

CORPORATE PROCEDURE

PROCEDURE TITLE: RESPECTFUL WORKPLACE

PROCEDURE NO.: PRC.04

Section:	Human Resources		
Effective Date:	May 1, 2019	Date of Last Review:	June 8, 2010
Policy Parent:	Procedure Owner:		
13.C.01 – Respectful Workplace	Chief Human Resources Officer		

PROCEDURE STATEMENT

This procedure implements the Respectful Workplace Policy

PURPOSE

These procedures establish a problem-solving approach to deal with harassment and discrimination issues. In the event that harassment or discrimination is alleged, every effort will be made to work with the people involved to find a fair and timely resolution of the matter. These procedures ensure, to the best of our ability, a safe work environment and assist us to appropriately manage any occurrences of harassment or discrimination if they do occur.

SCOPE

These procedures apply to all City of Vaughan staff as well as members of Council.

LEGISLATIVE REQUIREMENTS

The Ontario Occupational Health and Safety Act requires:

32.0.6 (1) An employer shall, in consultation with the committee or a health and safety representative, if any, develop and maintain a written program to implement the policy with respect to workplace harassment required under clause 32.0.1 (1) (b). 2016, c. 2, Sched. 4, s. 2 (1).

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DEFINITIONS

- 1. Prohibited Grounds:** Personal attributes that are recognized as the most common targets of harassing and discriminatory actions. For offensive behaviour to be considered discrimination or harassment, the focus of the comment or conduct must be directed toward one of these aspects of your background:

 - 1.1. Age
 - 1.2. Citizenship
 - 1.3. Creed or Religion
 - 1.4. Ethnic or National Origin
 - 1.5. Marital/Family Status Place of Origin Sex (Pregnancy)
 - 1.6. Ancestry
 - 1.7. Colour
 - 1.8. Disability
 - 1.9. Record of Offences (pardoned Federal or Provincial)
 - 1.10. Same Sex Partnership Status
 - 1.11. Race
 - 1.12. Sexual Orientation
- 2. Discrimination:** Any distinction, whether intentional or not, based on prohibited grounds, which has the effect of imposing burdens, obligations or disadvantages on an individual that are not imposed on others, or which withholds or limits access to opportunities, benefits and advantages available to others.
- 3. Harassment:** A course of vexatious comment or conduct directed toward an individual or group of individuals that is known or ought reasonably to be known to be unwelcome or unwanted. Harassment consists of comments or conduct linked to one of the prohibited grounds, which are insulting, intimidating, humiliating, malicious, degrading or offensive. Single acts of sufficient severity may constitute harassment.
- 4. Personal Harassment:** Any unwanted or unwelcome acts of coercion and psychological harassment or misuse of power, including annoying or distressing behaviour through repeated and hostile or unwanted conduct, verbal comments, emails, threats, actions or gestures that affect a person's dignity or psychological or physical integrity and that result in a harmful workplace environment. Single severe acts of harassing behaviour may be sufficient to be defined as Personal Harassment under this policy. Properly discharged management responsibilities are not considered to be acts of harassment.
- 5. Understanding Harassment:** Harassment is a form of discrimination. The Ontario Human Rights Code and Ontario Occupational Health and Safety Act prohibits harassment based on one of the prohibited grounds as defined above. Harassment is against the law.

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5.1. Harassment is offensive, degrading and threatening. In its most extreme forms (sexual touching, for example), harassment can be an offence under Canada's Criminal Code.

5.2. In certain instances, personal harassment not addressed under the Human Rights Code may be prohibited under the Respectful Workplace Policy. Harassment is concerned with the impact of behaviour, not the intent. There are times when a person causing the harassment is unaware of the impact of his or her behaviour. Most often, if you make that person aware of your discomfort, they will cease acting in that manner.

6. Sexual Harassment: One or a series of comments or conduct of a gender-related or sexual nature, that is known or ought reasonably to be known to be unwelcome/unwanted, offensive, intimidating, hostile or inappropriate. Sexual harassment includes unwelcome sexual advances and requests for sexual favours where:

6.1. Submitting to or rejecting this conduct is used as the basis for decisions which affect the individual's employment.

