

Respectful Conduct

Providence Health Care is committed to:

- Providing a workplace environment that fosters mutual cooperation, understanding and respect.
- Preventing behaviours that undermine the dignity and self-esteem of any individual, or that create an intimidating, hostile or offensive environment.

All persons associated with PHC are accountable for their own actions and words and must conduct themselves in a civil, respectful, and non-discriminatory manner at the workplace and at work-related gatherings.

PHC has the right to investigate incidents, with or without the person's consent, where there are concerns about alleged disrespectful conduct and its impact on the workplace.

Definitions

Disrespectful Conduct

Behaviours, actions or comments that degrade or demean someone and result in an uncomfortable, hostile and/or intimidating work environment. Disrespectful conduct includes bullying and personal harassment as well as discriminatory harassment.

Bullying and Personal Harassment

Any inappropriate conduct or comment that causes isolation, humiliation or intimidation, and that the perpetrator ought to have known would have this effect. Bullying and harassment should not be confused with exercising managerial authority, including work evaluation, performance management and disciplinary actions.

Discriminatory Harassment

Differential treatment that unfairly impacts individuals or groups. Discrimination that is based on one or more of the protected grounds in the BC Human Rights Code, is unfair and illegal. Protected grounds include age, sex, colour, race, ancestry, religion, place of origin, political belief, family status, individual physical traits or disability, marital status, physical or mental disability, sexual orientation and criminal conviction unrelated to employment.

Examples

Bullying and harassment behaviour may include:

- Intentional and ongoing disrespectful behaviour
- Threats (verbal or physical gestures)
- Constant criticism
- Regularly excluding a colleague from conversation or activities
- Refusing to help
- Embarrassing practical jokes

Bullying and harassment behaviour does NOT include:

- Making a legitimate complaint about someone's conduct through established procedures
- Expressing opposing opinions
- Providing constructive feedback
- Exercising managerial authority, including work evaluation, performance management and disciplinary actions

Resources

The *Respect and No Bully Line* is a confidential phone service that offers:

- Opportunity to debrief your experience
- Information and coaching on how to resolve disrespectful conduct
- Support with filing a formal complaint with Human Resources
- Referral to free, confidential counselling and/or specialized coaching

Respect and
No Bully
line

1-844-662-8559
(No Bully)

For information and services available to support a respectful workplace:

Email: respect@providencehealth.bc.ca

Website:

www.providencehealthcare.org/RespectAtWork



Spirituality



Integrity



Stewardship



Trust



Excellence



Respect
at Work

for staff at
Providence
Health Care



People

June 2015

Providence
HEALTH CARE

FAQs

Q: How do I report an incident of workplace bullying and harassment?

A: Report bullying and harassment incidents to your leader as soon as possible. If you are not comfortable doing this, you may report to your leader's supervisor, a Human Resources Advisor, a union representative, or call the *Respect and No Bully Line*.

Q: I don't feel prepared to have a one-to-one conversation with the person who is disrespecting or harassing me. What should I do?

A: Seek support from your leader, the *Respect and No Bully Line*, a Human Resources Advisor, or from EFAP.

Q: What should I do if I witness bullying and harassment at work?

A: You are required to report any bullying or harassment you observe in the workplace to your leader as soon as possible.

Q: What do I say when I report an incident of bullying and harassment?

A: Include as much information as possible, such as names of people involved, witnesses, where and when the events occurred, and what behavior and/or words led to the complaint. Provide evidence, if available, such as emails, handwritten notes, vandalized personal belongings, etc.

Q: What happens in an investigation?

A: All parties including witnesses will be interviewed by your leader and a Human Resources Advisor. The option will be given to have a union representative present. In cases that are difficult to resolve, an external investigator may be brought in.

Q: If I complain, will I make the situation worse and face retaliation?

