



<b>Policy Number</b> HR_04-15	<i>Respectful Workplace Policy</i>
<b>Date</b>	<b>Resolution Number</b>
<b>References</b> Council, CAO, Employees	Mayor _____  CAO _____

Being a policy to deal with respect for others:

**Riverdale Municipality Respectful Workplace Policy**

**1. Overview – Riverdale Municipalities Commitment**

Riverdale Municipality is committed to sustaining a vibrant, healthy, safe and caring work environment for its employees. To do so, all employees will be treated with respect, honesty and dignity. Behaviour and/or situations that run contrary to such treatment will not be tolerated.

The Municipality recognizes that conflicts, disagreements or inappropriate behaviours will occur. The Municipality expects employees to resolve these issues in a manner that contributes to a healthy and productive workplace.

The Municipality promises to respond quickly to complaints about inappropriate behaviour in the workplace, and to resolve issues speedily, openly, honestly and with appropriate privacy.

**2. Objectives**



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Riverdale Municipality is committed to working in collaboration with its employees, and associations to create a respectful workplace by:

- a) Promoting and maintaining a common understanding of the expectations of behaviours considered appropriate and inappropriate in Municipal workplaces and in the delivery of or access to Municipal services, and;
- b) Taking action to prevent and/or deal with inappropriate behaviour wherever Municipal business is being conducted.

### **3. Scope**

This policy applies to:

- a) People:
  - i) Riverdale Municipality employees
  - ii) Contractors providing service for or to The Municipality
  - iii) Suppliers delivering material to The Municipality
  - iv) Volunteers
  - v) Members of Riverdale Municipal Council
  - vi) Members of the public who are accessing Riverdale Municipal services or facilities
  
- b) and Places:
  - i) Riverdale Municipality buildings, sites, offices or work environment
  - ii) Locations visited by employees while traveling on Municipality related business including conferences, meetings, vendor/supplier or customer sites
  - iii) Locations of work-based social gatherings.



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#### **4. Appropriate Workplace Behaviours**

It is not possible to itemize every instance of appropriate or inappropriate behaviour. Nevertheless, the kinds of behaviours that support and create a respectful workplace and its related business objectives include:

- a) Being polite, courteous and respectful of others
- b) Treating others equitably and fairly
- c) Listening to what others have to say
- d) Being open-minded to others' ideas, comments and suggestions
- e) Seeking input and the active involvement of appropriate people in planning, decision-making and implementing initiatives
- f) Ensuring that decision-making takes into account relevant factors, is fair and is seen to be fair
- g) Recognizing and valuing the diversity among workgroup members, the customers and the citizens.

#### **5. Inappropriate Workplace Behaviour**

Inappropriate behaviour is that which is objectionable and/or unwelcome to an individual. Such behaviour serves no valid work related purpose. When inappropriate behaviour in the workplace is allowed to persist a "poisoned work environment" may be created over time. There are three categories of inappropriate behaviour addressed in this policy. They are:

- Disrespectful Behaviour
- Discrimination / Harassment



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- Damage to People or Property

a) Disrespectful Behaviour

Examples of disrespectful behaviour include, but are not limited to:

- i) written or verbal comments, behaviours or "jokes" which are rude, degrading, offensive, demeaning, embarrassing or insulting
- ii) bullying or intimidation
- iii) abuse of authority
- iv) yelling or shouting (except where intended to alert another to danger)
- v) deliberate exclusion of an employee from relevant work activities or decision making
- vi) decision-making which is influenced by factors which have no work-related purpose
- vii) attempting to discredit an employee by spreading false information about him/her

b) Discrimination / Harassment

Behaviours, practices, policies or systems which have an adverse impact based on: (Age, Ancestry, Colour, Family Status, Marital or Family Status, Mental or Physical Disability, Place of Origin, Race, Religious Beliefs, Sexual Orientation, Source of Income, Political Belief, or Gender - including Pregnancy and Sexual Harassment) or any other ground covered by the *Manitoba Human Rights Code*

- i) Discrimination / harassment behaviours include comments or actions which are known, or ought to be known, to be unwelcome, that are based on a prohibited ground of discrimination and



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negatively affect the work environment.  
Examples include:

