CORRECT

Prevention means correcting situations where there is a risk.

• Determine what steps must be taken to put an end to the situation
• Get advice from qualified resources if necessary
• Do regular follow-ups

PSYCHOLOGICAL OR SEXUAL HARASSMENT IN THE WORKPLACE

The Act respecting labour standards was amended in 2018. This publication presents the rules in force as of January 1, 2019. To find out the provisions that applied before the Act was amended, go to the Commission des normes, de l’équité, de la santé et de la sécurité du travail’s site at cnesst.gouv.qc.ca/normes.

SITUATIONS THAT SHOULD BE MONITORED

• Lack of respect between people
• Mishandling of conflicts
• Envy, jealousy or rivalry
• Excessive competition
• Lack of communication between the employer and his staff or between staff members
• Lack of clarity about the tasks to be performed
• Lack of training or support during a change (e.g., technological change)

UNDERSTAND

In Québec, every employee is entitled to a workplace that is free from psychological or sexual harassment. Employers are obliged to make reasonable efforts to prevent harassment and to put an end to it when it is brought to their attention. They are also responsible for ensuring that their staff avoid inappropriate behaviour that could be considered harassment.

Provided an employer acts respectfully towards his employees and does not exercise his right to manage in an abusive, discriminatory or unreasonable manner, his actions do not constitute harassment.

MANAGE

Psychological or sexual harassment must not be confused with the normal exercise of an employer’s right to manage. He has the right to manage day-to-day operations, assign tasks and impose disciplinary measures.

These rules apply to all employers, with the exception of companies under federal jurisdiction. They concern all employees, both unionized and non-unionized, including senior management.
CORRECT
Prevention means correcting situations where there is a risk.

• Determine what steps must be taken to put an end to the situation
• Get advice from qualified resources if necessary
• Do regular follow-ups

SITUATIONS THAT SHOULD BE MONITORED

• Lack of respect between people
• Mishandling of conflicts
• Envy, jealousy or rivalry
• Excessive competition
• Lack of communication between the employer and his staff or between staff members
• Lack of clarity about the tasks to be performed
• Lack of training or support during a change (e.g., technological change)

PSYCHOLOGICAL OR SEXUAL HARASSMENT IN THE WORKPLACE

The Act respecting labour standards was amended in 2018. This publication presents the rules in force as of January 1, 2019. To find out the provisions that applied before the Act was amended, go to the Commission des normes, de l’équité, de la santé et de la sécurité du travail’s site at cnesst.gouv.qc.ca/normes.

UNDERSTAND

In Québec, every employee is entitled to a workplace that is free from psychological or sexual harassment. Employers are obliged to make reasonable efforts to prevent harassment and to put an end to it when it is brought to their attention.

They are also responsible for ensuring that their staff avoid inappropriate behaviour that could be considered harassment. Furthermore, they are required to have and make a psychological or sexual harassment prevention and complaints policy available in their company.

These rules apply to all employers, with the exception of companies under federal jurisdiction. They concern all employees, both unionized and non-unionized, including senior management.

MANAGE

Psychological or sexual harassment must not be confused with the normal exercise of an employer’s right to manage. He has the right to manage day-to-day operations, assign tasks and impose disciplinary measures.

Provided an employer acts respectfully towards his employees and does not exercise his right to manage in an abusive, discriminatory or unreasonable manner, his actions do not constitute harassment.
CORRECT
Prevention means correcting situations where there is a risk.
- Determine what steps must be taken to put an end to the situation
- Get advice from qualified resources if necessary
- Do regular follow-ups

SITUATIONS THAT SHOULD BE MONITORED
- Lack of respect between people
- Mishandling of conflicts
- Envy, jealousy or rivalry
- Excessive competition
- Lack of communication between the employer and his staff or between staff members
- Lack of clarity about the tasks to be performed
- Lack of training or support during a change (e.g., technological change)

The Act respecting labour standards was amended in 2018. This publication presents the rules in force as of January 1, 2019. To find out the provisions that applied before the Act was amended, go to the Commission des normes, de l’équité, de la santé et de la sécurité du travail’s site at cnesst.gouv.qc.ca/normes.

