

**YORK REGION DISTRICT SCHOOL BOARD
STATUS REPORT
MINISTER'S DIRECTION 1 TO THE YORK REGION DISTRICT SCHOOL BOARD
RECOVERY STRATEGIES FOR STUDENTS AND STAFF**

Background:

On January 26, 2017 Minister of Education M. Hunter appointed two external investigators to conduct an expedited review of the performance of the York Region District School Board under the authority of the Provincial Interest in Education Regulation.

On April 11, 2017 the Minister of Education submitted a letter with a list of 22 Directions to the York Region District School Board. Timelines and deliverables were outlined.

Rationale:

In response to Direction One from the Minister of Education regarding support and recovery strategies for students and staff who have felt the impact of equity issues in the Board, particularly racism and other forms of discrimination, whether systemic or unique the following actions have been taken.

- 1) An email was sent to all staff, including those on a leave of absence, to make use of the Employee Assistance Program (EAP), as required. The EAP service provider was advised of this action. To comply with the Minister's 24 hour deadline, this was reported to trustees at a Special Board Meeting on April 12, 2017 and confirmed with the Minister the same day.
- 2) Staff contacted the EAP service provider and requested that counsellors with expertise in supporting those who have experienced racism and other forms of discrimination be available.
- 3) Arrangements have been made with the EAP service provider to produce a report with data reflecting the uptake of the services since the public release of the report. A copy of this report will be provided to trustees at the April 27, 2017 Special Board meeting and shared with the Minister on April 28, 2017.

Staff is working on the development of a plan that outlines the establishment of long-term student and staff recovery strategies. A plan will be shared at the May 8, 2017 Special Board Meeting and the Minister on May 9, 2017.

Relationship to Board Priorities:

Reports on the Minister's direction to the York Region District School Board will support student achievement and well-being, delivery of effective and sustainable educational programs and the stewardship of Board resources.

Estimated Cost:

N/A

Timeline:

Immediate

Recommendations:

That the York Region District School Board approve the following recommendations.

- 1) That the Board receive the confidential report from the Employee Assistance Program service provider for information.
- 2) That in accordance with the timelines outlined in Direction 1 from the Minister of Education's Directions to the York Region District School Board and the Municipal Freedom of Information and Protection of Privacy Act Board Chair L. Carruthers be authorized to submit this report, in confidence, to the Minister of Education by April 28, 2017.

Communications Implementation Plan:

Chair's Committee Meeting	April 25, 2017
Board Meeting	April 27, 2017

Appended Data:

Appendix 1: Deliverables, Timelines and Status Report (Direction 1)

Appendix 2: Report from the Employee Assistance Program Service Provider (Confidential)

Respectfully submitted,

April 27, 2017

For further information, please contact Board Chair L. Carruthers, Superintendent of Education, Human Resource Services/Chief Negotiator D. Cammaert or the Director of Education.

Minister’s Direction to the York Region District School Board

Direction 1

That the Board improve support and recovery strategies for students and staff who have felt the impacts of the equity issues in the Board, particularly racism and other forms of discrimination, whether systemic or unique. As an immediate measure the Board will:

- a) encourage all staff, including those on a leave of absence, to make use of the Employee Assistance Program, as required, and immediately notify its EAP provider of such; and
- b) ensure the EAP provider makes available counsellors with expertise in counselling those who have experienced racism and other forms of discrimination are available.

Staff Lead: Dorothy Cammaert

Staff Support: Janet Hicks (EAP), Heather Sears (Guidance), Cecil Roach (Equity)

Final Completion Date: May 9, 2017

Deliverables, Timing and Status

Deliverable	Timing	Status
By Noon April 12, 2017 submit confirmation of initial steps taken and notification of EAP provider	<ul style="list-style-type: none"> - Email to the system on April 12, 2017 - Confirmation (link) sent by Board Chair to Minister of Education on April 12, 2017 - Special Board Meeting - April 13, 2017 	Complete
By April 28, 2017 submit a report from EAP provider that provides data reflecting the uptake of the services since the public release of the report.	<ul style="list-style-type: none"> - Chair’s Committee Meeting - April 25, 2017 - Special Board Meeting - April 27, 2017 - Report to Minister April 28, 2017 	Complete
By May 9, 2017 submit a plan that outlines long-term student and staff support and recovery strategies that will be put in place.	<ul style="list-style-type: none"> - Chair’s Committee Meeting - May 2, 2017 - Special Board Meeting - May 8, 2017 - Report to Minister May 9, 2017 	In Progress

Employee Assistance Program
YORK REGION DISTRICT SCHOOL
BOARD
Called Regarding the Audit

Report

12 April 2017 to 26 April 2017

Preface

Your statistical report is an invaluable tool to ensure program satisfaction and efficacy. It provides a platform for accountability, communication and evaluation, and lays the groundwork for our ongoing planning with you. Below is an overview of your report contents:

1. Utilization

Section one provides an at-a-glance overview of your company's utilization trends. Information in this section includes utilization rate (actual and annualized) and a summary of all services used including counselling, worklife programs, trauma support interventions and any workplace support programs. Information on previous year utilization, as well as comparative national and industry benchmarks, is also included.

