
Mississauga Cycling Advisory Committee

Date

2018/02/13

Time

6:30 PM

Location

Civic Centre, Committee Room A - Second Floor,
300 Civic Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members

Donnie Morris, Citizen Member, (Chair)
Irwin Nayer, Citizen Member, (Vice-Chair)
Councillor Chris Fonseca, Ward 3
David Daglish, Citizen Member
Dorothy Tomiuk, Citizen Member
Edisa Kozo, Citizen Member
Greg Symons, Citizen Member
Glenn Voakes, Citizen Member
Jonathan Giggs, Citizen Member
Leonard Verwey, Citizen Member
Natalie Half, Citizen Member
Richard Dubiel, Citizen Member
Roy Buchanan, Citizen Member

Agency Representatives/City Staff

Brandon Quigley, Planner, Sustainable Transportation, Region of Peel
Jeremy Blair, Manager, Transportation Infrastructure Management
Matthew Sweet, Manager, Active Transportation
Max Gill, Supervisor, Traffic Operations
Jelmer Stegink, Active Transportation Demand Management Coordinator
Kimberly Hicks, Communications Advisor

Contact

Stephanie Smith, Legislative Coordinator, Legislative Services
905-615-3200 ext. 3795
stephanie.smith@mississauga.ca

Find it Online

<http://www.mississauga.ca/portal/cityhall/cyclingadvisory>

-
1. CALL TO ORDER
 2. APPROVAL OF AGENDA
 3. DECLARATION OF CONFLICT OF INTEREST
 4. MINUTES OF PREVIOUS MEETING
 - 4.1. Mississauga Cycling Advisory Committee Minutes - January 9, 2018
 5. DEPUTATIONS
 - 5.1. Winter Maintenance (Scott Holmes, Manager, Works Operations 10 minutes)
 6. PUBLIC QUESTION PERIOD - 15 Minute Limit
(Persons who wish to address the Mississauga Cycling Advisory Committee about a matter on the Agenda. Persons addressing the Mississauga Cycling Advisory Committee with a question should limit preamble to a maximum of two (2) statements, sufficient to establish the context for the question, with a 5 minute limitation. Leave must be granted by the Committee to deal with any matter not on the Agenda.)
 7. MATTERS TO BE CONSIDERED
 - 7.1. Ontario Municipal Commuter Cycling Program - Projects for 2018 (Matthew Sweet, Manager, Active Transportation 10 minutes)
 - 7.2. Millcreek Drive Multi-use Trail Design Review (Matthew Sweet, Manager, Active Transportation 10 minutes)
 - 7.3. 2018 Community Rides (Jelmer Stegnik, Active Transportation Marketing and Education Specialist 15 minutes)
 - 7.4. 2018 Tour de Mississauga (Jelmer Stegnik, Active Transportation Marketing and Education Specialist 15 minutes)
 - 7.5. Active Transportation Manager Announcement (Matthew Sweet, Manager, Active Transportation 5 minutes)
 - 7.6. Discussion of Formal Recommendations and MCAC Social Media Websites (Matthew Sweet, Manager, Active Transportation 5 minutes)
 - 7.7. Mississauga Cycling Advisory Committee 2018 Work Plan (Donnie Morris, Citizen Member 5 minutes)
 - 7.8. Communications and Promotions Subcommittee Update (Dorothy Tomiuk, Citizen Member 5 minutes)

- 7.9. Network and Technical Subcommittee Update (Donnie Morris, Citizen Member 5 minutes)
- 8. INFORMATION ITEMS
 - 8.1. Updates to the Workplace Violence and Respectful Workplace Policies
- 9. OTHER BUSINESS
- 10. DATE OF NEXT MEETING - March 6, 2018
- 11. ADJOURNMENT

City of Mississauga

Minutes



Mississauga Cycling Advisory Committee

Date

2018/01/09

Time

6:30 PM

Location

Civic Centre, Committee Room A - Second Floor,
300 Civic Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members Present

Donnie Morris, Citizen Member, (Chair)
Irwin Nayer, Citizen Member, (Vice-Chair)
Councillor Chris Fonseca, Ward 3
David Daglish, Citizen Member
Dorothy Tomiuk, Citizen Member
Jonathan Giggs, Citizen Member
Leonard Verwey, Citizen Member
Natalie Halff, Citizen Member

Members Absent

Edisa Kozo, Citizen Member
Greg Symons, Citizen Member
Richard Dubiel, Citizen Member
Roy Buchanan, Citizen Member

Present Agency Representatives/City Staff

Arthur Lo, Project Manager, Sustainable Transportation, Region of Peel
Jeremy Blair, Manager, Transportation Infrastructure Management
Matthew Sweet, Manager, Active Transportation Coordinator
Jelmer Stegink, Active Transportation Demand Management Coordinator
Max Gill, Supervisor, Traffic Operations
Kimberly Hicks, Communications Advisor
Stephanie Smith, Legislative Coordinator

Find it online

<http://www.mississauga.ca/portal/cityhall/cyclingadvisory>

1. CALL TO ORDER – 6:32pm

2. APPROVAL OF AGENDA

Approved (Councillor Fonseca)

3. DECLARATION OF CONFLICT OF INTEREST – Nil

4. MINUTES OF PREVIOUS MEETING

4.1. Mississauga Cycling Advisory Committee Minutes - November 14, 2017.

Approved (Councillor Fonseca)

5. DEPUTATIONS – Nil

6. PUBLIC QUESTION PERIOD - 15 Minute Limit (5 Minutes per Speaker)

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended: Mississauga Cycling Advisory Committee may grant permission to a member of the public to ask a question of Mississauga Cycling Advisory Committee, with the following provisions:

1. The question must pertain to a specific item on the current agenda and the speaker will state which item the question is related to.
2. A person asking a question shall limit any background explanation to two (2) statements, followed by the question.
3. The total speaking time shall be five (5) minutes maximum, per speaker.

7. MATTERS CONSIDERED

7.1. 2018 Cycling Network Program and 2017 Program Update

Matthew Sweet, Manager, Active Transportation spoke to the memorandum dated December 21, 2017 entitled 2018 Cycling Network Program and 2017 Program Update. He outlined project specifics for the 2018 Cycling Network Program and provided an update to the 2017 Capital Program.

Members of the Committee spoke to: the loss of mature trees; expressed concerns with the Millcreek Drive Multi-use trail project; and directed staff to remove the Fieldgate Drive/Orchard Drive Edge Lines from the list of On-road Cycling Routes.

