

Policy & Procedure Manual

DIGNITY AND RESPECT IN THE WORKPLACE – HR-III-14

POLICY:

OPTIONS NORTHWEST is committed to maintaining a healthy and safe work environment where all persons are expected to treat one another with dignity and respect, regardless of position, seniority, or affiliation with the agency.

All employees are expected to work together as a team demonstrating professional conduct and communicating in a clear, calm, tactful and courteous manner. Team work and professionalism must occur not only amongst co-workers within the agency, but with outside agency contacts as well.

OPTIONS NORTHWEST will not tolerate a work atmosphere where any employee or non employee with an agency relationship is subjected to offensive remarks, behaviour or surroundings that create intimidating, hostile or humiliating working conditions. Employees may access the Internal Reporting System for assistance at any time. (see policy AD-I-1)

Management will conduct an investigation whenever evidence or complaint of such behaviour becomes known. OPTIONS NORTHWEST will take whatever action is necessary to correct unacceptable behaviour, up to and including termination of the employment relationship.

PURPOSE:

1. To foster a team work environment that demands dignity and respect for all persons.
2. To provide employees with an awareness of OPTIONS NORTHWEST's work climate and expectations.
3. To provide direction and assistance to employees in order to resolve unacceptable working conditions.

PROCEDURE:

NOTE: It is important to deal with issues in a timely manner and not allow them to go on unresolved for extended periods of time.

PROCEDURE (continued):

1. In a timely manner, and if you are able, attempt to discuss the issue with the necessary individual(s) at an appropriate time and location (ie: not interfering with people supported). Talk in a clear and calm manner, treating the individual with dignity and respect. Explain to the individual how the situation has made you feel and why. Refer to this policy as required. Discuss resolution, ensuring both parties feel comfortable and safe. NOTE: An employee is not allowed to terminate an agency relationship as part of their resolution.
2. If you are unable to discuss your concerns with the individual(s), seek guidance from a management representative. The Internal Reporting System may be accessed as per policy AD-I-I. The management representative will discuss various ways to approach the issue and following your discussion, one of the following will be determined:
 - you will discuss the issue with the necessary individual(s) on your own; **or**
 - you will discuss the issue with the assistance of a management representative; **or**
 - management may determine that his/her involvement is required and will determine the best method to resolve the issue. Others may become involved including other management representatives, a union representative, outside agency experts, etc.
3. It will be management's responsibility to ensure that any issue raised under this policy is followed up on and that resolution is reached.

NOTE: Depending on the nature of the situation, Human Resources may be utilized as required throughout this process.

RECOMMENDED BY: Director, Human Resources

APPENDICES: 0

OPERATIONAL ACCOUNTABILITY: Administration, Finance, Human Resources, Community Services (all)

ORIGINAL POLICY DATE: June 2003

AUTHORIZED BY: Executive Director

SIGNATURE: _____

