

ASC Workplace Culture

Purpose *To outline the expectation that all ASC employees deserve a workplace culture that reflects the organizational values of Honor, Dignity and Respect; supporting workplaces that are safe from physical, psychological and emotional harm.*

Policy Statement *As ASC aspires to an overall culture of “Honor, Dignity and Respect”, any conduct between employees including: harassment, discrimination, bullying and physical violence will not be tolerated or condoned. Further, any of these behaviours directed at ASC employees as it relates to their work by those external to ASC, will not be tolerated or condoned.*

All reports of harassment, discrimination, bullying or violence will be addressed, and where necessary investigated. All steps necessary will be taken to resolve the problem.

Those making a complaint in good faith and those providing information will be protected from any form of retaliation by co-workers and supervisors. This includes dismissal, demotion, unwanted transfers, or denial of promotion opportunities.

The following statement will be posted at ASC worksites, and written on ASC identification cards.

“ASC believes in honor, dignity and respect. I have the right to work in a professional atmosphere, which promotes equal opportunities and is free from harassment, bullying, discrimination and violence. Any of these behaviours will not be tolerated or condoned.”

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Violence in the Workplace

Accredited Supports to the Community recognizes violence in the workplace as:

- Any attempted or actual conduct of a person that causes, or is likely to cause injury
- Any threatening statement or behaviour that causes another to believe that they are at risk of injury

ASC will take steps necessary to protect employees from potential risks associated with workplace violence.

Behaviours of Concern with Clients

Given the nature of the services ASC provides, it is understood that from time to time employees may work with clients that have differing cognitive abilities, minimal communication skills, and other presenting health issues and that they may at times display aggression. It is important to remember the balance of power and control in relation to determining what would constitute “abusive” conduct. To mitigate risk to employees the following procedures are in place:

1. A risk assessment process is conducted with all clients receiving disability services, and where indicated, secondary levels of risk assessing are completed. Services may be refused or discontinued where the risk is identified as major for employees.
2. All employees working within disability services are oriented and trained to Behaviours of Concern policies and procedures and once trained are authorized to implement necessary permitted interventions.
3. Non Violent Crisis Intervention training is made available, and once trained employees are authorized to use the techniques.
4. In addition, Employees working with clients that display anticipated behaviours of concern are trained to Behaviour Support Plans, and once trained are authorized to implement any included approved interventions.

Family Violence

1. At any time that ASC is made aware of a court order restricting access to an ASC employee while they are working, ASC will support both the employee and the worksite team to put a safety plan in place which will include but not be limited to:
 - Notification of appropriate persons of the existence of the order
 - Provision of photographs for identification purposes
 - Development of a plan corresponding with the order and orientation to applicable co-workers

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- Interim authorized restrictive practices may be implemented (i.e. doors kept locked at all times on a home).
2. In situations where an employee has expressed concern regarding a potential situation of family violence and is concerned for their safety, ASC will support the employee through:
 - Referral to appropriate supports including shelters, police, etc.
 - Development of an interim safety plan while working
 - Provision of a Leave of Absence if required
 3. In situations where employees may be delivering a service in a home when there is a threat of domestic violence:
 - The service may be discontinued
 - Arrangements for alternate location of service provision may occur
 - Development of a safety plan for provision of service delivery

Harassment/Discrimination

Harassment occurs when an employee is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, color, gender, physical or mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation. Harassment is a form of discrimination and Alberta Human Rights law prohibits workplace harassment based on these grounds.

ASC will not tolerate any verbal or physical abuse, threats, or any derogatory remarks, jokes, innuendo or taunts related to any of the above areas. Further, at ASC there is no tolerance for any display of pornographic, racist or offensive signs or images, practical jokes that result in embarrassment, and unwelcome invitations or requests related to the above areas.

Sexual Harassment

Sexual Harassment is unwanted sexual advances, unwanted requests for sexual favors, and other unwanted verbal or physical conduct. It can include pinching, patting, rubbing or leering, “dirty jokes”, pictures or display of pornographic materials and comments, suggestions, innuendoes, requests or demands of a sexual nature. The behaviour need not be intentional to be considered sexual harassment.

Discrimination based on the grounds of gender including sexual harassment occurs when unwanted requests for sexual favors, and submission to any other unwanted verbal or physical conduct of a sexual nature is indicated explicitly or implicitly as a term or condition of employment, or submission to, or rejection of such conduct affects employment.

At ASC there is no tolerance for any form of sexual harassment/discrimination.

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Workplace Bullying

Workplace bullying is defined as repeated, deliberate, disrespectful behaviour toward another with an intention of harm. It is not tolerated and will not be condoned.

Orientation and Training, Reporting and Follow Up

Orientation and Training

1. At commencement all employees will be advised of the ASC Workplace Culture Policy, expectations for compliance and reporting processes.
2. Minimally annually thereafter, re-orientation/training to the policy and procedure will occur.
3. The policy and procedure outlining reporting processes will be available on the employee portion of the website.
4. ASC employees will be trained to understand that they have support to stop any conduct/interaction if believed to be harassing, discriminatory, bullying or potentially violent in nature.

