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## Diversity and Inclusion Advisory Committee

**Date**

2018/06/20

**Time**

6:00 PM

**Location**

Civic Centre, Hearing Room - Second Floor,  
300 City Centre Drive, Mississauga, Ontario, L5B 3C1

**Members****Citizen Members**

Abdul Qayyum Mufti  
Ahmed Hamud  
Asha Luthra  
Bhagwan (Gary) Grewal  
Daven Seebarran  
Denise Gordon-Mohamud  
E. Justin Ratnarajah  
Hanoz Kapadia  
Irfan Malik  
Josephine Bau  
Kris Noakes  
Lilian Kwok  
Nagwa Abou El-Naga  
Pradip Francis Rodrigues  
Pervez Akhter  
Rajinder Saini  
Ram Dhanjal  
Sarwan Liddar  
Suelyn Knight  
Vikas Kohli

**Stakeholders**

Christopher Taylor  
Sandeep Tatla  
Sharon Douglas

**Members of Council**

Councillor Sue McFadden (Chair)  
Councillor Ron Starr (Vice-Chair)  
Mayor Bonnie Crombie

**Contact**

Allyson D'Ovidio, Legislative Coordinator, Legislative Services  
905-615-3200 ext. 5411 <mailto:allyson.dovidio@mississauga.ca>

**Find it Online**

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

- 
1. CALL TO ORDER
  2. APPROVAL OF THE AGENDA
  3. DECLARATION OF CONFLICT OF INTEREST
  4. MINUTES OF PREVIOUS MEETING
    - 4.1. Diversity and Inclusion Advisory Committee Minutes - December 6, 2017
  5. PRESENTATIONS - Nil
  6. DEPUTATIONS
    - 6.1. Mississauga Moves - Transportation Master Plan : Mississauga's Transportation Vision, Michelle Berquist, Project Leader, Transportation Planning (10 Minutes)
  7. PUBLIC QUESTION PERIOD - 15 Minute Limit (5 Minutes per Speaker)  
Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended:  
  
The Diversity and Inclusion Advisory Committee may grant permission to a member of the public to ask a question of the Diversity and Inclusion 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.
  8. MATTERS TO BE CONSIDERED
    - 8.1. Holiday Messages on MiWay Bus Destination Signs
  9. INFORMATION ITEMS
    - 9.1. Updated Respectful Workplace Policy, 01-03-04 and Workplace Violence Policy, 01-07-01 (Please note; these policy updates are for information only)

- 
- 9.2. Memorandum regarding Diversity and Inclusion Advisory Committee Work Plan from Diana Rusnov, Director of Legislative Services and City Clerk, dated March 21, 2016 and, Status of Action Items for information, as requested at the December 06, 2017 meeting.
- 9.3. Cycling Master Plan Update, Matthew Sweet, Manager, Active Transportation
10. OTHER BUSINESS
- 10.1. Memorandum regarding the resignation of Citizen Member Suelyn Knight from the Diversity and Inclusion Advisory Committee
11. DATE OF NEXT MEETING - TBD
12. ADJOURNMENT

# City of Mississauga

# Minutes



## Diversity and Inclusion Advisory Committee

### Date

2017/12/06

### Time

6:18 PM

### Location

Civic Centre, Hearing Room - Second Floor,  
300 City Centre Drive, Mississauga, Ontario, L5B 3C1

### Citizen Members Present

Abdul Qayyum Mufti  
Ahmed Hamud  
Sandeep Tatla  
Bhagwan (Gary) Grewal  
Daven Seebarran  
Denise Gordon-Mohamud  
Irfan Malik  
Josephine Bau  
Lilian Kwok  
Kris Noakes  
Nagwa Abou El-Naga  
Ram Dhanjal  
Vikas Kohli

### Stakeholders Present

Sandeep Tatla  
Sharon Douglas

### Members of Council Present

Councillor Ron Starr

### Staff Members Present

Gary Kent, Commissioner of Corporate Services and Chief  
Financial Officer  
Marie-France Chartrand, Legal Council  
Diana Rusnov, Director, Legislative Services and City Clerk  
Allyson D'Ovidio, Legislative Coordinator

### Citizen Members Absent

Pervez Akhter  
Asha Luthra  
Pradip Francis Rodrigues  
E. Justin Ratnarajah  
Hanoz Kapadia  
Sarwan Liddar  
Suelyn Knight  
Rajinder Saini

### Stakeholders Absent

Christopher Taylor

### Contact

Allyson D'Ovidio, Legislative Coordinator, Legislative Services  
905-615-3200 ext. 5411 [allyson.dovidio@mississauga.ca](mailto:allyson.dovidio@mississauga.ca)

### Find it online

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

1. CALL TO ORDER – 6:18 PM
2. APPROVAL OF THE AGENDA – Approved as amended with the following additions:

10.1 – Definition of Cultural Diversity  
 10.2 – Remembrance of Nanjing Massacre

Approved (I. Malik)

3. DECLARATION OF CONFLICT OF INTEREST - Nil
4. MINUTES OF PREVIOUS MEETING
- 4.1. Diversity and Inclusion Advisory Committee Minutes - May 17, 2017

Approved (D. Gordon-Mohamud)

5. PRESENTATIONS - Nil

6. DEPUTATIONS

- 6.1. Mojan Jianfar, Assistant Planner, Culture Planning with respect to the Draft Culture Master Plan Update

Mojan Jianfar, Assistant Planner, Culture Planning, provided background information with respect to the Culture Master Plan, identifying the current status of the master plan update, the next steps and details about the supporting strategies and studies used to inform the new plan. Ms. Jianfar spoke about the recent public meeting held on November 30, 2017 as well as the upcoming meeting to be held on January 15, 2018. Ms. Jianfar noted the final master plan is scheduled to go to Council in June 2018.

Questions and comments were made by the Committee with respect to: the collection of public feedback; survivorship feedback; access to opportunities; breaking down barriers; making sure there is access to affordable space and funding; and what is expected of the public when seeking feedback.

In response to questions regarding expected feedback, Gary Kent, Commissioner of Corporate Services and Chief Financial Officer, noted the mandate of the Committee is to ensure there is diversity and inclusion in the City's master plans.

Members of the Committee provided the following comments and suggestions: be more

descriptive; report annually on the status; educating the public is key; provide access to all and ensure consultations capture feedback from all groups.

## RECOMMENDATION

DIAC-0006-2017

That the deputation and associated PowerPoint presentation by Mojan Jianfar, Assistant Planner, Culture Planning with respect to the Draft Culture Master Plan update, be received.

Received (I. Malik)

### 7. PUBLIC QUESTION PERIOD - 15 Minute Limit (5 Minutes per Speaker) - **Nil**

Pursuant to Section 42 of the Council Procedure By-law 0139-2013, as amended: The Diversity and Inclusion Advisory Committee may grant permission to a member of the public to ask a question of the Diversity and Inclusion 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.

### 8. MATTERS TO BE CONSIDERED

#### 8.1. Holiday Messages on MiWay Bus Destination Signs

Ryan Cureatz, Manager, Marketing, Transportation and Works spoke about the report entitled "Holiday Messages on MiWay Bus Destinations Signs" noting the existing messages are standardized.

Questions and comments were made by Committee members with respect to previous discussion on this subject in 2016. Committee members raised the following questions: is the public consulted about messages; were technicalities with respect to manual messaging selection reviewed; do new buses require manual messaging; the practices of other institutions; can we remove Christmas messaging; and can policy changes be made to require drivers to change messages.

Committee members noted that we need to be cautious about restricting the discussion to community and culture and ensure everyone is treated equitably and follow the mandate of the Committee. Members agreed to continue the practice of displaying holiday messages on buses and that technology and the practices of other institutions be researched by staff and reported back to the Committee.

Councillor Starr thanked members for their comments reminded the Committee that this is not the final forum; it is up to council to make the final decision.

#### RECOMMENDATION

DIAC-0007-2017

1. That Transportation and Works staff be directed to review the technical issues with respect to holiday messaging on MiWay bus destination signs, review the possible list of messages, research for additional information to review the best practices of organizations such as the Peel Board of Education and the United Way of Peel, and include data on demographics.
2. That a report be brought back to a future Diversity and Inclusion Advisory Committee meeting.

Approved (I. Malik)

#### 8.2. 2018 Diversity and Inclusion Advisory Committee Meeting Dates

#### RECOMMENDATION

DIAC-0008-2017

That the memorandum by Allyson D'Ovidio, entitled 2018 Diversity and Inclusion Advisory Committee Meeting Dates, be received.

Received (I. Malik)

#### 9. INFORMATION ITEMS

##### 9.1. News Release: City Awarded Funding for Newcomer Program Welcome Home to Mississauga Roadshow (Diana Rusnov, Director of Legislative Services and City Clerk)

In response to questions from the Committee, Diana Rusnov, Director of Legislative Services and City Clerk, provided clarification about the purpose of the Newcomer Program and the funding received.

#### 10. OTHER BUSINESS

10.1 Definition of Cultural Diversity

Negwa Abou El-Naga, Citizen member noted diversity includes gender and requested that the Committee recognize the Dec 06, 1989 École Polytechnique massacre.

The Committee paused for a moment of silence in honour of the National Day of Remembrance and Action on the Violence Against Women "White Ribbon Day, to commemorate the École Polytechnique massacre.

10.2 Remembrance of Nanjing Massacre

Josephine Bau, Citizen member, spoke about a recent application to the City, requesting to light the clock tower in remembrance of the Nanjing Massacre in 1937-1938 which was denied. In response to Ms. Bau, Gary Kent, spoke about the City Policy and application requirements and noted the group can make a deputation to Council to appeal.

Community Event Update

Abdul Qayyum Mufti, Citizen member, provided an update on a recent community event and noted \$14 million was raised.

11. DATE OF NEXT MEETING

Wednesday, June 20, 2018.

