BC/YUKON COMMAND
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October 22, 2026

TO: All Branches
For Information of Members of Command Executive Council

FROM: Michelle Courtney, Executive Director, BC/Yukon Command

SUBJECT: Respectful Workplace & Bullying and Harassment Training Resources

Memo 70.26

Comrades,

BC/Yukon Command has updated the Respectful Workplace and Bullying & Harassment resources available to branches. Developed with Lantern HR, these resources are intended to help branches understand their responsibilities under WorkSafeBC regulations and ensure the appropriate policies, procedures, and training are in place.

Branches with paid employees must take steps to prevent and address workplace bullying and harassment. This includes:

- Maintaining a written workplace policy and reviewing it annually.
- Establishing clear procedures for reporting concerns and responding to complaints or incidents.
- Providing annual training for workers and supervisors.
- Keep records of training completion and signed acknowledgements.

To help branches meet these requirements, the following resources are available in Branch Corner through the BC/Yukon Command website:

- **Respectful Workplace Policy:** a customizable template for branches to adapt to their workplace and review annually.
- **Investigation Procedures Template:** template on how to review, document, investigate, and respond to complaints and incidents.
- **Intro to Bullying and Harassment Presentation Slides and Video:** presentation slides and a training video that participants can complete independently or as a group. Participants receive a certificate upon completion, which should be kept on file.

Branches with paid staff must ensure workers and supervisors complete annual training. Executive members and volunteers are strongly encouraged to participate so everyone understands their role and responsibilities.

If you have any questions or need assistance, please contact your Branch Operations Advisor.

In comradeship,

Michelle







BC/Yukon Legion Command Respectful Workplace Training

Intro to Bullying and Harassment

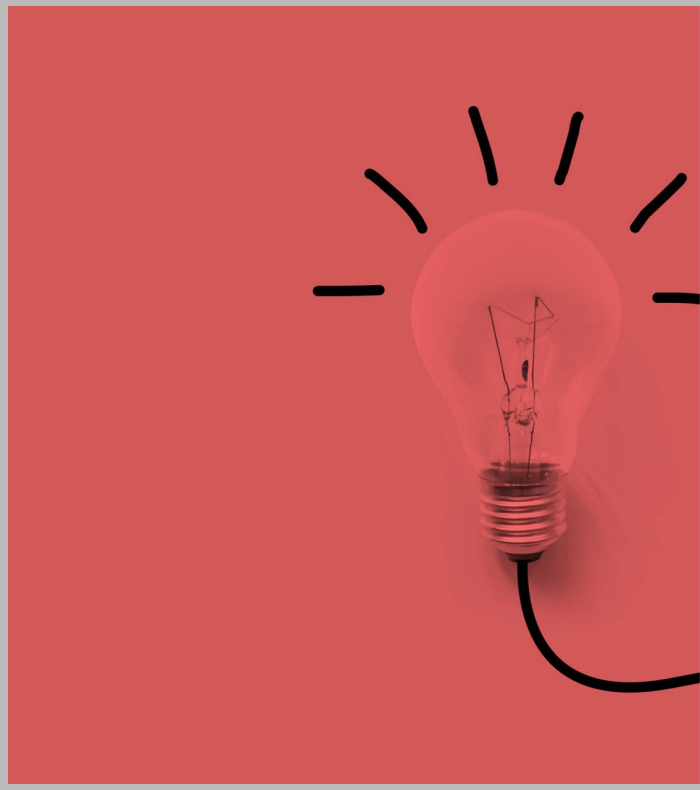
Module 1

Legion 100 1926 · 2026

Lantern HR & Leadership

Training Objectives

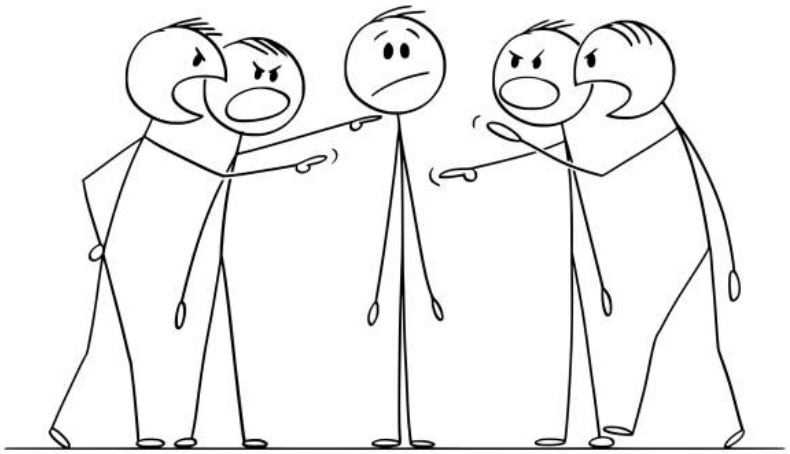
1. Review the Respectful Workplace Policy
2. Discuss what IS and ISN'T Harassment including Bullying, Sexual Harassment and Discrimination
3. Employer, supervisor and employee responsibilities
4. Reporting Procedures
5. Review Respectful Communication Foundations