RECOMMENDATION

1. That members of the Mississauga Cycling Advisory Committee expressed concern with the Millcreek Drive Multi-use Trail project as outlined in the 2018 Cycling Network Program and requested additional information on the number of pedestrians who use the trail to access Meadowvale Go station and if the project meets all minimum design standards.
2. That the memorandum dated December 21, 2017 from Matthew Sweet, Manager, Active Transportation entitled 2018 Cycling Network Program and 2017 Program Update be received as amended.

Approved (I. Nayer)

Recommendation MCAC-0001-2018

7.2. Ontario Municipal Commuter Cycling Grant Application Update - Matthew Sweet, Active Transportation Coordinator (15 Minutes)

Matthew Sweet, Manager, Active Transportation spoke to the success of the Ontario Municipal Commuter Cycling Grant application and that the City of Mississauga is receiving \$2.3million. He outlined the types of approved projects and next steps. Irwin Nayer, Citizen Member requested that the completed prioritization list be brought back to the next Mississauga Cycling Advisory Committee meeting.

7.3. Woodlands School Cycling Club - Donnie Morris, Citizen Member (10 Minutes)

Donnie Morris, Citizen Member informed the Committee that Woodlands School Cycling Club contacted him about starting a cycling club at the school. Jelmer Stegink, Active Transportation Demand Management Coordinator noted that he had been working with the group and had provided them with available resources to launch the club.

7.4. Road Safety Committee Update - Leonard Verwey, Citizen Member (5 Minutes)

Leonard Verwey, Citizen Member provided members of the Mississauga Cycling Advisory Committee an update on the first Road Safety Committee meeting held in December 2017. He noted that there were two deputations outlining the Region of Peel Road Safety Strategic Plan and the City of Mississauga Road Safety Programs and Initiatives

Discussion ensued with respect to inconsistencies with speed limits and that the City of Mississauga needs to advocate for Vision Zero principals.

RECOMMENDATION

That up to three Mississauga Cycling Citizen Members attend the upcoming 2018 Vision Zero Advocate Conference being held from February 28 – March 2, 2018 in Toronto and that the registration fee of \$395.00 and the cost of mileage be allocated from the 2018 Committee budget.

Approved (I. Nayer)

Recommendation MCAC-0002-2018

7.5. Network and Technical Subcommittee Updates - Donnie Morris, Citizen Member (5 Minutes)

Donnie Morris, Citizen Member spoke to a creating smaller working group for the planning of the 2018 Community Rides. Jelmer Stegink, Active Transportation Demand Management Coordinator spoke to coordinating a planning session to plan the community rides. Councillor Fonseca noted that she would follow-up with the GTAA for a continued partnership once the working group had met.

7.6. Communications and Promotions Subcommittee Updates – Dorothy Tomiuk, Citizen Member (5 Minutes)

Dorothy Tomiuk, Citizen Member spoke to the purchase of Community Ride T-shirts, Community Ride Survey, Road Safety Committee and the Phil Green Award recipient.

7.7. Cycling Master Plan Update – Matthew Sweet, Active Transportation Coordinator (5 Minutes)

Matthew Sweet Manager, Active Transportation noted that he is now the lead for the Cycling Master Plan Update and noted that an additional March working group meeting would be scheduled.

Members of the Committee engaged in discussion regarding snow clearing maintenance on cycling infrastructure and cross ride markings. Mr. Sweet noted that they would discuss the matter at their upcoming January 29th working group meeting.

7.8. Community Rides - Working Group Proposal - Jelmer Stegink, Active Transportation Consultant, Marketing and Education (10 Minutes)

Discussion took place under item 7.5.

8. INFORMATION ITEMS – Nil

9. OTHER BUSINESS

Leonard Verwey, Citizen Member spoke to two MTO Public Consultations that he attended in December. He provided information for the QEW Credit River Project and the improvements to the Queen Elizabeth Way (QEW) from east of Cawthra Road to The East Mall, including the Dixie Road interchange and replacement of the QEW Etobicoke Creek bridge.

Dorothy Tomiuk, Citizen Member spoke to snow ploughing on cycling infrastructures and that cyclists need to know the standards for bike lane ploughing. Matthew Sweet, Manager, Active Transportation responded to the Committees concerns and noted that he would bring concerns to staff at Transportation and Works.

Committee Members engaged in discussion regarding: snow ploughing service levels for active transportation infrastructures; communication messaging; and directed staff to review existing snow ploughing standards and maintaining cycling infrastructure during the winter months

Jeremy Blair, Manager Transportation Infrastructure Management noted that he would bring the Committees concerns to Transportation and Works and spoke to opportunities for improving 311 messaging.

Dorothy Tomiuk, Citizen Member and Donnie Morris, Citizen Member spoke to roundabouts at Explorer and Skymark Drive and Square One Drive. Matthew Sweet, Manager, Active Transportation noted that the Cycling Master Plan would address safety design standards.

Councillor Fonseca spoke to the opening of Transitway Stations and enquired if another open house is planned to promote cycling infrastructure. Jeremy Blair, Manager Transportation Infrastructure Management spoke to popup events to promote cycling infrastructure on the Transitway.

10. DATE OF NEXT MEETING – February 13, 2018

11. ADJOURNMENT – 8:45pm (L. Verwey)

City of Mississauga Memorandum



Date: 2018/02/06

To: Chair and Members of Mississauga Cycling Advisory Committee

From: Matthew Sweet

Meeting Date: 2018/02/13

Subject: Ontario Municipal Commuter Cycling Program - Projects for 2018

Background

On December 4, 2017 the Province of Ontario announced that the City of Mississauga will receive funding through the Ontario Municipal Commuter Cycling (OMCC) Grant Program. Across Ontario, 120 municipalities will receive funding through this program for new bike lanes and other cycling infrastructure. Total program funding is \$93 million, an increase from the \$42.5 million announced earlier in 2017. This investment is part of Ontario's Climate Change Action Plan and is funded by proceeds from the Province's cap on pollution and carbon market.

The City of Mississauga will receive \$2.282 million as part of the 2017/18 funding allocation, while the Region of Peel will receive \$4.228 million. A funding formula determined the City's allocation, based on population and existing cycling mode share. The Transportation and Works and Community Services Departments jointly submitted a list of possible eligible projects to the OMCC program for consideration. A Corporate Report received by General Committee on October 18th included additional grant program details. The Corporate Report can be found under Item 8.5 at

https://www7.mississauga.ca/documents/committees/general/2017/2017_10_18_General_Committee_Agenda_online.pdf.

This funding can be used to cover up to 80% of the eligible costs of the approved project list. Projects that use OMCC funds must be completed by December 30, 2020.

