

3.12 Workplace Harassment and Violence

POLICY

Catulpa believes that every employee and volunteer has the right to equal treatment and respect, and to be free of harassment and/or violence within the workplace. Any harassment and/or violent behaviour by the employer or employee, volunteer or participants/persons served will not be tolerated by Catulpa Community Support Services. The following definitions are offered as examples of violence and harassment. Note: the Policy is not limited to these definitions:

1. Harassment and/or violence can take the form of physical contact or non-physical behaviours and can include, but is not limited to:
 - a. Threatening behaviour; shaking fists, destroying property or throwing objects.
 - b. Verbal or written threats, and any expression of an intent to inflict harm.
 - c. Any behaviour that demeans, excludes, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate actions and may be sexual or non-sexual in nature.
 - d. Verbal abuse such as swearing, insults or condescending language.
 - e. Physical attacks such as hitting, shoving, pushing or kicking
2. Harassment (including sexual harassment) and/or violence can take the form of physical contact or non-physical behaviours and can include, but is not limited to:
 - a. Vexatious comments and conduct that is known or ought reasonably to be known to be unwelcome.
 - b. Leering, grabbing, sexual innuendos, propositions for dates or sexual favours.
 - c. Inappropriate comments with respect to personal appearance or smell
Important: Catulpa Community Support Services employees faced with an urgent situation involving violent behaviour or threats of violence, where there is reasonable belief that the safety of individuals may be threatened, should contact the police immediately by calling 911 or taking any other appropriate action. At no time should an employee physically attempt to deal with a potentially harmful situation.

PROCEDURES

1. All staff, volunteers, students and consultants working within the agency, are aware of and understand that an act of any type of violence and/or harassment is considered a serious offence for which necessary action will be taken. Anyone found to have engaged in conduct which constitutes an act of harassment and/or violence will be subject to discipline up to and including dismissal.
2. Complaints can be made to the employee's Supervisor/Manager or Manager of Human Resources or a Health and Safety Representative. If the alleged harasser is the Director the employee can refer their complaint to an outside source if desired. All harassment and/or violence complaints will be dealt with in strict confidence subject to the agency's obligation to conduct a thorough investigation. An investigation will be conducted in a timely and effective manner. Any witnesses will be interviewed. At completion of the investigation, the complainant will be advised of the findings and the conclusions reached. Unionized employees may involve their Union Steward. All information obtained about an incident or complaint of workplace harassment, including identifying information about any individuals involved, will not be disclosed unless the disclosure is necessary for the purposes of investigating or taking corrective action with respect to the incident or complaint, or is otherwise required by law.
3. Upon completion of investigation, the Manager of Human Resources, or if unavailable, a member of senior management, will inform Catulpa Community Support Service's Executive Director. The Executive Director, or designate, will confirm/make a decision on the appropriate action. All investigation notes and documentation shall be saved and filed for future reference.
4. Employees who are not satisfied with any aspect of the investigation, may detail concerns in writing and provide these to the Executive Director. The Executive Director will then review the concerns and determine the appropriate action.
5. For acts of violence or harassment by individuals outside of this organization, (persons served, participants, and /or their family members) the employee will take steps to remove themselves from the situation as soon as they may safely do so, informing their Supervisor/Manager. The Supervisor/Manager will address any immediate needs of the staff, volunteer or student and will inform the Manager of Human Resources or designate at the earliest opportunity. A formal report will be forwarded to the Executive Director. Action taken may include temporary or permanent withdrawal of services or legal action.
6. This Policy shall be reviewed as often as is necessary, but at a minimum, annually.

Risk Assessment

As required by Bill C168, Catulpa Community Support Services has performed an assessment of risk through an anonymous survey of the Catulpa employees. A copy of this survey and its results is maintained by the senior Executive Assistant.

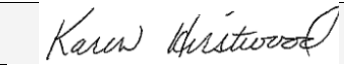
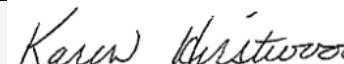
Reporting Form (attached)

The report will be forwarded by the employee to their Supervisor/Manager, Human Resources and Executive Director, as appropriate.

INDICATORS

1. Employees were informed they have the right to equal treatment and respect, and to be free of harassment and/or violence within the employment setting.
2. Staff understood the Policy and knew their rights and responsibilities related to Catulpa being a workplace free of violence and harassment.
3. Documentation was on file that showed that each and every complaint or incident was addressed with urgency and consideration of safety for all and was addressed by the appropriate level in the organization.
4. A risk assessment survey was completed anonymously with staff every two years. Areas of concern were addressed promptly.
5. All Staff are required to sign off that they have read and reviewed all Policies and Procedures annually and notify their Supervisor/Manager of any questions or concerns they may have.

Next Review	February 2023
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Date	Action (Approval, Revision, Review)	Signature
October 2022	Revision	
March 2018	Approval. Combined two former HS standards: Violence & Harassment (Jan 2014) and Sexual Harassment & Discrimination (Jan 2014). Discrimination is now a separate standard (#2.37 HR).	
November 2019	Revision	