


First Nations Health Authority

Corporate Policy



First Nations Health Authority
Health through wellness

Name	Respectful Workplace Policy
Category	People and Culture
Type	Corporate

For Board Secretariat (do not fill this in)		
Document #	Effective	
PAC-18-002-004	November 1, 2018	
Board Approved Date	Verified By	Authorization (BoD Motion #)
November 1, 2018		Motion 1118-BOD-01

1.0 Purpose

- 1.1 The purpose of this policy is to establish principles and guidance for creating a respectful working environment at First Nations Health Authority (FNHA).
- 1.2 This policy supports all 7 Directives and the Shared Values.

2.0 Scope

- 2.1 This policy applies to Workers.
- 2.2 This policy applies to any interaction that could affect the Workplace.
- 2.3 This policy applies to any type of communication including telephone, email, text messaging or Social Media. It also applies to Workers' interactions with Clients, partners, others doing business with FNHA, and members of the public.
- 2.4 Provisions for Workers who occupy positions subject to a collective agreement will be administered in accordance with the applicable collective agreement. In the event that the relevant collective agreement is not applicable, then the provisions of this policy will apply.

3.0 Policy Statements

- 3.1 FNHA is committed to promoting respectful conduct in the Workplace and in its relationships with partners and Clients by creating an organizational culture grounded in Cultural Safety and Cultural Humility.
- 3.2 FNHA regards the dignity and autonomy of all people as core values of the organization. FNHA recognizes that every individual has something to contribute and believes that creating and maintaining relationships underpinned by mutual respect, empathy, inclusivity, reciprocity, self-leadership, and shared accountability are fundamental to the success of the organization.

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- 3.3 FNHA's leadership and management will take every opportunity to set a tone for respectful behaviour, model the intentions of this policy, and proactively exercise their responsibility for respectful conduct among Workers.
- 3.4 FNHA believes respect in the Workplace "starts with me." Workers are responsible for their own conduct and will be mindful of the impact their actions have on others.
- 3.5 To demonstrate its commitment to creating a respectful Workplace, FNHA will foster positive Workplace behaviour by providing opportunities and encouraging Workers to recognize the contributions and positive behaviours of colleagues. FNHA believes humour and laughter are good medicine and facilitate effective working relationships.
- 3.6 Generalized Violence, Lateral Violence, Discrimination, Harassment (including Sexual Harassment), Mobbing, and Bullying jeopardize mental and physical well-being and will not be tolerated. Workers will support one another as a collective and will strive to replace disrespectful behaviour in all of its forms with acts of Lateral Kindness.
- 3.7 FNHA believes that awareness, open communications, and early intervention are key to maintaining a respectful Workplace and that all Workers share this responsibility. FNHA will encourage Workers to deal with issues and potential problems in their earliest stages through open, honest, and respectful communication.
- 3.8 FNHA will establish a fair, prompt, and transparent process for investigating allegations of noncompliance with this policy.
- 3.9 The Board of Directors (Board) will determine a process for Workplace Misconduct investigations of the Chief Executive Officer (CEO). The CEO will determine a process for Workplace Misconduct investigations of other Senior Executives and will report to the Board on the outcomes of these investigations.

Compliance

- 3.10 Any violations of this policy may result in Disciplinary Action, up to and including termination, in accordance with the *Progressive Corrective and Disciplinary Action Policy Documents*.

Exceptions

- 3.11 Exceptions to this policy require approval by the Chief Executive Officer (CEO). Exceptions involving the CEO will be approved by the Board Chair.

Delegation

- 3.12 This policy may be further defined and elaborated upon through an executive directive of the CEO.

4.0 Responsibilities

- 4.1 Board of Directors (Board): approve the *Respectful Workplace Policy*; determine process for investigations of the CEO.
 - (a) Board Chair: approve exceptions to this policy involving the CEO.

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- 4.2 Chief Executive Officer (CEO): provide overall leadership and support to Senior Executives in the oversight and management of respectful Workplace practices; report to Board on investigations of other Senior Executives.

5.0 Definitions

Bullying: persistent, unwanted, offensive, or intimidating behaviour (verbal comments, actions, or gestures) that ought reasonably to have been known as behaviour that would adversely affect a person's self-confidence, dignity, or psychological or physical integrity, and which results in a harmful environment for the individual.

