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## What Can I Do if a Staff Member Has Been Harassed?

- Treat all complaints seriously.
- Deal with complaints promptly and confidentially, whether or not a formal complaint has been filed.
- Bring closure to the incident by:
  - o assessing feelings
  - o addressing rumours
  - o reviewing policy with the respondent.,
  - o following any appropriate disciplinary proceedings
- Reflect on the process. Regardless of the outcome, ask questions like:
  - o “Is there anything we could have done differently?”
  - o “What can I do to help you feel comfortable working here again?”
  - o “What can the harasser do to re-establish a working relationship with you?”
  - o “What will you do to become part of the team again?”
- Have an impartial third party help with the resolution, if necessary.

(Adapted from the “Wellness in the Workplace” Guide. CCOHS, 2002)

