

WILDSIGHT KIMBERLEY CRANBROOK

Policies and Procedures Manual

Adopted by the Board of Directors June 22nd, 2016; Amended November 21, 2018

1. INTRODUCTION

- 1.1. This Policies and Procedures Manual is meant to provide guidelines for Directors, Spokespersons, Volunteers, employees, and contractors of Wildsight Kimberley Cranbrook (Kim/Cran). (referred to as the “Branch” or the “Organization”)
- 1.2. The Directors of Wildsight Kim/Cran may amend the manual from time to time by a 2/3rds majority vote of directors present at a meeting.
- 1.3. When amendments are approved by the board of Directors, the Branch will make the updated manual available for all parties listed above either electronically or in hard copy.
- 1.4. This manual will be made available to the general membership upon request.
- 1.5. Wildsight Kim/Cran will review its policies and procedures on an annual basis.
- 1.6. This task will be overseen by the Branch Manager, and any changes must be approved by the Board prior to taking effect.
- 1.7. This manual, when approved, and any amendments approved by the Board, will be announced and made available to members at the next General Meeting. Members will also be informed about how to suggest amendments
- 1.8. Customary Practice: Items in this manual labelled “Customary Practice” are meant to describe, but not prescribe, common and traditional ways of operating, and create a historical memory for the Branch.

2. Membership:

- 2.1. Membership shall be determined as set out in Wildsight Regional and Branch Bylaws.
- 2.2. An award for Distinguished Contribution to Wildsight Kim/Cran may be conferred on any member, provided that such designation is not in conflict with Wildsight Regional or Branch Bylaws.
- 2.3. Candidates for the Distinguished Contribution Award shall be nominated by the Board of Directors and voted on by members present at the Annual General Meeting.

3. Elections:

- 3.1. Elections shall be conducted as set out in Wildsight Regional and Branch Bylaws
- 3.2. The maximum number of directors elected at any one time will be 12.
 - 3.2.1. If there are fewer than 12 candidates, those nominated will be declared elected by acclamation.
 - 3.2.2. If there are more than 12 candidates, a secret ballot vote will be held in which those 12 candidates who receive the greatest number of secret ballot votes will be elected.
 - 3.2.3. The chairperson may designate a member who is not a Director to conduct a vote and act as scrutineer.

- 3.3. Candidates for the Board of directors must:
 - 3.3.1. Be a member of Wildsight Kimberley Cranbrook in good standing;
 - 3.3.2. Be nominated by another member in good standing;
 - 3.4. Customary Practice 2016: In the event that there are new, and/or more than 12 candidates, Candidates are advised to provide a brief written introduction of themselves (not more than 200 words) for presentation to those present at the meeting. Such introduction may include but need not be limited to:
 - 3.4.1. Name
 - 3.4.2. Occupation/career
 - 3.4.3. Experience and or education
 - 3.4.4. Reason(s) for their candidacy
 - 3.5. Candidates may submit brief bios (max 200 words) to the branch manager for printing
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- 4. **Meetings:** Shall be held in accordance with Wildsight Regional and Branch Bylaws, and:
 - 4.1. Shall be conducted according to Robert's Rules of Order
 - 4.2. May include, when appropriate to do so, consensus based decision processes.
 - 4.3. May include participation by directors not present in the meeting room as long as there is full access to documentation, and, subject to the exceptions noted in 4.4, ability to participate orally in proceedings e.g. phone or Skype or other such audio/visual technology. (Texts or e-mail are not considered adequate communication methods for active participation.)
 - 4.3.1. Exception: When urgent (exceptional) situations arise that require quick board decisions within short timelines, votes may be held by phone or e-mail.
 - 4.3.2. Any two board members can ask for a phone or e-mail vote on an issue.
 - 4.4. Shall be recorded in official minutes available to members upon request.
 - 4.5. Quorums
 - 4.5.1. For general Meetings – A quorum at any general meeting, including the AGM, shall be no fewer than five persons.
 - 4.5.2. For Board Meetings - A quorum for meetings of the Board of Directors shall be no fewer than three directors.
 - 4.6. Customary Practice 2015: Board meetings are usually held once per month
 - 4.6.1. Meetings are scheduled toward the end of the month to enable preparation of financial statements.
 - 4.6.2. Meetings are not usually scheduled in August or December unless there are emergent issues.
 - 4.6.3. Some meetings include potluck dinners.
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- 5. **Committees:** (See Bylaws 9.1-9.3)
 - 5.1. The Board of Directors may initiate Special Committees and appoint members to those Committees from time to time.
 - 5.2. Committees shall have their purposes described in writing, including timelines and reporting expectations.

- 5.3. Committees shall operate in accordance with the bylaws and policies of Wildsight Kimberley Cranbrook
- 5.4. Committees shall obtain approval from the Board of Directors before agreeing to any significant policy, communication, or course of action.

