



Respectful Workplace POLICY

- Operational** (Approved by SPL Board)
- Administrative** (Approved by SPL CEO)

Date Effective: 2020-07-09

Date Last Reviewed or Revised: 2020-07-02

Review Cycle: Every five years by Director, Finance & Administrative Services

Purpose

Saskatoon Public Library's *Respectful Workplace Policy* aims to build and maintain a Respectful Workplace environment.

SPL and the Union recognize their responsibility to build and maintain a Respectful Workplace that values Personnel, their individual strengths, beliefs, aspirations, skills and experiences, and their diversity and cultural differences.

Policy Statement

The Union and the Library recognize that Disruptive Workplace Conflicts and Disrespectful Behaviour can jeopardize the dignity and well-being of Personnel and undermine work relationships and productivity. Early conflict resolution fosters a Respectful Workplace.

The Policy seeks to aid the resolution of personal workplace differences and conflicts. Resolutions may involve face-to-face meetings, facilitation, mediation, written reports and much time spent by Personnel. As such, the processes should be used only for conflicts of a serious nature.

Roles & Responsibilities

The best way to create and maintain a Respectful Workplace is to model respectful behaviour toward others.

Board

- 1) Approves the Policy.
- 2) Provides funding for training and education.

Director, Finance & Administrative Services

- 1) Acts as a role model in building and maintaining a Respectful Workplace.

- 2) Reviews and revises the Policy and Procedure as required.
- 3) Administers the Policy and Procedure.

Human Resources

- 1) Supports Personnel in resolving conflicts.
- 2) Provides awareness, education and training.

Managers & Supervisors

- 1) Act as role models in building and maintaining a Respectful Workplace.
- 2) Treat complaints seriously and follow up quickly.
- 3) Practice good conflict resolution methods.
- 4) Work with Union representatives or other Managers and Supervisors to resolve issues.

Union Representatives

- 1) Act as role models in building and maintaining a Respectful Workplace.
- 2) Treat complaints seriously and follow up quickly.
- 3) Practice good conflict resolution methods.
- 4) Work with Managers and Supervisors to resolve issues.

Personnel

- 1) Both the concerned employee and the recipient of the complaint take personal responsibility for trying to resolve a conflict or misunderstanding.
- 2) Attempt to resolve the conflict as soon as it arises.
- 3) Are polite and respectful to others.
- 4) Use open, honest and timely communication when discussing concerns.
- 5) Respect and support the processes in the Disruptive Workplace Conflict Resolution Flowchart (Appendix A) and the time frame required to resolve the issues. The Procedure details the flowchart's informal and formal processes.

Definitions

- 1) **"Board"**: Saskatoon Public Library Board.
- 2) **"CEO"**: Saskatoon Public Library CEO.
- 3) **"Disrespectful Behaviour"**: Inappropriate or offensive behaviour that detrimentally affects the workplace.

- 4) **"Disruptive Workplace Conflict"**: A dispute or communication breakdown between two or more individuals that impacts their ability to work productively and cooperatively in the workplace.
- 5) **"Library"**: SPL and its branches, permanent and temporary buildings, grounds and other spaces, including online spaces.
- 6) **"Personnel"**: SPL's term, part-time and full-time employees, Circulation Associates, casuals, security guards, contractors, consultants, Board, and volunteers (Friends of the Saskatoon Public Library).
- 7) **"Policy"**: *Respectful Workplace Policy*.
- 8) **"Procedure"**: *Respectful Workplace Procedure*.
- 9) **"Respectful Workplace"**: An environment where communication is open and civil, and conflict is addressed promptly and cooperatively.
- 10) **"SPL"**: Saskatoon Public Library.
- 11) **"Union"**: Canadian Union of Public Employees, Local No. 2669.

Appendices

- Appendix A: Disruptive Workplace Conflict Resolution Flowchart

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