

Respectful Workplace Agreement

Commitment to Equity, Diversity and Inclusion:

Peace Arch Hospice Society is a caring and compassionate organization that supports people at the end of their life and supports all of those in our community experiencing grief. Peace Arch Hospice Society is committed to ensuring our programs and services are accessible to all and inclusive of diverse backgrounds, beliefs, and experiences. We will, with humility, continue to learn from our community and evolve our services to meet its needs.

The Peace Arch Hospice Society seeks to provide a safe, healthy and rewarding work environment for its employees and volunteers. It is the organization's policy that harassment of any nature will not be tolerated in the workplace. We do not endorse the "Culture of No". We are positive people and are firmly committed to ensuring a positive and professional working environment in which all people are treated with respect and dignity.

We believe in a proactive approach to workplace respect and support the objective of providing all individuals with a healthy and safe workplace. It is required that everyone take preventative action to ensure that risks to an individual's health and safety due to violations of respect are eliminated or reported.

This agreement prohibits all forms of unprofessional conduct, harassment (bullying, cultural insensitivity and discrimination) and workplace violence – hereinafter referred to as violations of respect – by owners, management, supervisors, workers, volunteers, contractors, subcontractors, agency staff, suppliers, clients or any individual who has interaction with our workplace. Violations of respect will be investigated and, if substantiated, dealt with immediately.

Violations of respect are defined as:

Unprofessional conduct: Behaviors that are unacceptable and can include inappropriate tone of voice, belittling behavior such as eye-rolling, outward signs of exasperation or frustration, condescending verbal and/or body language, favoritism, inappropriate communication (verbally or through an email exchange) or non-adherence to dress code.

Harassment: Occurs when a worker is subjected to unwelcome verbal or physical conduct that is offensive, demeaning, humiliating, hostile or embarrassing to a worker or group of workers. It includes bullying, cultural insensitivity and discrimination. Onus is on the person experiencing the harassment to inform the harasser or a supervisor that the behavior is unwelcome.

Respect is defined as the willingness to show consideration for the rights or feelings of others; to treat them courteously, inclusively and safely.

Discrimination: Defined differences based on the personal characteristics of an individual resulting in some disadvantage to that individual. Discrimination is a form of harassment prohibited under the Human Rights Act. Employers are legally responsible for actively discouraging and prohibiting humiliating conduct or language that results in the working conditions of one employee or volunteer being less favorable than those of another employee or volunteer based on the following grounds: Race, Age, Religious beliefs, Color, Place of origin, Gender, Mental disability, Physical disability, Ancestry, Marital status, Sexual orientation, Source of income, Family status.

Workplace violence: The threatened, attempted or actual, conduct of a person that causes or is likely to cause physical injury. These acts include threats, menacing or threatening behavior, and all types of physical or verbal assaults.

In adherence to this agreement, the following processes are implemented:

1. When incidents do occur, early intervention is preferred in order to resolve issues at the onset, when appropriate. Most issues can be resolved between the parties involved and these processes can be less disruptive to a workplace.
2. If, after the first attempt, employees or volunteers are unsuccessful or unable to resolve an issue they are encouraged to report it to their Manager.
3. There shall be no adverse job consequences against any person for notifying management of a violation of this agreement unless investigation determines that the person intentionally fabricated the charges against the accused.
4. There shall be no retaliation from co-workers directed at an individual making a complaint. In the event it is found that retaliation against a worker who exercises his or her rights under this agreement has occurred, severe discipline up to and including termination and ineligibility for rehire (or return) will be imposed.
5. Investigations will be conducted in strict confidence.
6. Investigators will advise workers involved or consulted throughout the process that discretion and strict confidence is required.
7. Malicious or false complaints and violations of respect will not be tolerated, and appropriate disciplinary action will be taken, up to and including dismissal.

Employer's responsibilities

- Instructing workers on how to recognize workplace violence
- Communicating the policy and procedures
- Developing appropriate responses to incidents, up to and including discipline
- Developing procedures for reporting, investigating and documenting incidents of workplace violence

Discipline

The employer reserves the right to document, temporarily remove, reassign, suspend or terminate an employee or volunteer pending a determination of the investigation into a possible violation of this agreement. The employer exercises a progressive discipline process, however, upon review of the incident, and at any time, termination may transpire.

