

## Municipality of Fundy Albert

### Respectful Communications & Public Interaction Policy

#### 1. Purpose

The purpose of this policy is to ensure that all interactions between the public and municipal employees, including the CAO, staff, and contractors, occur in a respectful, safe, and professional manner. The Municipality is committed to providing quality service while protecting staff from harassment, abusive conduct, and unsafe communication environments.

#### 2. Legislative Authority

This policy aligns with the following:

- Local Governance Act (NB): CAO responsibility to ensure efficient administration and staff management.
- Occupational Health and Safety Act (NB): Employer duty to protect workers from harassment, violence, and unsafe conditions.
- Municipal Harassment & Respectful Workplace Principles (standard across NB municipalities).

#### 3. Scope

This policy applies to:

- All members of the public interacting with the Municipality
- All municipal employees, including full-time, part-time, seasonal, and contract staff
- The CAO and Council members in their administrative capacity

#### 4. Guiding Principles

- All persons have the right to be treated with respect, dignity, and professionalism.
- Municipal employees have the right to work in an environment free from harassment, threats, verbal abuse, intimidation, or discriminatory behaviour.
- The Municipality reserves the right to manage communication methods to protect staff wellbeing and maintain orderly operations.

## **5. Unacceptable Conduct**

The following behaviours are considered inappropriate and will not be tolerated:

1. Verbal abuse, yelling, or aggressive tone
2. Insults, demeaning comments, or disrespectful language
3. Discriminatory, racist, or derogatory remarks
4. Threatening language or gestures
5. Harassment, persistent complaints, or repeated aggressive contact
6. Refusal to follow direction from staff or CAO regarding communication boundaries

## **6. Municipal Authority to Modify Communication Methods**

Where unacceptable conduct occurs, staff or the CAO may take the following actions:

### **6.1 Immediate Action**

- Politely end an in-person, phone, or virtual conversation.
- Instruct the individual that communication will continue only in writing.

Example script:

“This conversation is becoming disrespectful. The Municipality expects respectful communication. This discussion is now concluded. Please direct all further communication by e-mail.”

### **6.2 Communication Restrictions**

The CAO may implement a Communication Protocol for the individual, including:

- Requiring that all communication occur exclusively by e-mail
- Prohibiting drop-in visits to municipal offices
- Restricting phone contact
- Requiring appointments for in-person meetings
- Assigning a single municipal point of contact

### **6.3 Documentation**

All restrictions will be documented by staff and maintained by the CAO for administrative records.

### **7. Repeated or Severe Behaviour**

If disrespectful conduct continues after a communication protocol is applied, the Municipality may:

- Issue a written warning outlining further restrictions
- Temporarily suspend non-essential services requiring direct communication
- Contact law enforcement if threats, intimidation, or violence occur
- Seek legal advice regarding trespass or peace bond options

### **8. Staff Responsibilities**

Staff members must:

- Conduct themselves professionally at all times
- Immediately report incidents of abusive or unsafe interactions to their supervisor or the CAO
- Document incidents in writing, including date, time, behaviour, and actions taken

### **9. CAO Responsibilities**

The CAO is responsible for:

- Supporting staff in applying this policy
- Implementing communication restrictions when necessary
- Maintaining documentation and ensuring consistency
- Reporting extreme cases to Council where required (information only)

### **10. Council's Role**

Council is not involved in individual enforcement actions but may:

- Endorse this policy formally
- Support the CAO and staff when boundaries are required
- Receive high-level updates on trends or risks (not personal details)

**11. Review and Monitoring**

This policy shall be reviewed every two years or sooner if legislative or operational needs change.

**12. Effective Date**

This policy comes into effect on February 3, 2026.

Approval and Signatures

Mayor: \_\_\_\_\_

Clerk: \_\_\_\_\_