



## **TOWN OF SLAVE LAKE**

### **Human Resources**

Department:	Human Resources	Policy No:	HR-25.XXXX
Policy Title:	Respectful Workplace Policy	Issue Date:	October 2, 2025

### **1. PURPOSE**

- 1.1. The Town of Slave Lake recognizes the dignity and worth of every employee, and to that end believes in providing and maintaining a work environment in which all employees are free from workplace violence, harassment, and discrimination. This policy applies to all employees and covers all forms of violence, harassment, and all forms of discrimination prohibited under human rights legislation.

### **2. POLICY STATEMENT**

- 2.1. All employees in the workplace have a right to work in an environment free from violence, harassment, and discrimination. In order to accomplish the Town's goal of promoting a violence, harassment, and discrimination free environment, the Town hereby establishes the following guidelines:
  - a) The Town will not tolerate violent, harassing or discriminatory behaviour from employees, non-employees (i.e. contractors, consultants, council, co-op students, agency employees, interns and volunteers), visitors, guests, or any others that attend at the workplace; and
  - b) Every employee, non-employee (i.e. contractors, consultants, council, co-op students, agency employees, interns and volunteers), or visitor conducting affairs at the Town's workplace shall be made aware of this policy, and Town shall make every attempt to communicate its commitment to a violence, harassment, and discrimination free workplace.
- 2.2. Retaliation or reprisals are prohibited against any individual who has complained under this policy, or has provided information regarding a complaint. Any retaliation or reprisals are subject to immediate corrective action, up to and including termination for cause. Alleged retaliation or reprisals are subject to the same complaint procedures and penalties as complaints of violence, discrimination, and harassment.

### **3. DEFINITIONS**

#### **3.1. Discrimination:**

Discrimination is an action, policy, practice, or decision that has a negative effect on an individual or group and is related to certain personal characteristics such as race, age, disability, gender, religious beliefs, family status, or sexual orientation. The behaviour may or may not be intentional. The *Alberta Human Rights Act* protects individuals from discrimination based on one or more protected grounds and in one or more protected areas, as described in the Act.

#### **3.2. Employee:**

Refers to all seasonal, part time, full time, and salaried persons appointed pursuant to the Municipal Government Act (R.S.A. 2000). Employee in this policy also relates to Town Volunteers and Town Councillors and should be addressed accordingly.

#### **3.3. Workplace Harassment:**

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 affects the worker's health and safety, and includes:

- a) conduct, comment, bullying or action because of race, religious beliefs, colour, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, gender, gender identity, gender expression and sexual orientation;
- b) a sexual solicitation or advance, but excludes any reasonable conduct of an employer or supervisor in respect of the management of workers or a work site.

#### **3.4. JHSC:**

Joint Health and Safety Committee established under Alberta's *Occupational Health and Safety Act*.



### 3.5. Respondent:

The harasser or person against whom a complaint is made. The Complainant says that the Respondent is responsible for the conduct they are concerned about.

### 3.6. Retaliation:

Can be any negative action taken against an individual in response for:

- a) Having invoked this policy whether on behalf of oneself or another individual;
- b) Having participated or cooperated in any investigation under this policy; or
- c) Having been associated with a person who has invoked this policy or participated in these procedures.

### 3.7. Sexual Harassment:

3.7.1. Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known to be unwelcome; or

3.7.2. Making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Types of unwelcome conduct of a sexual nature which may constitute **Sexual Harassment** include but are not limited to:

- a. Propositions of physical intimacy;
- b. Bragging about sexual prowess;
- c. Leering or inappropriate staring;
- d. Sexually degrading words or displays of suggestive pictures;
- e. Inquiries or comments about a person's sex life or sexual behaviour; and
- f. Sexual jokes or stories causing embarrassment or offence, that are told or carried out after the person telling the story or joke has been advised that they are embarrassing or offensive or that



by their very nature are known or ought reasonably be known to be embarrassing or offensive.

**3.8. Town:**

Refers to the Town of Slave Lake

**3.9. Workplace**

Any place where business or work-related activities are conducted. It includes, but is not limited to, the physical work premises, work-related social functions (social events, golf games, etc.), work assignments outside the Town's office, work-related travel, and work-related conferences or training sessions.

