



Team Name: Human Resources Team Lead: VP - Human Resources Approved by: VP - Human Resources	Reference Number: ORG.1510.PL.005 Program Area: Human Resources Policy Section: General
Issue Date: May 1, 2015 Review Date: Revision Date: July 18, 2019	Subject: Respectful Workplace

**POLICY SUBJECT:**

Respectful Workplace

**PURPOSE:**

Southern Health-Santé Sud staff are entitled to a respectful work environment free of Disrespectful Behavior. To this end, Southern Health-Santé Sud will ensure, so far as is reasonably practicable, that no worker is subjected to this behaviour in the workplace. Where appropriate Southern Health-Santé Sud will investigate and implement corrective action respecting any person under the employer’s direction who subjects a worker to disrespectful behaviour.

**BOARD POLICY REFERENCE:**

Executive Limitations (EL3) Treatment of Staff

**POLICY:**

Employer Responsibility:

- As far as is reasonably practical, provide a workplace free of Disrespectful Behavior and hold staff in violation of this Policy accountable.
- Develop, implement and communicate fair and timely procedures which address allegations or concerns in regard to Disrespectful Behavior and which incorporate:
  - the process by which Staff may raise a concern, how the concern will be handled, and how the results of the process will be communicated back to the parties including the Staff involved.
  - measures to ensure that all concerns are treated confidentially including the name of the Complainant(s) and Respondent(s) or the circumstances to any person except as necessary to investigate the complaint or as required by law.
- This Policy and associated procedures and guides shall be posted on Workplace Safety & Health bulletin boards in all Southern Health-Santé Sud facilities.
- Signage shall be posted containing wording which supports the purpose of this Policy.

#### Staff Responsibility:

- Treat others respectfully.
- Report Disrespectful Behavior using the procedures established pursuant to this Policy and shall respect the confidentiality of all parties involved.
- This Policy does not prevent Staff from exercising any other legal right including the filing of a complaint with the Manitoba Human Rights Commission pursuant to the provisions of The Manitoba Human Rights Code respecting discriminatory practices.
- Anyone filing a frivolous complaint or complaint made in bad faith or, anyone who retaliates against a person who makes a complaint or is involved in an investigation as a witness is subject to disciplinary action.

#### Manager/Supervisor Responsibility:

- Each manager, supervisor and team leader shall foster a safe working environment free from Disrespectful Behavior as far as is reasonably practicable and shall ensure that situations of alleged or potential Disrespectful Behavior are dealt with in accordance with this Policy and associated procedures regardless of whether or not a Staff complaint has been made.
- Managers, supervisors and team leaders shall advise Human Resources of all complaints made pursuant to this Policy

#### Effect of Complaint On Other Proceedings

- This Policy in no way prevents Staff from exercising any other legal rights available to them under any other process or law and specifically, Staff have continued and full access to raise concerns and/or file complaints with The Manitoba Human Rights Commission.
- **Medical Staff:** Any alleged breaches of the Respectful Workplace Policy against physicians shall be investigated and processed in accordance with this manual and the Respectful Workplace Policy and not under the processes outlined in the Medical Staff By-Law unless so delegated by the CEO. Should a physician be found to be in breach of the Policy appropriate disposition shall occur as determined by the Southern Health-Santé Sud facility and the Southern Health-Santé Sud CMO except that such disposition shall have no impact on the physician's privileges. This disposition does not prevent the simultaneous referral of the issue by the Southern Health-Santé Sud. CMO to the Medical Executive Committee ("MEC") as a "complaint" pursuant to Section 6.2.3 of the Medical Staff By-law and MEC may determine the appropriate disposition of the complaint, in accordance with the Medical Staff By-Law, and whether the physician's privileges should be affected

#### **DEFINITIONS:**

- **Staff** - all persons employed or contracted by Southern Health-Santé Sud as well as members of the medical staff, volunteers, board members and students.
- **Workforce Related Disrespectful Behavior** - means disrespectful behaviour towards a worker by his or her employer or supervisor or by another worker, whether or not the

harassment occurs at the workplace. Types of behavior considered disrespectful include but are not limited to:

*Note: This includes any act or omission that results in workforce related disrespectful behaviour within this definition, regardless of the form of the act or omission; the focus of the harasser's actions is not on his/her intent, but rather on the impact felt by the complainant.*

