

FAQ: Implementing MSA Policies

This FAQ has been developed to support MSAs in implementing the following policies:

- Workplace bullying and harassment policy
- Code of conduct and conflict of interest policy
- Privacy policy

Applicable for all policies:

How often must we review our policies and procedures, and who should be involved?

It is a good practice to review the policy statements and procedures annually with working group members and supporting administrators. The MSA president should sign off on the final statements and procedures.

Who must be informed of new policies or any updates to existing policies and procedures?

It is important that all MSA members involved in facility engagement activities are kept informed of updates made to the policies and procedures. This can be incorporated into the onboarding process for new executives, during working group meetings, and at annual general meetings with the membership. Additionally, MSAs can include reminders through medical staff bulletins and newsletters or post notices at physician lounges to increase awareness of the policies among their members.

Workplace bullying and harassment policy:

How can we set up procedures for reporting workplace bullying and harassment complaints?

If the MSA does not have a reporting procedure in place, please refer to WorkSafeBC's [template](#), which can be adapted to the needs of MSAs. It is imperative that appropriate reporting procedures are set up so that MSA administrators and members know how to report an incident or a complaint. Your Engagement Partner can help you determine to whom a complaint should be directed. That may be a member of the executive, the MSA administrator, the Engagement Partner, or an outside consultant.

How can we set up procedures for investigating workplace bullying and harassment complaints?

WorkSafeBC's [Bullying and Harassment Resource Tool Kit](#) offers resources, including a [template](#) for developing investigation procedures and a [sample investigation form](#) that can be adapted to the needs of MSAs. If the MSA has the resources, reasonable efforts should be made within the MSA to address the complaints. Otherwise, your Engagement Partner can help direct the claim to the appropriate person at Doctors of BC for referral.

Code of conduct and conflict of interest policy:

How can we implement a code of conduct and conflict of interest policy?

It is recommended that MSAs communicate the code of conduct to MSA members involved in facility engagement activities, including executives and committee members, through medical staff bulletins and newsletters and seek regular feedback to ensure that it is clear and easy to understand.

To implement a conflict-of-interest policy, MSAs can develop procedures for disclosing conflicts of interest and assessing and addressing them. This includes designating a working group member to be responsible for escalating reports of and managing conflicts of interest.

Privacy policy:

How can we set up privacy procedures for collecting, using and disclosing personal information?

MSAs can use the [privacy procedure template](#) that was developed by Facility Engagement. If the MSA has the capacity and resources, it is important to designate a member of the working group as the Privacy Officer who will be accountable for the MSA's compliance with the privacy policy. For MSAs requiring additional support, please contact your Engagement Partner for assistance.