



REQUEST FOR DECISION

MEETING DATE: August 21, 2023

TITLE: Respectful Interactions with City Employees and Council Policies (CP-1048-23 and CP-1049-23)

DEPARTMENT: Corporate Services

SUMMARY:

Policies CP-1048-23 - Respectful Interactions with City Employees and CP-1049-23 - Respectful Interactions with City Council are before Council for review and approval. The policies govern the expectations of conduct of the public when interacting with City Employees and Council.

PROPOSED MOTION:

THAT CP-1048-23 - Respectful Interactions with City Employees Policy be approved.

THAT CP-1049-23 - Respectful Interactions with City Council Policy be approved.

BACKGROUND / ANALYSIS:

CP-1048-23 and CP-1049-23 were presented in closed session to Council at the June 19, 2023 Governance and Priorities Committee and the July 17, 2023 Council meeting for review and feedback.

CP-1048-23 - Respectful Interactions with City Employees Policy

Policy CP-1048-23 establishes:

- standards of conduct to which the public are expected to adhere to when interacting with City employees;

- determination of what constitutes interactions of a frivolous, vexatious, harassing, and/or violent nature; and
- consequences and processes for handling interactions of a frivolous, vexatious, harassing, and/or violent nature.

Under the policy, the responsibility of the City Manager is to outline standards and procedures for Employees to follow to document and manage frivolous, vexatious, harassing, and/or violent interactions. Accordingly, two Administrative Policies have been drafted concurrently with this policy:

1. Respectful Interactions with the Public and Outside Parties Policy - This policy will support employees in identifying and responding to situations that meet the criteria of frivolous and/or vexatious. The policy will contribute to the overall intent of dealing with the public and outside parties in ways that are consistent, fair, and reasonable.
2. Harassing and Violent Interactions Policy - In accordance with the *Alberta Occupational Health and Safety Act*, this policy ensures that all employees are provided with appropriate information, instruction, and training on the factors that contribute to workplace violence or the risk of workplace violence.

CP-1049-23 - Respectful Interactions with City Council Policy

Policy CP-1049-23 establishes:

- Council responsibilities when interacting with members of the public; and
- standards of conduct to which the public are expected to adhere to when interacting with members of Council.

OPTIONS / ALTERNATIVES:

Council may provide feedback on the content and direction of both policies.

CONSULTATION / ENGAGEMENT:

The policies were presented to Council in closed session at the June 19, 2023 Governance and Priorities Committee and the July 17, 2023 Council meeting for review and feedback

IMPLEMENTATION / COMMUNICATION:

If Council approves the policies, Administration will post them to the website.

IMPACTS:

CP-1048-23 - Respectful Interactions with City Employees Policy will establish the standard of conduct to which the public must adhere to when interacting with employees and consequence for not adhering to the standards set out in the policy. The policy also sets out the framework for the operationalization of the Administrative Policies.

CP-1049-23 - Respectful Interactions with City Council Policy will establish the standard of conduct to which the public must adhere to when interacting with members of Council and the responsibilities of Councillors when interacting with the public.

FINANCIAL IMPLICATIONS:

n/a