

GUIDELINES AND PROCEDURES

DHRM Policy 2.35 - CIVILITY IN THE WORKPLACE

I. Introduction

NOVA is committed to providing a safe and welcoming environment for all members of the campus community. The purpose of these guidelines and procedures is to implement the Department of Human Resource Management (DHRM) [Policy 2.35 - Civility in the Workplace](#), which consolidates and supersedes Policy 1.80 – Workplace Violence and Policy 2.30 – Workplace Harassment and provides avenues for addressing the complaints of non-discriminatory prohibited workplace conduct.

The reporting and investigation of prohibited non-discriminatory workplace harassment, bullying, and cyber-bullying as defined in DHRM Policy 2.35 are collectively referred to as “prohibited conduct” throughout these procedures. NOVA employees or third parties should use the procedures outlined here to report incidents of prohibited conduct that occurred on or after January 1, 2019.

Complaints of prohibited discriminatory conduct are handled in accordance with NOVA’s Equal Opportunity and Non-discrimination Policy and should be filed with the Equal Employment Opportunity Officer. Prohibited discriminatory conduct includes sexual harassment and other forms of discrimination on the basis of race, sex, color, national origin, religion, marital status, sexual orientation, genetic information, gender identity, age, political affiliation, disability, veteran status.

II. Reporting

****Employees and third parties who experience or become aware of an incident of prohibited conduct should report the incident through the following reporting options:**

- a. Notify supervisor or chain in command, as appropriate.
- b. Notify Employee Relations via the submission of the **Civility Report Form** to civility@nvcc.edu.

III. Expectations of Human Resources Professionals

- a. Responsible for investigating a complaint, as appropriate, and communicating findings to the appropriate individuals.
- b. Review and assess the complaint.
- c. Determine method of resolution.
- d. Gather information; acknowledge receipt to complainant.
- e. Acknowledge receipt of the complaint within five (5) business days, unless an extension is requested and approved by the HR Director.
- f. Maintain confidentiality and ensure anonymity to the fullest extent reasonable.
- g. Ensure the safety of parties involved, as appropriate.

IV. Expectations of Supervisor

- a. Model the behavior that exudes respect, care and concern for all members of the campus community.
- b. Stop any prohibited conduct of which they are aware (whether or not a complaint has been made).
- c. Intervene when they observe any acts that may be considered prohibited behavior.
- d. Express strong disapproval of all forms of prohibited conduct.
- e. Take action on claims brought forth to ensure appropriate and timely response is given, including
 - i. Gathering facts (who, what, where, when, why and how/any applicable documentation) on any initial complaint made to the supervisor/manager that would be necessary to start an investigation.
 - ii. Asking if the complainant is willing to provide a written statement of his/her allegations. If the complainant is unwilling to provide a statement, make a note of it, continue to gather the facts, and if necessary, submit a Civility Report Form to civility@nvcc.edu, so that the claim can be reviewed and assessed.

**Filing a complaint does not prevent an employee from receiving applicable disciplinary action if the review or investigation findings determine the employee also violated the Civility in the Workplace Policy.