



POLICY

# Respectful Workplace Policy

## 5.5.2P

Policies are directing required organizational practice/behaviour



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### Purpose:

To establish practices and procedures to promote an environment of mutual respect, safety (psychological and physical) and inclusiveness for all Individuals associated with Island Health.

Consistent with Island Health’s Vision, Purpose and Values, every individual associated with Island Health 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 Island Health (collectively defined as “Individuals”) including:

- Employees of Island Health, and those involved with its affiliated programs and agencies, including students;
- CEO, executives, management, and supervisory employees;
- Members of the Island Health Board of Directors;
- Volunteers of Island Health;
- Contractors;
- Physicians with privileges at any Island Health site;
- Medical staff including physicians on contract, residents, and clinical trainees;
- Post secondary faculty and support staff who work at Island Health facilities; and
- Individuals authorized to access Island Health information, information systems or equipment.

#### Exceptions:

The policy and accompanying procedures do not apply to situations that involve patient/client or visitor behaviour to an Island Health individual.

## 1.0 Policy

### 1.1 General

Island Health’s values provide the foundation for creating a respectful workplace culture. Respect is identified as one of our values and reflects a shared core belief in valuing each individual and bringing trust to every relationship.

Island Health is committed to:

- Fostering a safe, healthy and inclusive workplace which supports individuals’ physical, psychological and social well-being;
- Promoting environments in which all individuals are free from bullying, harassment and discrimination, not only the specific conduct prohibited by the *BC Human Rights Code and Workers Compensation Act*, but of any behaviour which may reasonably cause intimidation, 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.

For definitions of bullying, harassment and discrimination, consult applicable respectful workplace procedures.

Maintained by:	Occupational Health and Safety					
Issuing Authority:	Vice President, People					
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This policy is not intended to constrain legitimate work-related behaviours. For example, a supervisor engaged in attempting to address or correct misconduct or performance concerns. This policy is also not intended to constrain reasonable and non-discriminatory social interaction or banter between people.

### 1.2 Respectful Conduct in the Workplace

A Respectful Workplace incorporates courtesy, civility, consideration and compassion. It is an approach, which actively respects individuals by avoiding bullying, harassing and discriminatory 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.

Island Health is responsible for developing and implementing policy, procedures and programs that promote environments of safety and respect. Island Health specific 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 systems and processes for reporting, investigating and resolving concerns. Resolution options will include both formal and informal avenues, including offering dispute resolution; and
- Take appropriate action, including progressive discipline up to dismissal where behavior has violated the policy; and other measures as deemed appropriate

Leaders and individuals also have specific responsibilities under this 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 Island Health’s operations; and
- Attention to prevention and early informal and/or formal resolution of interpersonal conflict, including attention to underlying and contributing issues

Individual responsibilities include:

- Conducting oneself in a respectful, non-discriminatory manner in the workplace and at work-related activities;
- Refraining from engaging in behaviours, which would reasonably be known to cause humiliation and/or intimidation, including verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings and/or spreading malicious rumours.

Participate in appropriate initiatives to improve respect within their work units; and report any violations of this policy according to applicable respectful workplace procedures.

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### Individual rights:

- Any allegation or complaint of bullying, harassment, or discrimination 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 with the consent of the complainant or where disclosure is necessary for the proper investigation or resolution 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 including Medical Staff ByLaws or any applicable legislation, including the *BC Human Rights Code* and the *Workers Compensation Act*. In cases where an individual initiates an internal process to resolve concerns related to bullying, harassment and/or discrimination, and simultaneously initiates a second internal or external process to resolve their concerns, it may be appropriate to pause or discontinue the second process. Decisions to do so will be on a case-by-case basis and take an individual's rights under relevant legislation into account.

### 2.0 Monitoring and Evaluation

This policy will be reviewed by Occupational Health and Safety annually, and updated where necessary. Compliance with this policy, while every staff's responsibility, will be reinforced by all levels of leadership. Evaluation will be conducted through People Portfolio measures.

### 3.0 Related Island Health Standards

- Island Health's Medical Staff Bylaws
- Island Health's Medical Staff Rules (Professional Conduct and Unprofessional Behaviour)
- Code of Conduct
- Respectful Workplace Procedures
- Student Practice Education Guidelines

### 4.0 References

- [The BC Human Rights Code](#)
- [WorkSafeBC](#)
- [Canadian Psychological Health and Safety Standards](#)
- [BC Labour Relations Code](#)

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