

POLICY NUMBER:	ARG-024
POLICY SUBJECT:	RESPECTFUL WORKPLACE POLICY
DEPARTMENT:	ADMINISTRATION
EFFECTIVE DATE:	JULY 10, 2023
INITIAL EFFECTIVE DATE:	JUNE 10, 2019
REVISION DATE (s):	

POLICY STATEMENT:

Employees, elected officials, volunteers, contractors, and business partners have a right to a workplace where they are treated fairly and with dignity, respect and honesty, and where behaviors not in alignment with these principles are not tolerated. This policy solidifies the Town of Coaldale's commitment to establishing and maintaining a respectful workplace.

PURPOSE:

The responsibility and accountability for a respectful workplace is shared. This policy will clearly outline expectations for the provision of a workplace that is; respectful, dignified, fair, and is free from inappropriate or disrespectful behavior. This policy applies to all Town of Coaldale employees, volunteers, contractors, elected officials, visitors, customers and business partners, and conforms to the Alberta Human Rights Act, as well as Alberta's Occupational Health & Safety Act, Code & Regulations. This policy applies to all types of communications, including but not limited to verbal, non-verbal, visual, written and/or cyber.

DEFINITIONS:

Bullying – Repeated verbal, physical, social or psychological behavior that is harmful and involves the misuse of power by an individual or group towards one or more persons. Bullying behavior can include teasing, insulting someone, shoving, hitting, excluding someone, or gossiping about someone. Bullying does not include a situation of mutual conflict, or single episodes of negative behavior.

Business Partner – Includes other organizations, individuals and/or associations with which the Town interacts for business purposes.

Contractor – Includes all individuals who are contracted by the Town, and who access the workplace for the purposes of providing services and supplies to, and on behalf of, the Town of Coaldale.

Discrimination – Treating someone differently because they belong to a certain group, most often but not always, the grouping is covered by grounds protected under Alberta Human

Rights Legislation

Elected Official – Refers to those individuals elected to Council and includes the Mayor and Councillors of the Town of Coaldale

Employee – includes any individual paid salary or wages by the Town of Coaldale

Harassment – includes repeated behaviors that are known, or ought to be known, to be unwelcome or offensive and/or have a negative effect on the work environment.

Inappropriate or Disrespectful behavior – includes all forms of bullying, discrimination, harassment, intimidation, retaliation, sexual harassment, unproductive/aggressive conflict, and/or violence. Disrespectful behavior does not include job-related actions that are performed in good faith by supervisors and management such as; direction of work, performance management and appraisals, and/or other corrective actions.

Intimidation – To use physical, emotional or authoritative power to create a feeling of inequity that intentionally incites others to do, or not do, something.

Leader – includes managers, supervisors, team leaders, coordinators, and others responsible for directing, defining, coordinating, overseeing, and/or supervising the work of others, as well as anyone in the organization who may not have positional authority but is seen by others to be a leader and resource.

Respectful Workplace – A working environment that honors dignity, collaboration, cooperation, proactive problem-solving, and where people conduct themselves in a way that is respectful to others and respects that others may be different and may have a different approach or way of doing something.

Retaliation – Deliberately harming, penalizing, or subjecting someone to adverse consequences in response to their participation in a claim or investigation associated with this policy.

Sexual Harassment – Unwanted and/or unwelcome behaviors towards another that is sexual in nature and/or is based on a person's gender and includes but is not limited to, touching, making suggestive remarks, and posting images and text in the workplace.

Unproductive/Aggressive Conflict – conflict that is intentionally disruptive and inflammatory,

and meant to incite a reaction in others.

Violence – The use of force, either physical or coercive, that causes physical or emotional harm to somebody or something.

Volunteer – Refers to a person who is not paid by the Town of Coaldale but volunteers their time to the Town of Coaldale in service of the community and/or on behalf of the services provided by the Town of Coaldale. This includes those individuals serving on any board, commission or committee established by the Town of Coaldale

Workplace – is considered to be anywhere that work-related activities occur such as, but not limited to, Town of Coaldale offices, vehicles, conferences and training locations, meeting locations, on the telephone, social functions, the internet and social media.

