

CIVILITY POLICY

ADOPTED 311-S-CA-3248 (29-11-2011)

AMENDED 358-CA-3832 (13-10-2015)

AMENDED 421-CA-4716 (27-10-2020)

NOTE TO THE READER

UQAT has adopted a Politique visant à prévenir et traiter les violences à caractère sexuel [policy for the prevention and handling of assaults of a sexual nature] including the code of conduct, and a policy for the prevention and handling of psychological harassment. As a result, any kinds of assault of a sexual nature, or of psychological harassment, must be dealt with under the latter policy and not under this policy.

1. PREAMBLE

This Civility Policy describes the resources that the Université du Québec en Abitibi-Témiscamingue, hereinafter called the "Université," or "UQAT," has put in place to maintain a healthy climate for work and learning which fosters relationships typified by civility.

UQAT recognizes the right of every member of the university community, to have a working and learning environment free of any kind of incivility.

UQAT deems mutual respect, collaboration, politeness, and good manners to be important values which promote the establishment of harmonious relationships between individuals, and which enable the implementation of a healthy environment, conducive to individual achievement, and to the achievement of UQAT's objectives.

2. STATEMENT OF PRINCIPLES

With the implementation of this policy, UQAT commits to pursuing the following goals:

- Promoting a healthy working and learning environment typified by respectful relationships and free of any kind of discrimination;
- Promoting civility and encouraging behaviours typified by respect, collaboration, politeness, courteousness, and good manners;
- Maintaining a healthy working and learning environment which encourages civility in such a way as to safeguard the physical and psychological integrity of UQAT staff and students, and to respect their dignity;

- Asserting that responsibility and accountability need to be shared, in maintaining respectful and civilized interpersonal relationships;
- Contributing to awareness, information, and education in the university community, to encourage civilized behaviours;
- Provide the necessary support to victims of incivility, by establishing support and recourse mechanisms.

3. LEGISLATIVE FRAMEWORK AND DEFINITIONS

The sections of the Charter cited in the text are cited for information purposes only

Quebec's Charter of Human Rights and Freedoms sets out the ethical safeguards on which quality of life in society, and in working and learning environments are based. It sets out the following rights:

- Every human being has a right to life, and to personal security, inviolability and freedom. (...); (s. 1)
- Every person is the possessor of the fundamental freedoms, including freedom of conscience, freedom of religion, freedom of opinion, freedom of expression, freedom of peaceful assembly and freedom of association. (s. 3)
- Every person has a right to the safeguard of his dignity, honour and reputation; (s. 4)
- Every person has a right to respect for his private life; (s. 5)
- Every person has a right to full and equal recognition and exercise of his human rights and freedoms, without distinction, exclusion or preference based on race, colour, sex, gender identity or expression, pregnancy, sexual orientation, civil status, age except as provided by law, religion, political convictions, language, ethnic or national origin, social condition, a handicap or the use of any means to palliate a handicap. Discrimination exists where such a distinction, exclusion or preference has the effect of nullifying or impairing such right; (s. 10)
- Every person has a right to live in a healthful environment in which biodiversity is preserved, to the extent and according to the standards provided by law. (s. 46)

The Act respecting occupational health and safety stipulates that:

Every worker has a right to working conditions that have proper regard for his health, safety and physical well-being. (s. 9)

In this policy:

Civility is understood as:

a behaviour that contributes to the maintenance of standards of mutual respect that are established in the working and learning environments. This is a set of rules of conduct focussed on the wellbeing of groups, in particular, respect, collaboration, politeness, courtesy, and good manners. The values set out in the code of conduct can be found in Appendix A

Incivility is understood as:

a breach of the basic rules of social life (respect, collaboration, politeness, courtesy, good manners) which creates significant discomfort in the working and learning environments, and which has a negative impact on morale, efficiency, productivity, motivation, and the work or learning climate for staff members and the student population. I

4. SCOPE OF THE POLICY

This policy applies to all members of the university community: staff members of all categories, and students. It also applies to any franchise staff and staff providing services to UQAT, as well as to suppliers, sub-contractors, and any visitors to UQAT.

Members of the university community: staff members, students, practicum, co-op, and internship students, volunteers, invited guests, visitors and suppliers of services. Members of the faculty, members of the university administration and administrative staff (with the exception of individuals who retain their student status within the meaning of this policy) organizations which carry out their missions on UQAT premises, such as AGEUQAT [the General Student Association], unions, the Fondation de l'UQAT, the Coop Le Signet [bookstore], the Bistro and the UQAT residences are also considered to be members of the university community.