6. External Representation:

- 6.1. When there is a request or opportunity for Wildsight Kim/Cran to be represented on external Boards, Committees, or organizations, the Board may appoint representatives to such organizations.
- 6.2. The Board should provide appropriate information and support for such representatives.
- 6.3. Representatives shall:
 - 6.3.1. Familiarize themselves with Branch policies and positions.
 - 6.3.2. Seek Board approval for any policy positions before they are formally advanced.
 - 6.3.3. Provide information and reports to the Board as appropriate.
 - 6.3.4. Customary Practice 2015: The Branch has representatives on the Kimberley Watershed Committee, The Humanity Network, and the Cranbrook Food Action Committee

7. Roles and Responsibilities:

- 7.1. Members: Members in good standing may:
 - 7.1.1. Attend general meetings with the right to vote;
 - 7.1.2. Attend meetings of the Board of Directors but do not have the right vote.
 - 7.1.3. Make written recommendations to the Board of Directors;
 - 7.1.4. Be nominated for election to the Board of Directors;
 - 7.1.5. Nominate others for election to the Board of Directors;
 - 7.1.6. Present project proposals for consideration by the Branch Manager and the Board of Directors.
- 7.2. **The Board of Directors:** Directors, in accordance with Wildsight Regional and Branch Bylaws:
 - 7.2.1. Shall exercise all appropriate powers, including the direction and supervision of the business and financial affairs of Wildsight Kimberley Cranbrook.
 - 7.2.2. Shall act, through the Branch Manager, as the employer for staff and contractors.
 - 7.2.3. Shall ensure that the organization is operating in accordance with its mission and the purpose.
 - 7.2.4. Shall regularly review and develop Branch priorities and action plans for campaigns and projects.
 - 7.2.5. Shall become familiar with Branch policies and procedures and shall sign the Kim- Cran Civility and Respect agreement.
 - 7.2.6. Shall oversee, monitor and conduct, through the Branch Manager and the Treasurer, the financial affairs of the Organization. (Fiduciary Responsibility)

- 7.2.6.1. Approve an annual budget for the organization.
 - 7.2.6.2. Approve project applications
 - 7.2.6.3. Approve regular financial reports from the Treasurer
 - 7.2.7. Shall provide supervision, direction and support for the Branch manager in conducting the business of Wildsight Kimberley Cranbrook.
 - 7.2.8. Shall conduct regular performance reviews of the Branch Manager.
 - 7.2.9. Shall provide direction, training, and support as practicable for individual Directors to fulfil their roles and responsibilities.
 - 7.2.10. May initiate and appoint members to Branch Committees for special purposes.
 - 7.2.11. Customary Practice 2015: The Board has struck a Personnel Committee to review policies and procedures regarding personnel matters.
 - 7.2.12. May designate, through consultation with the Branch Manager, spokespersons for public events and/or for public relations or media.
 - 7.2.12.1. Provide guidelines and support for designated spokespersons
 - 7.2.12.2. Approve any policy positions before they are publicly announced.
 - 7.2.13. Customary Practice 2015: When a director anticipates being absent for more than two consecutive regular monthly meetings, that director should give written notice of formal leave of absence from the Board and all Board deliberations for the full period of the anticipated absence.
 - 7.2.14. Customary Practice 2015: Board members often volunteer to help out at various Wildsight sponsored activities and events.
 - 7.2.15. Customary Practice 2015: Consistent with Regional bylaws, The Board may nominate directors to be directors on the Wildsight Regional council.
- 7.3. The Branch Manager:
- 7.3.1. Customary Practice 2015 : This position is essentially the same as the role of an Executive Director but named Branch Manager to avoid confusion with the position in Wildsight Regional.
 - 7.3.2. Manages day to day operations of the organization.
 - 7.3.3. Is authorized to make expenditures on behalf of the society and to delegate this ability to other people under contract with Wildsight Kim/Cran.
 - 7.3.4. Reviews and works with the board to develop Strategic Plans
 - 7.3.5. Hires, supervises, and supports staff and contractors.
 - 7.3.6. Conducts regular performance evaluations for staff and contractors.
 - 7.3.7. Works with the Board, staff, and contractors to develop policies and programs to achieve the goals of the organization.
 - 7.3.8. Manages, consults with, and keeps the board informed about what the organization is doing:
 - 7.3.8.1. Program/Project Proposals
 - 7.3.8.2. Program Reports
 - 7.3.8.3. Grant applications
 - 7.3.8.4. Staffing needs, decisions, job descriptions and contracts
 - 7.3.8.5. Fundraising initiatives

