



Self-Help, Management Support, & Intervention

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Signature:  **Procedure No:** 6.3

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Step 1 - Self-Help:

Individuals are encouraged to attempt to resolve their concerns by direct communication with the person(s) engaging in the unwelcome conduct. Where individuals feel confident or comfortable in doing so, communicate disapproval in clear terms to the person(s) whose conduct or comments are offensive and request that the conduct cease. Keep a written record of the date, time, details of the conduct, and witnesses, if any.

If you are the person accused of the harassment, seek to understand the concern and be prepared to change your behaviour. Remember, it is not up to an individual to define what is uncomfortable for another person. Document what happened. Write down the date, time, location, names of witnesses, and your interpretation of the incident(s). This information may be conveyed to your manager if you are formally accused of harassment.

Step 2 - Management Support and Intervention:

1. Individuals who are not confident or comfortable with Step 1 and who believe they are victims of discrimination or harassment, or become aware of situations where such conduct may be occurring, are encouraged to report these matters to any one of the following: the employee's manager, Department Head, Human Resources, Coordinator – Health, Safety and Environment or City Manager.
2. Provide a written statement of complaint that contains a brief account of the offensive incident (i.e. when it occurred, what occurred, the persons involved, names of witnesses, if any; and the personal impact of the harassment). The statement shall also include the remedy sought and be signed and dated by the complainant;
3. If the complainant is of the reasonable belief that his or her manager or Department Head is involved in, or condones the harassment, the complaint should be made to the City Manager or Director of Corporate Services who will initiate an investigation immediately.