

Policy on Respectful Workplace

Purpose

Calgary Outlink is a community based 2SLGBTQIA+ charitable organization that aims to provide support, education, outreach, and referrals for 2SLGBTQIA+ and allied communities in Calgary, Alberta. Having a respectful workplace is a key aspect to providing programming.

Persons Affected

The Calgary Outlink Staff, Volunteers, Board of Directors, Membership.

Policy Statement

1. Calgary Outlink is committed to sustaining a positive environment in which the Calgary Outlink Board Members, Staff, Volunteers, and Membership work together constructively.
2. In all interpersonal interactions, Board Members, Staff, and Volunteers, while associated with the organization, agree to respectfully and professionally interact with one another.

Responsibilities

1. It is the responsibility of Board Members, Staff, and Volunteers to act in accordance with:
 - a. Guiding Policies
 - i. The Policy on the Respect and Dignity of Worth for All, Policy on Safer Spaces Ground Rules, Policy on Confidentiality, Policy on Conflict of Interest, and Policy on Complaints and Grievances are important guiding documents. These policies should be followed in the delivery of all services.
 - b. Welcoming Environments
 - i. Calgary Outlink also strives to ensure that all work and volunteer places, projects, programs, and groups are safe and welcoming environments. Calgary Outlink may set limits and boundaries with individuals to ensure safety and respect for the dignity of all.
 - c. Direct Communication
 - i. In all communications, Board Members, Staff, and Volunteers commit to addressing people directly and not through third parties, through public media, or breaching confidentiality in other ways.
 - d. Respectful Debate
 - i. 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.
 - e. Respectful Disagreement
 - i. Because people do not always agree with one another on every subject, Calgary Outlink commits to tolerating respectful disagreement and debate

with one another in any point of view on any subject matter. This includes refraining from name calling, using vulgar language, or refraining from calling disagreement, debate, or dispute 'discrimination, harassment, or abuse'.

- ii. For some issues, and among some people, agreement on all points may never occur. Calgary 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 OKAY to agree to disagree).
 - iii. When disagreement is not resolved or remains ongoing for specific issues, then Board Members, Staff, and Volunteers commit to continued respectful interpersonal interactions.
- f. Refraining from Bullying, Harassment, Abuse, & Discrimination
- i. Respectful interpersonal interactions include refraining from all forms of bullying, harassment, abuse, and/or discrimination.
 - ii. Board Members are expected to comply with the encouraged development of a spirit of collective decision-making, shared objectives and shared ownership of and respect for Board decisions.

Procedures

1. Critical Incidents

- a. When significant problems occur or risk to the organization is identified due to an incident, then a Critical Incident Letter should be written by affected persons with support from their Supervisor.
- b. In the case of alleged bullying, harassment, abuse, discrimination, or crimes, a Critical Incident Letter should always be written descriptively outlining all events.

2. Conflict Resolution

- a. Whenever possible, Staff, Volunteers, or Board Members, experiencing a work or volunteer related conflict, or having a disagreement or complaint, are encouraged to resolve it through discussions directly with the person with whom the issue is occurring.
- b. When direct communication has been tried or cannot occur, then the affected person should consult a Supervisor, another Staff or Board Member if appropriate.
- c. When dispute resolution is required, the Supervisor, or another appropriate supporting Staff or Board Member, should be called upon 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 parties of Calgary Outlink's policies and procedures;
 - iv. Acknowledge that for some issues, and among some people, agreement on all points may never occur; and
 - v. Help initiate grievance procedures when disputes cannot be resolved and the involved parties wish to initiate a grievance.
- d. When disputes cannot be resolved:

- i. The Board of Directors must be informed.
 - 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 of Directors may initiate mechanisms with third parties (i.e. mediation, arbitration, etc.) when it deems these mechanisms to be appropriate.
 - iv. The Board of Directors may 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 a Board Member, Staff, or Volunteer who initiates conflict resolution, makes a complaint, or participates in a conflict resolution investigation will not be tolerated and will be subject to disciplinary action.
- e. Board Members, Staff and Volunteers of Calgary Outlink will at all times conduct themselves in a manner that:
- i. Supports the objectives of Calgary Outlink;
 - ii. Serves the overall best interests of Calgary Outlink;
 - iii. Brings credibility and good will to Calgary Outlink;
 - iv. Respects principles of fair play and due process;
 - v. Demonstrates respect for individuals in all manifestations of their diversity and life circumstances;
 - vi. Respects and gives fair consideration to diverse and opposing viewpoints;
 - vii. Demonstrates due diligence and dedication in preparation for and attendance at meetings, special events and in all other activities on behalf of Calgary Outlink;
 - viii. Demonstrates good faith, prudent judgment, honesty, transparency and openness in their activities on behalf of Calgary Outlink;
 - ix. Ensures that the financial affairs of Calgary Outlink are conducted in a responsible and transparent manner, with due regard for their fiduciary responsibilities and public trusteeship;
 - x. Avoids real or perceived conflicts of interest;
 - xi. Conforms with the bylaws and policies approved by the Board of Directors, in particular this policy and the Policy on Confidentiality and Policy on Conflict of Interest;
 - xii. Exhibits a friendly, courteous and professional manner when dealing with outside organizations, Board Members, Staff, and Volunteers; and
 - xiii. Publicly demonstrates acceptance, respect, and support for decisions legitimately taken in the transaction of Calgary Outlink's business.

Definitions

- **Supervisor:** For Volunteers, the Supervisor will be the Manager of Volunteers and Programming. For Staff, excluding the Director of Operations and Development, the

Supervisor will be the Director of Operations and Development. For violations directly relating to the Director of Operations and Development, the Supervisor will be the Board of Directors. Staff titles may be subject to change.

References

- Policy 2: Policy on Conflict of Interest
- Policy 3: Policy on Safer Spaces Ground Rules
- Policy 4: Policy on the Respect and Dignity of Worth for All
- Policy 12: Policy on Confidentiality
- Policy 14: Policy on Complaints & Grievances

Revision History

- February 19, 2024: reformatting & minor revisions
- March 15, 2021: new policy extracted from former 'Governance Policy'