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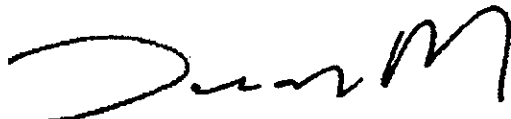
Sep 20, 2019

To Whom It May Concern:

**Re: Terri-Lea Zoccole Mar 10, 1970 Age: 49 yr**  
807-629-7031 (H) 807-629-7031 (M)

I seen Terri-Lea in the clinic today for health care concerns. Due to these concerns, I advised her to take a short leave of absence from work. The plan will be for her to return to work at full duties on Monday 30, 2019.

Yours truly,

A handwritten signature in black ink, appearing to read 'Troy M', written in a cursive style.

Troy Myers, BScN, RN(EC), NP-PHC

## Colette Shwetz

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**From:** Terri Zoccole  
**Sent:** June-25-19 1:48 PM  
**To:** Colette Shwetz  
**Subject:** follow up conversation

hello Colette,

I had a good cry and feeling better...lol. I think when you said, "what do you want to happen"? I certainly realized that I guess I just want to be validated in this whole situation.

I would like it to be noted that I am feeling frustrated from this whole situation. I will accept that my supervisor George stated "that this whole thing is done". I will accept this and will act professional in the office atmosphere. I do not want to interact with Jillian as I feel she is unbalanced and emotionally unstable. I will be professional and act accordingly and happy to stay at the court house office.

I just "hope" that this whole unhealthy situation will be done and over with. I will really no longer be involved with Jillian directly as everything will now go through George. As in handing client files over, documentation and client updates. I am good with this.

So, in that respect, I just wish that this conversation be kept in my personal file and "hope" this whole situation is over. On my part, I indeed will have my boundaries up, but will act accordingly.

thank you for listening, Terri

Colette Shwetz

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**From:** Terri Zoccole  
**Sent:** April-16-19 3:19 PM  
**To:** Colette Shwetz; Tara Thompson  
**Cc:** George Edwards  
**Subject:** timesheets at front

Hello,

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Further, although signs are posted NOT TO WALK through our gladue office, PPL walk through.

I don't mind them walking through, Just knock and ask if its ok to walk through. Some of us are on the phone with clients/lawyers/probation officers/ jails. Its just a nice thing to do, since sometimes I am the only one in the office and sitting on the other side. 🙄

thanks, Terri

BULLSHIT--→ August 27, 2019

1- EAP, I have a counsellor and she will continue to see me. What do I need to do ...if this will occur during work hours?

2- Issues- When my stressed was explained to both my doctor and counsellor- I told them all that I have told you.

First off this all occurred in Feb 2019- (from incidents that happened at court) which escalated and ended up with a sharing circle.

AT court, Jillian was talking to a reporter who writes the Thunder Bay court house edition. This reporter writes mostly in a bad light about native peoples going through the court process. I told Jillian not to talk about him as we are not allowed to talk to the media. This was a Friday in court for a client who was having a (Myles Wabano) bail hearing. the reporter asked Jillian what do you think about your client getting out? he knew about our client's charges because he was in the court room watching me testify on the stand. Jillian started talking about our client. I stopped her right there and said "hey you're not suppose to talk about our clients". She was like oh? With our work in the courts- CONFIDENTIALITY IS MOST IMPORTANT!! if YOU DON'T KNOW THAT YOU SHOULDN'T BE WORKING IN THE COURTS OR AT NAN LEGAL. (\*\*About CONFIDENTIALITY OR OATH OF CONFIDENTIALITY- DONT WE SIGN ON IN THE TRAINING HR DOWNLOADS ABOUT BEING CONFIDENTIAL IN THE WORKPLACE??\*\*) On that Tuesday I was asked to come back to court by the lawyer Brennan Sacevich, Jillian was not asked to come back to court. I sat in court and she sat in the seats behind me with the reporter again. I heard her talk to him about being a gladue writer and was explaining what she does, and than she was talking about me. she stated " Terri is a gladue worker and she helps clients" And I turned around and said, "hey you're not suppose to talk to media" or about our jobs to media. I quickly stood up and told her I am going to be texting George our supervisor about this. She quickly followed me to the court office. I shut the door, and told her, I am texting George to let him know of the situation. She pretended like she didn't know she had to be confidential about our jobs at nan legal. I told her, I told you Friday that you're not allowed as an employee of nan legal to talk to the media. I told her that this reporter will turn your words around.

