

QUICK GUIDE FOR SUPERVISORS

Know your options Where to go for help and advice

1. Your **manager** will support and guide you. They may also help address the complaint directly.
2. The **Equity and Human Rights Office** implements Policy GV0205. The Office can provide you with advice and training. It also conducts formal investigations, provides mediation, and can assist to resolve complaints informally.
3. For matters involving faculty and librarians, the **Faculty Relations** unit of VPAC (the Office of the Vice-President Academic and Provost) coordinates investigations, and provides coaching and mediation.
4. Your **Human Resources Consultant** will provide you with advice and coaching. They will also assist your investigation, help you coordinate meetings, and establish the facts of a case.

Do something Take appropriate action

What to do when you receive a complaint

- Understand the situation. Ask open-ended questions to learn the story and discover what's important.
- Listen carefully and with empathy. Ensure that the complainant feels that they have been heard and their concerns understood.
- Offer support to the staff or faculty member through the Employee & Family Assistance Program (EFAP) or other on-campus resources.
- Commit to act. Say that you have a responsibility to address the complaint, provide support, describe the next steps, and follow up with specific measures.

Acting on the complaint:

For complaints that do not seem like Policy violations (e.g. workplace interpersonal conflict)

- gather information
- bring the parties together to discuss the complaint
- encourage the parties to resolve the problem on their own
- provide informal coaching and guide the parties to training and conflict resolution resources
- monitor the situation

For serious complaints of bullying, harassment, or discrimination that appear to represent clear Policy violations, promptly seek help from your manager, Human Resources, the Equity and Human Rights Office, or VPAC.

Stay engaged Investigate, monitor and communicate

You are responsible for following through on a commitment to act.

- Participate in the investigation.
- Communicate what steps are being taken, and check in periodically to report progress.
- Continue to offer support to your staff or faculty member as needed.

Members of the University Community have the right to work, study and participate in activities at the university in an environment free of Discrimination and Harassment.

Definitions at a glance

1. University of Victoria Discrimination and Harassment (Policy GV0205)

Discrimination is adverse differential treatment of a person or group of persons on the basis of a Prohibited Ground of Discrimination, as set out in the British Columbia Human Rights Code, that has the effect or purpose of unreasonably interfering with that person's or group's employment or educational status or performance or of creating a hostile or intimidating work or educational environment. Discrimination includes adverse effect or systemic discrimination which consists of entrenched and institutionalized practices, systems, and structures that operate to limit a group's or an individual's rights to opportunities or to exclude a group or an individual from participation on the basis of any Prohibited Ground of Discrimination.

Prohibited Grounds of Discrimination includes race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex (including gender identity), sexual orientation, age or conviction for a criminal offence that is unrelated to the employment or intended employment.

Harassment is any behaviour that satisfies one or more of the following definitions of Harassment:

Harassment based on a Prohibited Ground of Discrimination is behaviour directed towards another person that **a)** is abusive or demeaning; **b)** includes a direct or indirect reference to a Prohibited Ground of Discrimination; or **c)** would be viewed by a reasonable person experiencing the behaviour as interfering with that person's participation in a university-related activity or creating an intimidating, humiliating or hostile environment.

Sexual Harassment is behaviour of a sexual nature **a)** by a person who knows or ought reasonably to know that the behaviour is unwanted or unwelcome; **b)** that leads to or implies job or academically related consequences for the person harassed; or **c)** would be viewed by a reasonable person experiencing the behaviour as interfering with that person's participation in a university-related activity or creating an intimidating, humiliating or hostile environment.

Personal Harassment is behaviour directed towards members of the University Community that would be characterized by a reasonable person as **a)** abusive and demeaning; **b)** threatening or intimidating; or **c)** either interfering with the targeted person's participation in a university-related activity or creating an intimidating, humiliating or hostile environment. In addition, Personal Harassment must either abuse the power one person holds over another or misuse authority or constitute a pattern of mistreatment. **Personal Harassment is not a)** interpersonal conflict or disagreement; **b)** the use of appropriate evaluation or discipline; or **c)** action where the harm by any objective standard is fleeting.

2. WorkSafeBC

Workplace Bullying and Harassment includes any inappropriate conduct or comment towards a worker that the person knew or ought reasonably to have known would cause that worker to be humiliated or intimidated. It can arise from co-workers, supervisors and employers, and external sources (e.g., customers, students, and visitors).

Workplace Bullying and Harassment is not expressing differences of opinion, offering constructive feedback, making a legitimate complaint about another employee's conduct, and reasonable management action.

Supervisor – A person who instructs, directs and controls workers in the performance of their duties.

At UVic, supervisors include those individuals employed as Executives, Directors, Managers, Supervisors, as well as Deans, Chairs, and others who exercise supervisory responsibilities as part of their job.