

November 22, 2017

Reference No.: 2020-010

To: All City of Edmonton Employees

From: Linda D.M. Cochrane
City Manager

Subject: **Interim Harassment and Discrimination Process**

Yesterday, Executive Leadership Team (ELT) and I met with Branch Managers and Directors to discuss the early steps we have taken to improve the complaint submission, investigation and resolution process. We also discussed ways to support employees who may feel unsafe and/or need immediate assistance. I would like to share that information with you.

Effective immediately, the City's current complaint process has been suspended. An independent external consultant has been hired to temporarily manage the process. Employees wishing to discuss harassment and discrimination concerns and complaints should contact:

Paula Drouin
Alternative Dispute Resolution Informational Group Inc.
Phone: (780)460-7599 or Email: paula.drouin@adrigg.ca

Please note that it may take up to 24 hours for Paula to respond to calls and emails. If an employee's situation requires immediate attention, we encourage them to call the Human Resource 24 hour access line at 780-496-8241 or 780-496-7870.

In addition to the independent external consultant and the 24 hour access line supported by Human Resources, employees have several options for support, including:

- Their union representative
- Employee Family Assistance Program, (Homewood Health: 1-800-663-1142)
- City of Edmonton Chaplain, John Dowds (780-496-7863)
- Fraud and Misconduct Hotline (1-866-889-8297 or www.clearviewconnects.com)

The City is committed to improving the process by which complaints are received, investigated and resolved. We plan to hire an independent external company to advance the management of complaints and to advise how to design and maintain an improved process. The firm will be selected by the end of the year, and their work will take several months to complete.



LDMC/plz

c: Executive Leadership Team
City Union Presidents