2. Emerging Issues

In the emerging issues section we provide an overview of the types of issues employees and their family members are facing when they access the program. You will find an at-a-glance look across broad issue categories, as well as an in-depth review of the specific issues your employees and families are facing.

The section begins with a graphic depiction of the overall issues coming from all accesses through a mapping process of issue to corresponding category. It includes all accesses and maps each access to the corresponding issue category. This early information, as it is captured through our intake assessments, provides a picture of the issues currently *emerging* in your organization's workforce and their family members. The section then continues and provides details on the types of counselling and work life service presenting issues that were identified when the clients first accessed the service.

3. Client Profile

The client profile section provides a non-identifying summary of who is using the program. As part of our standard statistical report, information is provided on the client category (e.g. employee or family member), as well as insight into how the client heard about the program. There are also standard employee demographics including gender, years of service and age band. In addition to these standard data types, customized employee demographics may be requested by our client organizations and added to the report, as long as no respondent group is too small to ensure confidentiality.

4. Outcomes

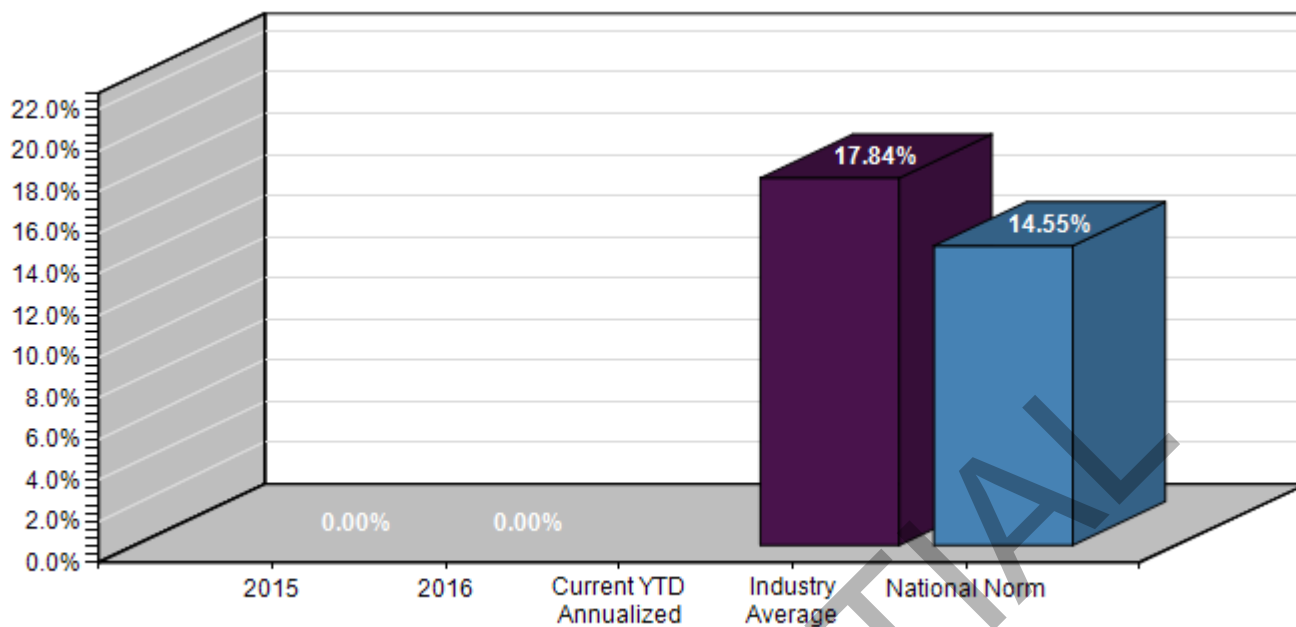
Finally, an overview of the outcomes from closed counselling cases is provided. This section delves into the themes of counselling, which are based on closed case goals set during the counselling process, as well as the percentage of counselling cases where the measures of clinical goals were attained. This section also includes statistics from the Depression Screening, information on any referrals to outside resources, and a year-to-date summary of client satisfaction.

5. Workplace Learning Services

Workplace Learning Services are training programs that are developed from flexible learning principles, case studies, and best practices to deliver the tools, resources, and support employers and employees need. By focusing on work, health, and life learning, specialized learning, intercultural learning, and workplace development your employees will acquire skills, capabilities, and the knowledge that will allow them to be more productive in both their personal and work lives.

1. Utilization

Utilization rate history, annual



Weighted population for the report period was:

Utilization by quarter¹

	Q1	Q2	Q3	Q4	Total Accesses	Current Quarter Utilization %	Year to Date Utilization %	Annualized Utilization %
Counselling	6				6	0.00%		
WorkLife Services	1				1	0.00%		
TOTAL Accesses	7				7	0.00%		