**3.10. Workplace Violence**

3.10.1. Includes the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker.

3.10.2. The exercise of physical force by a person against another person, in a workplace, that causes or could cause physical injury to the worker,

3.10.3. An attempt to exercise physical force against a worker that could cause physical injury to the worker; and / or

3.10.4. A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

3.10.5. Examples of workplace violence include, but are not limited to:

- a) Pushing or shoving;
- b) Physically restraining;
- c) Striking with any part of the body;
- d) Striking with any foreign object;
- e) Threats of physical harm;
- f) Forced or unwanted proximity into an individual's personal space;
- g) Use of a weapon to cause physical harm;
- h) Any intentional action resulting in physical injury;
- i) Physical or verbal assault
- j) Sexual Assault.



## **4. GUIDELINES**

### **4.1. Responsibilities:**

#### **4.1.1. Human Resources Director**

- 4.1.1.1. Ensure the workplace violence and prevention program is reviewed every 3 years.
- 4.1.1.2. In conjunction with the HS Coordinator, ensure a workplace violence prevention program, policy and plans are in place.
- 4.1.1.3. In consultation with the JHSC and the HS Coordinator, facilitate training and education for all Employees.
- 4.1.1.4. Coordinate all reported incidents.
- 4.1.1.5. Receive a copy of all records filed.
- 4.1.1.6. At the request of an Employee, be present at any stage of the reporting process.
- 4.1.1.7. Ensure a report goes to WCB of all incidents where an Employee loses time from work.
- 4.1.1.8. Ensure consistency with municipal policy and procedures.

#### **4.1.2. Chief Administrative Officer**

- 4.1.2.1. Ensure the workplace violence and prevention program is reviewed every 3 years.
- 4.1.2.2. Ensure that measures and procedures in the violence, harassment, and discrimination prevention program are carried out.
- 4.1.2.3. Hold Management accountable for responding to and resolving complaints of violence, harassment, and discrimination.
- 4.1.2.4. Assure that all Employees are familiar with this and all personnel related policies and that they are followed accordingly.
- 4.1.2.5. Follow policy guidelines in a timely manner.
- 4.1.2.6. Appoint those responsible for conducting investigations into complaints of workplace violence, harassment, and discrimination as deemed necessary.

#### **4.1.3. Health and Safety Coordinator**

- 4.1.3.1. Assist the immediate Supervisor in the implementation of their respective duties and assure that all Employees are treated in a fair and equitable manner.
- 4.1.3.2. Facilitate medical attention and support for those involved directly or indirectly.
- 4.1.3.3. If an incident is filed, follow those guidelines addressed in this policy in a timely manner.

- 4.1.3.4. Develop a reporting process for incidents of workplace violence. Assist in the violent incident investigation process, when necessary.
- 4.1.3.5. Ensure any fatalities or critical injuries are reported to Alberta OHS.
- 4.1.3.6. In consultation with the JHSC and the Human Resources Director, facilitate training and education for all Employees.

#### 4.1.4. Employees

- 4.1.4.1. Understand and comply with this Respectful Workplace policy and related procedures.
- 4.1.4.2. Participate in education and training programs in order to respond suitably to any incident of workplace violence, harassment, and discrimination.
- 4.1.4.3. Report all incidents, threats or injuries of violence, harassment, and discrimination, to the site supervisor immediately. Complete the Workplace Violence, Harassment, and Discrimination Report.
- 4.1.4.4. Inform the JHSC or the site safety representative about your concerns regarding the potential for violence or harassment in the workplace.
- 4.1.4.5. Seek support when confronted with violence or threats of violence, harassment or discrimination.
- 4.1.4.6. If an Employee feels intimidated with the individual in question, they may take the issue to their Director or Human Resources Director for remediation.

#### 4.1.5. Joint Health & Safety Committee (JHSC)

- 4.1.5.1. Consult about the development, establishment and implementation of violence, harassment, and discrimination prevention measures and procedures and make recommendations to management.
- 4.1.5.2. Periodically review the workplace violence, harassment, and discrimination prevention program.
- 4.1.5.3. Participate in the investigation of all critical violence-related injuries as well as critical incidents of harassment and discrimination.
- 4.1.5.4. Immediately review reports of critical injury, harassment, discrimination, or fatality. Outline in writing the circumstances and particulars within 48 hours of the occurrence.
- 4.1.5.5. Within four days, review written notices of lesser injuries, where any employee is disabled from performing their usual work or requires medical attention.
- 4.1.5.6. Within four days, review written notices of lesser incidences of harassment and discrimination where any employee feels unsafe performing their usual work.