Reporting

1. Any concern regarding harassment, discrimination, bullying or workplace violence should be brought forward as soon as possible and can be brought to the immediate area supervisor, area Coordinator/Manager or Executive Director.
2. When possible, documentation of the circumstances leading to the allegation should be kept by the employee, including dates of specific incidents, locations, possible witnesses.
3. Supervisors must take all immediate steps necessary to ensure safety of the employee(s), document concern received and any follow up; then forward to the Executive Director.

Follow Up

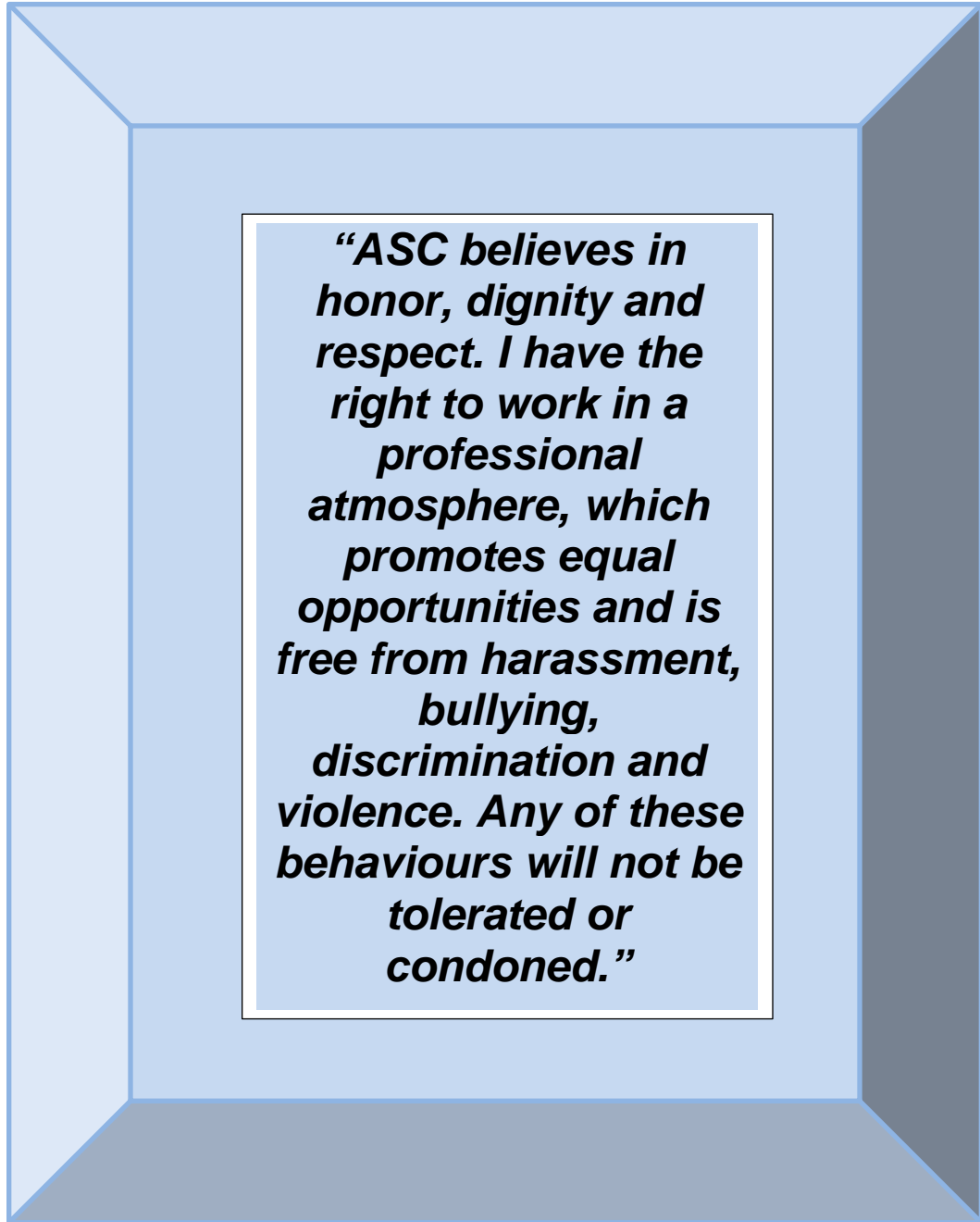
1. Together with the area supervisor(s) the Executive Director will determine if suspensions with pay are warranted for the safety of those involved.
2. The Executive Director will conduct/coordinate any further follow up required which can include seeking legal counsel, facilitating an investigation with the persons involved, and those who may have relevant information. Allegations will be kept confidential to those that need to know as part of a follow up investigation.

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3. If the evidence produced supports the allegation, the appropriate levels of follow up will occur, which can include but not be limited to:
 - Conciliation – development of a documented action plan
 - Sensitivity Training – documented performance goals and expected improvement outlined
 - Disciplinary procedures up to and including dismissal

4. Regardless of the outcome of the investigation, an employee making a complaint in good faith, or providing information for subsequent investigations in good faith, will have all reasonable measures taken to ensure there is no retaliation.

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