Comments

Transportation and Works and Community Services have prioritized a short list of projects that will be moving forward to implementation in 2018 and draw from the City's 2017/18 OMCC allocation, as summarized in Table 1 below. One additional project will utilize OMCC funds to complete planning and design exercises in advance of implementation in 2019.

Table 1: Projects for 2018

Project Title	Description	Implementation Phase (2018)	Department Responsible
Burnhamthorpe Road East Multi-use Trail	Multi-use Trail coordinated through road reconstruction project completing east/west cross-city facility from Garnetwood Park to Toronto border and connecting with Etobicoke Creek Trail	Construction	T&W
The Collegeway Protected Bicycle Lanes	Protected bicycle lanes through road diet and road widening coordinated with road resurfacing	Planning / Design	T&W
Lakeshore Corridor Trail ORT 2A & 2B	Development of a new east-west multi-use trail along the Lakeshore corridor. Trail connection from Westfield Drive to the Oakville border. Project is recommended in the Cycling Master Plan and will be constructed in conjunction with the Region of Peel Active Transportation Plan.	Construction	P&F
BRT Trail - Cawthra Road to Fieldgate Drive - ORT 7A & 7B	Completing the BRT Trail System. Trail connection from Cawthra Road to Fieldgate Drive	Construction	P&F
Sun-Canadian Pipeline Trail - ORT 21A	Development of a new east-west multi-use trail in Central Mississauga. Trail connection from 9th Line to 10th Line	Construction	P&F



Prepared by: Matthew Sweet

City of Mississauga Memorandum



Date: 2018/02/05
To: Chair and Members of Mississauga Cycling Advisory Committee
From: Matthew Sweet
Meeting Date: 2018/02/13
Subject: Millcreek Drive Multi-use Trail Design Review

A multi-use trail on Millcreek Drive between Derry Road and Aquitaine Avenue is planned for construction in 2018. This will connect the existing multi-use trail on Derry Road with the Meadowvale GO Station.

Background

A connection to the Meadowvale GO Station was identified as a candidate project for the Public Transit Infrastructure Fund. A 3.0 metre wide multi-use trail on the south / west side of the road was designed, requiring the removal of the existing sidewalk and removal of approximately 20 recently planted young trees.

Boulevard multi-use trail projects are distributed to internal and external stakeholders for comment and subsequent design revision to address any issues or concerns. The City's Forestry division provided comment requesting that the trail be narrowed to avoid impacting the trees within the corridor. Simultaneously, the local Councillor's office also requested that there be no trees impacts as a result of the project.

As a result, the design was modified to limit tree impacts. Five dead trees will be removed as part of the project and the trail was recommended to be 2.5 metres wide.

Design Review

OTM Book 18 recommends that multi-use facilities be no less than 3.0 metres in width (see Table 4.7 from the manual). However, the manual is not prescriptive and provides only "suggested minimums".

Table 4.7 – Desired and Suggested Minimum Widths for In-Boulevard Bicycle Facilities^a

Facility	Desired Width	Suggested Minimum
One-Way In-Boulevard Bicycle Facility	2.0 m	1.8 m
Two-Way In-Boulevard Bicycle Facility	4.0 m	3.0 m ^b
Two-Way In-Boulevard Shared Facility	4.0 m	3.0 m ^b

^aExcludes splash strip (typical width 1.0 metre) where the in-boulevard facility abuts the curb.

^bThis may be reduced to 2.4 metres over very short distances in order to avoid utility poles or other infrastructure that may be costly to relocate.

Source: Based on AASHTO Guide for Planning, Design and Operation of Bicycle Facilities, 2012; NACTO Urban Bikeway Design Guide, 2011

Staff reviewed the current design and believe that additional width can be achieved by widening towards the property line and existing privacy fences along Millcreek Drive. Field investigations and full survey of the property line and trail design will be required in order to confirm areas of opportunity. This work will take place in the spring. A wider trail can be provided in areas where there are fewer constraints or where the alignment is not abutting a privacy fence (see Figure 1).

Millcreek Drive

**Figure 1: Field Investigations Required**

Based on the narrower than recommended width being provided for on this facility, the trail is intended to include a continuous centre line (dashed or solid) and supplementary signage to alert users to safe trail operation and organization.

Pedestrian Volumes

Pedestrian volumes were reviewed using two different tools: turning movement counts at the signalized intersections at either end of the segment, and GO / Metrolinx data on how users

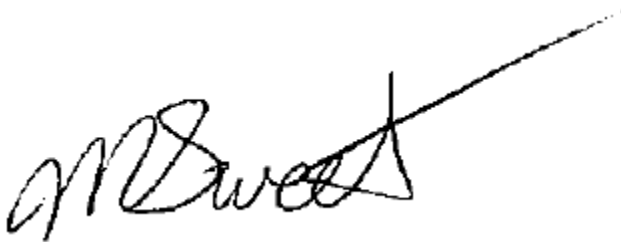
access the Meadowvale GO Station. Each of these can provide an indirect measure of the number of pedestrians using the existing sidewalk which is to be converted into a multi-use trail.

At the intersection of Derry Road and Millcreek Drive, 230 pedestrians moved through crosswalks over the course of the study day. The counts do not give any indication of whether any of those pedestrians used the sidewalk on the south/west side of Millcreek. The counts do not capture pedestrians who might be walking eastbound on Derry and turn southbound on Millcreek without using a crosswalk.

At the intersection of Millcreek Drive and Aquitaine Avenue, 200 pedestrians moved through crosswalks over the course of the study day. The counts do not give any indication of whether any of those pedestrians used the sidewalk on the south/west side of Millcreek. The counts do not capture pedestrians who might be walking eastbound on Aquitaine and turn northbound on Millcreek without using a crosswalk.

Metrolinx's GO Rail Station Access Plan indicates that 1% of all riders who use Meadowvale GO Station arrive by foot. This would represent approximately 20 pedestrians total over the course of a typical weekday.

Without a direct measurement of pedestrian activity at this location, we must make assumptions based on the available data about the number of pedestrians who may be using the sidewalk in question. If we assume that one quarter of pedestrians at the signalized intersections are also using Millcreek, this suggests that approximately 60 pedestrians use this road segment on any given day. Note that traffic studies are conducted from 7-9AM, 11AM-2PM, and 3-6PM, for a total of eight hours. 60 pedestrians in 8 hours, divided by two available sidewalks, results in an average of 4 pedestrians per hour, or 1 every 15 minutes. There would be periods over the course of the day where activity would peak (known as the peak hour). In the peak hour, 51 pedestrians crossed the intersection at Derry Road and Millcreek Drive. Using the same rationale as above, if one quarter of these pedestrians used Millcreek, divided by the two available sidewalks, there would be 6 pedestrians per hour on the sidewalk in question in the peak hour.



