



GLACIER VIEW LODGE

POLICY MANUAL

Date Issued: November 2013
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October 2020

ISSUED BY: EXECUTIVE DIRECTOR

CATEGORY: ADMINISTRATION

TITLE: **RESPECTFUL WORKPLACE**

PURPOSE: To establish practices and procedures to promote an environment of mutual respect, safety (psychological and physical) and inclusiveness for all Individuals associated with Glacier View Lodge ("GVL").

Consistent with GVL's Vision, Mission and Values, every individual associated with GVL has the right to be treated, and the responsibility to treat others, with fairness, courtesy and respect.

SCOPE: This policy applies equally to all persons associated with GVL (collectively defined as "Individuals") including:

- Employees of GVL, and those involved with its affiliated programs and agencies, including students;
- Executive Director, management, and supervisory employees;
- Members of the GVL Board of Directors;
- Volunteers of GVL;
- Contractors;
- Physicians who provide services to our Residents;
- Individuals authorized to access GVL information, information systems or equipment.

Exceptions: The policy and accompanying procedures do not apply to situations that involve resident/client behaviour to a GVL individual.

POLICY:

1. General

GVL's mission and values provide the foundation for creating a respectful workplace culture. Our mission states that we value our staff, their aspirations and health, and demonstrate this by providing a supportive, safe and stimulating work environment. Our values relate to a Respectful Workplace culture as:

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GVL is committed to:

- Fostering a safe, healthy and inclusive workplace which supports individuals' physical, psychological and social well-being;
- Ensuring that all individuals are treated with dignity and respect, free from discrimination and harassment, not only the specific conduct prohibited by the BC Human Rights Code, but of any form of personal harassment which may cause embarrassment, insecurity, discomfort, offence or humiliation to another person or group;
- Supporting individuals to manage workplace differences; and
- Providing an environment that respects and promotes human rights and personal dignity.

GVL upholds the belief that all individuals are entitled to a work environment that is free from any form of discrimination and discriminatory harassment. For definitions, see the Respectful Workplace Procedures.

This policy is not intended to constrain legitimate work-related behaviours. For example, a supervisor engaged in legitimate, non-harassing behavior when attempting in good faith to address or correct misconduct or poor performance. This policy is not intended to constrain normal social interaction or banter between people.

2. Respectful Conduct in the Workplace

A Respectful Workplace incorporates courtesy, civility, consideration and compassion. It is an approach which actively respects individuals by avoiding unnecessary behaviours which would have a negative impact on them. It involves taking responsibility for one's behaviour in the workplace. Some actions are reasonably well understood to cause harm (e.g., physical violence, name calling), and individuals must take responsibility for their own behavior and its impact on others, whether the behavior was deliberate, unintentional or negligent.

GVL is responsible for supporting policy, procedures and programs that promotes safety and respect for the people associated with it, however, it is often the interactions between people that determines people's experiences at work. Therefore, the creation of a respectful workplace is a shared responsibility of everyone in the organization as outlined below.

GVL responsibilities include:

- Develop and maintain internal policy and procedure to identify unacceptable conduct;
- Organize and renew, as necessary, related staff education programs;
- Develop and maintain reporting and investigation system/processes as a sensitive, flexible process for resolving complaints including both formal and informal avenues; and

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- Maintain a zero tolerance stance, taking appropriate action, including mediation, progressive discipline up to dismissal where behavior has violated the policy.

Leadership specific responsibilities include:

- Assurance that this policy and the expectation of respect is communicated to all individuals within their scope of leadership and throughout the broad spectrum of personal contacts and relationships generated by GVL's operations; and
- Attention to prevention and early informal and/or formal resolution of interpersonal conflict.

Individual responsibilities include:

- Conducting oneself in a respectful, non-discriminatory manner in the workplace and at work-related activities;
- Participate in appropriate initiatives to improve respect within their work units; and
- Report any violations of this policy to their leader or the Executive Director.

Individual rights:

Any allegation or complaint of discrimination, harassment or personal harassment will be considered personal information supplied in confidence for the purpose of Sections 22(2) (f) of the Freedom of Information and Privacy Act. This Section of the Act entitles a complainant to confidentiality of both their name and the substance of the complaint. The name of the complainant or the substance of the complaint will not be disclosed to any person except where disclosure is necessary for the proper investigation of the complaint.