6.2. Such conduct has the purpose or effect of interfering with an individual's job performance.

6.3. Such conduct creates an intimidating or offensive environment.

6.4. Types of behaviour, which may constitute sexual harassment, include but are not limited to:

6.4.1. Criminal conduct such as stalking and physical or sexual assault or abuse
Written or verbal abuse or threats;

6.4.2. The display of visual material which is offensive or which one ought to know is offensive;

6.4.3. Unwelcome remarks, jokes, comments, innuendo or taunting about a person's looks, body, attire, age, race, religion, sex or sexual orientation;

6.4.4. Leering or other suggestive or obscene gestures;

6.4.5. Condescending, paternalistic or patronizing behaviour which undermines self-esteem, diminishes performance or adversely affects working conditions
Practical jokes which cause awkwardness or embarrassment or negatively affect performance;

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6.4.6. Unwanted physical contact including touching, petting, pinching or kissing Unwelcome sexual flirtations, advances, requests or invitations;

6.4.7. Use of inappropriate or derogatory sexual terms; or,

6.4.8. Promises or threats contingent on the performance of sexual favours
Sexual harassment most commonly occurs in the form of behaviour by males toward females. However, sexual harassment can also occur between males, between females or by females toward males.

7. Poisoned or Negative Environment: Behaviour such as insults and jokes relating to one of the prohibited grounds, though not directed at anyone in particular, having the effect of creating or maintaining an offensive, hostile or intimidating climate.

PROCEDURE

1. Roles & Responsibilities

1.1. Everyone is Responsible

Everyone associated with the Corporation has a responsibility to ensure that our environment is free from harassment. This means not engaging in, allowing, condoning or ignoring behaviour contrary to this policy. In addition, anyone who believes that harassment is taking place is encouraged to notify your supervisor or the Respectful Workplace Policy Coordinator appointed under the Respectful Workplace Policy.

1.2. Corporation's Responsibility

The Corporation recognizes its responsibility, in accordance with the Ontario Human Rights Code, Occupational Health and Safety Act and common law, to ensure that every person under its jurisdiction is protected from discrimination and harassment. The Corporation is committed to deal quickly, fairly and effectively with harassment and discrimination should it take place.

1.3. Management/Supervisor/Responsibility

The Ontario Human Rights Code, Occupational Health and Safety Act and the common law provides that a person such as a manager or a supervisor who has the authority to prevent or discourage harassment and discrimination will be held responsible for failing to do so. All managers and supervisors, therefore, have a particular duty to act to deal with such incidents when they ought reasonably to have known that there is an issue to address. This duty

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includes the obligation to be familiar with and uphold this policy and its procedures.

1.4. Policy Advisors

All managers and supervisors are responsible to act as Policy Advisors under this policy. Policy Advisors:

- 1.4.1. Are responsible for Stage One and Two of the policy process.
- 1.4.2. Provide confidential consultation services and advice upon request on the scope and application of this policy.
- 1.4.3. Act as a neutral source of information and advice.
- 1.4.4. Clarify options available to resolve harassment or discrimination problems that are identified.
- 1.4.5. Provide assistance to the parties to resolve the issue.
- 1.4.6. Consult with the designated Respectful Workplace Policy Coordinator from Human Resources whenever dealing with a human rights issue.
- 1.4.7. Advise the Respectful Workplace Policy Coordinator of the results of dealing with a harassment or discrimination situation.
- 1.4.8. Direct a complainant to the Respectful Workplace Policy Coordinator when the complainant wishes to file a formal complaint.
- 1.4.9. Maintain detailed notes and documentation of all involvements with human rights issues.
- 1.4.10. Provide the Respectful Workplace Policy Coordinator with all documentation and notes gathered in the informal process when a matter proceeds to the formal stage.

1.5. Respectful Workplace Policy Coordinator

The Corporation shall designate a Human Resources representative to be the Corporate Respectful Workplace Policy Coordinator. This person will have overall responsibility for the administration of this policy. In addition, the Respectful Workplace Policy Coordinator is responsible for:

- 1.5.1. Leading efforts to discourage and prevent harassment within the Corporation.

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1.5.2. Where appropriate, appointing mediators to assist in the resolution of conflict.

1.6. Receiving formal complaints

1.6.1. Appointing an employee or contracting an external investigator to conduct investigations.

1.6.2. Facilitating appropriate disciplinary or corrective measures when a complaint of harassment has been substantiated.

1.6.3. Providing advice and assistance to anyone associated with the Corporation who experiences harassment by someone who is or is not associated.

1.6.4. Ensuring that the Deputy City Manager of an employee involved in the Respectful Workplace Policy process is informed of a complaint and then kept informed of the progress of the complaint. Every effort should be made to provide information that will assist the management of the situation without compromising the confidentiality of the matter.

1.6.5. Making all employees of the Corporation aware of the problem of harassment and the procedures contained in this policy.

1.6.6. Informing both complainants and respondents of the procedures contained in this policy and of their rights and responsibilities.

