

TERMINAL CITY CLUB

# RESPECTFUL WORKPLACE

EMPLOYEE TRAINING 2026



# FOSTERING A RESPECTFUL WORKPLACE

At Terminal City Club, fostering a respectful workplace means living our core values every day:

**RESPECT:** We recognize and value each person's contribution to the member experience.

**EMPOWERMENT:** Having the confidence to make thoughtful decisions in a trusting and supportive environment.

**GENUINE:** Staying true to our word. We keep our promises to members and one another.

**FAMILY:** Sharing a sense of purpose, passion, and care for the whole person.

**TEAMWORK:** Trusting each other's capabilities and showing up for one another.

It's important that how we treat each other aligns with these values.



# OUR COMMITMENT

## TCC'S POLICY STATEMENT AGAINST BULLYING & HARASSMENT

Terminal City Club is committed to providing a safe, healthy, and inclusive work environment that is free from bullying and harassment. We will take every step to prevent such behaviour and respond appropriately should it occur.

Creating a respectful workplace takes all of us. Your participation and commitment are essential.



# WHAT IS BULLYING & HARASSMENT?

WorkSafeBC defines bullying and harassment as a single term that includes inappropriate conduct or comments by a person toward a worker that a reasonable person would know could cause humiliation or intimidation. It is considered a form of discrimination when related to any of the protected characteristics listed in the Human Rights Code. These include age, ancestry, colour, criminal conviction, family status, gender identity or expression, marital status, mental or physical disability, place of origin, political belief, race, ancestry, religion, sex, or sexual orientation.

## EXAMPLES OF BULLYING & HARASSMENT

- Insults, name-calling, humiliating comments, spreading malicious rumours
- Cyber-bullying, offensive posters, social media tags, gestures
- Inappropriate touching, blocking movement, invading personal space
- Aggressive or threatening gestures/language, vandalizing personal belongings
- Sexual comments, pressure for sexual favours, inappropriate touching

## WHAT BULLYING & HARASSMENT IS NOT

- Respectfully expressing differences of opinion
- Offering constructive feedback
- Making a legitimate complaint about another worker's conduct
- Reasonable management action, including decisions about:
  - Job duties and work instruction
  - Workloads and deadlines
  - Supervision or feedback
  - Performance management
  - Discipline, suspensions, or terminations



# POTENTIAL EFFECTS OF BULLYING & HARASSMENT

Bullying and harassment aren't just "HR issues"; they can be serious threats to health, safety, and workplace performance.

Bullying and Harassment can be distracting; one moment of lost concentration can mean a physical injury. It can also cause long-term physical illness, anxiety and depression.

Some of the other impacts are:

- Lower productivity and morale across teams
- Higher absenteeism
- Increased staff turnover (not just from those being bullied, but also from co-workers who are impacted by the toxic environment)

Research shows that witnessing bullying is often just as damaging as being the direct target, and it compromises everyone's safety and success. Recognizing the signs and acting early isn't just a courtesy; it's essential for a safe, healthy, and thriving workplace at the Club.



# A SHARED RESPONSIBILITY

Every team member at the Club has clear responsibilities when it comes to preventing and addressing bullying and harassment.

## WHAT MUST WORKERS DO?

- Speak up! Report it if you see it or experience it. Silence allows bullying to grow.
- Don't engage in bullying or harassment; even subtle actions can cause serious harm.
- Know and follow the workplace policies and procedures on bullying and harassment.

## WHAT MUST SUPERVISORS DO?

- Lead by example. Supervisors must never engage in bullying or harassment. Their behaviour sets the tone for the entire team.
- Apply and enforce the workplace policies and procedures fairly and consistently. It's their responsibility to keep the standards high.

Preventing bullying and harassment isn't optional, it's part of everyone's job description.



# RESPONDING TO BULLYING & HARASSMENT

## IF YOU EXPERIENCE OR WITNESS BULLYING & HARASSMENT

- Tell the bully to stop. Sometimes, a firm, clear statement is enough to disrupt bad behaviour. If someone's behaviour crosses the line, calmly let them know how it came across. Sometimes, people aren't aware until it's pointed out.
- Document what happened, including dates, details, and witnesses.
- Report it directly to a trusted Manager or HR.



