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| Name of Manual: | Human Resources | Policy # 1.0 | Page 1 of 3 |
| Policy Title: | RESPECTFUL WORKPLACE | Original Date: | December 2005 |
| Prepared by: | Resources Committee | Reviewed Date: | January 2019 |
| Approved by: | Board of Directors | Approval Date: | May 2020 |

1. PURPOSE

The purpose of the Respectful Workplace Policy is to guide decision-making, actions, and interactions as we carry out our work on behalf of the North Lambton CHC (may also be referred to as the 'Centre'). It reflects our commitment to working together to promote an ethical, just, and responsible work environment.

2. SCOPE

This policy applies to all employees, students, and volunteers.

3. POLICY

The North Lambton CHC recognizes its responsibility to ensure the well-being, safety, and dignity of all individuals and is committed to promoting an environment of mutual respect free from discrimination, harassment, and bullying. This will be accomplished by:

- 3.1 Upholding the Centre's Mission, Vision, and Values.
- 3.2 Working in accordance with relevant legislation, professional standards, and the policies, practices and procedures of the North Lambton CHC.
- 3.3 Treating clients, members of the community, professional colleagues, and community partners with respect, dignity, and compassion.
- 3.4 Delivering and promoting safe, quality, client-centered, inter-disciplinary care, and services to vulnerable populations, ensuring access to all individuals requiring services.
- 3.5 Acting honestly and responsibly with professional competence and high ethical standards.
- 3.6 Being accountable for one's actions or interactions.
- 3.7 Working collaboratively to maximize the effectiveness of client services.
- 3.8 Respecting and protecting the privacy and confidentiality of all individuals.
- 3.9 Reporting in good faith any violations or suspected violations of this and other related policies.

4. PRACTICE

No policy can anticipate every situation that may arise. Accordingly, this policy is intended to serve as a source of guiding principles, specifically:

4.1 Ethical Conduct

- As stewards of the Centre all employees, students, and volunteers shall conduct themselves with the highest standards ensuring public trust and integrity.

4.2 Confidentiality

- Members of the North Lambton CHC are entrusted with confidential or privileged information in good faith for the purpose of information sharing which must be held in strict confidentiality. Confidential information includes all non-public information.

4.3 Diversity and Inclusion

- Approach all issues with an open mind and embrace a diversity of viewpoints resulting in collective decision making to make the best decision for our clients and the organization.
- Promote positive relations by creating a climate and culture where discriminatory or oppressive behaviours are not tolerated.
- Recognize that individuals bring diverse background, skills, and experience. Individuals will not always agree with one another on all issues. Also recognize there is value in discussion, debate, and dissent which shall take place in an atmosphere of mutual respect and courtesy.

4.4 Anti-discrimination and Ontario Human Rights Code

- The North Lambton CHC is committed to a policy of anti-discrimination.
- Harassment and/or discrimination in relation to any of the prohibited grounds outlined in the Ontario Human Rights Code will not be tolerated. The North Lambton CHC believes it is our responsibility to ensure that all employees, board members, other volunteers, students, and clients are able to participate equally in the work and activity of the Health Centre without barriers.

4.5 Best Interest of the Centre

- It is recognized that individuals may represent the organization in the community. Such representations must be respectful of and be consistent with the individual's duty of confidentiality, privacy, and professionalism.

4 PROCEDURE

5.1 Breach of Respectful Workplace Policy

- Any allegations of a misconduct or breach of this policy on the part of an employee, student or volunteer must be reported immediately to the Team Lead or the Human Resources department and follow the Conflict Resolution policy.
- Breach of this policy may result in disciplinary action up to and including immediate dismissal.

Policy Reviewed and Adopted by Resources Committee:

Date: May 12, 2020

Resources Representative: *[Signature]*

Policy Reviewed and Adopted by Board of Directors:

Date: May 26, 2020

Board of Directors Representative: *[Signature]*

| Policy Approved by: | Signature: | Date: |
|-------------------------------------|------------------------|---------------|
| Executive Director | <i>Katy a Bueso</i> | 7-13-20 |
| Quality & Chronic Disease Team Lead | <i>[Signature]</i> | 7-3-20 |
| Data Management Team Lead | <i>Konnie Maxfield</i> | June 30/20 |
| Finance Team Lead | <i>[Signature]</i> | June 25/20 |
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