Respectful Workplace Policy Overview

Royal Canadian Legion is committed to maintaining a respectful, inclusive, and safe environment for all employees, members, volunteers, Executive Committee members, and guests. We have zero tolerance for bullying, harassment, discrimination, violence, or retaliation in any form. This policy applies within the Branch, at Legion-related events, during volunteer activities, in electronic communications, and in off-duty conduct that impacts the workplace. Everyone is expected to treat others with dignity, fairness, and respect, contribute to a positive and welcoming culture, and promptly report concerns. All complaints will be handled confidentially, fairly, and in a timely manner, with appropriate corrective action taken when necessary.

WHAT COMES TO MIND WHEN YOU HEAR THE TERMS BULLYING & HARASSMENT?





What is workplace bullying and harassment?

Is conduct that is unwelcome and uninvited

Creates an intimidating, hostile or offensive work environment

Tends to have a negative impact on an individual's work performance

May be verbal, non-verbal, or physical

May be based on the areas and grounds in Human Rights Acts

May be intentional or unintentional

WorkSafeBC Definition

A worker is bullied and harassed when someone takes an action that they knew or reasonably ought to have known would cause that worker to be humiliated or intimidated.



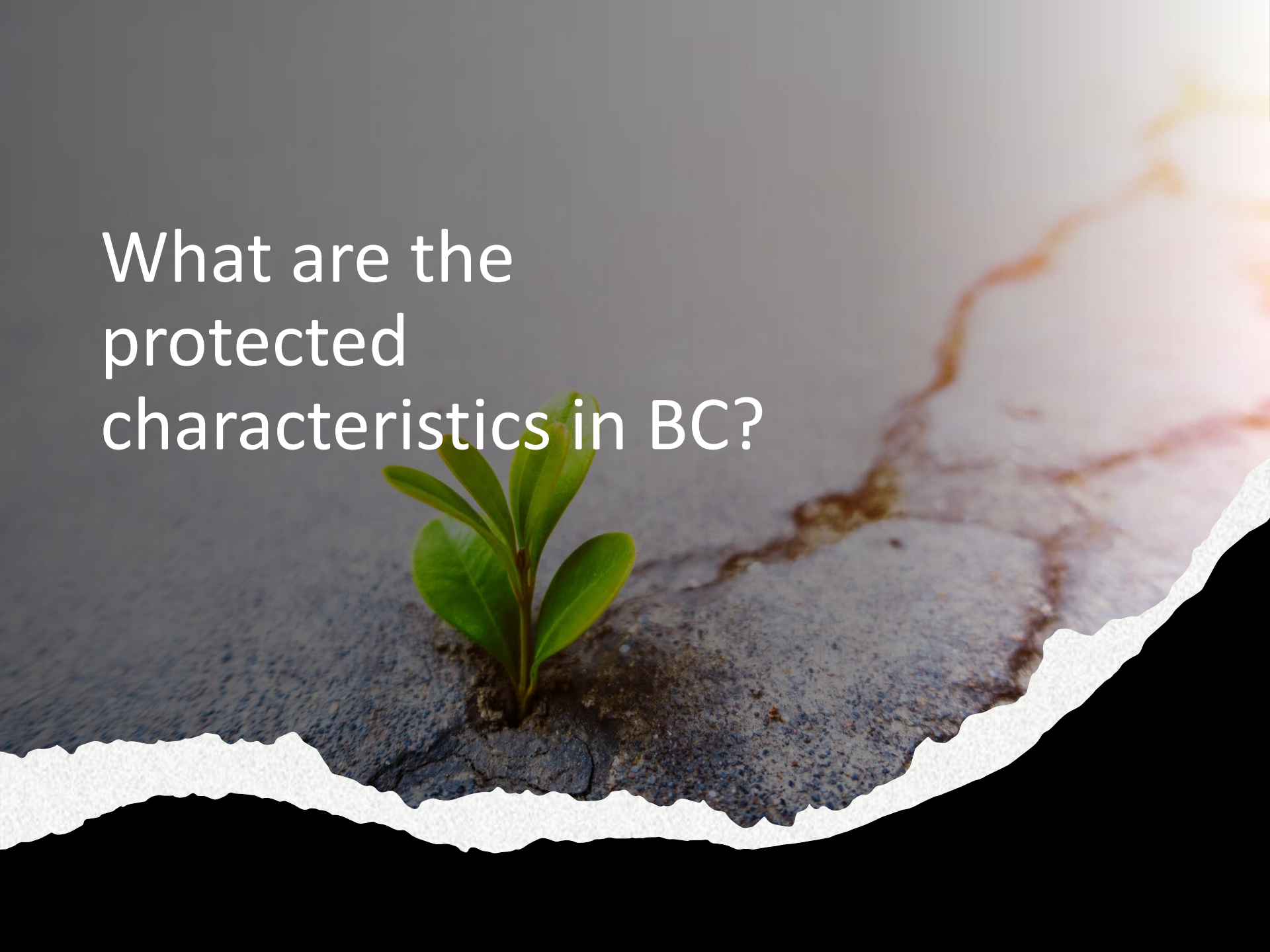
WorkSafeBC

Bullying at Work

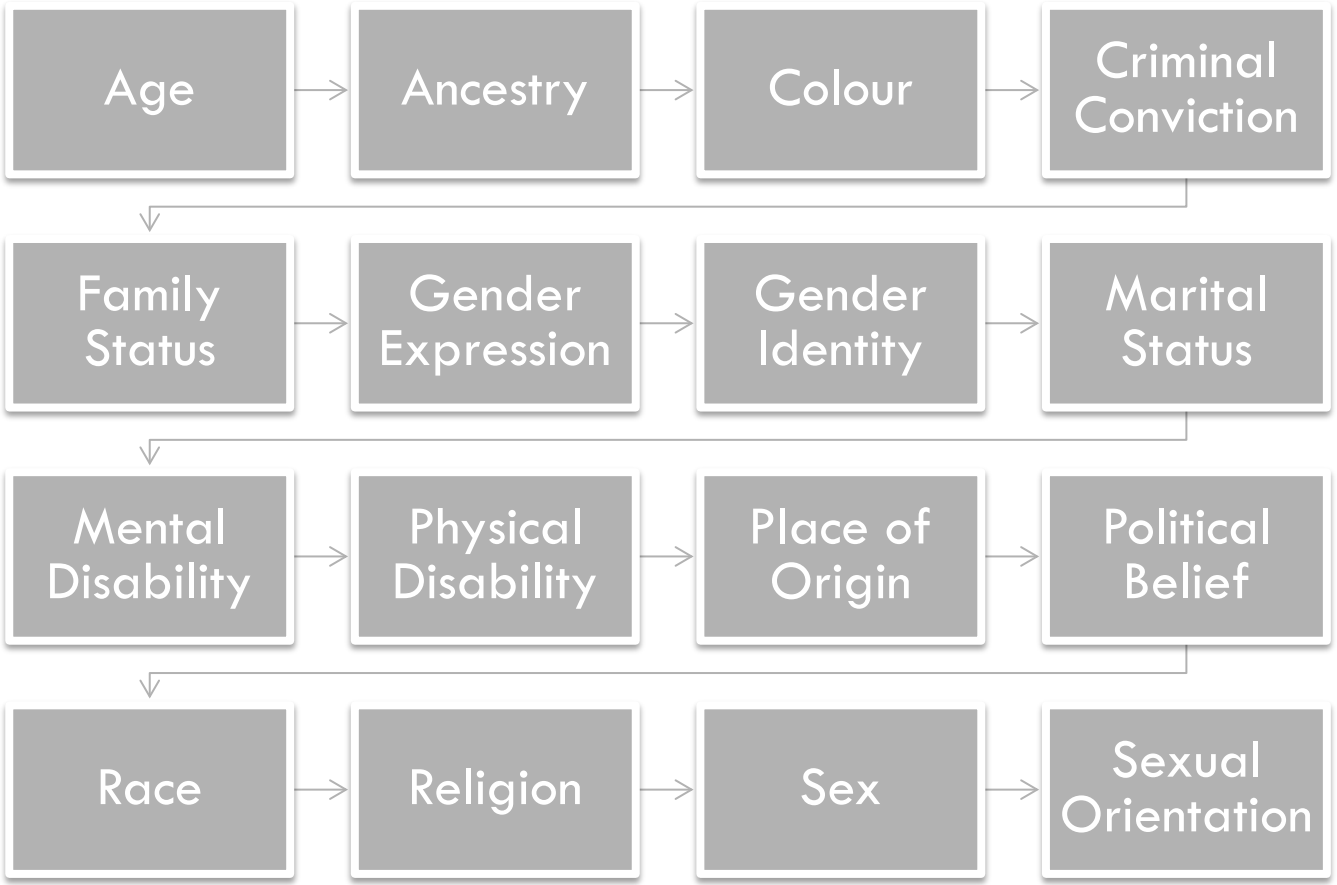
What is workplace bullying & harassment?



What are the protected characteristics in BC?



What are the Protected Characteristics



Case Study #1

Avery and Chris are working a busy evening shift at a bar. A regular customer, Dan, has had a few drinks and starts directing most of his attention toward Avery.

He makes comments like:

- “You’ve got the best smile in this place—bet you get better tips because of it.”
- “Come on, don’t leave yet, I was just getting to know you.”

