

# Toward a Respectful Workplace

## Preventing and Addressing Workplace Bullying & Harassment



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# Overview and Objectives

## Overview:

- Effective **November 2013**, BC's Workers Compensation Act passed policies on preventing and addressing Workplace Bullying & Harassment - *Workers' Compensation Act G-D3-115(1)-3*



For additional resources and information, visit [WorkSafeBC.com/bullying](http://WorkSafeBC.com/bullying)

## Objectives:

- ☑ Describe a Respectful Work Environment
- ☑ Define Workplace Bullying & Harassment (WB&H)
- ☑ Identify the impact the WB&H has on the workplace
- ☑ How to recognize and respond to WB&H
- ☑ Learn the responsibilities of employers, supervisors and workers



# Respectful Work Environment

The UBC Respectful Environment Statement has been in place since 2008.



The Statement provides the guiding principles to support us in building an environment in which respect, civility, diversity and inclusion are valued and where bullying and harassment will not be tolerated.



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# What is Workplace Bullying & Harassment?

**Any inappropriate conduct or behaviour that the person knew or ought to have known to cause intimidation or humiliation.**

Examples:

- Verbal aggression or name-calling
- Vandalizing personal belongings
- Spreading malicious rumours
- Belittling/rolling eyes
- Aggressive/threatening gestures
- Cyber-bullying through email, texts or social media
- Deliberately excluding someone from workplace activities



May come from co-workers, supervisors, or external sources.



# Bullying and Harassment is NOT

...any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment.

- Expressing differences of opinion
- Offering constructive feedback or advice about work
- 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 Reviews
  - Discipline, suspensions, or terminations

When provided in a respectful manner, feedback is not bullying & harassment.



# Why a Respectful Workplace Matters

Bullying & harassment has negative effects on the individual, other workers, and the overall workplace.

- Distracted concentration for workers performing higher risk tasks
- Physical and/or psychological injury
- Lower productivity and morale
- Higher absenteeism
- Higher turnover of faculty/staff
- Dissatisfaction of those we serve or teach



# Towards a Workplace Free of Bullying & Harassment

## **EMPLOYER (UBC) OBLIGATIONS– *Workers Comp Act Sec. 115***

- Have a workplace policy statement
- Prevent or minimize bullying & harassment
- Develop and implement reporting procedures
- Develop and implement procedures for dealing with/investigating incidents or complaints
- Educate workers (faculty and staff) and supervisors
- Perform an annual review of the bullying & harassment policy statement and procedures



# Towards a Workplace Free of Bullying & Harassment

## Obligations of Heads, Managers & Supervisors - WCA Sec. 117

- Protect the health and safety of all faculty and staff in your area
- Apply and comply with UBC's Respectful Environment Statement including procedures around bullying & harassment
- Maintain an environment of civility and respect where it is understood that **Bullying & Harassment will not be tolerated**
- Receive complaints from staff regarding workplace bullying & harassment and report the information to the Director of HR and collaborate on follow up as required including investigation





# Towards a Workplace Free of Bullying & Harassment

## Obligations of Faculty, Staff & Student Workers - WCA Sec. 116

- Apply and comply with UBC's policy and procedures on bullying and harassment.
- Provide leadership by not engaging in bullying & harassment of others.
- **Report** bullying and harassment if observed or experienced in the workplace. This is a legal obligation.



# Responding to Bullying or Harassment

If you are experiencing bullying or harassment or are a witness to it:

- Make it clear that the behaviour is unwanted and unacceptable and how it made you feel
- Stay calm and do not retaliate
- Keep detailed records of what happened
- Keep emails, voice messages etc.
- If you are not comfortable approaching the person exhibiting bullying and harassing behaviours, or if the unwelcome behaviour persists, contact your supervisor for support and follow-up
- Seek support for your wellbeing (Employee & Family Assistance Program)

## Reporting Procedures

- Report all incidents to your supervisor or head.
- If you believe your immediate supervisor or head may be bullying or harassing you, contact Gillian Henderson, Director HR, 250-807-8618



