

Harassment, Violence or Discrimination Complaint Procedure

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Policy: Harassment, Violence or Discrimination Complaint Procedure

Purpose: The purpose of this policy is to outline the procedure all members of pt Health must follow when submitting or investigating a complaint of harassment, discrimination or violence.

Scope: This policy applies to all regular full and part-time employees, contract workers, summer students, interns, volunteers, other temporary employees, patients and other stakeholders.

Guidelines:

Individuals who believe they may have witnessed or been subject to harassment or discrimination should immediately and directly communicate verbally with the Manager of Human Resources. Details that should be communicated in writing relating to the situation are as follows:

- a. Description of the event(s) or situation(s)
- b. Dates and times the event / situation occurred
- c. Location of the event / situation
- d. Witnesses to the event / situation

Individuals who are uncomfortable with their current employment posting as a result of a complaint may request a change in posting. pt Health will make every effort to move the individual to an alternate location or given alternate supervision arrangements if deemed appropriate by Human Resources. This decision will be made on a case-by-case basis, with input from those parties involved in the complaint. All decisions relating to the claim will be made with regard to the principle that the complainant will not be penalized for communicating the complaint.

All individuals, including those involved in communicating the complaint, or who are involved in the complaint process will be entitled to interaction and a work environment free from reprisal. This protection is afforded to: complainants, witnesses, advisors, investigators and decision makers / management. Perpetrators of any form of reprisal or related behaviours will be subject to disciplinary measures up to and including termination.

Once a complaint is received, the Manager of Human Resources may conduct the investigation which will include review of the following:

- a. The written complaint
- b. Witness interviews / written statements
- c. Supporting documents / material (pictures, correspondence, etc.)
- d. Interviews with the person(s) alleged to have engaged in the harassment / discrimination

The investigation will include detailed notes and the completion of a standardized report which will then be reviewed with the complainant and the perpetrator. The investigation will be completed with a 30 day period, without exception. Upon review of the final report, disciplinary action will be carried out against the person(s) found to have engaged in harassment / discrimination. Discipline which may involve, but is not limited to:

- a. Apology to the complainant – either verbal or written
- b. Counseling, education, training
- c. Written reprimand
- d. Suspension without pay
- e. Termination of employment

In addition, Human Resources may take any steps necessary to prevent further incidents of harassment or discrimination from occurring within the organization.

At all points within this process, confidentiality will take the highest priority. All information pertaining to a complaint will be shared with only those directly involved (the complainant or the alleged perpetrator) or those involved in the investigation (Human Resources, witnesses, decision makers). Regardless, each individual involved will be held to the highest standard of confidentiality and all documents related to the complaint will be maintained in a secure location when not directly in use. These documents will be kept in their entirety, separate from personnel files.

It will be clearly reiterated to the complainant at the outset of the complaint process, as to their rights. Further, an individual's rights under their provincial Code are irrespective of any investigation, resolution and associated remedy / discipline by the organization.