

The logo for QEXCA, with the letters in a bold, white, sans-serif font.

Your Community Association

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Policy – Respectful Conduct

Purpose

To ensure that the QEXCA (the Association) is a respectful organization, where community residents, members, volunteers and participants enjoy an environment in which the dignity and self-respect of every person is valued and which is free of offensive remarks, material or behaviour.

Policy

Every person can expect to be treated respectfully when involved in Association activities, programs, events and meetings.

Every member, volunteer, leader and participant has the responsibility to refrain from participating in behaviour that is, or could be perceived to be, disrespectful in nature.

The Association recognises that disrespectful behaviour can jeopardize an individual's dignity, self-esteem and well-being and possibly undermine working relationships, friendships and organizational productivity.

This Policy applies to all members, volunteers, leaders, participants, as well as casual and contract employees. It applies to the Association as well as to activities connected with the Association. It applies to relationships and interactions between members, volunteers, leaders and the public.

Procedure

If accused of disrespectful behaviour:

- a) Attempt to resolve the situation by listening and trying to understand the concern.
- b) Be open to the other person's perspective. For example, something which one person considers to be humorous might be offensive to someone else.
- c) Consider the impact of actions on others.
- d) Be willing to make reasonable changes that could make a difference. Often a sincere apology and a commitment to refrain from disrespectful behaviour is sufficient to resolve the situation in an informal manner.
- e) Keep those involved, and nature of the complaint, confidential.



If treated in a disrespectful manner:

- a) Every situation is unique, but whenever possible, informal resolution of an issue as soon as possible is preferable.
- b) Be proactive. Try to resolve the problem. Do not wait until a recurrence or assume the problem will go away. Approach the person who created the uncomfortable situation, explain its affects and ask that it stop. Do this calmly, respectfully and in confidence. Often, an individual may not be aware that her or his behaviour is offensive and most will change the behaviour once made aware of the problem.
- c) If approached by another person regarding an issue of respect, careful listening, respectful discussion and honesty will often lead to a resolution.

*This Policy was approved by the Board of Directors and ratified by the Association on the **first day of December 2020.***

Office

Name

Signature