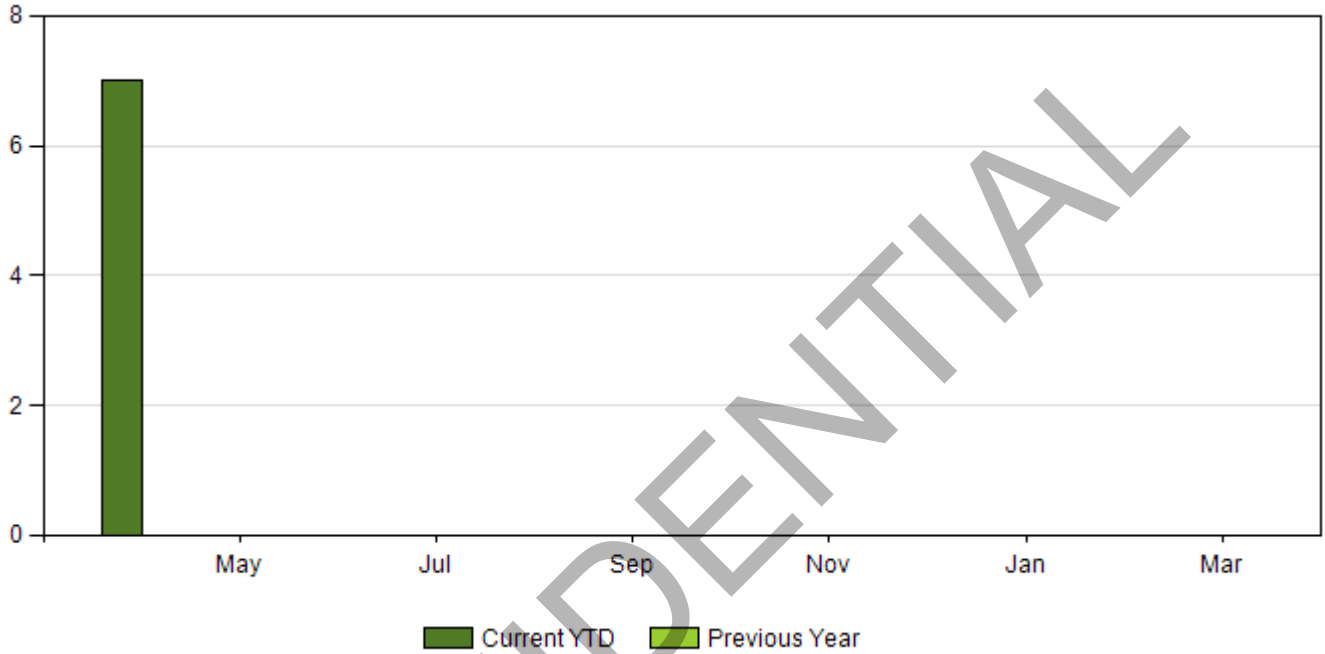
Budgeted Utilization Rate: 7%

¹For any services that are counted at a ratio other than 1:1, the utilization above has been calculated based on the ratio. Number of employees under contract reflects the weighted average population of each quarter and in the year to date.

Services outside utilization

	Q1	Q2	Q3	Q4	Current YTD
Workplace Support Program	0				0
Trauma Response Services	0				0
Management Consultation	0				0
Total Accesses	0				0