12. ADJOURNMENT – 8:00 PM (I. Malik)



**MISSISSAUGA**

**MISSISSAUGA MOVES**

# Advancing Our Strategic Plan

- move**  
developing a transit-oriented city
- belong**  
ensuring youth, older adults and new immigrants thrive
- connect**  
completing our neighbourhoods
- prosper**  
cultivating creative and innovative businesses
- green**  
living green

**TMP Belongs Here**

MISSISSAUGA YOUTH PLAN  
2017 Annual Community Report & 2018-2020 Work Programme

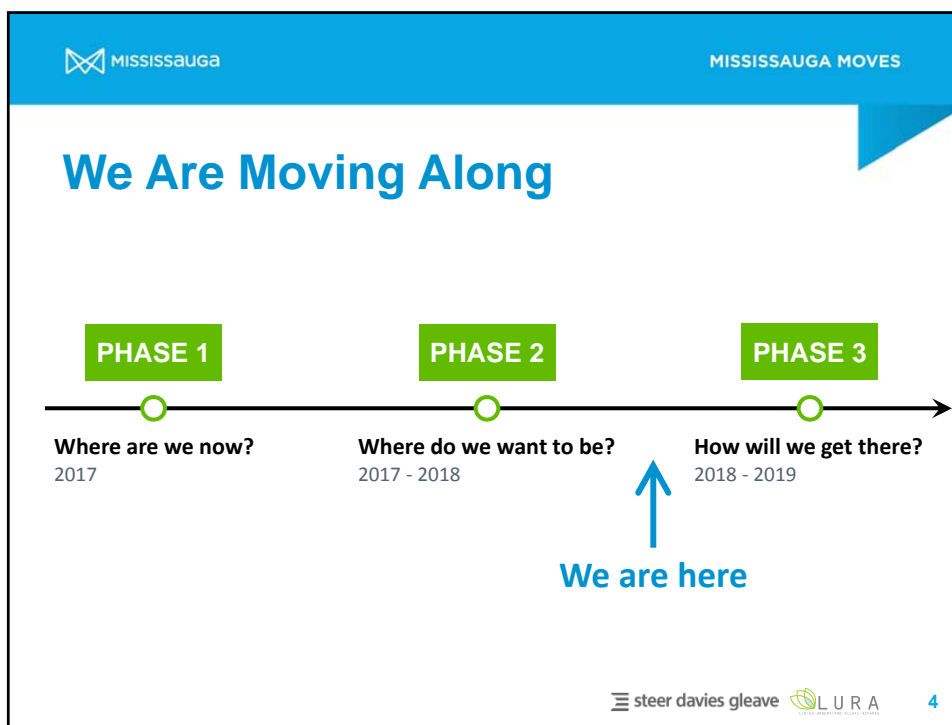
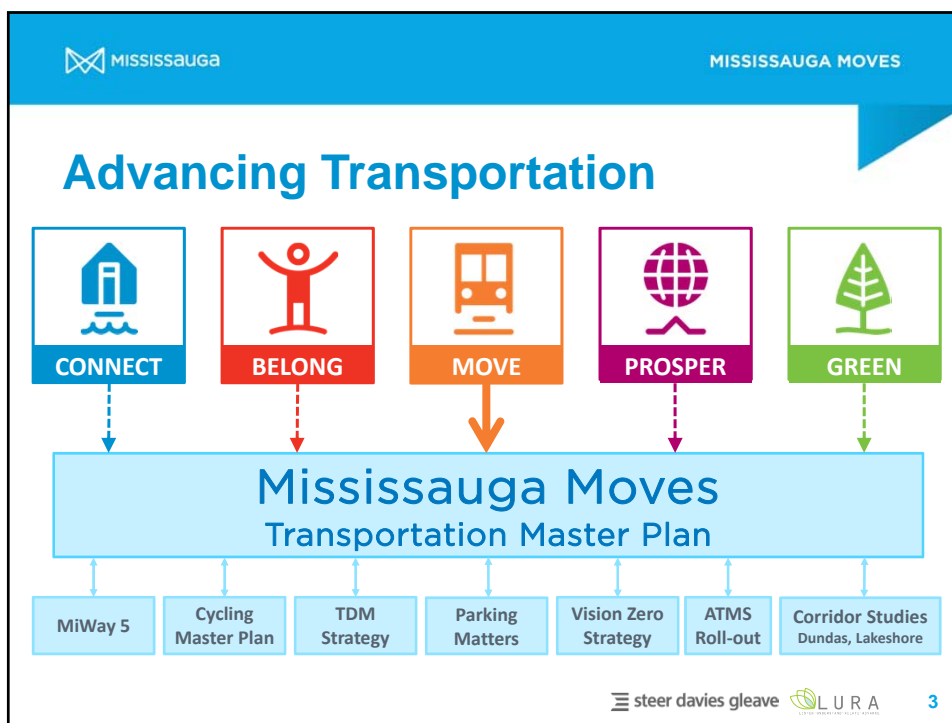
PROSPERITY  
THRIVE  
NATURAL  
URBAN  
LIVING

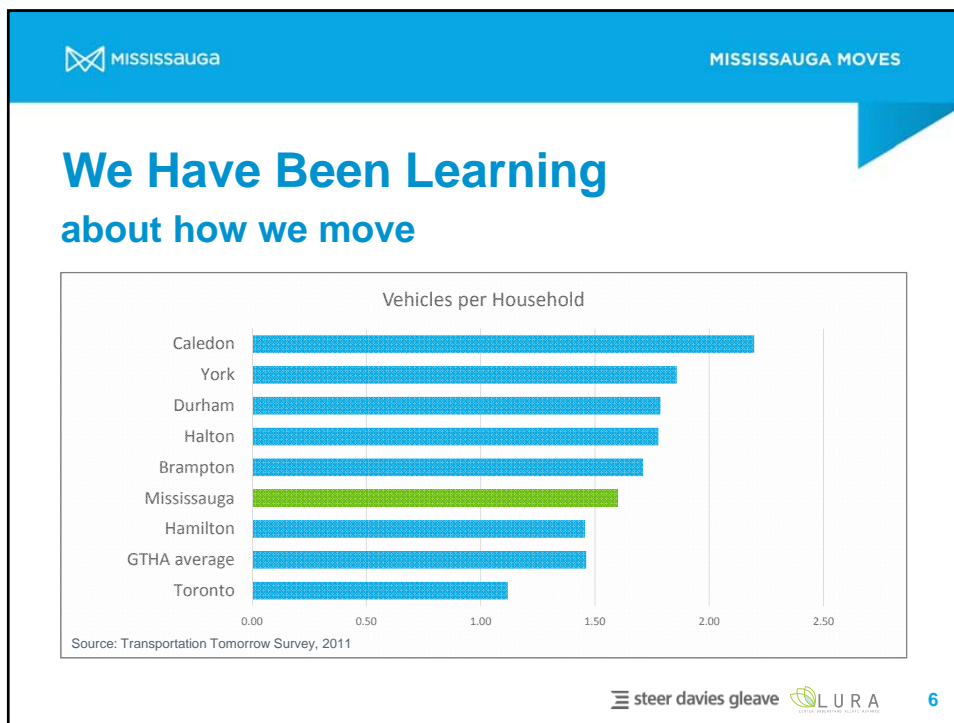
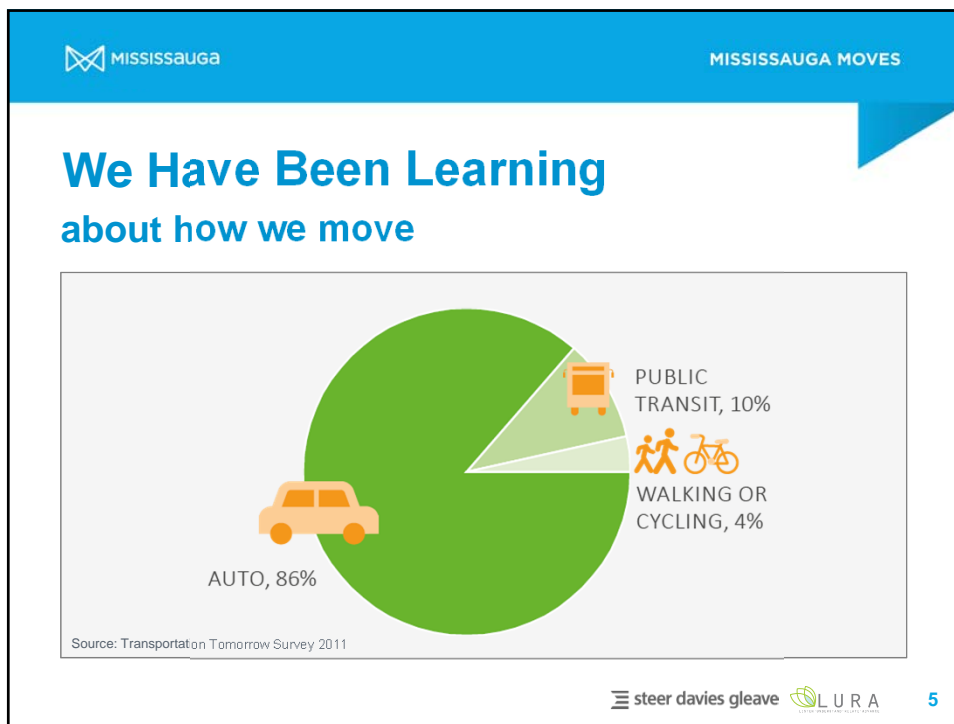
**official plan**  
Mississauga

