



Harm Accountability Procedure

OBJECTIVE

LifeWire is committed to promoting racial equity, diversity, and non-discrimination in the workplace and in its services to the community at large. This document outlines the procedure for incidents when a staff member experiences a form of insensitivity, inequity, micro-aggression, or intolerance from a fellow staff member on issues around racial equity, identity, and diversity. This procedure is supplementary to the existing non-discrimination and anti-harassment HR procedure for management to follow and ensure accountability and follow-through on behalf of LifeWire management.

SPECIFICATIONS

A: Procedure when an individual is harmed in a meeting or workspace:

1. When anyone states that racial harm, or other harm based on a personal identity, has occurred, a member of leadership should immediately acknowledge the harm. The leader will:
 - Validate feelings in the moment
 - Commit to following up with the person(s) who identified the harm and the person(s) who caused harm within two business days.
 - Commit to opening space for all who wish to discuss the harm within a week
 - Invite others present to follow up individually with any member of change team or of the leadership as needed
2. Leadership will follow-up with person who identified the harm to give space to discuss how they are feeling, what they would like to happen and how they would like to move forward.
 - The member of leadership who does follow-up can be flexible to the situation at hand and the preference of the person harmed
3. Leadership will follow-up with person who caused harm to provide space for unpacking the incident and allow for personal growth and education.
 - The member of leadership who does follow-up can be flexible to the situation at hand and the preference of the person harmed
4. Dependent on what has been identified as wanted by person-harmed, leadership will work on a plan to help both parties move forward.



5. After these conversations, leadership will open dialogue to discuss the harm that was done, how it has been addressed, and to give space if other individuals were also harmed by the incident and would like to speak. Leadership will communicate a time and place for this conversation, which should take place within one week. If longer, leadership will share the reasons for the delay (i.e., a key person is out of the office)
6. Any concerns that remain after the completion of this procedure may be addressed to any member of the change team.

B: Review of procedure

1. Management will review this procedure once a year within leadership and once a year within all staff.
2. Leadership or Racial Equity Change Team members will review Community Agreements at the beginning of all-staff meetings.