



Hastings Centre Rockhounds

Vancouver Lapidary

Respect Policy and Complaint Resolution Procedure

We must all contribute towards a respectful atmosphere in our club where the values of trust, fairness, integrity, consideration and dignity guide our interactions with one another. We must ensure that we have inclusion of people with different backgrounds, strengths and opinions. We must ensure that everyone is safe from disrespectful, bullying or intimidating behaviours or harassment.

Policy Statement

Club members shall not be subjected to, and shall not subject another individual to, disrespectful behaviour as defined in this Policy.

Definitions

Complainant

The individual who is making a complaint that disrespectful behaviour has occurred.

Respondent

The individual who is alleged to have engaged in disrespectful behaviour.

Respectful Club

A Respectful Club is a club environment where individuals treat each other with respect at all times, which includes:

- Inclusion of people with different backgrounds, strengths, and opinions;
- Safety from disrespectful, bullying or intimidating behaviours; and
- Individual accountability for effective club relationships involving the constructive resolution of differences.

Disrespectful Behaviour

Disrespectful behaviour is behaviour that:

- Ought reasonably to be known or expected to be offensive, humiliating, or intimidating;
- Has a clear and demonstrably negative effect on the complainant; and
- Includes either words or actions and can consist of a single incident or several incidents.

Some examples of disrespectful behaviour as defined under this Policy include, but are not limited to:

- Public ridicule or humiliation;
- Verbal or written abuse or threats;
- Insulting, derogatory, or degrading comments, jokes, or gestures;
- Directing profanity or violent language at another club member;
- Interference with or vandalism of personal property; and
- Bullying, which can be defined as offensive, malicious, intimidating, ostracizing, insulting, or humiliating behaviour.

Harassment

Harassment is a form of discrimination and is prohibited by the BC Human Rights Code. It is defined as behaviour that a reasonable person would find unwelcome, has a negative impact on the atmosphere of the club, and is related to any of the characteristics which are listed as

Prohibited Grounds of discrimination in the BC Human Rights Code, namely:

- Age;
- Ancestry;
- Colour;
- Criminal or Summary Conviction Offence Family Status;
- Marital Status;
- Physical or Mental Disability;
- Place of Origin;
- Political Belief;
- Race;
- Religion;
- Sex; and
- Sexual Orientation.

Harassment can, depending on the seriousness of the behaviour, consist of a single incident or a number of incidents. It can be directed at one person, or it can involve a number of individuals. Behaviour does not need to be intentional to be considered harassment, although intention may be relevant in assessing the severity of the behaviour.

Some examples of harassment include, but are not limited to:

- Unwelcome, offensive remarks, jokes, slurs, or innuendo related to any of the Prohibited Grounds;
- Unwelcome, offensive behaviour related to gender identity, gender expression, or perceptions of sexual orientation or gender;
- Displaying or distributing derogatory or offensive pictures, graffiti, or other materials related to any of the Prohibited Grounds, including but not limited to racist, sexist, or homophobic materials;
- Refusing to interact or communicate with persons because of any of the Prohibited Grounds;
- Unwelcome, offensive communications related to a Prohibited Grounds sent by any means, including email or other electronic transmission;
- Unwelcome, offensive behaviour related to a Prohibited Ground that creates an intimidating, hostile, offensive, or poisoned environment;
- Unwelcome, offensive comments that are sexual in nature; and
- Unwelcome physical contact, such as touching, patting, or pinching.

Roles and Responsibilities

Executive Officers

Executive Officers have an essential role in preventing and resolving disrespectful behaviour issues. Executive Officers are responsible not only for their own actions, but also for dealing with the actions of members in the club. Their primary responsibilities with respect to disrespectful behaviour are to:

- Ensure members are provided with information about and access to policies and procedures related to behaviour expectations;
- Model appropriate, respectful behaviour;
- Monitor the club for incidents of disrespectful behaviour;

- Intervene promptly and appropriately when they know, or ought reasonably to know, that disrespectful behaviour is occurring;
- Work cooperatively with members to resolve and remedy instances of disrespectful behaviour;
- Take steps to restore positive working relationships;
- Ensure a fair, prompt, and equitable process is followed;
- Champion respectful club behaviours and practices;
- Protect the privacy and confidentiality of all individuals involved;
- Work with the complainant to determine corrective action;
- Where appropriate, facilitate joint involvement between the complainant and the respondent to resolve issues;
- Conduct the informal and formal processes to address concerns of harassment;
- Provide an accessible, impartial resource for all club members; and
- Educate and support all club members on preventing and addressing harassment.