When Avery steps away, Dan calls them back by name and lightly taps the bar to get their attention. As the night goes on, he stands a bit too close when ordering and jokes:

- “You’re stuck with me all night, right?”

Chris notices the interaction and later says quietly:

- “Yeah… Dan can be like that. He tips well though, so management usually just lets it go.”

Avery laughs it off in the moment but starts avoiding that section of the bar and feels uneasy going back to the table. The shift supervisor doesn’t step in, and the behaviour isn’t addressed.

What is Sexual Harassment?



Gender discrimination based on gender, gender identity and/or gender expression

Unwelcome sexual behavior that adversely affects, or threatens to affect terms and conditions of employment

It can be verbal, non-verbal or physical conduct of a sexual nature

May be one serious incident or a series of incidents

Is Gossip Bullying & Harassment?

What is it?

- Talking about another person in a way that you wouldn't talk about them if they were present
- Saying something about another person you haven't said directly to them
- Talking about another person in a way that makes you right and better than them

So – Is it bullying or harassment?

- Not necessarily, however, at the very least, it is **negative, counter-productive, and destructive to teams and workplaces.**
- Gossip becomes B&H when it is **persistent, harmful, and affects someone's dignity or work environment.**

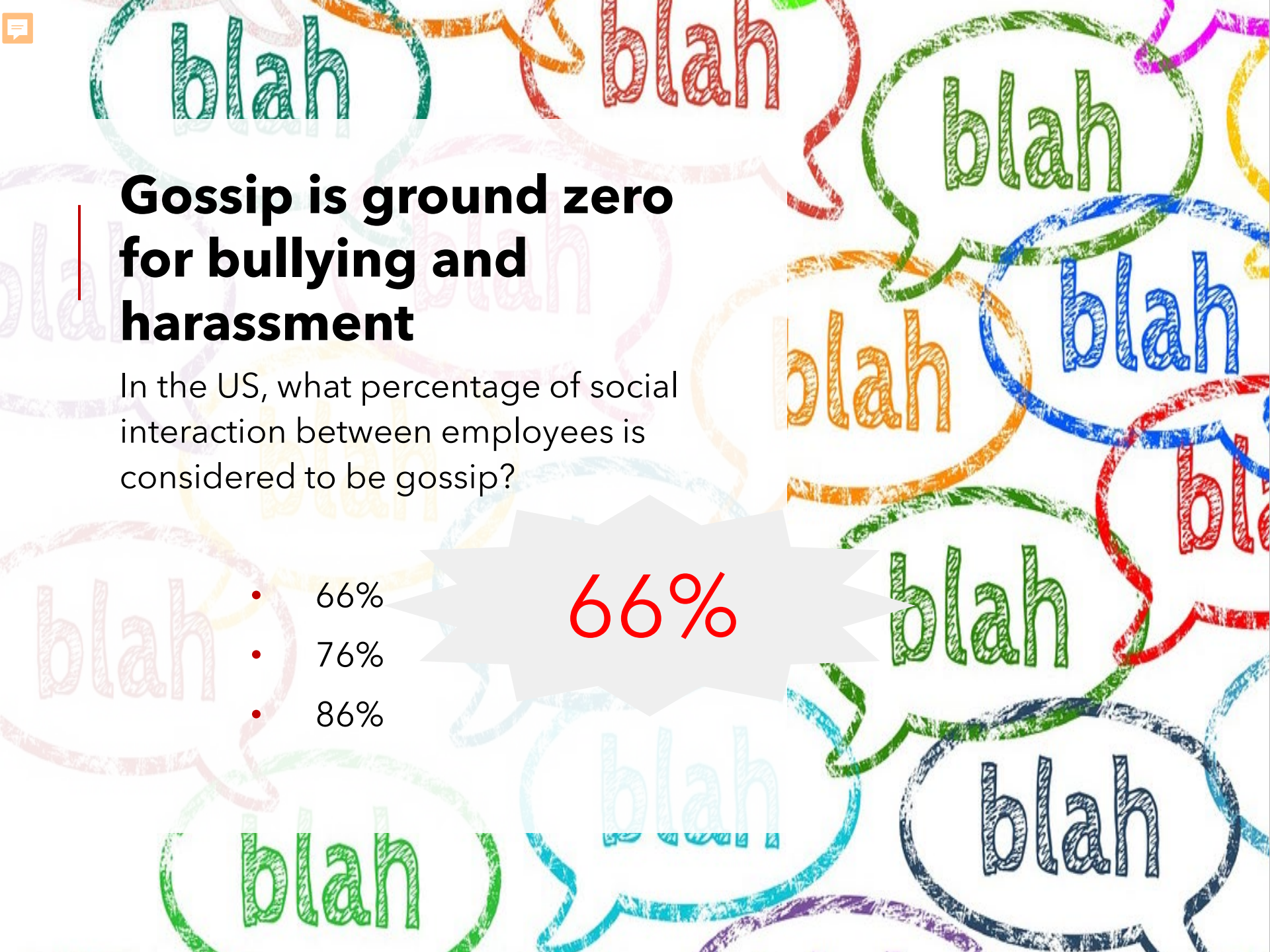


Gossip is ground zero for bullying and harassment

In the US, what percentage of social interaction between employees is considered to be gossip?

