

<b>Title</b>	<b>Respectful Workplace</b> <i>(Updated to meet WorkSafeBC Bullying &amp; Harassment Requirements)</i>
<b>Number</b>	<b>D1007</b>
<b>Category</b>	<b>Human Resources</b>

## PREAMBLE

This policy has been developed through wide consultation with the Langara leaders and employees for the use and benefit of Langara College employees. The standards established in this policy recognize the interests shared by all employees in having an organizational culture in which respect toward, and consideration of, each other is upheld in all aspects of campus experience and activity.

### 1. PURPOSE

Langara College is committed to providing a learning and working experience where all employees are treated with respect and dignity in all their work and academic activities. Langara recognizes that a respectful workplace provides employees with a psychologically healthy and safe environment where collegiality, trust, growth, and discovery can flourish. Bullying and harassment is not acceptable or tolerated. All employees will be treated in a fair and respectful manner at all times.

This policy establishes the obligation of all Langara employees to conduct themselves in a respectful manner, as defined below, and to refrain from engaging in conduct that disrespects others, and interferes with their rights to a dignified, healthy, safe, and productive workplace. A breach of this policy is considered a serious act of misconduct and will prompt a resolution process that may become cause for remedial action, including the possibility of disciplinary sanctions up to and including, suspension, dismissal, or termination.

### 2. DEFINITIONS

**Respect** – for this policy, respect means demonstrating due regard in all activities for their rights, goals, perspectives, efforts, and traditions, even when they may differ from you or you don't agree with them. As defined by employees at Langara College, respect is shown in various ways, including:

- Considering the interests of others and potential impacts on others in decisions and the allocation of resources;
- Listening to the needs and experiences of others in order to find collaborative, mutually acceptable ways of addressing discord and difference.

**Disrespect** – disrespect involves aggressive, hostile, or threatening conduct or comment toward others that the person ought reasonably to have known would have been unwelcome and causes the other person to feel unsafe, humiliated, or intimidated. Also referred to as *bullying* or

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*harassment*, this conduct creates an intimidating, hostile, or offensive work or learning environment and interferes with a person's work performance.

### **Bullying and Harassment -**

For the purposes of this policy:

(a) Includes any inappropriate conduct or comment by a person towards a worker that the person knew, or reasonably ought to have known, would cause that worker to feel humiliated or intimidated.

(b) Excludes any reasonable action taken by an employer or supervisor relating to the management and direction of employees or the workplace. Examples of reasonable actions include performance reviews, work direction, discipline (when conducted appropriately), and operational decisions.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

Note that it is not considered disrespectful conduct, bullying, or harassment to properly fulfill one's professional, managerial, or supervisory responsibilities to direct, evaluate, and report on the performance, conduct, or competence of others, express opinions freely in a reasonable and courteous manner, or respectfully engage in honest discussions of differences of opinion or clashes of interests.

## **3. POLICY**

### **Scope**

3.1 The policy serves to safeguard all employees at Langara College, and provides a mechanism for employees to seek options, support, voice concerns, and pursue resolution to incidents of disrespect should they arise.

#### **This policy applies to:**

- all Langara College workers: permanent, temporary, casual, contract, and student workers
- bullying and harassment that workers may be exposed to by persons that a worker may encounter at or through the workplace, such as students, clients, customers, members of the public, etc.
- all work-related interactions, whether on campus, off campus, or online in connection with an event or activity sponsored by or under the auspices of the College
- all forms of communication, including email, messaging platforms, and social media when connected to work activities

3.2 This policy specifically focuses on standards for respectful engagement in all work experience at Langara. It serves as a companion policy to the Langara Human Rights Policy B3008, which establishes a standard for fairness and equity in all College endeavors and activities, and the prevention of discrimination and harassment based on personal

characteristics defined as protective grounds. Please refer to the Human Rights Policy for information on these standards and processes available to address human rights concerns.

- 3.3 Any Langara College employee who is found to have made a vexatious complaint or complaint in bad faith may be subject to a range of action and/or penalties, similar to those taken when a respondent is found to have been disrespectful.

### **Accountabilities**

- 3.4 The following accountabilities are established in order to ensure that all employees of Langara College understand their part in maintaining a culture of respect and ensuring that they feel safe to voice concerns.

#### a) Employee Responsibilities

All employees must:

- Engage in respectful conduct toward others at all times
- Not engage in bullying or harassment of others
- Report if they experience or observe bullying or harassment
- Cooperate with investigations and related processes
- Apply and comply with Langara College's policies, procedures, and training related to bullying and harassment

Employees may be subject to remedial or disciplinary action if they breach the standards established in this policy.

Employees with concerns about respectful treatment are strongly encouraged to voice their concerns with the party involved, per the standards of respect defined in this policy, or seek assistance to find a way to resolve their concern. Respectful resolution of concerns is a key part of maintaining a respectful culture at Langara.

Employees who are confronted about their conduct are expected to listen to the concerns of others and respond in ways that serve to build understanding and remedy any negative impact that may have arisen.

#### b) Leader Responsibilities

Leaders are obliged to set an example of respectful conduct and be prepared to respond to potential breaches of this policy, whether directly observed by them or in response to the voicing of a concern by employees.

The People, Culture, and Inclusion Department is expected to promote a respectful culture by educating, coaching, and advising employees on respectful behaviours and resources within the College community.

### **Reporting, Response, and Resolution Process**

- 3.5 Procedures are intended to provide employees with options for seeking assistance in protecting their rights under this policy and pursuing resolution to concerns.

- 3.6 As outlined in the Accountabilities section, employees with concerns are encouraged to pursue resolution directly with the other party(ies), if safe and reasonable to do so.
- 3.7 Employees with concerns are also able to raise their concerns with their direct supervisor and seek assistance in resolving and remedying the situation.
- 3.8 For employees who believe they require assistance with their situation beyond these two direct options, Langara provides an Advising Service and a Complaint Resolution Process as outlined below.
- 3.9 Employees in unionized positions can also seek assistance from their respective Union steward/representatives.

### **Advising Service**

- 3.10 As an initial step in a response process provided by Langara, this policy establishes an Advising Service, through People and Culture, as a means of providing employees with concerns related to respectful conduct an opportunity to discuss their concerns with a confidential resource in order to become aware of and consider options for addressing the situation. This service offers employees an opportunity to receive support in understanding their situation and concerns, and guidance on best practices for dealing with the situation. The service can also advise employees on how to pursue an official complaint process.

### **Complaint Submission and Response Process**

- 3.11 Langara also provides employees with a Complaint Submission and Reporting Procedures Process. This process offers both an informal dispute resolution option and a formal complaint investigation procedure as organizational interventions to respond to and address concerns.

## **4. RESPONSIBILITY**

For inquiries relating to this policy, contact the Vice-President, People, Culture, and Inclusion.

## **5. ANNUAL REVIEW**

This Policy will be reviewed annually. All employees will be provided with a copy.

## **6. REGULATIONS/PROCEDURES**

Respectful Workplace Reporting Procedures

Langara Faculty Association (LFA) – collective agreement

Langara College Canadian Union of Public Employees (CUPE 15) – collective agreement

Langara College British Columbia Nurses Union (BCNU) – collective agreement

<b>History/Revision</b>	
Origination Date	June 25, 2013
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