Jillian had no vehicle and we rode together back to nan legal office. Another requirement of the job as a gladue writer is to have your own vehicle. I graciously gave her many rides to work as she lives near my house in county park. She forgets that almost for two months I gave her rides, and she never gave me gas money. She did give me coffee a few times.

IN COURT or at the court house- Working in the court system, you should know that lawyers are busy! they don't have time to sit and listen to a person who is rambling about their clients. I have interrupted Jillian on two separate occasions where she was rambling about Myles Wabano's fasd. I did ask about a court date of another client Cj Stevenson. I knew that the lawyer was busy and was being polite to Jillian listening about fasd. The lawyer was Brennan Sacevich. On another occasion Amy Grann, law student to Kevin Mathews is another example where I interrupted Jillian. Jillian again was "rambling about the client- John Okeese.

Episodes of her crying- Client Myles Wabano, She cries about a client's story "because his story touched her heart". she was writing about justice Desmoulins's life, and she said his life is or might be like her son's life, she again cried. I told Jillian, you need to establish boundaries, you

can't cry in front of your clients'. Another episode, Jocelyn rancourt and I were sitting with Jillian and she started crying again. She cried about how these stories impact her. Jocelyn stated to Jillian, "you need to set some boundaries and you can't be too emotional".

I am concerned that Jillian maybe crying in front of her clients/inmates who she see's in jail. She has no experience working with the legal court system. In jail, you can't share personal stories to inmates as these inmates can get information on you and find out where you live. You need to be professional in the jail, you can't be crying or touching clients.

This is when I feel, that Jillian turns around and plays the victim by not accepting what she has done at court with the reporter. But now points the finger at me-- I did the right thing, by letting my boss know, and I have continued to let my boss know what has occurred with Jillian and her crying and not establishing boundaries. George responds with, "this is what I have been dealt and I have to work with them". I felt he placed me in a situation because he had me training other workers. Yes, I was happy at first to train others. But now, with Jillian not accepting her responsibility, she placed a "bad light" on me. I don't want to be placed in a situation like this again and have told Danielle and George I will no longer train co workers. That is George's responsibility not mine.

SHARING CIRCLE- elder and our gladue team had met to hash out what needed to be done. I accepted this as tobacco was shared. I didn't barely talk with Jillian. I took responsibility for my actions. I don't feel comfortable talking with Jillian because its like she doesn't comprehend what I share with her or she turns anything I say into a something else.

DURING one staff meeting- dated March 25, 2019 (I commented to the whole gladue team that I would not be helping with anyone with the recommendations, as this was no longer my job- I use to do all the recommendations in the gladue reports, but was told that the gladue writers would be doing the recommendations) I am too busy with my own caseload now to help anyone else do their jobs.

I asked George, to let the team know that I am tired, doing the job of two ppl, as I am the only case worker. Just before I went on holidays (May 13-24, 2019), I had several reports (I took over a gladue report for Adrienne fox who left) to do, letters and filing and meet with clients and court dates. One big problem was that my one client was going to be going to treatment that Saturday - and flight arrangements were not yet made. So kept busy right to the last minute. BUSY BUSY.

During this time, my stress level was high, as I wanted to get everything done before I left on my holidays.

While on my holidays- I received several texts-- from Jillian about a client's (Robert Coaster) discharge summary (which Jillian left on my desk) -- SO I took what I needed and put it in my file folder (on my desk). She was where is that discharge summary? I told her to look for it in my folder. At no time was I told to put everything back on her desk. SO, I texted GEORGE that this woman was bugging me while I was on holidays, at which point I assumed he put a stop to it.

I felt like Jillian was trying to get me in trouble. Further, she was yelling at me about the court key- I said did George send out an email about the key? Jillian stated that yes George sent an email about the court key. She said that Melanie, myself and Jillian were supposing to share the court key. I was like I didn't receive an email about this. And I asked her to go speak with GEORGE who also has a court key. I did not want to give her my court key. I told both my supervisor's (George and Danielle) that the court key was signed out from the court house and I am not about to let someone else get that key when I had to sign for it. The court house can be

pretty selective on who has a key and who does not. Further I have the appropriate identification for the court house. Moreover, Jillian was yelling at me at the reception area in front of several people about the key, which she then stated "this is bullshit, I am going to HR". I asked George about the email, and he stated "he didn't send an email like that"-- Jillian lied about the email and George knew this.

