



Town of
CANMORE Council Policy

Policy Title: Respectful Workplace Policy

Policy Number: HR-009

Effective Date: May 4, 2021

POLICY STATEMENT

1. We recognize the diversity of our municipality and believe that all members of our community including, but not limited to, residents, visitors, employees, elected officials, volunteers, and contractors, have a right to interact with the Town in an environment that is free of racism and discrimination, harassment and violence where they are treated fairly, with dignity, respect and honesty, and where behaviours and practices not in alignment with these principles are not tolerated.
2. We also recognize that discrimination for all protected grounds but particularly racial discrimination towards Black, Indigenous and People of Colour may be intentional or unintentional, conscious or subconscious. Further, the Town is committed to taking all steps necessary to remedy circumstances where an individual or group may be excluded from Town activities, services, programs, or work/job opportunities which they ought to have a right to be included in.
3. This policy solidifies the Town's commitment to establishing and maintaining a respectful work environment where both work and governance are experienced and conducted in a safe, anti-discriminatory, and anti-racist manner.

PURPOSE

4. The purpose of this policy is to clearly outline expectations for the provision of a workplace that is; respectful, dignified, fair, and is free from inappropriate or disrespectful behaviour including racism and discrimination of any kind.

SCOPE

5. The responsibility and accountability for a respectful and anti-discriminatory workplace is shared. Thus, this policy applies to all employees, elected officials, contractors, and volunteers working for or providing services to the Town of Canmore.
6. This policy applies to all aspects of the Town's activities, including its working environment, services, operations, infrastructure design, meetings and public events, as well as to the interpretation and application of its bylaws, regulations, policies, procedures, and procurement requirements.
7. This policy supplements and supports and ensures compliance with *Alberta's Human Rights Act and Alberta's Occupational Health and Safety Act, Code and Regulation.*

DEFINITIONS

8. In this policy;
- a) Anti-Racism – means the active process of identifying and eliminating racism by changing systems, organizational structures, policies and practices and attitudes, so that power is redistributed and shared equitably.
 - b) Bullying – means repeated verbal, physical, social or psychological behaviour 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 behaviour.
 - c) Contractor – means 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 Canmore.
 - d) Discrimination – means treating someone differently because they belong to a certain group, on the basis of prejudice, stereotypes, or the prohibited grounds of discrimination under *Alberta's Human Rights Act*.
 - e) Elected Official – means those individuals elected to Council and includes the Mayor and Councillors of the Town of Canmore.
 - f) Employee – means any individual paid salary or wages by the Town of Canmore.
 - g) Governance – means the interpretation and application of rules, regulations, policies, and bylaws in order to make decisions for and on behalf of the municipality.
 - h) Harassment – means any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affect the worker's healthy and safety. This excludes any reasonable conduct of an employer or supervisor related to the normal management of workers or a work site.
 - i) Inappropriate or Disrespectful behaviour – means all forms of bullying, discrimination, racism, harassment, intimidation, retaliation, sexual harassment, unproductive/aggressive conflict, and/or violence.
 - j) Intimidation – means the use of physical, emotional or authoritative power to create a feeling of inequity that intentionally incites others to do, or not do, something.
 - k) Leader – means managers, supervisors, team leaders, and coordinators, and others responsible for directing, defining, coordinating, overseeing, and/or supervising the work of others.

- l) Racism – means a belief that one group is superior to others as expressed or performed through any individual action or practice which treats people differently because of the colour of their skin or their ethnicity.
- m) Respectful Workplace – means a working environment that honours dignity, collaboration, cooperation, proactive problem-solving, and where people conduct themselves in a way that is respectful and anti-discriminatory to others and respects that others may be different and may have a different approach or way of doing something.
- n) Retaliation – means deliberately harming, penalizing, or subjecting someone to adverse consequences in response to their participation in a claim or investigation associated with this policy.
- o) Sexual Harassment – means unwanted and/or unwelcome behaviour 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.
- p) Unproductive/Aggressive Conflict – means conflict that is intentionally disruptive and inflammatory, and meant to incite a reaction in others.
- q) Violence – means the use of force, either physical or coercive, that causes physical or emotional harm to somebody or something.
- r) Volunteer – means a person who is not paid by the Town of Canmore but volunteers their time to the Town in service of the community and/or on behalf of the services provided by the Town of Canmore. This includes those individuals serving on any board, commission or committee established by the Town of Canmore.
- s) Workplace – means anywhere that Town work-related activities occur such as, but not limited to, Town of Canmore facilities, parks, trails, vehicles, conferences and training locations, meeting locations, events, on the telephone, during social functions, on the internet and on social media.

CONSEQUENCES

9. Any employee, volunteer, or contractor 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, restriction of access to people and work places, and termination of employment or contract.
10. Any elected official who violates this policy may be subject to sanction as outlined in the Council Code of Conduct Bylaw.
11. Members of the public, visitors to Town facilities, and individuals conducting business with the Town of Canmore, are expected to treat the Town's employees and representatives respectfully in accordance with this policy. This includes refraining from inappropriate behaviour towards Town of Canmore employees, elected officials, volunteers, and contractors. 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 or suppliers.

