

London Regional Children's Museum  
PERSONNEL REGULATIONS  
A Handbook for Employees and Volunteers

**POLICIES AND PROCEDURES**  
**WORKPLACE ANTI BULLYING, HARASSMENT AND VIOLENCE**  
November 2011

OVERVIEW

- The right to freedom from bullying, harassment and violence extends to all employees, including full-time, part-time, temporary, probationary, casual, and contract staff, as well as volunteers, co-op students and interns. This policy also applies to work-related events that occur outside of the Museum building.
- It is unacceptable for employees and volunteers of the Museum to engage in bullying, harassing or violent behaviour when dealing with co-workers, visitors, volunteers, or with others whom they have professional dealings.
- An employee or volunteer of the Museum that subjects another employee, visitor, volunteer, or business associate to workplace bullying, harassment and/or violence may be subject to disciplinary action commensurate to the incident, up to and including dismissal.

**Definitions**

*Bullying*

- An act of repeated, health-harming mistreatment, verbal abuse, or conduct which is threatening, humiliating, intimidating, or sabotage that interferes with work or some combination of the three in order to intentionally hurt another person, physically or mentally. (Besag, 1989)

*Harassment*

- Engaging in a course of vexatious comments or conduct against a worker, in a workplace; behaviour that is known or ought reasonably to be known to be unwelcome.
- Harassment may include, but is not limited to:
  - behaviour that is hostile in nature, and / or intends to degrade an individual based on personal attributes, including age, race, nationality, disability, family status, religion, gender, sexual orientation and / or any other Human Rights protected grounds;
  - any actions that create a hostile, intimidating or offensive workplace, which may include physical, verbal, written, graphic, or electronic means;

- repeated hostile, intimidating or offensive phone calls or emails;
- any threats of physical violence that endangers the health and safety of another employee or volunteer; and
- inappropriate sexual touching, advances, suggestions or requests.

### *Violence*

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

### **Objectives**

- To ensure that staff and volunteers of the Museum are aware that bullying, harassment and violence are unacceptable practices and are incompatible with the standards of the Museum, as well as being a violation of the law.
- To set out types of behaviour that may be considered offensive and are prohibited by this policy.

### **Roles and Responsibilities**

#### *Management*

- To promote a respectful and safe working environment;
- To ensure employee and volunteer adherence to the Anti-Bullying Policy;
- To investigate complaints of bullying, harassment and/or violence promptly;
- To maintain a confidential file for complaints of bullying, harassment or violence, investigations completed and actions taken;
- To report the incident to police where appropriate; and
- To apply appropriate disciplinary action where appropriate.

#### *Employees/Volunteers*

- Have a shared duty to ensure a workplace free from bullying, harassment and violence;
- To treat others with respect, and contribute to a respectful and safe work environment; and
- To report all acts of bullying, harassment and violence to management.

### **Investigating Workplace Bullying, Harassment and Violence**

#### *Reporting a Violation*

- Suspected violations of the policy must be reported to a senior member of staff, ie: supervisor or director.

- Even without an actual threat, personnel should also report any behaviour they have witnessed which they regard as bullying, harassing, threatening or violent, when that behaviour is job related. Employees are responsible for making this report regardless of the relationship between the individual who initiated the inappropriate behaviour and the person(s) who were the focus of the inappropriate behaviour.
- Employees are also required to report domestic violence that may impact them at the workplace to the attention of their supervisor so that steps may be taken to assist/protect employees and co-workers while at work.

### *How the Museum Will Respond*

#### Investigation and Response

- All reports of bullying, harassment or violent behaviour will be investigated and reported to the Executive Director within four days of the incident. Where there has been a violation of policy, the Museum will take appropriate action to try to avoid future violations.
- If the findings of an investigation indicate that a violation of the Workplace Anti Bullying, Harassment and Violence policy has occurred, immediate and appropriate corrective and/or disciplinary action, up to and including dismissal will be administered.
- Corrective actions shall be proportional to the seriousness or repetitiveness of the offense (an oral or written warning, training or counselling, monitoring the harasser, suspension, or dismissal may all be appropriate).
- The Museum will inform the parties involved about the status of reviewing their complaints. To respect the privacy and confidentiality of all people involved, the Museum may not share specific details of the discipline or other action taken.

#### Management Responsibility

- Every supervisor and director of the Museum is responsible for ensuring that the Museum provides a workplace free of violent behaviour and harassment, and that claims are handled promptly and effectively.
- With the assistance of the Executive Director, the Museum management will promptly investigate allegations of bullying, harassment and violence, take appropriate disciplinary action, and take steps to assure retaliation is prohibited.
- It is the responsibility of supervisors and directors to report any bullying harassment or violent behaviour or any claims of such to the Executive Director.

#### *Appeal Process*

- If the aggrieved or respondent have worked with the process and feel that it has failed at some point, or that the corrective action is not

consistent with the incident(s) that led to the original complaint, an appeal process is in place.

- The appeal must be submitted in writing to the Executive Director who will ensure that the appeal is processed.

#### *Retaliation is Prohibited*

- This policy strictly prohibits any retaliation against an employee or other person who reports a concern about violent behaviour or harassment.

#### *Performance Feedback is Not Harassment or Inappropriate Behaviour*

- Effective leadership requires that supervisors talk with their employees about their job performance.
- Managers should be clear about how each employee is performing and how the employee's overall behaviour contributes to the team's ability to deliver results consistent with the Museum's values.
- Such discussions may be difficult and they should always be done professionally and respectfully, however, constructive criticism and supervisory actions regarding performance deficiencies or other workplace issues are not harassment or retaliation.