- 7.3.8.6. Evaluations to ensure that the organization is efficient, effective and ethical.
 - 7.3.9. Attends board meetings and maintains open lines of communication with the board of directors.
 - 7.3.10. May act as a public spokesperson for the organization
 - 7.3.11. May designate, in consultation with the Board, spokespersons for public events and/or for public relations or media.
 - 7.3.12. Manages communications and outreach activities including e-blasts and the website.
 - 7.3.13. Coordinates campaigns and events.
 - 7.3.14. Manages and maintains the office and equipment owned by the organization.
 - 7.3.15. Is an ex-officio (by virtue of the position) member of all committees
- 7.4. Contractors – policy work in progress
- 7.5. Volunteers – policy work in progress

8. Financial Matters:

- 8.1. The Board shall designate at least three people to have signing authority over financial accounts of the organization
- 8.2. One of these designates shall be the Branch manager upon satisfactory completion of any probationary period.
- 8.3. Designated individuals who step down from the Board or a branch manager who ends employment with the Board, shall be removed from the list of those designated as signatories. **Customary Practice 2015** : the Branch Manager is made one of the designates upon completion of the probationary period.
- 8.4. **Donations:** (2018-11-21) From time to time, Wildsight Kimberley/Cranbrook may solicit and/or be offered monetary, product, or in-kind donations from individuals, businesses or corporations. This policy is intended to facilitate simple processing of donations without unnecessary documentation or procedures while still avoiding public relations, policy, or ethical dilemmas.
 - 8.4.1. Minor donations (under \$500 value) may be accepted at the discretion of the Branch Manager.
 - 8.4.2. Substantial donations (greater than \$500 value) may also be accepted at the discretion of the Branch Manager who should vet donors to ensure that the donor's goals, values, and activities, are not in conflict with the Branch vision, mission, or values.
 - 8.4.3. The Branch Manager may seek advice from Board members if there are any questions associated with a donation.
 - 8.4.4. If donations are offered without conditions, in most cases they can be gratefully accepted.
 - 8.4.5. In the event that a donor asks for some benefit and/or recognition in return for the donation, the Branch Manager may consult with Board members if there is uncertainty about the appropriateness of attached benefits.

- 8.4.6. Some possible benefits may be: press photos, name mention in a newsletter, public thank you, posters at events, etc.
- 8.4.7. Donors should be informed of potential to receive tax deductions.
- 8.4.8. Appreciation for donations should always be expressed.

8.5. **Sponsorships:** In a situation where an individual or corporation wishes to sponsor an event, a program, or an activity, then several steps should be taken to ensure timely processing and also to avoid conflict of interests, ethical dilemmas, or clashing perceptions, policies, or values.

- 8.5.1. Sponsors should be vetted to ensure that the sponsor's goals, values, and activities, are consistent with and not in conflict with the Branch vision, mission, or values.
- 8.5.2. The Branch manager should negotiate a written agreement outlining the nature of the sponsorship and any conditions or benefits that apply.
- 8.5.3. If necessary, The Branch Manager may consult with board members or bring proposed sponsorships before the whole Board before approving sponsorships.
- 8.5.4. In evaluating sponsorships, consideration should be given to any contentious issues or conflicts that may arise.
- 8.5.5. A graduated scale of sponsorship amounts and corresponding benefits may be established for specific events so that both Wildsight and the sponsor clearly understand any mutually agreed conditions before an event.
- 8.5.6. Liability waivers can be signed if needed.

8.6. **Wildsight Sales:** (2018-11-21) From time to time, Wildsight Kimberley/Cranbrook may offer items for sale to the general public.

- 8.6.1. General sales practices, record keeping, and distribution of profits should be approved by the Board of Directors.
- 8.6.2. A sales budget should be established to record and track revenue and expenses.
- 8.6.3. Individual sale details such as pricing, sale locations, and profit margins may be determined by the Branch Manager who may consult with the Board as needed.
- 8.6.4. Items and or services may be purchased for sale, acquired as donations, or taken on consignment.
- 8.6.5. Providers of products or services should seek approval of the Branch Manager to provide items for sale, and should provide detailed descriptions and/or samples.
- 8.6.6. A normal ratio for consignment items would be 35% of the purchase price for Wildsight and 65% for the provider.
- 8.6.7. In the event that Board members or their family members submit items for consignment, The Branch Manager should first determine whether such a transaction is appropriate and if approved, the Board should provide written exemption from any conflict of interest.
- 8.6.8. Should there be any disagreements or conflict regarding sales or sales practices, the Board of Directors shall make final decisions on sales related matters.

