



London
CANADA

Terms of Reference

Respectful Workplace Ombudsperson (“RWO”)

The RWO is available as a neutral and confidential resource for employees to obtain information regarding their rights and obligations under this policy. The RWO advocates for fair and transparent processes under this policy and related practices and procedures but does not act as an advocate for or provide legal advice to individuals.

THE OFFICE OF THE OMBUDSPERSON IS:

- **ACCESSIBLE**

- available to employees
 - by telephone: 416.789.2983 or Mobile: 416.880.1341
 - by email: londonombuds@schnappmediation.com
- commits to respond to employee inquiries within 24 hours of being contacted, if that is not possible, employees will be notified when the RWO will be able to respond

- **CONFIDENTIAL**

- deals with matters in strict confidence and will not discuss with anyone without employee approval unless required by law, or where it is believed there is imminent danger to health or safety

- **IMPARTIAL**

- does not take sides
- supports empowerment and fair process in accordance with the Respectful Workplace Policy and related processes and procedures, including outlining options for those seeking assistance and for the Corporation
- advocates for fair processes rather than for any person or party

- **INDEPENDENT**

- functions independently and provides options and guidance
- independent of the City of London

- **INFORMAL**

- independent of formal internal and external processes, subject to taking appropriate steps to address any concerns of imminent risk to health or safety.

HOW THE RWO CAN HELP

- receives and responds on a confidential basis to questions from employees regarding the Respectful Workplace Policy
- provides assistance to employees as they proceed through the Resolution/Complaint Procedures
- receives feedback from employees related to processes and procedures undertaken by the Corporation under this policy and makes recommendations to the City Manager for improvements
- reports annually to the City Manager about their interactions with employees (on an anonymous basis) related to this policy and identifies themes and potential options for action and improvement to the Respectful Workplace Policy and related processes and procedures.
- listens to concerns and questions without judgement
- analyzes the problem and works to identify next steps available under the Respectful Workplace Policy
- clarifies the channels available to resolve concerns
- suggests resources and makes referrals

WHAT THE RWO DOES NOT DO

- receive complaints of Prohibited Behaviour under the Respectful Workplace Policy
- conduct intakes of Prohibited Behaviour under the Respectful Workplace Policy
- conduct investigations into allegations of Prohibited Behaviour under the Respectful Workplace Policy
- make or review findings related to Prohibited Behaviour under the Respectful Workplace Policy

- review corrective and/or disciplinary actions taken by the Corporation pursuant to the Respectful Workplace Policy
- act as an advocate for or provide legal advice to employees or any other individuals regarding the Respectful Workplace Policy or related processes and procedures.
- make decisions on behalf of the Corporation
- make or overrule policies or established procedures (although changes may be recommended)