

Respectful Workplace Policy and Procedure

Priorities Committee
October 20, 2020

Background

- The HR policy framework:

Council Policy

- Establish standards or overarching direction on key human resource topic
- Council procedures outlines how administration will carry out the policy standards
- Approved by Council

Directive

- Provide more specific direction on employee related matters in alignment with Council policies
- Approved by the Chief Commissioner

HR Guideline

- Describe the process in detail
- Signed by the HR Director, following approval from Executive Team

Respectful Workplace Policy

- The existing policy outlines Strathcona County's commitment to set, communicate and model clear expectations of employee behaviours
- The updated policy is broadened to:
 - Outline the framework for a respectful workplace
 - Inform all individuals who interact at Strathcona County workplaces of their right and obligation to work and interact in a respectful environment, free of violence and harassment
 - Include the process Council will use if there is a complaint regarding Elected Official behaviour (through the Code of Conduct Bylaw)
- The updated policy incorporates relevant concepts from HUM-001-025 Discrimination and Harassment Policy

Respectful Workplace Policy Cont'd

- Addresses OHS requirements with respect to workplace harassment and violence prevention
- Communicates to all individuals who interact at our workplaces that we do not tolerate disrespectful behaviour
 - The formal processes referenced in the Policy and the Procedure do not preclude the parties from attempting to resolve issues through less formal means

Respectful Workplace Procedure

- The purpose of the procedure is to outline the following:
 - Process for the public to escalate concerns when they feel employees exhibit concerning behaviour contrary to the intent of the Respectful Workplace Policy.
 - Process for employees to follow when members of the public exhibit concerning behaviour contrary to the intent of the Respectful Workplace Policy.
- Formalizes current informal department processes used to address concerns from the public
- Audience for the procedure is the public
- Incidents between employees as well as the investigation processes are covered by an internal Workplace Violence and Harassment Prevention Guideline

Respectful Workplace Procedure

Employee concerns about public behaviour

1. Employee provides verbal warning
 2. Interaction is ended and employee reports the incident
 3. Department head provides:
 - written warning
 - 24-hour suspension and/or
 - longer than 24-hour suspension
- Essential services will not be denied
 - The Chief Commissioner will review the situation upon request

Public concerns about employee behaviour

1. Member of the public escalates their concern to the supervisor or manager
2. Complaint is escalated to the department head, who may engage HR to lead an investigation
3. If warranted, corrective action is taken
4. Member of the public is notified of the outcome (i.e., if the complaint was founded or not)

Next steps

- Detailed communication and implementation plans are under development, including recommended signage and training
- Priorities Committee's input and feedback on the draft Respectful Workplace policy and procedure is requested today
- This updated Policy and new Procedure will be brought back for Council approval
 - Target is by January 2021
 - When the Respectful Workplace Policy and Procedure are presented to Council, the Discrimination and Harassment Policy (HUM-001-025) will be recommended for rescission as the content is overlapping with the updated Respectful Workplace Policy.

Questions