This policy is in addition to and not in substitution for any rights an individual may have to pursue action, whether under collective agreements, policies or any applicable legislation, including human rights legislation and WorkSafe BC legislation

3. Human Rights: Discrimination and Discriminatory Harassment

GVL prohibits any behaviour that results in discrimination and erodes understanding and mutual respect. Individuals found to be in violation of Human Rights may be subject to progressive discipline up to and including termination of employment or withdrawal of privileges for medical staff and/or cancellation of contract.

Further clarification of definitions, roles and responsibilities of Individuals, Workplace Leaders and GVL, along with the procedures for addressing respectful workplace concerns, are outlined in the Respectful Workplace Procedures.

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Monitoring and Evaluation

This policy will be reviewed by the Occupational Health and Safety Committee annually, and updated where necessary. Compliance with this policy, while every staff's responsibility, will be reinforced by all levels of leadership.

Definitions

Respect: Avoidance of degrading, insulting, interfering with or interrupting, treat with consideration, refrain from unworthy conduct or thoughts.

Discrimination: Unfair differential treatment of an individual or group, whether intended or not, on the basis of race, colour, ancestry, place of origin, political belief, religion, age, sex, sexual orientation, sexual identity, marital or family status, physical or mental disability or unreleased criminal conviction.

Harassment: Any conduct, comments, gestures or contact that is likely, on reasonable grounds, to cause offence or humiliation to any person or that might be perceived as placing a condition on employment or opportunities for training, promotion, work assignment or compensation. The Canadian Human Rights Commission considers harassment to include:

- unwelcome remarks, jokes, innuendo or taunting about a person's body, attire, age, marital status, ethnic or religious origins, sex or sexual orientation.
- displaying offensive or derogatory pictures.
- practical jokes which cause awkwardness or embarrassment.
- unwelcome invitations or requests.
- leering or other gestures.
- condescension or paternalism which undermines self-respect.
- any unwelcome physical or verbal conduct.

Sexual Harassment: Sexual harassment is any unwelcome comment or conduct of a sexual nature that may detrimentally affect the work environment or lead to adverse job-related consequences for the victim of the harassment. Sexual harassment includes, but is not limited to, unwanted physical contact, sexual advances, and requests for sexual favours, suggestive or offensive comments or gestures emphasizing sexuality, sexual identity or sexual orientation. Sexual harassment has occurred when submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment, or submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual; or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, humiliating, or offensive working environment. A finding of sexual harassment is not necessarily confined to supervisor/subordinate or male/female relationships. Sexual harassment does not include accepted social banter between cognizant adults.

Inappropriate Behavior: Conducting yourself in a way that is undesirable, improper or incorrect. Inappropriate behavior can be a subjective interpretation

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based on how an individual expects to be treated. Inappropriate behavior may be written, verbal or behavioural. Examples include:

- Comments that are insulting, hurtful, disrespectful or rude
- Threatening or abusive language directed at an individual
- Degrading or demeaning comments
- Profanity or similar offensive language
- Physical behavior that is perceived to be threatening, intimidating or unwelcome
- Body language that is irritating or offensive
- Discussion workplace conduct. Concerns and conflicts in front of others
- Passive/Aggressive behavior.

Personal Harassment: Objectionable or unprofessional conduct or comments, directed towards a specific person, which serves no legitimate work purpose and has the effect of creating an intimidating, humiliating, hostile or offensive work environment.

Bullying: Any repeated or systematic behavior – physical, verbal or psychological - including shunning, which would be seen by a reasonable person as intending to belittle, intimidate, coerce or isolate another person.

Passive/Aggressive Behaviour: Behaviour that is passive in expression but is aggressive or malicious in intent. The purpose of passive-aggressive behavior is to express anger without having to be responsible for that anger, and in effect being able to deny the existence of the anger. Passive-aggressive behavior may include non-verbal behavior, written comments, or body language that is irritating or offensive.

Sexual Assault: Conduct of a sexual or indecent nature toward another person that is accompanied by actual or threatened physical force that induces fear, shame or mental suffering.

Assault: A violent physical or personal attack.

Supervisor: An employee's immediate supervisor who is responsible for day-to-day supervision and allocation of work.

Related GVL Standards

- Code of Conduct
- Respectful Workplace Procedures

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References

The BC Human Rights Code
WorkSafeBC
Canadian Psychological Health and Safety Standards
BC Labour Relations Code

Mandatory Education

Respectful Workplace
<https://learninghub.phsa.ca/Courses/13404/our-respectful-workplace>