



HEALTH AND HOME CARE SOCIETY OF BC

WORKPLACE BULLYING AND HARASSMENT

Policy

1. Bullying and harassment is not acceptable or tolerated in this workplace. All staff, clients, families, students, volunteers, visitors and contractors will be treated in a fair and respectful manner.

This includes all interpersonal and written interactions, including electronic communication and use of social media sites.

Bullying and harassment includes any inappropriate conduct or comment by a person towards a staff member, client, family member, student, volunteer, visitor or contractor that the person knew or reasonably ought to have known would cause that person to be humiliated or intimidated, but excludes any reasonable action taken by a supervisor/manager relating to the management of the workplace that includes management and direction of staff, students, volunteers and/or contractors.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

2. No one who, in good faith, reports bullying and harassment behavior shall suffer retaliation or adverse consequences.
3. All reports of bullying and harassment behavior in the workplace will be investigated by Health and Home Care Society of BC.
4. Investigations will be undertaken promptly and diligently, providing both the complainant and the respondent equal treatment in evaluating the allegations.
5. Any allegation that proves to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offence.

Reason for Policy

1. To protect our workplace from bullying and harassing behavior.
2. To provide procedures for reporting, investigation and responding to complaints of bullying and harassing behaviours.
3. To comply with WorkSafeBC regulations.

Responsibilities

1. It is the expectation of Health and Home Care Society of BC that no one will engage in the bullying and harassment of others.
2. All staff, clients, families, students, volunteers, visitors and contractors must report if bullying and harassment is observed or experienced.
3. All staff, clients, families, students, volunteers, visitors and contractors must apply and comply with the policy and procedures on bullying and harassment.
4. This policy statement, reporting procedure and investigation procedure will be reviewed every year by the Human Resources Consultant and site Occupational Health and Safety Committee and forwarded to the Executive Director for approval.
5. Copies of this policy statement, reporting procedure/complaint form and investigation procedure will be provided to all staff, students and volunteers. Information will be made available to clients, families, visitors and contractors regarding our workplace bullying and harassment expectations and make reference to this policy.

Reporting Procedures

1. If reasonable and comfortable, tell the individual(s) concerned that the behavior is unwelcome and request the behavior to cease.
2. Document the incident and any steps taken to alleviate the problem.
3. If not satisfied with the outcome of step 1, or if the behavior persists, report the incident to your immediate supervisor/department manager.
4. If it is your immediate supervisor/department manager that is engaging in bullying or harassing behaviour, report the incident to the Executive Director or in her absence to the Human Resources Consultant.
5. How to report: Incidents or complaints of workplace bullying and harassment can be made verbally and in writing. When submitting a written complaint, please use the workplace bullying and harassment complaint form. When reporting verbally, the complainant will fill out the complaint form with the reporting contact.
6. If you are unsure of whether or not to report an incident, or if you want/need assistance in completing a written report, contact your immediate supervisor/department manager, Human Resources Consultant or union steward for support and assistance.
7. The written complaint form is attached to this policy.

Investigation Procedures

1. Most investigations will be conducted internally by the Program Manager, Human Resources Consultant or Executive Director. In complex situations, the Executive Director may decide to hire an external investigator.
2. The alleged target will be contacted within three (3) working days by the Program Manager, the Human Resources Consultant or the Executive Director to acknowledge receipt of the complaint, notify them of the date of commencement of the investigation and who is responsible to investigate the complaint.

Investigation Procedures cont'd

3. Investigations will:
 - a. be undertaken promptly and diligently;
 - b. be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations;
 - c. be sensitive to the interests of all parties involved and maintain confidentiality;
 - d. be focused on finding facts and evidence;
 - e. incorporate any need or request from the complainant or respondent and any witnesses for assistance during the investigation process;
 - f. be completed within 30 days, except in extenuating circumstances such as a key witness is unavailable to be interviewed within timeframe. The complainant will be advised of any anticipated delays beyond the 30 days.
4. The investigation will include:
 - a. interviews with the alleged target, the alleged bully and any witnesses;
 - b. review of any supporting documentation or evidence such as emails, handwritten notes, photographs, or physical evidence like vandalized objects;
 - c. a written investigation report with conclusions to be provided to the Executive Director including interview notes and evidence reviewed.
 - d. if an external investigator is hired, the above will apply.
5. The alleged bully and alleged target will be advised of the investigation findings by the person responsible for the investigation or the Executive Director either verbally or in writing.
6. At the conclusion of the investigation, the Executive Director will review with the appropriate Program Manager or Human Resources Consultant what corrective actions which may include education, reviewing and revising workplace policy or procedures and/or progressive discipline to prevent any future bullying and harassment incidents in the workplace.
7. Any corrective actions will be taken within a reasonable timeframe.
8. Health and Home Care Society of BC expects that the alleged target will keep written accounts of incidents to submit with any complaints.
9. Any written complaints submitted along with the written record of investigation and findings will be maintained in a workplace bullying and harassment file by the Human Resources Consultant.

Definitions

- Workplace:** Includes all Health and Home Care Society of BC sites and community locations where employees and volunteers perform job or role related duties.
- Person:** Includes all Health and Home Care Society of BC employees, employees of other organizations, clients, families, volunteers, visitors, students and contractors.

References

WorkSafeBC OHS policy & guideline G-P2-21(1)-3 Bullying and Harassment

Effective:
Reviewed annually:
Reviewed:

Nov 1 2013
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Inge Schamborzki, Executive Director