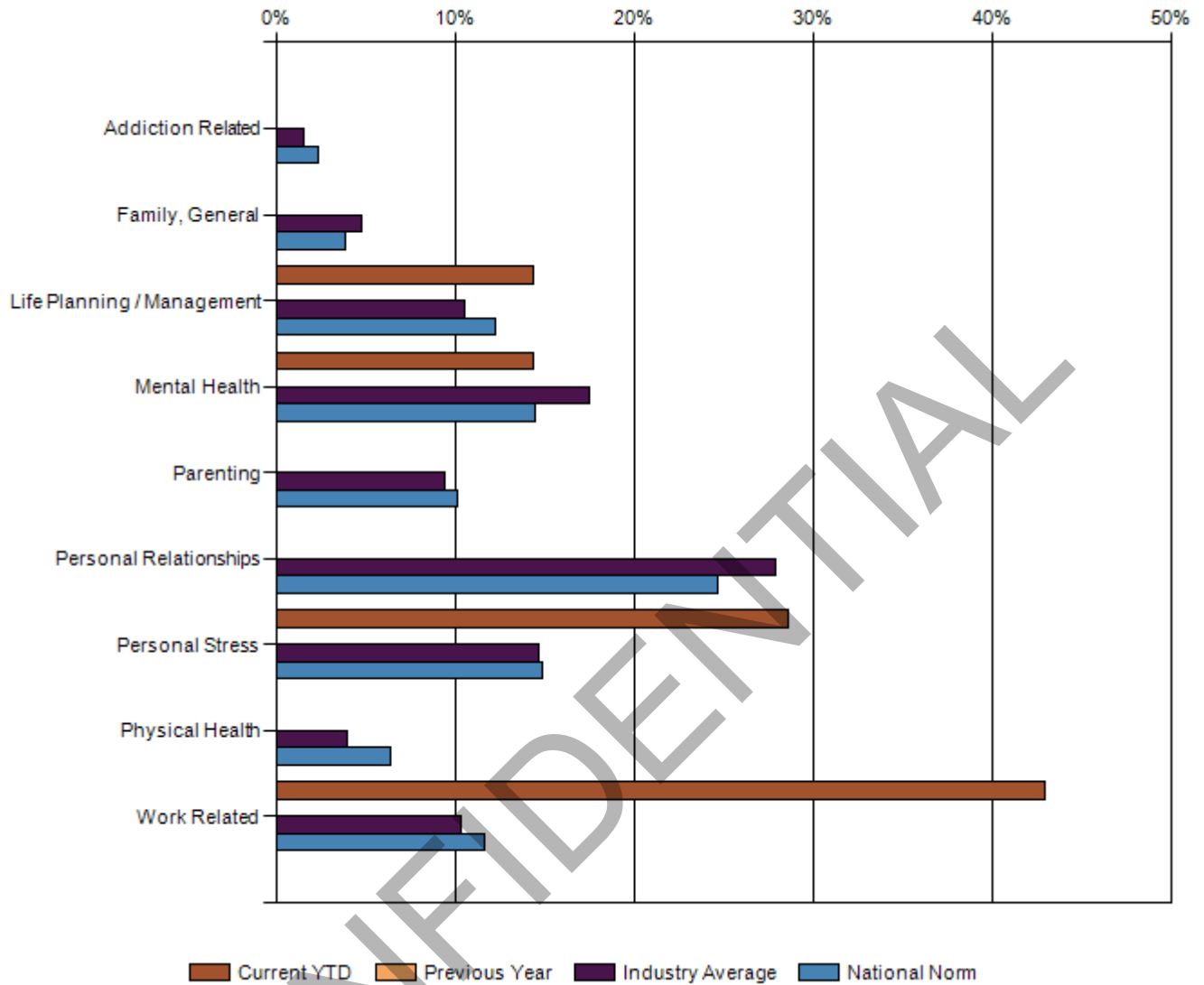
Services accessed by month



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Total
Current YTD	7												7

