



TOWN OF SEDGEWICK

CUSTOMER CODE OF CONDUCT POLICY POLICY # 25-25

APPROVAL DATE: April 17, 2025
RESOLUTION NUMBER: 2025-40

1. Policy Statement

The Town of Sedgewick is committed to serving the community by providing fair, consistent and accessible service to members of the public while attending a Town Facility, Program or while being provided with a Town Service. The Town of Sedgewick is also committed to its employees by providing a safe working environment. On occasion, members of the public may make unreasonable demands or act in an inappropriate manner, such as harassing or by being threatening. Employees are expected to treat all members of the public with respect and dignity regardless of the members of the public's behavior.

2. Policy Purpose

The purpose of this policy is to contribute to the Town of Sedgewick's commitment to service excellence and good governance by addressing all requests and complaints equitably and efficiently, while acknowledging that there may be a need to protect staff from inappropriate behaviour. Members of the public, visitors to Town Facilities, Program(s) or individuals conducting business with the Town shall refrain from inappropriate behaviour towards employees, elected officials and any person acting on behalf of the Town of Sedgewick. If inappropriate behaviour occurs, the Town will take appropriate action to ensure a respectful workplace.

From time to time, it may be necessary for the Town of Sedgewick to restrict or amend the way we allow an individual member of the public to communicate with us or how we communicate with them. This may be at the individual member of the public's request, or the Town may also choose to restrict an individual member of the public's contact. If the Town determines, based on the member of the public's previous contact with the Town, it is no longer appropriate for them to communicate with the Town or the Town's employees in the same way as other members of the public this policy comes into effect. The purpose of this policy is to establish guidelines.

Where a member of the public continues to behave unreasonably or in an inappropriate manner for a prolonged period of time, or it has been deemed that the behaviour is severe, the following policy outlines the necessary steps for restricting the form and manner of contact with the Town.

3. Definitions

- 3.1. "Chief Administrative Officer (CAO)" means the Chief Administrative Officer of the Town of Sedgewick designated by the Council;
- 3.2. "Member of the public" is any individual other than an employee as defined in this policy.
- 3.3. "Designate" a person chosen to officially do a particular job (e.g. CAO designates a Staff Member to carry out CAO duties while away.)
- 3.4. "Employee" is any person employed by the Town, which includes and is not limited to any person employed in the capacity of a full-time, part-time, casual, term, seasonal, summer, contracted position or volunteer of the Town of Sedgewick.
- 3.5. "Facility" is a building, structure, park, playground, soccer field, spray park, campground, golf course, community hall, library, and ball diamond or area, whether indoors or not, that is operated by the Town.
- 3.6. "Inappropriate Behaviour" includes but is not limited to:
 - 3.6.1. "Non-Compliance" refers to the deliberate disregard or violation of the established guidelines or rules governing the use of Town property or facilities, as outlined at each respective location.
 - 3.6.2. "Harassment" is any single incident or repeated incidents of objectionable, inappropriate, or unwelcome conduct, comment bullying, unwelcome joking or display, action, or gesture by a person that the person knows or ought reasonably to know will or would cause offence, humiliation, or intimidation to another person, or adversely affects the other person's mental and/or physical health and safety.
 - 3.6.3. "Hostile" is showing strong dislike, behaving unfriendly or aggressive.
 - 3.6.4. "Threatening" is having a hostile or deliberately frightening quality or manner, showing an intention to cause bodily harm or causing someone to feel vulnerable or at risk.
- 3.7. "Program" is an activity, event, course, or class organized and operated by the Town, or through the Town's contracted services.

- 3.8. "Property" means lands, premises, road allowances, parks, playgrounds, soccer fields, Town Office, Public Works Building's, Library, Community Hall, Recreation Centre, Golf Course, Camping Grounds, ball diamonds or other grounds associated with buildings owned, leased, or otherwise controlled by the Town as well as any vehicles or equipment.
- 3.9. "Town" is the corporation of the Town of Sedgewick.

4. Guidelines

- 4.1. Examples of what might be considered inappropriate behaviour are provided below. The list is not exhaustive, nor does a singular action set out below necessitate the application of this policy:
- 4.1.1. Entering restricted areas or loitering in non-permitted zones of a Town facility without proper authorization, leading to potential safety concerns or disruption to others.
 - 4.1.2. Willfully causing damage or vandalism to Town property or equipment or engaging in theft or attempted theft of Town property or the belongings of others
 - 4.1.3. Using Town equipment or facilities for personal use without permission, or ignoring posted safety guidelines, such as bypassing security measures.
 - 4.1.4. Failing to adhere to established procedures for the use or maintenance of Town facilities, including improper disposal of waste or unauthorized alterations to equipment.
 - 4.1.5. Engaging in behaviour that creates a hostile environment for others using the facilities, such as verbal abuse, physical altercations, or disrupting scheduled activities by refusing to follow staff instructions or interfering with the activities of others.
 - 4.1.6. Complaints concerning an issue which staff have already investigated and determined to be groundless.
 - 4.1.7. Complaints concerning an issue which is substantially similar to an issue which staff have already investigated and determined to be groundless (e.g. with respect to the same neighbour or same property).
 - 4.1.8. Unreasonable conduct which is abusive including, but not limited to: harassing, verbally abusing or otherwise seeking to intimidate staff dealing with a complaint;
 - 4.1.9. excessive or multiple lines of enquiry regarding the same issue (e.g. pursuing a complaint with staff in multiple Town departments and/or an elected official simultaneously, multiple emails or written communications) while a complaint is in the process of being investigated;
 - 4.1.10. repeatedly challenging the findings of a complaint investigation, complaining about the outcome and/or denying that an adequate response has been given;
 - 4.1.11. refusing to accept that an issue falls outside the scope of the Town's jurisdiction;

