

POLICY TO PREVENT AND COUNTER
HARASSMENT AND VIOLENCE IN THE
WORKPLACE

EFFECTIVE DATE	June 9, 2006
IDENTIFICATION CODE	POL06-100
AUTHORIZATION REQUIRED	Administrator
RESPONSIBLE FOR FOLLOW-UP	Human Resources Service

ROADMAP

ADOPTION	June 9, 2006	Ordonnance 06-100
LAST UPDATE	Upon approval	

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1. OBJECTIVES

The objectives of this policy are:

- to affirm the commitment of the Centre de services scolaire du Littoral to prevent and put a stop to any situation of psychological or sexual harassment related to work, including harassment originating from external sources;
- to indicate the measures put in place to prevent harassment, including information and training programs offered;
- to establish the procedure for handling complaints and problematic situations that are brought to the attention of the employer, or its designated representative, by way of a report.

2. SCOPE

This policy applies to all School Service Centre staff, at all hierarchical levels, particularly in the following places and contexts:

- workplaces, including tele-work locations, if applicable;
- any other place where individuals are likely to be in the course of their employment (e.g. common areas in the employer's premises, during meetings, training sessions, travel);
- during work-related social activities.

This policy also covers communications transmitted or received by any means, technological or other, in a work context (e.g. social media, e-mail, text messages, posters, letters).

3. DEFINITION

The *Act respecting labour standards* defines psychological harassment as follows¹ :

« Any vexatious behaviour in the form of repeated and hostile or unwanted conduct, verbal comments, actions or gestures, that affects an employee's dignity or psychological or physical integrity and that results in a harmful work environment for the employee. For greater certainty, psychological harassment includes such behaviour in the form of such verbal comments, actions or gestures of a sexual nature.

A single serious incident of such behaviour that has a lasting harmful effect on the employee may also constitute psychological harassment. »

This definition includes harassment of a discriminatory nature related to one of the grounds set out in the Charter of Human Rights and Freedoms².

4. POLICY STATEMENT

a) Administration rule

The School Service Centre does not tolerate nor accept any form of harassment in the workplace, whether:

- by managers towards employees;
- between colleagues;
- by employees towards their superiors;
- by any person associated with it: representative, client, user, supplier, visitor or other.

Any person who violates this policy will be subject to appropriate disciplinary measures. The choice of applicable measure will take into account the severity and consequences of the act(s) as well as

¹ See Appendix 1 of this policy for further details.

² These grounds for discrimination are listed in Appendix 1.

the previous record of the person who committed them.

Anyone who makes false accusations with the intention of causing harm is also liable to appropriate disciplinary measures.

b) Responsibilities of the staff

It is the responsibility of all staff to behave in such a way as to maintain a workplace free from psychological or sexual harassment. To this end, the following expectations are placed on all members of staff:

- contribute to maintaining a harassment-free workplace;
- respect people in the context of their work;
- participate in the mechanisms put in place by the employer to prevent and stop harassment;
- report any situation related to harassment as soon as possible to one of the individuals designated by the employer to receive and handle complaints and reports.

c) Prevention of psychological or sexual harassment

The School Service Center is committed to taking reasonable measures to provide a work environment free from any form of harassment to protect the dignity and the psychological and physical integrity of individuals.

In accordance with its legal obligations, the employer implements measures to identify, control, and eliminate the risks of psychological or sexual harassment, notably by:

- a. disseminating this policy in such a way as to make it accessible to all its staff, by sharing it on the website;
- b. maintaining continuous vigilance in regard to risks and risk factors likely to generate situations of harassment, in particular the situations mentioned in Appendix 1 of this policy;
- c. ensuring that the policy is understood and complied with by all persons;
- d. promoting respect between individuals;
- e. regularly raising staff awareness about everyone's roles and responsibilities in preventing harassment, particularly at social events organised by the employer;
- f. implementing a training and awareness programme for staff and for the persons designated to receive and deal with complaints and reports, including :
 - *incorporating information on harassment into induction training,*
 - *annual training on incivility and on psychological, sexual or discriminatory harassment,*
 - *annual training on the measures set out in this policy;*
- g. consulting staff on specific situations in their work environment that could create conditions leading to harassment;
- h. holding meetings with individuals who leave their job to understand the reasons for their departure;
- i. establishing a diligent process for handling complaints and reports.