RESPONSIBILITIES

12. All employees, elected officials, volunteers, and contractors, have a mutual responsibility to ensure a respectful and non-discriminatory workplace and governance process. Behaviours that are not aligned with this policy will not be condoned or tolerated, and as such the following responsibilities are established;
 - a) Elected Officials will
 - i) Approve by resolution this policy and any amendments to the policy.
 - ii) Consider the allocation of resources for ongoing successful realization of this policy in the annual budget process.
 - iii) Commit to implementing a process of governance that breaks down barriers and promotes an inclusive and welcoming environment free from racism and discrimination in all its forms.
 - iv) Model inclusive and respectful behaviour and not participate in racist or discriminatory conduct and abide by the responsibilities outlined below for All Employees.
 - b) CAO will
 - i) Ensure that all new Elected Officials receive training on this policy and associated procedures.
 - ii) Ensure that the day-to-day operations, services and programs of the municipality are delivered in a manner that breaks down barriers and promotes an inclusive and welcoming environment free from racism and discrimination in all its forms.
 - iii) Abide by the responsibilities outlined below for Leaders.
 - c) Manager of Human Resources will
 - i) Establish procedures for the creation and maintenance of a Respectful Workplace as it applies to the experience and conduct of employees, volunteers and contractors. This will include a mechanism for resolution of issues, concerns and/or complaints as well as criteria for when investigations into employee conduct will be undertaken.
 - ii) Ensure implementation and periodic review of this policy and associated procedures.
 - iii) Maintain confidential records of complaints, concerns and/or investigations related to this policy.
 - iv) Abide by the responsibilities outlined below for Leaders.
 - d) Leaders will
 - i) Ensure that all employees and volunteers are trained on this policy and related procedures.
 - ii) Ensure that this policy and sign-off is included in all contract packages and that contractors are aware of their responsibilities under this policy.
 - iii) Ensure that contracts include termination provisions for violation of this policy
 - iv) Ensure that the public and visitors to our community and facilities are treated with respect and dignity and are informed of the expectations for their behaviour and treatment of Town employees at all levels of the organization. This may include posting of signage or notices, and/or follow-up communication when conflict occurs.

- v) Establish procedures for the creation and maintenance of a Respectful Workplace as it applies to the delivery of programs, services, and infrastructure, and include a mechanism for resolution of issues, concerns and/or complaints from the public regarding Town programs, services and infrastructure.
 - vi) Support respectful and anti-discriminatory workplace behaviours and correct any behaviour that is out of alignment with this policy.
 - vii) Ensure that concerns and/or formal complaints are taken seriously, documented and that steps are taken to resolve the matter effectively and expediently.
 - viii) Model inclusive and respectful behaviour and not participate in racist or discriminatory conduct and abide by the responsibilities outlined below for All Employees.
- e) Contractors will
- i) When a contractor has employees or sub-contractors working with the Town of Canmore or on a Town of Canmore site, this contractor must abide by the responsibilities outlined above for Leaders.
 - ii) When a contractor is an individual this contractor must abide by the responsibilities outlined below for All Employees.
- f) All Employees will:
- i) 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 and non-discriminatory workplace.
 - ii) Behave in a manner that supports and creates a respectful and anti-discriminatory 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.
 - iii) Report any inappropriate, disrespectful, discriminatory or racist behaviour that they experience or witness taking place towards another person.
 - iv)
 - Refrain from exhibiting inappropriate or disrespectful behaviour: Examples of such behaviours 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 racist, menacing or taunting in nature; violent acts that cause, or may cause, physical harm or significant emotional distress to any other person.; unwelcome behaviours or jokes that are degrading, offensive, demeaning, embarrassing, or insulting.
 - v) Read and sign-off on this policy to confirm understanding of its contents and commitment to compliance with it.
13. Retaliation for speaking out, bringing a complaint or participating in the investigation of a complaint will be considered a form of inappropriate or disrespectful behaviour under this policy.

POLICY REVIEW

14. This policy shall be reviewed by Council at least once per Council term.

RELATED DOCUMENTS

15. *Alberta Human Rights Act*
16. *Alberta Occupational Health & Safety Act, Code and Regulations*
17. Respectful Workplace Procedure
18. Conflict Resolution Policy
19. Employee Code of Conduct
20. Council Code of Conduct Bylaw

AUTHORIZATION:

John Borrowman
Mayor



Lisa de Soto
Chief Administrative Officer

REVISION HISTORY

- March 15, 2016 Approved, repealing Respectful Workplace Environment 402-2006
- May 4, 2021 Amended by council motion 118-2021 – incorporate anti-racism principles, address anti-discrimination in governance, and amend numbering format