In Québec, every employee is entitled to a workplace that is free from psychological or sexual harassment. Employers are obliged to make reasonable efforts to prevent harassment and to put an end to it when it is brought to their attention. They are also responsible for ensuring that their staff avoid inappropriate behaviour that could be considered harassment. Furthermore, they are required to have and make a psychological or sexual harassment prevention and complaints policy available in their company.

These rules apply to all employers, with the exception of companies under federal jurisdiction. They concern all employees, both unionized and non-unionized, including senior management.

UNDERSTAND
Psychological or sexual harassment must not be confused with the normal exercise of an employer’s right to manage. He has the right to manage day-to-day operations, assign tasks and impose disciplinary measures.

Provided an employer acts respectfully towards his employees and does not exercise his right to manage in an abusive, discriminatory or unreasonable manner, his actions do not constitute harassment.

MANAGE
Psychological or sexual harassment must not be confused with the normal exercise of an employer’s right to manage. He has the right to manage day-to-day operations, assign tasks and impose disciplinary measures.

Provided an employer acts respectfully towards his employees and does not exercise his right to manage in an abusive, discriminatory or unreasonable manner, his actions do not constitute harassment.
**RECOGNIZE**

To help you determine if behaviour could be considered psychological or sexual harassment, you can ask yourself questions, such as:

- Would the behaviour in question generally be seen as vexatious or offensive by a person who finds themselves in the same situation?
- Are the behaviour, comments, actions or gestures hostile or unwanted?
- Do they adversely affect the person’s dignity or integrity?
- Has there been more than one incident?
- Does the behaviour make the workplace harmful for the person?

If the answer to all these questions is “yes”, you may be dealing with a situation of harassment. However, a single serious incident of such behaviour could be considered psychological or sexual harassment if it adversely affects the person’s dignity or integrity and has a lasting harmful impact. Psychological harassment includes discriminatory harassment.

**INTERVENE**

**IF YOU ARE AN EMPLOYEE**

If possible:

- try to resolve the problem with the person or people concerned;
- talk to someone you trust about the problem. Do not remain isolated;
- report the situation to the employer.

**IF YOU ARE AN EMPLOYER**

- Take prompt action. If necessary in the circumstances:
  - offer support to the people concerned;
  - evaluate your management practices.

Whatever the situation, do not hesitate to contact the Commission des normes, de l’équité, de la santé et de la sécurité du travail for information.

**RECOURSE**

Under the Act respecting labour standards, every unionized employee, non-unionized employee or senior manager may file a complaint with the CNESST if they are subjected to psychological or sexual harassment at work. The complaint must be filed within 2 years of the last incident of harassment. The Act also protects employees from reprisals that the employer or one of his representatives might take following the exercise of this recourse.

**DON’T WAIT FOR THINGS TO REACH THIS POINT.**

To find out more about the recourse procedure, go to the Commission des normes, de l’équité, de la santé et de la sécurité du travail’s site at cnesst.gouv.qc.ca

Ununionized employees must contact their union.

**PREVENT**

Many difficult situations can be avoided or resolved before they get worse if preventive measures are put in place.

Preventive measures also help maintain a healthy work environment. This has major benefits for the company:

- improved staff retention,
- less absenteeism,
- easier recruitment,
- sustained interest and motivation at work,
- increased productivity.

**INFORM**

Preventing psychological or sexual harassment means talking about it openly.

- Inform all staff members, clients, suppliers, etc. that harassment will not be tolerated in any form in the company and that preventive measures have been put in place.
- Remind them that everyone shares the responsibility of maintaining a healthy workplace.
- Make sure a psychological or sexual harassment prevention and complaints policy is adopted and made available to staff.
- Identify a resource person to contact in the event of a problematic situation.

**DETECT**

Prevention also means detecting risk factors.

Factors frequently found to contribute to an unhealthy work environment:

- Denial that harassment might be occurring in the company
- Turning a blind eye to problems
- Tolerance of deviant behaviour
- Poor management of diversity (ethnicity, sexual orientation, employee in a non-traditional setting, employees from different generations, etc.)

