

Purpose:

- 1 Reaffirm The City's commitment to the corporate Cornerstone Values, particularly Respect.
- 2 Create a vibrant, respectful workplace environment that embraces the safety, well-being, dignity, diversity, and productivity of all.
- 3 Contribute to a positive corporate culture that positions The City of Red Deer as an employer of choice.
- 4 Be supportive of employees faced with disrespectful behaviour.
- 5 Foster respectful and courteous interactions.
- 6 Identify behaviours considered respectful and disrespectful in a City workplace and in the delivery of or access to City services.
- 7 Empower people to resolve issues of perceived disrespectful behaviour.
- 8 Address disrespectful behaviour in the workplace.
- 9 Ensure a workplace free from discrimination, harassment, and bullying in compliance with Alberta Human Rights Act and Occupational Health and Safety legislation.

Policy Statements:

- 10 We believe that our working environment should, at all times, be supportive of the dignity of individuals.
- 11 We foster and maintain a respectful workplace environment by modeling behaviour that is respectful.
- 12 We are accountable for our own behaviour.
- 13 We promote and maintain a common understanding of the expectations and behaviours considered respectful and disrespectful.
- 14 Our supervisors will take appropriate action to protect their employees and others in the workplace and will put a stop to any disrespectful behaviour they are aware of.
- 15 We encourage bystanders/witnesses to take appropriate action to address and/or deal with disrespectful behaviour.

- 16 We resolve respectful workplace issues at the earliest opportunity and with the least formality appropriate to the specifics of the situation.
- 17 We have the right to report, in good faith, incidents of disrespectful workplace behaviour, without fear of retaliation. We will not tolerate complaints made in bad faith nor retaliation by any person against anyone involved in complaint processes.
- 18 We are subject to appropriate progressive disciplinary action up to and including dismissal and/or legal action when in violation of this policy, especially when the violations are serious or repeated. Matters which may constitute criminal offences will be referred to the police for further investigation.
- 19 We expect members of the public, visitors to City facilities, and individuals conducting business with The City of Red Deer to behave respectfully towards employees, elected officials, and persons acting on behalf of The City of Red Deer. The City will take appropriate action to ensure a respectful workplace, including barring disrespectful patrons/visitors from City facilities, denying City services, or discontinuing business with contractors or suppliers.
- 20 We consider appropriate uses of authority in performance management, counselling, discipline, and other management processes to constitute respectful workplace behaviour.

Definitions:

- 21 **Disrespectful Workplace Behaviour:** Those behaviours discouraged or prohibited to support and create a respectful workplace. Such behaviour is typically objectionable and/or unwelcome to an individual, serves no valid work related purpose, and can create a poisoned work environment. There are three categories:
 - (1) Disrespectful behaviour is conduct, comments, actions, or gestures which:
 - (a) are annoying, humiliating, offensive, hurtful, rude, or belittling;
 - (b) are seen as hostile, harassing, or unwanted;
 - (c) affect the employee's dignity, wellbeing, or physical integrity;
 - (d) result in a harmful or poisoned work environment;
 - (e) as single incidents, are of sufficient seriousness to have a significant impact on the recipient or the work environment; and
 - (f) when taken in isolation, seem minor, but when repeated, can have a significant impact on the recipient or the work environment.
 - (2) Examples of disrespectful behaviour may include but are not limited to:
 - (a) written or verbal comments, actions, gestures, or other behaviours or jokes which are humiliating, offensive, hurtful, or belittling;
 - (b) bullying or intimidation;
 - (c) constantly ridiculing (subtly and/or overtly) or criticizing and putting-down in front of others;

- (d) yelling or shouting (except where intended to alert another to danger) and using abusive, threatening, or derogatory language;
 - (e) gossiping and/or attempting to discredit or cause damage to an employee's employment or reputation;
 - (f) intentionally withholding information critical to job performance;
 - (g) deliberately excluding or isolating an employee from relevant work activities;
 - (h) damage or interference with personal belongings;
 - (i) inappropriate use of technology/communication mediums;
 - (j) eye rolling, constantly interrupting, excessive sarcasm, or teasing;
 - (k) sabotage, undermining work, or getting even; and
 - (l) unreasonable and inappropriate uses of authority such as inequitable use of performance management, overloading with work or not giving enough work to do, requiring unreasonable overtime or performance of non-work related tasks, requiring performance of tasks without proper training or instruction, placing an employee at risk of injury without proper protection, unfair allocation of work, unjustified or baseless threats of termination or demotion, or decision-making influenced by factors which have no work-related purpose.
- (3) Discrimination includes behaviours, practices, policies, systems, comments, or actions which, whether intentional or not:
- (a) are unwelcome;
 - (b) are based on a prohibited ground of discrimination: age, ancestry, colour, family status, marital status, mental or physical disability, place of origin, race, religious beliefs, sexual orientation, source of income, gender, or any other ground covered by Alberta's Human Rights Act;
 - (c) has a negative effect on an individual or group;
 - (d) has a direct or adverse impact; and
 - (e) results in a negative or poisoned work environment.
- (4) Examples of discrimination may include but are not limited to:
- (a) any previously described inappropriate behaviour that is based on a prohibited ground;
 - (b) denial of equitable treatment in hiring;
 - (c) failing to accommodate an individual(s) protected under Alberta's Human Rights Act;
 - (d) racial, sexual orientation, or disability related harassment;
 - (e) unwelcome advances, requests, comments, physical contact (such as unnecessary touching, pinching), jostling or gestures that are suggestive, or persistent staring that is of a sexual nature;
 - (f) displays of pornographic or other sexual materials in the form of pictures, electronic mediums, graffiti, cartoons, or sayings; and
 - (g) improper denial of, or access to the processes by which people use City related services, programs, and/or facilities.
- (5) Discrimination - Damage to people or property includes:
- (a) vandalism or deliberate destruction of City property;
 - (b) any act, gesture, or statement that gives an employee reasonable cause to believe that there is risk of injury to themselves, another person, or City property. Any statement,

