**Correctional Service of Canada**

**MEDIA LINES**

**To be used by authorized CSC spokespersons**

**Harassment – Edmonton Institution – Staff Terminations**

**Overarching Lines**

* There is an ongoing investigation led by Presidia Security Consulting into the allegations of harassment, intimidation and bullying at Edmonton Institution.
* The investigation has determined that a number of allegations were founded and as a result CSC took appropriate disciplinary measures.
* Disciplinary hearings are being held and thus far four employees were terminated.
* We do not tolerate staff misconduct and all allegations are thoroughly investigated regardless of the source. We are determined to hold individuals accountable for their actions.
* It is a priority for CSC to take the necessary steps to ensure employees have a positive work environment that is worthy of their dedication and professionalism.

**Questions and answers**

1. ***Who led the investigation?***

To ensure transparency and impartiality, it was determined that the investigation would be led by an independent party. A current CSC executive and one former CSC executive provided support and complemented the Presidia Security Consulting investigation team. *(ACHRM Approved 2018-01-02)*

The Edmonton Police Service is also currently conducting a separate investigation and we are cooperating fully with our police partners.

1. **Were other disciplinary measures imposed as a result of the investigation?**

Thus far, four employees were terminated as a result of the disciplinary investigation. The investigation is still ongoing, and could lead to further disciplinary measures if deemed appropriate.

1. **What position was held by the employees that were terminated? Are the perpetrators all male and the victims all female?**

*If pressed*

Of the four employees that were terminated, two were correctional officers and two were correctional managers. We cannot provide further details as there is currently an ongoing police investigation.

1. **What is a disciplinary hearing?**

A disciplinary hearing is conducted when a disciplinary investigation determines that the allegations are founded. (A/ACHRM approved 2018-01-04)

During a disciplinary hearing, the employee is provided with the opportunity to respond to the allegations and to provide any additional information they wish the manager to consider prior to a determination of discipline. *(ACHRM Approved 2018-01-02)*

Following the disciplinary hearing, management, supported by labour relations, will review the misconduct, consider aggravating and mitigating factors, along with relevant jurisprudence, and render discipline, if necessary. *(ACHRM Approved 2018-01-02)*

When misconduct is founded, employees can face disciplinary measures from a reprimand up to and including termination of employment. *(ACHRM Approved 2018-01-02)*

1. **Was a permanent Warden appointed at Edmonton Institution?**

Mr. Gary Sears was appointed Warden at Edmonton Institution on January 8, 2018.

*If pressed*

Mr. Sears worked for CSC from 1996 to 2011 and for the Parole Board of Canada from 2011 to 2017. He has worked at Edmonton Institution as a teacher before becoming Education Counsellor and Chief of Education. He also held the position of Assistant Warden Management Services at Edmonton Institution for Women.

1. **What has changed at Edmonton Institution since the workplace assessment was completed?**

CSC commissioned an independent assessment of the workplace at Edmonton Institution led by TLS Enterprises, an independent consulting firm. *(ACHRM Approved 2018-01-02)*

TLS Enterprises interviewed current and former staff members to develop an open, honest and transparent representation of the workplace and further developed a draft three-year action plan to address areas of concern. A current CSC employee and one former CSC employee provided support and complemented the investigation team. *(ACHRM Approved 2018-01-02)*

The following initiatives have already been put in place at Edmonton Institution:

* A steering committee, with representatives from CSC senior management, unions and the Edmonton Institution Citizens Advisory Committee has been convened to assist Edmonton Institution to help shape and drive the transition toward building a healthy and respectful workplace. *(ACHRM Approved 2018-01-02)*
* A Director, Workplace Renewal, was appointed for Edmonton Institution to support management in implementing initiatives to improve the workplace.
* The Commissioner of CSC has attended the institution several times and is supportive of the efforts being put forward.
* CSC has contracted an investigative firm to conduct an investigation. Thus far, , four employees have been terminated.
* A permanent Warden was appointed at Edmonton Institution as recommended in the workplace assessment report.
* There has been an increase in assemblies and meetings to improve communication to all staff.
* The Wellness Committee has been re-established and has facilitated various activities and special events.