2. Emerging issues

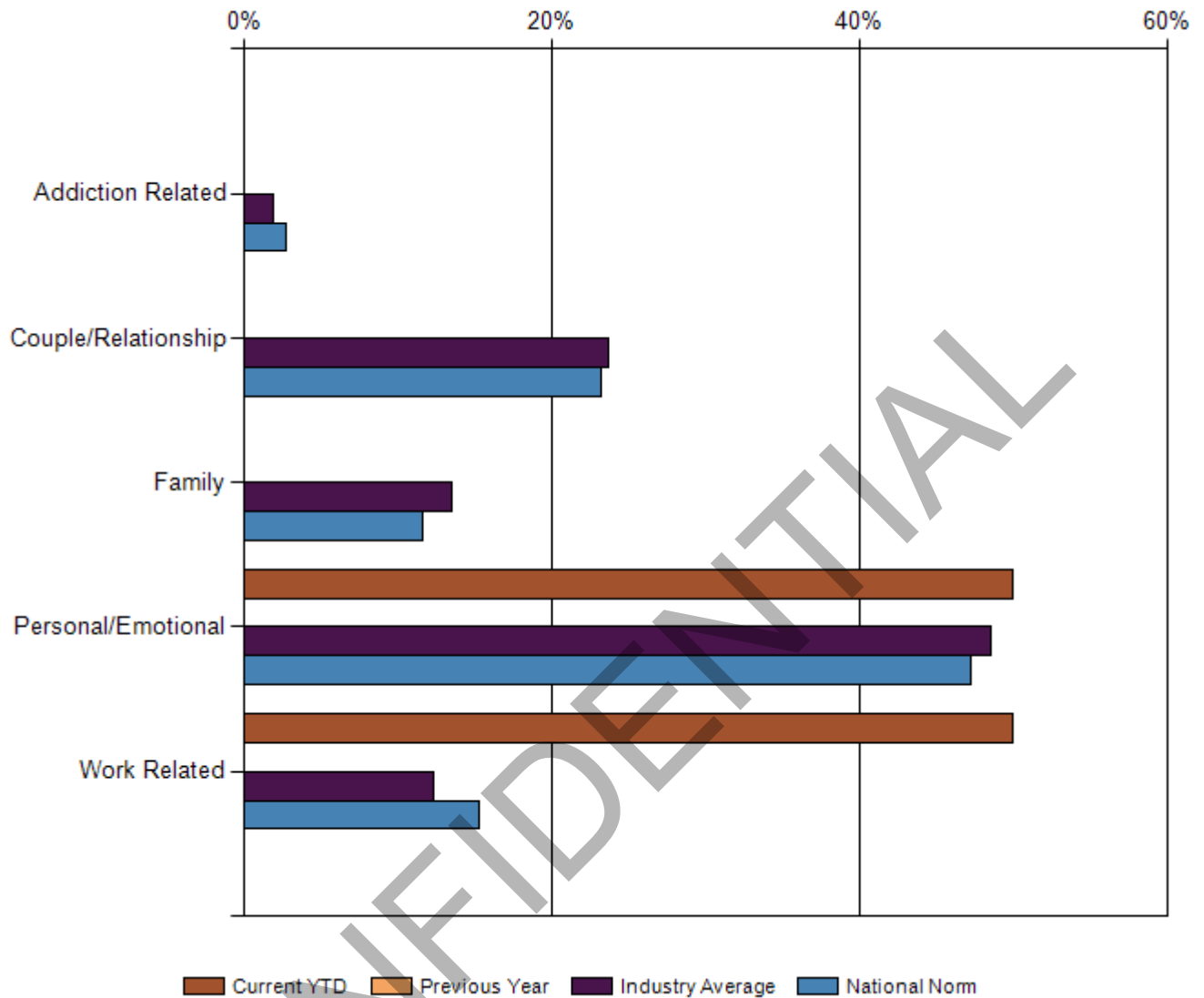
Comparative overview of emerging issues



Based on current year to date accesses: 7

	Addiction Related	Family, General	Life Planning / Management	Mental Health	Parenting	Personal Relationships	Personal Stress	Physical Health	Work Related
Current YTD	0.0%	0.0%	14.3%	14.3%	0.0%	0.0%	28.6%	0.0%	42.9%
Previous Year	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Industry Average	1.5%	4.7%	10.5%	17.4%	9.4%	27.8%	14.6%	3.9%	10.2%
National Norm	2.3%	3.7%	12.2%	14.4%	10.0%	24.7%	14.8%	6.3%	11.6%

Comparative overview of counselling service



Based on current year to date accesses: 6

	Addiction Related	Couple / Relationship	Family	Personal / Emotional	Work Related
Current YTD	0.0%	0.0%	0.0%	50.0%	50.0%
Previous Year	0.0%	0.0%	0.0%	0.0%	0.0%
Industry Average	1.8%	23.7%	13.5%	48.6%	12.3%
National Norm	2.7%	23.2%	11.6%	47.2%	15.3%

