

Respectful Workplace Policy and Procedure

Council
February 23, 2021

Background

- Currently there are 14 Human Resources (HUM) policies and 3 Directives in the Municipal Policy Handbook.
- Many of the remaining HUM policies require review.
- Our approach has been to consolidate the topics of total rewards, employee treatment/behaviour and workplace environment into 3-5 broad Council policies and rescind the balance of remaining HUM policies.
- In 2019 the Employee Total Rewards Policy was updated and 11 redundant policies were rescinded.
- The Respectful Workplace policy is next for review.
- Based on feedback from Priorities Committee, the revised draft Respectful Workplace Policy includes a simplified definition of workplace harassment.

Respectful Workplace Policy

- The existing policy outlines the organizations 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 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 believe employees are exhibiting concerning behaviour contrary to the intent of the Respectful Workplace Policy.
 - Process for employees to follow when they believe members of the public are exhibiting 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

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)

Employee concerns about public behaviour

1. Employee provides verbal warning
 2. Interaction is terminated 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

Next Steps

- Following Council approval, detailed communication and implementation will commence, including training and recommended signage.
- Review of HUM-001-001 Employee Code of Conduct and Ethics is commencing in March 2021.