1.6.7. Maintaining the time frames for this policy to ensure that they adequately meet the organization's legal obligations and public policy objectives.

1.6.8. Advising the City Manager on an ongoing basis, but at least semi-annually, on the overall operation of the policy.

1.6.9. In the event that the Respectful Workplace Policy Coordinator is a party (complainant, respondent, witness) to a complaint which is made under this policy, the City Manager shall appoint a suitable alternate for the purposes of dealing with the complaint.

1.7. City Manager

The City Manager acts as the final decision maker on matters relating to the policy, including deciding upon the form of redress or discipline if an allegation

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of harassment or discrimination is supported through the formal investigation process.

2. Procedure

The focus of these procedures is to assist people involved in a situation of harassment or discrimination to find a resolution to the conflict.

We intend the policy and procedures will help empower a person who feels that he or she is being harassed to tell the harasser that the behaviour is unwelcome and must stop.

Where the direct approach does not work or where someone is unsure about how to proceed, we have identified Respectful Workplace Policy Advisors and a Policy Coordinator to assist in the resolution process. In those few situations where the situation is not resolved, the Corporation will undertake a formal complaint process leading to an investigation and the possibility of sanctions being imposed. It is important to recognize that a resolution agreed to by the parties is the preferable solution.

The following four stages suggest an orderly way to approach the resolution of your harassment problem. Depending upon your situation, you may decide that it is not possible to utilize the informal (Stage One and Two) part of this procedure. At this point you may decide to proceed directly to Stage Three, formal complaint.

3. Other Processes

The following procedures have been established so that complaints of harassment can be resolved informally through our internal process. However, it in no way prevents employees from exercising their rights under the Ontario Human Rights Code, the Workplace Violence Policy or under a Collective Agreement at any time.

4. Restorative and Disciplinary Action

To the extent possible, where a complaint is substantiated, the Corporation's primary objective is to restore a complainant to the position he or she would have been in had the discrimination not occurred. At the same time, while substantiated acts of discrimination or harassment may be cause for disciplinary action up to and including the possibility of discharge, it is preferable for the respondent to recognize the inappropriate conduct and commit to meet the standards for behaviour enunciated in the policy.

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5. Confidentiality

The Corporation understands that it can be extremely difficult to come forward with a complaint of harassment and that it can be devastating to be wrongly convicted of harassment. The Corporation recognizes the interest of both the complainant and the respondent in keeping the matter confidential.

6. Right to Withdraw

A complainant has the right to withdraw a complaint at any stage in the complaint process. The Corporation may continue to act on the issue identified in the complaint in order to comply with its legal obligations.

7. Time Limitations

Consistent with the procedures of the Ontario Human Rights Code, all complaints filed under this policy must be initiated within six months of the incident occurring. In extenuating circumstances, the Corporation may consider a complaint filed beyond the six-month limitation.

8. Representation

During any stage of the formal/informal complaint procedure, an employee is entitled to representation if he/she so wishes. A representative could be a union representative, a fellow employee, friend or even a lawyer (at the employee's own expense).

9. Stages of The Complaint Resolution Process

9.1. Stage One – Individual Action

Recognizing that it is in the best interest of all parties to resolve human rights conflicts, a person who believes that they are being harassed should, when possible, as the initial step towards its resolution, discuss the complaint with the person whose action gave rise to the complaint.

Without being confrontational, clearly and directly ask the harasser to stop the offending behaviour. Remember, there are times when the person causing the problem is not fully aware of the impact of their actions.

9.2. Stage Two – Informal

If approaching the person causing the problem is not possible, or if after talking to this person the offensive behaviour continues, the person with the problem should discuss the allegation, in confidence, with his/her immediate

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supervisor, another supervisor, manager, union representative, association representative or the Respectful Workplace Policy Coordinator for advice and assistance on how to resolve the situation. Most often working with a Policy Advisor will result in resolving the problem.

9.2.1. The person giving advice will provide information to the complainant regarding the policy and procedure including:

9.2.1.1. The emphasis of the process and procedures on working with the two individuals in conflict to resolve these issues in an informal manner.

9.2.1.2. The right to file a formal written complaint.

9.2.1.3. The availability of counselling.

9.2.1.4. The right to have a personal advisor or representative.

9.2.1.5. That if the complainant believes that his or her safety is at risk or threatened by the respondent, that this should be noted and both the police and Human Resources - Health and Safety should be contacted. The contacting of both the police and Human Resources - Health and Safety will occur where the complainant believes that his or her safety is at risk or threatened by the respondent. Such risk and/or threats will be noted by the Policy Advisor.