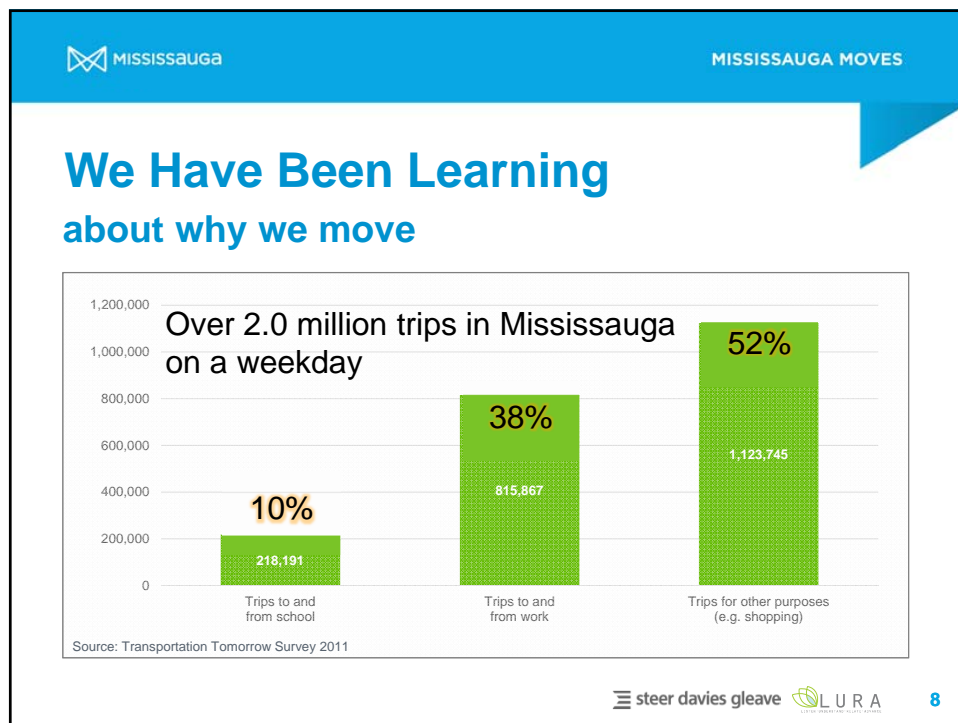
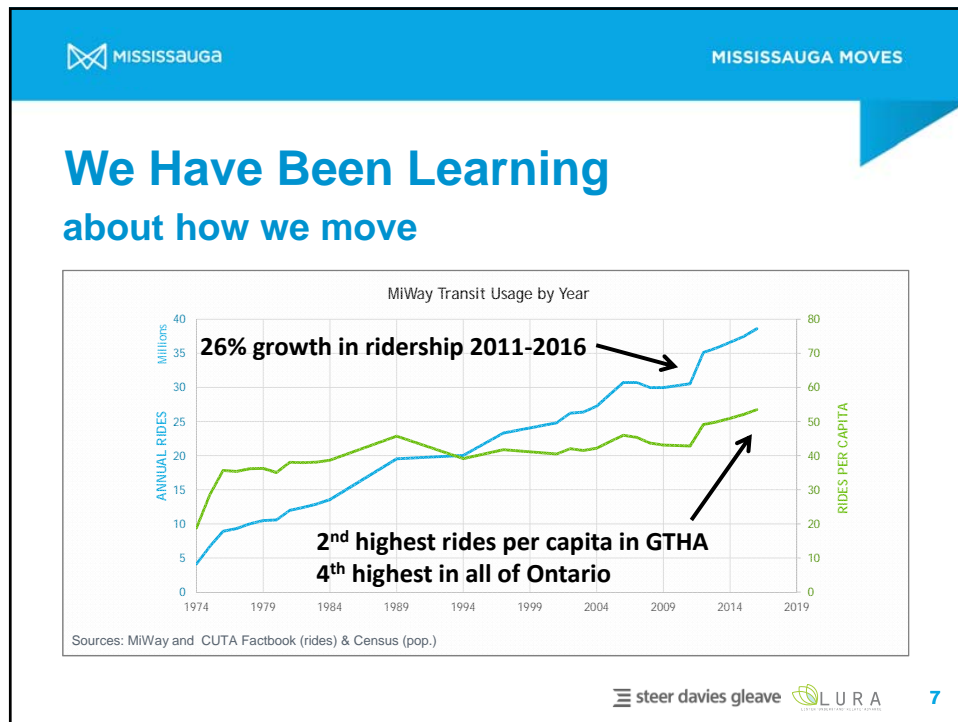
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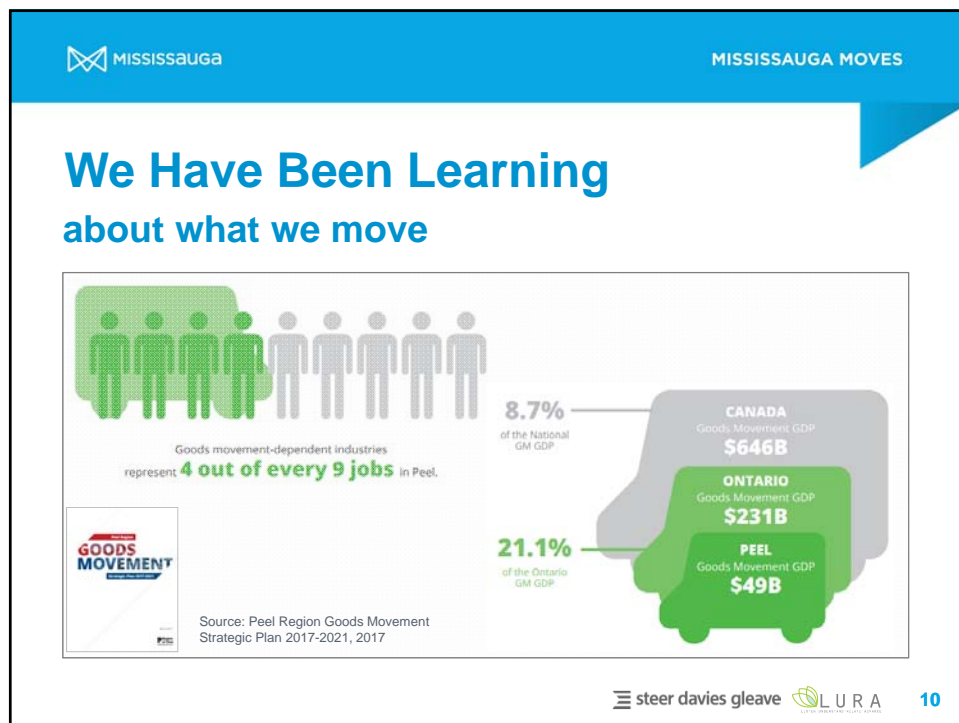
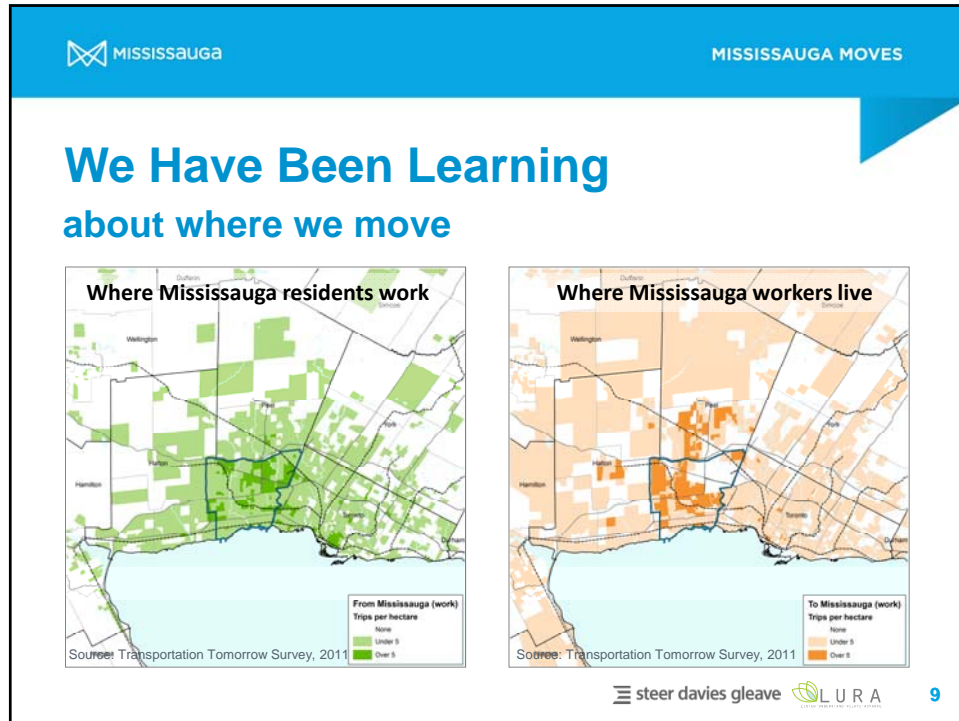
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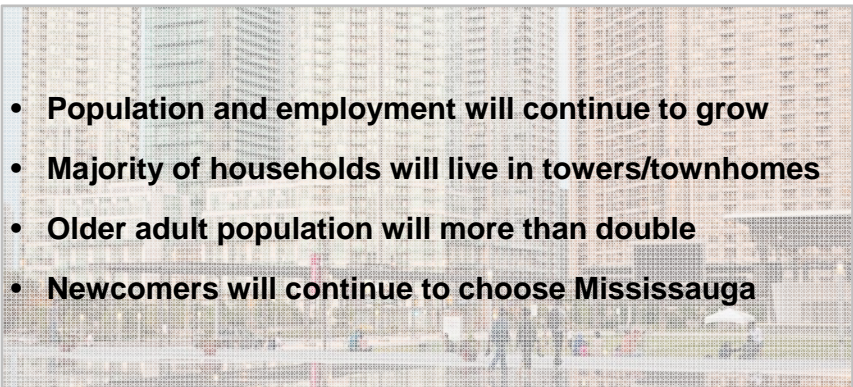
MISSISSAUGA



MISSISSAUGA MOVES

## We Have Been Learning

about whose needs will shape the next 25 years

- Population and employment will continue to grow
- Majority of households will live in towers/townhomes
- Older adult population will more than double
- Newcomers will continue to choose Mississauga



  11

MISSISSAUGA

MISSISSAUGA MOVES

## We Have Been Listening

new insight shared weekly - #mississaugamoves



Show us your moves!  
Moving around in Mississauga

a new experience but exciting!