Roles and Responsibilities of Employees and Volunteers

- Treat all employees and volunteers with respect and dignity;
- Respect boundaries with volunteers never bringing challenges with fellow workers, issues with Management, or the Society to their attention.
- It is never appropriate to share work place grievances and/or personal problems with volunteers.
- Respect the diversity brought to the workplace by other employees and volunteers;
- Challenge inappropriate behavior/objectionable conduct when it happens and refuse to participate in that behavior;
- Make their objections known to the alleged harasser or another appropriate person, such as their direct supervisor;
- Report inappropriate behavior
- Cooperate and share openly and honestly in workplace investigation
- Behave in a manner that reflects well on the Society and protect the good name of the Society
- Protect the value of the Society's intellectual (for example, pamphlets, training resources and promotional materials) and physical property at all times.
- Deal honestly with individuals or groups within and outside the Society.

Report it

If you have experienced or witnessed a violation of workplace respect, report it. If you believe your immediate supervisor will not handle the situation promptly and appropriately, report the situation to a higher-level supervisor. The Society will deal with the report according to the procedures set out by the Respectful Workplace Agreement and any related HR Policies.

Monitor your own behavior Take a look at your own behavior to ensure it is appropriate and aligned with a respectful workplace. The following questions can assist you to effectively assess your behavior.

- Have you humiliated, embarrassed or intimidated a co-worker?
- Have you denied or discounted someone's contributions at meetings or on a project?
- Have you refused to pass on crucial information to someone to purposely sabotage work?
- Have you shouted at, cursed at or in some way threatened a co-worker?
- Have you played malicious pranks on a co-worker?
- Have you stolen someone's ideas and taken credit for yourself?
- Have you started or failed to stop destructive gossip?
- Have you publicly discredited someone?

If you answered yes to any of the above, review your actions and evaluate your motives for behaving in this manner. All of the above behaviors are violations of respect and contribute to a disrespectful working environment. It is your responsibility to correct your actions, acknowledge and apologize for your behavior and ensure it does not occur again.

Watch body language

Body language, tone of voice and sudden silences are indicators of when a person is uncomfortable with what you are doing or saying. Be aware of how individuals react to your behavior. If you feel offended with certain comments or behaviors, the first step could be to let them know, even though it may be difficult to do so. Otherwise speak to your supervisor.

Intention

Regardless of your intention, if you made someone feel uncomfortable, embarrassed, degraded or exploited, then your behavior was inappropriate. Apologize and be mindful of your behavior.

Observing inappropriate actions

If you see someone acting in a disrespectful way, speak privately to him or her and explain how the behavior comes across. Inappropriate actions can include:

- Bullying
- Offensive posters or other materials
- Name-calling
- Outbursts of profanity or threats
- Physical intimidation such as throwing objects
- Getting in someone's face or finger poking

Steps for Resolving Conflict Constructively and Respectfully

- 1. Treat the other person with respect.**
 - Although respecting the other person during a conflict is challenging, we must try. Words of disrespect are hurtful and block communication. Use your willpower to treat the other person as a person of worth and as an equal.
- 2. Confront the problem.**
 - Find a time and place to discuss the conflict with the other person. Choose a time when you aren't arguing or angry. The place should be comfortable for both of you and away from either party's office or desk.
- 3. Define the conflict.**
 - Describe the conflict in clear, concrete terms. Be specific when answering the who, what, when, where, and why questions.
 - Describe behaviors, feelings, consequences, and desired changes. Be specific and start sentences with "I," not "you."
 - Focus on behaviors or problems, not people.
 - Define the conflict as a problem for both of you to solve together, not a battle to be won.
- 4. Communicate understanding.**
 - Listen to really understand the other person's feelings, needs, and so forth.
 - Seek first to understand, then to be understood.
 - Step back and try to imagine how the other person sees things.
 - Explain how you see the problem after you have talked about it. Discuss any changes you have made in the way you see things or how you feel.
- 5. Explore alternative solutions.**
 - Take turns offering alternative solutions. List them all.
 - Be nonjudgmental of others' ideas.
 - Examine consequences of each solution.
 - Think and talk positively.
- 6. Agree on the most workable solution.**
 - Agree to a solution you both understand and can live with.
 - Work to find a "win-win" solution.
 - Be committed to resolving the conflict.
- 7. Evaluate after time.**
 - Work out a way to check on how well the solution is working. Adjust the resolution when necessary.

Respectful Workplace Agreement

I will:

- Respect the dignity of every person and create a respectful workplace
- Support those who are being discriminated against
- Do my part to stop all forms of harassment
- Neither participate in nor support insensitivity
- Immediately report any act or threat of violence

I will not:

- Use offensive language or engage in any form of unprofessional conduct
- Discriminate against or harass anyone associated with my workplace
- Use bullying tactics against anyone at any time
- Participate in or condone violence or threat

I understand and agree to the above terms with regards to the Peace Arch Hospice Society's Respectful Workplace Agreement.

Employee/Volunteer Signature

Date