Client(s): an individual, resident, family, or community that receives direct care or accesses health and wellness services delivered by the organization and has the ability to decide and define the programs and services that will best support their health and well-being. Services enable each individual to become well-informed and best able to make decisions as it relates to their personal and collective health.

Cultural Humility: a process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience.

Cultural Safety: an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the health care system. It results in an environment free of racism and Discrimination, where people feel safe when receiving health care.

Disciplinary Action(s): actions taken to address disciplinary issues, such as dishonesty or theft, or when other corrective or disciplinary action, such as coaching, have not been successful.

Discrimination: making a distinction, whether intentional or not, based on grounds enumerated in human rights legislation, relating to personal characteristics of an individual or group, which has the effect of imposing burdens, obligations, or disadvantages on the individual or group not imposed on others. Currently, under the *Human Rights Code*, those grounds are race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, gender identity or expression, or age of that person or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment.

Generalized Violence: any action, conduct, threat or gesture of a person towards a person in the Workplace that can reasonably be expected to cause harm, injury, or illness to that person.

Harassment: conduct or comment that ought reasonably to be known as objectionable or unwelcome; serves no legitimate work-related purpose; is based on one of the prohibited grounds identified under the *Human Rights Code*; and detrimentally affects a person, or has adverse job-related consequences such as reduced job security, or a negative impact on career advancement. Harassment does not include any reasonable action taken by an employer or supervisor relating to the management and direction of Workers or the place of employment.

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Lateral Kindness: occurs when we strive to replace all forms of violence with acts of kindness, drawing upon First Nations cultural protocols, traditional moral teachings, ceremonies, and spiritual practices.

Lateral Violence: occurs when feelings of dissatisfaction are directed towards one another rather than recognizing that colonization and internalized racism are the true adversaries. Lateral violence is expressed in many forms, such as gossip, verbal and non-verbal assaults, passive and aggressive behaviours, blaming, shaming, attempts to socially isolate others, demeaning activities, Bullying, and threatening or intimidating behaviour.

Misconduct: conduct which results or could result in a serious breach of FNHA Policy Documents, misuse of FNHA resources, financial mismanagement, misuse of authority, or violations of federal or provincial law.

Mobbing: a form of Bullying undertaken by a group against one person to cause physical and/or psychological harm.

Policy Document(s): all existing documents within a policy set, including the Board-approved policy that provides principles and guidance and delegates authority to the CEO; consistent with approved policy, CEO-approved executive directives that provide direction for the approach, outline required and prohibited actions, and delegate accountabilities to Senior Executives; and, consistent with approved executive directives, any procedures approved by Senior Executives that outline specific steps to be followed.

Senior Executive(s): includes the Chief Executive Officer, Chief Officers, and Vice Presidents.

Sexual Harassment: a form of harassment based on sex, sexual orientation, sexual activities, gender, gender identity, or gender expression that involves unwelcome conduct of a sexual nature, including making suggestive or inappropriate comments, inappropriate touching, or making or threatening reprisals after a negative response to sexual advances.

Social Media: the means of interactions among people in which they create, share, and exchange information and ideas in virtual communities and networks.

Worker(s): includes individuals employed or contracted with FNHA while engaged in a FNHA work activity; specifically, employees (union, non-union; permanent, term, casual; full-time, part-time); people working at FNHA through an Interchange Agreement; people paid via third party agencies (temporary workers); contractors; consultants; trainees; students; volunteers.

Workplace(s): in or on the property of FNHA, or away from FNHA property if the Worker is engaged in work-related activities.

6.0 Related Documents

Mandatory Compliance Documents

Human Rights Code (British Columbia)

Supporting Documents

Workplace Misconduct Investigations Executive Directive

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Other FNHA Policy Documents

Progressive Corrective and Disciplinary Action Policy Documents

7.0 Rescind and Interpretation Statements

- 7.1 With the approval of this policy, older versions are considered to be replaced and/or rescinded and are no longer in effect.
- 7.2 Where interpretation is required regarding the relationship between policy documents, the CEO has sole discretion to provide the interpretation.

8.0 Summary of Changes

Replaces	Dated	Key Changes to Previous Version
PAC-18-002-003 Respectful Workplace Policy	August 3, 2018	<ul style="list-style-type: none">• Provision added to address investigations of the CEO and other Senior Executives.

9.0 Attachments

None