There may be other situations in your workplace where there is a risk of harassment. Be on the lookout.

**FOR EXAMPLE**

Psychological or sexual harassment can occur at all levels in a company and in a number of ways, such as:

- making rude, degrading or offensive remarks;
- making intimidating gestures, engaging in reprisals;
- preventing a person from expressing themselves, isolating them, ignoring them;
- discrediting a person: spreading rumours, ridiculing them, making fun of their beliefs, humiliating them;
- belittling a person: making them perform degrading tasks or tasks that are below their skill level, accusing them of professional errors.
RECOGNIZE
To help you determine if behaviour could be considered psychological or sexual harassment, you can ask yourself questions, such as:

- Would the behaviour in question generally be seen as vexatious or offensive by a person who finds themselves in the same situation?
- Are the behaviour, comments, actions or gestures hostile or unwanted?
- Do they adversely affect the person's dignity or integrity?
- Has there been more than one incident?
- Does the behaviour make the workplace harmful for the person?

If the answer to all these questions is "yes", you may be dealing with a situation of harassment. However, a single serious incident of such behaviour could be considered psychological or sexual harassment if it adversely affects the person's dignity or integrity and has a lasting harmful impact. Psychological harassment includes discriminatory harassment.

INTERVENE
IF YOU ARE AN EMPLOYEE
If possible:
- try to resolve the problem with the person or people concerned;
- talk to someone you trust about the problem. Do not remain isolated;
- report the situation to the employer.

IF YOU ARE AN EMPLOYER
- Take prompt action.
- If necessary in the circumstances:
  - offer support to the people concerned;
  - evaluate your management practices.

Whatever the situation, do not hesitate to contact the Commission des normes, de l'équité, de la santé et de la sécurité du travail for information.

RECOUSE
Under the Act respecting labour standards, every unionized employee, non-unionized employee or senior manager may file a complaint with the CNESST if they experience psychological or sexual harassment at work. The complaint must be filed within 2 years of the last incident of harassment. The Act also protects employees from reprisals that the employer or one of his representatives might take following the exercise of this recourse.

DON'T WAIT FOR THINGS TO REACH THIS POINT.
TAKE ACTION BEFORE THE SITUATION GETS WORSE.

To find out more about the recourse procedure, go to the Commission des normes, de l'équité, de la santé et de la sécurité du travail's site at cnesst.gouv.qc.ca

Unionized employees must contact their union.

PREVENT
Many difficult situations can be avoided or resolved before they get worse if preventive measures are put in place.

Preventive measures also help maintain a healthy work environment. This has major benefits for the company:
- improved staff retention,
- less absenteeism,
- easier recruitment,
- sustained interest and motivation at work,
- increased productivity.

INFORM
Preventing psychological or sexual harassment means talking about it openly.
- Inform all staff members, clients, suppliers, etc. that harassment will not be tolerated in any form in the company and that preventive measures have been put in place.
- Remind them that everyone shares the responsibility of maintaining a healthy workplace.
- Make sure a psychological or sexual harassment prevention and complaints policy is adopted and made available to staff.
- Identify a resource person to contact in the event of a problematic situation.

DETECT
Prevention also means detecting risk factors. Factors frequently found to contribute to an unhealthy work environment:
- Denial that harassment might be occurring in the company
- Turning a blind eye to problems
- Tolerance of deviant behaviour
- Poor management of diversity (ethnicity, sexual orientation, employee in a non-traditional setting, employees from different generations, etc.)

There may be other situations in your workplace where there is a risk of harassment. Be on the lookout.

FOR EXAMPLE
Psychological or sexual harassment can occur at all levels in a company and in a number of ways, such as:
- making rude, degrading or offensive remarks;
- making intimidating gestures, engaging in reprisals;
- preventing a person from expressing themselves, isolating them, ignoring them;
- discrediting a person: spreading rumours, ridiculing them, making fun of their beliefs, humiliating them;
- belittling a person: making them perform degrading tasks or tasks that are below their skill level, accusing them of professional errors.
RECOGNIZE

To help you determine if behaviour could be considered psychological or sexual harassment, you can ask yourself questions, such as:

• Would the behaviour in question generally be seen as vexatious or offensive by a person who finds themselves in the same situation?
• Are the behaviour, comments, actions or gestures hostile or unwanted?
• Do they adversely affect the person's dignity or integrity?
• Has there been more than one incident?
• Does the behaviour make the workplace harmful for the person?

