

HERE

**we care about...
OUR COLLEAGUES**

**we watch...
OUR LANGUAGE**

**we mind...
OUR MANNERS**



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Everyone is allowed to a civilized work environment that is free of harassment and violence. This is the commitment made by the MWI IUHSSC in its Policy. By demonstrating appropriate and responsible conduct, regardless of the nature of our functions, every one contributes to develop and maintain a harmonious work climate.

Every gesture makes a difference!

HERE, WE CARE ABOUT OUR COLLEAGUES

- Respect colleagues and offer help
- Be open-minded toward people that are different than you (origin, age, sexual orientation, etc.)
- Try to mutually find an acceptable solution when a conflict occurs
- Understand the impacts of your behaviour and attitude toward others



HERE, WE WATCH OUR LANGUAGE

- Use an appropriate tone and speak politely
- Say hello, greet and respond to salutations
- Moderate your comments
- Avoid making inappropriate jokes



HERE, WE MIND OUR MANNERS

- Consider opinions and ideas different than your own
- Apologize when a mistake or a blunder occurs
- Control your emotions
- Address people with respect and discretion when making a remark or a reproach
- Ask for help politely when needed and show gratitude in return



It might not be harassment, but it is unacceptable in any work-related situations, either at work or outside of the regular work environment (social media, for example), to:

- Spread rumors, slander or make fun of a colleague
- Be condescending or make derogatory comments
- Exclude or ignore a colleague
- Give unpleasant looks, sigh, turn your back on a colleague
- Speak loudly, scream, use coarse language, swear

Demonstrating civility helps prevent conflicts, harassment and violence

Any form of incivility, conflictual situation, harassment or violence can be denounced. The following steps are recommended. According to the nature and the people involved, the sequence of these steps may vary.

1. Try to solve the situation by yourself, when possible. Act quickly and collaborate actively to solve the situation and prevent reoccurrence. Inform the respondent of the situation and ask to stop the wrongful behaviour
2. Ask the immediate supervisor to intervene
3. Ask the line supervisor to intervene (the supervisor of the immediate supervisor) if the situation is not solved despite the previous intervention



For harassment or violence cases, if the situation continues despite all efforts, it is possible to file an official complaint within 90 days of the last demonstration to the person designated for the implementation of the Policy. To do so, fill out the form provided for this purpose which includes the contact information in order to submit the complaint. This form is available:

- on Intranet
- by the Human Resources Customer Service:
inforh.comtl@ssss.gouv.qc.ca
514 634-4366 or 1 844 434-4366

Submitting an official complaint to the person designated for the implementation of the Policy can be done by the employees of the IUHSSC against another employee of the IUHSSC. The same process applies to physicians, dentists, pharmacists, medical residents, supplier, subcontractor, partner, researchers and students who would like to file a complaint against an IUHSSC's employee. For any other situation, refer to the intranet to find the appropriate procedure.

The complete versions of the Policy to promote civility and prevent harassment and violence in the workplace as well as the Procedure for the management of situations addressed in the Policy for harassment and violence complaint handling process are available on the [intranet](#), in French and English.