Club Members

All members are a part of creating a respectful club and have a responsibility to refrain from disrespectful behaviours as defined in this Policy, and to:

- Act in a professional manner consistent with the standards that support this Policy;
- Take personal responsibility to maintain respectful membership relationships and constructively resolve conflicts;
- Seek out support and assistance if required from the Executive Officers or other resources to effectively resolve conflicts; and
- Cooperate with and participate in any related investigation process as required.

Complaint Resolution Procedure

Informal Route for the Resolution of Complaints

Before triggering the Complaint Resolution Procedure, the complainant should try discussing concerns directly with those involved, if it is reasonable and safe to do so. Often, the easiest way to stop disrespectful behaviour is to let those involved know that certain behaviours are disrespectful, unwelcome, and inconsistent with City policy.

- Otherwise if:
 - You have been unable to resolve a situation where you feel uncomfortable or unsafe in any way;
 - The situation has escalated or has become ongoing; and/or
 - The problem is a disagreement or misunderstanding.
- The complainant's responsibilities are to:
 - Ask one of the four Executive Officers for help in resolving the situation;
 - Initial that the information recorded in the "Complaints Resolution Binder" is correct; and
 - If the resolution doesn't work, optionally ask for the formation of a Special Complaints Resolution Committee.
- The responsibilities of the Executive Officer that you have chosen are to:
 - Attempt to solve your complaint consensually;
 - Record the complaint;
 - Record all information from you;
 - Call any witnesses and record their information; and
 - Record any resolutions in the "Complaints and Resolutions" Binder.

Formal Route for the Resolution of Complaints

- If:
 - A complaint cannot be resolved informally;
 - You have been unable to resolve a situation where you feel uncomfortable or unsafe in any way;
 - The situation has escalated or has become ongoing; and/or
 - You have a more serious complaint that may be deemed disrespectful behaviour or harassment, as defined in this Policy, a formal complaint may be made in writing.
- Complainant responsibilities:
 - Provide your written complaint to an Executive Officer of your choice.
- Responsibilities of the Executive Officer that you have chosen:
 - Within two weeks, call for the formation of a Special Complaints Resolution Committee

False or Malicious Complaints

- If a Complaint is found to be false or brought for malicious purposes, the Special Complaints Resolution Committee may take disciplinary measures against the Complainant with:
 - Written reprimand;
 - Suspension of membership;
 - Expulsion from the Club;
- However, a Complaint that is found to be unsubstantiated or based on a mistake may not be considered false or malicious.

Special Complaints Resolution Committee

- Committee Formation
 - Consists of 5 members.
 - 2 of which are from the Executive Committee.
 - Excluded from sitting on this committee are the Executive Officers, who consist of the President, Vice President, Treasurer, and Secretary.
 - 3 members of this committee shall be randomly drawn from a pool of at least ten members with a minimum of 3 years membership in the club, and who are seen by both parties to be impartial.
- Committee Responsibility
 - Hear all the evidence and record this information in the "Complaints Resolution Binder."
 - Call for witnesses.
 - Ask the witnesses for information and record this information in the "Complaints Resolution Binder."
 - Deliberate.
 - Decide on how best to resolve the disagreement, conflict, or ongoing situation.
 - Record all of the information in the "Complaints Resolution Binder."

Retaliation

- Any form of retaliation or discrimination against a club member because that person initiated a complaint, or because that person acted as a witness or participated in a complaint resolution process, will be considered a violation of this Respect Policy.
- If a member believes that they have been subjected to retaliation as set out above, that person may submit a written complaint to the Special Complaints Resolution Committee that dealt with the initial problem.
- Retaliation may result in Consequence Actions as defined below in Consequences of Disrespectful Behaviour.

Consequences of Disrespectful Behaviour

- Engaging in disrespectful behaviours or retaliation may result in Consequence Actions.
- Repeated instances of disrespectful behaviour will be considered as one of the factors in determining the appropriate level of Consequence action.
- Disrespectful behaviour does not need to be intentional, although intention may be relevant in assessing the severity of the behaviour.
- Consequence Actions:
 - An apology;
 - Written reprimand;
 - Suspension of membership; and/or
 - Expulsion from the Club.