



CULTUS LAKE PARK

Corporate Policy

Section:	
Sub-Section:	
Title:	RESPECTFUL WORKPLACE POLICY

APPROVALS

Approval Date: February 22, 2012	Approved by: Cultus Lake Park Board
Amended: March 6, 2013	Approved by: CLPB 04.23.14
Amended:	Approved by:
Amended:	Approved by:

1. BACKGROUND

Cultus Lake Park (herein referred to as the “Park”) is committed to creating and sustaining a vibrant, healthy, safe and caring work environment. To do so, all people are to be treated with respect, honesty and dignity. Behaviour and/or situations that run contrary to such treatment will not be tolerated.

The Park recognizes that conflicts, disagreements or inappropriate behaviours will occur. It is expected that these issues are to be resolved in a manner that contributes to a healthy and productive workplace.

The Park commits to respond quickly to complaints about inappropriate behaviour in the workplace, and to resolve issues speedily, openly, honestly and with appropriate consideration for privacy and confidentiality.

Other policies related to the Respectful Workplace Policy:

- Discrimination, Bullying and Harassment Prevention Policy
- Whistle Blower Policy

2. PURPOSE:

The purpose of this policy is to describe the expectations and behaviours considered appropriate and inappropriate in workplaces and in the delivery of or access to Park services.

3. SCOPE:

1. This policy applies to the following people and places:

People:

- Cultus Lake Park employees, including job applicants
- Contractors providing service for or to the Park
- Suppliers delivering material to the Park
- Volunteers
- Members of the Board
- Members of the public who are accessing Park services or Park-operated facilities.

Places:

- Park buildings, facilities, sites, offices or work environment
- Locations visited by employees while traveling on Park business
- Park related business including conferences, meetings, vendor/supplier or customer sites
- Locations of work-based social gatherings

4. CONSEQUENCES OF NON-COMPLIANCE

1. Any employee who violates this policy will be subject to appropriate disciplinary action, which may include termination of employment. All situations will be assessed based on the merits of each individual circumstance.

2. Members of the public, visitors to the Park, and individuals conducting business with Cultus Lake Park are expected to adhere to this policy. This includes refraining from inappropriate behaviour towards employees, elected officials, and persons acting on behalf of the Park. If inappropriate behaviour occurs, appropriate action will be taken to ensure a respectful workplace. This could include barring the person from facilities or discontinuing business with contractors or suppliers.

5. GENERAL POLICY STATEMENTS

1. Cultus Lake Park is committed to working in collaboration with its employees, unions and associations to create a respectful workplace by:
 - Promoting and maintaining a common understanding of the expectations and behaviours considered appropriate and inappropriate in Park workplaces and in the delivery of or access to Park services, and;
 - Taking action to prevent and / or deal with inappropriate behaviour wherever Park business is being conducted.
2. Where behaviour may constitute a criminal offence, the Park will refer these matters to the RCMP for further investigation.
3. Complaints that are found to be false, frivolous or made in bad faith will not be tolerated and will be subject to appropriate disciplinary action or denial of service.
4. Everyone has the right to report, in good faith, incidents of discrimination, harassment or inappropriate behaviour without fear of retaliation. Retaliation by any person against anyone involved in informal or internal or external formal complaint processes will not be tolerated and will be subject to discipline, up to and including dismissal or denial of Park services.

6. APPROPRIATE WORKPLACE BEHAVIOURS

1. It is not possible to itemize every instance of appropriate or inappropriate behaviour. In general terms, the kinds of behaviours that are to be encouraged are those which support and create a respectful workplace and its related business objectives. *Examples include:*
 - Being polite, courteous and respectful of others.
 - Using common greetings, farewells or brief enquiries about others' well-being which are seen as an acknowledgement of others as unique individuals.
 - When reviewing others' ideas, suggestions or work, identifying what is positive or good about the proposal as well as where it can be improved.
 - Treating others equitably and fairly.
 - Listening to what others have to say.
 - Being open-minded to others' ideas, comments and suggestions.
 - Seeking input and the active involvement of appropriate people in planning, decision-making and implementing initiatives.

- Ensuring that decision-making takes into account relevant factors, is fair and is seen to be fair.
- Recognizing and valuing the diversity among workgroup members, customers and citizens.
- Willingly and sincerely apologizing to people when something you said or did may have offended them.

7. INAPPROPRIATE WORKPLACE BEHAVIOUR

1. Inappropriate behaviour is that which is objectionable and / or unwelcome to an individual. Such behaviour serves no valid work related purpose and can create a poisoned work environment. There are three categories of inappropriate behaviour addressed in the policy. They are:

- Disrespectful behaviour
- Discrimination / harassment / bullying
- Damage to people or property.