The Centre de services scolaire du Littoral is committed to integrating this policy on the prevention and management of psychological or sexual harassment, as well as all resulting measures, into the prevention program or action plan on occupational health and safety. It will review this policy at least once a year and communicate any changes to the staff.

d) Reporting

Any staff member who believes they are experiencing work-related harassment can file a complaint so that the employer can take the necessary actions to correct the situation.

Any staff member, including those who witness behaviors or conduct resembling harassment or at risk of becoming harassment, can also make a report to bring the situation to the employer's attention.

The report must be made using the *Reporting Form* available in the *Documents and Forms for employees'* section of the [Human Resources Service SharePoint](#). Details of the incidents must be described as accurately as possible to facilitate a prompt and diligent handling.

e) Handling reports

The law prohibits any form of prejudice or reprisal on the part of the employer in connection with the handling and settlement of a complaint or report.

The School Service Centre commits to:

- handle the complaint or report as quickly as possible;
- preserve the dignity and privacy of the individuals involved, i.e., the person who made the complaint or report, the person who is the subject of it, and the witnesses;
- ensure that all individuals involved are treated with humanity, fairness, and objectivity and that adequate support is provided to them;
- protect the confidentiality of the intervention process, including information related to the complaint or report;
- offer a mediation meeting to the individuals involved, with their agreement and when appropriate, to resolve the situation, ensuring that this process takes place in a neutral and impartial context;
- if necessary, carry out an investigation without delay and in an objective, neutral and impartial manner or, if internal resources are not available or if they do not have the skills required to do so, to entrust responsibility to an external party in order to preserve the impartiality of the intervention and ensure its quality. The persons concerned will be informed of the outcome of this process. If the investigation does not establish that unacceptable behaviour has taken place, all material evidence will be kept for two years and destroyed thereafter;
- take all reasonable steps to resolve the situation, including appropriate disciplinary measures;
- review the harassment prevention measures in place to ensure that they are still effective, to avoid any recurrence of such events.

The persons designated by the employer to receive and deal with complaints and reports are as follows:

*Valérie Roux , Director of Human Resources Service
789, rue Beaulieu,
Sept-Îles, Québec (G4R 1P8)
(418) 962-5558 ext. : 5509*

*Mona Bond, Personnel Management Consultant
789, rue Beaulieu,
Sept-Îles, Québec (G4R 1P8)
(418) 962-5558 ext. : 5519*

These persons must principally:

- inform staff about the employer's policy on psychological or sexual harassment;
- receive complaints and reports;
- evaluate each request and recommend the appropriate action or intervention (e.g. individual meetings, mediation, investigation), based on the context;
- determine who will be the competent person in charge of intervention;

- follow up to ensure that the individuals concerned are adequately supported and that the intervention has had the desired effect.

The School Service Centre:

- ensures that the persons designated to receive and handle complaints and reports are duly trained to assume the responsibilities entrusted to them and that they have the necessary skills and tools at their disposal for handling and following up the complaint or report, particularly with regard to assessing complaints alleging harassment, with a view to recommending an administrative investigation;
- free up working time so that the designated persons can carry out the duties assigned to them.

*Signature of employer or their designated
representative, Centre de services scolaire du Littoral*

Date

Annex 1 – RECOGNIZING PSYCHOLOGICAL OR SEXUAL HARASSMENT

The Act respecting labour standards sets out criteria for determining what may be considered psychological or sexual harassment:

- vexatious conduct (hurtful, humiliating);
- which manifests itself repetitively or in a single serious act;
- in a hostile (aggressive, threatening) or unwanted manner;
- undermining the dignity or integrity of the person;
- resulting in a harmful (detrimental, damaging) work environment for the individual.

Discrimination based on any of the grounds listed in section 10 of the Charter of Human Rights and Freedoms (race, colour, sex, gender identity or expression, pregnancy, sexual orientation, civil status, age except if established by law, religion, political convictions, language, ethnic or national origin, social condition, handicap or the use of any means to palliate a handicap) may also constitute harassment.

This definition applies to all work contexts, including telework and participation in work-related social activities.

For example, the following behaviours could be considered vexatious conduct constituting harassment if they meet all the criteria of the definition set out in the law.