My first week back from holidays dated - May 27, 2019. I noticed that Jillian would walk down the hall and if I was walking down the hall she would turn around and go the other way. I thought she was acting weird and I told George this.

Next thing I am being brought into George's office for Jillian going home crying. HE said she is crying because of you.? I was like what did I do now? George stated that he asked Jillian and I wasn't bullying her she stated. I told George, I am not responsible for anybody's emotions and I can't make anyone else do anything. George asked what I wanted to do. He asked that I take part in a mediation. I didn't NOT want to do this. So you are aware of the mediation that took place with Danielle, George and Jillian.

DURING THE MEDIATION--- Jillian again made me sound so horrible, with comments and statements like---- I talk bad about my co workers, I gossip about her on the phone at my desk, she listens to all my conversations on the phone, she said that I talk about her right on the phone in the office, I help Melanie (by going above and beyond) too much, I don't invite her to lunch or I insult her by thinking that she was mad at me for not inviting her. She forgets I use to help her! (\*bullshit comments—that make me feel bad, and now I have to walk around on egg shells because of the environment she has made// also I could not respond to any of her comments, because George stated that she should be allowed to talk// )

I told my counsellor and doctor all these points.

OH ya—I guess I should mention I attended court for my client Robert Coaster dated-Thursday June 27, 2019- The judge spoke up and said hey I don't have the full report. The crown and defense both stated, "I only have every other page here". I stood up and said I am from nan legal and they asked if I could get the full report". I said yes. I left the court and met with Danielle in the hallway at the court house. I called George on the phone and Danielle said for George to bring 3 copies for the judge, crown and defense. George on the phone stated, "whats the problem"? It was put in properly (meaning the gladue report). I said "I don't know, just bring the report as fast as you can". I think this is important as it shows that this writer Jillian is not meeting her deadlines If she can't even get a photocopy of the report and making sure all the pages are there before she submits that to court services.

I am not happy with the outcome as you are aware and never did want to take part in it. I was asked by George and I told him that I only took part as a favour to George.

NOW...I told you (and my doctor and counsellor) about George doesn't seem like he is treating me fairly because Jillian has given him a father's day card. He also stated to me that she is a single mother. And continually lets her go home crying, about what I have no clue. I was a single mother, and we all have home life that we shouldn't bring to work. Its called having work place boundaries. I just don't think its fair that we all have to walk around on egg shells for someone who is not mentally fit to work in this job. As a gladue worker/writer you hear trauma stories, and if you don't have your own personal shit together you will not be able to do the job.

IN the past when I was still located at legal aid at the vic ville location- George wrote a complaint letter against me and my past co worker Jennifer McKenzie- Now, how can he be fair in this whole situation, when in the past he complained about me. Obviously, he feel's "sorry" for Jillian, and not taking the appropriate steps to stop the harassment in the workplace/ or the hazardous work environment.

Any further details needed just let me know.

P.s. I just really feel that maybe this person should be placed in another position here at nan legal....for instance the HUB. Well that's my thoughts and hopefully I can just be happy in the work place again. I am doing a lot of self care and I feel a lot better.

Please contact me for any further clarification.

## Colette Shwetz

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**From:** Terri Zoccole  
**Sent:** September-18-19 12:46 PM  
**To:** Colette Shwetz  
**Subject:** convo

hello Colette,

I feel that this has been occurring all along, where there is no clear concise direction. I almost feel that George is almost "scared" and "walking around on eggshells" when he has to talk to Jillian. I am tired of the continued harassment from jillian.

Now this email that has been brought to everyone's attention. Jillian still uses my name, or asks questions about my clients. She has no real business asking anything about clients that are not hers, unless she knows this client (is my guess, and wanting to find out info about him?) (as jillian has no boundaries when it comes to clients). I feel that this is form of harassment because she is targeting me. This particular client, has had a gladue letter which I wrote. A nd the client was in treatment, but now I have been informed from the Junior lawyer tyler Hopkins this client was picked up the other day for new charges. AND still George doesn't tell her to stop. I am always told, don't engage, don't respond. SO therefore, in her "crazy mind" its ok to harass me,, because no one tells her to stop. And this continues to happen every week since she has come back, and she still is targeting me in some form or other.

