

ADMINISTRATIVE PROCEDURE

F-13 2011

RESPECTFUL WORKPLACE

The Resort Municipality of Whistler ("RMOW") is committed to creating and sustaining a vibrant, healthy, safe and caring work environment. To do so, all people (see Scope) are to be treated with respect, honesty and dignity. Behaviour and/or situations that run contrary to such treatment will not be tolerated.

The RMOW recognizes that conflicts, disagreements or inappropriate behaviours will occur. These issues will be resolved in a manner that contributes to a healthy and productive workplace.

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

PURPOSE

The RMOW is committed to working in collaboration with its employees to create a respectful workplace by:

- a) Promoting and maintaining a common understanding of the expectations and behaviours considered appropriate and inappropriate in Municipal workplaces and in the delivery of or access to Municipal services, and;
- b) Taking action to prevent and/or deal with inappropriate behaviour wherever Municipal business is being conducted.

SCOPE/EXCEPTIONS

This Procedure applies to the following people and places:

People:

1. RMOW employees (including job applicants)
2. Contractors providing service for or to the RMOW
3. Suppliers delivering material to the RMOW
4. Volunteers
5. Members of Municipal Council
6. Members of the public who are accessing Municipal services or Municipal operated facilities

Places:

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

CONSEQUENCES OF NON-COMPLIANCE

Any employee, who violates this procedure, will be subject to appropriate disciplinary action up to and including dismissal.

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

Criminal Offences

Where behaviour may constitute a criminal offence, the RMOW will refer these matters to the RCMP for further investigation.

False or Frivolous Complaints

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.

Retaliation

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 Municipal services.

1. APPROPRIATE WORKPLACE BEHAVIOURS

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, and
- Willingly and sincerely apologizing to people when something you said or did may have offended them.

2. INAPPROPRIATE WORKPLACE BEHAVIOUR

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 procedure. They are:

- Disrespectful Behaviour
- Discrimination/Harassment
- Damage to People or Property

2.1 Disrespectful Behaviour

Disrespectful Behaviour is:

- 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, or
- 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, well being, 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.

2.2 Discrimination/Harassment

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, lawful source of income, sex (including pregnancy, breastfeeding and sexual harassment), political belief, criminal conviction or any other ground covered by British Columbia's Human Rights Code.

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. (See "Prevention of Work Place Harassment Procedure F-5").

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 (unnecessary touching, pinching or jostling) or gestures (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,
- Access to or the processes by which people use Municipal related services, programs and/or facilities, and/or
- Failing to accommodate an individual(s) protected under British Columbia's Human Rights legislation.

2.3 Damage to People or Property

Examples include:

- Vandalism or deliberate destruction of Municipal 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 Municipal 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 Municipal 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 an employee's supervisor, the Director of Human Resources and the RCMP (911). (See "Violence in the Workplace Administrative Procedure and Guidelines F-11").

3. EMPLOYEE RESPONSIBILITIES

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.

As an employee of the RMOW, 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 your supervisor, Director of Human Resources and the RCMP (911) if there is an imminent threat or risk of violence that could compromise an individual's safety.

4. MANAGERS AND SUPERVISORS RESPONSIBILITIES

As a leader at the RMOW you have additional responsibilities to create and sustain a respectful workplace environment. They include:

- Being a role model for behaviour standards such as the RMOW Leadership Competencies, Leadership Behaviours & Attributes, Prevention of Work Place Harassment Procedure and the Respectful Workplace Procedure,
- Ensuring awareness of and compliance with the Respectful Workplace Procedure in your area of responsibility,
- Taking appropriate action in a prompt, impartial and confidential manner when Respectful Workplace Procedure issues come to your attention,
- Supporting all parties involved in resolving issues under the Respectful Workplace Procedure, and
- Making sure no person suffers reprisal as a result of making a complaint, or for providing information.

Dated this 22 day of July, 2011.



Denise Wood
Director, Human Resources



Bob MacPherson
Interim Chief Administrative Officer