9. **Expenses:** This policy is an attempt to clarify and articulate in writing the spirit and effectiveness of established historical practice within Wildsight. It is also an attempt to account for changing dynamics of volunteerism and to recognize that there exists a diversity of economic circumstances among members that may require a diversity of responses.
 - 9.1. Customary practice 2015: Many volunteers and directors choose to contribute their time and incidental expenses without asking for reimbursement. It should be acknowledged that this is in effect, a generous form of voluntary contribution to Wildsight.
 - 9.2. Definitions:
 - 9.2.1. Voluntary Activities are those activities that members consent to do by their own choice with no inherent expectation or requirement that these duties be performed.
 - 9.2.2. Required Activities are activities for Staff, contractors or Board members that are considered a normal expectation or requirement in fulfilling the duties of the individual's role.
 - 9.2.3. Necessary expenses are those incurred as a result of performing the expected and required activities of members and staff. Examples might include: travel to meetings, meals away from home or accommodation.
 - 9.2.4. Out of Pocket expenses: are those expenses incurred during *voluntary* activities that result in costs to the member/volunteer for which the individual wishes to be reimbursed.
 - 9.2.5. Extraordinary Expenses: If approval is sought for any expenses that appear to be unusual or beyond the scope of the guidelines below, the matter should be decided by the Branch Manager who may bring the question before the board if further consultation is necessary.
 - 9.3. Volunteering:
 - 9.3.1. No Expenses Paid: Members may, as has often been the case, continue to take part in voluntary activities, and may choose not to claim expenses incurred for such activities.
 - 9.3.2. Expenses Paid: In principle, members or staff persons have a right, in accordance with the expense guidelines outlined below, to be reimbursed for out-of-pocket expenses incurred during voluntary activities unless they choose not to claim (see 9.1)
 - 9.3.3. Members should ask the Branch Manager for prior approval of all expenses.
 - 9.3.4. Receipts should be retained to verify all expenses.
 - 9.4. Required activities: In accordance with the expense guidelines outlined below, claims can be filed for expenses incurred during required/expected activities.
 - 9.5. Transportation: As a general rule, staff persons and members should use the fastest and most economical, and least carbon intensive mode of transportation.
 - 9.5.1. Cost may be reimbursed at actual cost (with receipts) for:
 - 9.5.1.1. Public transportation
 - 9.5.1.2. Taxi or Limousine:

- 9.5.1.3. Per kilometer expenses can be claimed for use of their private automobiles at a rate of 45 cents per kilometre.
- 9.5.2. Staff persons and members must carry their own automobile insurance for passenger hazard, third-party liability, and collision/comprehensive but may claim expenses for extra “business use” certification if a vehicle needs this qualification. Additional insurance costs are an eligible expense.
- 9.5.3. Parking charges are reimbursed at actual cost.
- 9.5.4. Car-pooling is encouraged.
- 9.5.5. Car Rental must be pre- approved by the Branch Manager.
- 9.5.6. Transportation to and from the normal place of work is not considered a claimable expense.
- 9.6. Accommodation: Where attendance at an event is required;
 - 9.6.1. Hotels or other accommodations are at cost.
 - 9.6.2. Claims must be supported by receipts.
 - 9.6.3. Should another person accompany the staff person or member, but not for official business reasons, reimbursement for accommodation will be limited to the expense that would have been incurred if that person had travelled alone.
- 9.7. Meals: When staff or members are required to be away from home to attend activities, the following meal allowances.
 - 9.7.1. breakfast—\$12, lunch—\$14, dinner—\$24
 - 9.7.2. No meals may be claimed when they are not included in accommodation or registration fees.
 - 9.7.3. Individuals should use reasonable judgement on whether to claim meals in relation to meeting start and end times.
- 9.8. Telephone: Any claim must be supported by a copy of the telephone company billing or hotel account and an itemized explanation of the calls.
- 9.9. Child Care: Generally considered an extraordinary expense. Prior approval of the Branch manager must be sought before incurring expenses for child care.

10. Conflict of Interest Policies:

Preamble: Wildsight Kimberley-Cranbrook recognizes that the local environmental community is in fact a small collective of engaged residents and environmental professionals. As such, Wildsight Kim-Cran Board members may have skills and interests that are particularly well-suited to positions of employment or to initiating specific projects with associated grants or funding. Board members should not be excluded from applying for employment or initiating approved projects for which they would be the primary contractor. What follows are guidelines to ensure fairness in all processes.

- 10.1. Wildsight Kim/Cran Employees, Contractors and Board members must disclose any real or perceived conflicts of interest promptly as they arise.
- 10.2. All Directors must disclose perceived or real conflict of interests by signing a disclosure statement. This statement shall be kept on file and will be made available to the members upon request.
- 10.3. Board members will avoid any conflict of interest with respect to their fiduciary responsibility.

- 10.4. There will be no conduct of private business or personal services between any Board members and the organization unless such activity is pre-approved by the Board.
- 10.5. When considering providers of private business or personal services for the organization, the Board will assure openness, fair competitive opportunity and equal access to “inside” information.
- 10.6. Neither Board members nor staff nor contractors will use their positions to obtain preferential consideration for employment in the organization for themselves, family members, or close associates.
- 10.7. If a Board member intends to apply for employment with the organization, she/he will inform the Board as soon as possible and take a leave of absence from the Board and all Board communications effective immediately.
- 10.8. Should a Board member on leave be the successful applicant chosen for employment with the organization, his/her term as a director will end immediately.
- 10.9. Directors may be remunerated for approved expenses incurred in connection with Wildsight project work in accordance with expense policies in effect at the time.

