



Title: Respectful Behaviour in the Workplace Policy	
Policy Group: Your Government and People	Policy Administrator: Corporate and Legislative Services
Resolution No.: CW-234-2022	Policy Number: HR-03
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1. Policy Statement

- a) The Corporation of the County of Prince Edward (The County) values all of its Employees and is committed to providing an environment where Employees, Members of Council, Volunteers, Customers, Contractors and Visitors are treated, and treat each other professionally and respectfully with dignity in their interactions. Through this Policy, The County supports the maintenance of a respectful workplace by providing education about appropriate workplace behaviour and setting out processes to resolve respectful workplace complaints.
- a) This policy should be read and interpreted in conjunction with the Anti-Racism Policy, Harassment Policy, Code of Conduct Policy, and Discipline Policy.

2. Purpose

- a) To formalize the responsibility and commitment of Prince Edward County to ensure that all Employees, Members of Council, Volunteers, Customers, Contractors and Visitors enjoy a workplace and service environment that is respectful.
- b) To establish that the County promotes a workplace and service environment for Employees, Members of Council, Volunteers, Customers, Contractors and Visitors that is respectful.

3. Scope

- a) This policy applies to Council, employees including full-time and part-time, interns, students, contractors, consultants and other temporary workers, volunteers, board members, committee members, and other non-paid workers.

- b) This policy applies in any location in which employees are engaged in work-related activities.

4. Legislative Authority

- a) *Employment Standards Act, 2000, S.O. 2000, C.41*
- b) *Ontario Human Rights Code, R.S.O. 1990, c. H.19*
- c) *Occupational Health and Safety Act, R.S.O. 1990, c.O.1*

5. Definitions

- a) **Employee** means all employees (exempt, unionized, full-time, part-time, and probationary), students, volunteers, contractors and consultants working for the County.
- b) **Workplace(s)** means County buildings, facilities, sites, offices or work environment, locations visited by Employees and Elected Officials while travelling on County-related business, including conferences, meetings, and locations of work-based social gatherings.

6. General

- a) What is a Respectful Workplace?
 - i. A respectful workplace and work environment honours everyone's entitlement to have a respectful experience and honours each person's pride and dignity. In a respectful workplace, the principles of promoting cooperative and collaborative behaviours, including healthy group dynamics and proactive problem solving, are honoured. A Respectful Workplace includes conduct that is respectful and inclusive of others.
 - ii. A Respectful Workplace does not include or condone aggressive or demeaning behaviours, negative or inappropriate communication, or bullying directed toward a specific person or persons resulting in an individual feeling humiliated, lessened in their well-being, or intimidated.
 - iii. Disrespectful conduct does not include legitimate job-related actions performed in good faith by supervisors and management employees, such as work direction or assignment, performance appraisals, attendance monitoring and implementation of disciplinary and other corrective actions.

- b) What is disrespectful workplace behaviour?
- i. Disrespect occurs where individuals do not honour the entitlement of everyone to be respected in the workplace. Disrespectful workplace behaviour is distinct from Discrimination or Harassment. Please see the County's Workplace Violence and Harassment Policy for further information.
- c) Foundational to this Policy is the concept that each person considers how they would like to be respected and will work with others as they wish to be respected, in alignment with the County's Values (Culture Code) as follows:
- i. Respectful (how you carry yourself in the workplace): When you are respectful, you recognize people have feelings, rights, unique experiences, skills and talents. This value is demonstrated by being:
 1. Compassionate
 2. Empathetic
 3. Inclusive
 - ii. Service-Oriented (how you approach your job): When you are being "service-oriented," you are willing and able to recognize the needs of others including but not limited to members of the public, council members, committee members, and other staff members. This value is demonstrated by being:
 1. Approachable
 2. Willing to help others
 3. Knowledgeable
 4. Dedicated
 - iii. Innovative (how you do your work): When you are being "innovative," you contribute ideas and solutions to workplace challenges or problems. This value is demonstrated by being:
 1. Resourceful
 2. Thinking outside the box
 3. Willing and able to adapt to evolving situations
- d) Each individual covered by this Policy will make every effort to work cooperatively with other Employees, Members of Council, Volunteers, Customers, Contractors and Visitors. This means:
- i. Bullying or other aggressive or demeaning behaviours towards others is not tolerated.
 - ii. Respect that everyone is different, and there are different approaches or ways of doing things.

- iii. Self-awareness of how individual actions impact others in the workplace.
 - iv. Not talking negatively, gossiping or judging others.
 - v. Including everyone in the workplace.
 - vi. If an individual is not sure how his/her behaviour is impacting others in the workplace, they ask for clarification.
- e) The County does not tolerate disrespectful behaviour. All persons associated with and employed by the County (Employees, Members of Council, Volunteers, Customers, Contractors and Visitors) are responsible for conducting themselves in a respectful manner in the workplace and at work-related gatherings.
- f) A Respectful Workplace enhances job satisfaction, teamwork and productivity and thus is in the best interests of the County, its Employees, Members of Council, and those providing services to the County and the citizens.
- g) The County will provide training designed to support the administration of this Policy and to ensure that all persons governed by this Policy are aware of their responsibilities.

7. Responsibility and Implementation

- a) All members of our workplace community have a shared responsibility in connection with fostering a respectful workplace and are expected to meet the individual responsibilities as outlined in this Policy.
- i. Council members: Council will lead and model respectful behaviour, while supporting, promoting, and fostering the principles of this Policy. In addition, Council is responsible for approving and making changes to this Policy.
 - ii. The Chief Administrative Officer (CAO) is responsible for:
 - 1. Directing compliance with this policy.
 - 2. Along with Human Resources and Organizational Development, establishing procedural guidelines in the application of the Policy and making routine changes to the procedure as required.
 - iii. Supervisors, Managers, Directors and the (CAO) are responsible for:

1. Creating and sustaining a respectful workplace environment.
2. Being a role model as reflected in The County's Vision, Purpose and Values.
3. Ensuring your employees are aware of, and compliant with, this Policy.
4. Taking appropriate action in a prompt, impartial and confidential manner when Respectful Workplace Policy allegations come to your attention.
5. Supporting all parties involved in resolving allegations under the Respectful Workplace Policy with the appropriate option for resolution.

iv. Employees are responsible for:

1. Creating and maintain a respectful workplace.
2. Ensuring your own behaviour is respectful and appropriate at all times.
3. Accepting responsibility for your own actions, reactions, and behaviours and your impact on others.
4. Making your concerns known promptly if something is troubling you. If confident and safe, inform the other individual to stop the disrespectful behaviour, or inform your supervisor, another leader, or Human Resources contact.
5. Reporting incidents of disrespectful behaviour as soon as possible if informal options to resolve the conflict are unsuccessful.
6. Being a part of the solution by engaging in steps to resolve the matter.

8. Documentation and Forms

a) Respectful Workplace Procedures