9.2.1.6. The right to withdraw from any further action at any point.

9.2.1.7. The right to use other avenues of recourse.

9.2.1.8. That there are time limits which apply to this process as well as others.

9.2.1.9. The options available to address a complaint, including alternative dispute resolution.

9.2.1.10. The penalties and redress that are available under the policy and procedures, including the possibility of penalties against a complainant if the complaint is found to be vexatious or made in bad faith.

9.2.1.11. The confidentiality of the process.

9.2.2. The complainant is asked to provide the Policy Advisor with the following information:

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9.2.2.1. The name and location of the respondent.

9.2.2.2. The nature of the complaint.

9.2.2.3. The time and date of the complaint.

9.2.2.4. The solution needed to resolve the complaint.

9.2.3. The Policy Advisor, in coordination with the Respectful Workplace Policy Coordinator, will provide advice to the complainant regarding whether it seems, on the face of the information provided, that the complaint falls within the jurisdiction of the policy. In the case that it is advised that the complaint does not seem to fall under the policy, the complainant retains the right to proceed to the Workplace Violence process.

9.2.4. The Policy Advisor, in consultation with the Respectful Workplace Policy Coordinator, will provide advice to the complainant whether, on the basis of the information provided, an alternative dispute resolution mechanism is in order. If the complainant and respondent are agreeable, such a mechanism will be put in place.

9.3. Stage Three – Formal Complaint

9.3.1. Failing resolution of the complaint through informal means, the complainant may submit a formal complaint in writing. The formal complaint must be submitted to the Respectful Workplace Policy Coordinator on the Policy Complaint Form (see Appendix One) and must include:

9.3.2. The name and location of the complainant.

9.3.3. The name and location of the respondent.

9.3.4. The time, date and location of the event(s) being complained about.

9.3.5. The section of the procedure the complaint falls under.

9.3.6. A description of the complaint, detailing the circumstances surrounding the incident.

9.3.7. The names of any witnesses to the event(s) of the complaint.

9.3.8. The desired solution.

9.3.9. The complaint must be signed and dated by the complainant.

- 9.3.10. Within five (5) working days of receipt of a written complaint, the Respectful Workplace Policy Coordinator shall acknowledge receipt of the complaint in writing, informing the complainant whether, on a matter of jurisdiction, the complainant will be pursued under this policy, and, if not, the reasons for not pursuing the complaint.
- 9.3.11. If it has been determined that the complaint will be pursued under this policy, inform the respondent in writing of the complaint, providing a copy of the complaint and giving the respondent an opportunity to respond to the allegations on the Respondent's Response Form (see Appendix Two) within ten (10) working days. The Respectful Workplace Policy Coordinator must provide the respondent with a copy of the policy and procedures as well as inform the respondent of his/her rights and responsibilities under the policy and procedures, including the right to have a representative and the importance of confidentiality.
- 9.3.12. In the event that it is determined that the complaint will not be pursued because it does not fall under the jurisdiction of the policy and procedures, the Respectful Workplace Policy Coordinator will inform the respondent in writing that a complaint has been made but will not be pursued further under the policy and procedures. The information provided will include a copy of the complaint, the reasons for not pursuing it and a statement that no response to the complaint is required.
- 9.3.13. If the complaint is not dismissed, upon receipt of the respondent's response to the complaint, the Respectful Workplace Policy Coordinator shall disclose such information back to the complainant within five (5) working days of its receipt.
- 9.3.14. Within ten (10) working days of the complainant receiving the response of the respondent, the Respectful Workplace Policy Coordinator shall meet separately with the complaint and the respondent to clarify the details of their submissions and to identify the steps that have been taken to attempt to resolve the matter. If appropriate, the Respectful Workplace Policy Coordinator may ask a suitable person, such as a union representative or association representative, to assist in the resolution of the complaint at this point.
- 9.3.15. If, after the clarification of the submissions from the parties, the complaint has not been resolved, the Respectful Workplace Policy Coordinator shall facilitate the appointment of an investigator for the Corporation. The investigator may be any qualified individual who has not had a role in the complaint situation from within or external to the Corporation. In certain circumstances, determined by the Respectful

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Workplace Policy Coordinator, an investigation team composed of not more than three individuals may be appointed. The investigation shall commence within ten (10) working days of this appointment.

