

LEGISLATIVE RETURN

SUBMITTED BY: Hon. Richard Mostyn Minister of The Public Service Commission



1. On November 2, 2017, Liz Hanson, Member for Whitehorse Centre

asked the following question during the Oral Question Period at page(s) _____ of *Hansard*

submitted the following written question – WQ No. 20

gave notice of the following motion for the production of papers – MPP No. _____

RE: _____

OR

2. This legislative return relates to a matter outstanding from discussion related to:

_____ on _____ at page(s) _____ of *Hansard*.

The response is as follows:

Attached is the response to the following written questions submitted on November 2, 2017 by the Member for Whitehorse Centre:

Will the minister provide the following information and statistics from the 2015-16 and 2016-17 fiscal years?

a) Total number of complaints received by the Respectful Workplace Office.

i.) How many complaints were resolved?

ii.) How many complaints were dismissed?

b) A breakdown of the number of complaints by department?

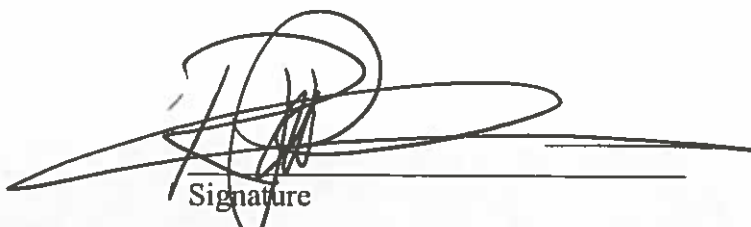
c) A breakdown of type of complaints referred to in the regulations, including abuse of authority, bullying, interfering in another individual's work, physical assault or discriminatory conduct contrary to the Yukon *Human Rights Act*.

d) Number of complaints that involved the Yukon Employees Union?

e) Current staffing numbers for the Respectful Workplace Office?

f) Members of, and recommendations made by, the Respectful Workplace Steering Committee? (referred to in regulations)

17/11/27
Date


Signature

Response to Written Question No. 20

Written Question submitted by the Member for Whitehorse Centre
November 2, 2017

Will the minister provide the following information and statistics from the 2015-16 and 2016-17 fiscal years?

a) Total number of complaints received by the Respectful Workplace Office.

2015-16: 237 complaints

2016-17: 250 complaints

i.) How many complaints were resolved?

2015-16: 170 resolutions

2016-17: 212 resolutions

ii.) How many complaints were dismissed?

2015-16: 4 complaints were dismissed; 10 referrals were made to the Union, another Yukon government program, or back to management/department.

2016-17: 3 complaints were dismissed; 10 referrals were made to the Union, another Yukon government program, or back to management/department.

b) A breakdown of the number of complaints by department?