Prepared by: Matthew Sweet

City of Mississauga

Memorandum



Date: 2018/02/08

To: Chair and Members of Mississauga Cycling Advisory Committee

From: Jelmer Stegink

Meeting Date: February 13th, 2018

Subject: 2018 Community Rides

Community ride workgroup meeting minutes

January 22nd, 2018

Attendees: Jonathan Gigs, Leonard Verwey, Jelmer Stegink

Goals & mandate 2018

- Diversify ride portfolio to cater to entire cycling community including interested but concerned residents, novice cyclists, intermediate cyclists and experienced cyclists.
- Add educational elements into community ride program, transform from 'ride' to 'ride & learn'
- Focus promotional efforts on attracting new participants vs. hosting the same group of cyclists at all events.
- Decrease number of rides to make the program more feasible to manage and decrease volunteer requirements for committee members.
- Look into partnering with or forming a cycling club / meetup group to secure the future of traditional community event series.

2018 Event Planning

- Plan dates, routes and event details far in advanced. Goal is to have all 2018 events planned and confirmed by the end of March.
- Schedule marshal orientation and education sessions prior to season start. Ensure all volunteer marshals and committee members (re) sign volunteer waivers.
- No more rain dates. If we are forced to cancel an event due to weather conditions it will not be rescheduled.
- Professionalize event operations: on-site check in; provide participants with reflective armband at check in, use armband as ice-cream ticket after the ride.
- Self-cater ice-cream instead of retail ice-cream. Start rides at community centres and parks instead of mall parking lots.
- Review and optimize administrative process to decrease workload. Separate the 'must haves' from the 'nice to have's': do we need a website? Do we need landing pages for each ride? Do we need CCN? Or would a simpler registration tool work? How many

participant emails are necessary? What information do we include? Can we develop standardized communication templates?

- Research outsourcing administrative and on-site event operations to a third party including ride landing pages, online registration, participant communication, on-site check in, check out and ice-cream distribution. This would enable MCAC to focus on event planning and cycling operations.
- Secure funding to pay for third party event support; sponsorship, committee budget and grants

2018 Community ride event proposal

Bike Fests (2 – 4 events)

- Multiple day cycling education focused event hosted out of community centre
- Event will include cycling skills clinics, cycling safety clinics, bike maintenance clinics and bike rides.
- Focus on promoting the event in local community through community centre reach, councillor, bike shops and hyper local digital campaign.
- Focus on attracting families and children, novice cyclists and 'interested but concerned residents'.
- Active Transportation office takes lead in organizing Bike Fests, MCAC to host a family and traditional community ride out of community centre as part of Bike Fest programming on Saturday or Sunday morning.

Family trail rides (3 – 6 rides)

- Shorter rides
- 4 to 7 K route on trails and quiet residential street
- Include education into rides, couple stops with simple cycling education exercises e.g. starting and stopping, straight line riding, signaling etc.
- Promote rides to families and children
- MCAC to take lead and plan, promote and execute the rides, Active Transportation office to provide promotional and on-site event operation support.

Traditional community rides (6 – 8 rides)

- 12 to 20 kilometre rides
- Use best / popular routes from previous years
- Theme rides and add education 'pit stops' along the route. For example, a trail ride with education stops focused on trail etiquette and sharing the trail, a residential street ride with education stops focused on position on the road, how to signal and navigate an intersection. Goal = 2 education pit stops per ride.
- Consider implementing a minimal age and skill level for participants to make the rides easier to manage.
- MCAC to take lead and plan, promote and execute the rides, Active Transportation office to provide promotional and on-site event operation support.
-

Longer community rides (1 – 3 rides)

- 20 to 40 kilometre rides
- Focus on using on street cycling infrastructure (bike lanes, signed bike routes) vs trails
- Add cycling education pit stops into the rides, similar concept as traditional rides but more advanced educational content e.g. how to navigate a left turn on a 2 lane road, how to ride over rail tracks etc.
- MCAC to take lead and plan, promote and execute the rides, Active Transportation office to provide promotional and on-site event operation support.

City of Mississauga Memorandum



Date: 2018/02/08

To: Chair and Members of Mississauga Cycling Advisory Committee

From: Jelmer Stegink

Meeting Date: February 13th, 2018

Subject: 2018 Tour de Mississauga

Recommendation

1. That the Mississauga Cycling Advisory Committee partners with the Active Transportation Office to organize Tour de Mississauga 2018.
2. That the Mississauga Cycling Advisory Committee forms a Tour de Mississauga 2018 workgroup with members interested in helping event planning.
3. That the Mississauga Cycling Advisory Committee recruiting event volunteers for key event operation positions.

Background

Introduction

The efforts of the Active Transportation Office to find a third party to take over ownership and management of Tour de Mississauga 2018 and beyond have been unsuccessful. Tour de Mississauga does not generate enough revenue to pay for the event operating expenses and required labour to plan and manage the event. The gap between revenue and expenses creates a financial risk that makes finding a third party to take over ownership and management of the event difficult.

The Active Transportation office is proposing to take the lead in organizing Tour de Mississauga 2018 to ensure its continued success. The Active Transportation office is not able to assume the total workload of organizing Tour de Mississauga, so renewing the 2017 partnership between the Active Transportation Office, Sustain Mobility and MCAC is required. SustainMobility informed the City that they are interested in continuing the partnership, but that they are unable to provide their services at no cost in 2018 and beyond. The Active Transportation Office is proposing to hire SustainMobility to secure their services for Tour de Mississauga 2018.

Financial Support

In 2017 the Mississauga Cycling Advisory Committee supported the Tour de Mississauga with \$5,000 to help cover the Celebration Square rental fee. Should staff receive Council approval to proceed with Tour de Mississauga 2018, Staff will recommend that the Mississauga Cycling Advisory Committee also supports the 2018 event with \$5000.

Event Planning Support

The Active Transportation Office recommends that the Mississauga Cycling Advisory Committee form a 2018 Tour de Mississauga workgroup with committee members interested in helping with event planning in the months leading up to the event including:

Promotion

- Email blasts
- Twitter + Facebook
- Community rides
- Commitment: Approximately 30 hours in the months leading up to the event.