9.3.16. The investigator(s) may:

9.3.16.1. Interview the complainant and the respondent.

9.3.16.2. Interview witnesses suggested by the parties (see Appendix Three).

9.3.16.3. Interview other witnesses who may provide useful information for the investigation.

9.3.16.4. Gather evidence.

9.3.16.5. Review previous files relating to human rights complaints.

9.3.16.6. Submit, within thirty (30) working days from the beginning of the investigation, a written report of the findings of the investigation to the Respectful Workplace Policy Coordinator or the Chief Human Resources Officer. In addition, the Investigator(s) may advise the Corporation, in a report separate from the investigation report, of any systemic issues identified in the course of the investigation. If required, the Investigator may request an extension of this time frame. The parties must be informed if further time to complete the investigation is required.

9.4. Stage Four – Investigation Report/Decision Making Meeting

9.4.1. The Respectful Workplace Policy Coordinator will review the investigation report to ensure that it meets the necessary standards of thoroughness and analysis. If required, the investigator will provide the necessary changes to the report.

9.4.2. Within five (5) working days of receipt of the report, the Respectful Workplace Policy Coordinator shall invite the parties to the complaint to view the report in the office of the Chief Human Resources Officer. An appropriate amount of time must be allotted for this exercise. A personal advisor of their choice may accompany the parties.

9.4.3. If the investigation report concludes that the complaint does not fall within the jurisdiction of this policy, the complaint will be dismissed under the Respectful Workplace Policy. The parties will be informed of the dismissal at this time.

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9.4.4. This decision may be appealed, in writing, within ten (10) working days, to the City Manager. If the complainant submits an appeal, the respondent will be sent a copy of the submission and be given the opportunity to respond. The City Manager will review the investigation report and any submissions and make a final decision. If a decision is made in favour of upholding the complaint dismissal, this decision is not appealable within these procedures. If the decision is to allow the complaint to proceed further, the process shall then continue to Step 5.

9.4.5. For any other findings of the investigative report, the parties will be requested to submit any comments regarding that report. The Respectful Workplace Policy Coordinator must receive these submissions within ten (10) working days. All submissions received will then be disclosed to the parties to the complaint.

9.4.6. Concurrently, with Step 5, the City Manager will be informed that the complaint has not been resolved through any of the other processes outlined in this policy, along with any recommended follow up action, if appropriate.

10. Information Meeting

Within ten (10) working days of receiving the submissions from parties the City Manager may initiate an information meeting. This meeting shall take place within fifteen (15) working days of the notice of the meeting. The purpose of the meeting will be to assist the City Manager to seek clarification of the contents of the investigative report and/or submissions in order to make a final decision on the complaint. The meeting will be presided over by the City Manager. The City Manager may include anyone who he/she believes will add value to the process at the meeting. The notification of the meeting to the parties will include a list of persons and an agenda.

At the information meeting the City Manager or designate may ask for clarification from anyone she/he feels may provide helpful information at that time. Cross-examination is not permitted at the meeting.

11. Written Decision

Within ten (10) working days after receipt of the investigative report and submissions or after the completion of the information meeting, if such a meeting occurs, the City Manager will provide to the parties a written decision with reasons. This decision is not appealable through this policy process.

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Due to the confidential nature of these matters and to ensure protection of the employee's privacy, the City Manager will not disclose the findings of the investigation, or the final report to any other party except to the complainant, respondent, the Respectful Workplace Policy Coordinator and the appropriate Deputy City Manager(s). It shall be up to the individual employee to inform their union representative of the outcome of the investigation. This will ensure the preserving of the complainant's and respondent's dignity, privacy and self-respect.

12. Determining Redress and Sanctions

When determining appropriate disciplinary action and corrective measures, the City Manager shall consult, where appropriate, with Human Resources and Deputy City Manager(s) involved and shall consider factors such as:

- 12.1. Nature of the harassment.
- 12.2. Whether the harassment involved any physical contact.
- 12.3. Whether the harassment was an isolated incident or part of an ongoing pattern.
- 12.4. The nature of the relationship between complainant and harasser.
- 12.5. Whether the harasser had been involved in previous harassment incidents.
- 12.6. Whether the harasser admitted responsibility and expressed a willingness to change.
- 12.7. Whether the harasser retaliated against the complainant.
- 12.8. Whether the harassment was violent in nature.
- 12.9. Whether there is any disciplinary history.

13. Collective Agreement Steps

If progressive discipline and/or discharge is recommended the appropriate steps of the collective agreement shall come into effect.

14. Disciplinary Record

No information relating to this process shall appear in the employee's file (complainant or alleged harasser) unless progressive disciplinary action is imposed. In the case of a finding of harassment and/or discrimination, the

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notification of the disciplinary progressive action shall be placed in the employee's file. In the case of a finding of vexatious or bad faith complaints the notification of disciplinary progressive action shall be placed in the employee's file.