11. Confidentiality:

- 11.1. The board aims to be transparent with members and the public about the operation, decisions and policies of the Organization to the extent that such information does not breach individual privacy, legal obligations, or jeopardize strategic goals of the organization.
- 11.2. Any information pertaining to the business of the Organization that has been received by the Director and deemed by the Board to be confidential must be maintained as confidential.
- 11.3. Directors must exercise the utmost discretion and maintain confidentiality in all matters of official business, especially with respect to legal or personnel matters.
- 11.4. Wildsight Kim/Cran without appropriate legal permission, may not copy, mail or give out to any other person or organization, confidential records or documents pertaining to the business of the organization.
- 11.5. The Board may make judicious use of “in camera” sessions for matters that require confidentiality.
- 11.6. When matters of a confidential nature need to be addressed by the board in a separate "In Camera" meeting;
 - 11.6.1. Such meetings may deal with matters such as personnel/labour, legal issues, land/buildings, or decisions that may adversely affect financial matters.
 - 11.6.2. Minutes of the in camera session shall be kept separate from main meeting minutes and shall not be made public,
 - 11.6.3. At the conclusion of in camera sessions, it is typical for the group to “Rise and Report” to the main meeting, at which point the main meeting may make a motion relevant to the in camera report and this motion would become part of the main meeting minutes.
 - 11.6.4. No information from an “In Camera” meeting is shared outside of the group present in the in camera meeting.

- 11.7. In general, minutes of meetings should reflect decisions made and information appropriate for members, but neither the content of discussions nor the positions taken by individuals should be made public unless there is explicit approval by the Board.
 - 11.8. It is possible for Directors or members to request that their votes be recorded when they wish to have their position made known.
 - 11.9. Board members must ensure that honest opinions freely expressed by individuals during a meeting will not be used outside of Board deliberations to denigrate the integrity or character of individual board members.
12. **Right to Appeal:** When a member, director, employee, contractor or volunteer objects to any decision or course of action taken by Wildsight Kim/Cran, that person may, consistent with legal requirements, make an appeal to the Board.
- 12.1. The appeal should be made first in writing, clearly stating the nature of the decision or action and the desired alternative.
 - 12.2. The appellant may request a face to face hearing with the board or a committee established by the board to hear such appeals.
 - 12.3. In general and where practical, Board members who were involved in the initial decision being appealed, should recuse themselves from the appeal process. (This may not be practical when the whole Board is involved in an initial decision.)
 - 12.4. Any decisions made by the board on appeals shall be final.
13. **Campaigns, Issues and Events:** Policies to be developed: these may be brief, concise policy positions drafted to assist the Board and spokespersons in articulating vision and goals.
- 13.1. Climate Change
 - 13.2. Wildsight Carbon footprint and Carbon Offsets
 - 13.3. Jumbo Glacier resort Development
 - 13.4. Kimberley Watershed
 - 13.5. Urban wildlife
 - 13.6. Invasive species
 - 13.7. Motorized vehicle access
 - 13.8. Corporate Sponsorship/Partnership: policy to be developed
 - 13.9. Fundraising: policy to be developed
 - 13.10. Political Activities: policy to be developed
14. **Health and Safety**
- 14.1. The board will appoint a Health and Safety Committee which shall include the Branch Manager and at least one board member.
 - 14.2. The Committee shall review relevant legislation and regulations to ensure that the organization is compliant.
 - 14.3. The Committee shall meet at least annually and as needed in emergent circumstances to assess risks and hazards associated with Wildsight Kim-Cran activities.

14.4. The Committee may make recommendations to the board regarding health and safety.

15. Civility and Respect in the Workplace: See Appendix 1

APPENDIX 1

Civility & Respect in the Workplace Policy & Agreement

Version 4.3 Adopted by the Board: April 25, 2015

1. STATEMENT OF PURPOSE

- 1.1. The purpose of this policy is to promote and support a respectful, civil and pleasant professional work environment for all board, staff, contractors, and volunteers associated with Wildsight Kimberley-Cranbrook. We strive to create an organizational culture that fosters warm and friendly professional relationships based on caring, compassionate, honest and sincere interactions.
- 1.2. This policy builds on the recognition expressed by both the Employer and the staff that employees, volunteers and contractors have the right to work in an environment free from incivility, as well as personal and sexual harassment. The employer considers harassment in any form to be totally unacceptable and will not tolerate its occurrence.
- 1.3. This policy is also meant to prevent, correct and remedy situations related to bullying and personal harassment and discriminatory harassment. It is intended to promote the well-being of every employee and to foster the values of integrity and trust that are essential for a sound organization.
- 1.4. This policy is not intended to conflict with or override the terms of employment contracts.

