



## **Respectful Workplace Policy**

### **1. Respectful Workplace**

#### 1.1 Definition

A Respectful Workplace is a work environment where individuals treat each other with respect at all times which includes:

- Inclusion of people with different backgrounds, strengths and opinions
- Safety from disrespectful, bullying or intimidating behaviours, including behavior, as outlined in the Library Code of Conduct, by Library patrons.
- Individual accountability for effective workplace relationships involving the constructive resolution of differences.

#### 1.2 Training

GDPL will provide training materials to help workers and the employer identify disrespectful behaviour in the workplace, workers and employers responsibilities and ways to deter or eliminate such behaviour.

#### 1.3 Policy

*1.3.1. Communications:* It is mandatory that each employee show maximum respect to every other person in the organization and to the Gibsons & District Public Library as an organization. The purpose of communication should be to help others and to make the library run as effectively as possible.

*1.3.2.* Differences of opinion should be handled privately, directly and discreetly. Gossip and indirect complaining, both verbal, written, via text or on social media is unacceptable. Always communicate directly with the person or person involved to resolve differences.

*1.3.3.* Employees should strive to maintain a civil and positive work atmosphere at all times and refrain from participating in any communications about the organization that are false, negative or private.

#### *1.3.4. Workplace conduct*

Disrespectful behaviour is not acceptable or tolerated in this workplace. All workers will be treated in a fair and respectful manner.

Engaging in disrespectful behaviours may result in disciplinary action as outlined in the CUPE collective agreement.

#### *1.3.5. Disrespectful behaviour*

- (a) includes any inappropriate conduct described in this policy or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but
- (b) excludes any reasonable action taken by an employer relating to the management and direction of workers or the place of employment

Examples of disrespectful conduct include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours. Disrespectful behavior does not include expressing differences of opinion, or offering constructive feedback, guidance or advice about work-related behaviour.

Workers must:

- not engage in disrespectful behaviour of other workers
- report if disrespectful behaviour is observed or experienced
- apply and comply with the employer's policies and procedures on a Respectful Workplace.

#### *1.3.3 Application*

This policy statement applies to all workers including permanent, temporary, casual, contract, student workers and the Library Director, Library Trustees and volunteers. It applies to interpersonal and electronic communications, such as email.

### 1.4 Reporting Procedures

#### *1.4.1 How to report*

Gibsons & District Public Library (GDPL) staff can report incidents or complaints of disrespectful behaviour verbally or in writing. When submitting a written complaint, please use the Disrespectful Workplace complaint form (see appendices). When reporting verbally, the reporting contact, along with the complainant, will fill out the complaint form.

#### *1.4.2. When to report*

It is encouraged to employ informal resolution methods such as approaching and discussing concerns directly with those involved, if it is reasonable and safe to do so. Often the easiest way to stop disrespectful behaviour is to let those involved know that certain behaviors are disrespectful, unwelcome and inconsistent with Library policy. If informal methods are not deemed appropriate or successful staff can submit an official report.

Incidents or complaints should be reported as soon as possible after experiencing an incident. This allows the incident to be investigated and addressed promptly. A staff member who witnesses an incident that could be considered bullying should discuss the incident with the Library Director.

#### *1.4.3. Reporting contact*

Report any incidents or complaints to the Library Director. If the Library Director is the person engaging in bullying and harassing behavior, contact any member of the Library Board.

#### *1.4.4. What to include in a report*

Provide as much information as possible in the report, such as the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted.

### 1.5 Investigation Procedures

#### *1.5.1. How and when investigations will be conducted*

Most investigations at GDPL will be conducted internally. In complex or sensitive situations, an external investigator might be engaged.

Investigations will:

- be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances
- be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations
- be sensitive to the interests of all parties involved, and maintain confidentiality
- be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses
- incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process

#### *1.5.2. What will be included?*

GDPL will identify and pre-qualify an external resource who may serve as an incident investigator, where necessary. Investigations will include interviews with the complainant, the accused and any witnesses. If the complainant and the accused agree on what happened, then GDPL will not investigate any further, and will determine what corrective action to take, if necessary.

The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

#### *1.5.3. Roles and responsibilities*

The Library Director will be responsible for ensuring workplace investigation procedures are followed. In the case where the Library Director is involved directly in the complaint, Library Board representatives will be responsible.

Workers are expected to cooperate with investigators and provide any details of incidents they have experienced or witnessed. Workers involved in an incident, either as a complainant or as a person accused of being disrespectful, have the right to consult with a union representative.

#### *1.5.4. Follow-up*

A written report with conclusions will be provided to the complainant and the person accused of disrespectful behavior.

One month after the investigation follow up interviews with both the complainant and the accused will be conducted.

Yearly, GDPL in consultation with the Occupational Health and Safety Committee will review and consider any revisions to workplace procedures deemed necessary to prevent any future bullying and harassment incidents in the workplace. Appropriate corrective actions will be taken within a reasonable time frame.

#### *1.5.5. Record-keeping requirements*

GDPL expects that workers will keep written accounts of incidents to submit with any complaints. GDPL will keep a written record of investigations, including the findings.

Files related to an investigation under this policy will be maintained separately from employee personnel files and will be kept for two years.

### 1.6 Collective Agreement and Legislation

In the event that any portion of this Policy is inconsistent with the Library Collective Agreement or federal or provincial legislation, that portion and only that portion of the Policy shall have no application to the extent of that inconsistency. All other portions of the policy shall continue in full force and effect.

Appendix 1 - Workplace Disrespectful Behavior Complaint Form

Name and contact information of complainant	
Name of complainant and those accused of disrespectful behaviour.	

**Personal statement**

Please describe in as much detail as possible the bullying and harassment incident(s), including:

- the names of the parties involved
- any witnesses to the incident(s)
- the location, date, and time of the incident(s)
- details about the incident(s) (behaviour and/or words used)
- any additional details that would help with an investigation

Attach any supporting documents, such as emails, handwritten notes, or photographs.

Physical evidence, such as vandalized personal belongings, can also be submitted.

Signature	Date