What would improve how Mississauga Moves?

Better flow of pedestrian walkway.  
Better pavements catering to wheelchair users.



What would improve how Mississauga Moves?

I would like to see safer bike trails



Show us your moves!  
Moving around in Mississauga is...

MUCH BETTER.  
GLAD TO SEE.  
MORE ROUTES.  
IMPROVED SERVICE.  
MI WAY ROUTES.

  12

## Transportation means Freedom

### *DRAFT VISION STATEMENT*

**Mississauga will be a place where  
everyone and everything has the  
freedom to easily and efficiently  
get anywhere at any time**



 MISSISSAUGA

*DRAFT VISION STATEMENT*

Mississauga will be a place where  
**everyone** and everything has the  
freedom to easily and efficiently  
get anywhere at any time

  15

 MISSISSAUGA

*DRAFT VISION STATEMENT*

Mississauga will be a place where  
everyone and **everything** has the  
freedom to easily and efficiently  
get anywhere at any time

  16




 MISSISSAUGA

*DRAFT VISION STATEMENT*

Mississauga will be a place where everyone and everything has the freedom to **easily and efficiently** get anywhere at any time






 



  17

 MISSISSAUGA

*DRAFT VISION STATEMENT*

Mississauga will be a place where everyone and everything has the freedom to easily and efficiently get **anywhere** at any time

  18

 MISSISSAUGA

*DRAFT VISION STATEMENT*

**Mississauga will be a place where everyone and everything has the freedom to easily and efficiently get anywhere at **any time****

  19

 MISSISSAUGA

**Six Goals  
to Realize the Vision**

  20

MISSISSAUGA MISSISSAUGA MOVES

# Integration: freedom of choice



an integrated network, where people and goods have viable options for moving within and beyond the city

21

MISSISSAUGA MISSISSAUGA MOVES

# Connectivity: freedom of access



simple and pleasant connections between people and the places and things they need to prosper

Photo credit: Ian Mutton (Flickr)

22



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MISSISSAUGA MOVES

# Safety: freedom from harm



safe conditions for all travellers,  
supporting hazard-free travel and  
striving for zero fatalities

23

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# Inclusion: freedom from barriers



an accessible network, where  
moving is easy regardless of a  
person's age, ability, income or  
familiarity with the city

24

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# Resilience: freedom to evolve



leadership in adapting to changes  
that reshape the transportation  
system and how it is used

25

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# Health: freedom to flourish



support for the health of people and the  
planet, with more people-powered trips,  
lower vehicle emissions and better  
stewardship of the natural environment

26 26











 **MISSISSAUGA**


**DRAFT VISION STATEMENT**

**Mississauga will be a place where everyone and everything has the freedom to easily and efficiently get anywhere at any time**

**DRAFT GOALS**

 <b>Integration</b>	 <b>Connectivity</b>	 <b>Safety</b>
 <b>Inclusion</b>	 <b>Resilience</b>	 <b>Health</b>

  27

 **MISSISSAUGA**

**MISSISSAUGA MOVES**



**Phase 2 Engagement Begins**

**Driving Questions**

Does the vision resonate with you?

What aspects of these goals are most vital?

What will success look and feel like?

  28

MISSISSAUGA

MISSISSAUGA MOVES


## Phase 2 Engagement Begins

### Activities Planned Now to September

- Interactive **online survey** open to everyone
- DIY “**meeting in a box**” available to anyone
- Second survey will go to **community panel**
- Summer series of **pop-up events**
- Follow-up **interviews** with 15 organizations
- Activity on **website** and **social media**

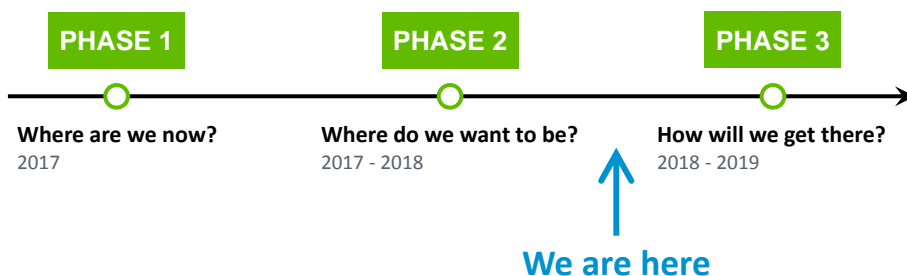
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29

MISSISSAUGA

MISSISSAUGA MOVES

## We Are Moving Along



**PHASE 1**

**PHASE 2**



**PHASE 3**

**Where are we now?**  
2017

**Where do we want to be?**  
2017 - 2018

**How will we get there?**  
2018 - 2019

**We are here**

steer davis gleaveLURA

30



## Thank You

### MISSISSAUGA MOVES

**How will we get around in the next 25 years?**

Let's plan together for the future of  
our roads, sidewalks, trails and transit.

visit [mississaugamoves.ca](https://mississaugamoves.ca)

 [#mississaugamoves](https://twitter.com/mississaugamoves)





# City of Mississauga Corporate Report



Date: 2018/03/07

Originator's files:

To: Chair and Members of Diversity and Inclusion Advisory Committee

From: Geoff Wright, P. Eng., MBA, Commissioner of Transportation and Works

Meeting date:  
2018/06/20

## Subject

**Holiday Messages on MiWay Bus Destination Signs**

## Recommendation

That staff recommend that the current practice of voluntarily displaying statutory holiday messages on MiWay bus destination signs continue. If the list of messages should be expanded, that the Diversity and Inclusion Advisory Committee (DIAC) provide a recommendation to Council on which non-service-related messages should be added.

## Report Highlights

- Transit Operators have discretion to voluntarily display pre-programmed, non-service-related messages (e.g. Merry Christmas or Happy Canada Day) on MiWay bus destination signs by manually inputting corresponding codes.
- Messages related to statutory holidays are included in the system while religious holidays are not included (see Appendix 1).
- DIAC requested a list of potential message options that could be added to the list based on information from the Peel District School Board and the United Way of Peel Region. This list is outlined in Appendix 2 for consideration.
- The religious affiliations of the Mississauga population are outlined in Appendix 2. DIAC also requested additional demographic information, which is outlined in Appendix 3.
- Staff recommend that the current practice of voluntarily displaying statutory holiday messages on MiWay bus destination signs continue.

## Background

All MiWay buses have electronic destination signs on the front and curbside of the vehicle. Transit Operators have discretion to voluntarily display pre-programmed; non-service-related messages (e.g. Merry Christmas or Happy New Year) on these signs by manually inputting corresponding codes. This is in addition to the standard route/service information (e.g. Route 1 – Dundas East) that automatically displays when a Transit Operator enters their employee number and work duty number into the iBus system. Given display limitations and Accessibility for Ontarians with Disabilities Act (AODA) requirements the messages are very limited in length. When the need arises to display two service messages (e.g. Route 1 – Dundas East; Temporary Detour), other messages cannot be displayed since the signs can only display up to two messages at once.

MiWay received a request in January 2016 to display “Happy Hanukkah,” which prompted a review of messages on bus destination signs. An external review found that only one of the three municipal transit systems that MiWay connects with (Oakville Transit) displays non-service-related messages on their destination signs. Brampton Transit and the TTC do not. While Oakville Transit displays “Merry Christmas”, a statutory holiday, and “GO Jays GO,” for example, it does not display religious holiday messages.

On June 15, 2016, General Committee directed that the matter of “Holiday Messages on MiWay Bus Destination Signs” be referred to the Diversity and Inclusion Advisory Committee (DIAC) for further discussion.

On Oct. 19, 2016, the Diversity and Inclusion Advisory Committee (DIAC) recommended that MiWay continue with its existing non-service-related messages for another year, and then the Committee would consider expanding the list of messages to include religious holidays.

On Dec. 6, 2017, DIAC recommended that Transportation and Works staff be directed to review the technical issues with respect to holiday messaging on MiWay bus destination signs, review the possible list of messages, research information on the practices of organizations such as the Peel Board of Education and the United Way of Peel, and include data on demographics.

## Comments

Non-service-related messages can be displayed on a MiWay bus destination sign in two formats: the message stacked on two lines, as with “Mississauga Welcome Day” or displayed on one line, as with “Merry Christmas” seen in the examples below. The longer the message the more challenging it can be to read, especially from a distance.



Each new message has to be programmed and tested to ensure readability, and the list of fleet messages can only be updated at a MiWay board period service change (approximately every six to eight weeks). A practical limit to ensure message readability is up to 25 characters; that is, about the length of “Mississauga Welcome Day.”

Messages related to statutory holidays are included in MiWay’s current list of pre-programmed messages (see Appendix 1). Religious holidays are not included.

MiWay Customer Service typically receives a handful of compliments each year about displaying “Merry Christmas” and few (if any) requests each year to display a non-service-related message on a MiWay bus destination sign.

DIAC has requested a list of potential message options that could be added to the list based on information from the Peel District School Board and the United Way of Peel Region (see Appendix 2). The list provided is not exhaustive and the messages were drafted to be readable on a bus destination sign.

DIAC also requested data on Mississauga demographics and a summary is provided in Appendix 3.

Transit Operators have voluntarily chosen to display non-service-related messages on their buses for many years. Attempting to make this process mandatory is not recommended as it creates an administrative burden unrelated to reliable service delivery. The display system codes are limited and 40 to 50 messages are a practical limit. Thirty-three (33) messages are already in the system and the list of non-service-related message options outlined in Appendix 2 lists 12 other messages for consideration.

