

Belmont HOUSE

SUBJECT:	Respect in the Workplace Policy	
VOLUME:	Volume 1 – Administration Human Resources	ORIGINAL DATE:
REVIEWED BY:	Human Resources	REVISED DATE: November 3, 2025
APPROVED BY:	Chief Executive Officer	PAGE : Page 1 of 10
SIGNATURE:		

APPLIES TO:

All parties (staff, volunteers, students, residents, tenants, families, visitors and 3rd parties including contracted services).

PREAMBLE

Belmont House is a workplace in addition to a Home for our seniors. Both settings must be respected and recognized at all times under the policies, procedures and protocols of the Home along with applicable legislation including the Fixing Long Term Care Act and Retirement Homes Authority Act, Occupational Health and Safety Act, and Human Rights Code.

PURPOSE:

Respect in the Workplace means maintaining an environment that is welcoming and comfortable for everyone (staff, volunteers, students, residents, tenants, families, 3rd parties) while fostering appropriate workplace conduct.

POLICY:**General**

1. Respect in the Workplace for staff focuses on fostering an environment of diversity, equity, inclusion and belonging where employees have an unobstructed opportunity to complete their work in an effective manner free from unnecessary distraction, harassment, discrimination or violence in the workplace.

Belmont House reserves the right to take any steps to prohibit access to the Home, specific staff and/or services if an infraction has been reported and proven to be accurate after the completion of the investigation.

2. Belmont House promotes a positive, respectful, non-discriminatory, and harassment-free environment in the Home.

Belmont House will not tolerate any instances of discrimination and/or harassment from any party in the Home. All complaints will be investigated.

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Please refer to the Workplace Discrimination & Harassment Policy for detailed information on this topic.

3. Belmont House is committed to the prevention of workplace violence or bullying, harassment and sexual harassment in the Home.

Belmont House will not tolerate any infractions from any party in the Home. All complaints will be investigated. Please refer to the Workplace Anti-Violence, Harassment & Sexual Harassment for detailed information on that topic.

4. All parties are required to exhibit the values of the Home at all times (Excellence, Caring, Innovation, Respect, Responsiveness and Teamwork) as identified in the Code of Conduct Policy.

In the event that a party behaves in a manner that contravenes these values, staff, volunteers and students are permitted to remind the party of Belmont's policies and procedures regarding Respect in the Workplace as a first step.

If the behaviors continue, a member of Management or the Nurse In Charge will be contacted immediately to intervene, investigate and address any issues. '

Staff, volunteers and students who feel their safety has been compromised may walk away from the party immediately and seek help.

Belmont House reserves the right to ask any party to leave the Home immediately.

Communication

5. All non-staff parties interacting with Belmont House employees (in person, verbally through communication tools, electronically or in writing) must follow the principles of Belmont Respect in the Workplace policy at all times
6. English and French are the two (2) official languages of Canada. All staff are expected to perform their duties and responsibilities in the English language and in some instances French (where appropriate).

No other language should be used while in/on the premises of Belmont House, unless you are providing care to a resident or tenant that prefers to interact in their local language.

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7. Staff, volunteers, students and third parties are required to wear ID provided by Belmont House while on the property. They will be called by the name that appears on their ID.
8. Staff if they wish, may indicate their preferred pronouns in their outgoing email signature or to whom they are communicating with and they will be referred by their preferred pronouns in all communications.
9. Belmont House posts within the Home (including both lunchrooms) information related to Human Rights. This may include topics addressing tolerance, sexuality, gender, LGBQ rights etc. There is zero tolerance for any party that defaces, alters, inserts comments or destroys this material.

Staff Interpersonal Relations

10. Staff are encouraged to refrain from the following conduct which may lead to a poisoned work environment:
 - a. Sharing gossip or spreading rumors. This could be considered in some instances harassment or verbal assault.
 - b. Using profanity, which is considered unprofessional conduct.
 - c. Engaging in personal conversation on topics that are political, sexual or religious in nature that may be offensive to others.
 - d. Ignoring personal privacy.
11. Staff are not required to provide personal information beyond mandatory information required by Human Resources and Payroll for employment purposes as deemed necessary under local legal requirements and Company policies and procedures.

Staff are not required to disclose personal information including their age, race, religion, marital status, sexual preference, financial wellbeing, place of residence or any other information concerning their personal life to other staff, residents or visitors to the home.

Should a staff member be asked personal information they do not wish to disclose, they should politely inform the individual they do not wish to share such information. Complaints concerning inappropriate questioning or intrusion into an

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individual's personal life will be investigated in accordance with the applicable Home's policy based on the nature of the incident being reported.

Staff Shared environment

12. Keeping a clean workplace is important for safety reasons. Staff are expected to:

- a. Keep a clean workstation.
- b. Refrain from altering or modifying office furniture and equipment without permission from your manager.
- c. Report any ergonomic issues or workplace hazards with their work station to their manager as soon as possible.
- d. Minimize eating at your desk. In instances where you consume food, be mindful of any offensive odors that may spread in the area.

