

WORKPLACE VIOLENCE & HARASSMENT POLICY

Lom Nava Co-operative Homes Inc.

Approved at the meeting of Lom Nava Co-operative Homes Inc. Board of Directors
on
June 16, 2010

HARASSMENT

Lom Nava Co-operative Homes Inc. is *committed to a safe and respectful work environment.*

At Lom Nava Co-operative Homes Inc., we are committed to providing a safe and respectful work environment for all staff and customers. No one, whether a manager, an employee, a tenant/member, or a member of the public has to put up with harassment for any reason, at any time. Likewise, no one has the right to harass anyone else, at work or in any situation related to employment. This policy is one step toward ensuring that our workplace is a comfortable place for all of us.

Harassment is against the law

The Ontario Human Rights Code and the Ontario Occupational Health and Safety Act protect us from harassment. The Criminal Code protects us from physical and sexual assault. All individuals have a right to live and work without being harassed, and if you are harassed, you can do something about it. This policy tells you what to do if you experience harassment at work, or if you, as a manager, employee or tenant/member, become aware of a harassing situation.

Lom Nava Co-operative Homes Inc. commits to treat all complaints of harassment seriously, whether they are made informally or formally. Lom Nava Co-operative Homes Inc. undertakes to act on all complaints to ensure that they are resolved quickly, confidentially, and fairly. Lom Nava Co-operative Homes Inc. will discipline anyone who has harassed a person or group of people. Lom Nava Co-operative Homes Inc. will discipline employees who do not act properly to end harassment.

Definition of Harassment

Employees' and Tenants/Members' Rights and Responsibilities

- The right to a harassment-free workplace
- Responsibility to treat others with respect
- The responsibility to speak up when harassment occurs
- The responsibility to report harassment to the appropriate person (General Manager)
- Confidentiality when reporting or assisting with an investigation into harassment

Manager's and Employees' Responsibilities

- Treat all employees, tenants/members, suppliers and contractors with respect
- Report or investigate all complaints
- Set a good example
- Refuse to tolerate harassment
- Undertake to deal seriously, speedily and confidentially with all allegations of harassment

Examples of Harassment

- One must not behave in an abusive way towards other staff and tenants/members. For example:
 - jokes, comments, insults, touching, pinching, leering, posters, cartoons, e-mail, telephone calls
 - initiating or spreading hurtful rumors
 - swearing at someone (includes obscene language, name calling, hand gestures),
 - using insulting behavior (includes both words and gestures,
 - electronic or physical display of pornography,
 - making physical threats,
 - assaulting someone physically or sexually,
 - creating unwanted sexual attention,
 - making threatening gestures or remarks

Undue Influence

- Must not exert or attempt to exert undue or inappropriate influence on staff or tenants/members or behave in a manner that may reasonably be perceived as intimidating or threatening.
- Must not influence outcomes with threats, bribes or inducements.

Workplace Harassment Program Procedures

- Provide practical guidelines for employees for informal and formal ways of proceeding
- Informal Procedures should be encouraged first:
 - speak up, either to the person harassing you, or if you witness harassment, to the person being harassed
 - outline the importance of taking notes and documenting any incidents
 - speaking informally to a manager if approaching the person is unsuccessful or not appropriate
 - mediation is always an option, but this requires the consent of all parties, and an independent mediator.
- Formal Procedures
 - detailed steps to be taken in investigation
 - outline investigation procedures, including interviews with the complainant, alleged harasser and any witnesses
 - provide examples of information required from a complainant - name, position, details including dates, times, location and the names of any witnesses
- Rights of the Complainant
 - The right to file a complaint, to have it dealt with seriously and promptly
 - To have no record of the complaint on file if it was made in good faith
 - To be informed of the progress of the investigation
 - To be informed of any corrective measures taken
 - To receive fair treatment
- Rights of the Alleged Harasser
 - To be informed of the complaint
 - To be informed in writing of all allegations against them
 - To be informed of the progress of the complaint
 - To receive fair treatment
 - Time frames

- Who is responsible for decisions
- Information about other agencies that deal with harassment, namely the Ontario Human Rights Commission, the Ministry of Labor or proceedings under the Criminal Code for physical or sexual assaults
- Corrective action, safeguards and remedies
 - The range of penalties for a harasser, on a scale from written reprimand to dismissal
 - Remedies available to a complainant, on a scale from a written apology to compensation
- Distinguish Unsubstantiated vs. Bad Faith Complaints
 - information about the complaint will not be put in the complainant's personnel file, when complaint is in good faith
 - a claim made in bad faith is treated as an incident of workplace harassment, all policies and procedures apply
- Protection against victimization or retaliation for employees who complain of harassment, or who testify in an investigation
- Appeals

Education

- Communication and circulation of the policy to all staff, managers and tenants/members, current and new, through:
 - orientation or information session
 - staff or tenant/member meetings
 - memos or e-mail
 - posters
 - brochures
- Policy must be conspicuously posted in workplace
- Education of all staff
 - training personnel to react appropriately
 - handle cases of harassment appropriately
 - maintain the anti-harassment atmosphere
 - training employees to respect each other
 - training investigators to perform their roles

Monitoring

- A commitment to periodic review of the policy
- Openness to employee comments
- Solicitation of feedback from employees
- Exit interviews with personnel leaving the organization
- Make necessary adjustments to policy and procedures

WORKPLACE VIOLENCE

Policy Statement

Lom Nava Co-operative Homes Inc. is committed to preventing violence in the workplace.

Definition of Workplace Violence

- Physical acts
- Threats, behaviors or actions interpreted to carry the potential for harm or result in an act of aggression

- Disruptive behavior inappropriate for a work environment

Management's Responsibilities

- Understand and uphold principles of the policy
- Take all reasonable measures to eliminate risk
- Conduct a risk assessment at all worksites
- Establish reporting and investigating procedures
- Respond promptly to reports of violence and immediately address incidents of workplace violence.
- Protect workers, acting in good faith, from reprisal for reporting incidents of workplace violence.
- Review annually all hazard assessments or more often if circumstances warrant
- Review annually the effectiveness of the workplace violence program, in conjunction with the hazard assessment review.

Employees' Responsibilities

- Maintain a safe work environment
- Not engage in violent or threatening behaviors
- Report promptly to the General Manager any incidents or observations of workplace violence

Reprisal protection provision

No employee, who complains on violence, or who testifies in an investigation, will be a subject for any reprisal action from the employer.

Passed by the Board of Directors of Lom Nava Housing Co-operative Inc. at a meeting properly held on June 16, 2010.

Denise Murdock, Corporate Secretary