



Workplace Bullying and Harassment

Training and Legal Duties

HepCBC Board

**HepCBC Hepatitis C Education &
Prevention Society**

May 1, 2018



Training overview

- *Workers Compensation Act*
- Recognizing workplace bullying and harassment
- Employer obligations
- Responding — worker and supervisor obligations
- Reporting procedures
- Investigating incidents or complaints
- What co-workers can do to stop bullying and harassment
- Talking to a bully
- Additional information



Workers Compensation Act

- Duties of employers, workers and supervisors:
 - Ensure or protect health and safety
 - Includes workplace bullying and harassment
- Occupational Health and Safety (OHS) policies on workplace bullying and harassment, effective November 1, 2013



What is workplace bullying and harassment?

- Behaviour that humiliates or intimidates
- Examples might include:
 - Verbal aggression or name-calling
 - Vandalizing personal belongings
 - Sabotaging work
 - Spreading malicious rumours
 - Humiliating initiation practices / hazing
 - Personal attacks
 - Aggressive / threatening gestures
 - Cyber-bullying
- Can come from co-workers, supervisors, employers, external sources



What *is not* bullying and harassment?

- Expressing differences of opinion
- Offering constructive feedback
- Making a legitimate complaint about another worker's conduct
- Reasonable management action, including decisions about:
 - Job duties and work to be performed
 - Workloads and deadlines
 - Layoffs, transfers, promotions, and reorganizations
 - Work instruction, supervision, or feedback
 - Work evaluation
 - Performance management
 - Discipline, suspensions, or terminations



Effects and potential indicators

- Workplace bullying and harassment might result in:
 - Health and safety issues
 - Distracting someone who is performing dangerous tasks
 - Physical and/or psychological injury
 - Lower productivity
 - Lower morale
 - Higher absenteeism
 - Staff turnover — targets of bullying and harassment and their co-workers



Employer obligations

- Draft a workplace policy statement
- Prevent or minimize bullying and harassment
- Develop reporting procedures
- Develop procedures for dealing with / investigating incidents or complaints
- Train workers and supervisors



Policy statement

- Workplace bullying and harassment is unacceptable and not tolerated
 - **[Let's all take a look now at HepCBC's new policy in the handout we've provided]**



Prevent or minimize

- If aware of risks, take steps to prevent or minimize bullying and harassment
 - **Include new sections on Bullying and Harassment in HepCBC's "Policy Manual"**
 - **Initiate what will be regular annual training of our Board, staff, and volunteers about this issue**
 - **Post information about bullying and harassment prevention, and ways to report it**
 - **Initiate "Zero Tolerance of Bullying" policy at HepCBC**
 - **Develop confidential reporting and investigation procedures and form.**



Reporting procedures

- Victim(s) or witness(es) must report bullying or harassment **in writing, and as soon as possible, to Operations Manager**
- If the Operations Manager is the alleged bully, then report to **President or Vice President of Board of Directors**
- Include bully's and any witness's names; date, time, and place of incident; what was said or done to victim, and how it impacted victim



Dealing with incidents or complaints

- All reports of bullying will be quickly and confidentially investigated by the Operations Manager or someone appointed by the Board.
- Victims, witnesses, and alleged bully will all be interviewed confidentially by this person.
- Board will recommend how to follow up with all parties, to mitigate the adverse consequences, and to assure that bullying situation has stopped.
- All attempts will be made to follow restorative justice model, but in some cases more severe consequences such as reporting to legal authorities or firing must be applied to prevent recurrence or escalation of problem.

Restorative Justice Model

- A system of justice that focuses on the rehabilitation of offenders through reconciliation with victims and the community at large. (Google Dictionary)
- An approach to justice that personalizes the crime by having the victims and the offenders mediate a restitution agreement to the satisfaction of each, as well as involving the community. This contrasts to other approaches such as retribution, deterrence, rehabilitation, or incapacitation. (Wikipedia)
- Victims take an *active* role in the process. Meanwhile, offenders take meaningful responsibility for their actions. (Wikipedia)



Training supervisors and workers

- **HepCBC will provide training such as this to all Board, staff, and volunteers on an annual basis.**
- **All new Board, staff, and volunteers will be notified of our Zero Tolerance for Bullying policy, and how to respond to bullying.**
- **Posters will be posted to help remind us all of this important new policy.**



What **must** staff and volunteers do?

- Report if they observe or experience bullying and harassment
- Not engage in workplace bullying and harassment
- Apply and comply with workplace policies and procedures on bullying and harassment



What **must** supervisors do?

- Not engage in bullying and harassment
- Apply and comply with workplace policies and procedures on bullying and harassment



What can co-workers and volunteers do to stop workplace bullying and harassment?

- Listen to the target
- **Don't gossip (in person, by phone, or by email!)**
- Offer support (e.g., employee assistance program, counsellor)
- Document details of what you see to share in an investigation
 - Dates
 - Details
 - Witnesses
- Tell the bully to stop



Talking to an alleged bully

- If you are the target of, or witness to, bullying and harassment:
 - Tell the bully what behaviour was inappropriate
 - Make it clear the behaviour is unwanted and unacceptable
 - Stay calm
 - Don't retaliate
 - Report it



For more information

- **HepCBC's** new “Bullying and Harassment Policy” may be found in the current “HepCBC Policy Manual” posted on our website, www.hepcbc.ca .
- For more information, contact HepCBC's Operations Manager at 604-259-0500 or inquire through info@hepcbc.ca .
- For more tips, resources and information, visit www.WorkSafeBC.com/bullying .