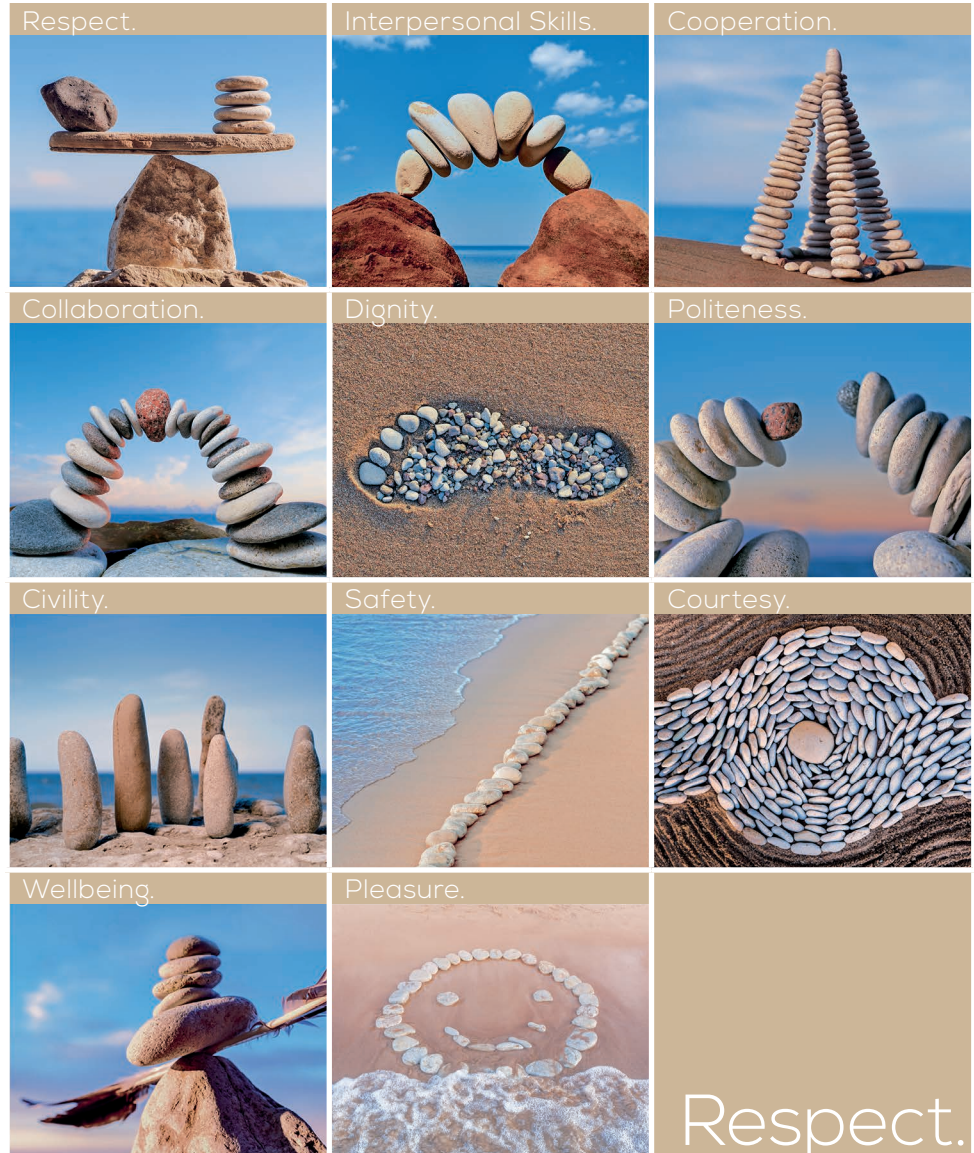


Ce document est aussi disponible en français.

Policy Summary CIVILITY + RESPECT



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Search "Respect" on the Intranet

Respect.

Respect.

CIVILITY + RESPECT

THE MUHC HAS ADOPTED A NEW POLICY ON RESPECT AND CIVILITY TO PROMOTE NON-VIOLENCE, AND TO PREVENT AND CEASE ALL FORMS OF VIOLENCE AND HARASSMENT IN THE WORKPLACE. The MUHC supports proactive management in uncivil situations, and a pleasant workplace to nourish professional development.

This document summarizes the objectives of the Civility and Respect Policy, the complaint process, and roles and responsibilities of the individuals concerned.

POLICY STATEMENT

The MUHC is committed to taking measures to prevent and eliminate all forms of incivility, violence and harassment. The Policy covers all situations occurring in the workplace or work-related activities outside of work.

