

	Document Title	Document Number	Issue Date
	Dignity at Work	2054	17/01/2019
	Approved By	Version Number	Review Due Date
POLICY	Chief Executive Officer	2	31/03/2023

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SCOPE	Organizational <input checked="" type="checkbox"/> Departmental <input type="checkbox"/>
TITLE	Dignity at Work
PURPOSE	To support the commitments, rights and responsibilities contained within the Code of Ethical Conduct and Code of Professional Conduct for nurses that will foster a healthy and positive environment that respects the personal worth, dignity and diversity of each member of the Sidra community and ensure that staff are treated fairly and equitably, and to ensure compliance with the Code.
APPLICABLE TO	<p>All Employees - Individuals hired directly by Sidra under an Employment Contract.</p> <p>All Non-Employees - Personal consultants working for Sidra; volunteers, students and employees seconded from or transferred from other organizations that are engaged by Sidra.</p>
DEFINITIONS	<p>Adverse Personnel Action – An employment – related act, recommendation, decision, or omission by a manager which may have a negative impact on the employee’s employment. Adverse personnel action can include informal or formal action including but not limited to formal action for example under the Corrective Action Policy and formal/informal action relating to compensation, promotion, job scope, holiday and training or other privileges.</p> <p>Bullying – A form of Inappropriate Behavior. Examples could include aggressive or abusive behavior, such as shouting or personal insults, spreading malicious rumors or gossip and behavior that has the effect of undermining the individual. Appropriate performance management of individuals, in accordance with Sidra’s employment policies and core values would not constitute bullying.</p> <p>Code of Ethical Conduct – Sidra’s Code of Ethical Conduct 2016 or as amended from time to time.</p> <p>Code of Professional Conduct – Sidra’s Code of Professional Conduct for nurses.</p> <p>Complainant – A Staff member who raises a complaint or concern under this policy.</p> <p>Corrective Action – Formal action taken against a Staff member under Sidra’s Corrective Action Policy.</p> <p>Discrimination – Behavior that unfairly distinguishes between individuals based on certain characteristics, including race, gender, color, ancestry, ethnic origin, marital status, age, disability, family status and religion. Examples could include a failure to appoint, promote or develop an individual; the unfair allocation of work, because of one or more of these characteristics.</p> <p>Good Faith – When an employee has reasonable basis for reporting an alleged conduct or wrongdoing. Good Faith will be deemed lacking when an employee does not have personal knowledge of a factual basis for the communication or where an employee knew or reasonably should have known that the communication about the alleged wrongful conduct is malicious.</p> <p>Harassment – Harassment is unwelcome conduct that may be perceived as offensive, intimidating, hostile, abusive or as an unwanted sexual advance.</p>

It includes Inappropriate Behavior that relates or appears to relate to the individual's race, gender, color, ancestry, ethnic origin, marital status, age, disability, family status and religion.

It includes behavior that humiliates or undermines the individual.

Inappropriate Behavior – Conducting oneself in a way that is undesirable, unsuitable, or improper. Inappropriate behavior can include degrading or demeaning comments, profanity or similar offensive language and gestures, and discussing workplace conduct, concerns and conflicts in front of others without a need to know.

Inappropriate behavior includes Bullying, Harassment and victimization, and may involve actions, words or physical gestures that could reasonably be perceived to be the cause of another person's distress or discomfort. Bullying or Harassment may be by an individual against an individual or involve groups of people.

Behavior is inappropriate if it:

1. Is unwanted by the recipient.
2. Has the purpose or effect of violating the recipient's dignity and/or creating an intimidating, hostile, degrading, humiliating or offensive environment and,
3. Having regard to all the circumstances, including the recipient's perception, it is reasonable to conclude that the behavior has that effect.

Inappropriate behavior does not have to be face-to-face, and may take many forms such as written, telephone or email communications or through social media.

Further examples of Inappropriate Behavior include:

1. Unwanted physical contact.
2. Stalking.
3. Offensive comments/jokes or body language, particularly where this may be viewed as threatening.
4. Publishing, circulating or displaying pornographic, racist, sexually suggestive or otherwise offensive material or pictures.
5. Isolation, deliberate exclusion and/or non co-operation at work. This could include communication in a language other than English with the intention to primarily exclude, embarrass or otherwise harm a Staff Member.
6. Intentional misrepresentation about an employee communicated to others, such as spreading malicious gossip, undermining or discrediting of colleagues.
7. Excessive work monitoring, assignment of meaningless, unrealistic, or 'set up to fail' tasks/projects, unprofessional communication, disparaging or unconstructive remark.
8. Persistent and unreasonable criticism.
9. Unreasonable demands and impossible targets.
10. Misuse of position or influence, whether managerial, professional or social, with the intention of causing frustration or exerting undue influence on a colleague or group of colleagues. This may include unwarranted delay in processing legitimate work requests, unreasonable denial of annual or study leave, unwarranted denial of compassionate leave requests, the threat of removal of work visa or job security; pressure to be credited or recognized for work where no contribution was made, unjustified blocking of career development and the undermining of work performance, scope of employment or professional reputation.