SO my question is....when is the harassment in the workplace going to stop? You all don't see what she does in the court office, when she is saying "good morning ladies" in a "overly nice voice". Or I can't even make calls on my phone at the head office, because "she listens in all my calls".

I only feel safe at the court house and away from any interaction with Jillian.

so this is my concern, Terri



## Colette Shwetz

---

**From:** Terri Zoccole  
**Sent:** August-21-19 3:05 PM  
**To:** Colette Shwetz  
**Subject:** HR concern

hello Colette,

Hi just following up with you, as you are HR. I know your super busy. I never did hear back from you about my concerns.

I have been feeling burnt out, sleeping right after work for a few hours and than going back to sleep. Thought it might be due to diabetes?? but no clue. I have also been struggling with acne and headaches. I have a big case load and deal with a lot of ppl struggling with their own issues. Last week my one client who is filling out for the sixty's scoop, showed me some child documentations of his abuse as a kid. This triggered me as the same thing that happen to that client, happened to me as a kid. So I quickly made a doctor's appointment and a counselling appointment which I informed the human resources assistant- Suzanne. I asked about the EAP-- so she said we had none. I further asked, if I go to counselling is it covered under the EAP? I also let my supervisor George know about my doctor's appointment and counselling. I did tell him that I am stressed and tired of the bullshit that has been happening and I feel that's its related to my work stress.

I went to the doctor and counsellor on Monday and took the day off (sick day). I have been sleeping a lot and stressed to the max, not wanting to come to work and so forth. My blood pressure is fine and I got tested for diabetes. I just wanted Human Resources to know this.

In consultation with my doctor and counsellor, they both stated that I am stressed, possibly burnt out from the job. I did tell them that I am stressed at work, with all that has happened. They both stated that my "boss/employer" let the bullshit carry on too far, which caused a hazardous work place environment.

So I am letting you know, Because when the "person" comes back from her leave, I don't want to be bothered by her and her issues. I am taking my power (strength) back and will not interact with this person as she is a toxic individual. I plan to do a lot of self care and take time for myself if need be. I will concentrate on being the healthy person I know I am.

Please document, and insure that I will be working in a healthy environment here at Nan Legal.

Miigwetch, Terri

Please update when you can.

## Colette Shwetz

---

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**Sent:** June-25-19 1:48 PM  
**To:** Colette Shwetz  
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**To:** Colette Shwetz; Tara Thompson  
**Cc:** George Edwards  
**Subject:** timesheets at front

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Further, although signs are posted NOT TO WALK through our gladue office, PPL walk through.

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thanks, Terri

## Colette Shwetz

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**From:** Terri Zoccole  
**Sent:** April-08-19 4:25 PM  
**To:** Colette Shwetz  
**Subject:** Re: Employee Assistance Program Information

hi Colette,

So if I used the EAP....can I do this during business hours?

thank you, Terri

---

**From:** Colette Shwetz  
**Sent:** April 8, 2019 3:13 PM  
**To:** Amber Echum; Angus Miles; Annie Metatawabin; Bryan Phelan; Carol Buswa; Catherine Gull; Cathy Longboat; Cecilia Fiddler; Chantelle Johnson; Charilyn McKay; Charles Benson; Chris Beardy; Clinton Patrick; Colette Shwetz; Danielle Wood; Darlene Oshie; Darren Keno; Darryl Isaac; Darryl Sainnawap; David Chookomolin; David Sutherland; Denise Spence; Donald Sainnawap; Doreen Stone; Douglas Magiskan; Elizabeth Johnson; Evangeline Meekis; Evelyn Boissoneau; George Edwards; Gillian Schaible; Gordie Suggashie; Heather Baillie; Heather Faries; Heather Napash; Holly Sitch; Jacob Mekanak; Jacqueline Edwards; Janice McKay; Jean Rabbit - Waboose; Jillian Louttit; Joanne Cheechoo; Jocelyn Hunter; Jocelyn Rae; Jocelynn Rancourt; Keith McKay; Kelly Louttit; Kenneth Sackaney; Leahan Parrott; Lenard Comber; Lloyd Comber; Lloyd Redsky; Lorraine Crowe; Mahogany McGuire; Marie Roundhead; Martha Kataquapit; Mary Kakepetum; Mary Spencer; Melanie Henderson; Michelle Donio-King; Natasha Sakchekapo-Lalande; Rita Chapman; Roberta Wesley; Shannon Naveau; Sharon Pitawanakwat; Sheba Fox; Shirley Keesic; Sonny Manoakesick; Stallone Quequish; Steffany Fiddler; Stella Kiokee-Koostachin; Tara Thompson; Terri Zoccole; Theresa Hall; Timmins Reception; Tracey Winter; Unnie Kooses; Wilma Carpenter; Zeld Watt  
**Subject:** Employee Assistance Program Information