## **Financial Impact**

Not applicable.

## **Conclusion**

Staff recommend that the current practice of voluntarily displaying statutory holiday messages on MiWay bus destination signs continue. If the list of messages should be expanded, that the Diversity and Inclusion Advisory Committee (DIAC) provide a recommendation to Council on which non-service-related messages should be added.

## Attachments

Appendix 1: MiWay Destination Sign Messages

Appendix 2: Non-Service-Related Message Options

Appendix 3: Mississauga Demographics



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Geoff Wright, P. Eng., MBA, Commissioner of Transportation and Works

Prepared by: Christy Moffat, Marketing Consultant

# Appendix 1

## Destination Sign Messages

<b>Service-Related Messages</b>
MIWAY.CA
SPECIAL
FREE RIDE!
SHORT TURN
SERVICES ALL STOPS
PLANNED DETOUR
TEMPORARY DETOUR
SHUTTLE
DROP OFFS ONLY
BUS FULL, SORRY
<b>Charter Messages</b>
MISSISSAUGA MARATHON
ROUTE A
ROUTE B1
ROUTE B2
ROUTE C
ROUTE D1
ROUTE D2
ROUTE C1
ROUTE C2
ROUTE B
RELAY RUNNER A
RELAY RUNNER B
RELAY RUNNER C
RELAY RUNNER D
RELAY RUNNER E
<b>Other Messages</b>
MISSISSAUGA WELCOME DAY
DON'T BE A LITTERBUG
MISSISSAUGA
HAPPY CANADA DAY
MERRY CHRISTMAS
SMOG ALERT TAKE TRANSIT
LEST WE FORGET
HAPPY HOLIDAYS
HAPPY NEW YEAR

## Appendix 2: Non-Service-Related Message Options

Religious Affiliation of Mississauga Population	Holidays and Holy Days	Message Options	Date/s of Observance
Christian - 59.9%	Christmas	Merry Christmas	December 25, 2018
Muslim - 11.9%	Ramadan	Ramadan Mubarak	Starts for a month on May 16 or 17, 2018
Hindu - 7.0%	Diwali	Happy Diwali	November 6, 2018
Sikh - 3.4%	Vaisakhi	Happy Vaisakhi	April 13 or 14, 2018
Buddhist - 2.2%	Lunar New Year	Happy Lunar New Year	February 16, 2018
Jewish - 0.3%	Hanukkah	Happy Hanukkah	December 3 to 10, 2018

### Sources:

1. <http://www.123greetings.com/>

2. Peel District School Board Holy Days and Holidays Calendar

(<http://www.peelschools.org/calendar/schoolyear/Documents/2017-18%20Holy%20Days%20Poster.pdf>)

3. Statistics Canada, National Household Survey 2011

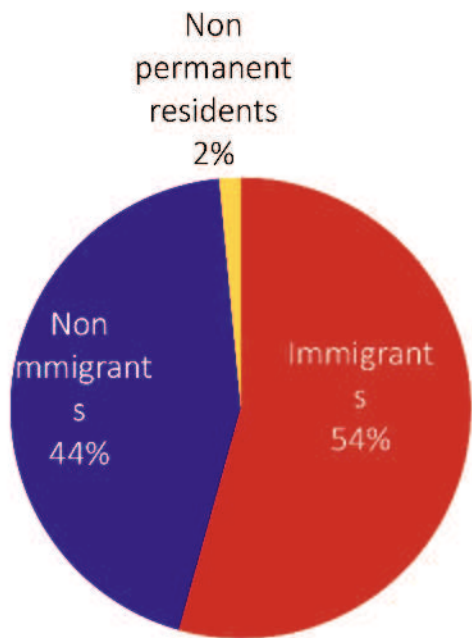
International Days of Importance	Message Options*	Date of Observance
Black History Month	Black History Month	Month of February
Family Day	Happy Family Day	February 19, 2018
Asian Heritage Month	Asian Heritage Month	Month of May
Pride Month	Happy Pride Month	June 1 to 24, 2018
National Child Day	National Child Day	November 20, 2018
United Nations' Human Rights Day	UN Human Rights Day	December 10, 2018

Source: "Recognition of Significant Holidays & Observances by UWPR" United Way of Peel Region.

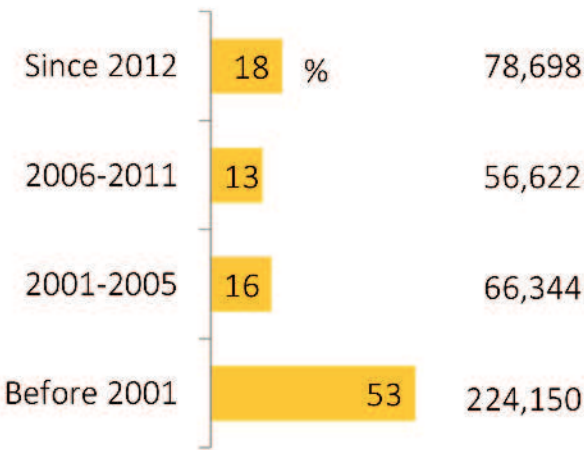
\*Message options were developed to fit on a bus destination sign (very limited in length)

# MORE THAN HALF THE POPULATION ARE IMMIGRANTS

Immigration Status, 2016, Mississauga



Total Immigrants 425,814

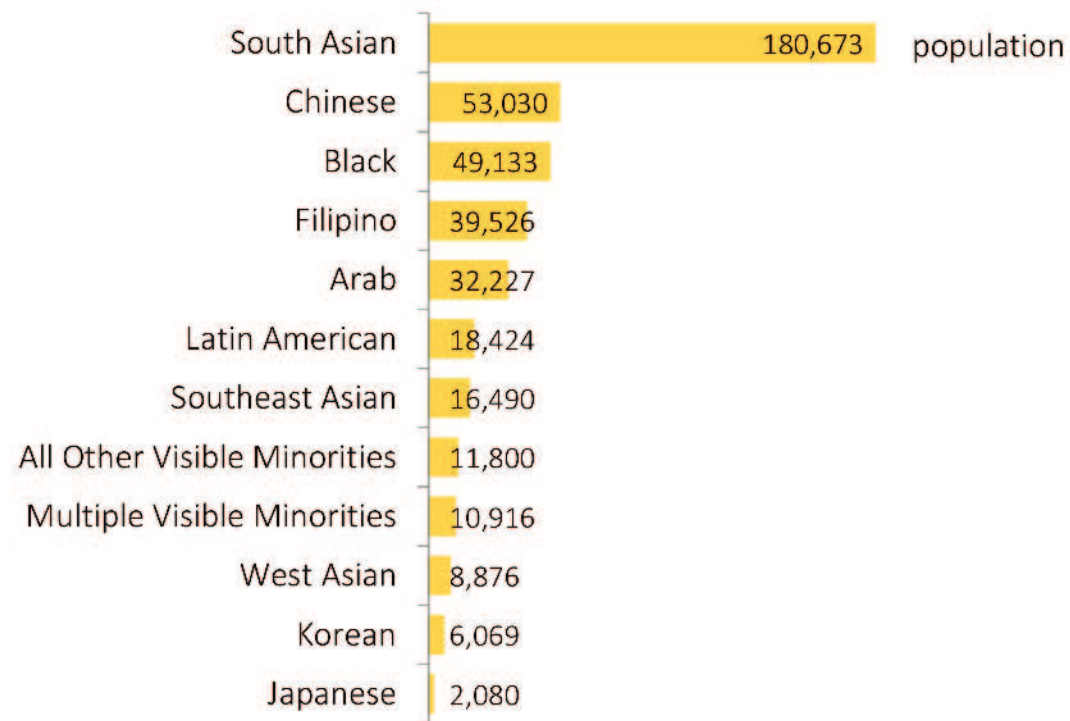


Source: Environics Analytics, 2016 Demostats

Source: "Demographic Trends in Mississauga: Implications for marketing and communication" (City of Mississauga report)