13. Meal breaks and coffee breaks should not be consumed above the 1st floor except in outbreak situations. In all instances:

- a. Food is prepared and consumed in a manner that respects everyone (scents/smells).
- b. Clean up occurs including the disposal of all garbage in the appropriate places (e.g. food should be disposed in the garbage in the nearest kitchenette or lunchroom).
- c. Plates, cutlery, cups and saucers belonging to Belmont are not left in the sink. They must be brought back to the main floor dishwashing room.
- d. Spills are cleaned up by the employee promptly for safety and sanitary reasons. Do not expect Housekeeping to do this on your behalf.
- e. Fridge is to be kept clean at all times. Please remove your belongings and discard any old food that is not be consumed and/or has expired.

14. Noise is to be kept to a minimum throughout the Home. Managers are authorized to prohibit and/or limit noise. The following is applicable to all office staff:

- a. Audio or video played at a worker's desk or workspace area should be at low volumes to not disturb those around you.
- b. Employees that use headphones/earphones must be able to hear their office phone and their surroundings.
- c. Any content played within the Home must be appropriate for the workplace and not create a poisoned work environment.
- d. Loud conversations could be considered noise in some instances if it is constant and persistent.

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- e. Distractive noises that cause a worker to lose focus from their work may be deemed inappropriate on a per case basis. The worker's manager, Department Head and/or HR will make this determination if a complaint is filed.

Note for all Unionized Staff: please see the Use of Personal Cell Phones policy which prohibits the use of cell phones while working.

- 15. Strong scents are prohibited from the workplace. Please refer to the Scent Sensible Environment policy.

- 16. Personal belongings of all parties within the Home will be respected at all times. Dishonesty, intentional damage and/or stealing will not be tolerated and all reports will be investigated under the relevant Belmont House policy and procedure.

Belmont House is not financially responsible for compensating any party for their loss (intentional or not).

Programming and Events

- 17. There is zero tolerance for any act of violence, discrimination or harassment that is rooted in religion or cultural beliefs.

Please see the Religious Accommodations Policy for further information.

- 18. The Recreation Department and Human Resources Advisory Committee will pursue program, activities and awareness events that highlight multiculturalism which is the strength of our community and Canada as a country. This may include information on the history, practices, religion, culture and foods of those regions.

In recognition of the Indigenous and First Nations in Canada, Belmont will endeavour to raise awareness of recognized acknowledgement days such as National Day for Truth and Reconciliation and National Indigenous People's Day, annually.

PROCEDURE:

- 1. Belmont House will investigate all reported infractions that fall under this policy in a timely manner. Staff can contact their direct manager, department head,

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Human Resources, Chief Executive Officer, union representative and in some instances depending on the situation report to a third-party including Ministry of Long-Term Care and/or Ministry of Labour etc.

Staff may also submit anonymous complaints in the Your Voice Box in the West Lunchroom but this is not encouraged or preferred. This box is checked periodically (at least once per month) and reports submitted through this method will not be investigated in a timely manner.

All other parties can make reports directly to HR.

2. Infractions under this policy for employees are subject to disciplinary action up to and including termination of employment.

Students and volunteers may have their placement terminated.

Third parties performing contracted services may have their agreements terminated.

3. Based on the situation, decisions may be made verbally and/or in writing. In instances where staff are subject to disciplinary action (excluding verbal warnings) up to and including termination of employment, this will be documented in writing in all instances.

4. Human Resources (HR) will be responsible for:

- A. Posting and update signage regarding the Respect in The Workplace program throughout the Home.

- B. Phone greeting for Belmont House which will include a reminder on this program.

- C. Creating and updating training material which will be performed in cooperation with the Human Resources Advisory Committee.

- D. Writing articles regarding this topic in staff newsletters.

- E. All investigations will be carried out by the Human Resources Department.

In instances where the allegations involve the Chief Executive Officer, Human Resources or a member of the Board of Directors, Belmont House may use 3rd parties for the investigation.

5. Staff, students and volunteers that come forward with information about any issue covered in this policy will be protected under the Whistleblower policy.
6. Information submitted will be treated as confidentially as possible but keeping in mind that in order to perform a fair and balanced investigation, information may be shared in order to adjudicate the matter appropriately.
7. If a family member or 3rd party has violated this policy, Belmont House reserves

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the right to limit or restrict contact directly with staff. This may include all forms of electronic communication (email, text, fax, video conferencing) or in person.

For family members that have a loved one living in the Home, Belmont House may take measures to ensure visits are pre-planned or supervised to limit or eliminate contact with specific staff.

Electronic communication may be blocked or automatically forwarded to an appropriate Senior Manager who will review and approve all communication before distributing it to the appropriate party.

Family members are required to cooperate and infractions will be dealt with seriously on a per case basis.

