

# SUMMARY – POLICY AND PROCEDURE

# RESPECT AND CIVILITY

Respect.



Interpersonal Skills.



Cooperation.



Collaboration.



Dignity.



Politeness.



Civility.



Safety.



Courtesy.



Wellbeing.



Pleasure.



Respect.

## RESPECT AND CIVILITY POLICY

**THE MUHC RECOGNIZES THE IMPORTANCE OF A WORK AND HEALTH-CARE ENVIRONMENT THAT IS FREE OF PSYCHOLOGICAL HARASSMENT, DISCRIMINATORY HARASSMENT, SEXUAL HARASSMENT AND VIOLENCE. THEREFORE ALL MEMBERS OF THE MUHC COMMUNITY MUST CONDUCT THEMSELVES WITH CIVILITY AND RESPECT AND WITHOUT HARASSMENT AND VIOLENCE.\***

This policy covers situations that occur on MUHC premises as well as those that occur offsite and outside of regular hours when they are work related. The policy also applies to work related professional and social activities. The policy further applies when using information technologies (social media, blogs, text messages, emails, letters, posts, etc.), regardless of where the writer of the message is located.

The MUHC encourages members of its community who believe they are subjected to behaviours that go against this policy to follow the processes established in Respect and Civility Procedure. MUHC recognizes that, notwithstanding the processes provided for in this policy, any person may avail themselves of the recourses provided in applicable laws and collective agreements.

Roles and responsibilities assigned to various categories of MUHC community members are defined in the Respect and Civility Policy.

No one can retaliate or attempt to retaliate in any way against a person who filed or intends to file a complaint under this policy. The same applies to persons working toward the objectives of this policy. Retaliation may lead to administrative measures and disciplinary sanctions.

Any person who contravenes the provisions of the Respect and Civility Policy or Procedure is subject to administrative measures and disciplinary sanctions.

*\*These concepts are clarified within the **Respect and Civility Policy and Procedure** available on the Intranet.*

Employees and managers facing a difficult situation may avail themselves of the Employee Assistance Program for psychological support. Such consultations are confidential. The number of free consultations is determined in the Employee Assistance Program. Consult: [workhealthlife.com](http://workhealthlife.com) or call: **1-877-257-5557**.

## RESPECT AND CIVILITY PROCEDURE

**THE PROCEDURE AIMS TO DESCRIBE THE PROCESS USED TO HANDLE PSYCHOLOGICAL HARASSMENT, DISCRIMINATORY HARASSMENT AND SEXUAL HARASSMENT COMPLAINTS**

### **RECOMMENDED APPROACH BEFORE FILING A COMPLAINT**

Where possible, a person who believes that they are in a situation that goes against the **Respect and Civility** Policy communicates with the other person involved as soon as possible in order to find a solution through constructive dialogue. Where a resolution cannot be reached and circumstances permit, the person is encouraged to respectfully inform the other person that their conduct is undesirable and ask him or her to stop it. If the result of the previous step is unsuccessful or if the context does not allow for this, the MUHC will rely on the active participation of the persons involved and the collaboration of their immediate superior(s) to resolve the situation and prevent it from leading to harassment.

### **COMPLAINT HANDLING PROCESS WHERE THE COMPLAINANT AND THE RESPONDENT HAVE A LINK OF EMPLOYMENT AT THE MUHC\*\***

The process is determined by taking into account the allegations made, the nature of the relationship between the complainant and the respondent, and any other considerations deemed relevant. The process could be mediation or investigation.

#### *a) Mediation*

With the help of a neutral person, mediation makes it possible for the people involved to engage in constructive dialogue, identify the disagreement(s) they have and present their respective expectations for a resolution. It aims to determine mutually satisfactory solutions, which the persons involved will then set down in writing in the form of an agreement.

#### *b) Investigation*

An investigation takes place in two steps. First, the investigator establishes the admissibility of the complaint. This means determining whether it would be reasonably possible to find, if the allegations were proven, that there was indeed harassment according to the definition in the **Respect and Civility** Policy. When the analysis of the alleged facts leads to the conclusion that the complaint is admissible, an in-depth investigation is conducted. The version of facts of the respondent is heard and if necessary the version of facts of witnesses will be obtained. After analyzing the facts, the investigator will determine whether the complaint is founded according to the definition of harassment in the **Respect and Civility** Policy.

**\*\*Where the complainant or the respondent has no link of employment with the MUHC, please refer to Section V of the *Respect and Civility* Procedure for the appropriate process to use.**

## AMONG THE GUIDING PRINCIPLES FOR THE HANDLING OF COMPLAINTS

All complaints will be handled with discretion, impartiality and diligence.

Employees and managers must file a complaint within two years of the last incident of harassment. The complaint form is available on the Intranet. It is recommended not to wait to accumulate facts before lodging a complaint.

Any person involved in handling a complaint, whether the complainant, the respondent, a witness or any other person, is bound by confidentiality. Also, any person summoned to participate in an investigation must cooperate whether they are a complainant, respondent or witness in the complaint.

Everyone involved in a harassment investigation, whether as a complainant, respondent or witness, will be heard and taken seriously as to enable them to provide their version of the facts.

This summary covers only few aspects of the *Respect and Civility Policy and Procedure*. Please refer to *Respect and Civility Policy and Procedure* on the Intranet.

*Ce document est aussi disponible en français.*

Respect.



Civility.



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