



## Workplace Bullying and Harassment

**Is stress and exhaustion getting to us at work?** When we have had insufficient or poor quality sleep, our judgement is impaired and our logical reasoning or complex thought process is less effective. This can lead to interpersonal problems with fellow crew members.

Are you overworked and overtired? We have fewer colleagues and more passengers on each flight due to changes in crew complement. We are carrying out more duties as we have less of us to share the load. Operating overseas (or even red eye and early morning) flights results in lost sleep opportunities, no matter how well we are able to adjust to time zone changes.

Reports of crew conflict bullying and harassment in our workplace have become more common. These events can negatively affect our health and further reduce morale. Some examples of bullying behaviour are: putting someone down in front of others, playing pranks on someone, starting false rumours, giving someone the silent treatment (ignoring them), disrespecting someone's time, and messing with someone's work.

Harassment is a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates you. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also sometimes be considered harassment.

Harassment occurs when someone:

- makes unwelcome remarks or jokes about your race, religion, sex, age, disability or any other of the 11 grounds of discrimination.
- threatens or intimidates you.

- makes unwelcome physical contact with you, such as touching, patting, pinching or punching, which can also be considered assault.

Employers are responsible for providing an environment or service that is free of harassment.

Bullies may be in a position of power and feel the need to have control over someone else's emotions as they may lack power and control in their own lives. Bullies may feel pressured from above, may not receive any recognition, or could be jealous of their victims for many reasons such as their appearance, age, seniority, lifestyle, or etc. This may stem from insecurity issues.

What's the difference then between an In-Charge giving instruction or direction to crew members versus bullying? An In-Charge may be assertive in ensuring procedures are properly followed. A bully may become aggressive and display the behaviours described above. An In-Charge will facilitate good Crew Resource Management skills between all crew members. A bully may cause the crew to be divisive. In these times of reduced crew complement and increased workload, all crew members need to work together to support each other.

If you feel you have been bullied, separate yourself from the bully and make it look like the bully isn't having an effect on you. If you are able to address their actions plan in advance how you will approach the bully without attacking; explain exactly what or which behaviour is not okay and ask them to stop.

The Local CUPE office can assist in defusing situations or facilitating mediation between members. Give the office a call at 604-295-4259 or send an e-mail to [officers@local4094.ca](mailto:officers@local4094.ca). If you need help, EAP is also available. Please feel free to contact Vicki Jensen, our Western Regional Coordinator: [v.jensen@accomponent.ca](mailto:v.jensen@accomponent.ca), 778-991-4112, or at the office 604-270-5703. The company has a harassment complaint process for employees to follow if a resolution cannot be reached.

[Click Here](#)

To visit the Canadian Human Rights Commission for more information on discrimination

### **Additional Links:**

[Click Here](#)

Occupational Health and Safety Hazard: Workplace Bullying and Harassment

[Click Here](#)

How to Recognize Workplace Bullying and Harassment

[Click Here](#)

## Workplace Bullying and Harassment - Frequently Asked Questions

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