# A LARGE SOUTH ASIAN COMMUNITY BUT MUCH OTHER DIVERSITY

Visible Minority Population, Mississauga, 2016

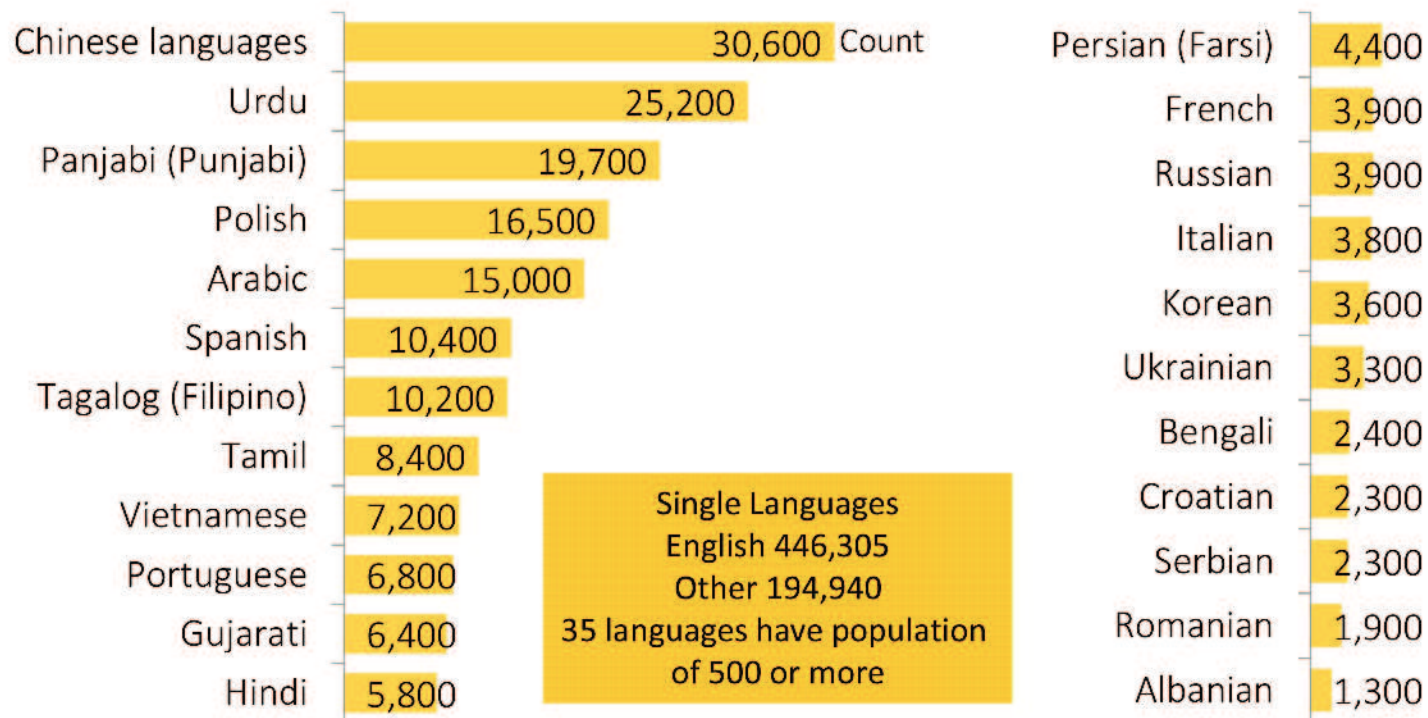


Source: Environics Analytics, 2016 DemoStats



# MANY LANGUAGES SPOKEN

Language Spoken Most Often at Home, Mississauga, 2016



Source: Environics Analytics, 2016 DemoStats

# MISSISSAUGA AT A GLANCE



**Total Households:**  
261,449



**Total Population:**  
772, 983

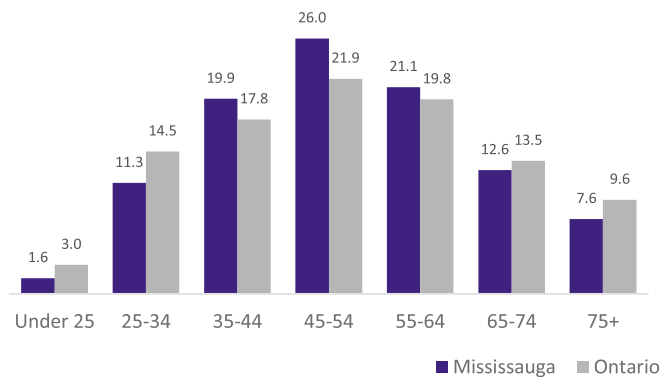


Residents are **21%** more likely to hold university degrees

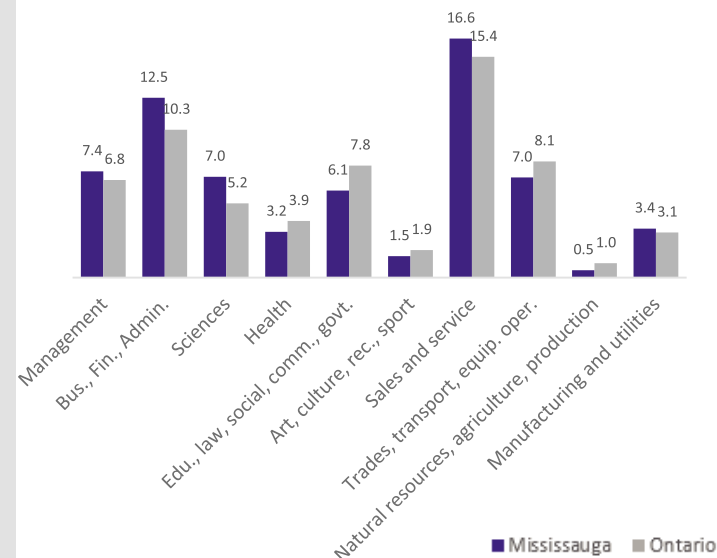


**\$101K** is the avg Household income

**Age of Household Maintainer (% of Population)**



**Labor Force by Occupation (% of Population)**



**56%** of households are 3+ people and **71%** are one family households



**57%** are married or in common law partnerships



**61%** live in houses



**39%** live in apartments



**54%** identify as an immigrant and **47%** have a non-official mother tongue



**80%** commute by car



**16%** commute by public transit

## The City's Respectful Workplace and Workplace Violence Program

The City has revised our Respectful Workplace Policy, 01-03-04 and Workplace Violence Policy, 01-07-01. This was done to comply with provincial legislation and more importantly because we are committed to fostering a culture of respect and a healthy, supportive workplace. Updates to the policies were required to reflect the nature of a modern City workplace and to incorporate other City policies and programs, i.e. the Whistleblower program, in a comprehensive City program to address workplace harassment, sexual harassment and workplace violence.

### Background:

- Bill 132, The Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment) came into force on September 8, 2016 and introduced various amendments to the Occupational Health and Safety Act.
- Bill 132 built on Bill 168, which in 2010 explicitly recognized workplace violence and harassment as Occupational Health and Safety issues under the law.
- Employers have an obligation to investigate complaints in a manner appropriate in the circumstance

### A New Definition of “Workplace Harassment”

The definition of “workplace harassment” under the Occupational Health & Safety Act (OHSA) was broadened to include “sexual harassment” which is defined as: “(a) engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonable to be known to be unwelcome, or (b) 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 worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.”

### Effective Complaint Investigation and Resolution Mechanisms

The OHSA changes also require the City to ensure an effective complaint mechanism that will not directly or indirectly discourage workers from bringing issues forward. In particular, these must include clear protocols to include procedures for workers to report incidents of workplace harassment to a person other than the Manager or Supervisor, if the Manager or Supervisor is the alleged respondent. Further, the City is required to set-out how information obtained during an investigation, including identifying information about any individuals involved, will not be disclosed unless necessary for the purpose of investigating or taking corrective action or otherwise as required by law.

### Changes to the Respectful Workplace and Workplace Violence Policies include;

1. Changes to explicitly include workplace sexual harassment in the policy definition of workplace harassment.
2. The introduction of a broader, more modern definition of a workplace
  - A workplace can be any location where employees conduct City business or social activities where their behaviour may have a subsequent impact on work relationships.
  - Recognition that much workplace communication now occurs electronically, implications of social media.
3. References to the City's Whistleblower Program
  - To encourage staff who would otherwise be uncomfortable coming forward to report allegations to the City anonymously.

4. Updated Statement of Commitment
  - The Ontario Human Rights Code now contains gender identity and gender expression as prohibited grounds of discrimination.
  - Sex discrimination includes breastfeeding.
5. The Respectful Workplace and Workplace Violence Program now includes protocols for HR staff to follow in assisting managers to resolve informal complaints at the earliest possible opportunity, for HR staff to initiate a formal investigation process where appropriate and to ensure timely communication with employees who come forward with complaints.
6. Broadened definition of “investigator” to include Managers (for informal complaints) and new tools/training to allow Managers to take a lead role in investigating and resolving informal complaints in their workplaces.

**Employees Responsibilities under the Respectful Workplace Policy include but are not limited to:**

- Promoting and contributing to a respectful workplace.
- Refrain from conduct that would be in violation of this policy.
- Reporting incidents to Management or Human Resources where violations of the policy occurred.
- Providing information to an Investigator when requested.
- Co-operate fully in any attempts to resolve or investigate an incident.
- Maintain confidentiality.

**Employees Responsibilities under the Workplace Violence Policy include but are not limited to:**

- Promote a workplace free from workplace violence and refrain from contributing to or engaging in any acts of workplace violence.
- Immediately notify Management or Human Resources of any workplace violence, whether the employee is a victim or not.
- In the case of an imminent threat of workplace violence to themselves or any person, an employee should contact the Police or Security Services at ext. 5040.
- Where appropriate, go to a safe location in the workplace and immediately report the incident to any Management staff.

**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 **must** intervene if a violation of the Respectful Workplace, 01-03-04 or Workplace Violence Policy, 01-07-01 has been brought to their attention and/or has been witnessed. Appropriate steps must be taken to address and resolve the situation.

**Complaint Options**

- To initiate a formal Respectful Workplace complaint, a written document must be submitted to your Manager. The formal Respectful Workplace Complaint Statement Form is available on the Inside Mississauga website under the ‘Forms’ section. Employees who do not have computer access can contact their Human Resources Representative.
- Employees have other options at their disposal to bring forward a complaint. Complaints of harassment, sexual harassment, bullying, discrimination or workplace Violence can be brought to a Manager/Supervisor, Human Resources, or reported anonymously through the Whistleblower Program. The Ontario Human Rights Commission can also be of assistance and employees who are members of a Union could also pursue a grievance. Again, in the case of an imminent threat of workplace violence to themselves or any person, an employee should contact the Police or Security Services at ext. 5040.

**Investigation Outcomes**

- Employees who are found to be violation the Respectful Workplace or Workplace Violence Policies may face a range of consequences depending on the nature and severity of the behaviour. This could include an apology, education, counselling, a verbal or written reprimand, a suspension, or the termination of their employment.
- Employees who make a complaint, as well as anyone else who is involved, should not face negative consequences for taking part in the complaint process and will be free from any reprisal. The City will take corrective action against any employee who retaliates or threatens retaliation against an individual due to raising an issue under these policies, filing a complaint or acting as a witness in an investigation.

Please take the time to review the updated Respectful Workplace and Workplace Violence Policies. The Respectful Workplace and Workplace Violence Policies which can be found on Inside Mississauga. If you have any questions or concerns, please contact your Human Resources representative.