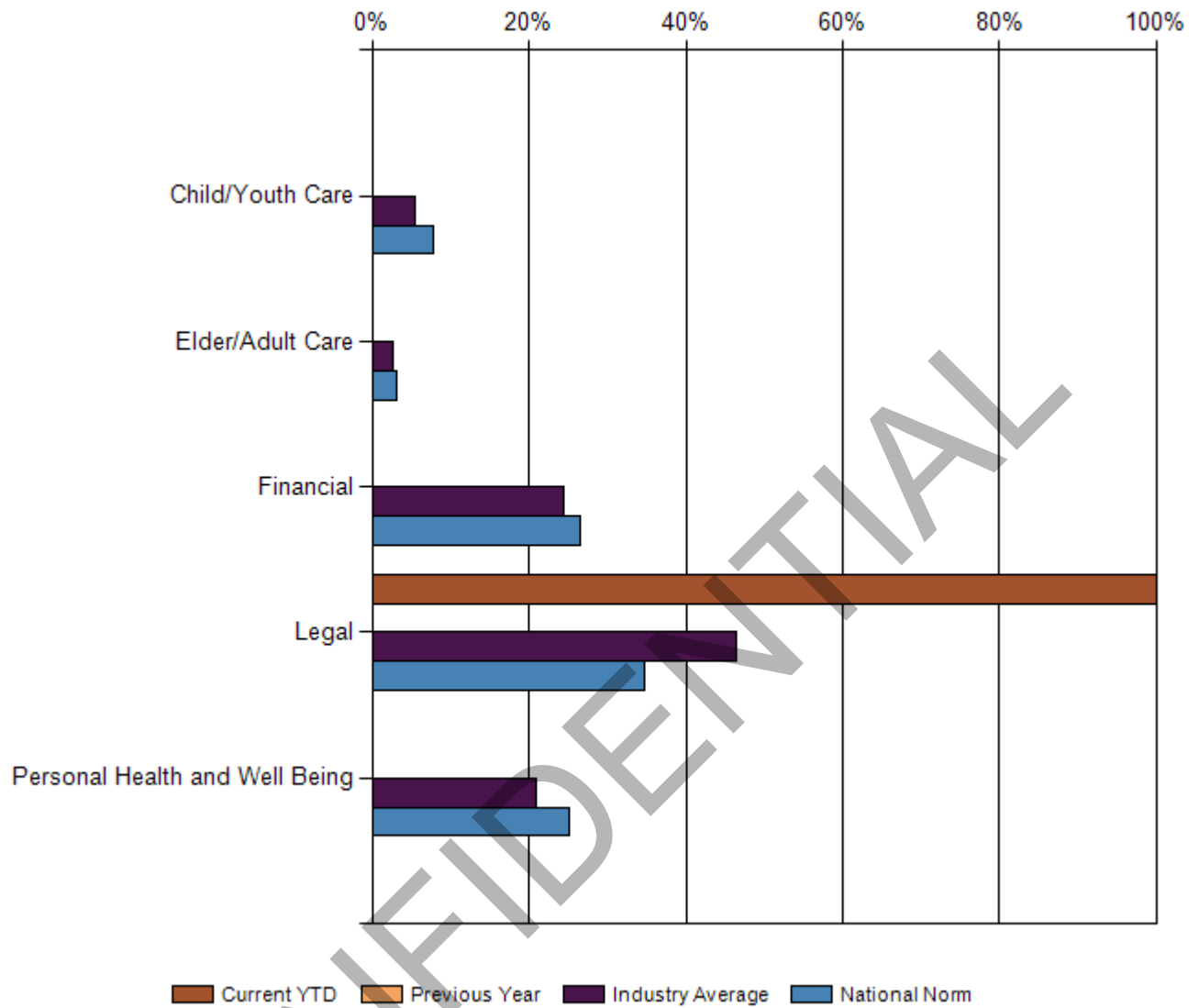
Counselling service: detail

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Addiction Related	0				0	0.0%	0	0.0%	1.8%	2.7%
Couple / Relationship	0				0	0.0%	0	0.0%	23.7%	23.2%
Family	0				0	0.0%	0	0.0%	13.5%	11.6%
Personal / Emotional	3				3	50.0%	0	0.0%	48.6%	47.2%
Anxiety	1				1	16.7%	0	0.0%	10.1%	7.8%
Stress	2				2	33.3%	0	0.0%	18.1%	20.1%
Work Related	3				3	50.0%	0	0.0%	12.3%	15.3%
Work Relationships / Conflict	1				1	16.7%	0	0.0%	1.3%	1.3%
Workplace Stress	2				2	33.3%	0	0.0%	7.5%	8.3%
Total	6				6	100.0%	0	0.0%		

Counselling service: method of delivery

	Q1	Q2	Q3	Q4	Current YTD	Previous Year
Coach Chat	0				0	0
Consultation	0				0	0
E-Counselling	0				0	0
First Chat	0				0	0
Group Counselling	0				0	0
Health and Wellness Resource	0				0	0
In Person	4				4	0
Mobile Tool	0				0	0
On-Line Tools	0				0	0
Tele-Counselling	2				2	0
Video-Counselling	0				0	0
Total	6				6	0

Comparative overview of worklife services



Based on current year to date accesses: 1

	Child / Youth Care	Elder / Adult Care	Financial	Legal	Personal Health and Well Being
Current YTD	0.0%	0.0%	0.0%	100.0%	0.0%
Previous Year	0.0%	0.0%	0.0%	0.0%	0.0%
Industry Average	5.5%	2.7%	24.5%	46.4%	20.9%
National Norm	7.7%	3.2%	26.5%	34.6%	25.0%

Worklife services: detail

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Child/Youth Care	0				0	0.0%	0	0.0%	5.5%	7.7%
Elder/Adult Care	0				0	0.0%	0	0.0%	2.7%	3.2%
Financial	0				0	0.0%	0	0.0%	24.5%	26.5%
Legal	1				1	100.0%	0	0.0%	46.4%	34.6%
Landlord and Tenant	1				1	100.0%	0	0.0%	1.5%	1.2%
Personal Health and Well Being	0				0	0.0%	0	0.0%	20.9%	25.0%
Total	1				1	100.0%	0	0.0%		

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Workplace support program: detail

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Workplace Referral Program	0				0	0.0%	0	0.0%
Total	0				0	0.0%	0	0.0%

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3. Client profile

Client demographics

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Source of Information	7				7		0	
Caller was a Previous Client	4				4	57.1%	0	0.0%
Co-worker	0				0	0.0%	0	0.0%
Family Member	0				0	0.0%	0	0.0%
Human Resources	2				2	28.6%	0	0.0%
Information Booth	0				0	0.0%	0	0.0%
Internal Communication	1				1	14.3%	0	0.0%
My EAP Mobile Application	0				0	0.0%	0	0.0%
Orientation	0				0	0.0%	0	0.0%
Peer Support Team/Wellness Bureau	0				0	0.0%	0	0.0%
Promotional Literature	0				0	0.0%	0	0.0%
Supervisor/Manager	0				0	0.0%	0	0.0%
Trauma Debriefing	0				0	0.0%	0	0.0%
Union Representative	0				0	0.0%	0	0.0%
Web Intake	0				0	0.0%	0	0.0%
Website Viewing	0				0	0.0%	0	0.0%
Wellness Seminar	0				0	0.0%	0	0.0%
Worksite Health Services	0				0	0.0%	0	0.0%
Declined	0				0	0.0%	0	0.0%

	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Client Category	7				7		0			
Employee	7				7	100.0%	0	0.0%	87.5%	87.0%
Spouse/Partner	0				0	0.0%	0	0.0%	6.5%	8.2%
Dependant	0				0	0.0%	0	0.0%	3.9%	4.3%
Retiree/Pensioner	0				0	0.0%	0	0.0%	0.1%	0.3%

Special information

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Is your call today related to the recent audit report submitted to the Ministry of Education which highlighted Workplace Issues? Please note that your response is confidential and will only be used for an aggregate report.	7				7		0	
Yes	7				7	100.0%	0	0.0%
Not applicable	0				0	0.0%	0	0.0%