#### 4.1.6. Managers/ Supervisors

- 4.1.6.1. Enforce policy and procedures and monitor worker compliance.
- 4.1.6.2. Investigate all workplace violence, harassment, and discrimination using the organization's incident investigation procedure and form, and contact the police as required.
- 4.1.6.3. Facilitate medical attention for employee(s) as required.
- 4.1.6.4. Debrief those involved in the incident either directly or indirectly and address all problems or complaints in an expeditious and fair manner to resolve the issue.
- 4.1.6.5. Contact Human Resources to ensure the victimized Employee receives further counselling about their legal rights.
- 4.1.6.6. Track and analyze incidents for trending and prevention initiatives.
- 4.1.6.7. Immediately report a fatality or critical injury, harassment, and discrimination to Alberta OHS, the police (as required), JHSC, HS Coordinator, and investigate with the JHSC. Report the circumstance to all parties in writing within 48 hours.
- 4.1.6.8. Issue a report to the Employer and WCB on all lost-time incidents where a worker requires medical care.
- 4.1.6.9. Copies of incident information where there is no critical injury must be provided to the HS Coordinator within 48 hours of the occurrence.

#### 4.2. Guidelines:

- 4.2.1. This policy applies to all of the Town's Employees, and includes Volunteers, Contractors, and/or Consultants while they are engaged in the Town's business working on and/or off Town premises or worksites, and operating Town vehicles and equipment. Violations of this policy will result in disciplinary action up to and including termination of employment.
- 4.2.2. This document is intended as a guide for all Town Employees on the commonsense approach to ensuring that the Policy is implemented in a fair and consistent manner throughout the organization.
- 4.2.3. The Town considers workplace violence to be an unacceptable form of behaviour, which will not be tolerated. The Town is therefore committed to action, which ensures the absence of violence in the workplace. Appropriate disciplinary action will be taken, up to and including dismissal and prosecution, against any individual engaging in workplace violence.

- 4.2.4. Sexual harassment is unwelcome conduct, where the behavior is one-sided and not wanted by the victim. The victim may be of any gender. The Respondent may be of any gender. The Respondent ought responsibly to have known that the behavior would be unwelcome. The behavior may occur in any situation involving the employment relationship, whether at, or away from, the workplace. Sexual harassment can take many forms, from the subtle to the overt. It may occur once or many times.
- 4.2.5. Filing false claims, determined to be for any reasons, or multiple unfounded claims may be considered a form of harassment and will not be tolerated. Any signs of abuse of this policy will result in disciplinary actions.

#### **4.3. Policy Procedures for Reporting Harassment, Discrimination and Violence:**

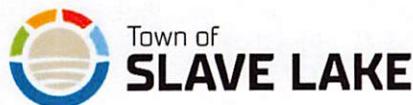
##### **4.3.1. Procedures when the harassing, discriminative, or threatening behaviour is from an internal source.**

###### **4.3.1.1. Early Resolution**

The objective of early resolution is to resolve any situation or conflict as soon as possible, in a fair and respectful manner without having to resort to the complaint process. Every effort should be made to resolve the problem early with open communication and in a co-operative manner. The use of problem resolution mechanisms such as coaching, counselling and facilitation can in many instances resolve the issue and prevent the situation from escalating to the point where filing a complaint is necessary. An allegation of harassment, discrimination or violence is serious. If a person working for the Town believes that they have been or witnessed harassment, discrimination or violence, the following actions should be taken.

###### **4.3.1.2. Procedures for handling a complaint of harassment, discrimination, or violence:**

###### **4.3.1.2.1. Immediately inform the Respondent that their behavior is unwelcome and unwanted. Do so before witnesses, if possible. If the situation makes this difficult, inform the person over the telephone, in writing or through a representative. You may also seek advice from your Supervisor or person in authority.**



Once you inform the Respondent that the behavior is unwelcome, they will normally stop.