1. **What steps have been taken to improve the workplace at CSC?**

We are determined to improve the workplace and we are taking the necessary steps to ensure all employees have the respectful work environment they deserve. For instance:

* A confidential tip line and generic e-mail address, available 24/7, were created to provide employees with another avenue to report any concerns related to workplace misconduct.
* Every executive, manager, and supervisor will be expected to meet commitments on the management of workplace issues as part of their performance agreements in 2018-19.
* Training and awareness tools will be created based on actual scenarios and experience at CSC, being mindful of privacy concerns and confidentiality.
* Resources were added to support the Harassment Prevention Coordinators across the country.
* Two courses on respectful workplace and violence in the workplace have been added as National Training Standards for all employees to be completed by March 31, 2018.
* Finally, we are raising awareness on this issue, highlighting the action being taken and promoting tools and resources available to employees.

1. **How many complaints related to staff misconduct did CSC receive in the past year?**

**TBC by HR**

1. **Were other employees terminated in the last year as a result of a disciplinary hearing for misconduct? If so, how many?**

**TBC by HR**

**Evergreen – Staff Misconduct**

* CSC employees are expected to act according to legal and ethical standards, and are subject to the rules of professional conduct and code of discipline as stated in the [Commissioner’s Directive 060 - Code of Discipline](http://www.csc-scc.gc.ca/acts-and-regulations/060-cd-eng.shtml).  (RDC PRA, AACCE approved 2017-07-21)
* We do not tolerate any breach of our policies and all allegations are thoroughly investigated regardless of the source. (RDC PRA, AACCE approved 2017-07-21)
* Following misconduct investigations, disciplinary actions are taken when appropriate. Disciplinary measures may vary from a suspension without pay to a termination of employment. (RDC PRA, AACCE approved 2017-07-21)
* In the event of misconduct resulting in criminal charges, CSC cooperates fully with police partners in their investigation. (RDC PRA, AACCE approved 2017-07-21)
* For privacy reasons, information about employee misconduct is not publicly available.  (RDC PRA, ACHRM, AACCE approved 2017-06-27)

**Evergreen – Harassment**

* CSC is committed to provide a healthy and respectful workplace that reflects the professionalism and integrity of its 18,000 employees.
* Harassment is defined in the public service as improper conduct by an individual, that is directed at and offensive to another individual in the workplace. This includes any event or any location related to work, and that the individual knew or had some knowledge would cause offence or harm. *(Approved by ACHRM, January 30, 2017)*
* Training is mandatory for all employees to increase awareness and understanding of harassment.  *(Approved by ACHRM, January 30, 2017)*
* CSC has committed to ensuring that all managers and employees complete the Canada School of Public Service course, Creating A Respectful Workplace, as well as Workplace Violence in the Canadian Federal Jurisdiction: Recognize The Risk and Take Action by March 31, 2018. *(Approved by ACHRM, August 15, 2017)*
* If a CSC staff member believes that they have been harassed, they are encouraged to make it known to the other person as soon as possible in an attempt to resolve the problem. The earlier the problem is addressed and discussed, the better the chance of it being resolved and the inappropriate behaviour stopped. *(ACHRM approved 2017-09-07)*
* If the problem is not resolved, or if they feel they cannot speak directly to the other person, they are encouraged to notify their supervisor, or the manager at the next level. *(ACHRM approved 2017-09-07)*
* CSC employees can also access the following resources to deal with harassment: *(ACHRM approved 2017-09-07)*
  + a departmental Informal Conflict Resolution practitioner
  + a departmental Human Resources Branch representative
  + a union representative
  + a departmental Harassment Prevention Coordinator
  + a Labour Relations Advisor
  + the Employee Assistance Program
  + Other departmental resource person (i.e Elder)
* Managers are expected to respond to any allegations in a timely and effective manner and ensure that all inappropriate behaviors are addressed immediately.
* You can learn more fromthe [*Policy on Harassment Prevention and Resolution*](http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26041), the [*Directive on the Harassment Complaint Process*](http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26040) and the Treasury Board Secretariat website for [related tools and guides](https://www.canada.ca/en/treasury-board-secretariat/topics/healthy-workplace/prevention-resolution-harassment.html). *(ACHRM approved 2017-09-07)*

**Approved:**

Nathalie Dufresne-Meek, A/ACHRM, January 5, 2017