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## CFTC Harassment prevention policy

The Calgary Family Therapy Centre is committed to relational wellbeing both for the community we serve and the community we are as a place to work. This commitment includes developing and adopting a specific policy with procedures considered reasonable to protect both our staff and the community we serve from the potential hazards associated with workplace harassment.

CFTC, represented by its Executive Director, is committed to eliminating or, if that is not reasonably practicable, controlling the hazard of harassment. Everyone must uphold this policy and work together to prevent workplace harassment. Accordingly, this policy applies to both CFTC staff, clients, and to all people, either internal or external to CFTC who may exert, be subjected to, or witness harassment at this workplace.

### Definitions for this policy:

“Harassment”, whether at a work site or work-related, means any single incident or repeated incidents of objectionable or **unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker**, or adversely affect the worker’s health and safety, and includes

(i) conduct, comments, bullying or actions because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation, and

(ii) a sexual solicitation or advance.

Harassment **excludes** any reasonable conduct of an employer or supervisor related to the normal management of workers or a work site. Differences of opinion or minor disagreements between coworkers are also not considered workplace harassment. However, these situations can turn into harassment if steps are not taken to resolve the conflict. Similarly, difficult conditions of employment, such as professional practice limitations, organizational changes, or financial restrictions, are not considered harassment. Work-related stress, on its own, does not constitute harassment.

“Therapists” are people who relate with a client adopting a professional role and, as such, they are considered to be in a position of trust and authority, and the client is not believed to ever be in a position that would allow them to provide full and true consent to any form of sexual activity. It includes in-training and staff therapists, and clinical supervisors.

“Clients” are people who receive professional services, which normally includes a person under the age of 19 and their family or people they live with.

“Worker” or “CFTC staff” is any person who works at CFTC including employees, contractors, students, and volunteers.

“Therapeutic context” is the context or setting in which professional family therapy services are delivered. It includes all interactions between clients and therapists at the workplace, typically in the form of a therapeutic



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session, documented in Brief Interview Reports (BIR). Therapists are also required to document any other professional interactions (e.g., phone calls) in the clients' Notes (Client App).

## **Responsibilities**

Responsibilities supporting this policy include procedures and measures adopted by specific roles at the CFTC to protect workers from workplace harassment. Procedures include a means of summoning immediate assistance, and a process for workers to report incidents or raise concerns.

## **Workers**

Every worker must work in compliance with this policy and the supporting procedures. Any worker who witnesses or is reported of harassment to a member of the public or staff in the workplace context should immediately report it to the Executive Director, who will determine actions to be taken in regard to the reported incident.

## **Clients**

All individuals who have been subjected to or become aware of harassment at CFTC, and who wish to make a complaint are encouraged to raise their concerns by contacting any of the following:

- a) CFTC administration using the email address [cftc@familytherapy.org](mailto:cftc@familytherapy.org)
- b) Any CFTC staff member, including administrative or clinical staff. The contact and complaint may be issued verbally (in-person or by phone); or in written form, addressing the CFTC staff member by a known institutional email.
- c) The CFTC Executive Director, either by email or requesting an appointment. The Executive Director's email can be requested in the front office.

## **Therapists (Students, Staff Therapists, Clinical Supervisors)**

Therapists are trained at CFTC to initiate discussion to challenge any form of harassment, typically expressed as Pathologizing Interpersonal Patterns (PIPs) informed by Socio-Cultural Interpersonal Patterns (SCIPs), which are the types of interpersonal patterns ("IPs") typified within the IPscope framework informing all therapeutic work at the CFTC. Therapists should take immediate and reasonable therapeutic action to prevent or stop the harassment and create conditions for "healthier" (i.e., mutually respectful, inclusive, socially just) ways of interacting (WHIPs).

Therapists will document all their attempted interventions during a session in the Brief Interview Record (BIR App); and any other the intervention (e.g., phone call) in the Notes (Client App).

Clinical supervisors are responsible for ensuring that workers they supervise follow measures and procedures; and for professionally supporting workers they work with who may experience or witness harassment (e.g., provide emotional support while helping them learn how to respond to harassment in therapeutic ways).

## **Executive Director (ED)**

ED will ensure this policy and the supporting procedures are implemented and maintained.



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ED will ensure all workers will receive **training and support** to understand and promote this policy and its procedures.

The Executive Director will **investigate** incidents and complaints of workplace harassment in a fair and timely manner, which includes **taking and documenting appropriate corrective actions** to address harassment incidents taking place beyond the therapeutic setting. The Executive Director may create an ad-hoc advisory committee with members of the organization that may be able to provide advise on how to proceed investigating or adopting corrective action in a particular reported incident, typically members of the Executive Team and/or the Board of Directors.

The ED pledges to respect the privacy of all concerned as much as possible. The employer will not disclose the circumstances related to an incident of harassment, or the names of the complainant, the person alleged to have committed the harassment, and any witnesses, except where necessary to:

- investigate the incident or to take corrective action,
- inform the parties involved in the incident of the results of the investigation and any corrective actions taken,
- comply with other legal requirements.

No workers can be penalized, reprimanded or in any way criticized when acting in good faith while following this policy and the supporting procedures for addressing situations involving harassment. This harassment prevention policy does not discourage a worker from exercising the worker's right under any other law, including the Alberta Human Rights Act.

*Joaquin Gaete-Silva*  
JOAQUIN GAETE-SILVA

EXECUTIVE DIRECTOR

January 15, 2024