15. Fairness for All

The Corporation recognizes its obligation to ensure that the policy and procedures are fair and applied consistently. Complainants should feel free to bring their complaints forward and those against whom allegations are made should have a full and fair opportunity to meet those allegations.

16. Alternative Procedures

The policy and procedures provide an opportunity to deal with harassment and discrimination issues quickly and fairly. At the same time nothing in the policy is intended to prevent a complainant from using an alternate procedure such as the Ontario Human Rights Code, a Collective Agreement, Workplace Violence Policy or other legal action.

17. Properly Discharged Supervision

Properly discharged supervisory responsibilities by managers or supervisors do not constitute harassment. Performance appraisals, counselling, discipline and the proper enforcement of high standards, provided that such standards are not arbitrary and are applied in a non-discriminatory manner, are not contrary to this policy.

18. Reprisal or Retaliation

Retaliation against an individual for filing a complaint, participating in any procedure or being associated with a person who filed a complaint under this policy will not be tolerated.

19. Vexatious, or Made in Bad Faith Complaints

Complaints which are found to be vexatious or made in bad faith will result in a penalty against the complainant. The severity of the penalty will be determined based on the seriousness and impact of the complaint following an investigation.

20. Social Interaction

This policy recognizes that it is natural and common for people to develop social relationships through the workplace. This policy is not meant to interfere with mutually acceptable social interactions that are an essential part of a comfortable working environment. On the other hand, if one person makes it known that they

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no longer consent to the relationship and the other person persists, this may be considered as a violation under this policy.

21. Preventing Harassment and Discrimination – Information and Education

The Corporation is committed to ensure that those groups covered by the policy are informed through an ongoing program of information, education and training.

This program will include:

- 21.1. Making copies of this policy or explanatory information about the policy readily available.
- 21.2. Providing information about the policy in the employee, elected and appointed officials' orientation manuals.
- 21.3. Referencing the policy in materials prepared for volunteers and contractors associated with the Corporation.
- 21.4. Detailed training for all supervisors and managers on the content and application of the policy.
- 21.5. Education sessions for all other employees to provide them with an overview of the policy and its application.

22. Policy Administration

22.1. Costs

The Corporation shall be responsible for the costs of the administration of the policy and procedures including the costs of any mediation services. All parties retaining legal or any other assistance shall be solely responsible for the cost involved.

22.2. Records

All documentation related to complaints made under this policy shall be filed in one centralized location, separate from any personnel files, with the Respectful Workplace Policy Coordinator, to ensure confidentiality.

22.3. Policy Review

The appropriate parties, thus ensuring that the procedure addresses employees' concerns, is updated, and adheres to any legislative changes, will review the procedure at least once every three (3) years. In the case of a

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significant revision of the Ontario Human Rights Code, Occupational Health and Safety Act or as a result of finding that a procedure contained herein is either contrary to legal practices or inoperable, the procedure may be reviewed and revised when appropriate.

22.4. Annual Report

A semi-annual report will be made available to the City Manager of the number of complaints received and processed, the nature of the complaints, the resolution of the complaints, and all recommendations made. The identity of the persons involved will not be disclosed in the report.

ADMINISTRATION

Administered by the Office of the City Clerk.

Review Schedule:	Other (specify) Annually	Next Review Date:	May 1, 2020
Related Procedure(s):			
Revision History			
Date:	Description:		
Click or tap to enter a date.			

POLICY APPENDIX

APPENDIX TITLE: COMPLAINANT FORM

APPENDIX NO.: APPENDIX A

APPENDIX
Complainant: _____
Location of Complainant: _____
Respondent: _____
Location of Respondent: _____
Date of Incident: _____ Time: _____ am ____ pm _____
When did the Incidents first begin? Date: _____
Location of Incident: _____
Witnesses: _____
Description of Complaint: (detail the circumstances surrounding the incident) _____ _____ _____ _____ _____ _____
Did you keep notes of the conduct as it went on? No _____ Yes _____ If yes, please attach your notes to this form.
Proposed Solution:

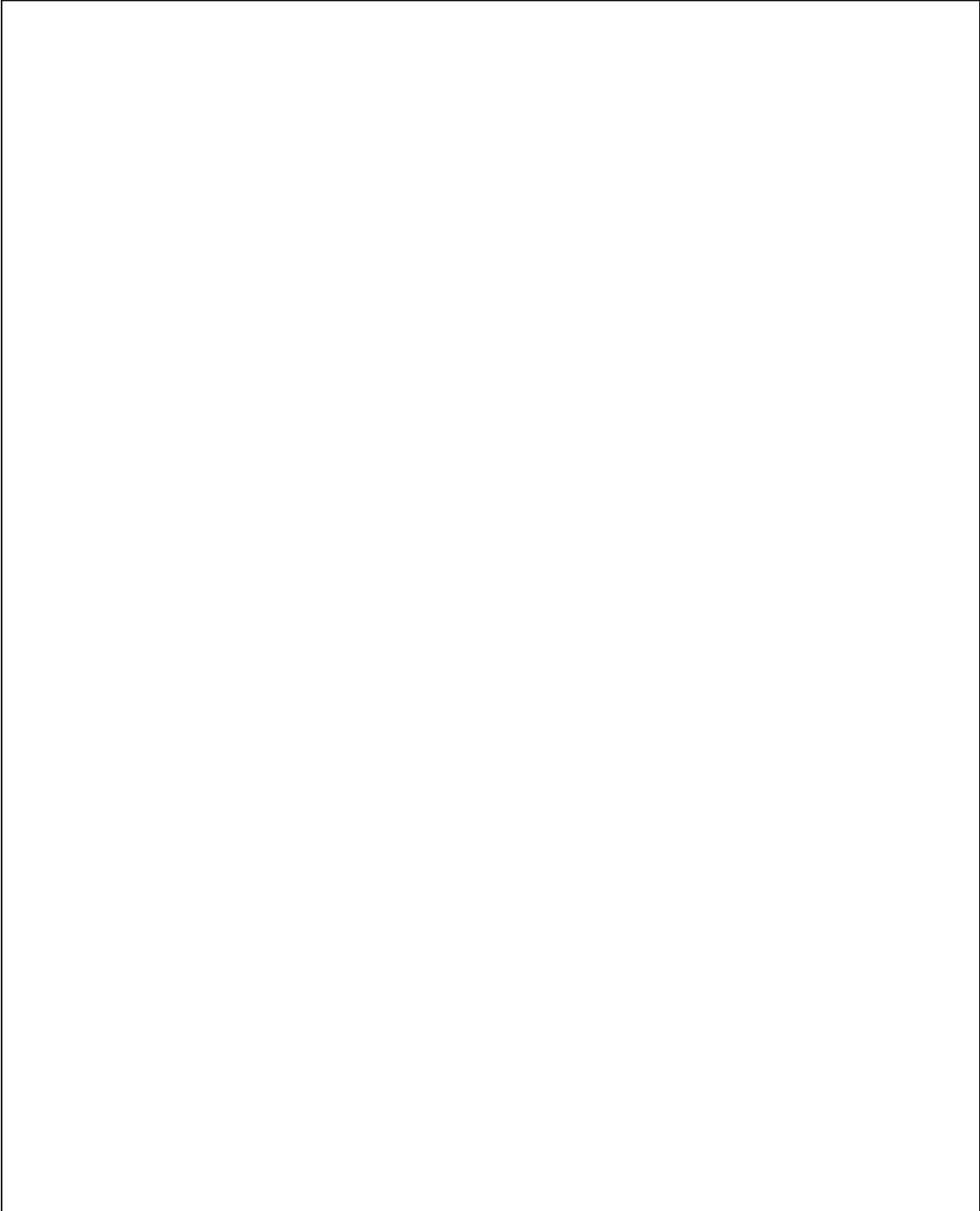
APPENDIX TITLE: COMPLAINANT FORM

APPENDIX NO.: A

Signature of Complainant: _____ Date: _____

APPENDIX TITLE: COMPLAINANT FORM

APPENDIX NO.: A



POLICY APPENDIX

APPENDIX TITLE: RESPONDENT FORM

APPENDIX NO.: APPENDIX B

APPENDIX
Respondent: _____
Location of Respondent: _____
Complainant: _____
Location of Complainant: _____
Date of Incident: _____ Time: _____ am ___ pm _____
Location of Incident: _____
Witnesses: _____
Description of Respondent: (detail the circumstances surrounding the incident) _____ _____ _____ _____
Did you keep notes of the conduct that occurred? _____ No _____ Yes. If yes, please attach your notes to this form.
Proposed Solution: _____ _____ _____

