



## **Surrey Urban Mission Society**

# **Respectful Workplace Policy**

Surrey Urban Mission is committed to maintaining a safe, caring, healthy and productive environment where all individuals are treated with respect and dignity.

### **To create a positive, respectful workplace:**

- Be polite, courteous and respectful to others
- Treat others equitably and fairly
- Listen to what others have to say
- Be open minded to other people's ideas, comments and suggestions
- Give positive feedback for ideas, suggestions and work accomplishments
- Suggest improvements where appropriate
- Ensure decision making takes into account relevant factors and fairness
- Recognize the value and diversity of others
- Be willing to apologize sincerely to people if you said or did something that may have offended them

Inappropriate behaviour falls into three categories: disrespectful behavior, discrimination or harassment, damage to people or property.

### **Disrespectful behaviour:**

- Written or verbal comments, behaviours or jokes that are degrading, offensive, demeaning, embarrassing, or insulting
- Bullying or intimidation
- Abuse of authority
- Yelling or shouting (unnecessarily)
- Deliberate exclusion of an individual from relevant activities or decision making
- Decision making influenced by factors which have no work related purpose
- Attempting to discredit an individual by spreading false information about him/her

**Discrimination or harassment:**

- Treating someone differently because they belong to a certain group
- Comments or actions that are known or ought to be known to be unwelcome
- Comments or actions that have a negative impact on work or the work environment

**Damage to people or property:**

- Vandalism or destruction of property (individuals or SUMS)
- Threats including any act, gesture or statement that gives an individual reasonable cause to believe that there is risk of injury to themselves or another person
- Threats including any statement, either written or verbal that is reasonably interpreted by a person to be menacing or taunting in nature
- Threats including such things as coercion, intimidation, persecution, humiliation, bullying, ridiculing or belittling
- Violent acts that cause or may cause physical harm or significant emotional stress to an individual

All forms of inappropriate behavior are considered serious and are subject to disciplinary action.

Procedures for dealing with inappropriate behaviour:

- All incidents of inappropriate behaviour must be reported to the immediate supervisor/in-charge person
- All reported incidents must be reported to the Executive Director
- All incidents must be investigated with statements given by the person reporting the incident as well as the person accused of the inappropriate behaviour
- A report of each incident is to be recorded including all relevant facts, a determination of what occurred and the actions taken to address the incident
- The report must be forwarded to the Executive Director for review and a copy must be filed in the personnel file of the person accused of the inappropriate behaviour.

The Respectful Workplace Policy must be reviewed with all volunteers and staff as part of their orientation and prior to beginning work at SUMS.