Routes planning & operations

- Route design
- Test ride routes
- Create route signage plan
- Create route operations plan
- Commitment: Approximately 30 hours leading up to the event and full days on both Saturday and Sunday during the event weekend.

Event operations support

The Active Transportation Office recommends that the Mississauga Cycling Advisory Committee commit to recruiting volunteers for key event operation positions including:

Route Operations (2 volunteers)

- Prepare route signs according to route sign plan
- Set up route signs Saturday evening
- Test route + check route signs Sunday morning + replace missing signs
- Tail last participant and pick up route signs
- Commitment: Saturday from noon to 8 p.m. and Sunday from 5 a.m. to 2 p.m.

Will call & information booth captains (2 volunteers)

- Set up of tables + registration and will-call supplies
- Manage a team of volunteers.
- Commitment: Sunday from 5:30 a.m. to noon

Rest Stop captains (2 volunteers)

- Set-up + tear down
- Work the rest stop during the event + manage volunteers
- Commitment: Sunday from 7:00 a.m. to noon

Start / finish line ushers (4 volunteers)

- Set up start and finish area
- Welcome participants + answers questions + direct them to the start
- Hand participants ice cream tickets after finish
- Direct participants to bike parking & ice-cream

Mississauga Cycling Advisory Committee		February 7 th , 2018	7.4 3
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- Tear down start and finish area
- Commitment: Sunday from 6 a.m. to 2 p.m.

Prepared by: Jelmer Stegink

From: Jeremy Blair [<mailto:Jeremy.Blair@mississauga.ca>]

Sent: Friday, January 5, 2018 3:02 PM

To: Edisa Kozo; Dorothy Tomiuk; Natalie Half; Irwin Nayer; Richard Dubiel; Donald Morris; E. David Daglish; Roy Buchanan; Chris Fonseca; Greg Symons; Jonathan Giggs; Leonard Verwey

Cc: Stephanie Smith; Matthew Sweet; Jelmer Stegink; Kimberly Hicks; Max Gill; Allyson D'Ovidio; Arthur Lo; Helen Noehammer

Subject: Announcement: Manager, Active Transportation

Good afternoon Committee Members,

I am pleased to announce that Matthew Sweet has accepted the position of Manager, Active Transportation, effective Monday, January 8th.

A little bit about Matthew...

He has held a number of Active Transportation roles at the Cities of Mississauga and Cambridge and the Region of Peel, including AT Coordinator (his current role) and Transportation Demand Management Coordinator positions. He has led a variety of projects, programs, master plans and teams dealing with AT infrastructure, capital planning, stakeholder engagement and related transportation issues.

Matthew has also worked as a part time instructor at Mohawk College where he developed and delivered the Active Transportation course in the school's Transportation Engineering Technology program.

In addition, Matthew has volunteered on a number of organizations, including the Association of Pedestrian and Bicycle Professionals, the Ontario Traffic Council, Open Streets Hamilton and the Hamilton Sustainability Professionals Network, where he has focussed on growing the AT profession and promoting the benefits of walking and cycling to the public. Matthew holds an Honours Bachelor of Arts Degree and a diploma in Transportation Engineering Technology.

Please join me in congratulating Matthew on his new role!

Thank you and see you Tuesday evening,
Jeremy



Jeremy Blair, P.Eng.

Manager, Transportation Infrastructure Management
Transportation and Infrastructure Planning Division
Transportation and Works Department
City of Mississauga

☎ 905.615.3200 ext. 3133

✉ jeremy.blair@mississauga.ca

🌐 www.mississauga.ca

Please consider the environment before printing.

City of Mississauga
Memorandum



Date: 2018/01/23
To: Chair and Members of Mississauga Cycling Advisory Committee
From: Stephanie Smith, Legislative Coordinator
Meeting Date: 2018/02/13
Subject: Updates to the Workplace Violence and Respectful Workplace Policies

In late 2017, the City updated Corporate Policy 01-07-01 on *Workplace Violence*, and Corporate Policy 01-03-04 on *Respectful Workplace*.

These Policies apply to all employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga and in all areas of the City's Workplace. In addition, all persons who attend a City Workplace including, but not limited to, visitors, members of the public, contractors, vendors, delivery persons, customers, etc., are expected to adhere to the principles of these policies and contribute to a workplace that is respectful and free of violence.

Attachments

Appendix 1: Workplace Violence Corporate Policy

Appendix 2: Respectful Workplace Corporate Policy

SSmith

Prepared by: Stephanie Smith, Legislative Coordinator

Corporate Policy & Procedure



Policy Title: Workplace Violence

Policy Number: 01-07-01

Section:	Human Resources	Subsection:	Health and Safety
Effective Date:	September 28, 2017	Last Review Date:	September 2017
Approved by: Council		Owner Division/Contact: HR Business Partner Manager or Health and Safety Specialist	

Policy Statement

The City of Mississauga is committed to providing a safe workplace, free from actual, attempted or threatened violence. The City will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence in the workplace.

Purpose

The purpose of this policy is to:

- Create and foster a work environment that is free from Workplace Violence
- Define “Workplace Violence” and “Workplace”
- Clarify legislative requirements
- Identify the responsibilities of the City and all Employees to maintain a Workplace free from actual, attempted or threatened Workplace Violence
- Outline the roles and responsibilities of all City employees for reporting Workplace Violence, and
- Ensure that complaints and/or incidents of Workplace Violence are handled/investigated in accordance with this policy and the City’s Workplace Violence Program

Scope

This policy applies to all employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga. This policy applies to all areas of the City’s Workplace.

In addition, all persons who attend a City Workplace including, but not limited to, visitors, members of the public, contractors, vendors, delivery persons, customers, etc., are expected to adhere to the principles of this policy and contribute to a workplace free of violence.

The City’s Corporate Policy and Procedure – Human Resources – [Respectful Workplace](#) should be consulted regarding procedures for dealing with bullying, workplace harassment, workplace sexual harassment and/or harassment related to the Ontario *Human Rights Code*.

Policy Number: 01-07-01

Effective Date: September 28, 2017

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The City's Corporate Policy and Procedure – Accountability and Transparency – [Whistleblower Program](#) should be consulted regarding reporting of any issues of wrongdoing if there is a fear of reprisal when using established reporting channels.

Non-union Employees

For all non-union employees, any other work- related complaints will be handled in accordance with the [Employee Complaints Review Protocol](#).

Union Employees

For all union employees, any other work-related complaints will be handled in accordance with the applicable collective agreement.

