
*This Frequently Asked Questions document is intended to provide a better understanding of CLBC's Respectful Engagement Policy and address common questions. These FAQ's will be updated as needed and posted on our CLBC Website. Updates will be highlighted as ***NEW**.*

FREQUENTLY ASKED QUESTIONS

What is the purpose of the Respectful Engagement Policy?

- The purpose of this policy is to foster a work environment that promotes respect, collaboration, and inclusivity among employees while ensuring that interactions with individuals, families, advocates, community partners and the public are conducted professionally and respectfully.
- It establishes a respectful, dignified environment, free from discrimination, harassment, and unreasonable behavior.
- This policy outlines the roles and responsibilities of all parties to uphold collaborative practices, including public engagement throughout CLBC processes, in both interpersonal and electronic communications.

Who does this policy apply to?

- This policy applies to all employees, contractors, volunteers, board members, advocates, and anyone interacting with CLBC, including CLBC eligible individuals, families and the public.
- It is essential that everyone engaged in CLBC upholds these standards of respect, collaboration and professionalism as outlined in this policy.

Why is respectful engagement important in CLBC?

- Respectful engagement ensures effective, professional, and collaborative interactions that foster trust, inclusivity, and positive outcomes for individuals, families, and communities served by CLBC.
- It supports the creation of a welcoming and safe environment, aligns with trauma-informed practices, and promotes fairness, accountability, and transparency in all interactions.
- The policy encourages open communication while ensuring that all interactions remain respectful and constructive.

What behaviors are considered disrespectful or unprofessional?

Disrespectful or unprofessional behaviors include:

- Bullying, harassment, or intimidation.
- Discrimination based on identity or background.
- Dismissive or derogatory comments.
- Conduct that causes harm or creates a power imbalance, such as unreasonable demands or aggressive behavior.
- Disrespectful conduct also includes behavior that results in reputational harm, threats, or harassment via digital platforms.

How can I report a violation of this policy?

- CLBC staff who witness or experience behavior that violates this policy, should report the instance to their direct supervisor.
- Non-CLBC staff (those outside the organization) should contact their local CLBC office and ask to speak with the manager.
- All reports will be taken seriously and handled confidentially. CLBC is committed to addressing concerns promptly and fairly, whether they involve internal or external interactions.
- Where there are concerns about CLBC staff conduct, and a person does not feel comfortable going to the staff member's manager, a [formal complaint](#) may be filed through CLBC's as per the [Complaints Resolution Policy](#).

I am afraid there may be retribution from CLBC if I bring concerns forward about a staff member's behaviour.

- It's essential that anyone who has concerns about the behavior of a CLBC staff person feels comfortable bringing those concerns forward.
- CLBC is committed to addressing issues in a fair and respectful manner. You can be assured that raising concerns will not lead to any form of retribution or negative consequences.
- We view feedback as an opportunity to improve and uphold the highest standards of professionalism and service. Your voice matters, and we encourage open communication to ensure trust and accountability.
- If someone does not feel comfortable contacting their local CLBC office/manager, they can file a [formal complaint](#) as per the [Complaints Resolution Policy](#).

What happens if someone violates this policy?

- Violations of the policy may lead to actions, including restrictions on communication or other disciplinary measures.
- A fair and thorough process, including an investigation and clear communication with those involved, will precede any action.

How does this policy promote engagement among employees and people outside of CLBC?

This policy promotes a respectful workplace by encouraging open communication, teamwork, and mutual support among CLBC staff, our partner agencies, agency staff, and the individuals and families we serve. It also sets clear expectations for professional behavior when interacting with people outside of CLBC, helping to build trust and foster positive, constructive relationships.

Can this policy be amended or updated?

Yes, CLBC is committed to reviewing and updating this policy to ensure it remains relevant and effective.

How can employees contribute to a respectful workplace and external engagement?

- Employees can contribute by modeling respectful behavior, being open to feedback, actively listening to colleagues and people outside the organization, and addressing any disrespectful behavior they witness.
- Promoting a culture of respect starts with each individual and their commitment to creating a positive work environment and fostering professional relationships with external parties.

What are some examples of respectful engagement?

- Actively listening to others' concerns and viewpoints without interruption.
- Speaking and writing in a professional, clear, and non-discriminatory manner.
- Addressing others with appropriate titles and avoiding assumptions based on race, gender, or background.
- Acknowledging and resolving disagreements constructively.
- Being mindful of cultural sensitivities and accommodating individual needs when possible.

What behaviors are considered disrespectful or inappropriate?

Disrespectful behavior includes, but is not limited to:

- Use of derogatory, offensive, or discriminatory language.
- Interrupting or speaking over others.
- Harassment or bullying, whether verbal, physical, or online.
- Dismissing or belittling others' opinions or experiences.
- Unreasonable behaviour that delays collaboration or productivity.

What role does respectful engagement play in digital communications?

- Respectful engagement applies equally to digital communications (emails, texts, online meetings, etc.) as it does to face-to-face interactions. This includes using polite, clear, and respectful language, avoiding inflammatory or passive-aggressive remarks, and being mindful of how messages may be interpreted by diverse audiences.