

RESPECT starts here by...

Respectful Workplace & Human Rights

What is workplace bullying?

- **Targeted** inappropriate comments or conduct causing the other person to be humiliated or intimidated.
- Workplace bullying may be an isolated incident, but is more often persistent, occurring over a period of time.

Examples of bullying, harassment and disrespectful behavior:

- Insulting comments or offensive language (this includes face to face, phone, email and social media)
- Overloading with an unreasonable share of unpleasant jobs
- Deliberately excluding someone from workplace activities
- Shouting or speaking loudly at the workplace
- Belittling, gossiping, cyber-bullying
- Withholding information that is required for effective work performance.
- Intimidating with words or actions such as standing too close, rolling their eyes or making inappropriate gestures

What happens if I violate the policy?

Any person found **engaging in inappropriate comment or conduct or who retaliates against a complainant** will be subject to remedial and/or disciplinary action such as coaching, warning, issuing apology, behavioral agreement, transfer, suspension, termination, revocation of privileges, etc.

- Treating all people with equal respect regardless of their position
- Maintaining calm poise and not being critical of others in front of staff, physicians, and patients/clients/residents
- Including other employees, especially new staff, in department activities
- Refusing to engage in gossip
- Responding to email and page requests in a timely manner
- Addressing or reporting bullying when I see it:
1-844-NO BULLY (662-8559)

Resources

- VCH Respectful Workplace and Human Rights Policy
- Speak with your Manager, Supervisor or Physician Leader
- Speak with your Union Representative at any point under this process
- Respectful Workplace Toll-free number
1-844-NO BULLY (662-8559)
- VCH Partners in Care Policy
- VCH Partners in Care document and VCH Professional Image Policy
- Employee & Family Assistance Program (EFAP)
604-872-4929 / 1-800-505-4929 or email help@efap.ca
- *How to Deal with Bullying & Harassment in the Workplace* – 4 hour course (register on CCRS.vch.ca)
- *Respectful Workplace – VCH* – 20 minute online education module (register on CCRS.vch.ca)



TAKE A STAND
STOP
BULLYING

Why RESPECT matters!

Studies show that people perform better and are more positive and less stressed when they work in an environment where respect is a high priority.

A respectful workplace — one in which people work together collaboratively, efficiently and effectively — is a critical ingredient for VCH's success in delivering excellent care, services and health promotion.

WITNESS RESPONSIBILITY: Take a stand – lend a hand

If you witness bullying, harassment or disrespectful behavior, take a stand and lend a hand by following these suggestions:

1. Support your colleague(s), by intervening where appropriate (eg. Speak up and say the other person's behavior is not acceptable).
2. Report the behavior to the Supervisor, Manager, or Physician Leader where the intervention does not resolve the behavior.

If you choose to have the conversation – Quick Tips:

- Have the conversation in a private setting and remain calm.
- Describe the offensive behaviour, explain why it's a concern.
- Tell the person you want the behaviour to stop.
- Talk about how you will both work together in the future.

Are you feeling bullied? Disrespected? VCH is here to help!

If you are a staff member or physician who has experienced or witnessed disrespectful conduct in the workplace and you choose not to or are unable to speak to the person directly, there is help...

VCH offers the following options to resolve the behavior/conflict:

- **Communicate your concern** to your Supervisor, Manager or Department Head who will arrange for a Human Resource Advisor to contact you within 3 business days.

OR

- **Contact VCH's No-Bully line 1-844-NO BULLY (662-8559)**

An Employee Engagement Associate will provide you with the opportunity to confidentially debrief your experience and outline different support option(s):

1. **EFAP** for Confidential Counselling; and/or
2. Speak with a **Human Resource Advisor** regarding:
 - a. **Coaching advice** on how to have the difficult conversation with the other person(s) in order to preserve the working relationship; or
 - b. **Filing a verbal complaint.** This involves the HR Advisor contacting your manager/department head to arrange a meeting with all parties to resolve the behavior/conflict; or
 - c. **Filing a written complaint.** This involves the HR Advisor speaking with you to summarize your concerns on a complaint form which they will send to you for confirmation and signature. You will be updated on the progress every 10 business days until the investigation is complete.