If you answer yes to all of these questions, you may be dealing with a situation of harassment. However, a single serious incident of such behaviour could be considered psychological or sexual harassment if it adversely affects the person's dignity or integrity and has a lasting harmful impact. Psychological harassment includes discriminatory harassment.

INTERVENE

IF YOU ARE AN EMPLOYEE

If possible:
• try to resolve the problem with the person or people concerned;
• talk to someone you trust about the problem. Do not remain isolated;
• report the situation to the employer.

IF YOU ARE AN EMPLOYER

• Take prompt action.
If necessary in the circumstances:
• offer support to the people concerned;
• evaluate your management practices.

Whatever the situation, do not hesitate to contact the Commission des normes, de l'équité, de la santé et de la sécurité du travail for information.

RECOUSE

Under the Act respecting labour standards, every unionized employee, non-unionized employee or senior manager may file a complaint with the CNESST if they are subjected to psychological or sexual harassment at work. The complaint must be filed within 2 years of the last incident of harassment. The Act also protects employees from reprisals that the employer or one of his representatives might take following the exercise of this recourse.

REPRESENT

Many difficult situations can be avoided or resolved before they get worse if preventive measures are put in place. Preventive measures also help maintain a healthy work environment. This has major benefits for the company:

• improved staff retention,
• less absenteeism,
• easier recruitment,
• sustained interest and motivation at work,
• increased productivity.

INFORM

Preventing psychological or sexual harassment means talking about it openly.

• Inform all staff members, clients, suppliers, etc. that harassment will not be tolerated in any form in the company and that preventive measures have been put in place.
• Remind them that everyone shares the responsibility of maintaining a healthy workplace.
• Make sure a psychological or sexual harassment prevention and complaints policy is adopted and made available to staff.
• Identify a resource person to contact in the event of a problematic situation.

PREVENT

Recognize

To help you determine if behaviour could be considered psychological or sexual harassment, you can ask yourself questions, such as:

• Would the behaviour in question generally be seen as vexatious or offensive by a person who finds themselves in the same situation?
• Are the behaviour, comments, actions or gestures hostile or unwanted?
• Do they adversely affect the person's dignity or integrity?
• Has there been more than one incident?
• Does the behaviour make the workplace harmful for the person?

If you answer yes to all of these questions, you may be dealing with a situation of harassment. However, a single serious incident of such behaviour could be considered psychological or sexual harassment if it adversely affects the person's dignity or integrity and has a lasting harmful impact. Psychological harassment includes discriminatory harassment.

Prevent

Many difficult situations can be avoided or resolved before they get worse if preventive measures are put in place. Preventive measures also help maintain a healthy work environment. This has major benefits for the company:

• improved staff retention,
• less absenteeism,
• easier recruitment,
• sustained interest and motivation at work,
• increased productivity.

Many difficult situations can be avoided or resolved before they get worse if preventive measures are put in place. Preventive measures also help maintain a healthy work environment. This has major benefits for the company:

• improved staff retention,
• less absenteeism,
• easier recruitment,
• sustained interest and motivation at work,
• increased productivity.

Inform

Preventing psychological or sexual harassment means talking about it openly.

• Inform all staff members, clients, suppliers, etc. that harassment will not be tolerated in any form in the company and that preventive measures have been put in place.
• Remind them that everyone shares the responsibility of maintaining a healthy workplace.
• Make sure a psychological or sexual harassment prevention and complaints policy is adopted and made available to staff.
• Identify a resource person to contact in the event of a problematic situation.

For Example

Psychological or sexual harassment can occur at all levels in a company and in a number of ways, such as:

• making rude, degrading or offensive remarks;
• making intimidating gestures, engaging in reprisals;
• preventing a person from expressing themselves, isolating them, ignoring them;
• discrediting a person: spreading rumours, ridiculing them, making fun of their beliefs, humiliating them;
• belittling a person: making them perform degrading tasks or tasks that are below their skill level, accusing them of professional errors.