- either verbal or written, that is reasonably interpreted by a person to be threatening, menacing, or taunting in nature; and
- (c) violent acts that cause, or may cause, physical harm or significant emotional distress to a City employee or a member of the public. Behaviours that are violent require immediate action to prevent escalation and to ensure the safety of others.

- 22 Respectful Workplace Behaviour: Those behaviours encouraged to support and create a respectful workplace. Examples include, but are not limited to:
- (1) being polite, courteous to others;
 - (2) using greetings, farewells, or brief enquiries about others' well-being which are seen as an acknowledgement of others as valued individuals;
 - (3) agreeing to disagree respectfully when individuals don't see eye to eye;
 - (4) recognizing and valuing diversity among workgroup members, customers, and citizens;
 - (5) listening to and being receptive to others' input, ideas, comments, and suggestions;
 - (6) involving people in planning, decision-making, and implementation, where appropriate;
 - (7) when reviewing others ideas, suggestions, or work, identifying what is positive or good about the proposal as well as where it can be improved;
 - (8) ensuring that decision-making processes are transparent and take into account relevant factors;
 - (9) treating others equitably, fairly, and compassionately;
 - (10) making bona fide attempts to positively and respectfully address or resolve workplace problems;
 - (11) apologizing to people when something you said or did offended them;
 - (12) being open to receive constructive feedback; and
 - (13) appropriate and reasonable uses of authority such as improving performance through performance management processes, disciplinary procedures for misconduct, managed workplace processes such as workplace change or restructuring, or action taken to terminate an employee in a fair and equitable manner.

Authority/Responsibility to Implement:

- I Our Collective Responsibility for creating and sustaining a Respectful Workplace:
- (I) Employees:
- (a) Employees play an important role in creating and sustaining a respectful workplace environment:
 - (i) Demonstrating the values of a respectful workplace through your actions and words;
 - (ii) Ensuring your behaviour is respectful at all times;
 - (iii) Accepting responsibility for your own actions, reactions, behaviours, and impact on others;
 - (iv) Making concerns known promptly if something is troubling you;
 - (v) Working towards solutions if respectful workplace issues arise;
 - (vi) Focusing on the work process, issue, or behaviour to be addressed and not on the person; and

- (vii) Immediately informing a supervisor if there is an imminent threat or risk of violence that could compromise an individual's safety.
- (2) Supervisors have additional responsibilities in creating and sustaining a respectful workplace environment as leaders within The City:
 - (a) Being a role model for corporate Respectful Workplace behaviour standards;
 - (b) Ensuring all employees within your area of responsibility are aware of the expectations outlined in this policy;
 - (c) Ensuring compliance with the Respectful Workplace Policy within your area of responsibility;
 - (d) Taking appropriate action in a prompt, impartial, and confidential manner when you are aware of breaches to the spirit and intent of the Respectful Workplace Policy;
 - (e) Supporting all parties involved in resolving issues under Corporate Policy 2024-CA Respectful Workplace; and
 - (f) Ensuring no person suffers reprisal as a result of making a complaint or for providing information.
- (3) Union Representatives are responsible for:
 - (a) understanding and supporting the intent of the Corporate Policy 2024-CA Respectful Workplace; and
 - (b) discussing with any members, the available options to address issues related to disrespectful behaviour.

References/Links:

- 1 Alberta Human Rights Act
- 2 RISE Principles
- 3 2024-CP Respectful Workplace Issue Resolution
- 4 2208-CA Workplace Violence

Scope Application:

- 1 People:
 - (1) The City of Red Deer's Employees and Volunteers.
 - (2) Interactions with: Contractors providing service for or to The City, Suppliers delivering material to The City, and Members of the public who are accessing City services or City operated facilities.
- 2 Places:
 - (1) City buildings, facilities, sites, offices, or work environment.
 - (2) Locations visited by employees while traveling on City business.

- (3) City related business including conferences, meetings, vendor/supplier, or customer sites.
- (4) Locations of work-based social gatherings.
- (5) Social networking and other electronic communication mediums.

Authority/Responsibility to Implement:

- 1 The Human Resources Manager is responsible for implementing, updating, and ensuring compliance with this policy and any related procedure(s) and initiative related to respectful workplace standards.
- 2 All departments must adhere to this policy and related procedure(s).

Inquiries/Contact Person:

- 1 HR Team Leader, Wellness & Safety

Policy Monitoring and Evaluation:

- 1 The Respectful Workplace Corporate Policy will be reviewed three years from the date of approval. A review may occur any time prior to the review date.

Document History:

Date:	Approved/Reviewed By:	Title:
October 26, 2011 (effective January 1, 2012)	"Craig Curtis"	City Manager
Reviewed: October 7, 2020	"Tracy Bruce"	Human Resources Manager