Employee demographics

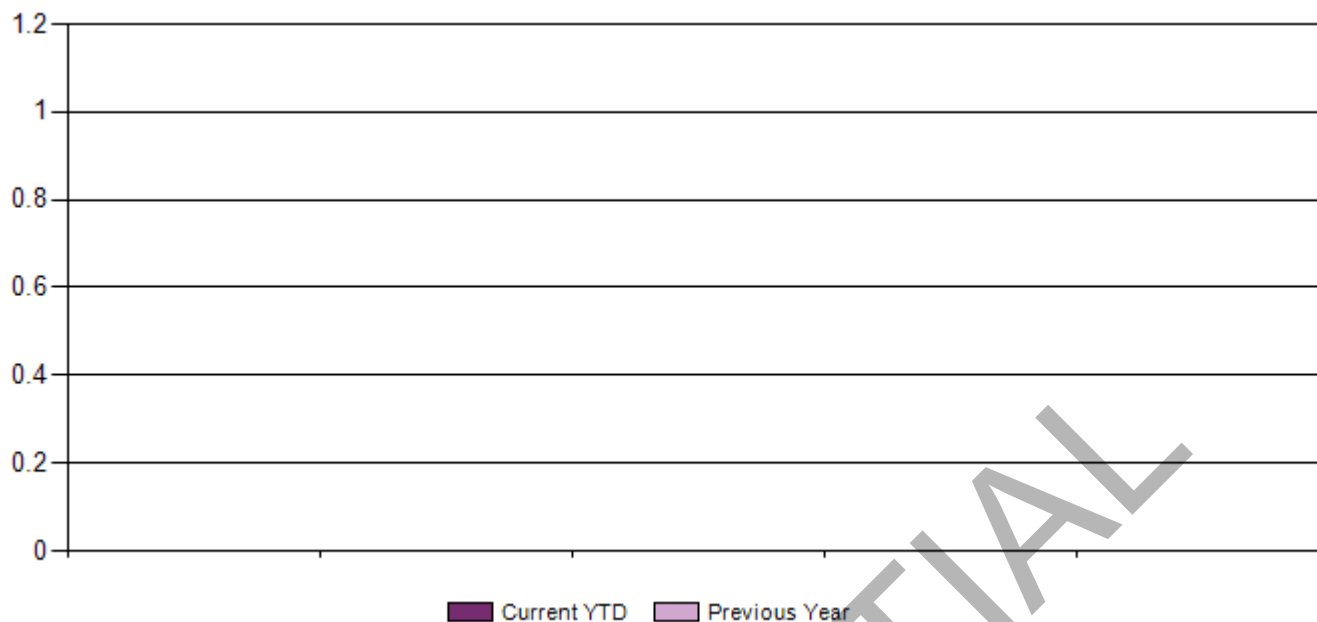
	Q1	Q2	Q3	Q4	Current YTD		Previous Year		Industry Average	National Norm
Gender	7				7		0			
Male	2				2	28.6%	0	0.0%	21.1%	34.4%
Female	5				5	71.4%	0	0.0%	78.9%	65.6%
Years of Service	7				7		0			
Under 1 year	0				0	0.0%	0	0.0%	3.8%	6.5%
1-4 years	1				1	14.3%	0	0.0%	14.3%	19.6%
5-14 years	2				2	28.6%	0	0.0%	35.9%	32.2%
15 Years and Over	1				1	14.3%	0	0.0%	22.0%	18.0%
Declined	3				3	42.9%	0	0.0%	24.0%	23.7%
Age Group	7				7		0			
Under 20 Years	0				0	0.0%	0	0.0%	0.1%	0.2%
20-29 Years	0				0	0.0%	0	0.0%	4.5%	8.6%
30-39 Years	0				0	0.0%	0	0.0%	24.7%	29.6%
40-49 Years	2				2	28.6%	0	0.0%	35.5%	31.9%
50 Years and Over	5				5	71.4%	0	0.0%	34.9%	29.3%
Declined	0				0	0.0%	0	0.0%	0.3%	0.5%

Special information

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Division	7				7		0	
Elementary Teacher (Elementary LTO)	4				4	57.1%	0	0.0%
Attendance	0				0	0.0%	0	0.0%
Psych.Services/Physical Occ Therapist/Speech	0				0	0.0%	0	0.0%
Secondary Teacher (secondary LTO)	0				0	0.0%	0	0.0%
Supervisor/Manager,/Non-Union Supp. Staff Mem	1				1	14.3%	0	0.0%
CUPE 1196	0				0	0.0%	0	0.0%
CUPE 1734	1				1	14.3%	0	0.0%
Principal/Vice-Principal/Supervisory Officer/	1				1	14.3%	0	0.0%

4. Outcomes

Number of closed counselling interventions



	Q1	Q2	Q3	Q4	Total
Current YTD	0				0
Previous Year	0	0	0	0	0

Goal outcome measure

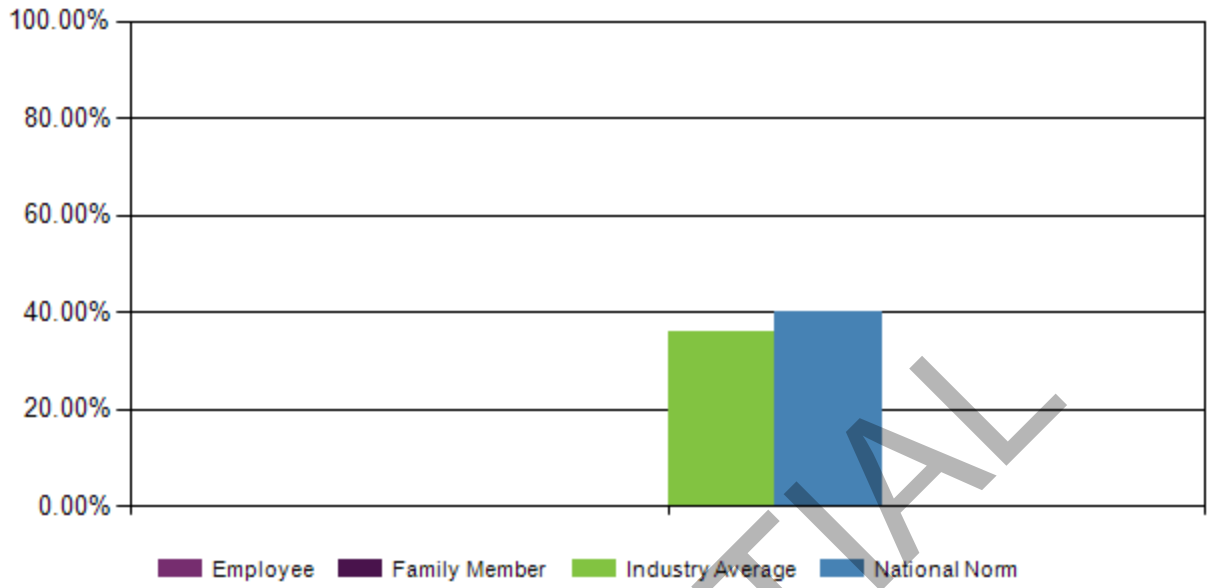
	Q1	Q2	Q3	Q4	YTD
Number of Closed Counselling Interventions	0				0
% Goal Attainment	0.0				0.0

