh Meagher  
General Counsel and Corporate Secretary

**ATTACHMENTS:**

1. Organizational Approaches to Workplace Investigations

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**Appendix 1: Organizational Approaches to Workplace Investigations**

<b>Organization</b>	<b>Workplace Investigation Process</b>
City of Toronto	<p>The City of Toronto approaches workplace investigations through a variety of processes. In addition to workplace investigations undertaken by the City’s Accountability Officers, workplace investigations can be undertaken by staff in the Equity and Human Rights Office (part of the City’s People and Equity Division). Workplace investigations arising from allegations of employee misconduct are undertaken by Divisional managers, supported by staff from the People and Equity Division and Legal Services.</p> <p>Some City Divisions including Toronto Paramedic Services and Fire Services, have established Professional Standards Units, within their organizational structure in order to facilitate that work.</p>
Toronto Police Services	<p>Toronto Police Service’s Professional Standards unit is charged with promoting and supporting professionalism, which includes managing the activities of the Professional Standards – Investigative Unit.</p>
Toronto Transit Commission	<p>Complaints or concerns regarding the conduct of Transit Enforcement Officers and policies of, or services provided by, the Transit Enforcement Officer Program are investigated by the TTC’s Unit Complaints Coordinator.</p> <p>Investigations of other employees of TTC are conducted by the Investigative Services Unit of its Human Resources Department.</p>

<b>Organization</b>	<b>Workplace Investigation Process</b>
Toronto District School Board	<p>Investigations of alleged violations of the TDSB Workplace Harassment Prevention Policy are the responsibility of its Human Rights Office.</p> <p>Ultimate responsibility for oversight of this policy resides with the Associate Director Equity, Well-Being and School Improvement.</p>
Toronto Public Library	<p>Individual Division managers are responsible for conducting investigations related to the TPL's Human Rights and Anti-Harassment/Discrimination policy, supported by Human Resources staff.</p>