



<b>Policy No.: G-19-2023</b>	<b>Section: General</b>	<b>Page #1 of 4</b>
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<b>Title:</b>	<b>Customer Conduct Policy</b>
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<b>Rescind Policy:</b>	<b>NA</b>
<b>Legislation Reference:</b>	<b>MGA</b>

**Purpose:**

To ensure a safe and respectful workplace environment for Administration and Council.

To ensure that all Customers feel safe and supported while attending a Town Facility, Program or while being provided a Service.

To provide a progressive plan for Administration to follow in the event that uncivil behavior occurs within any of the Town’s programs, while providing a service, or on Town property.

**1.0 Definitions**

For the purpose of this Customer Conduct Policy, the following definitions shall apply:

1.1 *Administration* shall mean any person employed by the Town of Smoky Lake.

1.2 *CAO* shall mean Chief Administrative Officer.

1.3 *Customer* shall mean any individual other than Administration at a Town Facility.

1.4 *Employee* shall mean any person employed by the Town of Smoky Lake, which includes and is not limited to: any person employed in the capacity of a full-time, part-time, casual, seasonal, summer, or contracted position.

1.5 *Facility* shall mean a building, structure, or area whether indoors or not that is operated by the Town.

1.6 *Fundamental Services* shall mean services that the interruption of which would create a financial hardship, endanger the life, health, or personal safety of a Customer. This includes Services guaranteed to a Customer under

another piece of legislation.

1.7 *Harassment* shall mean any single incident or repeated incidents of objectional, inappropriate, or unwelcome conduct, comment, bullying, 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 health and safety; and that:

- a) is based on any prohibited ground as defined in the Alberta Human Rights Act ;
- b) includes a sexual solicitation or advance.

1.8 *Council shall* mean the Municipal Council of the Town of Smoky Lake.

1.9 *Program* shall mean an activity, course, or class organized and operated directly by the Town of Smoky Lake, including, but not limited to, FCSS programs.

1.10 *RCMP* shall mean Royal Canadian Mounted Police.

1.11 *Service* shall mean any time Administration provides assistance to a Customer, including but not limited to providing utility services in the Customer's home and taking payment at a Town Facility.

1.12 *Suspension* shall mean prohibits an individual from access to a Program, Service, or Facility for a specified period. The length of a Suspension is at the discretion of the CAO or designate.

1.13 *Uncivil Behavior* includes, but is not limited to, any of the following:

- a) Harassment as defined;
- b) Inappropriate, abusive, undesirable, dangerous, or criminal language and behavior; and
- c) participating in illegal activities.

## **2.0 Scope**

2.1 This Policy shall apply to all Members of Council and Administration.

2.2 This Policy shall apply to all Customers.

## **3.0 Objective:**

3.1 Administration shall take prudent and appropriate action to ensure that Facilities remain welcoming and safe for all Customers and Employees.

3.2 Administration shall have the authority to suspend Customers access to facilities, programs, or services when deemed appropriate at the discretion of the CAO or designate.

#### **4.0 Guiding Principles:**

- 4.1 Customers, Members of Council, and Administration shall communicate with one another in a respectful manner and shall be responsible for their own individual actions.
- 4.2 Administration shall have the right to remove themselves from situations where Customers are exhibiting uncivil behavior.
- 4.3 Uncivil behavior will not be tolerated.
- 4.4 Customers that display uncivil behavior may be subject to suspension from Town facilities or programs for a period of time, based on the uncivil behavior and/or recurring uncivil behavior.
- 4.5 Suspensions may range in time from 1 day to up to one year.
- a) Foul, abusive, profane, offensive, or insulting language or gestures directed towards any member of Administration Council, or customers at a facility shall result in a one (1) to five (5) day suspension.
  - b) Incidents following repeated verbal warnings or suspensions shall result in an up to three (3) month suspension.
  - c) Incidents following repeated suspensions, including a previous 3-month suspension, shall result in a six (6) month suspension or more.
  - d) Any sexual gestures, sexual references directed towards any individual shall result in a six (6) month suspension or more.
  - e) Threatening the personal safety of any individual shall result in a six (6) month suspension or more.
  - f) Blatant disrespect for municipal property resulting in potential facility or property damage shall result in a suspension of six (6) months or more.
  - g) Violent conduct, assault, deliberate sexual, physical or verbal abuse shall result in a suspension of one (1) year or more and will include a report to the RCMP.
- 4.6 If deemed necessary, and at Administration's sole discretion, a Customer's uncivil behavior may be reported to the RCMP.
- 4.7 Where deemed appropriate, Administration shall provide access for Fundamental Services to Customers who have had their access or Services suspended.

#### **5.0 Additional Restrictions of Violations**

- 5.1 In addition to the Suspension, Customers may be subject to additional restrictions which are designed to correct a Customer's uncivil behavior. Additional restrictions may be adapted to deal with individual circumstances at the discretion of the CAO or designate.

	DATE	RESOLUTION NUMBER
Approved	July 24, 2023	398-2023
Amended		
Amended		

Original Signed

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**Amy Cherniwchan**  
**Mayor**

Original Signed

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**Dawn Phillips**  
**Chief Administrative Officer**