

Deep Bay Improvement District

Respectful Workplace Policy

Policy Number: 21-06-02

1. PURPOSE

It is essential that Deep Bay Improvement District's (DBID) employees/trustees/volunteers/contractors/ratepayers are provided with, and contribute towards, a respectful workplace where the values of trust, fairness, integrity, consideration and dignity guide our interactions with one another. The DBID is committed to providing a work environment in which all individuals are treated with mutual respect and dignity. In our diverse and equitable workplace, the DBID endeavors to ensure all employee/contractor/volunteer/trustees/ratepayers have the opportunity to contribute fully to the DBID's provision of services, and that each employee/contractor/volunteer/trustees/ratepayers unique contribution is respected.

While the DBID's "Human Rights and Harassment Policy" (Policy Number: 21-06-01) addresses harassment as prohibited by the *BC Human Rights Code*, this policy deals specifically with disrespectful workplace behaviour. Disrespectful behaviour, commonly referred to as "personal harassment," is not covered by human rights legislation. The focus of this Policy is to ensure a respectful workplace, prevent disrespectful behaviour and outline guidelines to address disrespectful workplace behaviour should it occur.

2. SCOPE

This policy applies to all DBID employee/contractor/volunteer/trustees and ratepayers. This Policy applies to the workplace itself, and to work-related events. It includes disrespectful behaviour amongst DBID employee/contractor/volunteer/trustees/ratepayers that happens away from the workplace or after regular working hours, where those behaviours have a negative impact on the workplace.

3. DEFINITIONS

Respectful Workplace is a work environment where individuals treat each other with respect at all times which includes:

- inclusion of people with different backgrounds, strengths and opinions;
- safety from disrespectful, bullying or intimidating behaviours;
- individual accountability for effective workplace relationships involving the constructive resolution of differences.

Complainant means the individual making a complaint that disrespectful behaviour has occurred.

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Disrespectful behaviour is behaviour that:

- ought reasonably to be known or expected to be offensive, humiliating or intimidating;
- has a clear and demonstrably negative effect on the complainant;
- includes either offensive words, gesture or actions and can consist of a single incident or a number of incidents;
- is aggressive or frightening behaviour such as swearing, shouting or intimidation by threatening violence;
- spreads false information or accusations about a person;
- interferes with or vandalizes personal property;
- involves stalking or badgering;
- includes non-constructive criticism, humiliation, invasion of privacy, slanderous comments, destructive rumours or gossip and making unreasonable demands, public ridicule or humiliation;
- is rude, belittling or sarcastic comments;
- is abusive, belittling or intimidating phone calls, emails/notes;
- is baiting or unreasonable teasing;
- includes nasty practical jokes; insulting, derogatory or degrading comments, jokes or gestures;
- causes deliberate and unreasonable isolation or exclusion from work discussions, communication or other work-related activities;
- withholds necessary information/responses, deliberately withholds work flow so that a person cannot carry out their duties, or undermines their position;
- is unjustifiable or deliberately interferes with another's work;
- removes areas of responsibility without cause.

Some examples of conduct that are NOT considered disrespectful behaviour under this Policy include, but are not limited to:

- welcome, mutually consensual relationships or social invitations that do not involve inappropriate or offensive behaviours, intimidation, explicit or implicit threat of retaliation, or misuse of power;
- conduct that a reasonable person would find welcome or neutral;
- aspects of supervising and managing such as giving appropriate and legitimate performance feedback;
- disagreements or misunderstandings;
- conflicts or quarrels between co-workers unless they include disrespectful behaviours as outlined above.

Respondent means the individual alleged to have engaged in disrespectful behaviour.

Leader means Administrator, Board Chair, HR Committee or Fire Chief.

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Investigator means the leader who is chosen by the board of trustees to investigate a complaint.

4. POLICY STATEMENTS

1. DBID employees, contractors, volunteers, trustees and ratepayers shall not subject another individual to disrespectful behaviour as defined in this policy.
2. Roles and Responsibilities
 - a. The DBID has the primary responsibility to establish and maintain a respectful workplace as defined in this Policy.
 - b. Leaders have an essential role in preventing and resolving disrespectful behaviour issues. They are responsible not only for their own actions, but also for dealing with the actions of staff under their supervision. Their primary responsibilities with respect to disrespectful behaviour are to:
 - i. ensure others in the organization are provided with information about and access to policies and procedures related to behaviour expectations;
 - ii. model appropriate respectful behaviour;
 - iii. monitor the workplace for incidents of disrespectful behaviour;
 - iv. work cooperatively with the investigator to resolve and remedy instances of disrespectful behaviour;
 - v. take steps to restore positive working relationships.
 - c. All employee/contractor/volunteer/trustees/ratepayers are a part of creating a respectful workplace and have a responsibility to refrain from disrespectful behaviours as defined in this Policy, and to:
 - i. act in a professional manner consistent with the standards that support this Policy;
 - ii. take personal responsibility to maintain respectful working relationships and constructively resolve conflicts;
 - iii. seek out support and assistance if required from their Leader effectively resolve workplace conflicts;
 - iv. co-operate with, and participate in, any related investigation process as required.
 - d. The responsibilities of Investigator are to:
 - i. ensure a fair, prompt and equitable process is followed;
 - ii. champion respectful workplace behaviours and practices;
 - iii. create and maintain records of the investigation;
 - iv. protect the privacy and confidentiality of all individuals involved;

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- v. work with Leaders and the Board of Trustees to determine corrective action;
- vi. where appropriate, facilitate meetings to resolve issues;
- vii. ensure the Complaint investigation is an impartial, fact-finding process;
- viii. not advocate on behalf of, or represent, any party involved in a Complaint.