Detect

Prevention also means detecting risk factors.

Factors frequently found to contribute to an unhealthy work environment:

• Denial that harassment might be occurring in the company
• Turning a blind eye to problems
• Tolerance of deviant behaviour
• Poor management of diversity (ethnicity, sexual orientation, employee in a non-traditional setting, employees from different generations, etc.)

There may be other situations in your workplace where there is a risk of harassment. Be on the lookout.
CORRECT
Prevention means correcting situations where there is a risk.
• Determine what steps must be taken to put an end to the situation
• Get advice from qualified resources if necessary
• Do regular follow-ups

SITUATIONS THAT SHOULD BE MONITORED
• Lack of respect between people
• Mishandling of conflicts
• Envy, jealousy or rivalry
• Excessive competition
• Lack of communication between the employer and his staff or between staff members
• Lack of clarity about the tasks to be performed
• Lack of training or support during a change (e.g., technological change)

PSYCHOLOGICAL OR SEXUAL HARASSMENT IN THE WORKPLACE
The Act respecting labour standards was amended in 2018. This publication presents the rules in force as of January 1, 2019. To find out the provisions that applied before the Act was amended, go to the Commission des normes, de l’équité, de la santé et de la sécurité du travail’s site at cnesst.gouv.qc.ca/normes.

UNDERSTAND
In Québec, every employee is entitled to a workplace that is free from psychological or sexual harassment. Employers are obliged to make reasonable efforts to prevent harassment and to put an end to it when it is brought to their attention. They are also responsible for ensuring that their staff avoid inappropriate behaviour that could be considered harassment. Furthermore, they are required to have and make a psychological or sexual harassment prevention and complaints policy available in their company.

These rules apply to all employers, with the exception of companies under federal jurisdiction. They concern all employees, both unionized and non-unionized, including senior management.

MANAGE
Psychological or sexual harassment must not be confused with the normal exercise of an employer’s right to manage. He has the right to manage day-to-day operations, assign tasks and impose disciplinary measures.

Provided an employer acts respectfully towards his employees and does not exercise his right to manage in an abusive, discriminatory or unreasonable manner, his actions do not constitute harassment.
CORRECT

Prevention means correcting situations where there is a risk.

• Determine what steps must be taken to put an end to the situation
• Get advice from qualified resources if necessary
• Do regular follow-ups

SITUATIONS THAT SHOULD BE MONITORED

• Lack of respect between people
• Mishandling of conflicts
• Envy, jealousy or rivalry
• Excessive competition
• Lack of communication between the employer and his staff or between staff members
• Lack of clarity about the tasks to be performed
• Lack of training or support during a change (e.g., technological change)

PSYCHOLOGICAL OR SEXUAL HARASSMENT IN THE WORKPLACE

The Act respecting labour standards was amended in 2018. This publication presents the rules in force as of January 1, 2019. To find out the provisions that applied before the Act was amended, go to the Commission des normes, de l'équité, de la santé et de la sécurité du travail’s site at cnesst.gouv.qc.ca/normes.

UNDERSTAND

In Québec, every employee is entitled to a workplace that is free from psychological or sexual harassment. Employers are obliged to make reasonable efforts to prevent harassment and to put an end to it when it is brought to their attention.

They are also responsible for ensuring that their staff avoid inappropriate behaviour that could be considered harassment. Furthermore, they are required to have and make a psychological or sexual harassment prevention and complaints policy available in their company.

These rules apply to all employers, with the exception of companies under federal jurisdiction. They concern all employees, both unionized and non-unionized, including senior management.

MANAGE

Psychological or sexual harassment must not be confused with the normal exercise of an employer’s right to manage. He has the right to manage day-to-day operations, assign tasks and impose disciplinary measures.

Provided an employer acts respectfully towards his employees and does not exercise his right to manage in an abusive, discriminatory or unreasonable manner, his actions do not constitute harassment.