# 500.090 WORKPLACE CIVILITY AND RESPECT POLICY

It is the policy of Wenatchee Valley College to promote workplace conditions that are humane, fair, dignified, civil, respectful and non-discriminatory. The college will not tolerate any disorderly, abusive, or indecent conduct in the workplace that creates, encourages, or permits an offensive, intimidating, or inappropriate work environment or that endangers the safety, health or wellbeing of another person.

The college values professionalism among its employees and students in carrying out the college’s mission. Professionalism includes demonstrating excellence, integrity, respect, compassion and accountability in all our work interactions and responsibilities.

All employees, volunteers or others representing the college are expected to conduct themselves in a professional manner that promotes a safe, healthful and productive work environment. Employees are expected to perform job responsibilities, adhere to workplace principles in matters of personal conduct, and exhibit a high degree of personal integrity, ethics and professionalism at all times while on the job. Employees are expected to be courteous, respectful, and helpful to students, vendors, customers, visitors and other employees in all their work assignments. Employees are to support the mission and values of Wenatchee Valley College and perform their assigned duties and responsibilities in a manner deserving of the public trust.

## A. DEFINITIONS

### 1. **Accountability** refers to taking responsibility for ones’ behavior and activity.

### 2. **Discrimination and harassment** means discrimination or harassment on the basis of race, creed, color, religion, national or ethnic origin, parental status or families with children, marital status, sex (gender), sexual orientation, gender identity or expression, age, genetic information, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability, or the use of a trained dog guide or service animal by a person with a disability, or any other prohibited basis per [RCW 49.60.030](https://apps.leg.wa.gov/rcw/default.aspx?cite=49.60&full=true#49.60.030), [040](https://apps.leg.wa.gov/rcw/default.aspx?cite=49.60&full=true#49.60.040) and other federal and laws and regulations, or participation in the complaint process.

### 3. **Disrespectful, retaliatory, or disruptive behavior** includes, but is not limited to behaviors, which a reasonable person would find embarrassing, offensive or humiliating, such as:

#### a. Shouting, yelling or using profane, disrespectful or otherwise offensive language.

#### b. Sarcasm with an apparent intent to humiliate.

#### c. Arrogance or condescending behaviors or comments.

#### d. Insubordination.

#### e. Retaliatory actions (e.g., sabotage).

#### f. Use of email, behaviors or comments that publicly offend, degrade or humiliate members of the college community.

#### g. Degrading or demeaning comments.

#### h. Physical assault or other uninvited or inappropriate physical contact.

#### i. Threats or similar intimidating behavior, as reasonably perceived by the recipient.

#### j. Obstruction of established operational goals, beyond what would be considered respectful dissent.

### 4. **Ethical business practices** means the wise use of resources and practices that are compliant with and appropriate under laws and regulations governing conflicts of interest, sponsored research, grants and fiduciary responsibilities.

### 5. **Excellence** represents a dedication to the continuous improvement of the quality of teaching effectiveness. Pursuit of excellence should be accompanied by integrity, empathy, compassion, and respect for the diversity of values and opinions of others.

### 6. **Hostile work environment** is created by a supervisor or coworker whose actions, communication or behaviors make doing your job impossible. The harassment typically must be intentional, severe, recurring and pervasive, and interfere with an employee's ability to perform his or her job whether victim or witness. Additionally, to be illegal under one of the laws in the eyes of the courts, a hostile work environment typically must be caused by discriminatory workplace harassment based on race, color, religion, national origin, disability, genetics, age or sex; or it must be caused by retaliation in violation of a discrimination law.

### 7. **Professionalism in education** includes, but is not limited to a commitment to the highest standards of scholarship, innovation in teaching methods, respect for the student-teacher relationship and leadership through modeling of life-long learning.

### 8. **Professionalism in the conduct of research** includes, but is not limited to a commitment to intellectual integrity, welfare of human subjects and research animals, diligent and unbiased acquisition, evaluation, and reporting of scientific information, adherence to college research regulations, and collegial and fair treatment of research staff at all levels.