- 66%
- 76%
- 86%

66%



Scripting Techniques for dealing with Gossip



"I'm uncomfortable hearing you badmouth her when she isn't even in the room."



"Wow. You seem really upset. Have you had a conversation with him about this?"



"I've noticed that you talk about Susan a lot in a negative way. Is there a reason for this?"



"I'm more interested in what you're up to than talking about Roger."

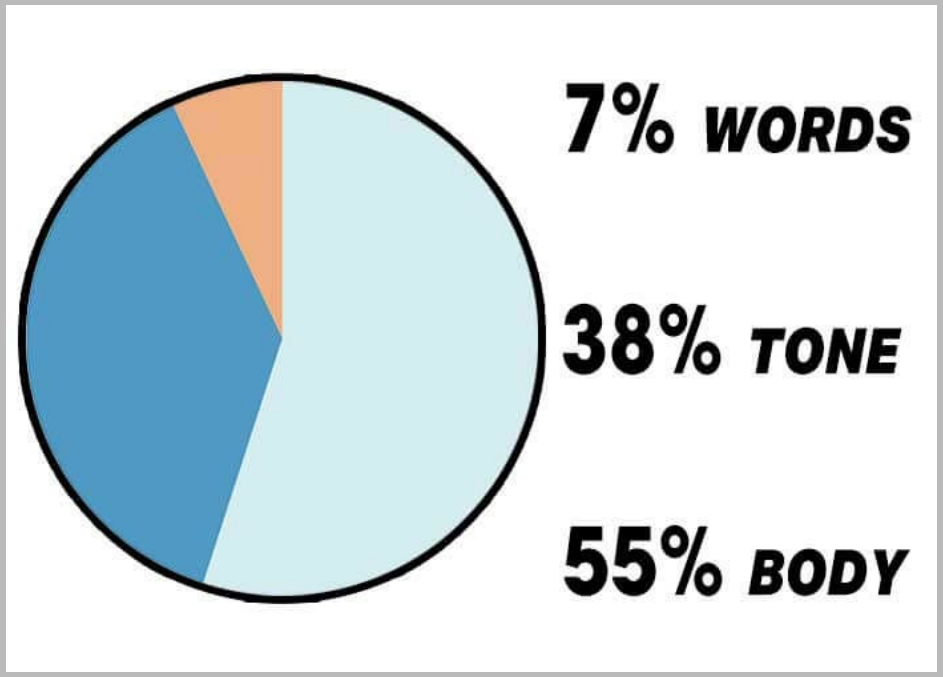


"Let's talk about something more positive."



"I share your concerns about ____ but telling me isn't going to make it better. I think you need to tell ____."

WHY CAN BULLYING & HARASSMENT BE HARD TO RECOGNIZE?



Off Duty Conduct

Even when Legion members are **off the clock**, like sitting down for a drink after a shift or volunteering at the bar, the **bullying and harassment policy still applies**.

Why?

WorkSafeBC says that if the behavior affects the workplace or working relationships, it **can still be considered workplace harassment**.




Insulting, demeaning, or aggressive comments made while socializing at the Branch
Repeated unwanted interactions, comments, or attention during social time
Behaviour that escalates during or after alcohol consumption
Conduct that undermines a person's dignity or psychological well-being

Case Study #2

Amanda is a bartender and has worked with the Branch for three years and is well-liked by staff and members.

After finishing her shift on a Saturday evening, Amanda stays at the Branch as a patron with several members and coworkers. During the evening, another employee, Steve, who is off duty and socializing with members, begins making sarcastic comments about Amanda's work performance in front of others.

Steve says things such as:

“Maybe if Amanda spent less time chatting and more time working, we'd actually get service around here."

"Don't expect much from her tonight—she's only good for the easy shifts."

"Everyone knows who really carries this place."

Several members laugh. Amanda appears uncomfortable and tries to ignore the comments.

Later in the evening, Steve continues discussing Amanda with members at another table, claiming she is lazy, unreliable, and receives special treatment from management. Two coworkers hear the comments and later tell Amanda about them.

Over the next several weeks, Steve continues making similar remarks while off duty at the Branch. Some members begin repeating the comments to Amanda during her shifts. Amanda feels embarrassed and anxious about coming to work and avoids being in the lounge when Steve is present.

Amanda reports the situation to the Branch President.

What is NOT Bullying & Harassment?