Closed counselling goals by category

	Q1	Q2	Q3	Q4	Current YTD		Previous Year	
Addiction Related	0				0	0.0%	0	0.0%
Couple/Relationship	0				0	0.0%	0	0.0%
Family	0				0	0.0%	0	0.0%
Personal/Emotional	0				0	0.0%	0	0.0%
Work Related	0				0	0.0%	0	0.0%
Total	0				0	0.0%	0	0.0%

Depression screening

Percentage Indicating Moderate/Severe Depression



	Total
Employee	0.0%
Family Member	0.0%
Industry Average	35.8%
National Norm	40.1%

Of the 0 clients (0 employees, 0 family members) who completed the depression screening tool while accessing counselling services in the year to date, 0.0% of employees and 0.0% of family members were identified as having signs or symptoms of a moderate to severe level of depression.

Referral acceptance

	Q1	Q2	Q3	Q4	YTD
Referral Accepted	0				0
Referral Declined	0				0
Total	0				0

Referral resource

	Q1	Q2	Q3	Q4	YTD
Addiction Service Centre	0				0
Community Resources	0				0
Family Physician	0				0
Group Support	0				0
Hospital	0				0
Psychiatric	0				0
Specialized Counselling	0				0
Total	0				0

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Client satisfaction

	Q1	Q2	Q3	Q4	YTD
Number of Client Satisfaction Surveys Returned	0				0

EAP user survey - year to date aggregate responses

		Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
1	I found the EAP easy to access.					
2	I was satisfied with the attention given to me when I first contacted the EAP.					
3	The person I spoke to when I first called the EAP was sensitive to my needs.					
4 a	I felt the provider or resource :					
	b provided relevant information that assisted me with my problems.					
	c helped me to consider options and solutions to resolve my problems.					
5 a	I learned some new things about how to better manage my problems.					
	b I have been able to make positive changes based on what I learned.					
	c I am better able to function at home.					
	d I have improved my relationship with co-workers and/or supervisor.					
	e I have improved my ability to cope with job demands.					
	f I have improved my work attendance.					
6 a	If you had not received assistance, would your problem or concern likely have caused you to be away from work?	Yes		No		
	b If yes, please estimate how many days you would have been away from work?	0-1	2-4	5-10	10-20	>20
7	I would use the EAP again.					
8	I would recommend the EAP to others.					
9	Overall, I was satisfied with the EAP.					

Our EFAP counselors are generalist and as such we would be able to confidently support those who have experienced racism and other forms of discrimination.

Minimum Qualifications and Professional Accreditation

All counsellors employed by Morneau Shepell are required to meet minimum qualification criteria, regardless of counselling modality, which includes:

- *Masters-level education, typically in Social Work, Counselling Psychology, Education or Health;*
- *Five years of post-Master's level clinical experience including at least five years of Employee and Family Assistance Program experience and at least 2,500 hours of professional counselling experience;*
- *Successful completion of an intensive screening process including reference checks;*
- *Ongoing proof of active liability insurance;*
- *Membership (in good standing) with the professional accredited association within their field;*
- *Annual review of professional accreditation;*
- *Counsellors are bound by the code of ethics, complaint investigation process and disciplinary sanctions of both Morneau Shepell and their respective colleges.*

Client Care Counsellors (CCC) - Role:

Clinical specialist/crisis management at the Care Access Centre (CAC)

Number of Professionals

- *75*

Minimum Qualifications and Professional Accreditation

- *Our counsellors must have a minimum of five (5) years of post-Master's level clinical experience, at least five (5) years of Employee and Family Assistance Program experience and at least 2,500 hours of professional counselling experience;*
- *All counsellors in our professional network are required to have a membership with a professional accredited association;*
- *Counsellors are bound by the code of ethics, complaint investigation process and disciplinary sanctions within their own college or association;*
- *Areas of counselling specialties include, but are not limited to: addictions, health issues, stress, work-related, family, personal resources, emotional, psychological, and individual issues; stress; work-related; personal trauma; addictions and substance abuse.*

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