Good Afternoon Everyone,

This is a reminder that as part of our benefit package (Manulife), staff have access to a full-service **Employee Assistance Program** supporting health at work, at home and in life.

I have attached an information sheet that will help explain what is available to you and how to access it.

If you need further assistance with your benefits, please give me a call anytime.

Miigwetch/Thank you

**Colette Shwetz**  
**Interim HR Manager**

**[Nishnawbe-Aski Legal Services Corporation](#)**

Unit 100, 1805 Arthur St E, Thunder Bay, ON, P7E 2R6

Tel: (807) 622-1413

Toll Free: 1-800-465-5581

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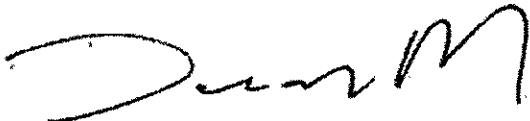
Sep 20, 2019

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807-629-7031 (H) 807-629-7031 (M)

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Yours truly,

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Troy Myers, BScN, RN(EC), NP-PHC



**NISHNAWBE-ASKI LEGAL SERVICES CORPORATION**

**REQUEST FOR LEAVE RECORD**

Date: September  
Name of Employee: Terri Zaccolo  
Position: Glacier Caseworker  
Supervisor: George Edwards

Please provide copies as follows:  
1 copy - Employee  
1 copy - Finance/HR  
1 copy - Supervisor

**Form required 3 days in advance for Vacation, Sick (Medical), Management, Lieu Time and Other.**

Start Time Off  
Date Sept 23/19 Time 9-5

Return To Work  
Date Sept 30/19 Time 9-5

Number of Days 5 Number of Hours lots

If sick leave - medical certificate provided Y or N? yes attached

<u>Type of Leave</u>	
Please checkmark one.	
<input type="checkbox"/> Bereavement (B)	If B, L, S, M, & Other - Reason given: <u>Paid leave.</u> <u>S.</u>
<input type="checkbox"/> Lieu Time (L)	
<input type="checkbox"/> Sick (S)	
<input type="checkbox"/> Management (M)	
<input type="checkbox"/> Vacation (V)	

If Leave is Without Pay (Check Here)

Employee's Signature T. Zaccolo

Supervisor's Signature \_\_\_\_\_

Date Sept 20, 2019

Date \_\_\_\_\_

Executive Director Approval (Required for M, B Leave) \_\_\_\_\_ Date: \_\_\_\_\_



August 15, 2018

PRIVATE AND CONFIDENTIAL

Terri Zoccole  
421 York St.  
Thunder Bay, ON  
P7A 4S1

Dear Ms. Zoccole:

As you are aware, NALSC retained Persaud Employment Law to conduct an investigation into a complaint made by you against Ralph Taylor and Michelle Donio-King. The purpose of this letter is to notify you of the outcome of this investigation.

**Mailing Address:**

86 S. Cumberland Street  
Thunder Bay, Ontario  
P7B 2V3

Tel: (807) 622-1413  
Fax: (807) 622-3024

Email:  
info@nanlegal.on.ca

Website:  
Http://www.nanlegal.on.ca



**Head Office:**

109 Mission Rd, Fort  
William First Nation, ON  
P7J 1K7

NALSC has taken your complaint very seriously. In particular, NALSC was very concerned by your complaint that you received a threatening message from Ralph Taylor over Facebook Messenger. Based on the investigation, there is no dispute that this message was sent to you. It is also understandable based on the plain wording of the message you received that you would be concerned about it and would raise a complaint to NALSC about it.