2. SCOPE

- 2.1. This policy applies to all Wildsight Kimberley-Cranbrook board members, employees, including regular, auxiliary, contract and volunteer or student workers. The terms of the policy apply to all situations where activities are connected to employment at the offices and could impact on employment both at the workplace and away from the workplace. This includes, but is not limited to:
 - 2.1.1. Activities on Wildsight Kim-Cran premises;
 - 2.1.2. Work assignments outside of Wildsight Kim-Cran premises;
 - 2.1.3. Work-related functions; conferences, training sessions, and seminars;
 - 2.1.4. Work-related travel;
 - 2.1.5. Telephone conversations;
 - 2.1.6. Electronic communication, including email and social networking sites.
- 2.2. This policy is not intended to constrain social interaction between employees, the board, volunteers and members of the public.
- 2.3. The Employer recognizes that employees may be subjected to workplace harassment by outside parties. In those circumstances the Employer acknowledges its responsibility to support and assist employees subjected to such harassment.

3. STANDARDS A Respectful Workplace is characterized by:

- 3.1. **POLITE BEHAVIOUR** – Courteous and considerate behaviour toward others. In general, it is expected that individuals covered by this policy will be able to resolve differences through respectful direct conversations.

- 3.2. INCLUSION – Of people with different backgrounds, cultures, strengths and opinions; Inclusion for the purpose of this Policy means welcoming people with diverse backgrounds into the workplace. Behaviours include but are not limited to:
 - 3.2.1. Working to understand cultural differences;
 - 3.2.2. Working constructively with employees who have been accommodated as a result of the employer's duty to accommodate and;
 - 3.2.3. Valuing others' differing styles and contributions.
- 3.3. CONSTRUCTIVE MANAGEMENT OF DIFFERENCES – Differences are understood to be a fact of life, every employee has a responsibility to acknowledge that views and opinions held by others and decisions that are made by managers and supervisors may not always coincide with their own; such differences are unlikely to constitute harassment or bullying. The harassment process should not be used to vent feelings or minor discontent or a feeling of dissatisfaction with life in the workplace.
- 3.4. SUPPORT – Individuals are supported to learn and practice respectful workplace skills. Support includes coaching, suggested in-service training and/or internal or external intervention designed to bring dispute resolution skill and respectful workplace knowledge to a work unit.
- 3.5. EXCLUSIONS - Reasonable day to day managerial functions and activities such as work assignment and progressive discipline are not considered harassment under this policy.

4. DEFINITIONS

4.1. CIVILITY

- 4.1.1. Civility is about more than merely being polite, although being polite is an excellent start. Civility is about being aware of other people's feelings, and listening and seeking common ground as an initial point for dialogue when differences occur, while at the same time recognizing that differences are enriching. Through positive, respectful communication, one person has the power to improve morale, productivity and teamwork.
- 4.1.2. Incivility and disrespect in the workplace can be a barrier to effective communication, coaching, and performance. Incivility deals with a broad range of unacceptable behaviours which compromise and devalue the individual, and there may be severe psychological and physical impacts. For example, violence in the workplace may have origins in minor acts of incivility long before the physical violence occurs.
- 4.1.3. At a basic level, incivility can be in the form of: rude comments; insensitive actions; unintentional slights; complaining; gossip; rumours; crude jokes; profanity; or displaying offensive or pornographic material that is visible to others in the workplace. As issues escalate, incivility can become more verbally aggressive and can include yelling, belittling comments, intimidation and discriminatory comments, and can lead to the creation of a poisoned work environment. At its most extreme, incivility can take the form of violence or threats of violence.
- 4.1.4. Incivility can be subtle (e.g. passive aggressive behaviour) or overt. It may be a single event or may involve a continuing series of incidents, and may involve the abuse of authority or position. Uncivil behaviour may be unintended or deliberately directed at another individual. In any case, the impact on that individual is what must be addressed.

4.2. INCIVILITY, HARASSMENT AND VIOLENCE

- 4.2.1. Everyone that works, volunteers or visits Wildsight Kim-Cran has a right to do so free from harassment and violence.

4.2.2. Incivility can also include violence, which requires all community members to report incidents of workplace violence and behaviours (including harassing behaviours) that may indicate a risk of workplace violence.

