



Town Of Niverville-Administration

Policy No. A3-23: **Zero-Tolerance Policy**

Effective Date: **June 20, 2023**

Resolution **181-23**

Revision Date: _____

Resolution _____

Zero-Tolerance Policy

The Town of Niverville is committed to serving members of the public with professionalism and care, and providing a safe, secure and respectful environment for Council members, volunteers, and Town staff (Town Representatives). The Town acknowledges that in the day-to-day delivery of services, Town Representatives may be confronted by aggressive or violent behaviour by members of the public. Whilst acknowledging that such eventualities may arise, the Town affirms that such behaviour is wholly unacceptable. Specifically, the Town is not prepared to tolerate:

- Verbal abuse, threats or threatening behaviour, intimidation, inappropriate, demeaning or abusive language or discriminatory remarks to Town Representatives either during or out of working hours arising from their involvement with the Town.
- Verbal or physical harassment including bullying or yelling at Town Representatives either during or out of working hours arising from their involvement with the Town.
- Harassment including physical, racial or sexual assault upon Town Representatives by members of the public, either during or out of working hours arising from their employment or involvement with the Town.
- Attacks on or damage to the property of Town Representatives arising from or in conjunction with Town Representatives carrying out their duties.
- Violent or threatening behaviour towards Town Representatives in the workplace arising from matters extraneous to service delivery.
- Any conduct which can be considered unacceptable in nature in the opinion of the Town.

The Town will consider legal action as appropriate against any member of the public who abuses Town Representatives in terms of the contents of this Policy. Where Town Representatives are subject to violence/threat of violence or aggression, they will be provided with appropriate personal support.

The Town will not condone unacceptable behaviours in any shape or form, and reserves the right to manage situations that arise by taking the following action(s):

- Reporting the incident to the Police
- Ceasing written communication.
- Terminating phone conversations.
- Limiting face to face contact.
- Removing access to Town facilities.

In limited extenuating circumstances, the Town may exercise its discretion to excuse a single lapse in judgment. In this case, the offending party will receive a written letter noting the circumstance, unacceptable conduct, zero-tolerance policy, and resolution expectations. This letter will be kept on file for a minimum of 24 months. Even with the one-time satisfactory resolution being met, no further warnings will be given and any future abusive conduct on the offending individual's part will be grounds for banning any contact with Town representatives, other than to conduct online transactions such as utility and tax payments. The offending individual, if requiring any further assistance from the Town, will be required to submit their request in writing to the Town.

Town Council members will keep a record of any reports of violence, aggression and abuse during their term while representing the Town. Data will be collected on the number of incidents occurring, which will include date and type of incident, service area related and those including police response. Records will also be retained to include personal details of the perpetrators of the incidents. It will be the responsibility of the Town Representatives to assist in the prevention of workplace violence, aggression and abuse. Early reporting of dangerous or potentially dangerous incidents will facilitate an effective investigation and response by the Town. To ensure that the Town is fully aware of all or any instances of workplace violence, every Town Representative must report events as soon as is reasonably practicable in line with Town procedures. Town Representatives should, in the first instance, report to the Chief Administrative Officer of the Town any threats or acts of violence, aggression and abuse, which they experience, witness or become aware of.