



Granville  
Island  
Theatre  
District

# **RESPECTFUL WORKPLACES POLICY**

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## Table of Contents

<b>Application of this Policy</b> .....	2
<b>Definition of Discrimination</b> .....	2
<b>Definition of Bullying and Harassment</b> .....	3
Definition of Sexual Harassment.....	3
<b>Harassment is Not</b> .....	4
<b>General Conduct</b> .....	4
<b>Workplace Discrimination, Bullying, and Harassment Reporting Procedures</b> .....	4
Navigating Discrimination, Bullying and/or Harassment in the Moment.....	5
Navigating Discrimination, Bullying and/or Harassment After the Moment .....	5
How and When to Report.....	6
Reporting Contacts at the GITD .....	6
What To Include in an Incident Report.....	6
<b>Investigation Procedures</b> .....	7
How and When and Investigation Will Be Conducted .....	7
What Will Be Included.....	7
Roles and Responsibilities .....	7
Follow-up .....	8
Record-keeping Requirements.....	8
<b>GITD Worker Relationships</b> .....	8
<b>Vulnerable Sectors</b> .....	9
<b>Annual Review</b> .....	9
<b>RECORD OF INCIDENT</b> .....	10



## **RESPECTFUL WORKPLACE POLICY**

The Granville Island Theatre District Society (“GITD”) is committed to ensuring it provides a healthy, respectful work environment for its employees, its Board of Directors, Renters and their personnel, and the public. Discrimination, bullying and/or harassment, including but not limited to sexual harassment, is not acceptable or tolerated in the workplace. All persons will be treated in a fair and respectful manner.

### **Application of this Policy**

Unless stated otherwise herein, this policy applies to:

- all GITD employees (including permanent, temporary, casual, or contract) and its board members - collectively, the “GITD’s workers”; and
- all Renter employees and Renter’s personnel (including but not limited to their audiences/participants, staff, volunteers, and performers) – collectively, the “Renter’s workers”.

This policy’s application is not exclusive to GITD-stewarded premises, and is inclusive of, but not limited to, work-related events and communications, interpersonal communications including electronic mediums (email, text, social media, etc.), and off-site interactions.

### **Definition of Discrimination**

Discrimination is adverse or differential treatment of any person based on the person’s actual or perceived membership in a protected class or category of persons (see list below). Discrimination may be intentional or unintentional, it can take many forms, and its presence may be obvious or subtle. It may involve direct actions that are discriminatory on their surface, or it may involve rules, practices or procedures that appear neutral, but disadvantage certain groups of people or individuals. It may involve abusive actions of a physical, emotional, sexual, or neglectful nature. It may be one incident or a series of incidents depending on the context.

If a person does not explicitly object to discriminatory language or behaviour, or appears to be going along with it, this does not mean that the discriminatory language or behaviour is welcome or acceptable. Where many factors affect a decision or action, if even one factor is discriminatory, it will constitute a direct violation of this policy.

<b>Characteristics Protected Under this Policy</b>					
Race*	Ancestry+	National or ethnic origin+	Skin colour*	Citizenship	Religion*
Age*	Sex*	Sexual orientation*	Gender identity or expression*	Marital status*	Family status*
Disability (mental and/or physical) *	Genetic characteristics+	Political beliefs/affiliations	Place of origin+	A conviction for which a pardon has been granted or a record suspended+	

*Any characteristic marked with an asterisk ( \* ) is protected under both the BC Human Rights Code and the Canadian Human Rights Act as of the drafting of this document. Any characteristic marked with the plus sign ( + ) is protected under either the BC Human Rights Code, or the Canadian Human Rights Act as of the drafting of this document. This list may expand without notice.*

Examples of discrimination include, but are not limited to, the following:

- Unwillingness to train, evaluate, assist, or work with an employee
- Any rules, practices, or procedures that may disadvantage certain groups of people



- Harassment, verbal or physical, including bullying and sexual harassment

There may be instances where a position, role, responsibility, or other work-related duty requires one or more Bona Fide Occupational Qualifications. This means that businesses and employers may use an otherwise protected ground to make hiring, scheduling, and other job-related decisions in good faith. Decisions made based on Bona Fide Occupational Qualifications are not an example of discrimination.