Workplace Violence Program

The City's [Workplace Violence Program](#) consists of this policy and protocols. The resolution of complaints under this policy will be handled in accordance with the Workplace Violence Program (reporting; investigating; disclosure; resolution; and domestic violence). Employees who are not satisfied with the resolution of their Workplace Violence complaint should refer to the [Employee Complaints Review Protocol](#).

Legislative Requirements

This policy complies with the *Accessibility for Ontarians with Disabilities Act*, the *Ontario Human Rights Code*, and the *Ontario Occupational Health and Safety Act*, as amended. In accordance with the *Ontario Occupational Health and Safety Act* this policy will be reviewed annually. Every person who is an employee has a right to freedom from discrimination and harassment in the workplace by the employer or agent of the employer or by another employee. This includes, but is not limited to, discrimination or workplace harassment/sexual harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (includes pregnancy and breastfeeding), sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Definitions

For the purposes of this policy:

“Employee” encompasses all union and non-union staff, as well as elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga.

“Investigator” means the person(s), who may be an external party, appointed by the City to investigate a complaint and/or incident.

“Management Staff” means any individual responsible for directing the work of others, including elected officials, the City Manager, commissioners, directors, managers/people leaders/

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supervisors, team leaders and any other person having a leadership role, such as trainers, project leaders, facilitators, etc.

“Workplace Violence” means any of the following:

- (a) The use of physical force against or by an Employee in the Workplace that causes or could cause physical injury
- (b) The attempted use of physical force against or by an Employee in a Workplace that could cause physical injury
- (c.) A statement(s) or behaviour(s) that is reasonably believed to be a threat of physical harm or threat to safety or security in the Workplace that could cause physical injury

The “Workplace” includes all locations where Employees conduct City business or social activities and where their behaviour may have a subsequent impact on work relationships, work environment and/or performance. Threats of violence that occur by way of electronic communication (e.g. unwelcome phone calls, voice mail, messages on e-mail or social media and the display of offensive materials on computers, smartphones or other computing devices) will be considered to have occurred in the Workplace if directed to or from Employees and where such conduct may reasonably be expected to have an impact on work relationships, work environment and/or performance.

Responsibilities

City Responsibilities

The City is responsible to:

- Take reasonable preventative measures to protect Employees and others from Workplace Violence
- Ensure that workplace violence assessments are conducted as often as is necessary to protect workers from Workplace Violence
- Advise the Joint Health and Safety Committee of the results of the workplace violence assessments, and provide a copy of the assessments in writing
- Address Workplace Violence risks identified through workplace violence assessments
- Ensure that all Employees are trained on this policy and maintain a record of all completed training
- Post this policy in a conspicuous place in the Workplace
- Establish a process for reporting and responding to complaints and/or incidents of Workplace Violence
- Ensure the process for reporting and responding to complaints and/or incidents of Workplace Violence, including corrective action, is communicated, maintained and followed by all Employees, and

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- Provide Employees with information, including personal information that is reasonably necessary for the protection of Employees, related to a risk of Workplace Violence from a person with a history of violent behaviour if:
 - The Employee can be expected to encounter that person in the course of his or her work, or
 - The risk of Workplace Violence is likely to expose the Employee to physical injury.

Management Staff Responsibilities

Management Staff are responsible not only for their own actions, but also for dealing with the actions of staff under their supervision. Management Staff must intervene if a violation of this policy has been brought to their attention and/or has been witnessed. Appropriate steps, as outlined in this policy and the Workplace Violence Program, must be taken to address and resolve the situation.

Management Staff are expected to:

- Actively promote a Workplace free of violence
- Understand and abide by the requirements of this policy, including the responsibilities listed in the “Employee Responsibilities” section below
- Immediately respond to all complaints and/or incidents of Workplace Violence they receive or witness
- Report all complaints and/or incidents of Workplace Violence
- Summon immediate assistance when Workplace Violence occurs
- Communicate and review this policy with the Employees they supervise or manage
- Ensure that all Employees are trained in this policy
- Take corrective action to address the conduct of Employees who violate the policy, including but not limited to disciplinary action, coaching/counselling, training, education or such other measures as are deemed appropriate in the circumstances
- Encourage Employees to report complaints and/or incidents of Workplace Violence
- Ensure that all Employees are aware of who to contact in the event of an incident of Workplace Violence
- Consult with the Director of HR or designate prior to releasing any personal information
- Provide a response, in writing, to all written recommendations from the Joint Health and Safety Committees related to Workplace Violence within 21 days, and
- Become familiar with all aspects of the Workplace Violence Program

Employee Responsibilities

Employees are expected to:

- Promote a work environment free from Workplace Violence and refrain from contributing to or engaging in any acts of Workplace Violence
- Comply with this policy at all times

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- Immediately notify Management Staff or their departmental Human Resources (HR) representative of any Workplace Violence, whether the notifying Employee is the victim or not. In the case of an extreme or imminent threat of Workplace Violence, to themselves or any person, the Employee should contact Security Services, Corporate Services Department, and/or the police
- Where appropriate, go to a safe location at the Workplace and immediately report the incident to any Management Staff
- Participate in training regarding this policy and City procedures related to risks of Workplace Violence, and
- Fully cooperate in any investigation of complaints and/or incidents of Workplace Violence or breaches of this policy, including attending interviews and/or providing information

Health and Safety Specialists Responsibilities

Health and Safety Specialists are responsible for:

- Conducting violence assessments, and reassessments as necessary, in conjunction with the appropriate Management Staff and providing the applicable Joint Health and Safety Committee(s) with the results
- Responding as required to any complaints and/or incidents of Workplace Violence and communicating complaints and/or incidents of Workplace Violence to the departmental HR representative, and
- Investigating complaints, in consultation with the applicable departmental HR representative and Legal Services, where appropriate

Joint Health and Safety Committees Responsibilities

Joint Health and Safety Committees are responsible for:

- Receiving and reviewing the City's Workplace Violence assessments
- Submitting written recommendations, where appropriate, to management regarding Workplace Violence risks identified through the assessment process, and
- Participating in investigations involving complaints and/or incidents of Workplace Violence when required

Investigator Responsibilities

Investigators are responsible for:

- Investigating complaints and/or incidents filed under this policy
- Involving joint health and safety committees where required
- Exercising objectivity and impartiality
- Ensuring confidentiality, where possible
- Recording/maintaining appropriate documentation
- Making all necessary findings of fact with respect to allegations in the complaint

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- Discussing findings, conclusions or recommendations with the departmental commissioner, director and/or manager, and
- Submitting recommendations as appropriate to control or prevent Workplace Violence

Domestic Violence

Any Employee experiencing domestic violence that may create a risk of danger to themselves or others in the Workplace is encouraged to report such violence to Management Staff so that the City can take reasonable preventive steps to ensure safety in the Workplace and provide the Employee with internal and external resources to assist, as required and in accordance with the Workplace Violence Program.