8. New employees, students and volunteers will be given a copy of this policy at the time of onboarding in orientation and will receive training.

Recurring training will be offered on a periodic basis.

9. Tenants, families and power of attorneys for residents will be given a copy of this policy. In instances where there is an infraction and a reminder is warranted, a copy of this policy will be provided again with the expectations of the Home made clear regarding additional infractions.

10. The main Belmont House phone number will have a greeting that includes Respect in the Workplace template language provided by HR.

Voice messages for the following phones will contain Respect in the Workplace language provided by HR as they have regular contact with the public:

- A. Front Desk phone
- B. Nursing station phones on each floor
- C. Retirement office phone
- D. Dietary general phone
- E. Retirement office phone
- F. Human Resources personnel phone(s)
- G. Finance personnel phone(s)

It is optional for all other phones but the template words will be used in all instances.

11. Signage is optional in dedicated offices but in common areas and shared working spaces where deemed appropriate by Belmont House Management, signage is mandatory, it will be provided by HR and it will remain posted.

12. Bulletin Boards contain information posted by Belmont House Management or

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designated parties only. The only exception is dedicated union bulletin boards are used by the union.

All other parties that post other material or deface, destroy, alter or comment on Belmont posted material will be investigated by HR and subject to disciplinary action up to and including termination of employment.

13. Recreation Programs and Human Resources Advisory Committee initiatives that involve Respect in the Workplace will be reviewed and approved by Management in advance.

DEFINITIONS:

Discrimination - A serious form of disrespect. Discrimination refers to actions, negative attitudes and stereotypical assumptions or practices towards members of a protected group which results in them being disadvantaged.

Disrespectful Behavior – A lack of showing decency, politeness, empathy, courtesy in speech and body language in addition to exhibiting inappropriate behavior.

Infraction – Breaking of a rule under a policy.

Harassment – Any physical or verbal behavior or comment that generally persists over time and that is known to be or ought reasonably to be known to be unwelcome. It can also be sexual in nature, written or visual whether online, on paper or otherwise.

Please note a single act or expression can constitute harassment if it is a serious violation.

Parties – staff, volunteers, students, residents, tenants, families, 3rd parties present in the Home.

Preferred pronouns – words used to refer to a person in place of their name e.g. she/her, he/him, they/them, that reflect their gender identify and expression

Respectful behaviour – courtesy, kindness, active listening, inclusion and correct use of name and pronouns regardless of personal beliefs

Respectful Workplace – Maintaining a working environment that is welcoming and comfortable for everyone, free from acts of harassment, discrimination and undue hardship or distraction.

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Workplace Violence – The use or threat of physical force against someone in the workplace

CROSS REFERENCES:

- Appropriate Interactions with Residents Tenants and Families Gifts and Gratuities Policy
- Accountability Framework (Belmont House)
- Code of Conduct Policy
- Dress Code Policy
- Dismissal Policy
- Progressive Discipline Policy
- Religious Accommodations Policy
- Scent Sensible Environment Policy
- Theft And Fraud Policy
- Use Of Personal Cell Phones Policy
- Whistleblower Policy
- Workplace Anti-Violence Harassment & Sexual Harassment Policy
- Workplace Discrimination & Harassment Policy
- ONA Collective Agreement
- SEIU Collective Agreement

RELATED LEGISLATION

- Employment Standards Act of Ontario
- Fixing Long Term Care Act
- The Ontario Human Rights Code
- The Occupational Health and Safety Act
- Retirement Homes Act

REFERENCES:

- 1) Canadian Centre for Diversity and Inclusion (2015) In & Out Diverging Perspectives on LGBT Inclusion in the Workplace.
<https://ccdi.ca/media/1070/20150528-report-lgbt-inclusion-in-the-workplace-en.pdf>
- 2) DIVERSIO (2024) Diversity & Inclusion Training Certificate Program. Toronto.
- 3) Ontario CLRI (Centres for Learning, Research & Innovation in Long-Term Care). (2024). Embracing Diversity: A Toolkit for Supporting Inclusion in Long-Term Care Homes <https://clri-ltc.ca/files/2020/06/Diversity-Toolkit-Working->

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- 4) Ontario Seniors' Secretariat (2008) Diversity in Action. A toolkit for Residential Settings for Seniors. Ontario Government.
http://www.psno.ca/uploads/1/0/1/9/10197937/diversityinaction_eng_web.pdf
- 5) Concerned Friends of Ontario Citizens in Care Facilities (2007). Creating Welcoming Communities in Long-Term Care Homes
<https://www.yumpu.com/en/document/read/29772704/creating-welcoming-communities-in-long-term-care-homes>
- 6) RNAO (2007) Embracing Cultural Diversity in Health Care: Developing Cultural Competence. [https://rnao.ca/sites/rnao-ca/files/Embracing Cultural Diversity in Health Care -
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