

DID YOU KNOW?


AN INFORMATION SHEET FOR ST. JOHN AMBULANCE MEMBERS



HARASSMENT POLICY

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 **DID YOU KNOW** that harassment is a form of discrimination and is prohibited by law? St. John Ambulance's policy on harassment is applicable to all members, including any volunteer or employee as well as applicants for volunteer positions or employment. It applies within both the charitable and business functions of St. John Ambulance.

Harassment is any unwanted physical or verbal conduct that offends or humiliates an individual. It can interfere with a person's ability to do a job or obtain a service. Harassment is a type of discrimination, and can take many forms including threats, intimidation, verbal abuse, unwelcome or sexually suggestive remarks or gestures, unnecessary physical contact, or physical assault.

Policy: St. John Ambulance and its members shall not discriminate on any ground which is prohibited by provincial statute, and will not tolerate or condone harassment in any way.

Harassment Complaint Review Process:

⇒ *Informal Complaint:*

- Any member facing a situation involving harassment should initially try to resolve the complaint directly with the other party. This can be done by defining the unacceptable behaviour and requesting that it be stopped.
- If the first attempt is not successful, the complainant must report the incident immediately to their direct supervisor, who must deal with the complaint as quickly as possible. If no response is made within 15 working days, then the complaint must be dealt with formally.

⇒ *Formal Complaint:*

- If the first 2 steps don't resolve the situation, the complainant must provide a written complaint to the Executive Director/Vice President of their Council. This person will then initiate an investigation to determine the facts, counsel both parties on their rights and responsibilities, and attempt to resolve the complaint and bring both parties to a settlement.
- The Executive Director/Vice President may choose to appoint an investigator or investigation team.
- If the complaint can be justified and cannot be settled between the parties, the Executive Director/Vice President will review the facts with the investigator or investigation team and legal counsel to determine appropriate corrective action.

Any member may, at any time, file a complaint with the Canadian Human Rights Commission.

Everyone involved in a harassment situation has rights and responsibilities, whether they are the complainant or the person having a complaint of harassment made against them. Both parties have the right to be treated fairly, to be kept informed, and to be assured of confidentiality concerning the situation. Both parties also have the responsibility to participate in the process toward settlement, to cooperate during the harassment investigation, and to follow any course of action that is determined during the review process.

For detailed information on St. John Ambulance harassment policy, see StJCI 2-1-6. Also refer to the January 1997 issue of *DID YOU KNOW?* on "Discrimination".

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