

Procedure Section: Human Resources
Procedure Title: Respectful Workplace
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DEFINITIONS:

Workplace means the office or school where the individual is customarily employed and includes all other places which result from employment responsibilities or employment relationships, including Board or committee meetings, locations at work-related social functions, work assignments outside the office/school, field trips, work-related conferences or training sessions, and work-related travel.

Appropriate Behaviour means behaviour that supports and creates a respectful workplace such as, but not limited to:

- a) being polite and courteous;
- b) treating others equitably and fairly;
- c) accepting responsibility for actions, reactions, and behaviours that impact others;
- d) respecting the differences in people and their ideas and opinions;
- d) respecting the rights of others;
- e) showing proper care and regard for RCJTC property and for the property of others; and
- f) demonstrating honesty and integrity.

Inappropriate/Disrespectful Behaviour among employees means behaviour that is or ought reasonably to be known to be objectionable and/or unwelcome to an individual, or group, which diminishes the dignity of any person(s) and can create a poisoned or hostile work environment. Examples of inappropriate/disrespectful behaviour include, but are not limited to:

- a) written or verbal comments, actions, gestures, behaviours or 'jokes' which would reasonably be perceived as unwelcome, humiliating, offensive, hurtful, belittling;
- b) bullying or intimidating behaviour;
- c) abuse of authority;
- d) yelling, shouting, screaming, or swearing;
- e) deliberately excluding or isolating a person from relevant work activities or decision making;
- f) stereotyping or making inappropriate assumptions about an individual based

- on an individual's personal qualities, characteristics, or role; and
- g) devaluing or trivializing a person's successes, contributions, or concerns.

Inappropriate/Disrespectful Behaviour does not include:

- a) the reasonable and appropriate exercise of supervisory responsibilities, including training, direction, instruction, performance appraisal, and discipline; or
- b) acceptable and appropriate social interaction, good-natured and appropriate humour or joking in the workplace.

Poisoned Work Environment means a work environment or atmosphere where inappropriate/disrespectful behaviour has an adverse impact on an individual or a group, that may include psychological or physiological harm, feelings of intimidation, impaired job performance, reduced job satisfaction, increased absenteeism and/or turnover. The offending behaviour does not need to be directed at an individual. A poisoned work environment may result from a series of events or a serious, single remark or action.

The General Manager is responsible for ensuring that all staff, members of the Board of Directors, parents, members of consultative committees, volunteers, contractors, and employees of other organizations who work on or are invited into RCJTC premises are made aware of:

- a) the existence of this policy and the issues addressed herein;
- b) the existence of supporting procedures issued under this policy; and
- c) the RCJTC's support for ongoing training and awareness initiatives for staff which are designed to promote awareness of and sensitivity to potential inappropriate/disrespectful behaviour and to promote a respectful work and learning environment.

Reporting an Incident or Complaint of Inappropriate/Disrespectful Behaviour:

1. It is understood that all employees making a complaint of inappropriate/disrespectful behaviour as outlined under the following redress procedure will do so without fear of reprisal.
2. Although employees are encouraged to use the following redress procedure, all employees have the right to file a complaint with their immediate Supervisor or the General Manager at any time.
3. The General Manager or Supervisor will immediately investigate the alleged incident and take any necessary appropriate action to protect the health and safety of the employee.
4. Employees also have the right to file a complaint with the Human Rights Commissioner or seek redress through any other legal means at any time.

5. The General Manager and/or designate will assist and advise all concerned parties throughout the redress procedure.
6. Both the complainant and the alleged offender have the right to ask a person of their choice to be with them throughout the redress procedure.
7. Where a complaint of inappropriate or disrespectful behaviour may result in disciplinary measures, the complainant should seek advice from her/his union/association representative.
8. Movement from one step in the redress procedure to the next will occur at the request of the complainant if he/she is not satisfied that all concerns have been addressed.

Redress Procedure

Step 1 - Informal Discussion and Counselling

9. The complainant will attempt to resolve the incident informally and will keep a personal record of any such efforts for future reference.
10. Informal measures may include:
 - i) where possible, making the objection, disapproval and/or unease known to the alleged offender in a clear manner, and politely but firmly requesting that it stop;
 - ii) discussing the case and how it might be resolved with the complainant's supervisor, or with the next higher level of management, if the alleged offender is the complainant's supervisor; and
 - iii) requesting that the supervisor convene and preside over a meeting of the complainant and the alleged offender to discuss and resolve the matter informally.

Step 2 - Immediate Supervisor Intervention/General Manager Decision

11. If the complainant is not satisfied that all concerns have been addressed at Step 1, the complainant will submit a written report of concern to the General Manager. The report will include the name of the complainant, the name of the alleged offender, place, date, time, witnesses (if any), and details of the offensive behaviour.
12. The General Manager, receiving the report of concern, will immediately
 - i) notify in writing the alleged offender of the report of concern;
 - ii) advise the alleged offender of the right to submit a written statement regarding the case and of the right to representation as per applicable collective agreements;
 - iii) conduct a thorough documented investigation of the complaint, including a summary of efforts to resolve the situation, interviewing the complainant, alleged offender, and any witnesses, and investigating all aspects of the case; and

- iv) prepare a written report including findings and, where appropriate, recommendations for disciplinary action.
- 13. The General Manager reviews the information, renders a decision, and advises all parties involved.

Step 3 - Appeals Process

- 14. If the complainant is not satisfied that all concerns have been addressed at Step 2, the complainant may submit a written letter of appeal to the Board of Directors.
- 15. The Board of Directors will appoint an Administrative Team to review all related documentation in an attempt to resolve any outstanding issues.
- 16. The decision of the Administrative Team will be considered final and binding.

Related RCJTC Policy

P.05.01 Respectful Workplace Policy

Related RCJTC Forms

F.05.01 Respectful Workplace: Formal Complaint