



Workplace Bullying, Harassment, Abuse and Violence Prevention Policy

Your Score Booster is dedicated to ensuring that employees can complete their duties in a safe environment, without fear of bullying, harassment, abuse, or violence. As such, Your Score Booster will not tolerate and is dedicated to preventing any instance of bullying, harassment, abuse, or violence in the workplace. All employees of Your Score Booster share in the responsibility to ensure that our workplace is a safe and welcoming place to work.

This Policy is written in compliance with the Workers Compensation Act, Occupational Health and Safety Regulation of BC.

Definitions

Bullying and Harassment: Any inappropriate conduct or comment by a person towards a worker that the person knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but excludes any reasonable action taken by an employer or supervisor relating to the management and direction of workers.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing, or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

Workplace Violence: The attempted or actual exercise by a person, other than a worker, of any physical force so as to cause injury to a worker, and includes any threatening statement or behaviour which gives a worker reasonable cause to believe that he or she is at risk of injury.

Examples of workplace violence include physical acts (hitting, shoving, pushing, sexual assault), any threat, a behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property, and disruptive behaviour that is not appropriate to the work environment such as yelling and swearing.

Abuse: Any act or threat involving molestation, harassment, corporal punishment, or any other form of physical, sexual or mental abuse.

Examples of abuse include physical acts such as inappropriate touching, or inappropriate verbal communication.

Application of this Policy

This policy applies to all workers, including permanent, temporary and contract workers and clients of the organization. For the purpose of this policy, bullying, harassment, abuse and violence can occur: at the workplace, at employment-related social functions, in the course of work assignments outside of the workplace, over the phone, electronic communication, if the conversation is work related, or elsewhere if the person is there as a result of the work-related responsibilities or a work-related relationship.



Responsibilities

Employer/Supervisor Responsibilities

- Not engage in bullying, harassment, abuse and violence of any kind and promote a respectful and safe working environment.
- Develop and maintain a policy, a procedure for reporting and investigating complaints and provide workers with adequate training.
- Review policy annually.
- Comply with the policies and procedures in place regarding bullying, harassment, abuse and violence.
- Ensure worker adherence, investigate complaints, and maintain a confidential file of complaints.
- Report incidents to Authorities where appropriate.
- Apply appropriate disciplinary action where appropriate.

Worker Responsibilities

- Must not engage in bullying, harassment, abuse, or violence towards other workers and clients.
- Report all acts of bullying, harassment, abuse, or violence to management.
- Must apply and comply with policies and procedures in place regarding bullying, harassment, abuse and violence.

For example, a tutor may end the tutoring session or make a student leave a class if bullying, harassment, abuse or violence occurs. The tutor must then report the incident to their supervisor.

Witnessing Bullying, Harassment, Abuse and Violence

Any worker who witnesses bullying, harassment, abuse or violence is directed to:

1. Offer the person support and inform them you witnessed the incident.
2. Encourage the person to come forward to their supervisor.
3. Where the person does not wish to make a complaint, it is still important that the employer is aware of incidents in the workplace. Tell your supervisor what you witnessed so that this type of incident can be eliminated at Your Score Booster as soon as possible

Reporting an Incident

Informal

If you are being bullied, harassed, or have been a victim of abuse or violence:

- Inform the person perpetuating the actions immediately that their actions are not acceptable to you (if appropriate to do so).
- Describe the specific actions that they took that caused you to feel uncomfortable.
- Keep a record of dates and times where you have spoken to the person, and inform your supervisor.

If the actions continue, workers are directed to use the formal reporting process.



Formal

Where bullying, harassment, abuse, or violence has either continued to occur after a conversation or was extreme or dangerous in nature, workers are required to report it immediately.

Process

- Speak with your supervisor (or other member of your employer in instances where you supervisor in the cause of concern) and report the incident.
- Write out a statement detailing the incident including:
 - The names of the parties involved
 - Any witnesses to the incident(s)
 - The location, date, and time of the incident(s)
 - Details about the incident (behaviour and/or words used)
 - Any additional details that would help with an investigation
- A fact-finding investigation will be instigated
- Where it is determined that the person has contravened the law, the appropriate authorities will be contacted.
- All complaints shall be taken seriously and investigated fairly.
- Workers that submit a report or complaint shall not be subject to any form of reprisal or retaliation as a result of the complaint.

Investigation

Upon receiving a written complaint Your Score Booster will complete a thorough investigation in a timely manner.

The investigation will include informing the respondent of the complaint, interviewing the complainant, respondent and any other persons with direct and personal knowledge of the incident in question. To the extent possible, Your Score Booster will protect the confidentiality of the allegations.

The respondent will be asked to reply in writing to the complainant's allegations and the reply will be made known to the complainant before the investigation proceeds further. Where it is determined that harassment, bullying, abuse or violence has occurred a written report of the remedial action will be provided to the employees concerned.

All documents pertaining to the incident will be kept in a sealed envelope in a locked cabinet.

Disciplinary Actions

If the findings of the investigation indicate that a violation of this policy has occurred, immediate and appropriate disciplinary action, up to and including dismissal or termination of the tutoring contract in instances where the perpetrator was a client, shall be administered. Your Score Booster will monitor the situation between the two parties to ensure that the action does not reoccur. Corrective actions shall be proportional to the seriousness or repetitiveness of the offence.



Training

Training will be provided to all staff on an annual basis and to new hires during the onboarding process. The training will cover the contents of this policy including how to recognize bullying, harassment, abuse and violence in workplace, how to respond and report incidents, how the employer will respond to incident reports, as well as outline the training available to employees and supervisors.

Annual Review

This document will be reviewed on an annual basis, and is available to all staff.