Examples of work at GITD venues that may be affected by Bona Fide Occupational Qualifications include but are not limited to:

- Constructing a stage (ability to lift and carry heavy equipment)
- Hanging lights or other equipment from the grid (ability to work at heights)
- A worker's known medical conditions

### Definition of Bullying and Harassment

Bullying and harassment includes any inappropriate conduct or comment by a person or group of individuals towards another person or group of individuals that the alleged perpetrators(s) knew or reasonably ought to have known would cause that worker to be humiliated or intimidated, but **excludes** any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment. It may involve abusive actions of a physical, emotional, sexual, or neglectful nature.

Examples of conduct or comments that might constitute bullying and harassment include verbal aggression or insults, calling someone derogatory names, harmful hazing and/or initiation practices, vandalizing personal belongings, and spreading malicious rumours.

The GITD does not tolerate the display of pornographic, racist, or offensive signs, symbols and/or images; practical or "dirty" jokes that result in awkwardness or embarrassment; or unwelcome invitations or requests, whether indirect or explicit.

Examples of bullying and/or harassment include, but are not limited to, the following:

- Verbal aggression or insults
- Verbal or physical abuse
- Calling someone derogatory names
- Harmful hazing or initiation practices
- Vandalizing personal belongings
- Spreading malicious rumours
- Threats, stalking, leering, staring or gestures
- Condescension, intimidation, or paternalism which undermines self-respect
- Derogatory remarks, jokes, innuendo, or taunts about any characteristics related to a category to which an individual or group is perceived to belong

Intent does not determine whether the behaviour is bullying and harassment. A person cannot excuse their behaviour by saying they did not intend to be humiliating or intimidating.

### Definition of Sexual Harassment

Sexual harassment is a specific form of harassment. Sexual harassment is defined here as engaging in a course of vexatious comment or conduct against another person because of sex, sexual orientation, gender identity or

gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome or cause humiliation; Or, making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the individual and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

The behaviour need not be intentional to be considered sexual harassment.

Examples of sexual harassment include, but are not limited to, the following:

- Differential treatment of employees or co-workers
- Unwanted physical touching such as pinching, patting, rubbing/brushing up against another person's body, and/or leering
- “Dirty” jokes and practical jokes
- Display of sexually suggestive objects, pictures, and/or pornographic materials
- Verbal or written comments, suggestions, innuendoes, requests or demands of a sexual nature about an individual's body
- Demeaning language based on a gender or sexual preference
- A promise of better treatment in return for sexual favours
- Indirect or explicit threats for refusal of a sexual request like retaliation or reprisal for not complying with the sexual request

### **Harassment is Not...**

Harassment is not the behaviours of individuals that arise from a relationship of mutual consent. Respectful workplace banter, differences of opinion, a hug between friends, or compliment on physical appearance between peer colleagues where there is no power imbalance is not considered harassment under this policy. There would likely be a power imbalance between a Senior Manager, FOH Manager, Technician, patron, artist and/or volunteer.

In addition, the day-to-day issues related to the execution of a rental agreement, absenteeism, discipline and even dismissal – as long as they respect collective agreements, policies and legislation, are reasonable and not abusive or discriminatory - should not be interpreted as harassment. However, a workplace disagreement, when poorly handled or left unresolved, can lead to harassment.

### **General Conduct**

Individuals or groups must:

- not engage in the discrimination, bullying, or harassment of individuals or groups,
- report if discrimination, bullying, or harassment is observed or experienced, and
- apply and comply with the GITD's policies and procedures on discrimination, bullying and harassment.

### **Workplace Discrimination, Bullying, and Harassment Reporting Procedures**

The GITD is obligated to investigate and respond to every incident or complaint of discrimination, bullying and/or harassment it is made aware of. Because of this, a guarantee that reports or complaints will be maintained in total confidence without investigation cannot be made by the GITD in any circumstance.