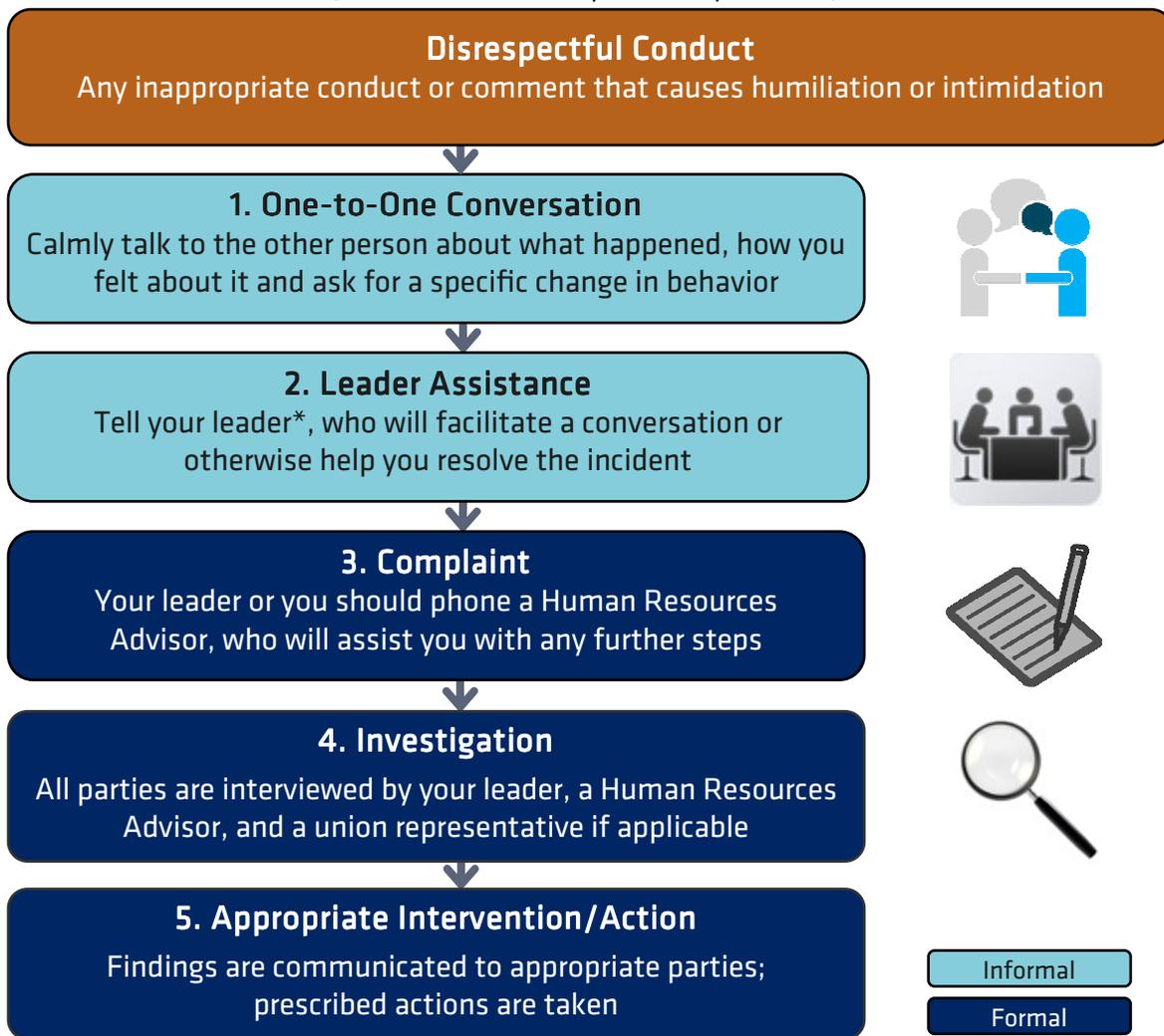
A: You should deal with the concerns you have right away. Situations can often become worse and cause more damage when left unaddressed. Obtain support if needed. Retaliation is not tolerated at PHC.

Q: What should I do if I am accused of harassment?

A: Listen and try to be open to the other person's point of view. In spite of your intent, your conduct may be considered harassment. Take reasonable and respectful action to resolve the concerns. Obtain support if needed.

How to Resolve Disrespectful Conduct

(Continue to the formal process only if needed)



* If you are not comfortable telling your leader, then tell your leader's supervisor, a Human Resources Advisor, or call the *Respect and No Bully Line*.

Unsure what to do? Call the confidential *Respect and No Bully Line* at:
1-844-662-8559

Sites: St. Paul's Hospital | Holy Family Hospital | Mount Saint Joseph Hospital | Youville Residence | St. John Hospice
St. Vincent's: Brock Fahrni, Langara, Honoria Conway - Heather | Crosstown Clinic
Health Information Management | Bio-Medical Engineering

Community Dialysis Clinics: Sechelt | Richmond | Powell River | Squamish | North Shore | Vancouver | East Vancouver

Providence
HEALTH CARE

How you want to be treated.