



**CANADIAN HISPANIC VILLAGE
HOUSING CO-OPERATIVE LTD.**

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OPERATIONS POLICY

SUBJECT: **Abuse/Harassment**

APPROVAL DATE:

APPROVED BY: *Board of Directors*

DATE OF AMENDMENT OR REPLACEMENT:

Canadian Hispanic Village has a zero tolerance policy against abuse in the workplace and in the community. Employee abuse of any kind will not be tolerated and may be grounds for termination.

Abuse is defined as follows:

- *Threatening behaviour such as shaking fists, destroying property or throwing objects.*
- *Verbal or written threats including any expression of intent to inflict harm.*
- *Verbal abuse such as swearing, insults or condescending language.*
- *Physical attacks such as hitting, shoving, pushing or kicking.*
- *Any unwelcome behaviour that demeans embarrasses alarms or humiliates. This includes words, gestures, intimidation, bullying, or other inappropriate activities.*
- *Abuse can be subtle or overt, deliberate or unintended, and may be a single event or may involve a continuing series of incidents.*

If a member or a contractor has a complaint of abuse or harassment about a staff member, he or she should report the incident to the Chair of the Board and his/her supervisor. The Board Chair will let the staff member know that CHV has a zero tolerance policy against abuse and harassment. If this does not resolve the problem, the abusive behavior shall be reported to the board of directors.

If a staff person has a complaint of abuse or harassment about a member or contractor, he or she should report the incident to the Chair of the Board and his/her supervisor. The Board Chair will let the member or contractor know that CHV has a zero tolerance policy against abuse and harassment. If this does not resolve the problem, the abusive behavior shall be reported to the board of directors.

If a member of the public, including any former member, is abusive to a staff person either at work, or as a result of a work-related incident, the employee should immediately report the incident to her/his supervisor who will take appropriate measures. Depending on the circumstances and location of the abuse, the employee may also wish to immediately call the police and is encouraged to do so.

HARASSMENT

CHV is committed to a healthy, harassment free environment for all employees and members. Harassment is a violation of Alberta Human Rights, Citizenship and Multiculturalism Act and will not be tolerated at CHV.

Definitions

Harassment - occurs when an employee or member is subjected to unwelcome verbal or physical conduct, including intimidation, because of race, religious beliefs, colour, place of origin, gender, mental or physical disability, ancestry, marital status, family status, source of income, being ill and/or having a health related ailment, having a record of offenses, or political affiliation.

Sexual Harassment - Sexual harassment is a form of harassment, and is defined as follows:

- discrimination based on the grounds of gender;
- any unwelcome verbal comment or physical conduct of a sexual nature that causes offence or humiliation to any employee, including dirty jokes, leering, unwelcome gestures, inappropriate touching, pinching or patting, sexually suggestive comments or gestures, or possession of pornographic materials including internet files, and
- particularly when such comments or behaviour are either explicitly or implicitly made a condition of an individual's employment; or
- when an employee is put in a position that rejecting sexual advances or suggestions can affect his or her employment.

CHV Procedures for dealing with complaints of harassment or other abuse:

Under no circumstances, should a legitimate complaint be dismissed or downplayed. When a complaint of harassment, sexual harassment or abuse has been made, CHV will take immediate action to deal with the incident as follows:

- The Board Chair, in consultation with the Board of Directors, (or CHV's legal representative if members of the Board are involved) will undertake an investigation immediately and take all necessary steps to resolve the problem;
- the employee or member making the complaint will be required to submit his or her complaint in writing. All complaints will be kept strictly confidential;
- both the complainant and the alleged harasser will be interviewed, as well as any individual who may be able to provide relevant information.

Disciplinary action

If the findings of the investigation are that there has been abuse or harassment, the abuser will be disciplined appropriately.

Discipline of an employee will be determined by the employee's supervisor.