

CORRECTIONAL SERVICE OF CANADA

**RESPONSE TO RECOMMENDATIONS MADE BY THE STANDING COMMITTEE ON PUBLIC ACCOUNTS (PACP) IN ITS 12TH REPORT
ENTITLED: "RESPECT IN THE WORKPLACE"**

PACP RECOMMENDATION AND DEADLINE	CSC RESPONSE
<p>30 JUNE 2021</p> <p>Correctional Services Canada (CSC) should provide the Committee with a report explaining what processes will be put in place to ensure that a documented initial assessment is done for discrimination complaints.</p>	<p>A PDF copy of the report is attached.</p>

CORRECTIONAL SERVICE CANADA

CHANGING LIVES. PROTECTING CANADIANS.



Report to the Standing Committee On Public Accounts: Respect in the Workplace

RECOMMENDATION 7 - REVIEW OF INITIAL ASSESSMENT FOR DISCRIMINATION COMPLAINTS



Correctional Service
Canada

Service correctionnel
Canada

Canada

Background

The Auditor General (OAG) tabled a report in Fall 2019 to the House of Commons entitled “Respect in the Workplace.” It determined that both the Canada Border Services Agency (CBSA) and the Correctional Service of Canada (CSC) did not take enough action to promote and maintain workplaces free from harassment, discrimination, and workplace violence. It recommended that both agencies develop and implement comprehensive strategies based on risks and supported by action plans with clear accountabilities and performance monitoring. Both the CBSA and CSC accepted the OAG’s recommendations.

The report was referred to the House of Commons Standing Committee on Public Accounts (the Committee) for study. The Committee provided a number of recommendations.

Intent

Recommendation 7 requires CSC to provide the Committee with a report explaining what processes will be put in place to ensure that initial assessments of discrimination complaints are documented. As such, CSC has taken steps to ensure that mechanisms are in place to address this recommendation.

Results of the analyses

1. Discrimination, Harassment, and Workplace Violence Complaints and Grievances

At CSC, discrimination cases are initially received through the grievance process. Consequently, CSC’s Instrument of Delegation in the Area of Human Resource Management is being amended. The proposed adjustment will clarify that managers delegated to respond to grievances must document the results of their assessment/analyses to support grievance decisions, notably as it relates to allegations of discrimination.

Also, CSC developed a new policy and related guidelines consistent with the Harassment and Workplace Violence Prevention legislation, that came into effect January 1, 2021, as well as a consistent approach in informing employees of informal processes to resolve complaints. They include:

- A review of standard operating procedures when conducting investigations.
- The development of tools such as a form for delegated persons to record analysis of information and record decisions.
- The review and standardized timelines for response to the complaint.

2. Workplace Assessment

Where CSC becomes aware of problematic workplace behaviors and/or environments (including discrimination), it can and has commenced a workplace assessment of the situation. A workplace assessment involves an investigation, typically done by an independent investigation firm hired by CSC, to better understand the workplace culture, identify problematic behaviors, and make recommendations on how to restore the work environment, if required. Workplace assessments typically involve confidential interviews with current and/or

former employees, questionnaires or surveys, focus groups and system reviews.

3. Canadian Human Rights Commission

Employees who believe they have been the victim of discrimination may also file a complaint with the Canadian Human Rights Commission (CHRC). CSC has a fully dedicated team to ensure full cooperation with the CHRC. Internally, upon receipt of a human rights complaint from an employee, CSC's practice is to gather information on the events described and obtains facts from various sites/sectors, in order to conduct a preliminary assessment. When informed that a complaint has moved to the investigation phase of the CHRC process, CSC responds to the allegations utilizing the gathered information and attaching relevant documents, to support its analysis. When required, CSC staff members are interviewed and their statements outlined in CSC's response, clearly identifying the interviewee that provided the testimony. CSC also provides a list of witnesses to the CHRC should additional inquiry be required.

4. Tip Line

In addition to the recourse processes described above, CSC employees may informally report issues of workplace harassment and/or discrimination through CSC's Tip Line, which was established in 2017. The Tip Line operates through a generic email address and a toll-free telephone number that is available 24/7. Information received via the Tip Line is reviewed on a case-by-case basis and referred to the appropriate level of CSC management to ensure that follow-up occurs to determine the best course of action to resolve the matter. The Tips Line is managed by staff at the National Headquarters to provide another option for staff who may not feel comfortable reporting the matter to someone at their worksite.