- 4.3.1.2.2. If the behavior continues, keep a record of the incident(s) (date, times, locations, possible witnesses, what happened, your response). You do not need to have a record of events in order to file a complaint, but a record can strengthen your case and help you remember details over time.
- 4.3.1.2.3. File a complaint by filling out a Workplace Violence form (see appendix A) or an Employee Harassment / Discrimination form (see appendix B). If, after asking the Respondent to stop their behavior, the harassment continues, or you believe the behaviour amounts to violence report the problem to one of the following individuals:
  - a. Human Resources for all harassment and discrimination complaints involving individuals of the level of Directors and below except for those employees in the Human Resources Department. HR will thereafter forward it to the Direct Supervisor, Directors and CAO if required.
  - b. The Health and Safety coordinator and or Human Resources Director for all violence incident complaints involving individuals of the level of Directors and below except for those employees in the Human Resources Department. HR will thereafter forward it to the Direct Supervisor, Directors and CAO if required.
  - c. The CAO for all complaints involving all staff in the Human Resources Department.

The Town recognizes that individuals may find it difficult to come forward with a complaint under this policy because of concerns of confidentiality. Therefore, all complaints concerning workplace violence, harassment, or discrimination, as well as the names of parties involved, shall be treated as confidential to the furthest extent possible in law. The Town's obligation to conduct an investigation into the alleged complaint may require limited disclosure. As it pertains to violence, where the Town believes there to be imminent danger to an employee, it may divulge such confidential information as is reasonably necessary. No record of the complaint will be maintained on the personnel file of the complainant. At the conclusion of each complaint



process, all related documentation will be maintained for safe-keeping in a confidential manner by the Human Resources Department in the related "Respect in The Workplace" file.

Formal complaints shall be investigated. The Employee receiving the complaint will forward it immediately to the Director and/or CAO. The Director and/or CAO will appoint the person or persons responsible for conducting the investigation. The investigation process shall involve interviews of the Complainant, the Respondent, and any witnesses named by either. Depending on the circumstances, the Company reserves the right in its sole and exclusive discretion to suspend the respondent with or without pay during the course of the investigation.

Where possible, those involved will be immediately separated, if necessary, to prevent further incidents, from potential contact and/or conflict. The Respondent will be notified of the complaint.

Generally, within fifteen (15) business days of the incident or notice thereof, the individual responsible for the investigation shall investigate the incident and may prepare a written report of the investigation findings. The report, if prepared, shall be provided along with recommendations, if any, to the Director and/or CAO.

If a Complainant names the CAO as the Respondent, the matter will be referred to an external third-party Investigator.

Disciplinary action for violations of this policy will take into consideration the nature and impact of the violations, and may include a verbal or written reprimand, a suspension (paid or unpaid), or termination of employment for cause as determined by the Town. Similarly, deliberate false accusations are of equally serious nature and will also result in disciplinary action up to and including termination of employment for cause. Note, however, that an unproven allegation does not mean that the conduct did not occur or that there was a deliberate false allegation. It may simply mean that there was an insufficient evidentiary basis to proceed.



4.3.1.3. What to do if you know about, or suspect, an incident of harassment, discrimination or violence:

- a) Discuss your concerns with the recipient of the behavior. Ensure that they want something done about it.
- b) Encourage the person to bring the incident to the attention of their Supervisor or another person in authority.
- c) Contact a supervisor, Director, CAO, Human Resources, or RCMP for advice on the best way to handle the situation.

#### **4.3.2. Support for Employees affected by workplace harassment, discrimination and violence.**

Management will respond promptly, assess the situation and ensure that these interventions are followed:

- a) Debriefing (by skilled professionals).
- b) Referrals to community agencies, treating practitioner and employee assistance program.
- c) Completion of incident reports, WCB reports (if necessary).
- d) Reporting to police (as required), and
- e) Team debriefing

#### **4.3.3. Risk Assessment**

Management (with worker involvement) assesses workplace harassment, discrimination and violence in all jobs, and in the workplace as a whole. It reviews risk assessments annually, as well as when new jobs are created, or job descriptions are changed substantially.

#### **4.3.4. Education**

4.3.4.1. New Employees will receive both general and site-specific orientation to the Respectful Workplace policy.

4.3.4.2. Training for all employees will include, recognizing violence and harassment, the appropriate response to violence and harassment including how to get assistance, and procedures for reporting, investigating and documenting complaints and incidents of harassment and violence.

4.3.4.3. In addition, all Employees will receive an annual review of the policy's general and site-specific components.



4.3.4.4. Any training developed, established and provided will be done in consultation with, and in consideration of, the recommendations of the HSC.

