

Respectful Workplace Policy

Purpose

Care-Age of Brookfield continually strives to maintain a respectful, positive work environment. Employees are expected to be mindful of their words, actions, body language and attitudes as well as maintain an appropriate level of professionalism when interacting with patients, families, vendors and fellow co-workers.

To promote working relationships based on courtesy, civility and respectful communication, the following beliefs will be upheld:

1. Managers, supervisors, and others in positions of authority should act as role models in promoting such an atmosphere, while continuing to hold employees accountable for effective performance.
2. Ensuring mutual respect among individual employees through individual responsibility.
3. Training, mentoring, encouraging reporting, and disciplinary action up to and including termination of employment.
4. All employees should be able to discuss issues of concern without fear that those discussions will result in retaliation from any other employee or manager.

Policy

Every employee can expect to be treated respectfully in the workplace. Every employee has the responsibility to refrain from participating in behavior that is, or could be perceived to be disrespectful in nature.

Definitions

- a) **Respectful Workplace Conduct:** respectful workplace conduct may include, but not limited to:
 - Being courteous, polite, respectful and considerate towards others
 - Managing workplace conflicts using problem solving/ complaint procedures
 - Following appropriate chain of command
 - Encouraging and supporting individuals to learn and practice personal conflict resolution and respectful workplace skills
- b) **Disruptive & Disrespectful Workplace Conduct:** Disruptive and disrespectful workplace conduct is any behavior that disrupts civility and cooperation in the workplace and interferes with efficient and effective workflow. Disruptive behavior is repeated, hostile and/or unwanted conduct, verbal comments or gestures, that affect an employee's dignity or psychological or physical integrity and that result in a harmful work environment for employees. A single serious incident of such behavior that has a lasting harmful effect on an employee may also constitute disruptive and disrespectful behavior. Examples of such behavior may include but not limited to:
 - Abuse of authority where a staff member uses authority unreasonably to interfere with another's performance
 - Conduct, comment or display of behavior that would embarrass, humiliate, demean, or belittle a person
 - Offensive or inappropriate remarks or gestures
 - Shunning, ignoring or isolating an individual
 - Offensive or inappropriate jokes, including practical jokes

- Spreading malicious rumors or intentionally conveying false information about another individual
- Refusal to cooperate with other employees
- Bullying or shouting at an employee, resident, family member or vendor
- Using abusive language and/or intimidating behavior
- Actions that invade private or personal property
- Rude comments including sarcasm
- Verbal abuse including yelling or name calling
- Covert behavior, i.e., inappropriately withholding information, undermining, underhandedness

Who is responsible to prevent disrespect?

Everyone has the responsibility to prevent disrespect.

Source The person whose action offends others. If you think your behavior offends someone else, stop the behavior.

Target Politely tell someone if their behavior offends you. Ask them to stop. Give a respectful response and avoid blaming. If the behavior continues or is serious, report the incident to the appropriate person in the workplace (Team Leader, Supervisor, Manager, Dept Head)

Observer The person who sees disrespectful behavior occur. You are not innocent. You have a responsibility to call attention to the disrespectful behavior. Offer suggestions for more respectful behavior and/or report to next chain of command.

Person with Authority Supervisors and managers should address disrespect immediately.

What can you do?

You can model respect by practicing the following behaviors:

- Try to understand the other person's point of view
- Accept values and opinions that are different from your own
- Identify your own feelings before you share your concerns with another person
- Do not blame, threaten or name call even if you are angry or hurt
- Report abuse, discrimination or harassment
- Greet co-workers, students, families, vendors as you walk by with a "good morning/afternoon/evening" or "hello (use their name)".
- Learn co-worker's names and use them whenever possible
- Learn resident's names versus referring to them as a room number
- Be thankful towards others for helping or assisting you
- Be ready to help others by communicating when you will be available

References:

Sexual Harassment Policy
 Personal Harassment Policy
 Drug-Free, Alcohol-Free, Violence-Free Policy
 Problem Solving / Complaint Procedure
 Employee Assistance Program