Supervisors receiving report of incident or complaints cannot fail to address them. Doing so would violate their obligation to protect a worker. The liabilities associated with failing to appropriately address an incident or

complaint of harassment do not only rest with the Employer. Supervisors themselves may be liable for fines or other legal penalties for failing to fulfill their obligations to protect workers from discrimination, bullying, and harassment.

### Navigating Discrimination, Bullying and/or Harassment in the Moment

Whether you experience or are witness to an act of discrimination, bullying, or harassment (including sexual harassment), it can be dealt with in the following manner:

- **Only if you feel safe enough to do so**, tell the alleged offender(s) their behavior is unwelcome and ask them to stop.
- If the issue is with fellow worker, or you do not feel comfortable approaching alleged offender(s), notify your supervisor.
- If the behaviour persists and/or you don't feel comfortable addressing it directly with the individual(s), bring it to the attention of your supervisor.
- **GITD workers:** If you are working alone with only the Renter's workers present
  - immediately notify one of the GITD's Managers; Or wait notify one of the GITD's Managers until after the Renter's workers, and/or the alleged offender leaves - whichever makes you feel safer.
- **GITD workers:** If you are not working alone and feel comfortable doing so, inform another GITD staff member on duty of what you witnessed or experienced, but refrain from engaging in gossip.
  - GITD workers are encouraged to reshuffle the duties and responsibilities so they can ensure their peer is not forced to interact with the alleged offender more than necessary.
  - Depending on the duties and responsibilities of the individuals working, the degree to which duties and responsibilities can be reshuffled for the day will vary.
- **Renter's workers:** If you experience or witness an act of discrimination, bullying, or harassment by a GITD worker you must notify your supervisor, who must in-turn report the incident to the General Manager of the GITD.
- If you require additional (non-emergency) support to manage an act of discrimination, bullying, or harassment, call or text **CMHC Granville Island's Security** at **604-315-3003**.
- If you feel your physical well-being may be in danger:
  - Phone or text **CMHC Granville Island's Security** at **604-315-3003**, or
  - Phone the **Vancouver Police Department's non-emergency number** at **604-717-3321**.
  - If the danger is immediate or you are facing an **emergency**, phone or text **CMHC Granville Island's Security** (who can be on-site in less than 5 minutes) and phone **9-1-1**.
- If the alleged act of discrimination is especially problematic, the individual or group can be asked to leave the premises by a GITD worker.
- Any person or group who puts the physical well-being of another individual or group in danger will be asked to leave the premises immediately and may not return.

Any belongings or property left behind by the person or group can be picked up at a time designated for doing so by the GITD's Managers.

### Navigating Discrimination, Bullying and/or Harassment After the Moment

The GITD recommends you keep a Record of Incident, and that it is separate from your shift report. A Record of Incident can be anything legible, including but not limited to a complete incident form, notes written on scrap paper, or notes taken on an individual's cell phone. You do not need to have a Record of Incident form to file a complaint, but a Record can strengthen your report and help you remember details over time.



If the alleged offender(s) will be present for a multi-day rental and GITD worker has remaining shifts during the remainder of the rental period, you may ask the appropriate Manager to take you off the schedule. And, if for any reason you are not able to give up your remaining shifts for the rental period, you may approach a Manager for support when you are working. Appropriate support may include but is not limited to: re-assigning duties between staff members present; the Manager attending your remaining shifts for the rental period; the Manager issuing a written warning to the alleged offender or rental client, or any other reasonable action.

Like circumstances for the Renter's worker, whereby the alleged offender(s) will be present during the remainder of rental period at a GITD stewarded facility, and accommodation or appropriate support is required, it is to be arranged for between the Renter's worker and their manager. The GITD will provide support to the Renter's worker where it can reasonably do so.

### How and When to Report

Incidents or complaints should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated and addressed promptly. Reports of incidents or complaints of workplace discrimination, bullying and harassment can be made verbally or in writing.

When submitting a written complaint, please use a **Record of Incident** form if possible (an example of which is appended to the end of this document). If a written Record of Incident is not in place with the GITD when a complaint is filed with the GITD, the GITD will facilitate the creation of one as soon as the report of an incident or complaint has been received.

