



R.E.S.P.E.C.T

PAHAS members are encouraged to foster an environment of caring and trust in all aspects of the work of the society. We foster an environment where volunteers and employees are treated with dignity and respect, free from discrimination, harassment and bullying. We appreciate the uniqueness and diversity of all of our members and want to support you in resolving disputes the best that we can in a constructive manner.

Be Accountable

- ✓ Take responsibility for your actions & the impact it has on others
- ✓ Attempt to resolve personal differences in a respectful way
- ✓ Be part of the solution not part of the problem to improve respect and conflict
- ✓ Approach the right person for support in dealing with a conflict you do not feel equipped to handle on your own.

Steps to resolve concerns:

If a volunteer or employee believes they have experienced personal harassment, discrimination or sexual harassment they should ask the other party for a discussion regarding their concern if they feel it is reasonable and safe to do so.

Both parties should meet in a quiet place to maintain confidentiality and privacy as much as possible. The purpose of this discussion is to:

- Make the person aware of the unwelcome behaviour
- Hear the other persons perspective
- Ask that the conduct stop

If the concerns are successfully resolved, no further steps need be taken.

PAHAS Volunteers & Employees:

- ✓ Are polite, courteous and respectful.
- ✓ Listen to what others have to say.
- ✓ Are open-minded to new ideas and suggestions.
- ✓ Value diversity.
- ✓ Willingly apologize if you have offended someone even if you didn't mean to.

R.E.S.P.E.C.T. @ PAHAS

What if I am accused of disrespectful behaviour?

- ✓ Listen.
- ✓ Be open to the other person's point of view.
- ✓ Don't ignore the complaint.
- ✓ Apologize.

What to do if:

Somebody is rolling their eyes at you: Ask... "Is everything ok? Is there something you would like to say to me?"

Someone is swearing, yelling and making rude remarks to me. Don't get pulled in. Ask... "I can see you are upset, would you like to discuss your concern?"

You hear rumours and people telling secrets. Don't participate. Sharing this is not appropriate. I encourage you to go back and speak with that person.

I feel humiliated, intimidated and I feel I have been treated unfairly. Approach. Speak to the person if reasonable and possible.

Examples of unwanted behaviour:

- Degrading comments, embarrassing jokes, swearing, yelling, gossip, physical assault.
- Targeting or demeaning someone through online activities such as email, text message or social networking.
- Bullying, intimidating or deliberately excluding others.
- Discrimination on the basis of race, colour, ancestry, birthplace, political or religious beliefs, marital or family status, physical or mental disability, gender, sexual orientation, age, or criminal conviction.
- Unwelcome sexual comments or actions.

Any of the above actions have the effect of creating a hostile, intimidating or offensive volunteer and/or work environment and results in negative impacts for individuals and/or groups.

If you feel disrespected and do not feel it is reasonable or safe to approach the other party contact your group leader, manager, coordinator or designated board member for support or for direction on finding additional resources.