

Procedure

Respectful Workplace

Members of the public interacting at a Strathcona County workplace

Procedures

If, in the opinion of a member of the public, concerning behaviour that is contrary to the intent of the Policy occurs during interactions with an employee, the following steps may be taken:

1. At the request of the member of the public, the complaint may be escalated to the employee's supervisor or manager.
2. If, following discussion(s) with the supervisor or manager, the complaint is not resolved, the supervisor or manager will raise the complaint to the department head.
3. The department head will discuss the complaint with the member of the public and, where appropriate, engage Strathcona County Human Resources to lead an investigation into the complaint using applicable administrative processes.
4. Following conclusion of an investigation appropriate corrective action will be taken if warranted.
5. The complainant will be notified, in writing, of the outcome of the investigation.

A member of the public who has a complaint about action taken by the department head may request, in writing, that the Chief Commissioner review the situation.

1. Upon receipt of the request the Chief Commissioner will acknowledge receipt, in writing, to the complainant.
2. The Chief Commissioner will work with the department head and member of the public to find a mutually agreeable resolution.
3. If a resolution is not found, the Chief Commissioner will determine next steps.

If, in the opinion of an employee, concerning behaviour that is contrary to the intent of the Policy occurs during interactions with the public, one or all of the following steps may be taken in a sequence appropriate for the situation:

1. The employee will verbally warn the member of the public that if the concerning behaviour continues the interaction will be ended. An employee may, at their own discretion, remove themselves from the situation and/or call the Police for immediate assistance at any time if they feel unsafe.
2. If the concerning behaviour continues after a verbal warning has been given, the employee will end the interaction. Where an interaction is ended, the employee will report the incident in writing to their supervisor or manager following established administrative processes.

3. If the concerning behaviour continues or there is a pattern of concerning behaviour, the supervisor or manager will engage the department head, who will take appropriate further action as follows:
 - a. Written warning
 - b. One-day (24 hour) suspension from municipally owned facilities and services
 - c. Longer than one-day suspension from municipally owned facilities and services

Essential services will not be denied and, where required, will be delivered in a format determined appropriate by the department head. Following a suspension, access to municipally owned facilities and services will be restored as agreed upon by the department head and the member of the public.

This Procedure does not preclude Administration from implementing further protocol to supplement these procedures.

Responsibilities

1. Department heads are responsible for:
 - a. Approving and issuing written warnings and suspensions, one-day or longer, to members of the public found to be in violation of the Policy.
 - b. Engaging Human Resources when significant complaints are raised about employee behaviour toward a member(s) of the public.
2. The Chief Commissioner or delegate is responsible for
 - a. Reviewing complaints about action taken by the department head upon request of a member of the public.
3. Employees are responsible for
 - a. Issuing verbal warnings
 - b. Reporting incidents to their supervisor or manager
 - c. Maintaining safe and respectful workplaces
4. Strathcona County Human Resources
 - a. Lead impartial investigations into alleged employee misconduct

Definitions

Essential Services – services that the interruption of which would create a financial hardship or endanger the life, health, or personal safety of a member of the public. Services guaranteed to a member of the public under another piece of legislation are also deemed essential services.

Interaction – communication or direct involvement between an employee and members of the public, including but not limited to in person, telephone, e-mail, mail and social media.

Procedure Record

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