When reporting verbally, the reporting contact, along with the complainant, will fill out the Record of Incident. If a Record of Incident is not in place when a complaint is filed, the GITD will facilitate the creation of one as soon as the report of an incident or complaint has been received.

### Reporting Contacts at the GITD

A Renter's worker should submit a copy of their incident report to their manager.

At the GITD, a worker should report any incidents or complaints to the GITD's General Manager.

- General Manager for the GITD – [culturalconciierge@gitd.ca](mailto:culturalconciierge@gitd.ca)

If the reporting contact named above is the person engaging in the alleged discriminating, bullying and/or harassing behaviour, contact a member of GITD's Board of Directors instead.

- [boardchair@gitd.ca](mailto:boardchair@gitd.ca)

If the General Manager is unavailable (for example, on a period of leave), a report should be submitted to a member of the GITD's Senior Management team:

- Events & Facilities Manager (for Performance Works) – [performanceworks@gitd.ca](mailto:performanceworks@gitd.ca)
- Venue Manager (for The NEST) – [thenest@gitd.ca](mailto:thenest@gitd.ca)
- Venue Manager (for the Waterfront Theatre) – [waterfronttheatre@gitd.ca](mailto:waterfronttheatre@gitd.ca)
- Technical Operations Manager (for The NEST & Performance Works) – [technicaloperations@gitd.ca](mailto:technicaloperations@gitd.ca)

### What To Include in an Incident Report



Please provide as much information as possible in the incident report, such as the names of people involved, any witnesses, where the event(s) occurred, when they occurred, and what behaviour and/or words led to the complaint. Attach any supporting documents, such as emails, handwritten notes, or photographs. Physical evidence, such as vandalized personal belongings, can also be submitted. A Record of Incident need not contain all above information to be submitted as evidence in an investigation under this policy.

## Investigation Procedures

Allegations are not an indicator of fault, and the alleged offender(s) will not be disciplined before the investigation is concluded.

### How and When and Investigation Will Be Conducted

Most investigations at the Granville Island Theatre District will be conducted internally. In complex or sensitive situations, and external investigation might be hired.

Investigations will:

- be undertaken promptly and diligently, and be as thorough as necessary, given the circumstances
- be fair and impartial, providing both the complainant and respondent equal treatment in evaluating the allegations
- be sensitive to the interests of all parties involved, and maintain confidentiality
- be focused on finding facts and evidence, including interviews of the complainant, respondent, and any witnesses
- incorporate, where appropriate, any need or request from the complainant or respondent for assistance during the investigation process
- incorporate, where appropriate and if required, a representative from the Renting group during the investigation process

### What Will Be Included

Investigations will include interviews with the alleged target, the alleged offender, and any witnesses. If the alleged target and the alleged offender agree on what happened, then the GITD will not investigate any further, and will determine what corrective action to take, if necessary.

The investigator will also review any evidence, such as emails, handwritten notes, photographs, or physical evidence like vandalized objects.

### Roles and Responsibilities

The GITD's Senior Managers and Board of Directors are responsible for ensuring workplace investigation procedures are followed under this policy.

The GITD's workers and Renter's workers will be asked to cooperate with investigators and provide any details of incidents they have experienced or witnessed. The worker may decline to cooperate.

The reporting contact receiving the incident report will notify the General Manager of the GITD, or the GITD's Board of Directors if the latter is named as the alleged offender, who will select three members to form an Investigative Committee from the GITD's senior staff or board members. If appropriate, a representative of the Renter may be invited to join the Committee at the GITD's sole discretion.





The Investigative Committee will conduct investigations and provide a written report with conclusions and any recommended actions to the GITD's Board of Directors and the General Manager - provided they are not named as an alleged perpetrator.

If external investigators are hired, they will conduct investigations and provide a written report with conclusions to the GITD's Board of Directors, and if appropriate the GITD's General Manager.

#### Follow-up

The complainant(s) and alleged offender(s) will be kept informed by the Investigative Committee on the progress of the investigation but may not be made privy to the details of the investigation.

The alleged offender(s) and alleged complainant(s) will be advised of the investigation findings by the GITD's General Manager or GITD's Board of Directors. Appropriate corrective actions, if any, will be taken within a reasonable time frame.