Confidential advice and referral for counselling/assistance is available through Employee Health Services and/or the Employee Family Assistance Program (EFAP) for anyone experiencing domestic violence or for those who become aware of someone who is.

Right to Refuse Work

An Employee has the right to refuse unsafe work in accordance with section 43 of the *Occupational Health and Safety Act*, as amended. For more information refer to the [Work Refusal Process](#).

Reprisals

Employees who engage in reprisals or threats of reprisals may be disciplined according to the Corrective Action section of this policy. Reprisal includes:

- Any act of retaliation that occurs because a person has complained of or provided information about an incident of Workplace Violence
- Intentionally pressuring a person to ignore or not report an incident of Workplace Violence, and
- Intentionally pressuring a person to lie or provide less than full cooperation with an investigation of a complaint or incidence of Workplace Violence

Complaint Resolution

Complaints under this policy will be resolved in accordance with the City's Workplace Violence Program.

Police Complaints

Employees have the right to contact police regarding complaints and/or incidents of Workplace Violence.

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Confidentiality

All persons involved with a complaint must endeavour to ensure that the matter remains confidential. To this end, complaints shall be investigated both confidentially and objectively, with respect for the rights of all parties involved. Personal information will be disclosed only on a need-to-know basis, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Individuals acting as Investigators should advise all persons interviewed that they are expected to treat the matter as confidential and that they may be subject to discipline if they breach confidentiality. Persons interviewed by the Investigator will be required to sign a confidentiality agreement.

Corrective Action

Any Employee who violates this policy, breaches confidentiality in relation to a complaint under the policy, fails to attend an interview or otherwise cooperate with the Investigator, retaliates or threatens retaliation against an individual due to their making a complaint or acting as a witness, and/or Management Staff who fail to take action when advised of a violation will be subject to appropriate corrective action, up to and including termination of employment. Corrective action may also be taken if a complaint is found to be trivial, frivolous, vexatious or has been made in bad faith, fraudulently or with malicious intent.

Revision History

Reference	Description
GC-0403-2010 2010 06 09	
June 05, 2012	Housekeeping - included Manager, Health and Safety in Investigator definition; updated position names
September 28, 2017	Major review. Policy now supported by a Workplace Violence Program.

Corporate Policy & Procedure



Policy Title: Respectful Workplace

Policy Number: 01-03-04

Section:	Human Resources	Subsection:	Employee Conduct
Effective Date:	September 28, 2017	Last Review Date:	September, 2017
Approved by: Council	Owner Division/Contact: Human Resources		

Policy Statement

Employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga are entitled to, and are expected to contribute to, a Respectful Workplace. No form of discrimination, workplace harassment, workplace sexual harassment or bullying will be tolerated.

Purpose

The City of Mississauga's objective is to ensure a climate of understanding and mutual respect for the dignity and worth of each individual. This policy:

- Defines Respectful Workplace, Discrimination, Workplace Harassment, Workplace Sexual Harassment and Bullying
- Clarifies legislative requirements
- Identifies the rights and responsibilities of Employees, and
- Outlines the Employee's course of action should a violation of this policy occur

Scope

All employees, elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga are covered by this policy. This policy applies to all areas of the City's Workplace.

The City's Corporate Policy and Procedure – Human Resources – [Workplace Violence](#) should be consulted regarding procedures for dealing with actual, attempted or threatened Workplace Violence.

The City's Corporate Policy and Procedure – Accountability and Transparency – [Whistleblower Program](#) should be consulted regarding reporting of any issues of waste or wrongdoing if there is a fear of reprisal when using established channels.

Non-union Employees

For all non-union employees, any other work-related complaints will be handled in accordance with the [Employee Complaints Review Protocol](#).

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Union Employees

For all union employees, any other work-related complaints will be handled in accordance with the applicable collective agreement.

Respectful Workplace Program

The resolution of complaints under this policy will be handled in accordance with the City's [Respectful Workplace Program](#) (reporting; investigating; disclosure; and resolution). Employees who are not satisfied with the resolution of their Respectful Workplace complaint should refer to the Employee Complaint Review Protocol.

Legislative Authority

This policy complies with the *Accessibility for Ontarians with Disabilities Act*, the *Ontario Human Rights Code*, and the *Ontario Occupational Health and Safety Act*, as amended. In accordance with the *Ontario Occupational Health and Safety Act* this policy will be reviewed annually. Every person who is an employee has a right to freedom from discrimination and harassment in the workplace by the employer or agent of the employer or by another employee. This includes, but is not limited to, discrimination or workplace harassment/sexual harassment because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (includes pregnancy and breastfeeding), sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability.

Respectful Workplace Statement of Commitment

This policy is supplemented by a Respectful Workplace Statement of Commitment, which is included in the Respectful Workplace Program and posted at City facilities. A copy is also available from Human Resources, Corporate Services Department.

Members of the general public, visitors to City facilities and individuals conducting business with, or performing work on behalf of, the City of Mississauga are required to adhere to the Respectful Workplace Statement of Commitment. Groups which are affiliated with the City or which appear on the City's volunteer group register, through Corporate Policy and Procedure - Community Group Support Program, while independent of the City in their operations, are required to adhere to the Respectful Workplace Statement of Commitment. If a violation occurs, the City will take any steps available, in accordance with City policies and/or by-laws and existing legislation, to ensure that a Respectful Workplace is restored and maintained.

Definitions

"Bullying" is behaviour by a person or group which intimidates or demeans another person and includes, but is not limited to:

- Abuse of power
- Humiliation or embarrassment
- Persistent and unjustified criticism
- Exclusion and/or isolation

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- Threats, or
- Rumours/gossip

“Discrimination” results from treating a person unequally, rather than treating the person fairly on the basis of individual merit. Discrimination can be either intentional or unintentional and is usually based upon personal prejudices and stereotypical assumptions related to at least one of the protected grounds set out in the Ontario *Human Rights Code*.

“Employee” - To simplify the language in this policy, the term “Employee” encompasses all union and non-union employees, as well as elected officials, citizen members of committees and volunteers acting on behalf of the City of Mississauga.

“Investigator” means the person(s), who may be an external party, appointed by the City to investigate a complaint and/or incident.