This policy applies to all facilities belonging to, rented by, occupied by, or under the jurisdiction of the Université. It also applies to the exterior of these facilities, when activities taking place there are organized by an entity of the Université, or when relationships between such individuals are determined by their affiliation to the Université (e.g.: social activities), and which include interactions on social media platforms.

Section 6 of this policy indicates the procedure for handling situations which may be related to a breach of civility. Any questions on the application of this policy may be directed to the Office of the General Secretary.

5. ROLES AND RESPONSIBILITIES OF THE MEMBERS OF THE UNIVERSITY COMMUNITY

5.1 Introduction

The development and maintenance of a good working and learning climate is a shared responsibility. Every individual contributes to that climate in their own way, based on their role at UQAT.

At any time during the process, any individual who feels aggrieved may ask for the assistance of a person in the university community for support (for example, a student may ask for assistance from a representative of their student association or from a Student Services staff member).

5.2 University Leadership (UQAT's university administration)

Besides their personal responsibility as members of the university community, university administration commit to:

- promoting this policy to members of the university community and encouraging behaviours typified by civility, respect, collaboration, politeness, courtesy, and good manners through awareness and education.
- promoting civility and encouraging behaviours typified by respect, collaboration, politeness, courtesy and good manners;
- asserting that responsibility and accountability need to be shared, in maintaining respectful and civilized interpersonal relationships, and the maintenance of a working and learning climate that is comfortable for everyone;
- contributing to awareness, information, and education in the university community to prevent breaches of civility.

5.3 Responsibilities of University Community Members

It is the duty of all individuals, in their working or learning environment:

- to demonstrate civility in their relations with others;
- to take a critical view of their own behaviour and its impact on others, in order to take the necessary corrective action, if required;
- to determine actions that will correct a situation which creates discomfort;

- to clearly and respectfully express their boundaries, in relation to the alleged breach;
- to intervene as quickly as possible, to ensure order that the situation is not exacerbated;
- to ask for a UQAT staff member's support if an individual is unable to take action themselves to deal with the uncomfortable situation;
- to intervene when they witness an act of incivility;
- to respect this policy and demonstrate civility;
- to bring to the attention of administrators or the individual designated to respond to such situations, any situation which may be considered a breach of civility;
- to cooperate, and provide a statement, as required.

5.4 Managers: Department Heads, University Administration, Service, Campus, and Regional Centre Directors, Management-level Professional Staff

Besides their personal responsibility as members of the university community, managers are responsible for:

- proactively intervening in any situation which may be considered harassment or incivility;
- promoting a healthy working climate, free of any kind of incivility;
- promoting civility, and this policy;
- clearly establishing expectations for anticipated behaviours in the working and learning environment;
- to deal with unacceptable behaviours;
- to intervene when tensions create uncomfortable situations and impair the working climate.

5.5 The Director of Human Resources:

The Director of Human Resources is responsible for:

- enforcing the policy, and for supporting administrators and staff members when a situation of

incivility is reported to them;

- putting educational and awareness-raising activities in place for staff members;
- ensuring that appropriate corrective measures are enforced in the workplace, or in regards to a staff member.

5.6 The Director of Student Services

The Director of Student Services is responsible for:

- enforcing the policy, and for supporting members of the university community and, more specifically students, when a situation of incivility is reported to them;
- putting educational and awareness-raising activities in place for students;
- ensuring that appropriate corrective measures are enforced in the learning environment, or in regards to a student.

6. PROCEDURE FOR HANDLING SITUATIONS OF INCIVILITY

6.1 First Step: Speak to the individual directly.

An individual who believes they have been subjected to a breach of civility is encouraged to let the person responsible for such actions know that their behaviour is unwanted and unacceptable, and to ask them to stop.

6.2 Second Step: Inform a manager.

If no change occurs, or if the individual does not feel comfortable speaking directly to the person responsible, they should ask for help from a manager designated in Section 5.4 of this policy. When the latter is notified of the situation, or knows that an individual has been subject to a breach of civility in their work or academic life, they must take reasonable steps to put a stop to it.

Where the individual responsible for the incivility is a student, the professor, instructor, module director, program director, and the department director should be the first intervenors to be consulted.

Available mechanisms:

- Advice and support;

- Conflict management;
- Mediation;
- Enforcement of a disciplinary measure, in accordance with the provisions set out in the collective agreement(s), where applicable.