- 1) any previously described inappropriate behaviour that is based on a prohibited ground
  - 2) Sexual harassment involves comments or conduct or comments of a sexual nature such as: unwelcome advances, requests, comments, physical contact (unnecessary touching, pinching or jostling) or gestures (suggestive and persistent staring) that are sexual nature. Implied or expressed threats of reprisal for refusal to comply with a request of a sexual nature or implied or expressed promises of reward for agreeing to comply with a request of a sexual nature
  - 3) Unwelcome remarks, jokes, taunts, suggestions or speculations about a person's body, attire, sex life, etc.
  - 4) Display of pornographic or other sexual materials in the form of pictures, electronic mail, graffiti, cartoons or sayings.
- ii) Discriminatory practices, policies, or systems include:
- 1) Denial of equitable treatment in hiring or in the terms, conditions, or benefits of employment
  - 2) Access to or the process by which people use Municipality related services, programs and/or facilities.
  - 3) Failing to accommodate an individual(s) protected under Manitoba's *Human Rights Code*.
- c) Damage to People or Property



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- i) Vandalism or destruction of Municipal property
- ii) Threats
  - 1) Any act, gesture or statement that gives an employee reasonable cause to believe that there is risk of injury to themselves, another person or Municipal property.
  - 2) Any statement, either verbal or written, that is reasonably interpreted by a person to be menacing or taunting in nature. This could include, but not limited to such things as coercion, intimidation, persecution, humiliation, bullying, ridiculing or belittling.
- iii) Violent Acts
  - 1) Violent acts are defined as any act that causes, or may cause, physical harm or significant emotional distress to a Municipal employee or a member of the public.

Behaviors that are threatening to personal safety or violent require immediate action to prevent escalation and ensure the safety of employees. Incidents of threats or violence should be reported immediately to the Chief Administrative Officer or Mayor.

## **6. Responsibilities**

Every employee has the right to be treated in a fair, reasonable and respectful manner. For this to be a normal part of our environment, we must find ways that prevent our differences from



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escalating and resolve them quickly when they do occur.

- a) As an employee of Riverdale Municipality, you are responsible for creating a respectful workplace environment by:
  - i) Ensuring your behaviour is respectful and appropriate at all times
  - ii) Accepting responsibility for your own reactions and behaviours and your impact on others
  - iii) Making your concerns known promptly if something is troubling you
  - iv) Being a part of the solution
  - v) Immediately informing the Chief Administrative Officer or Mayor if there is an imminent threat or risk of violence that could compromise an individual's safety.
  
- b) As a Member of Council at Riverdale Municipality you have additional responsibilities to create and sustain a respectful workplace environment. They include:
  - i) Being a role model for behavioural standards such as the Respectful Workplace Policy and Code of Conduct
  - ii) Ensuring awareness of and compliance with Respectful Workplace Policy
  - iii) Taking appropriate action in a prompt, impartial and confidential manner when Respectful Workplace Policy issues come to your attention



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- iv) Supporting all parties involved in resolving issues under the Respectful Workplace Policy
  - v) Making sure no person suffers reprisal as a result of making a complaint, or for providing information.

## **7. Violation of this Policy**

- a) Any employee, who violates this policy, will be subject to appropriate disciplinary action.
- b) Members of the public, visitors to Riverdale Municipal facilities or individuals conducting business with Riverdale Municipality, are expected to adhere to this policy. This includes refraining from inappropriate behaviour towards employees, elected officials, and persons acting on behalf of Riverdale Municipality. If inappropriate behaviour occurs, Riverdale Municipality will take appropriate action to ensure a respectful workplace.

## **8. Process for Complaints**

Step 1: Complainant to file a written complaint to Mayor or Chief Administrative Officer to be taken to Council.

Step 2: Council to review complaint.

Step 3: Accused to respond to complaint.

Step 4: Council to make a decision regarding complaint and take appropriate action.

## **9. Criminal Offences**



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Where behaviour may constitute a criminal offence, Riverdale Municipality will refer these matters to the Royal Canadian Mounted Police.

#### **10. False or Frivolous Complaints**

Complaints that are found to be false, frivolous or made in bad faith will not be tolerated and will be subject to appropriate disciplinary action.

#### **11. Retaliation**

Every employee has the right to report, in good faith, incidents of discrimination/harassment or inappropriate behaviour without fear of retaliation.

Retaliation by any person against anyone involved in informal or internal or external formal complaint processes, will not be tolerated and will be subject to discipline.