- Expressing differences of opinion
- Offering constructive feedback
- Making a legitimate complaint about another employee's conduct
- Reasonable management action

What are the Employer's Obligations?

Maintain a safe, healthy workplace, free of harassment

Legally responsible for ensuring harassment doesn't occur in the course of employment

Responsible for ensuring employees are not bullied by supervisors, co-workers, and others

Develop and implement an effective respectful workplace policy and provide training on it

Ensure all employees have access to the policy

Make sure all employees understand the policy and how to make a complaint under the policy

What are the Employee's Responsibilities?

Treat co-workers, including management and staff employees, customers, and guests with respect.

Report incidents of observed and/or experienced harassment and/or discrimination to management, and/or the appropriate party as per the reporting procedure.

Take necessary steps to cease incidents of harassment and/or discrimination of other co-workers.

Co-operate with an investigation of a harassment and/or discrimination complaint.

Comply with this policy, procedures, and legislated responsibilities.



Speak Up - Don’t Stay Silent

- One of the most powerful way to stop bullying and harassment is to be an active by-stander.
- This means stand up, speak out, and support those in need.
- Your actions can make a difference.
- Together, we create a safer and more respectful community.
- Remember, staying silent can allow harmful behaviors to continue.
- Don't just be a bystander—be the change.



Retaliation

- Everyone has the right to report in good faith incidents of discrimination, harassment, bullying and inappropriate behaviour without fear of retaliation.

Case Study #3

Jordan notices that since raising a concern about workload distribution, their manager, Priya, no longer invites them to informal team check-ins or after-work discussions where decisions are often shaped.

When Jordan asks for updates, Priya responds:

“Oh, we didn’t think you’d be interested.”

“We’re trying to keep things more streamlined.”

Jordan still receives assigned tasks but feels increasingly out of the loop and unsure about expectations. Other team members don’t seem to notice anything unusual, and Priya remains polite in all direct interactions.

Why do we Care so much Bullying at Work?



47% of women and 31% of men in Canada report experience some form of workplace harassment or sexual assault during their working lives

Reporting Procedures

Step 1:

If they feel comfortable doing so, the victim or observer of Bullying and Harassment or Discrimination may contact the alleged bully/harasser to discuss that the behavior is contrary to the Respectful Workplace Policy. Ask the person to meet with you in a comfortable setting and explain your position. Request that they stop the behavior that violates this policy, While this is often the simplest and most effective way to end the harassment, a victim or observer of harassment is not obligated to confront the alleged harasser.

Reporting Procedures

Step 2:

If the Bullying and Harassment or Discrimination does not stop, the victim or observer may file a complaint or report the concern to the Manager or Branch Administrator. If the incident is involving the Manager or Branch Administrator, you may report it to the President of the Executive Committee.

Unless exceptional circumstances exist, a complaint or report must be made within 6 months of the alleged incident(s), but employees are encouraged to report within 24 hours. All complaints will be taken seriously and will be dealt with fairly and promptly.

A complaint or report should include any relevant documents (emails, photographs, physical evidence, etc.) to support any allegations and should reference the following information:

- The names of the parties involved
- Any witness(es) to the incident
- The location, date, and time of the incident(s)
- Details about the incident (behaviour and/or words used)
- Any additional details that would help with an investigation

Reporting Procedures

Step 3:

The Manager or Branch Administrator, or their designate, will initiate an investigation into the complaint or report promptly.

The Respondent is entitled to a fair hearing. The complainant, the respondent and any witnesses will cooperate when interviewed. The Respondent will be given details of the complaint and will be provided reasonable opportunity to respond.

All investigation proceedings will be documented, and upon completion of the investigation the assigned investigator, including cases where external parties are hired, will file a report of findings with recommendations.

If an employee's complaint or report of Bullying and Harassment is found to have merit, then appropriate remedial or disciplinary action will be taken. This action may include education and training, modification of policies and procedures, or formal disciplinary action up to and including dismissal of the offending person(s).



Respectful Communication

Communication is constantly changing– how do you and your colleagues communicate?



Respectful Communication - In Person

- **Active Listening:** Pay attention, show interest, and avoid interrupting.
- **Body Language:** Maintain eye contact, use open gestures, and avoid crossing arms and rolling eyes.
- **Tone of Voice:** Use a calm and friendly tone, avoid shouting or sarcasm.
- **Respect Boundaries:** Give personal space and avoid invading others' comfort zones.
- **Constructive Feedback:** Offer feedback in a positive and supportive manner.