- **Discrimination:** as defined in the Manitoba Human Rights Code 9(1)
  - differential treatment of an individual on the basis of the individual's actual or presumed membership in or association with some class or group of persons, rather than on the basis of personal merit; or
  - differential treatment of an individual or group on the basis of any characteristic referred to in subsection (2); or
  - differential treatment of an individual or group on the basis of the individual's or group's actual or presumed association with another individual or group whose identity or membership is determined by any characteristic referred to in subsection (2); or
  - failure to make reasonable accommodation for the special needs of any individual or group, if those special needs are based upon any characteristic referred to in subsection, the differential treatment of an individual or group on the basis of a Protected Characteristic (see definition) rather than on personal merit.
- **Harassment:** as defined and interpreted in the Workplace Safety and Health Act means:
  - objectionable conduct that creates a risk to the health of a worker; or  
*Interpretation in Workplace Safety and Health Act: objectionable, if it is based on race, creed, religion, colour, sex, sexual orientation, gender-determined characteristics, marital status, family status, source of income, political belief, political association, political activity, disability, physical size or weight, age, nationality, ancestry or place of origin;*
  - severe conduct that adversely affects a worker's psychological or physical well-being.  
*Interpretation in Workplace Safety and Health Act: severe, if it could reasonably cause a worker to be humiliated or intimidated and is repeated, or in the case of a single occurrence, has a lasting, harmful effect on a worker.*
  - This conduct includes but is not limited to
    - a written or verbal comment,
    - a physical act or gesture or a display, leering (suggestive staring) or other offensive gestures;
    - Patronizing or condescending behavior;
    - Humiliating staff in front of co-workers;
    - Abuse of authority that undermines job performance or threatens a career path; or,
    - Bullying;
    - Cyber bullying;
    - Disrespectful internet postings; or
    - Any combination of the above.

- **Sexual Harassment:** as defined in the Manitoba Human Rights Code 19(2), either:
  - A series of objectionable and unwelcome sexual solicitations or advances; or,
  - A single sexual solicitation or advance if it is made by a person who is in a position to confer a benefit on, or deny a benefit to the recipient of the solicitation or advance, if the person making the advance knows or ought to reasonably know that it is unwelcome; or
  - A reprisal or threat of reprisal for rejecting a sexual solicitation or advance.
- **Workforce Related Disrespectful Behavior does not include:**
  - Consensual banter or consensual romantic relationships;
  - Exercising appropriate management authority and responsibility including performance and attendance management;
  - Providing direction or instruction;
  - Operational change, coaching, counseling, and/or discipline by a supervisor or manager;
  - Workplace violence as defined in the Violence Prevention Program for Healthcare Workers Policy ORG.1513.PL.001
- **Protected Characteristic:** as defined in the Manitoba Human Rights Code 9 (2), includes:
  - Ancestry (including colour and perceived race);
  - Nationality or national origin;
  - Ethnic background or origin;
  - Religion or creed, or religious belief, religious association or religious activity;
  - Age;
  - Sex, including sex-determined characteristics, such as pregnancy, the possibility of pregnancy, or circumstances related to pregnancy;
  - Gender-identity;
  - Sexual orientation;
  - Marital or family status;
  - Source of income;
  - Political belief, political association or political activity;
  - Physical or mental disability or related characteristics or circumstances, including reliance on a service animal, a wheelchair, or any other remedial appliance or device; and
  - Social disadvantage.
- **Complainant** - The person reporting an incident of potential Disrespectful Behavior.
- **Respondent** - the person alleged to have committed the Disrespectful Behavior.

**SUPPORTING DOCUMENTS:**

<a href="#">ORG.1510.PL.005.SD.01</a>	Respectful Workplace Manual
<a href="#">ORG.1510.PL.005.FORM.01</a>	Respectful Workplace Complaint Form
<a href="#">ORG.1513.PL.001</a>	Violence Prevention Program for Health Care Workers

**REFERENCES:**

The Manitoba Human Rights Code	<a href="https://web2.gov.mb.ca/laws/statutes/ccsm/h175e.php">https://web2.gov.mb.ca/laws/statutes/ccsm/h175e.php</a>
The Labour Relations Act (Manitoba)	<a href="https://web2.gov.mb.ca/laws/statutes/ccsm/l010e.php">https://web2.gov.mb.ca/laws/statutes/ccsm/l010e.php</a>

The Workplace Safety and Health Act and Regulation (Manitoba)

<https://web2.gov.mb.ca/laws/regs/current/217.06.pdf>

**POLICY CONTACT:**

Provincial Workplace Safety & Health Working Group with representation from

- Executive Sponsor - Provincial Human Resources Leadership Council
- CancerCare Manitoba
- Interlake-Eastern Regional Health Authority
- Manitoba Health, Seniors and Active Living
- Northern Health Region
- Prairie Mountain Health
- Provincial Health Labour Relations Services
- Shared Health Manitoba
- Southern Health-Santé Sud
- Winnipeg Regional Health Authority

This is a standard provincial policy that can only be changed with the approval of the Provincial Human Resources Leadership Council