[WorkSafe BC Video – Bullying at Work: How to Address a Coworker](#)

# RESPONDING TO BULLYING & HARASSMENT

## THE AFTERMATH: SUPPORTING THE TARGET

- When you have a moment alone, loop back with the target to let them know you are here for them.
- Offer support by suggesting resources (Homewood Health, initiating a confidential HR conversation).
- Don't gossip about what has happened. Spreading rumors just fuels the fire.



# RESPONDING TO BULLYING & HARASSMENT

## TALKING TO AN ALLEGED BULLY: HOW TO APPROACH IT

- If you feel safe, address the situation directly
- Be clear about what behaviour was inappropriate
- Tell them the behaviour is unwanted and unacceptable
- Stay calm and professional
- Show them the workplace bullying and harassment policy if needed to back up your concerns
- Always report the incident, even if the behaviour stops after the conversation

Terminal City Club takes bullying and harassment seriously. Every concern will be handled with fairness, confidentiality, and respect.

# SETTING THE STANDARD AT TCC

Respect isn't just a one-time action; it's the everyday choices we make in how we communicate, behave, and lead. Whether you're a team member, a bystander, or a leader, you set the tone for the culture around you.

Here's how you can conduct yourself at TCC to ensure that everyone feels safe and valued:

## **CHOOSE YOUR WORDS WISELY**

If you find yourself saying, "I was just joking," or "That's not what I meant," it's a sign the comment may already have caused harm. In the workplace, perception matters more than intention.

**Ask yourself:** "How could this be received?" before you speak.

## **WHEN IN DOUBT, LEAVE IT OUT**

If you're questioning whether a comment, action, or joke is appropriate, it probably isn't. Respect errs on the side of caution. Choose to be thoughtful rather than risky with your words and behaviour.



# SETTING THE STANDARD AT TCC

## **REMEMBER THAT PRIVACY ISN'T GUARANTEED**

The workplace isn't your private social circle. Even casual conversations can be overheard and misunderstood. Think inclusively: if the conversation isn't appropriate for all audiences, it isn't appropriate for the workplace.

## **SHUT DOWN GOSSIP, DON'T FEED IT**

Gossip erodes trust faster than almost anything else. Instead of participating, be curious, not judgmental. Ask questions, stay neutral, and model professional behaviour. Lead by example, even when it's hard.

## **CALL IT OUT, CALMLY AND EARLY**

If you witness behaviour that's disrespectful, address it early, before it grows into something bigger. You don't have to be confrontational. A simple, respectful comment like, "That's not appropriate here," can make a big impact.

## **SHOW RESPECT UNDER PRESSURE**

How you behave when things get stressful says the most about your character. Stay respectful, even when you're frustrated or rushed. Kindness and professionalism are especially important when tensions run high.

Respect is everyone's job, every day. The more consistent we are in our words and actions, the stronger and safer our workplace culture becomes.



# REPORTING A COMPLAINT & DISCIPLINARY PROCESS



[WorkSafe BC Video – How to Address Incidents + Complaints](#)

Terminal City Club has a zero-tolerance policy for Bullying & Harassment.

## IF YOU EXPERIENCE BULLYING & HARASSMENT:

- Speak to your Manager, another Management Team member, or Human Resources.
- If the complaint involves your Manager, report it to HR or the GM & CEO.
- If it involves the GM & CEO or the Management Team as a whole, submit your concern to the President of the Club, the Board of Directors, or the law firm of Harris & Co. LLP at 604-891-2238.

## WHEN A COMPLAINT IS MADE:

- The Director of HR and GM & CEO will review the complaint and begin a confidential investigation.
- The investigation may involve the complainant, the alleged party, and any relevant witnesses.
- If the investigation finds that inappropriate behaviour occurred, disciplinary action will be taken, which may include mediation, coaching and/or corrective action, up to and including termination.

Retaliation for bringing forward a complaint or knowingly making false complaints are also serious offences and may result in similar disciplinary measures.

If the complaint is made against a Club Member, it is the responsibility of the Board of Directors to investigate and determine the appropriate outcome.

# NEXT STEPS & RESOURCES

Thank you for doing your part to maintain a Respectful Workplace at the Terminal City Club.

For complete policy details, please refer to the Terminal City Club Employee Handbook.

If you have any questions, talk to your Manager, Human Resources, or a member of the Management Team.

## RESPECTFUL WORKPLACE QUIZ & SIGN-OFF

Please click on [this link](#) or scan the QR code to complete the quiz. You will need to receive a 100% score to complete your sign-off on this training.