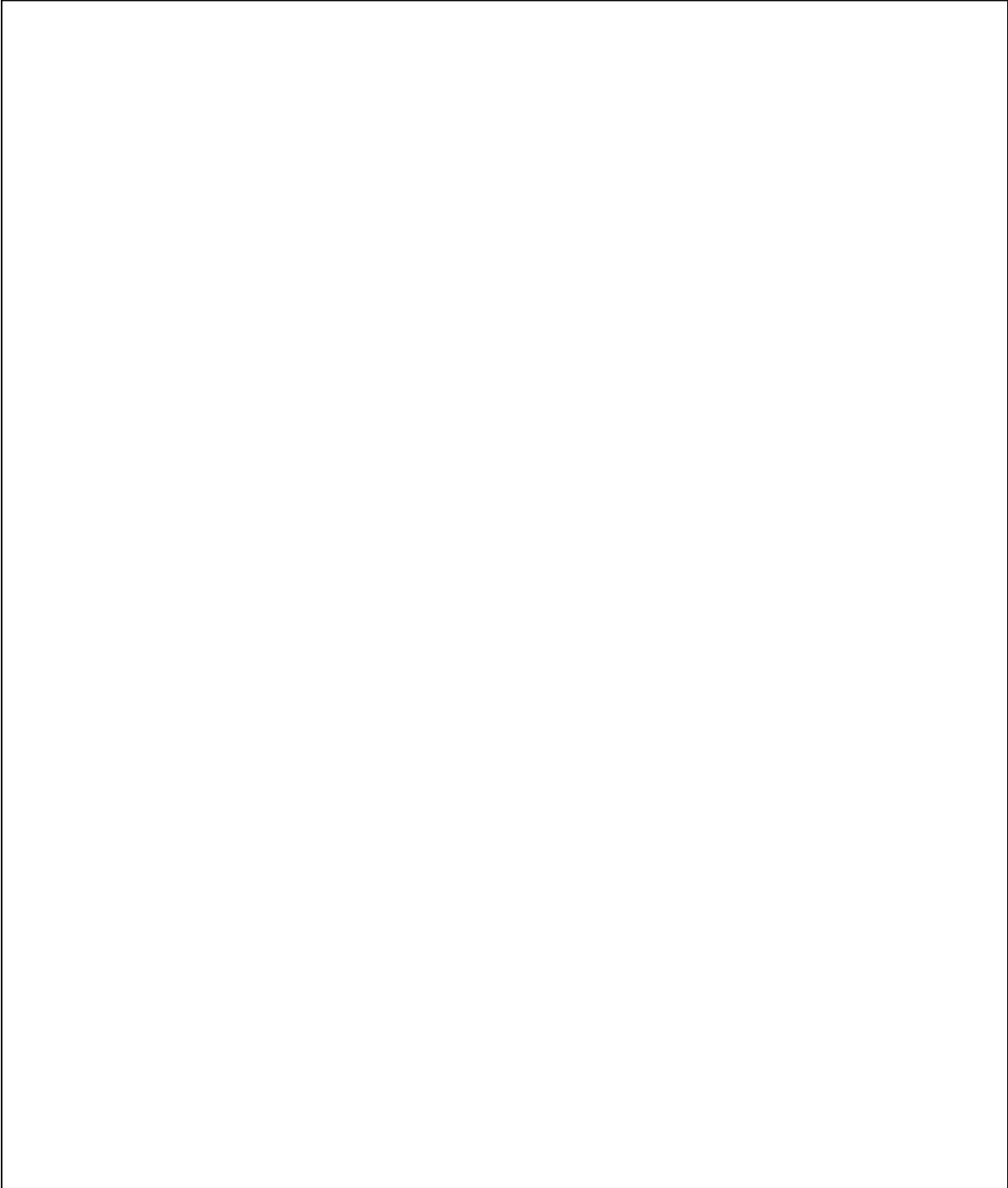
APPENDIX TITLE: RESPONDENT FORM

APPENDIX NO.: APPENDIX B

Signature of Respondent: _____ Date: _____

APPENDIX TITLE: RESPONDENT FORM

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POLICY APPENDIX

APPENDIX TITLE: WITNESS STATEMENT FORM

APPENDIX NO.: APPENDIX C

APPENDIX
Witness: _____
Location of Witness: _____
Complainant: _____
Location of Complainant: _____
Respondent: _____
Location of Respondent: _____
Details of Occurrence: _____ _____ _____ _____ _____
Where were you at time of occurrence?: _____ _____
Did you see the occurrence? _____ NO _____ YES If yes, describe in detail what you witnessed: _____ _____ _____

APPENDIX TITLE: RESPONDENT FORM

APPENDIX NO.: APPENDIX B

Signature of Witness: _____ Date: _____

APPENDIX TITLE: RESPONDENT FORM

APPENDIX NO.: APPENDIX B