4.3. BULLYING AND PERSONAL HARASSMENT: Bullying and harassment is not acceptable or tolerated.

4.3.1. BULLYING AND PERSONAL HARASSMENT INCLUDE:

4.3.1.1. Any improper behaviour that would be offensive to any reasonable person, is unwelcome, and which the initiator knows or ought reasonably to know would be unwelcome; or

4.3.1.2. Objectionable or inappropriate conduct, comment, materials or display made on either a one-time or continuous basis that would demean, belittle, intimidate, or humiliate any reasonable person; or;

4.3.1.3. Verbal aggression or insults, calling someone derogatory names, harmful hazing or initiation practices, vandalizing personal belongings and spreading malicious rumours, rude comments; insensitive actions; unintentional slights; complaining; gossip; crude jokes; and profanity.

4.3.2. BULLYING AND HARASSMENT EXCLUDES: Any reasonable action taken by an employer or supervisor relating to the management and direction of workers or the place of employment. Reasonable day-to-day managerial functions and activities such as work assignment, performance evaluation and progressive discipline are not considered bullying and personal harassment under this policy.

4.4. DISCRIMINATORY HARASSMENT INCLUDES: One or a series of incidents involving unwelcome comments or actions concerning a person's race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, age, sex (includes gender, sexuality, and pregnancy), sexual orientation, or a criminal conviction unrelated to employment, that detrimentally affects the work environment or leads to adverse job-related consequences for the victim(s) of the harassment.

4.5. SEXUAL HARASSMENT: Sexual harassment includes:

4.5.1. Any comment, look, suggestion, physical contact, or real or implied action of a sexual nature which creates an uncomfortable working environment for the recipient, made by a person who knows or ought reasonably to know such behaviour is unwelcome; or

4.5.2. Any circulation or display of visual material of a sexual nature that has the effect of creating an uncomfortable working environment; or an implied promise of reward for complying with a request of a sexual nature; or

4.5.3. A sexual advance made by a person in authority over the recipient that includes or implies a threat or an expressed or implied denial of an opportunity which would otherwise be granted or available and may include a reprisal or a threat of reprisal made after a sexual advance is rejected.

4.5.4. Examples of sexual harassment include the following:

4.5.4.1. Verbal conduct, such as epithets, derogatory comments, slurs, offensive remarks, jokes, innuendo, abusive language, unwelcome attention of a sexual nature such as

questions or remarks about sex life, invitations, and remarks about physical appearance.

- 4.5.4.2. Visual conduct such as leering, derogatory posters, cartoons, drawings, gestures, displays of sexually explicit, racist, or other offensive or derogatory material.
- 4.5.4.3. Physical conduct, such as unwelcome physical contact including touching, patting, assault, or blocking normal movement.
- 4.5.4.4. Threats and demands to submit to sexual requests in order to keep one's job or to avoid some other loss, and offers of job benefits in return for sexual favours.

5. PROCEDURES:

- 5.1. These procedures shall be implemented in accordance with any applicable government regulations and Worksafe BC requirements.
- 5.2. Procedural Fairness: This policy will be interpreted, administered, and applied in conformity with the principles of procedural fairness and natural justice. In particular:
 - 5.2.1. A complainant has a right to seek action.
 - 5.2.2. A respondent has a right to know the allegations and to be given an opportunity to answer them.
 - 5.2.3. Both parties have the right to a fair and timely process of resolution.
 - 5.2.4. Both parties have a right to have a support person in attendance at all formal meetings.
 - 5.2.5. The rules, standards and procedures used to settle a complaint will be applied consistently
 - 5.2.6. Decisions for penalty or remedy are in proportion to the seriousness of the complaint, are made without bias and are made after full consideration of all pertinent evidence has taken place
 - 5.2.7. A complaint filed against an individual will not, in and of itself, constitute grounds for disciplinary action against that individual.
 - 5.2.8. In the absence of a complaint, the Branch Manager reserves the right to initiate an independent harassment investigation if sufficient cause has been demonstrated to warrant such action.
- 5.3. COMPLAINT GUIDELINES:
 - 5.3.1. The following procedures are aimed at providing a method for the resolution of harassment complaints which may occur at Wildsight Kim-Cran. These procedures are designed to protect the individual with the highest possible level of confidentiality.
 - 5.3.2. This policy is not intended to:
 - 5.3.2.1. Resolve incidents that fall into the category of sexual assault and are governed by the Criminal Code of Canada; or
 - 5.3.2.2. Deny the rights of the complainant to process a complaint through the B.C. Human Rights Tribunal, or any other appropriate tribunal designed to deal with harassment issues including Worksafe BC.
 - 5.3.3. Should a complainant file a complaint under the BC *Human Rights Code*, it is understood that the internal complaint will be set aside until such time as the procedures under the BC *Human Rights Code* have been completed.
 - 5.3.4. Directors, supervisors, employees, and contractors are responsible for promoting a work environment free from unacceptable behaviour and manage any allegations of harassment or incivility as quickly as possible in accordance with associated procedures.