6.3 Third Step: Request the involvement of the Director of Human Resources, or of the Director of Student Services.

The Director of Human Resources and the Director of Student Services may be involved in resolving the problem, and in formulating an amicable arrangement. The available mechanisms are the same as those noted in the previous step:

- Advice and support;
- Conflict management;
- Mediation;
- Enforcement of a disciplinary measure, in accordance with the provisions set out in the collective agreement(s), where applicable.

7. CORRECTIVE MEASURES FOR AN INDIVIDUAL FOUND GUILTY OF A BREACH OF CIVILITY

An individual found guilty of a breach of civility is subject to disciplinary measures in accordance with the severity of the breach(es) committed, as required under the applicable collective agreement(s), in cases where the individual is a staff member.

These measures may include:

A verbal or written reprimand, suspension, transfer (in cases where it would not be reasonable that the individuals involved in the complaint continue to work or learn together), demotion, termination, or expulsion.

8. CONFIDENTIALITY

All individuals who participate in a process intended to settle a situation of incivility can be assured they will be treated in a fair, impartial, and discreet manner. Managers who participated in the process for dealing with a situation of incivility must maintain the confidential nature of any information related to this process, except when communicating with the Director of Human Resources or with the Director of Student Services,



or with any individual affected by the situation, to the extent that disclosure of the information is necessary in order that measures may be taken to stop the occurrence of the situation of incivility.

9. ADOPTION AND REVIEW

This policy enters into force on the day of its adoption by the Board of Directors. It will be reviewed periodically or as needed, upon recommendation of the individuals responsible for its enforcement.

APPENDIX A

A HARMONIOUS WORKING AND LEARNING CLIMATE IS EVERYONE'S RESPONSIBILITY

Civility is about much more than simply being courteous and polite. It's about considering others and being open to them, communicating respectfully, adopting behaviours that promote collaboration, understanding, and harmony. With the adoption of these behaviours, we recognize that each member of the university community contributes to maintaining a working and learning environment that is respectful, harmonious, and efficient.

Incivility is a breach of the basic rules of social life (respect, collaboration, politeness, courtesy, good manners) which creates significant discomfort in the working and learning environments, and which has a negative impact on morale, efficiency, productivity, motivation, and the working or learning climate for staff members and the student population.

We, the students and employees of the Université du Québec en Abitibi-Témiscamingue, value the respect and dignity of every individual, collaboration, openness, and the establishment of effective communication between ourselves, and with the university administration.

TO ACT RESPECTFULLY EVERY DAY IS TO:

1. be courteous and polite to everyone
2. consider the opinions of others
3. use an appropriate tone of voice
4. respect established channels of communication
5. be punctual

TO ACT RESPECTFULLY IS TO:

1. not say malicious things
2. not make sarcastic remarks with vexatious intent
3. not judge, without awareness
4. not make innuendos about other people
5. not start or feed rumours
6. not take credit for another person's work

TO ACT COLLABORATIVELY EVERY DAY IS TO:

1. help other colleagues and team members
2. be positive and receptive to others' ideas
3. develop one's autonomy to encourage collaboration
4. share one's ideas and knowledge
5. be conscientious

TO ACT COLLABORATIVELY IS TO:

1. not "go it alone"
2. not immediately reject ideas or assistance from one's colleagues
3. not be condescending or arrogant
4. not show oneself as unavailable to colleagues and team members
5. not act selfishly in order to exclude others
6. not create interpersonal conflicts

TO ACT WITH OPENNESS EVERY DAY IS TO:

1. accept change and adapt to it, to the extent that it takes constructive criticism into account
2. respect others' tastes and traditions
3. give others the chance to express themselves
4. be able to come to a resolution, and even compromise, in cases where dispute arises
5. respect differences of opinion

TO COMMUNICATE EFFECTIVELY EVERY DAY IS TO:

1. be a good listener, be receptive
2. make sure one's message is well-understood
3. have empathy
4. share information in a timely manner
5. adopt a friendly, considerate tone

TO ACT WITH OPENNESS IS TO:

1. not hold prejudices
2. not disregard others
3. not be on the defensive
4. not hold onto to one's ideas, without trying to properly understand the ideas of others

TO COMMUNICATE EFFECTIVELY IS TO:

1. not talk in an aggressive way
2. not make unconstructive, negative comments, or derogatory remarks
3. not communicate bad information, or neglect to mention relevant information
4. not adopt provocative behaviours
5. not isolate oneself