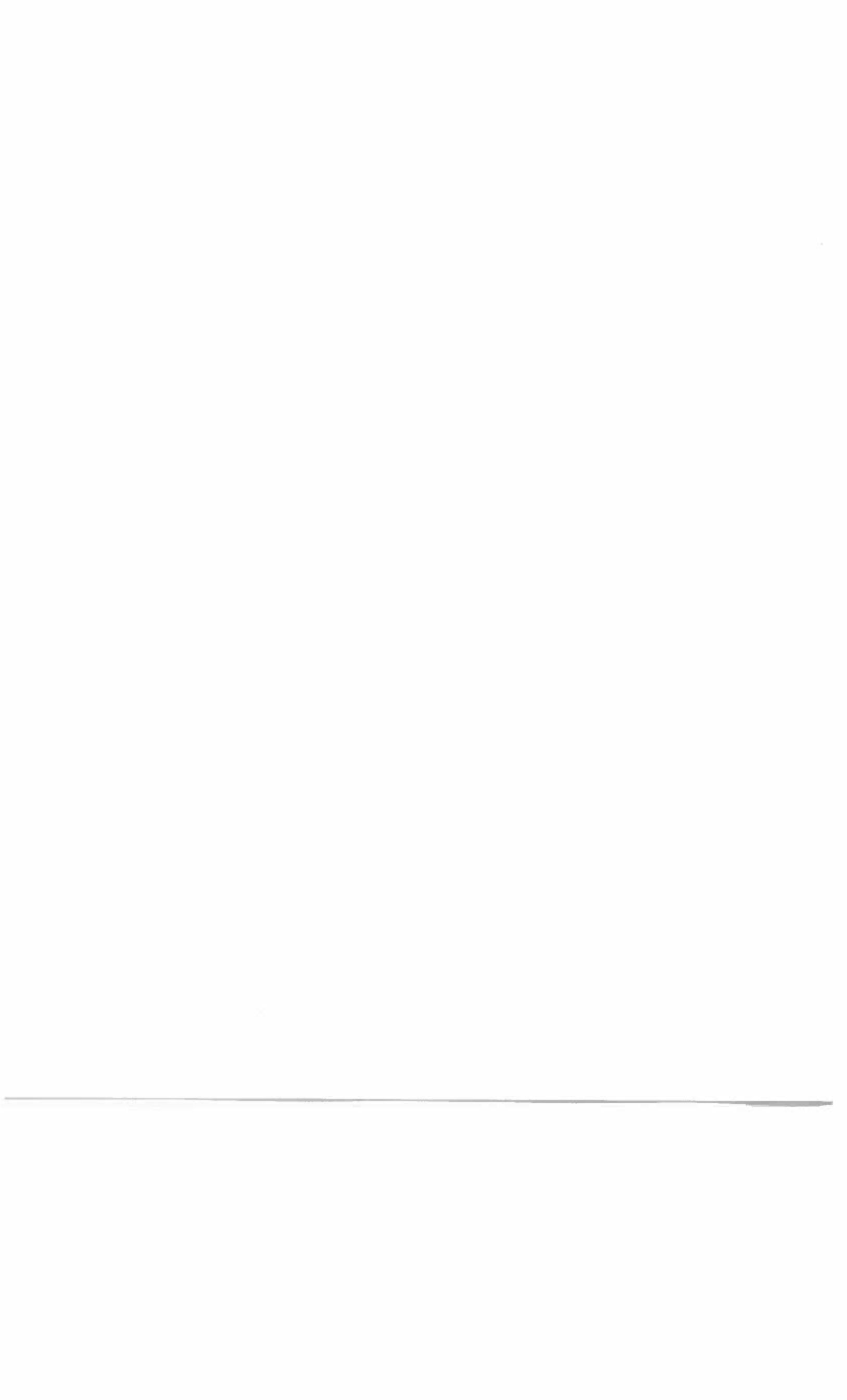
To protect employee privacy and confidentiality the government cannot provide a breakdown of complaints by department.

c) A breakdown of type of complaints referred to in the regulations, including abuse of authority, bullying, interfering in another individual's work, physical assault or discriminatory conduct contrary to the Yukon *Human Rights Act*.

The Respectful Workplace Office does not record complaints based on these categories. Statistics are available based on who initiated the complaint and who the complaint is about:

Complaint	2016/17	2015/16
Managers/supervisors in conflict with employee	39	35
Employees in conflict with HR	0	1
Employees in conflict with supervisor/manager/director	91	85
Employees in conflict with peers	59	73
General workplace issues - e.g. Workplace toxicity/change management	52	36
Other (e.g. operational issues)	7	7
Did not say	2	0
Total	250	237

The Respectful Workplace Office has not received nor does it deal with physical assault complaints. Any such complaints that might be brought to the attention of the Office would be referred to the R.C.M.P.



Response to Written Question No. 20

While many of the complaints are initially described as bullying or harassment, most are found to be interpersonal conflicts and poor workplace or supervisory relations. In such situations, there are a variety of appropriate responses including conflict coaching, workshops, facilitated discussion and mediation. In situations where serious harassment has been identified it is dealt with through disciplinary actions.

d) Number of complaints that involved the Yukon Employees Union?

2015-16: 61 complaints

2016-17: 53 complaints

e) Current staffing numbers for the Respectful Workplace Office?

Total number of staff: 6

- Director

- Conflict Management Practitioners (4)

- Office Administrator

f) Members of, and recommendations made by, the Respectful Workplace Steering Committee? (referred to in regulations)

Chair - Public Service Commissioner

Deputy Ministers' representative (1)

HR Community representative (1)

Aboriginal Employees' Forum representative (1)

Yukon Employees' Union, President

Yukon Teachers' Association, President

Recommendations:

- Approved a program evaluation framework for the five-year evaluation of the Respectful Workplace Policy, which will take place in spring 2018.
- Recommended and approved Policy changes in 2015 referencing legal obligations and responsibilities of DMs and senior management to address disrespectful conduct and workplace conflict.
- Yukon Employees' Union recommended and the Committee approved establishment of a sub-committee to review and make recommendations where there are substantive unresolved matters following a Respectful Workplace Office intervention.
- Approved appointment of an external investigator to review a case.