# Heads/Supervisors - Dealing with Incidents or Complaints

Supervisors or heads receiving a complaint should:

- Listen to the complaint with empathy and openness
- Probe for details of the incident(s)
- Take notes and consult with **Gillian Henderson, Director HR** [gillian.henderson@ubc.ca](mailto:gillian.henderson@ubc.ca) (250-807-8618) to determine next steps
- Based on the situation, next steps may range from:
  - Documentation of the incident only
  - Meetings with the relevant parties
  - Reporting to another supervisor
  - An investigation to determine all of the facts
  - Use of an external investigator in complex situations



# When Bullying & Harassment Occurs

Individual or observer deals with it if safe/comfortable to do so



Reports to Supervisor/Head and Supervisor/Head documents



Supervisor/Head consults with **Gillian Henderson, Director HR** to determine next steps in follow up



# What Can Colleagues Do?

- Listen to the individual who believes that they are experiencing bullying & harassment
- Offer support and remind of resources (EFAP, HR, union/association)
- Do not be a by-stander: if you witness the inappropriate behavior, tell the individual that it is not appropriate and ask them to stop (if safe to do so)
- Document details of what you observe to share in case of an investigation
  - Dates, Details, Witnesses
- You are obligated to report the bullying & harassment



# Harassment Related to Discrimination

- Harassment can also be discriminatory in nature (e.g. based on someone's race, gender or religion).
- At UBC, we distinguish discriminatory harassment based on the 13 protected grounds in the [BC Human Rights Code](#) from bullying or harassment that is not based in discrimination.
- Discriminatory harassment is harassment based on a person's age, sex, gender, religion, race etc.
- [Policy #3](#) sets out a process for dealing with discriminatory harassment and you are encouraged to bring this forward to your immediate supervisor or the administrative head of your unit.
- Complaints related to discrimination are managed through the Equity and Inclusion Office. Contact Jenica Frisque, Equity Facilitator [jenica.frisque@ubc.ca](mailto:jenica.frisque@ubc.ca), 250-807-9291.



## For More Information

- UBC Respectful Environment Statement for Students, Faculty and Staff (under revision): <http://www.hr.ubc.ca/respectful-environment/>
- Bullying & Harassment website: <http://bullyingandharassment.ubc.ca/>
- For more tips, resources and information, visit: [WorkSafeBC.com/bullying](http://WorkSafeBC.com/bullying)
- **Okanagan Campus contact:**
  - Gillian Henderson, Director HR, 250-807-8618



**Please complete the following short quiz  
and then follow the link on the last slide to  
request your certificate of completion.**

**Thank You**



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# Workplace Bullying & Harassment Quiz

- 1) **When did the new WorksafeBC policy on preventing and addressing workplace bullying & harassment come into effect?**
  - a) December 2013
  - b) January 2014
  - c) November 2013
  - d) March 2014
- 2) **Which is not workplace bullying & harassment?**
  - a) Gossiping or spreading malicious rumours
  - b) Withholding information required for effective work performance
  - c) Reasonable management direction
  - d) Sending a text making fun of a co-worker
- 3) **Which work group has duties under the WorksafeBC policy for workplace bullying & harassment?**
  - a) Employer
  - b) Supervisors
  - c) Workers
  - d) a, b & c
- 4) **I am now obligated to report bullying & harassment.**  
True \_\_\_\_\_ False \_\_\_\_\_
- 5) **What do I do if I experience or observe bullying & harassment ?**
  - a) Tell the individual off & walk away
  - b) Indicate that the behaviour is inappropriate & unwanted
  - c) Record the details
  - d) Report it to my Head or Supervisor
- 6) **To whom do Supervisors/Heads report incidents? See next slide for answers.**



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- 6) To whom do Supervisors/Heads report incidents? **Director HR, Gillian Henderson**



**Link to request your certificate of completion:**

**<http://01.cms.ubc.ca/Page27495.aspx>**

*Thank You!*



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