As a result of its investigation, NALSC has concluded that this message did not constitute an actual threat to exercise physical force against you, or harassment, and was intended as a joke within the context of an ongoing relationship where such jokes were made. However, that does not mean that NALSC finds this conduct acceptable. NALSC has determined that there has been inappropriate conduct in the workplace that includes harmful gossip and joking that has gone "over the top" and culminated in the Facebook message by Ralph Taylor that led to your complaint. NALSC is making its expectations clear to Mr. Taylor that similar conduct should not occur going forward.

While NALSC has determined that there were no harassment or violence policy violations, it appears that there is a history of gossip in your workplace that can contribute to a toxic workplace over time. All parties to the investigation are being reminded that NALSC expects employees to conduct themselves in a cordial and professional manner. NALSC expects that employees will refrain from making comments about coworkers that are insulting, even as a joke, and will refrain from workplace gossip. We trust that you will abide by these expectations as in order to contribute to a healthy workplace going forward.

One of the themes that you raised in your complaint was a concern that Ralph Taylor had the power or influence to have your employment terminated. We want to be clear that this is not the case. Ralph Taylor has no authority or influence whatsoever with respect to your employment status. We trust that this letter can put this misconception to rest for you.

We remind you to continue to keep the complaint, the investigation, and this letter confidential.

Should you have any questions or concerns, please contact, the undersigned, Jeff Robert, at [jrobert@nanlegal.on.ca](mailto:jrobert@nanlegal.on.ca) or by phone at 807-766-7074.

Yours truly,  
**Nishnawbe-Aski Legal Services Corporation**

Jeff Robert  
Human Resources Generalist

c. Derek Stephen

June 11, 2018

PRIVATE AND CONFIDENTIAL

Terri Zoccole  
355 Lambton Cres  
Thunder Bay, ON  
P7C 5L7

Dear Ms. Zoccole:

NALSC has recently retained the services of an external firm, Persaud Employment Law, to investigate your complaint of workplace harassment and workplace violence.

The investigator, Stephanie Pope, will be in touch with you directly in order to schedule a time to meet with you to discuss this matter in Thunder Bay, and in order to confirm the particulars of your complaint. When you meet with the investigator, she will be asking whether you think there is anyone else with information that might be relevant to this inquiry and with whom she should speak. She will also ask whether you have any documents or other evidence which are relevant to this inquiry. As such, you may want to prepare for this meeting by gathering all of the material beforehand.

Please make note of the following expectations regarding confidentiality. It is our expectation that you will not advise anyone in the workplace, or otherwise connected to the workplace, that this investigation is going on, and that you will keep confidential all information discussed in any meetings relating to this investigation. This is particularly crucial for individuals who may be witnesses in this investigation, as any such discussions can compromise their independent recollection and threaten the integrity of the investigation. We further expect you not to ask individuals if they have participated in this process, nor to ask any individuals who may participate in this process about the contents of their discussions with the investigator. This confidentiality obligation is in place to help protect all parties involved in the investigation and we take it very seriously.

The same expectations of confidentiality outlined above apply to your working relationships with the Respondents in this investigation. We expect that you will not discuss your complaint, or this investigation, with the individuals you have named in your complaint, in any manner whatsoever. This requirement is to help protect all parties in the investigation. We will be communicating this expectation to the Respondents as well.

We encourage you to provide as much information as possible to the investigator so that they may be in a position to consider these matters in the most meaningful way. However, anything provided to you in the course of the investigation, such as documents, e-mails, etc. should not be shared with anyone else, except with the express consent of NALSC or the investigator.

All individuals who participate in this process are entitled to be free from negative reprisal for having participated. Should you experience any negative repercussions for having discussed this matter with the investigator, I ask that you bring this to my attention. Naturally, you are also to refrain from engaging in any negative behaviour towards any other individual who might have participated in this process.

Please contact Jeff Robert, Human Resources Generalist, by email at [jrobert@nanlegal.on.ca](mailto:jrobert@nanlegal.on.ca) or by phone at 807-766-7074 if you have any questions about the contents of this letter, or the subject matter of this investigation.

Yours truly,  
**Nishnawbe-Aski Legal Services Corporation**



Derek Stephen  
Chief Executive Officer

**Mailing Address:**

86 S. Cumberland Street  
Thunder Bay, Ontario  
P7B 2V3

Tel: (807) 622-1413  
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