### 9. **Unprofessional behavior** means behavior that: Violates laws or rules regarding discrimination and harassment; violates rules of professional ethics, including professionalism in educational, research or business practices; or is disrespectful, retaliatory or disruptive.

## B. CONFLICT RESOLUTION

For employees covered by collective bargaining agreements, college managers and supervisors are expected to apply this policy in a manner consistent with the principles of just cause, as well as any other applicable requirements of the labor agreements.

Workplace civility and respect requires that issues be addressed by a process that is fair, with a true desire for conflict resolution and without undue delay. The best resolution occurs when the parties work out agreements privately among themselves. When attempting to resolve conflicts, be aware of the different perspectives and communication styles that others may have. However, if assistance is needed, then any party may bring the issue to their supervisor, human resources or the next higher individual of authority if concerns involve the supervisor.

The human resources department can provide individuals with advice and strategies to attempt to resolve these issues at the most informal levels between or among employees and with their supervisors.

**Supervisor responsibility:** Supervisors are expected to demonstrate leadership in exhibiting and promoting professionalism, civility and respect. This includes setting clear expectations and managing performance of those they supervise in accordance with these standards through regular communication and timely performance reviews. This also includes respecting diversity of opinion and not retaliating against subordinates as a consequence of their offering respectful, dissenting views. Finally, supervisors are expected to address professionalism, civility and respect concerns and deficiencies through counseling, discipline or other action as appropriate in accordance with policies and procedures of the college.

If an employee’s inappropriate behaviors persist, college employees should initiate complaints formally (in writing) or informally with the appropriate administrator of the employee’s operation unit. Complaints about peers should be presented to the employee’s immediate supervisor. Complaints about managers or supervisors should be presented to the employee’s operational unit’s vice president.

Copies of any written complaints and response shall be sent to the executive director of human resources. Complaints will usually result in an investigation of inquiry.

Approved by the president’s cabinet: 3/31/15, 7/28/15

Adopted by the board of trustees: 4/15/15, 9/23/15

Last reviewed: 8/30/19

Policy contact: Human Resources

Related policies and procedures

 000.300 [Freedom of Inquiry and Expression Policy](https://www.wvc.edu/humanresources/policies-procedures/000-general/000.300-freedom-of-inquiry-and-expression.html)

 000.330 [Nondiscrimination and Harassment Policy](https://www.wvc.edu/humanresources/policies-procedures/000-general/000.330-nondiscrimination-and-harassment.html)

 000.340 [Sexual Harassment Policy](https://www.wvc.edu/humanresources/policies-procedures/000-general/000.340-sexual-harassment.html)

 500.090 [Workplace Civility & Respect Policy](https://www.wvc.edu/humanresources/policies-procedures/500-human-resources/500.090-workplace-civility-respect.html)

 500.100 [Standards of Employee Conduct Policy](https://www.wvc.edu/humanresources/policies-procedures/500-human-resources/500.100-standards-of-employee-conduct.html)

 500.115 [Ethical Conduct/Conflict of Interest Policy](https://www.wvc.edu/humanresources/policies-procedures/500-human-resources/500.115-ethical-conduct-conflict-of-interest.html)

 500.125 [Equal Opportunity/Affirmative Action Policy](https://www.wvc.edu/humanresources/policies-procedures/500-human-resources/500.125-equal-opportunity-aa.html)

 500.450 [Violence in the Workplace Policy](https://www.wvc.edu/humanresources/policies-procedures/500-human-resources/500.450-violence-in-the-workplace.html)

 1000.350 [Complaint Procedure for Discrimination and Harassment Procedure](https://www.wvc.edu/humanresources/policies-procedures/000-general/1000.350-complaint-procedure.html)

 1400.100 [Student Rights and Freedoms Procedure](https://www.wvc.edu/humanresources/policies-procedures/400-student-services/1400.100-student-rights-freedoms.html)