3. Complaint Resolution Procedures

a. Informal Resolution

The DBID strives to resolve complaints informally. Informal resolution may include, but is not limited to behavioural guidelines or agreements, apologies or other measures acceptable to both the Complainant and Respondent. Informal resolution approaches may include:

- i. Discussing concerns directly with those involved if it is reasonable and safe to do so. Often the easiest way to stop disrespectful behaviour is to let those involved know that certain behaviours are disrespectful, unwelcome and inconsistent with DBID policy.
- ii. Requesting assistance from an appropriate Leader to assist in discussing concerns with those involved.
- iii. The investigator or another leader suggesting interim measures to be taken during either the informal or formal processes.

b. Formal Complaint Procedures & Resolution

If a Complaint is not resolved informally, or if an individual who believes he or she is experiencing disrespectful behaviour, they may choose to make a formal Complaint through a Leader. Formal Complaints shall be made in writing to the Leader, who will ensure that assistance in completing a written Complaint is provided, as required.

The Leader will bring the Complaint to the Board of Trustees at an in-camera meeting.

Formal Complaint investigations are assigned to a Leader by the board.

Formal resolution investigations cannot be carried out anonymously. The identity of the complainant and the allegations contained in the complaint will be made known to the individual(s) alleged to have engaged in disrespectful behaviour and he/she shall be provided an opportunity to respond to the allegations.

At the conclusion of the investigation, the investigator will document his/her findings and any recommendations for the resolution of the disrespectful behaviour. Leaders will communicate their findings to the Board of Trustees. The Board will communicate their decision to the Complainant and Respondent, identify follow-up actions to ensure the issue has been resolved and provide any additional support deemed necessary for the parties involved.

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- i. Should it be found that the disrespectful behaviour constitutes harassment as defined by the BC Human Rights Code, see policy 21-06-01.
- ii. Concerns about disrespectful behaviour should be raised as soon as reasonably possible to ensure disrespectful behaviour does not go unaddressed. It is recommended that staff bring forward concerns no longer than 6 (six) months from the time of the last alleged incident of disrespectful behaviour. Exceptions may be made in extenuating circumstances.

4. False or Malicious Complaints

If a Complaint is found to be false or brought for malicious purposes, the DBID may take disciplinary measures against the Complainant, up to and including termination of employment, contract, or volunteer status. However, a Complaint that is found to be unsubstantiated or based on mistake may not be considered false or malicious.

5. Retaliation

Any form of retaliation or discrimination against an employee, contractor, volunteer or trustee or ratepayer because that person initiated a complaint, or because that person acted as a witness or participated in a complaint resolution process will be considered a violation of this Policy. Retaliation may result in discipline. If an employee, contractor, volunteer, or trustee or ratepayer believes that they have been subjected to retaliation as set out above, that person may submit a written complaint to a leader who will review the complaint with the Board.

6. Consequences of Disrespectful Behaviour

Engaging in disrespectful behaviours or retaliation may result in discipline. Repeated instances of disrespectful behaviour will be considered as one of the factors in determining the appropriate level of disciplinary action. Disrespectful behaviour does not need to be intentional although intention may be relevant in assessing the severity of the behaviour.

7. Confidentiality and Document Retention

Information collected and retained by the investigator during the course of an investigation process is treated as confidential. During the investigation process, the investigator will limit disclosure of investigation-related information to that which is necessary to resolve the complaint. Information collected and retained by the investigator may be required to be released by law including release required in court proceedings, arbitration or other legal proceedings.

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Confidentiality extends to all records relating to Complaints, including but not limited to meetings, interviews and investigation results. Individuals making a Complaint, witnesses and individuals against whom a Complaint has been made are expected to maintain confidentiality. Personal information, including the identities of the Complainant(s) and Respondent(s), shall be protected in accordance with the DBID privacy policy. Documentation of the investigation shall be kept in a separate confidential file and maintained by the administrator in order to document the DBID's proper investigation of formal Complaints.

5. REFERENCES

1. WorkSafeBC
2. City of Vancouver policy: <https://policy.vancouver.ca/AE02801.pdf>
3. West Point Grey Community Centre policy: <http://westpointgrey.org/wp-content/uploads/2014/02/RespectfulXWorkplaceXPolicy.pdf>
4. Government of British Columbia: <https://www2.gov.bc.ca/gov/content/careers-myhr/all-employees/working-with-others/address-issue/address-bullying>

POLICY HISTORY

Approved by Board:	June 21, 2021
Amended	December 06, 2023

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Schedule 'A'

RESPECTFUL WORKPLACE ACKNOWLEDGEMENT

Please use a pen to complete

I (print name) _____ hereby acknowledge that I have read and understand the Deep Bay Improvement District's (hereinafter called "DBID") policy 21-06-02 regarding respect in the workplace. This policy outlines my rights and the expectations regarding my behaviour during the course of my affiliation or assignment at the DBID. I further acknowledge that I have read and understand the consequences for breach of this policy.

RELATIONSHIP WITH DBID:

_____ Employee

_____ Trustee

_____ Volunteer

_____ Contractor

Signature: _____

Date _____ / _____ / _____

Day Month Year