#### **4.3.5. Program Evaluation**

4.3.5.1. The effectiveness of the Workplace Violence, Harassment and Discrimination policy is evaluated annually by Management or when an incident of workplace violence, harassment or discrimination occurs by management and reviewed by the JHSC.

4.3.5.2. Frontline Employees, Managers and Supervisors are accountable for establishing and implementing the Policy and procedures related to workplace violence, harassment, and discrimination. Responsibility for complying with the health and safety policy is part of the job description of Managers, Supervisors and frontline Employees. Included in the health and safety components of job descriptions are Management responsibilities for enforcing policy and procedures, investigating and responding to workplace harassment and discrimination.

#### **4.3.6. Accountability**

All workplace parties are accountable for complying with the Policy, measures and procedures related to workplace harassment and discrimination.

#### **4.3.7. Records**

All records of reports and investigations of workplace harassment and discrimination are kept for five years.

### **5. CONTRAVENTIONS OF THE POLICY**

5.1. Contraventions of the Policy may lead to disciplinary action up to and including termination of employment for just cause in accordance with the applicable provincial minimum employment standards legislation.

5.2. Confidentiality



- 5.2.1. All persons involved in a complaint under this policy shall ensure the matter is kept confidential in accordance with the Access to Information Act (ATIA) and Protection of Privacy Act (POPA).
- 5.2.2. Any unwarranted breach of confidentiality may result in disciplinary action against those responsible. The release of information will only be on a need-to-know basis during the investigation after due consultation with Human Resources.

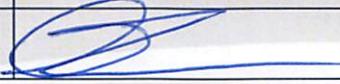
## **6. REVIEW AND POLICY**

- 6.1. This Policy will be reviewed and may be reviewed and amended at minimum every three (3) years in alignment with OHS Legislation.

## **7. RELATED POLICIES**

- 7.1. CRS.HR-23.1015\_Grievance and Discriminatory Policy
- 7.2. CRS.HR-24.1000\_Code of Conduct and Ethics Policy

## **8. APPROVAL AND REVISION CONTROL**

ISSUED BY:	APPROVED BY:	DATE:
1. Chief Administrative Officer		Oct 21 2025



## Appendix A – Complaint Form

### Workplace Violence Report

Private and Confidential

The contents of this report and any attachments are confidential and are intended solely for those named as recipients of this report. It is shared in trust, for the sole purpose of accurately documenting the incident and actions taken in response to the incident, as well as to prevent future incidents. Any further use, reproduction or dissemination of this transmission is strictly prohibited. This report shall be used, retained and destroyed in accordance with Town policies for use, retention and destruction of confidential information.

#### Workplace Violence Definition

Workplace violence incidents include:

- the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker
- the exercise of physical force by a person against another person, in a workplace, that causes or could cause physical injury to the worker
- an attempt to exercise physical force against a worker that could cause physical injury to the worker
- a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker

#### Part A: To be completed by the supervisor/supervisory designate through discussion with the employee who is reporting workplace violence/threat

##### 1. Information regarding employee that is reporting workplace violence/threat

Name (First, Last):	Phone #:	Department:
Job Title:		

##### 2. Type of Workplace Violence Incident

<input type="checkbox"/> Verbal threat	<input type="checkbox"/> Written threat (Email or other)	<input type="checkbox"/> Property damage arising from incident (e.g. to vehicle)
<input type="checkbox"/> Threatening behaviours/gestures	<input type="checkbox"/> Bomb threat	
<input type="checkbox"/> Attempted assault	<input type="checkbox"/> Assault causing bodily harm	
<input type="checkbox"/> Other (describe):		

##### 3. Time incident occurred

Date of Incident (dd-mm-yyyy)	Time of incident ____ a.m.      ____ p.m.	Was Employee working alone? <input type="checkbox"/> Yes <input type="checkbox"/> No
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##### 4. Place where incident occurred

Location name and address:	Exact site within location/room where incident occurred:
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**5. Information regarding the subject (individual identified by employee as source of workplace violence/threat)**

Subject name and address (if known):	Was the Subject an:
	<input type="checkbox"/> Employee <input type="checkbox"/> Client <input type="checkbox"/> Member of the public <input type="checkbox"/> Volunteer <input type="checkbox"/> Other (specify) _____

If unknown, please describe the subject (e.g. male/female, clothing, distinct features, etc.):

**6. Other employee(s) at risk from incident (additional to employee reported above):**

Name (First, Last):	Department:	Job Title:	Phone #:

**7. Witnesses**

<input type="checkbox"/> YES <input type="checkbox"/> NO	
Name (First, Last):	Phone #:
Name (First, Last):	Phone #:

At this point, the Supervisor provides the Employee who reported the workplace violence/threat an opportunity to describe the details of the incident in his/her own words. Employee completes Part D.