“Management Staff” means any individual responsible for directing the work of others, including elected officials, the City Manager, commissioners, directors, managers/people leaders/supervisors, team leaders or any other person taking a leadership role, such as trainers, project leaders, facilitators, etc.

A “Respectful Workplace” means a positive, safe and healthy Workplace that results in the preservation of equal dignity and creates a culture that supports an individual’s physical, emotional and social well-being.

The “Workplace” includes all locations where Employees conduct City business or social activities and where their behaviour may have a subsequent impact on work relationships, work environment and/or performance. Incidents that occur by way of electronic communication (e.g. unwelcome phone calls, voice mail, messages on e-mail or other social media and the display of offensive materials on computers, smartphones or other computing devices) are considered to have occurred in the Workplace if directed to or from Employees and where such conduct may reasonably be expected to have an impact on work relationships, work environment and/or performance.

“Workplace Harassment” - Under the Ontario *Human Rights Code* and the Ontario *Occupational Health and Safety Act*, “Workplace Harassment” means engaging in a course of vexatious comments or conduct against an Employee that is known or ought reasonably to be known to be unwelcome. “Vexatious” means annoying. A “course” of conduct means that a pattern of behaviour or more than one incident is usually required to establish Workplace Harassment or Workplace Sexual Harassment. However, a single significant incident may be sufficiently offensive to be considered Workplace Harassment or Workplace Sexual Harassment.

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“Workplace Sexual Harassment” means engaging in a course of vexatious comment or conduct against an Employee in the Workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the Employee and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Workplace Harassment and Workplace Sexual Harassment are also forms of Discrimination when they relate to any of the protected grounds identified in the protected grounds of the Ontario *Human Rights Code*.

Workplace Harassment and Workplace Sexual Harassment are not defined by intent, but rather by how the behaviour would be perceived or would impact a reasonable person’s perception of the behaviour. Behaviours which constitute Workplace Harassment and Workplace Sexual Harassment include, but are not limited to:

- Physical actions, such as touching, leering, violence (for violence refer to Corporate Policy and Procedure – Workplace Violence)
- Patronizing or condescending behaviour or language which reinforces stereotypes and undermines self-respect
- Comments, such as inappropriate jokes, psychological abuse, name-calling
- Displays of offensive materials or offensive e-mail or other electronic communications, including social media
- Behaviours which create an environment which is hostile or offensive or which contribute to a poisoned work environment, and
- Bullying

Workplace Harassment/Workplace Sexual Harassment under this policy does not include:

- Differences of opinion, interpersonal conflicts or unpleasant interactions, unless they involve any of the behaviours described above
- The exercise of normal managerial functions, such as the assignment of work, scheduling, approval of overtime or vacation, management of performance and attendance, requests for medical documentation in support of absences, and the imposition of discipline, unless they involve any of the behaviours described above, or
- Reasonable action taken by the Employee or Management Staff relating to the management and direction of Employees or the Workplace

Responsibilities

Employee Responsibility

Employees are expected to:

- Promote and contribute to a Respectful Workplace

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- Refrain from any violation of this policy
- Report incidents to Management Staff or a Human Resources representative where violations of this policy have occurred
- Attend an interview and provide information to the Investigator when requested
- Maintain confidentiality, and
- Cooperate fully in any attempts to resolve or investigate an incident

Manager Staff Responsibilities

Management Staff are responsible not only for their own actions but also for dealing with the actions of staff under their supervision. Management Staff must intervene if a violation of this policy has been brought to their attention and/or has been witnessed. Appropriate steps must be taken to address and resolve the situation.

Management Staff are expected to:

- Actively promote a Respectful Workplace
- Set a good example by neither engaging in, tolerating or condoning Workplace Harassment, Workplace Sexual Harassment, Discrimination or Bullying
- Keep a detailed written record of any violations
- Address and resolve informal employee complaints by conducting inquiries and/or attempting to assist Employees and, as required, consult with a Human Resources Consultant or Manager
- Maintain confidentiality
- Ensure that Employees involved in the complaint/situation are aware of their responsibility to keep the issue confidential
- Cooperate in attempts to reach an informal resolution and in the investigation of the complaint, and
- Take corrective action as required

Human Resources Responsibilities

- Providing advice to Management Staff, as requested
- Providing guidance on this policy and the Program to Employees, including complainants/respondents
- Providing guidance on this policy and the Program to persons who are the subject of a complaint, when requested
- Acting as Investigators, where necessary, and
- Selecting an external Investigator as may be required

Individual Human Resources Managers and Human Resources Consultants may perform only one role with respect to any given complaint. If approached to perform more than one role, the Human Resources Manager/Consultant must disclose the role he/she has already taken and provide the names of others who can advise or investigate.

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Investigator Responsibilities

Investigators are responsible for:

- Investigating complaints filed under this policy
- Examining the circumstances of a complaint
- Exercising objectivity and impartiality
- Ensuring confidentiality
- Recording/maintaining appropriate documentation
- Making all necessary findings of fact with respect to allegations in the complaint
- Informing the complainant and respondent of the results of the findings
- Informing the complainant of any corrective action that has been/will be taken as a result of the investigation, and
- Discussing findings, conclusions and recommendations with the departmental commissioner, director and/or manager, as appropriate

Confidentiality

All persons involved with a complaint must endeavour to ensure that the matter remains confidential. To this end, complaints shall be investigated both confidentially and objectively, with respect for the rights of all parties involved. Personal information will be disclosed only on a need-to-know basis, in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.

Investigators must advise all persons interviewed that they will be expected to treat the matter as confidential and that breaching confidentiality may lead to corrective action being taken. Persons interviewed by the Investigator will be required to sign a confidentiality agreement.

Corrective Action

Any Employee who violates this policy, breaches confidentiality in relation to a complaint under the policy, fails to attend an interview or otherwise cooperate with the Investigator, retaliates or threatens retaliation against an individual due to their making a complaint or acting as a witness, and/or Management Staff who fail to take action when advised of a violation, will be subject to appropriate corrective action, up to and including termination of employment. Corrective action may also be taken if a complaint is found to be trivial, frivolous, vexatious or has been made in bad faith, fraudulently or with malicious intent.

Revision History

Reference	Description
AC-0010-2007 – 2007 05 23	
October 23, 2008	Housekeeping to reflect minor process changes by Human Rights Commission re:

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	filing complaints
GC-0403-2010 2010 06 09	
October 12, 2011	Housekeeping - Volunteer policy renamed to Community Group Support Program
July 03, 2013	Council Recommendation to forward all investigations of members of Council to the Integrity Commissioner.
September 28, 2017	Major review. Policy now supported by a Respectful Workplace Program