

Services available

CIVILITY OFFICE

Responsible for the Policy on Civility and Prevention of Harassment and Violence in the Workplace – Human Resources and Legal Affairs Directorate



OUR MANDATE

The Human Resources and Legal Affairs Directorate of the Montréal West Island CIUSSS (MWI CIUSSS) is committed to providing all staff with a healthy and civil working environment that is free of all harassment and violence.

The Civility Office works within the existing legal framework and best practices, primarily to provide support, advice, and guidance. It also provides prevention services and specialized interventions.

The Civility Office is a neutral and impartial entity that works to provide confidential support within the existing legal framework. Each directorate is responsible and accountable for maintaining a healthy work climate. We take a collaborative approach that includes all parties.

OUR OBJECTIVES

- Ensure that everyone who contributes to fulfilling the mission of the Montréal West Island CIUSSS is treated with respect, impartiality, and dignity, particularly by promoting human interactions marked by civility;
- Prevent harassment and violence, particularly by raising awareness, informing, and training for those who contribute to fulfilling its mission; additionally, promote actions aimed at preventing and resolving conflict situations;
- Intervene to reduce psychosocial risks and to improve the quality of life at work by implementing best practices in order to inspire a new culture of caring among employees so that they can proudly pursue the mission of the MWI CIUSSS.

ACCESSING SERVICES

Where appropriate, we recommend the following steps before calling on our services:

- 1 Attempt to resolve the situation yourself**
Have an open discussion with the person concerned to validate your perceptions and feelings. Express your disapproval to the person in question and ask them to stop the offending behaviour. Act quickly to prevent the situation from escalating, continuing, or recurring.
- 2 Ask a third party for help**
Turn to a trusted person (manager, union representation, peer helper) for assistance. NOTE: The immediate superior must always take steps to end the situation being reported and to prevent a recurrence.
- 3 Reflect**
Before contacting the Civility Office, make sure you can answer the following questions: What factors led to a deterioration of the working environment or the conflict situation? What are the effects of the situation? What efforts have been made to improve the working environment or to address the situation?
- 4 Ask the Civility Office to intervene**
All employees can contact our office. The immediate supervisor can also contact us or contact their business partner for advice.

For further information and to access the relevant forms, we recommend you to consult the [Civility office](#) tab on our website.

TO CONTACT US:

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- Ms. Laurence Ferland
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