**Part B: To be completed by the Supervisor/supervisory designate during incident investigation****8. Witness reports**

Witnesses interviewed  YES     NO    Attach witness reports

**9. Describe what happened to cause the incident/injury?**

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**10. Factors which led to the incident****11(a). Actions Taken – (i) Management, (ii) Police**

(i) Was the On-Call Supervisor called? <input type="checkbox"/> Yes <input type="checkbox"/> No		Time Called ____ a.m. ____ p.m.	On-Call Supervisor Name
(ii) Were the police called? If Yes, complete all remaining 11(a) sections below. <input type="checkbox"/> Yes <input type="checkbox"/> No			
By Whom?	Date Called (dd-mm-yyyy)	Time Called ____ a.m. ____ p.m.	Time Arrived ____ a.m. ____ p.m.
Police Officer's Name (First, Last):		Badge #:	Division:
(iii) When was Corporate Security notified?		Security Guard & Report # (if known)	Are CCTV images available? <input type="checkbox"/> Yes <input type="checkbox"/> No
			Were any of the following activated? <input type="checkbox"/> Alarm <input type="checkbox"/> Duress <input type="checkbox"/> Lockdown

**11(b). Medical Aid Information – Please attach all injury reports as necessary**

First Aid administered? <input type="checkbox"/> Yes <input type="checkbox"/> No	CPR/AED administered? <input type="checkbox"/> Yes <input type="checkbox"/> No	Emergency Services Contacted <input type="checkbox"/> Yes <input type="checkbox"/> No
		EMS Vehicle Number(s):
		Fire Vehicle Number(s):

**11(c). Actions Taken – Trespass Notice – Please attach copy of Trespass Notice as necessary**

Was a trespass notice issued under the Trespass to Property Act? <input type="checkbox"/> Yes <input type="checkbox"/> No	Date Issued/to be Issued
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**11(d). Other Actions taken in response to this incident****12. Recommended remedial action to prevent future incidents**

Detail recommended action:

**13. Provision of Report to JHSC (through co-chairs)/Health and Safety Representative**

Name of JHSC Co-chairs/Health and Safety Representative to whom report was provided (please print):

Date provided to JHSC Co-chairs/Health and Safety Representative: \_\_\_\_\_

**Additional Information Attached**

Yes  No

**Part C – Supervisor/Management Signatures**

Form completed by:	Title:	Phone #:	Supervisor Signature:
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**Incident review by Next Level of Management**

Name (First, Last):	Title:	Phone #:	Signature:
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**Part D – Employee Description of Incident**

Incident Location	Incident date	Incident Time <input type="checkbox"/> _____ a.m. <input type="checkbox"/> _____ p.m.
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Employee's description/details

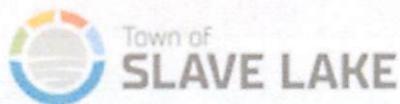
Name (First, Last) (please print): \_\_\_\_\_ Signature : \_\_\_\_\_

Date (dd-mm-yyyy): \_\_\_\_\_

I have decided to provide the details of this incident to my Supervisor verbally but not in writing.

Name (First, Last) (please print): \_\_\_\_\_ Signature: \_\_\_\_\_

Date (dd-mm-yyyy): \_\_\_\_\_



## Appendix B – Complaint Form

### Employee Harassment/Discrimination

Private and Confidential

Instructions for completing this form: This form is intended for the use of Employees only to report complaints and/or incidents they believe violate the Workplace Harassment and Discrimination Policy. Please ensure that you fill out every section of the form accurately, attach any supporting documentation you may have, and ensure that it has been signed and dated. If you are unable to attach relevant supporting documentation, please attach a list detailing the documentation and persons who may be in possession of it. Upon completion of the form, please provide it to management immediately. If you have any questions about which ground may apply to your situation or any other questions related to this Policy, consult with management, Human Resources, and/or contact the Alberta Human Rights Commission (AHRC). The AHRC may be contacted through its confidential Inquiry line at 780-427-7661.