(a) **Disrespectful Behaviour includes, but is not limited to:**

- Vexatious: conduct, comments, actions or gestures which are humiliating, offensive, hurtful or belittling.
- Repeated: conduct, comments, actions, or gestures when taken in isolation seem minor but when repeated can lead to a conclusion of harassment.
- A single incident of sufficient seriousness to have a significant impact on the recipient or the work environment.
- Hostile or unwanted.
- Affecting the employee's dignity, wellbeing, or physical integrity.
- Resulting in a harmful or poisoned work environment.

Examples of disrespectful behaviour include, but are not limited to:

- written or verbal comments, actions, gestures or other behaviours or "jokes" which are humiliating, offensive, hurtful or belittling
- bullying or intimidation
- abusing authority
- yelling or shouting (except where intended to alert another to danger)
- deliberately excluding an employee from relevant work activities or decision making
- decision-making which is influenced by factors which have no work-related purpose
- attempting to discredit an employee by spreading false information about him/her

(b) **Discrimination / Harassment:**

1. Behaviours, practices, policies or systems which have a direct or adverse impact based on: age, ancestry, colour, family status, marital status, mental or physical

disability, place of origin, race, religious beliefs, sexual orientation, source of income, or gender (including pregnancy and sexual harassment), or any other ground covered by the BC Human Rights Code.

2. Discriminatory or harassing behaviours include comments or actions which are unwelcome, that are based on a prohibited ground of discrimination and result in a negative or poisoned work environment:

Examples include:

- Any previously described inappropriate behaviour that is based on a prohibited ground.
- Sexual harassment includes comments or conduct such as: unwelcome advances, requests, comments, physical contact such as unnecessary touching, pinching or jostling or gestures that are suggestive or persistent staring that are of a sexual nature. Implied or expressed threats of reprisal for refusal to comply with a request of a sexual nature or implied or expressed promises of reward for agreeing to comply with a request of a sexual nature.
- Unwelcome remarks, jokes, taunts, suggestions or speculations about a person's body, attire, sex life, etc.
- Displays of pornographic or other sexual materials in the form of pictures, electronic mail, graffiti, cartoons or sayings.

Discriminatory practices, policies, or systems include:

- Denial of equitable treatment in hiring or in the terms, conditions, or benefits of employment.
- Impeding access to or the processes by which people use Park related services, programs and/or facilities, and / or
- Failing to accommodate an individual(s) protected under BC Human Rights legislation.

(c) **Damage to People or Property:**

Examples include:

- Vandalism or deliberate destruction of Park property,
- Threats - Any act, gesture or statement that gives an employee reasonable cause to believe that there is risk of injury to themselves, another person or Park property. Any statement, either verbal or written, that is reasonably interpreted by a person to be menacing or taunting in nature. This could include, but not limited to, such things as coercion, intimidation, persecution, humiliation, bullying, ridiculing or belittling, and
- Violent Acts - Violent acts are defined as any act that causes, or may cause, physical harm or significant emotional distress to a Park employee or a member of the public. Behaviours that are threatening to personal safety or are violent require immediate action to prevent escalation and to ensure the safety of others. Incidents of threats or violence should be reported immediately to a leader and the RCMP.

8. EMPLOYEE RESPONSIBILITIES

1. Every employee has the right to be treated in a fair, reasonable and respectful manner. For this to be a normal part of our environment, we must find strategies which prevent our differences from escalating and resolve them quickly when they do occur.
2. As an employee of Cultus Lake Park, you are responsible for creating a respectful workplace environment by:
 - Ensuring your behaviour is respectful and appropriate at all times,
 - Accepting responsibility for your own actions, reactions, and behaviours and your impact on others,
 - Making your concerns known promptly if something is troubling you,
 - Being a part of the solution, and
 - Immediately informing a supervisor and, if appropriate, the RCMP if there is an imminent threat or risk of violence that could compromise an individual's safety.

9. LEADER RESPONSIBILITIES

1. As a leader in the Park, you have additional responsibilities to create and sustain a respectful workplace environment. They include:
 - Being a role model for corporate behaviour standards,
 - Ensuring awareness of and compliance with the Respectful Workplace Policy in your area of responsibility,
 - Taking appropriate action in a prompt, impartial and confidential manner when Respectful Workplace Policy issues come to your attention,
 - Supporting all parties involved in resolving issues under the Respectful Workplace Policy, and
 - Making sure no person suffers reprisal as a result of making a complaint, or for providing information.

10. REPORTING SERIOUS MISCONDUCT

1. Reports of alleged serious misconduct may be reported in the following manner:

	If the subject of the alleged serious misconduct involves:	Then it may be reported to:
(a)	a colleague	the complainant's supervisor
(b)	a supervisor	the supervisor's manager
(c)	a manager	the Chief Administrative Officer
(d)	the Chief Administrative Officer	the Board Chair
(e)	If the Chief Administrative Officer has a complaint, he or she may report it to a Commissioner or the Chair, or to another officer of Cultus Lake Park.	
(f)	If an elected official has a complaint, he or she may report it to the Chair or the Chief Administrative Officer.	