Region Gävleborg!

- Public services for 280,000 habitants
- Responsible for the areas that contribute to regional development
  - Public health
  - Health care
  - Infrastructure
  - Public transport
  - Competence and education
  - Business development
  - Culture
- 6,500 employees
Handling of harassment in Region Gävleborg, Sweden

Social partners’ conference on approaches to the issue of psycho-social risks and stress at work in the hospital sector

Helsinki, 10 November 2015

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Background

• An order from the HR-director
• Results from employee survey 2013
• Workgroup consisting of the Department of Human Resources and the Department of occupational health of Region Gävleborg
• Started in 2013 and launched in 2014
Conditions

• Based on the “Working Environment Act” and the provision “Victimization at Work AFS 1993:17”

• Benchmarking

• Inspired by the Norwegian model "Facts survey" (Ståle Einarsen, Professor, Department of Psychosocial Science, University of Bergen, Norway)
Cooperation

• Act on codetermination at work
• Cooperation agreement
• Central union-management committee for collaboration
The routine is one part of our handling of harassment in Region Gävleborg

• Working with the basic values of Region Gävleborg
• Training for managers and HR-partners on harassment
• Employee survey every second year
• Special instructions to the units where the employee survey shows the occurrence of harassment
Key elements of the routine

1. Distinguish between
   • Prevention
   • Actions at signs of harassment

2. Clear investigation procedure
Prevention

• Aims to prevent that harassment occurs
• Directed at all levels of the organization and involve all employees
Actions at signs of harassment

• Directed primarily toward the individual case
• Clear investigation procedure in order to:
  ✓ Clarify whether harassment occurred or not
  ✓ Assess causes and prevent harassment from reoccurring
  ✓ Stop harassment
• The manager is responsible
• Important value signal!

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Clear investigation procedure

Signs of or allegation of harassment → Investigation
Investigation

- The manager is responsible
- Individual interviews with those involved
- Impartial and fair investigation procedure as far as possible
- Confidentiality but not anonymity
Clear investigation procedure
Decision

...recurrent reprehensible or distinctly negative actions which are directed against individual employees in an offensive manner which may lead to those employees being placed outside the workplace community...
Decision

• The importance of a decision
• Considering facts and the possible victim’s emotional experience
Clear investigation procedure

1. Signs of or allegation of harassment
2. Investigation
3. Decision
4. Assessment of cause
Assessment of cause

• Focus on organizational factors
  ✓ high workload
  ✓ Unclear roles
  ✓ poorly functioning communication or information

• Prevent harassment from re-occurring
Clear investigation procedure

- Signs of or allegation of harassment
- Investigation
- Decision
- Assessment of cause
- Measures
Measures

The manager decides on appropriate measures taking into account:

• How severe the harassment has been
• First time or reoccurring
• Risk of mental illness
Measures

• Measures to assist the victim
• Measures targeting the accused
• Measures targeting organizational factors
Clear investigation procedure

Information

1. Signs of or allegation of harassment
2. Investigation
3. Decision
4. Assessment of cause
5. Measures
6. Monitoring

Documentation
Thank you!