OBJECTIVES

Aims of the Policy are to:

- › Through prevention, protect the physical and psychological integrity and dignity of individuals;
- › Educate about incivility, violence and harassment;
- › Provide a healthy, respectful, civil, violence-free and harassment-free work environment;
- › Direct the MUHC in promoting civility, respect and wellbeing;
- › Define the roles and responsibilities of individuals and departments when it comes to dealing with situations resulting from incivility, violence or harassment;
- › Resolve situations resulting from incivility, violence or harassment;
- › Describe the process for responding to complaints that violate the policy.

DEFINITIONS

Definitions of civility, incivility, violence, psychological harassment, intimidation or bullying are provided in the Definitions document located on the intranet.

Search “Respect” on the Intranet

ROLES + RESPONSIBILITIES

PROFESSIONAL SERVICES DIRECTORATE

- › Acts with discretion and confidentiality;
- › Ensures members of the CPDP are aware of the Policy;
- › Ensures interns, residents, physicians, dentists and pharmacists are aware of the Policy;
- › Implements preventative solutions pertaining to incivility, violence, and harassment;
- › Works with the Commissioner for a Respectful and Non-violent Workplace as well as the Local Service Quality Complaints Commissioners to stop and prevent behavioural problems and complaints concerning physicians, dentists, pharmacists, or residents from happening again.

MANAGER

- › Acts with discretion and confidentiality;
- › Complies with the Policy and leads by example;
- › Ensures the Policy is known and understood by the team;
- › Promotes adherence to the Policy and its requirements for proper workplace behaviour within the team;
- › When aware of a situation that contravenes the policy, takes steps to stop the behaviours concerned;
- › Takes action to encourage resolution of a problem;
- › May request support from the Commissioner for a Respectful and Non-violent Workplace or refer an employee.

EMPLOYEES

- › Act with discretion and confidentiality;
- › Understand and comply with the Policy;
- › Adopt and maintain civil and respectful conduct;
- › Raise any issues concerning violence or lack of civility or respect as promptly as possible;
- › Cooperate with the problem resolution process or harassment complaint investigation.

EXECUTIVE ASSOCIATIONS, UNIONS AND THEIR REPRESENTATIVES

- › Act with discretion and confidentiality;
- › Collaborate with everyone at the MUHC towards the implementation and application of the policy;
- › Advise employees on prevention measures defined by the Policy;
- › Support their members in any difficult situation;
- › May refer an employee or request support from the Commissioner for a Respectful and Non-violent Workplace

COMMISSIONER FOR A RESPECTFUL AND NON-VIOLENT WORKPLACE

- › Acts with discretion and confidentiality;
- › Supports all employees in any difficult situation;
- › Informs employees of available resources and support systems;
- › Supports all managers in responsibilities related to matters covered by the Policy;
- › Trains and sensitizes managers and employees;
- › Advises members of the MUHC community on all prevention measures defined in the Policy;
- › Advises members of the MUHC community on the complaint process;
- › Handles intervention requests or complaints;
- › Plans and executes prevention activities: information sessions, sensitization, coaching, management intervention, problem resolution, training, complaints;
- › Monitors the application of measures put in place to settle problematic situations.

LOCAL SERVICE QUALITY COMPLAINTS COMMISSIONER (OMBUDSMAN)

- › Acts with discretion and confidentiality;
- › Handles complaints concerning physicians, pharmacists, dentists or residents;
- › Suggests a problem resolution process to complainants and defendants when possible;
- › When both parties agree to a process for the resolution of a problem, the ombudsman transfers the complaint file to the Commissioner for a Respectful and Non-violent Workplace.

MEDICAL EXAMINER

- › Acts with discretion and confidentiality;
- › Receives from the Local Service Quality Complaints Commissioner complaints concerning physicians, dentists, pharmacists or residents;
- › Examines received complaints in accordance with the provisions of the *Act respecting health services and social services* (R.S.Q., c. S-4.2).

PSYCHOLOGICAL HARASSMENT COMPLAINT INVESTIGATION PROCESS

- › Employees who believe they are victims of harassment are encouraged to file a formal complaint by completing the form;
- › Once received, the Commissioner for a Respectful and Non-violent Workplace will evaluate if the complaint is admissible;
- › If the harassment complaint is deemed admissible, the Commissioner for a Respectful and Non-violent Workplace will investigate and conclude whether the complaint is well-founded;
- › All direct or indirect witnesses shall cooperate in the investigation;
- › All parties concerned in the complaint are to maintain confidentially;
- › If the harassment complaint is deemed inadmissible, the Commissioner for a Respectful and Non-violent Workplace will offer alternative solutions.