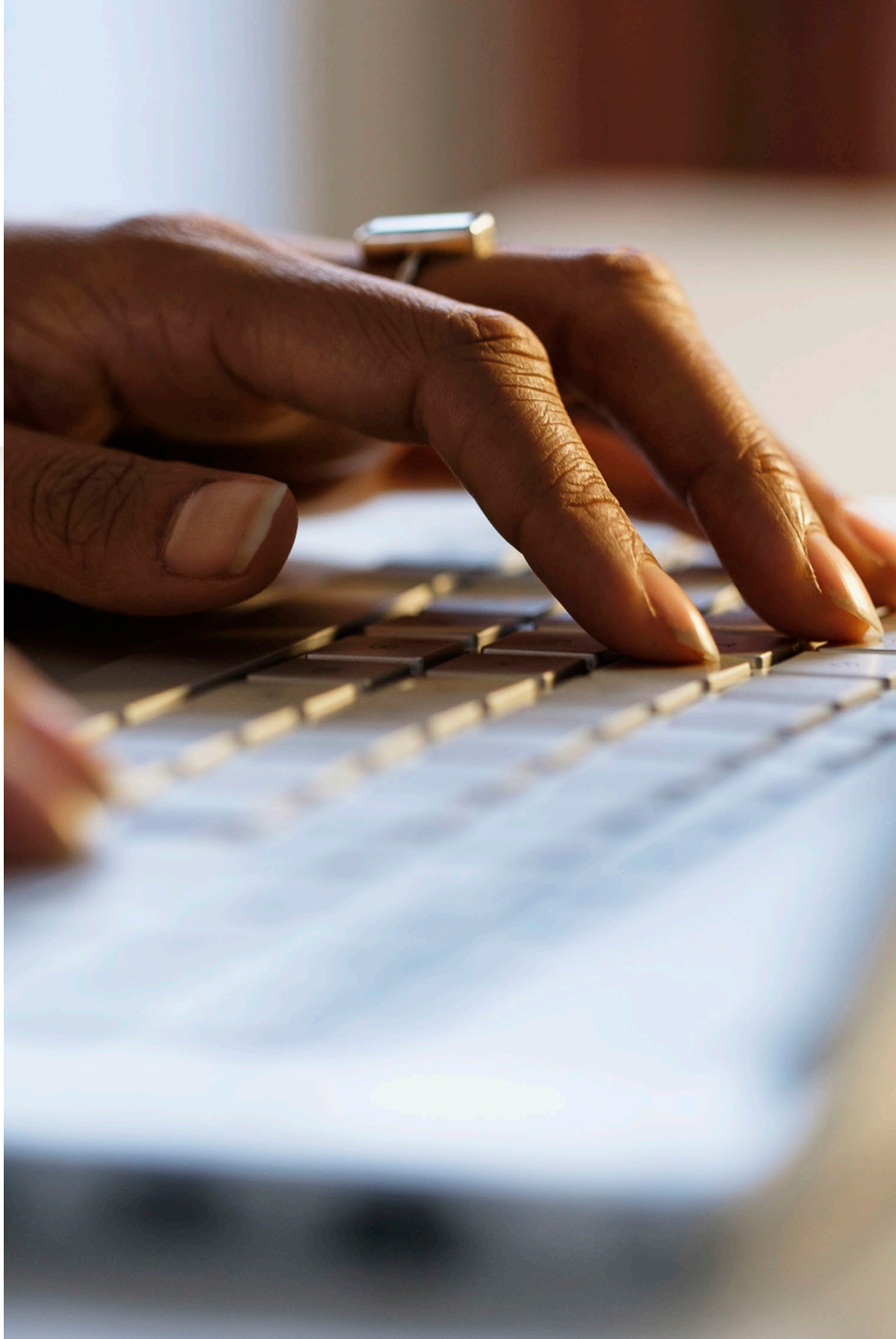


Respectful Communication - Texting

- **Clarity:** Be clear and concise, avoid ambiguous messages.
- **Tone:** Use polite language, avoid using all caps (which can be seen as shouting).
- **Timing:** Respect others' time, avoid texting late at night or during busy hours.
- **Emojis:** Use emojis to convey tone but don't overuse them.
- **Response Time:** Respond promptly but don't expect immediate replies.

Respectful Communication - Email

- **Subject Line:** Use clear and relevant subject lines.
- **Greeting:** Start with a polite greeting (e.g., "Dear [Name]," or "Hello [Name],").
- **Body:** Be concise, use paragraphs for readability, and stay on topic.
- **Tone:** Maintain a professional and courteous tone.
- **Closing:** End with a polite closing (e.g., "Best regards," or "Sincerely,").
- **CC's or BCC's:** Do not CC or BCC unneeded individuals. If you are going back and forth with someone remove the CC & BCC and once a consensus is reached summarize the issue and send it if needed.



Respectful Communication - Social Media

- **Professionalism:** Maintain a professional tone, even on personal accounts.
- **Privacy:** Respect others' privacy, avoid sharing personal information without consent.
- **Positive Engagement:** Engage positively, avoid negative or inflammatory comments.
- **Credibility:** Share accurate information and avoid spreading rumors.
- **Responsiveness:** Respond to comments and messages politely and promptly.