# Corporate Policy & Procedure



**Policy Title: Respectful Workplace**

**Policy Number: 01-03-04**

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

## 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](#).



Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

2 of 7

## 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

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

3 of 7

- 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.



Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

4 of 7

“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

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

5 of 7

- 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.

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

6 of 7

### 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:

Policy Number: 01-03-04

Effective Date: September 28, 2017

Policy Title: Respectful Workplace

Last Review Date: September, 2017

7 of 7

	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

# Corporate Policy & Procedure



**Policy Title: Workplace Violence**

**Policy Number: 01-07-01**

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

## 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

Policy Title: Workplace Violence

Last Review Date: September 2017

2 of 7

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/

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

3 of 7

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

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

4 of 7

- 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



Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

5 of 7

- 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

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

6 of 7

- 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.

Policy Number: 01-07-01

Effective Date: September 28, 2017

Policy Title: Workplace Violence

Last Review Date: September 2017

7 of 7

## 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.

# City of Mississauga

## Memorandum



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**To:** Diversity and Inclusion Advisory Committee

**From:** Diana Rusnov, Manager, Legislative Services/Deputy Clerk

**Date:** March 21, 2016

**Subject:** DIAC Workplan

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### Background

Since its inaugural meeting DIAC has spent time developing a priorities and vision document as well as an action plan. The Committee also participated in diversity training lead by Renee Basille-Jones of Canadian Centre for Inclusion and Diversity. A further session is scheduled with Renee at the Committee's April 20th meeting to refine the action plan to ensure it aligns with the roles and responsibilities of a Committee of Council.

As part of this process, a work plan will be prepared with input from staff and Committee members that aligns with the objectives of the Committee over the coming year and more generally over their term.

### Recommendations

Structure of Agenda:

Staff would suggest that based on the size of the committee and after observing the first year of meetings that the DIAC quarterly agenda be structured into two components, to ensure meetings are productive and fruitful:

1. Items referred to DIAC from General Committee or Council

Items referred from General Committee or Council would begin with a presentation by staff (or external representatives) to educate the Committee on the issue, followed by discussion by the Committee, and then the relevant action (i.e. input, recommendation, etc.)

2. Work Plan Items

Through a review of the results of the facilitated sessions with DIAC, and in consultation with various divisions, staff has developed a workplan of projects to bring to DIAC for consultation and input. The workplan identifies corporate projects already in the planning stage, which fit within on the following themes:

- ☐ Suggest/Support Community Engagement
- ☐ Apply DIAC lens to policy review and development
- ☐ Recommendations to ensure events are inclusive

All of these items are aligned to suggestions made by the Committee through their

Vision, Priorities and Action Plan sessions.

#### DIAC Workplan

<b>Suggest/Support Community Engagement</b>	
Welcome Day (Communications)	Create an engaging event designed and targeted for recent newcomers to the City of Mississauga. The event will introduce newcomers to the history, destinations and unique experiences that Mississauga has to offer. DIAC would provide input into planning of this event.
Public Engagement Strategy (Strategic Initiatives)	The Strategic Initiatives group in Planning & Building will be undertaking researching and developing a public engagement strategy to enhance public engagement with residents and citizens. DIAC could provide input into this project. Project may not commence to 2017.
<b>Apply DIAC Lens to Policy Review and Development</b>	
Diversity and Inclusion Education Session/Workshop	<p>Conducted by Renée Bazile-Jones, Director Client Service, Canadian Centre for Diversity and Inclusion who led a similar session with the Extended Leadership Team. (Completed)</p> <p>A further session with Renée Bazile-Jones will refine the action plan to ensure the activities align with the roles and responsibilities of an advisory committee.</p>
Mississauga Citizenship Program (Legislative Services, Office of the City Clerk)	Prepare participants for the opportunities on various City Committees, Boards, and agencies following the 2018 Municipal Election. Item is part of City's Strategic Plan.
<b>Recommendations to Ensure Events Are Inclusive</b>	
Canada 150 Celebration (Culture)	Potentially engage DIAC around events planned by the City of Mississauga for this anniversary.
Workplace Diversity Strategy (Human Resources)	This strategy will be focused on the human resources element of diversity such as relevant HR policies, training and recruitment. As part of the development of the strategy, consultant/staff would seek input from the Committee.

## **Diversity and Inclusion Advisory Committee**

### **Priorities and Vision:**

Have Mississauga set the standard for inclusion moving forward

Gather and present data/research

Celebrate Diversity

Equity Liason Officer

Review and Recommend regarding policy development

Educate and Advise Stakeholders

Be a voice for Vulnerable Groups

Reach out and engage the community

We practice inclusive values

### **Actions:**

Act in the Collective Interest vs Self Interest

Suggest/Support Community Engagement

Provide evidence based perspective/knowledge for better insight

Create sub-committees to support work of DIAC Committee

Apply DIAC lens to policy review and development

Recommendations to ensure events are inclusive

Suggest relevant data sources to apply DIAC lens to decisions

## Diversity and Inclusion Committee – Priorities and Vision – September 30, 2015

## Appendix B

<b>Have Mississauga set the standard for inclusion moving forward</b>							
Gather and present data/research	Celebrate Diversity	Equity Liaison Officer	Review and Recommend Re: Policy Development	Educate and Advise Stakeholders	Be a voice for vulnerable groups	Reach out and engage the community	We practice inclusive values
Collection of data/best practices from other jurisdictions	Ethno-culture committee to integrate their effort and build strong relationship	Hire an ethno-cultural/equity/inclusion officer	Review policies to ensure they meet the needs of the community	Training (anti-oppression) for Councillors and Committees	Identify top priority groups	Diversity and inclusion town halls with residents	Listen to each other
Data collection	Bring all cultures together. Integrate, don't isolate – no cultural silos	Office of diversity and inclusion	Review city policies to ensure/emphasis diversity and inclusion	Cultural competency training	Strengthen community by ensuring voices of vulnerable communities are heard	Community input through focus groups/town halls	Maintain an open mind and be a role model
Perform research to find options of resident to direct city planning	Celebrate our cultural differences	Set an achievable goal – equity officer	Ensure policies are inclusive	Educate stakeholders		Outreach	Seek understanding and input
	Find ways to recognize communities (community recognition)		Leverage success and identify areas of improvement through policy review	Build awareness of Canadian culture with new immigrants		Town halls – identify barriers; community engagement; research.	Understand differences
			Review policies	Integrate new immigrants into mainstream culture		Engage the seniors – one large seniors banquet (56 seniors clubs exist)	Be a champion for diversity and inclusions
			Review city policies with a diversity lens	Ensure Council is thinking about inclusiveness		Bring views of the community to the table	Positive change
			Translation of information into multi languages	Raise city staff awareness to implement diversity and inclusion in their daily duties		Provide Council with solutions on Diversity and Inclusion related matters (ie. issues brought forward by residents)	Structure sub-committees which are supported by City staff to implement specific projects
			Link inclusion to economic development/master plans			Invest in local initiatives to understand gaps and recommend actions, such as LGBTQ community	
			Implement small shifts in city practices that will have big impact (eg. hours that service counters are open)			Set up a program where each City Councillor will mentor a young candidate from racialized ethno-cultural communities	
						Branding of the committee	



## DIAC Committee – Action Plan

## Appendix C

Act in the Collective Interest vs Self Interest	Suggest/Support Community Engagement	Provide evidence based perspective/knowledge for better insight	Create sub-committees to support work of DIAC Committee	Apply DIAC lens to policy review and development	Recommendations to ensure events are inclusive	Suggest relevant data sources to apply DIAC lens to decisions
Accountability re: collective interest vs self interest	Find out what they want/need/desire	Committee members experience and knowledge to be used as a resource	Create subcommittees to reduce and streamline the workload and become more productive	Have city staff present our current HR policies to the committee for feedback	Suggest the city set up mechanism to recognize different cultural communities	Provide insight to the concerns of the community
	Town halls – community outreach	Sharing personal skills and career expertise	Form subcommittees to support the pillars	Review policies and recommend changes to make policies more inclusive	Celebrate different cultural festivities and events	Support a robust data collection <ul style="list-style-type: none"> <li>- community groups, researchers, SPCP, etc.</li> <li>- meta-analysis</li> </ul>
	Social media - create an interactive website in order to reach out to the community	Share expertise and perspectives with stakeholders	Recommend that the city create subcommittees to review the current city policies through a diversity lens. (Top priority)	Read and become familiar with relevant policies and advise stakeholders	Celebrate other cultures focussed events	Suggest city conduct diversity research (demographics) with scope defined by Committee
	Suggest greater use of social media as a platform (Instagram/twitter)	Actively seek out best practices and share insights	Identify milestones tied to a timeline for each category	Take stock of current “cultural competency” at the City Of Mississauga <ul style="list-style-type: none"> <li>- identify gaps/area of improvement</li> <li>- make recommendations</li> </ul>	Invite members to cultural events to allow them to experience the culture of that community	
	Suggest to Council to arrange a town hall	Present the opportunity for each Councillor to mentor a youth who shows an interest in City/Regional government		Review and provide agenda items using an inclusion lens	Recommend that the city staff be more involved in community cultural events, ie. reaching out	
	Suggest a town hall to bring the views of the community	Share perspectives on why awareness might be lacking		Identify gaps in multi-lingual translation	Religious integration by engaging all religions by invitation	
	Encourage seminars and workshops				Suggest the city find ways to use existing city resources to celebrate cultural diversity	
	Involve members in					

	specific events and town hall meetings so they can hear firsthand their concerns					
	Additional outreach to isolated groups or entities					
	Suggest the city organize workshops/meetings, etc to educate and advise stakeholders					

## Diversity and Inclusion Advisory Committee ☐ Status of Action Items

<b>Issue</b>	<b>Last Discussed on</b>	<b>Who</b>	<b>Status</b>
Proclamations	October 19, 2016	Communication Staff	<b>To be brought back to a future meeting as information is available.</b>
Flag raising program	April 20, 2016	Communication Staff	<b>Completed ☐ Incorporated into the Community Recognition Program in May 2016.</b>
Community Recognition Program	July 05, 2017 at Council	Communication Staff	<b>Permanent Community Recognition Program ☐ Approved by Council in July 05 2017.</b>
MiWay Holiday Messages	December 06, 2017	T&W Staff	<b>On the June 20, 2018 agenda.</b>

# City of Mississauga

## Memorandum



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Date: 2018/06/14

To: Chair and Members of the Diversity and Inclusion Advisory Committee

From: Fred Sandoval

Meeting Date: 2018/06/20

Subject: Cycling Master Plan 2018 Update

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### Introduction

The final report for the Mississauga 2018 Cycling Master Plan (CMP) is now complete. It is an update to the 2010 CMP. The project started in January 2017, and will go to General Committee this month. The Active Transportation Office is looking to get the plan and a funding level endorsed by the current city council, for approval through the budget process and subsequent city council.

