

Policy on Respectful Workplace

PURPOSE

Calgary Outlink is a community-based, not-for-profit charity dedicated to providing support, education, outreach, and referrals for the LGBTQ2IA+ and allied community in Calgary, Alberta. In providing its programming Calgary Outlink a respectful workplace is a key aspect to this.

PERSONS AFFECTED

The Calgary Outlink Board of Directors, Staff, Volunteers, and clients.

POLICY STATEMENT

1. The organization is committed to sustaining a positive environment in which board members, organizational members, employees, volunteers, and clients, work and volunteer constructively together. In all interpersonal interactions, board members, organizational members, employees, volunteers, and clients while associated with the organization agree to respectfully and professionally interact with one another.

RESPONSIBILITIES

It is the responsibility of the Calgary Outlink Board of Directors, Staff, Volunteers, and clients to act in accordance with:

1. Guiding Principles & Codes of Conduct
 - a. The policies of the respect for the dignity of all, confidentiality policy, grievance procedures, and the organizational code of conduct are important guiding documents. These policies, professional codes of conduct, and ethical guidelines should be followed in the delivery of all services.
2. Welcoming Environments
 - a. Calgary Outlink also commits to striving to ensure all work and volunteer places, projects, programs, and groups are safe and welcoming environments. Calgary Outlinks may set limits and boundaries with individuals to ensure safety and respect for the dignity of all.
3. Direct Communication
 - a. In all communications, board members, organizational members, employees, volunteers, and clients commit to addressing people directly and not through third parties, through public media, or breaching confidentiality in other ways.
4. Respectful Debate
 - a. The organization further acknowledges that any work environment will include discussion, debate, disagreement, and conflict among people; such interpersonal interactions are the basis of good decision-making and/or creativity. Respectful discussion, debate, or disagreement is always tolerated.
5. Respectful Disagreement
 - a. Because people do not always agree with one another on every subject, Outlink commits to tolerating respectfully disagreeing and debating with one another any point of view on any subject matter. This includes refraining from name calling, using vulgar language, or refrain from calling disagreement, debate, or dispute 'discrimination, harassment, or abuse.'

- b. For some issues, and among some people, agreement on all points may never occur. Outlink acknowledges that some issues may end with disagreement among people on various points or issues and that such disagreement is always tolerated (it is OK to agree to disagree).
 - c. When disagreement is not resolved or remains ongoing for specific issues, then Outlinks board members, organizational members, employees, volunteers, and clients commit to continued respectful interpersonal interactions.
6. Refraining from Bullying, Harassment, Abuse, and Discrimination
- a. Respectful interpersonal interactions include refraining from all forms bullying, harassment, abuse, or discrimination.
7. [Board members are expected to comply with the Code of Conduct that encourages the development of a spirit of collective decision-making, shared objectives and shared ownership of and respect for Board decisions. The Code of Conduct is a statement of essential principles intended to govern the conduct of the organization's Board and staff.](#)

PROCEDURES

1. Critical incidents
 - a. When significant problems occur or risk to the organization is identified due to an incident, then writing a critical incident letter should occur. In the case of alleged bullying, harassment, abuse, discrimination, or crimes a critical incident letter should always be written descriptively outlining all events.
2. Problem Resolution
 - a. Whenever possible, employees and volunteers who are experiencing a work or volunteer related conflict or have a disagreement or complaint are encouraged to resolve it through discussions directly with the person with whom a disagreement may occur. When direct communication has been tried or cannot occur, then the person should consult a direct report, or board of directors if appropriate.
 - b. When problem resolution is required, then the supervisor of the program, project, or group should be called for support to:
 - i. Provide the opportunity for informal resolution of conflict or complaint in a quick and fair manner without reprisal.
 - ii. Improve communication and understanding between parties.
 - iii. Remind people of Outlink policies and procedures.
 - iv. Acknowledge that for some issues, and among some people, agreement on all points may never occur.
 - v. Help initiate grievance procedures when disputes cannot be resolved and only when the parties in the dispute wish to initiate a grievance.
 - c. When problem resolution cannot be resolved:
 - i. The board of directors must be informed when disputes occur and cannot be resolved quickly, or when a grievance process is initiated.
 - ii. The board of directors may ensure confidence in management decisions by providing a mechanism whereby management decisions can be

- objectively reviewed.
- iii. The board may initiate mechanisms with third parties (i.e. mediation, arbitration, etc.) when it deems these mechanisms to be appropriate.
 - iv. Identify organization policies and procedures which need to be clarified or modified.
 - v. All requests for conflict resolution, complaints and appeals shall be fully investigated and a reply will be given as quickly as possible.
 - vi. Penalty or retaliation against an employee, volunteer, member, or client who initiates conflict resolution or makes a complaint, or participates in a problem resolution investigation will not be tolerated and will be subject to disciplinary action.
3. Board members and staff of the organization will at all times conduct themselves in a manner that:
- a. Supports the objectives of the Calgary Outlink
 - b. Serves the overall best interests of the Calgary Outlink
 - c. Brings credibility and good will to the Calgary Outlink
 - d. Respects principles of fair play and due process
 - e. Demonstrates respect for individuals in all manifestations of their cultural and linguistic diversity and life circumstances
 - f. Respects and gives fair consideration to diverse and opposing viewpoints
 - g. Demonstrates due diligence and dedication in preparation for and attendance at meetings, special events and in all other activities on behalf of the Calgary Outlink
 - h. Demonstrates good faith, prudent judgment, honesty, transparency and openness in their activities on behalf of the Calgary Outlink
 - i. Ensures that the financial affairs of the Calgary Outlink are conducted in a responsible and transparent manner with due regard for their fiduciary responsibilities and public trusteeship
 - j. Avoids real or perceived conflicts of interest
 - k. Conforms with the by-laws and policies approved by the Board, in particular this Code of Conduct and Confidentiality and Conflict of Interest policies
 - l. Exhibits a friendly, courteous and professional manner when dealing with clients, outside organizations and other board members or employees
 - m. Publicly demonstrates acceptance, respect and support for decisions legitimately taken in transaction of the Calgary Outlink's business

REVISION HISTORY

- March 15, 2021: Update to Format.