



HEALTH AND HOME CARE SOCIETY OF BC

RESPECTFUL ENVIRONMENT POLICY

Philosophy

The Health & Home Care Society of BC also known as CareBC is committed to provide a safe and healthy environment for those with whom we associate. We endeavor to provide respectful behaviour, treat each other fairly, with courtesy, with dignity and without discrimination of any kind in all our interactions with each other whether in person, on video, on the telephone, in writing or by use of social media sites. A respectful environment is the foundation to support an individual's right to be treated respectfully and the responsibility to treat others respectfully.

Policy

This policy applies equally to all persons associated with CareBC including clients, families, staff, members of the Board of Directors, volunteers, contractors, students, visitors and third party providers.

All persons associated with CareBC are accountable for their own behaviour and must conduct themselves in a civil, respectful, cooperative and non-discriminatory manner in the workplace and at work-related gatherings. Showing mutual respect is crucial to support a safe and healthy environment.

CareBC does not accept or tolerate bullying or harassment. For further information refer to the current Workplace Bullying and Harassment Policy. This Respectful Environment Policy is in addition to and not in substitution for any rights an individual may have in any applicable legislation including the BC Human Rights Code, Worker's Compensation Act and applicable collective agreements.

Definitions

A respectful environment should be:

- Where individuals treat each other with respect at ALL times, treat others as they wish to be treated;
- Treat all individuals the same no matter their race, religion, gender, sexual orientation, age and abilities.

Inappropriate comment and disrespectful conduct can occur in many different settings which include one on one or group communication.

Inappropriate comment and disrespectful conduct include the following:

- actions such as touching, pushing or comments such as jokes, name calling or displays such as posters or cartoons;
- discourteous behaviour such as rudeness, humiliating criticism or insults, shouting or yelling at individuals;
- behaviours that display a lack of regard for others;
- behaviours that are uncooperative and defiant;
- gossiping, back-stabbing behaviours, cyber-bullying;
- ignoring or excluding a particular person; rolling eyes, glaring or other non-verbal behaviour intended to intimidate;

- recording others without their knowledge (consent to record the individual must always be requested and, while requests to be recorded should be thoughtfully considered, refusals to be recorded must be respected);
- overloading a particular person an unreasonable share of unpleasant jobs; deliberately withholding information or support necessary for a person to be able to perform work;

Behaviours and management initiatives that are communicated respectfully and are not considered disrespectful include the following:

- expressing a difference of opinion in a calm manner;
- assigning work duties, setting workloads and deadlines;
- work instruction, correction or supervision;
- work performance evaluation; imposition of discipline; and
- transfers, lay-offs and reorganizations.

Responsibilities

We ALL have a part to play in creating a respectful environment that is safe and healthy. Care BC expects ALL to:

- Be aware of and comply with this policy;
- Be aware of and demonstrate respectful behaviours;
- Assume ownership and accountability for effective workplace relationships and for building a positive workplace environment;
- Include people with different backgrounds, cultures, strengths, opinions and abilities;
- Attempt to resolve the matter in a confidential, positive and professional manner by discussing inappropriate behaviour with the person involved and making it clear that the behaviour is unwelcome;
- Take action - report behaviours when witness to an inappropriate comment or conduct, to support your colleague(s). Intervene where appropriate (i.e. speak up and say the other person's behaviour is not acceptable) and report the incident to the Supervisor, Manager or Executive Director who are accountable to act upon any situation involving inappropriate comment or disrespectful conduct in accordance with this policy.

Options to support reporting &/or resolving inappropriate comment or disrespectful conduct:

- If different opinions arise, all parties should be involved with working towards a constructive resolution of differences with open, kind, compassionate and polite communication and put personal differences aside;
- We encourage open-minded conversations where people can comfortably express their different ideas and opinions, hoping to find better/potential solutions for any challenges. Not only can we have an environment to perform well as an individual but also have a respectful environment to work as a team;
- Listen to what others have to say, before expressing your own viewpoint.
- Appreciate and acknowledge the work of others;
- Work collaboratively to help each other succeed;
- Trust one another;

- Have the conversation
 - If someone including your Supervisor, Manager, Executive Director or a member of the Board of Directors behaves in a way that you feel is offensive do not assume the problem will go away. Sometimes the person is not aware that their behaviour is offensive and often individuals will change their behaviour once they are made aware of the problem.
 - If you are comfortable, have an informal discussion in a calm, private setting and explain how the behaviour impacts you and ask them to stop.

- Report the behaviour
 - If you are not comfortable having the conversation directly with the person, then contact your Supervisor, Manager or the Executive Director.
 - If you report your concern to your Supervisor, Manager or the Executive Director, they may contact the HR Consultant to assist with confidentially handling the situation.
 - You may report the behaviour verbally or in writing.

CareBC expects all persons associated with our organization to uphold and maintain a high standard of respect and professionalism at all times.

An allegation of a violation of this Respectful Environment Policy is an extremely serious matter and will be handled confidentially, will be investigated and appropriate actions will take place to resolve the matter. The investigation will be undertaken promptly and diligently, will be fair and impartial, providing both the complainant and respondent equal treatment in evaluation of the allegations and will be sensitive to the interests of all parties involved and focus on finding facts and evidence.

Engaging in disrespectful behaviours or retaliation may result in disciplinary action up to and including termination of employment, contract, volunteer or student placement. For clients and/or families outcomes could include restriction &/or termination of services and restriction and/or termination of visitation.

Reviewed & signed: February 24, 2021



Inge Schamborzki, Executive Director