Overall, the plan's focus for the next five years is:

- To build connected and comfortable cycling facilities
- Strategically develop the cycling network
- Study the feasibility of a bike share program
- Implement a bike parking strategy
- Be better positioned to leverage project opportunities (road rehabilitations, MTO construction, grants)
- Conduct performance monitoring

This update of the 2010 Cycling Master Plan was driven by several factors:

- 5-year refresh
- Evolving best practices in cycling infrastructure design
- New thinking on network planning principles
- Vision Zero

In addition, a number of statistics highlight the needs and opportunities for a new plan:

- Cycling mode share has doubled between 2011 and 2016 (from 0.3% to 0.6%)
- 82% of trips under 5km are done by car, but could easily be done by bicycle.
- There were 473 collisions involving bicycles, from 2010 to 2013. 3% resulted in major injuries, and 1% were fatal.

### Vision and Goals

Vision:

The City of Mississauga will be a place where people choose to cycle for recreation, fitness and daily transportation needs. Cycling will become a way of life that supports vibrant, safe and connected communities and enhances our overall health and quality of life.

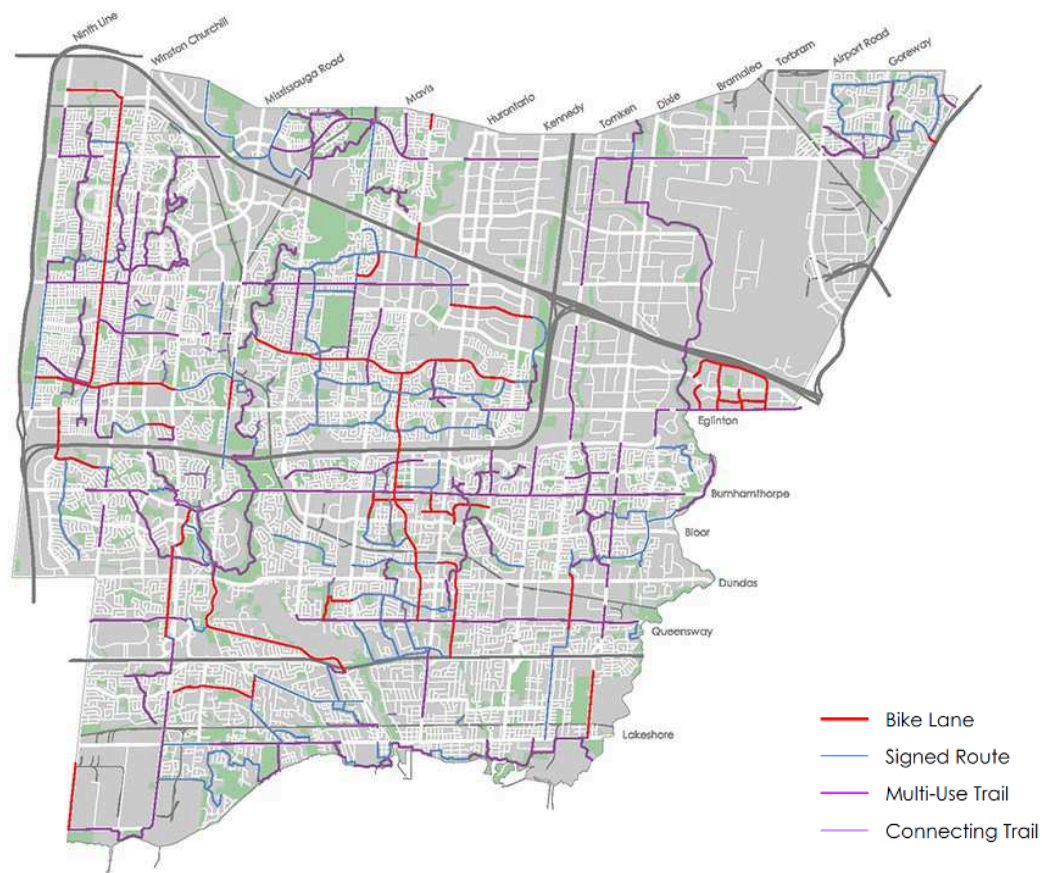
**Goals:**

- Improve safety for cycling.
- Build a connected, convenient and comfortable bicycle network.
- Increase the number of cycling trips in Mississauga.
- Foster a culture of cycling.

To achieve these goals, there are 65 action items divided into 7 categories. There are also 25 performance measures tied to the four goals to continually evaluate the plan.

**Existing Network**

The 2010 CMP focused on implementing bike lanes, multi-use trails, and signed routes. 454 km were built as of January 2017:



Bicycle Facility Type	# of km before 2010	# of km 2010-2016	Total as of January 2017
Bicycle Lanes	29	25	54
Boulevard Trails	61	27	88
Off-Road Trails	205	16	221
Shared Routes	79	12	91
<b>TOTALS</b>	<b>374</b>	<b>80</b>	<b>454</b>

## Public Engagement

There was extensive public engagement for the CMP, which revealed a number of central themes.

### Consultation Process:

- 2 public open houses
- 5 MCAC working group meetings
- Info tables at community events and public locations in all wards
- Social media
- Print and digital advertising
- Project website
- Mississauga Cycling Survey

### Central themes from public engagement:

- Building a network of connected cycling facilities
- Physically separated bicycle facilities along busy streets
- Protected crossings where trails intersect with roadways
- Separating pedestrians and cyclists on busy trails
- Improving surface conditions on unpaved trails
- Designing intersections to include bicycle facilities

## Recommended Cycling Network

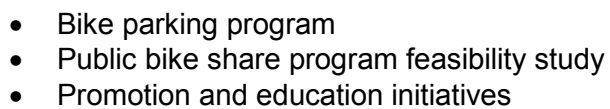
The CMP recommends a cycling network that is connected, convenient, and comfortable. A successful cycling network is one that makes it possible for people to get to where they want to go (Connected) without significant detours (Convenient) and without exposing cyclists to conditions that are beyond their tolerance for traffic stress (Comfortable).

### Overall, the recommended cycling network:

- Fills in gaps from 2010 CMP.
- Focuses on separated and protected infrastructure.
- Less signed routes and painted bike lanes, more separated bike lanes and cycle tracks.
- Boulevard multi-use trails where low pedestrian activity.

### The CMP also recommends building and upgrading infrastructure to new modern designs:

- Accommodation of cyclists through roundabouts
- Mid-block bike/pedestrian crossings
- Bicycle traffic signals and cross-rides to navigate intersections





### Implementing the Plan

The full cost of the plan is \$267 million, plus an extra \$200,000 per year for additional programs, and additional staff resources.

Network Components	Cost
Primary Network	\$134,000,000
Secondary Network	\$34,000,000
Off-Road Trail Network (Community Services)	\$38,000,000
Off-Road Trail Crossings (Transportation & Works)	\$18,000,000
Major Crossing Structures	\$43,000,000
<b>Total Network and Structures Cost</b>	<b>\$267,000,000</b>

Additional yearly programs:

- Bike parking program: \$50,000 per year (approx. 100 spaces)
- Intersection enhancement program: \$150,000 per year (approx. 2-3 intersections per year)

2019 staffing request:

- Active Transportation Coordinator (1 FTE)

To reduce costs, staff will continue to seek coordination opportunities with road rehabilitation, major roads and MTO projects.

Off-road park trails and major structures are subject to project-by-project funding. Community Services funding for off-road trails is considered adequate at this time, with major trails currently in design and under construction.

For Roads Service Area funding, four funding scenarios have been proposed. Scenario C is recommended in the staff Corporate Report (scheduled for General Committee on June 27<sup>th</sup>) in order to be able to fully coordinate construction with other projects, and strategically fill gaps with stand-alone projects.

Scenarios	A (current)	B	C	D
Yearly funding allotment	\$1,450,000	\$3,575,000	\$5,262,500	\$6,950,000
Length constructed per year (km)	5	12	18	25
Years to complete network	95	40	27	20

**Conclusion**

The 2018 Cycling Master Plan aims to create a connected, convenient, and comfortable cycling network, that is safe for all users, and encourages cycling. The plan proposes an updated cycling network, new infrastructure, and provides scenarios outlining the amount of funding required to complete the network in various timeframes.



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Prepared by: Fred Sandoval

City of Mississauga



# Memorandum

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To: Chair and Members of the Diversity and Inclusion Advisory Committee

From: Allyson D'Ovidio, Legislative Coordinator

Date: June 20, 2018

Subject: Resignation of Citizen Member Suelyn Knight

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On February 10, 2018, Suelyn Knight, Citizen Member of the Diversity and Inclusion Advisory Committee (DIAC), resigned from her seat on the committee.

We would like to thank Ms. Knight for her contributions to the committee during her time as a Citizen Member of DIAC.

Ms. Knight's position will be declared vacant for the remainder of the 2014-2018 Council term.

Allyson D'Ovidio  
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