5.4. COMPLAINT PROCEDURES Note: please see also Appendix 2- Investigation Procedures.

- 5.4.1. Complaints under this policy are to be dealt with in a timely manner, first by the Branch Manager, who will be the primary contact for a Complaint Committee designated by the Board and consisting of the Branch Manager and at least 2 members of the Board of Directors.
- 5.4.2. An individual who believes he/she has been subjected to uncivil, disrespectful, discriminatory, bullying or harassing behaviour and is unwilling or unsuccessful dealing directly with the respondent, may file a written complaint directly to the Branch Manager for assistance in resolving the matter.
- 5.4.3. In the event that the complaint involves the Branch Manager, either as complainant or respondent, then the Complainant may take the matter to the one of the Board members on the Complaint Committee from which the Branch Manager would be recused.
- 5.4.4. The Complaint Committee may take appropriate action to ensure that the matter is resolved, including investigation, mediation, arbitration, and determining appropriate interventions and remedies.
- 5.4.5. In the event that the complaint is not resolved, both the complainant and respondent may make a written and oral appeal to an Appeal Committee made up of three Board members who were not involved in processing the original complaint. Any Decision of the Appeal Committee will be final.
- 5.4.6. Confidential records of complaints, actions implemented, and outcomes will be filed in appropriate personnel files.

5.5. CONFIDENTIALITY

- 5.5.1. This policy is intended to respect the rights of anyone who may be involved in a complaint and to ensure that the interests of all those involved in the complaint process are protected. Every reasonable effort will be made to keep matters relating to alleged workplace harassment confidential. Anyone involved in an investigation of an alleged incident must keep confidential the names of any other party or any circumstances related to the complaint except as necessary to report or investigate an incident, take action flowing from an investigation, or as required by law. Information will be disclosed only to the extent required to:
 - 5.5.1.1. Protect the safety and security of any individual involved in a complaint, or any other employee or person where a reasonable concern for their safety is identified;
 - 5.5.1.2. Conduct a proper and fair investigation;
 - 5.5.1.3. Comply with the law or litigation.

5.6. ROLES AND RESPONSIBILITIES

- 5.6.1. The Branch Manager is responsible for overseeing this policy.
- 5.6.2. The Branch Manager, in his/her absence, may designate an alternate to be responsible for the day-to-day administration and stewardship of the policy. The Branch Manager will execute the roles and responsibilities of the designate should an allegation involve the designate. The Branch Manager may request the assistance of the Board or a delegation of the Board in such matters.
- 5.6.3. Employees and contractors or sub-contractors hired by the Employer have a responsibility to behave in a way that is not offensive to others and supports the values of Wildsight Kim-Cran. This includes not engaging in the bullying and harassment of others and applying and complying with Wildsight Kim-Cran's policy and procedures.

6. REVIEW

6.1. This policy statement will be reviewed from time to time. All employees and contractors will be provided with a copy and are encouraged to make recommendations for improvement of policies or practices.

6.2. Reviewed by the Personnel Committee: April 21, 2015

6.3. Approved by the Wildsight Kim-Cran Board: April 23, 2015

7. AGREEMENT & ACCEPTANCE

Having read this “Respect & Civility in the Workplace Policy” and understanding the intent and terms of the policy, I am willing to comply with same and acknowledge that with my signature.

Full name

Signature

Appendix 2

Bullying and Harassment Investigation Procedures

(adapted from Worksafe BC)

1. How and when investigations will be conducted

Most investigations at Wildsight Kim-Cran will be conducted internally. In complex or sensitive situations, an external investigator 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

2. What will be included

Investigations will include interviews with the alleged target, the alleged bully, and any witnesses. If the alleged target and the alleged bully agree on what happened, then Wildsight Kim-Cran 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.

3. Roles and responsibilities

The Branch Manager along with the Complaint Committee is responsible for ensuring workplace investigation procedures are followed.

Workers are expected to cooperate with investigators and provide any details of incidents they have experienced or witnessed.

An appropriate individual versed in investigation procedures and appointed by the Complaint Committee will conduct investigations and provide a written report with conclusions to the Complaint Committee.

If external investigators are hired, they will conduct investigations and provide a written report with conclusions to the Complaint Committee.

4. Follow-up

The alleged bully and alleged target will be advised of the investigation findings by the Complaint Committee.

Following an investigation, the Branch Manager or designate will review and revise workplace procedures to prevent any future bullying and harassment incidents in the workplace. Appropriate corrective actions will be taken within a reasonable time frame.

In appropriate circumstances, workers may be referred to appropriate support services or be encouraged to seek medical advice.

5. Record-keeping requirements

Wildsight Kim-Cran expects that workers will keep written accounts of incidents to submit with any complaints. Wildsight Kim-Cran will keep a written record of investigations, including the findings.

6. Annual review

These procedures will be reviewed annually. All workers will be provided with a copy as soon as they are hired, and copies will be available at the Wildsight Kim-Cran Office.

Date created	Annual review date
June 22 nd , 2016	