RESPONSIBILITIES:

All employees, elected officials, volunteers, contractors, visitors, customers and business partners have a mutual responsibility to ensure a respectful workplace. Behaviors that are not aligned with this policy will not be condoned or tolerated, and as such the following responsibilities are established;

a) Elected Officials

- Approve by resolution this policy and any amendments to the policy.
- Consider the allocation of resources for ongoing successful realization of this policy in the annual budget process.
- Read and sign-off on this policy to confirm understanding of its contents and commitment to compliance with it.
- Abide by the responsibilities outlined below for All Employees.

b) CAO

- Ensure that all new elected officials receive training on this policy and associated procedures.
- Abide by the responsibilities outlined below for Leaders.

c) Manager of Human Resources (or delegate)

- Establish procedures for the creation and maintenance of a Respectful Workplace, which includes a mechanism for resolution of issues, concerns and/or complaints as well as criteria for when investigations will be undertaken.
- Ensure implementation and periodic review of this policy and associated procedures.

- Maintain confidential records of complaints, concerns and/or investigations related to this policy.
- Abide by the responsibilities outlined below for Leaders.

d) Leaders

- Ensure that all employees and volunteers are trained on this policy and related procedures.
- Ensure that this policy and sign-off is included in all contract packages and that contractors are aware of their responsibilities under this policy.
- Ensure that the public and visitors to our community and facilities are informed of the expectations for behavior and treatment of Town employees at all levels of the organization. This may include signage, notices, and/or follow-up communication when conflict occurs.
- Consider asking business partners to review this policy and sign-off on it, if it will aid in establishing a successful relationship in the partnership.
- Support positive workplace behaviors, and correct any behavior that is out of alignment with this policy.
- Ensure that concerns and/or formal complaints are taken seriously, documented and that steps are taken to resolve the matter effectively and expediently.
- Read and sign-off on this policy to confirm understanding of its contents and commitment to compliance with it.
- Abide by the responsibilities outlined below for All Employees

e) Contractors

- When a contractor has employees or sub-contractors working with the Town of Coaldale or on a Town of Coaldale site, this contractor must abide by the responsibilities outlined for Leaders
- When a contractor is a sole individual this contractor must abide by the responsibilities outlined below for All Employees

f) All Employees, volunteers, elected officials, contractors, and business partners will:

- Recognize that workplace conflicts and disagreements may occur, and attempt to resolve these issues in good faith and in a manner conducive to a respectful work place.
- Behave in a manner that supports and creates a respectful workplace, such as but not limited to; treating others equitably and fairly, communicating respectfully, listening to what others have to say, and recognizing and valuing the diversity of employees, visitors and public.

- Report any inappropriate or disrespectful behavior that you experience or witness taking place towards another person.
- g) All Employees, volunteers, elected officials, contractors, customers and visitors will refrain from exhibiting inappropriate or disrespectful behavior:
- Examples of such behaviors include, but are not limited to; coercion, intimidation, humiliation, bullying, abuse of authority; yelling or shouting (unnecessarily); deliberate exclusion of others from relevant work activities or decision-making, decision-making influenced by factors which have no work-related purpose, attempts to discredit others by spreading false information; causing vandalism or destruction to the property of the Town or any of its employees; any gesture, act or statement that gives an individual reasonable cause to believe that there is a risk of injury to themselves, another person or property; any statement, written, visual or verbal, that is reasonably interpreted by a person to be menacing or taunting in nature; violent acts that cause, or may cause, physical harm or significant emotional distress to any other person.; unwelcome behaviors or jokes that are degrading, offensive, demeaning, embarrassing, or insulting.
- h) All Town employees and volunteers will read and sign-off on this policy to confirm understanding of its contents and commitment to compliance with it.

Retaliation for speaking out, bringing a complaint or participating in the investigation of a complaint will be considered a form of inappropriate or disrespectful behavior under this policy.

CONSEQUENCES:

Any employee who violates this policy will be subject to appropriate disciplinary action, which may include but is not limited to; denial of participation in certain activities, refusal of access to people and work places, and termination of employment.

Members of the public, visitors to Town facilities, and individuals conducting business with the Town of Coaldale, are expected to treat the Town's employees and representatives respectfully. This includes refraining from inappropriate behaviour towards Town of Coaldale employees, elected officials, volunteers, contractors and business partners. If inappropriate behaviour occurs, the Town will take appropriate action to ensure a respectful workplace. This could include barring individuals from accessing Town facilities and people, legal action, and/or discontinuing business with contractors and suppliers.

VISION ALIGNMENT:

This policy supports the building of trusting relationships in an ethical and professional manner

and contributes to making the Town of Coaldale one of the best places to work.

RELATED DOCUMENTS:

- *Alberta Human Rights Act*
- *Alberta's Occupational Health & Safety Act, Code and Regulations*
- Respectful Workplace – Acknowledgement Form
- Counter Display Poster – Zero Tolerance Statement