- 4.1.12. making unreasonable demands on staff by, for example, insisting on responses to complaints and enquiries within an unreasonable time frame;
- 4.1.13. making statements or providing representations that the subject person knows or ought to know are incorrect, or persuading others to do so;
- 4.1.14. demanding special treatment from staff by, for example, not following the normal chain of command and immediately demanding to speak to a manager or supervisor;
- 4.1.15. using new complaints to resurrect issues which were investigated and completed in previous complaints;
- 4.1.16. changing the basis of the complaint as the investigation progresses and/or denying statements made at an earlier stage;
- 4.1.17. refusing to co-operate with the investigation process while still wanting the complaint to be resolved;
- 4.1.18. failing to clearly identify the precise issues of the complaint, despite reasonable efforts of staff to obtain clarification of the concerns; or
- 4.1.19. providing false or misleading information.

5. **Process**

- 5.1. The Town of Sedgewick's approach to managing members of the public's inappropriate behaviour is to follow a four-stage process.
- 5.2. Anonymous complaints, as they are difficult, if not impossible, to assess or investigate, will not be dealt with through this policy.
- 5.3. The Chief Administrative Officer(the "CAO) or their designate has the authority to restrict access, and,
 - 5.3.1. The CAO or their designate are to document interactions with the individual before restricting access. Such documentation should, at a minimum, include:
 - 5.3.1.1. The history of contact with the person
 - 5.3.1.2. Efforts made to address or resolve the behaviour, communication, complaint, request or inquiry.
 - 5.3.1.3. Particulars of the behaviour experienced or witnessed; and
 - 5.3.1.4. The impact of the unacceptable behaviour.
- 5.4. **Stage 1 "Warning"**: Members of the public displaying inappropriate behaviour (action, comment, or joke that is offensive) will be politely warned by the Town representative they are dealing with. It is important to let the individual know exactly what behaviour has offended you. This initial response is intended to notify the offender that their actions are inappropriate and give the individual an opportunity to change the offensive behaviour. In addition, the Town can address inappropriate conduct by simply informing individuals that further communications on a particular matter will not be acknowledged or replied to.
- 5.5. **Stage 2 "The Single Point of Contact"**: If the inappropriate behaviour continues, the Town of Sedgewick may adopt a "single point of contact" approach. This does not restrict the way the member of the public can deal with the Town of Sedgewick, but restricts contact to one Town

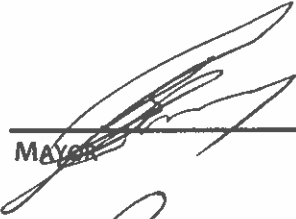

employee. The single point of contact should be a Supervisor, Manager, or CAO. This appointed contact is responsible for managing future contact with the Town of Sedgewick. It is important to note that a record of incidents.

- 5.6. **Stage 3 “Restricted Contact Channels”:** If the member of the public, even when dealing with their single point contact, continues to display inappropriate behaviour, their contact channels may then be restricted further. For example, only dealing via email, telephone or in person. These decisions will be made by the CAO in collaboration with Human Resources. It is important to note that the Town’s restriction on an individual’s contact enables the Town of Sedgewick to deal with them efficiently and effectively; however, it may not be permanent. If a member of the public subjected to this procedure alters their behaviour, there is no reason why they should continue to be limited to a single point of contact.
- 5.7. **Stage 4 “Public Ban”** If a member of the public continues to display inappropriate or disruptive behaviour despite the previous stages of intervention, a public ban may be implemented. This stage involves restricting the individual from accessing certain Town facilities and programs or conducting business with the Town of Sedgewick. When advancing to Stage 4, the individual member of the public should receive formal written notice detailing the reasons for the ban, specific location(s) or facilities affected, the duration of the ban and any other conditions of the restriction. The CAO is responsible for issuing and communicating the notice, ensuring transparency and proper documentation of the process.
- 5.8. When a member of the public passes from one stage to another, they should receive confirmation of their status accompanied by an explanation. Notice should be provided in writing by the CAO. It is possible for a member of the public to progress from Stage 1 directly to any other Stage if the Town of Sedgewick deems it appropriate to protect its staff and warrants the immediate restriction of their contact channels.
- 5.9. Whenever the Town restricts a person’s access in a way that is different from the general public, the following information will be provided to the person in a notice (a “Restrictions Notice”):
 - 5.9.1. A summary of the matter(s) which led to the restrictions, including any relevant information,
 - 5.9.2. A description of the restrictions that are to be applied, including the duration of the restrictions,
 - 5.9.3. The rationale for applying the restrictions,
 - 5.9.4. The policy that provides the Town with the authority to impose restrictions,
 - 5.9.5. The consequences for failing to abide by the restrictions, and,
 - 5.9.6. Instructions regarding submitting a request for review to Council
- 5.10. The public receiving a Restriction Notification may appeal the conditions imposed on the restriction notification within 14 days after the date of notice. The appeal must be submitted in writing to be reviewed by the Council. The person receiving the restriction must provide in detail the prescribed information and the explanation of why the person is seeking the review and the resolution by the Council. The Council is not obligated to conduct an oral or in-person

hearing for the review, and the Council may respond by rescinding, revising, or confirming the Restriction Notice.

6. Revision/Review History

TOWN OF SEDGEWICK

DATE	<u>May 15 / 2025</u>	<u></u>
		MAYOR
DATE	<u>May 15 / 2025</u>	<u></u>
		CHIEF ADMINISTRATIVE OFFICER