A. Employee (Complainant) Information		
1. Information regarding employee that is reporting workplace violence/threat		
First Name	Last Name	Department
<input type="checkbox"/> Check this box if First Name and Last Name do not apply to you because you have either a registered Birth Certificate or Change of Name Certificate bearing a Single Name. Provide your name below.		
Single Name		
Telephone Number	Alternative Telephone Number	
Email	Work Location	
B. Details of Person(s) Involved in the Complaint		
Person 1		
First Name	Last Name	
Telephone Number	Alternative Telephone Number	Work Email
Person 2		
First Name	Last Name	



Town of  
**SLAVE LAKE**



## Appendix C – Conflict Resolution Tips and Procedures:

### **Procedures when the harassing, discriminative, or threatening behaviour is from an external source.**

Dealing with escalating behaviours:

#### **Confusion and frustration:**

Behaviour is characterized by impatience; The Employee response can be to:

- a) Listen to concerns.
- b) Offer to record the complaint for follow-up.
- c) Calmly reassure and clarify with factual information.
- d) Remind them that the Town of Slave Lake wants them to be satisfied with our services and their concerns are valid and noted.

#### **Blame and Anger:**

Behaviour is characterized by finding fault. Anger is often identified through body language such as pointing fingers and shouting. This signals risky behaviour that may escalate quickly. The Employee response should not be to argue with comments made, but to:

- a) Listen to concerns
- b) Offer to record the complaint for follow-up.
- c) Recommend that a private meeting with a Supervisor could be arranged to discuss solutions to the issue. Often a break from the situation will cause the angry individual to regroup and calm down so that a reasonable solution can be sought.
- d) Follow up with an Employee Harassment/ Discrimination report (see Appendix B) and notify your Supervisor.

#### **Hostility:**

Behavior is characterized by threats, rage, and out-of-control behavior. The Employee must be concerned with personal safety. Once the situation has been deemed hostile and critical:



- a) Do not put yourself at risk.
- b) Notify your supervisor and follow up with an Employee Harassment/Discrimination report.
- c) The RCMP should be notified (911) as soon as possible.

### **Insults and Swearing:**

Behaviour is characterised by using foul language and/or insults to get their point across.

- a) Advise the person we want to serve them and are willing to listen to their problem, but we cannot continue to do so until they stop their behavior, and they are willing to talk to you in a calm and respectful manner.
- b) Once the customer calms down, refer to the "confusion and frustration" section (above) for procedures.

### **Dealing with Fighting Incidents:**

All patrons and staff at Town facilities have a right to be free of intimidation and violence. If a fight breaks out in a public facility:

- a) Do not put yourself at risk.
- b) The RCMP should be notified (911) as soon as possible.
- c) Request the fighting to cease.
- d) Call for additional staff support while waiting for police intervention.
- e) Notify your Supervisor and follow up with the incident report.

### **Dealing with Vandalism Incidents:**

Vandalism to Town property will not be tolerated. If you catch a person in the act of vandalism.

- a) Do not put yourself at risk.
- b) Notify the RCMP and Pease Officer if an individual is in the middle of the act.
- c) If a person is a minor, contact the parents and advise them of the situation.
- d) Notify your supervisor and follow up with an incident report.

### **Dealing with Weapons:**

A weapon is any instrument designed, or used to, intimidate or



inflict injury. No weapons are allowed on the premises. If someone with a weapon is encountered:

- a) Do not put yourself at risk. Ensure the safety of yourself and others.
- b) The RCMP should be notified (911) as soon as possible.
- c) Notify your Supervisor and follow up with an Employee Harassment/Discrimination report (See Appendix B).

**Dealing with someone who is under the influence of drugs or alcohol:**

People under the influence of drugs and alcohol can be potentially dangerous to you, themselves, and others. Use your judgment, if a person appears to be out of control or a risk to safety and/or property:

- a) Do not put yourself at risk.
- b) Encourage the person to be seated or leave the building.
- c) Notify the RCMP (911) as soon as possible.
- d) Speak calmly to the individual until professional intervention arrives.
- e) Notify your Supervisor and follow up with an incident report.

In the event whereby someone is in a violent situation or an attack from another, they shall fill out the attached Employee Harassment/Discrimination report (see Appendix B) and follow the reporting procedure.