Following an investigation, the GITD's Senior Managers will review and revise workplace procedures to prevent any future discrimination, bullying and harassment incidents in the workplace. If necessary, the GITD's Board of Directors will participate in this process.

In appropriate circumstances, workers may be encouraged to seek medical advice.

#### Record-keeping Requirements

The GITD expects that workers and Renters will keep written accounts of incidents to submit with any complaints. The GITD will keep a written record of investigations, including the findings.

#### GITD Worker Relationships

The GITD believes that a work environment where workers maintain clear boundaries between worker personal and business interactions is necessary for effective, professional operations. Although this policy **does not** prevent the development of friendships or romantic relationships between co-workers, it does establish boundaries as to how relationships are conducted during working hours and within the working environment.

Individuals in supervisory or managerial roles and those with authority over others' terms and conditions of employment are subject to more stringent requirements under this policy due to their status as role models, their access to sensitive information, and their ability to affect the employment of individuals in subordinate positions.

This policy does not preclude or interfere with the rights of employees protected by the *B.C. Employment Standards Act* ("BC ESA") or any other applicable statute concerning the employment relationship.

1. During working time and in working areas, workers are expected to conduct themselves in an appropriate workplace manner that does not interfere with others or with overall productivity.
2. During non-working time, such as lunches, breaks, and before and after work periods, workers engaging in personal exchanges in non-work areas should observe an appropriate workplace manner to avoid offending other workers or putting others in an uncomfortable position.
3. Workers are strictly prohibited from engaging in what would be deemed inappropriate physical contact, by a reasonable person, in the workplace and while anywhere on the premises, whether during working hours or not.



4. Workers who allow personal relationships with co-workers to adversely affect the work environment may be subject to disciplinary actions, if required. A failure to change behavior and maintain expected work responsibilities is viewed as a disciplinary matter.
5. Employee off-duty conduct is generally regarded as private, so long as such conduct does not create problems within the workplace. An exception to this principle, however, is romantic or sexual relationships between supervisors and subordinates.
6. Any supervisor, manager, director, or other organization official in a sensitive or influential position with the GITD must disclose the existence of a romantic or sexual relationship with another co-worker. Disclosure may be made to the General Manager of the GITD or the GITD's Board of Directors, who will review the circumstances to determine whether any conflict of interest exists and will notify the worker's manager of the same in confidence.
7. When a conflict-of-interest or potential risk is identified due to a worker's relationship with a co-worker, The GITD will work with the parties involved to consider options for resolving the problem. The initial solution may be to make sure the parties no longer work together on matters where one is able to influence the other or take action for the other. Matters such as hiring, firing, promotions, performance management, compensation decisions and financial transactions are examples of situations that may require reallocation of duties to avoid any actual or perceived reward or disadvantage.
8. Failure to cooperate with the GITD to resolve a conflict or problem caused by a romantic or sexual relationship between co-workers or among managers, supervisors, or others in positions of authority in a mutually agreeable fashion may be deemed insubordination and result in disciplinary action up to and including termination.
9. The provisions of this policy apply regardless of the sexual orientation of the parties involved.
10. Where doubts exist as to the specific meaning of the terms used above, employees should make judgments based on the overall spirit and intent of this policy.
11. Any concerns about the administration of this policy should be addressed to the General Manager of the GITD, or the GITD's Board of Directors.

### Vulnerable Sectors

At no time may a GITD worker be alone with a minor (a person who is under 18 years of age) in a room with a closed door. A rule of three is always followed: 2 adults and 1 child, or 1 adult and two children. This includes any situation where the GITD worker may be interacting with a minor.

Criminal record checks for all GITD workers who come into direct, unsupervised (meaning, without a Renter's worker present) contact with minors or vulnerable adults through their work are required.

### Annual Review

This policy and these procedures will be reviewed annually. All workers and Renters will be provided with a copy of this policy as soon as they are hired or engaged. Copies will be available at the worksite and on the GITD's internal communication platform.

<b>Date created:</b>	<b>Annual review date:</b>
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