Respectful Communication Tips

Common Pitfalls to Avoid

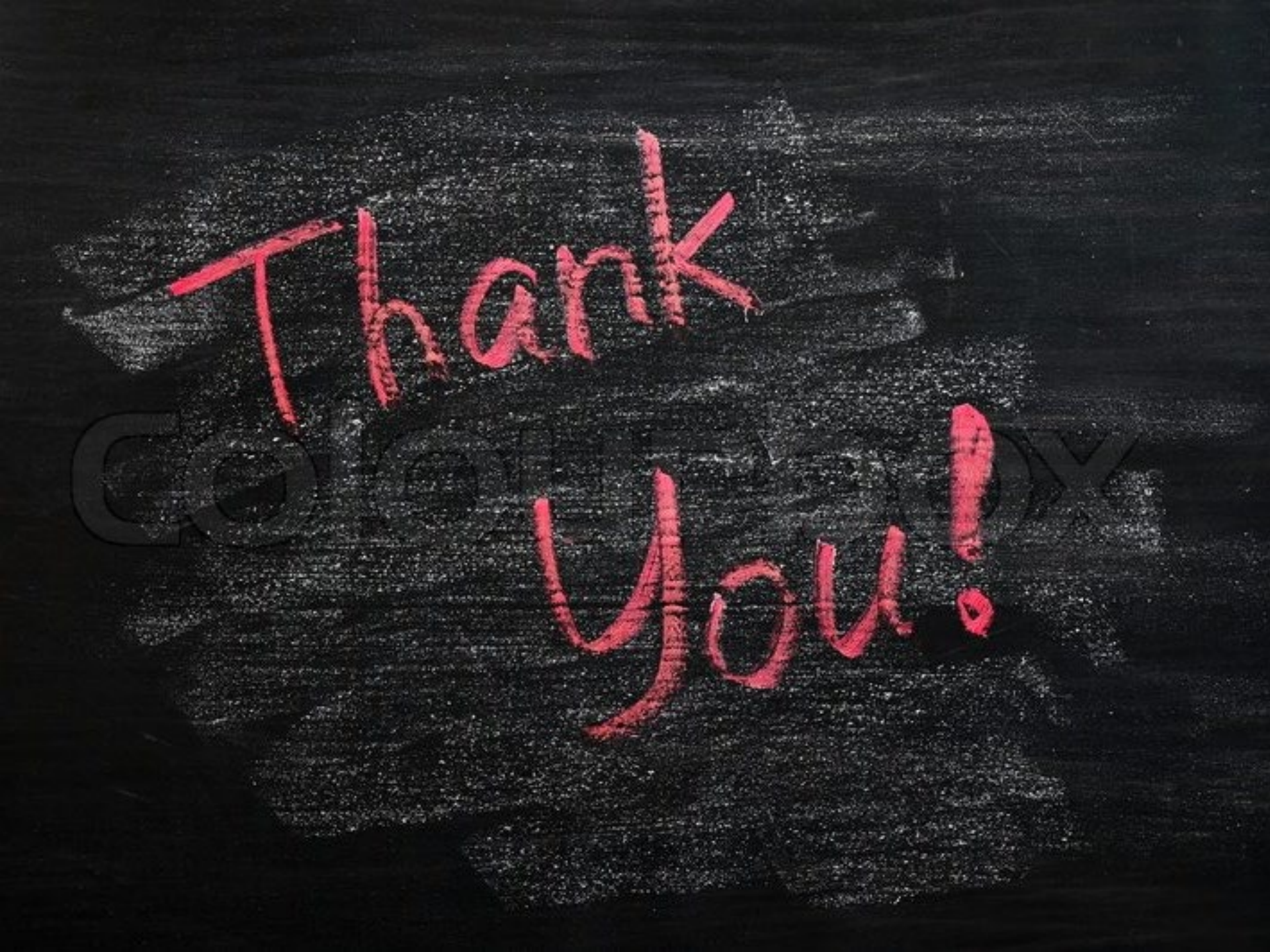
Being vague or unclear	Using written communication when in it should have been in person (or vise versa)	Tone and sarcasm
Not adapting to your audience	Being defensive or hostile	Forgetting that everything written down is written down and saved for all eternity

In SUMMARY…

- Bullying, Harassment and discrimination are serious matters, and must be addressed and reported as soon as it is observed or experienced.
- We takes respectful workplace seriously and has protocols and policies in place.
- If you are a bystander, SPEAK UP! Otherwise, you are condoning the behaviour.
- Not every unpleasant experience in the workplace is bullying or harassment.
- Bullying & Harassment are serious words and should not be used lightly.
- Take a stand, by avoiding participating in behaviours that foster a culture where bullying and harassment can grow, such as gossip, apathy, or indifference.
- **BE the worker you want to have in the workplace…**

You've Completed the Training!




Thank
You!