Behaviour that may be related to psychological harassment

- Intimidation and cyberbullying
- Threats, isolation
- Offensive or defamatory comments or gestures about a person or their work
- Verbal abuse
- Denigration

Behaviour that may be related to sexual harassment

Any form of unwanted attention or advance with a sexual connotation, for example:

- insistent solicitation
- stares, physical contact
- sexist insults, foul language
- sexual comments, jokes or images

The notion of harassment must be distinguished from other situations such as interpersonal conflict, work-related stress, difficult professional constraints, or the normal exercise of management rights (managing attendance at work, work organization, disciplinary measures, etc.).

The employer has an obligation to intervene when a problematic situation related to harassment, or the risk of harassment, is brought to their attention. However, it is good practice, when possible, for the person who believes they are experiencing inappropriate conduct in the workplace to inform the person concerned that their behavior is undesirable before filing a complaint or report. They should also note the date and details of the incidents as well as the steps they have taken to try to resolve the situation.

If no action can be taken or if the conduct continues despite an initial approach, the situation should be brought to the attention of the individuals designated by the employer to receive and handle complaints and reports so that appropriate intervention can be carried out.

Preventing risks to psychological health: a shared responsibility

Article 51 of the Occupational Health and Safety Act stipulates that employers must take the necessary measures to protect the health and ensure the safety and physical and mental well-being of workers. In particular, they must use methods and techniques intended for the identification, control and elimination of risks to the safety or health of workers, including harassment.

Article 49 of the same law lists the worker's obligations, including the obligation to take the necessary measures to protect their health, safety or physical or mental well-being and the obligation not to endanger the health, safety or physical or mental well-being of other persons at or near the workplace.

For more information and links to the tools made available by the CNESST

- [Harassment in the workplace](#)
- [Division V.2 - Psychological harassment \(Section 81.18 to 81.20\) | Commission des normes de l'équité de la santé et de la sécurité du travail - CNESST](#)
- [Harcèlement au travail | Commission des normes de l'équité de la santé et de la sécurité du travail - CNESST \(gouv.qc.ca\)](#) (French only)
- [Prévenir le harcèlement et intervenir | Commission des normes de l'équité de la santé et de la sécurité du travail - CNESST \(gouv.qc.ca\)](#) (French only)
- [Risques psychosociaux liés au travail | Commission des normes de l'équité de la santé et de la sécurité du travail - CNESST \(gouv.qc.ca\)](#) (French only)
- [Outil de vérification préventive - Comment prévenir et gérer le harcèlement psychologique ou sexuel en milieu de travail?](#) (French only)

Training and webinars

- [Webinaire - Démystifier le harcèlement psychologique ou sexuel au travail](#) (disponible en différé en tout temps) (French only)
- [Formation en ligne les normes du travail à votre portée](#) : module sur le harcèlement psychologique ou sexuel et explications des étapes du cheminement d'une plainte à la CNESST (French only)

Capsules and videos

- [Exemples | Commission des normes de l'équité de la santé et de la sécurité du travail - CNESST](#)
- [Exemples de situation de harcèlement au travail](#) (French only)
- [La médiation : un service qui favorise la résolution rapide et harmonieuse d'un conflit](#) (French only)
- [Harcèlement psychologique ou sexuel au travail - Notre expert vous informe](#) (French only)

Publications

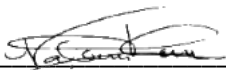
- [Mediation - A valuable asset for resolving conflicts | Commission des normes de l'équité de la santé et de la sécurité du travail - CNESST](#)
- [Aide-mémoire – Harcèlement au travail | Commission des normes de l'équité de la santé et de la sécurité du travail - CNESST \(gouv.qc.ca\)](#) (French only)
- [Comprendre et prévenir le harcèlement psychologique ou sexuel au travail - Guide pratique de l'employeur](#) (French only)
- [Le harcèlement psychologique ou sexuel, parlons-en!](#) (French only)

ANNEXE 2 – COMMITMENT OF PERSONS DESIGNATED BY THE EMPLOYER TO RECEIVE AND HANDLE COMPLAINTS AND REPORTS RELATED TO PSYCHOLOGICAL HARASSMENT IN THE WORKPLACE

Commitment

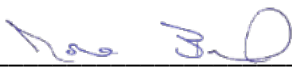
I hereby declare my commitment to adhere to the prevention and management policy for psychological or sexual harassment of the Centre de services scolaire du Littoral. I ensure that my recommendations and interventions will be impartial, respectful, and confidential.

Valérie Roux
Name of designated person no. 1


Signature of designated person no. 1

2025-11-14
Date

Mona Bond
Name of designated person no. 2


Signature of designated person no. 2

2025-10-28
Date