



**Bowen  
Children's  
Centre**

**Bowen Children's Centre Society**  
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## **Workplace Bullying and Harassment Policy**

### **Purpose**

The purpose of this policy is to emphasize the BCC's zero tolerance policy for bullying and harassment and to outline the procedures to be followed when reporting and investigating a complaint or incident of bullying and harassment.

### **Policy**

Bullying or harassment is not acceptable or tolerated at the BCC. All workers and clients will be treated in a fair and respectful manner.

For the purpose of this policy, "workers" includes permanent employees, temporary employees, casual employees, contract workers and volunteers at the BCC. "Clients" includes all caregivers and legal guardian(s)/parents that interact with BCC workers.

Bullying and harassment includes any inappropriate conduct or comment by a person towards a worker or client, that the person knew or reasonably ought to have known would cause that worker or client to be humiliated or intimidated. Bullying and harassment does not, however, include any reasonable action taken by a supervisor relating to the management and direction of workers at the BCC.

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

Inappropriate conduct or comments often occur as part of an in-person interaction, but may also occur through electronic communications, including email and social media.

In accordance with the procedures below, workers and clients at the BCC must:

- not engage in bullying or harassment of other workers or clients;
- report any incident of bullying or harassment that is observed or experienced;
- and
- comply with all other aspects of this policy and its procedures, as appropriate.

No worker or client will be criticized or penalized in any way because they have, acting in good faith, reported bullying or harassment under this policy and its associated procedures. Any reports of retaliation against a worker or client who makes a complaint under this policy will be treated in the same manner as a complaint of bullying or harassment.

## **Procedures**

### **1. Reporting procedures**

- a. Workers and clients at the BCC may report incidents or complaints of workplace bullying or harassment verbally or in writing.
  - i. A written report of an incident or complaint of bullying or harassment should be submitted using the Workplace Bullying and Harassment form associated with this policy.
  - ii. When an incident or complaint is reported verbally, the designated reporting contact, along with the worker making the report, will fill out the Workplace Bullying and Harassment form together.
- b. The designed reporting contact will be the Executive Director. In circumstances where the matter involves the Executive Director as a complainant, respondent or witness, the worker or client should report the incident or complaint of bullying or harassment to the BCC Ombudsperson at **ombudsperson@bowenchildrenscentre.ca**

- c. If the worker or client has contacted the BCC Ombudsperson and does not receive a response within three (3) business days, they should contact the Chair of the BCC Board for assistance in contacting the Ombudsperson.
- d. Workers and clients should report incidents or complaints as soon as possible after experiencing or witnessing an act of bullying or harassment.
- e. Workers and clients are expected to cooperate and provide as much detail as possible of the incidents of bullying or harassment that they have experienced or witnessed in their report, including, where appropriate, the names of people involved, witnesses, where the events occurred, when they occurred, and what behaviour and/or words led to the complaint. The report may be accompanied by supporting documents, including but not limited to emails, handwritten notes, photographs and vandalized personal belongings.
- f. All records relating to a report of bullying or harassment must be retained by the BCC for a period of two (2) years.

## **2. Investigation procedures**

- a. Any investigation into incidents or complaints of bullying or harassment that do not involve the Executive Director as a complainant, respondent or witness will, in most situations, be conducted by the Executive Director. In complex situations, an external investigator may be hired.
- b. Any investigation into incidents or complaints that involve the Executive Director as a complainant, respondent or witness will, in most situations, be undertaken by the BCC Ombudsperson. In complex situations, an external investigator may be hired.
- c. The individual overseeing the investigation into the alleged bullying or harassment should ensure that the investigation is:
  - i. undertaken promptly, diligently and thoroughly;
  - ii. fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations;

- iii. sensitive to the interests of all parties involved
  - iv. confidential;
  - v. focused on finding facts and evidence, which may include interviews of the complainant, respondent and any witnesses; and
  - vi. conducted in a manner that is responsive to a request for assistance from the complainant or respondent during the investigation process, where appropriate.
- d. Upon completion of an investigation, the Executive Director, the BCC Ombudsperson or another external investigator, as appropriate, will provide a written report of their findings to the Board of Directors. The report should include recommendations for corrective actions.
- e. The Executive Director will oversee the implementation of the recommended corrective actions in a reasonable period of time, unless the Executive Director is the complainant or respondent. In such cases, the Board of Directors will oversee the implementation of the recommended corrective actions in a reasonable period of time.
- f. In appropriate circumstances, the recommended corrective actions may include referring a worker to the employee assistance program or encouraging them to seek assistance from a health care practitioner.
- g. Following any investigation, the Executive Director will review and revise workplace procedures in consultation with the Board of Directors in an effort to prevent any future incidents of bullying or harassment in the workplace.
- h. All records relating to the investigation and findings of an incident or complaint of bullying or harassment must be retained by the BCC for a period of two (2) years.

Supporting documents:

1. Workplace Bullying and Harassment Form For Employees
2. How to Document Incidents of Bullying and Harassment
3. BCC Investigation Form for Bullying and Harassment

**Related BCC policies and  
legislation**

**This policy approved on:**

**February 25, 2020**

*Organizational Structure Policy*

*Staff Handbook "Disputes  
Between Staff Members"*