Malicious or Vexatious Complaints – A complaint may be considered to be malicious or vexatious if it is not made in Good Faith, if deliberately false allegations are made as a form of bullying against a Staff Member, or where there are a series of frivolous and clearly unfounded allegations.

	<p>Staff Member/Staff – All Employees: Individuals hired directly by Sidra under an Employment Contract. All Non-Employees: Personal consultants working for Sidra, volunteers; students and employees seconded from or transferred from other organizations that are engaged by Sidra.</p> <p>Workplace Violence – Any act or threat of physical violence, harassment, intimidation or other threatening behavior. This includes but is not limited to any actual or attempted assault (including sexual assault and physical attacks), threats and verbal, psychological or sexual abuse.</p>
<p>EXPECTED OUTCOME</p>	<ol style="list-style-type: none"> 1. Clarification of: <ol style="list-style-type: none"> 1.1. The nature of unacceptable and inappropriate behaviour. 1.2. The rights and responsibilities of Staff and managers under this policy. 1.3. The responsibilities for managing and supporting Staff when concerns are raised under this policy. 2. A healthy and positive environment that respects the personal worth, dignity and diversity of each member of the Sidra community and ensures that staff are treated fairly and equitably.
<p>POLICY STATEMENT</p>	
<ol style="list-style-type: none"> 1. In order to complement the Code of Ethical Conduct and Code of Professional Conduct for nurses, and to promote the dignity of Staff and a positive work environment, Sidra will not tolerate any form of Discrimination, Bullying, Harassment, Inappropriate Behaviour or Workplace Violence. 2. Managers will ensure that there is consistent enforcement of this policy through performance management and Corrective Action up to and including dismissal at Sidra for all substantiated violations of laws, this policy and the Code of Ethical Conduct and Code of Professional Conduct. For non-Sidra employees, all appropriate action will be taken to enforce this policy and the Code of Ethical Conduct and Code of Professional Conduct for nurses under the contractual arrangements for the non-Sidra employee. 3. Staff are expected to report concerns under this policy in a timely way. 4. The procedures established under this policy will ensure that confidential and supportive reporting systems are available to Staff for reporting concerns under this policy. 5. Reported concerns will be taken seriously, investigated promptly and dealt with fairly and sensitively without fear of victimization, even if the concerns prove on investigation to be unfounded. 6. Those however who are found to have made a Malicious or Vexatious Complaint may be subject to formal Corrective Action. 7. It is recognised that formal investigations can be lengthy and have a detrimental effect on working relationships, whether the complaint is upheld or not. Appropriate support will be made available to both parties involved in an investigation through Occupational Health, EAP, or other agreed support. 8. Responsibility for the Policy. <ol style="list-style-type: none"> 8.1. The Human Resources Department has overall responsibility for this policy and for reviewing the effectiveness of actions taken in response to concerns raised under this Policy. 8.2. All Staff have responsibility to report concerns under this policy and to ensure that their behaviour at all times reflects the good employment practice promoted under this policy. 9. The Dignity at Work Policy may be amended from time to time, as necessary. 	
<p>COMPLIANCE REFERENCES</p>	<p>Processes will be developed to monitor the effectiveness of these arrangements in the workplace through recording the resolution of complaints, disciplinary investigations, exit interviews and staff opinion surveys.</p> <p>Joint Commission International, Joint Commission International Accreditation Standards for Hospitals. 6th Edition, Joint Commission International: Oak Brook, ILL. 2017</p> <p>JCI- GLD.12</p>

RELATED DOCUMENTS	<p>PRO - O - Dignity at Work POL – O - Grievance POL - O – Whistleblowing POL - O - Corrective Action POL - O - Facility Safety Sidra Code of Ethical Conduct Sidra Code of Professional Conduct for nursing staff Sidra Core Values and Sidra Behavioural guide Sidra Investigation Process</p>
REFERENCES	
NAME OF AUTHOR	Jim Beck, Chief Human Resources Officer
POLICY OWNER/ DEPARTMENT	Chief Human Resources Officer – Human Resources
APPROVAL BODY	As per Executive Committee Delegation of Authority for Policy Approval (V.4 12 August 2018)
MEASUREMENT OF COMPLIANCE	<p>Monitoring of concerns or complaints recorded under this policy. Employee Opinion Survey. Monitoring of exit interviews.</p>
KEYWORD SELECTION	<p>Keyword 1 : Workplace violence Keyword 3 : Discrimination Keyword 2 : Harassment Keyword 4 : Inappropriate conduct</p>

Version Number	Issue Date	Summary of amendments Key Changes	Communication Message
1	31/01/2017	New	
2	17/01/2019	<ul style="list-style-type: none"> - Approved by the Policy Steering Committee as minor amendment. - Deleted the following statement: Status of the Policy. The Dignity at Work Policy does not form part of and is not intended to vary the contract of employment or worker's contract. 	None