

How to Deal with External Harassment

Employees need to stay alert to name-calling, inappropriate pamphlets and posters, jokes, and comments. Do not ignore insulting remarks or inappropriate actions.

Step One

- Make it clear that such comments or behaviour are not acceptable. Remember, respect is a mutual thing.
- Politely ask for the person's name, address, and telephone number and record if possible.
- Notify your supervisor if there is a problem.
- Assess the situation. Is the person who made the comment inebriated or threatening? If so, ask them to leave the premises immediately.

Step Two

- Try to defuse the situation by listening and remaining calm.
- If a threat is made, remove yourself from the scene or your workstation and call 911.
- If the situation requires police intervention, call 306-975-8300.

Step Three

- Reassure and offer support to the person who was insulted. Discriminatory behaviour or remarks do hurt people's feelings and affect their self-esteem.
- Complete an External Incident Report and submit to your supervisor/manager.

Step Four: Closure

- Principal parties and witnesses are interviewed and statements are taken by the supervisor/manager.
- Conclusions and recommendations are passed on to the General Manager of the Department involved.
- The General Manager will decide what actions, if any, need to be taken. All parties involved will be contacted to ensure the behaviour does not occur again.

Stopping Workplace Harassment
Treating everyone with respect.



WORKPLACE HARASSMENT POLICY

For more information on the
Workplace Harassment Policy (A04-016),
please contact Human Resources,
City Hall, 306-975-3261.



Harassment in the Workplace

Every employee of the City of Saskatoon has the right to a workplace free from harassment.

Harassment is a form of discrimination that violates people's rights and dignity. It undermines employees and creates a hostile, unproductive work environment. Everyone in the workplace has the responsibility to ensure that harassment does not occur.

Employees need to stay alert to name-calling, inappropriate pamphlets and posters, jokes, and comments. Do not ignore insulting remarks or inappropriate actions.

The City of Saskatoon does not condone and will not tolerate harassment in the workplace by any of its employees or the general public.

What is Workplace Harassment?

Under the City of Saskatoon policy, workplace harassment is defined as any inappropriate conduct, comment, display, action, or gesture. Harassment can be a series of behaviours over a period of time, or a single serious incident that has lasting, harmful effects.

Harassment can be based on:

- i) race, creed, religion, colour, sex, sexual orientation, marital or family status, disability, physical size or weight, age, nationality, ancestry or place of origin, or
- ii) anything that adversely affects a worker's psychological or physical well-being.

Harassment does not include any reasonable action taken by an employer, manager, or supervisor relating to directing employee work, managing employee performance, and/or employee discipline.

How Can I Stop Workplace Harassment?

Don't ignore harassment. Report it! If you are harassed, there are several actions you can take:

Informal Resolution

- Make it clear to the harasser that his or her actions are not welcome. This can be difficult, but it is often the best way to resolve the conflict.
- Document your case. Keep a written record of the incidents, including times, places, and witnesses.
- Report the harassment to your supervisor, or if more appropriate, another manager, your bargaining unit or association representative, or Human Resources.
- If harassment involves a member of the general public, notify your supervisor.

Harassment Awareness and Prevention Training

This training is compulsory for all employees and includes an e-learning option.

Topics include:

- Defining harassment
- Examining case studies
- Reviewing City policy
- Defining the roles and responsibilities of the employer, the employee being harassed, and all employees
- Identifying the symptoms of harassment — and the steps to take if harassment happens to you

How to Register:

Contact your supervisor or the Organization & Employee Development Section for scheduled training dates as indicated in the Corporate Training Calendar.

Formal Resolution

At any stage, the Complainant and the Respondent have the right to consult with and be represented by their union or association representative, or a person of their choice.

A) A written initial complaint is required; the complaint is submitted to the Director of Human Resources.

Human Resources undertakes a preliminary assessment to determine if:

- i) Informal processes should be attempted
- ii) The Respectful Workplace Policy applies
- iii) Further investigation or action is warranted
- iv) Formal investigation is warranted

B) Early Resolution

At any stage, if the Complainant indicates a willingness to resolve the issue with the Respondent, a problem-resolution process will be undertaken.

C) Closure

If the investigation is conducted by an investigator external to the City of Saskatoon, the investigator shall provide a written report of findings with respect to the harassment complaint.

The General Manager for the appropriate department, in consultation with the Director of Human Resources, shall determine the actions to be taken as a result of the findings of the investigator.

(See *Policy A04-016 for complete details*)



Respect is a Mutual Thing – Preventing Workplace Conflict

Every employee has a responsibility to create a respectful workplace. The best way to make this happen is to model respectful behaviour toward others. The following outlines the responsibilities of all City employees:

- Be polite, courteous, and respectful to others
- Practise open, honest, and timely communication
- Bring forward concerns as soon as they arise and
- Respect and support the conflict resolution process and the timeframe required to resolve issues.

For more information on the
Respectful Workplace Policy (A04-022),
please contact Human Resources,
City Hall, 306-975-3261.



RESPECTFUL WORKPLACE POLICY
Developed by a Joint Association, Union, and Management committee



Respect in the Workplace
We all deserve it.



Resolving and Mediating Conflict

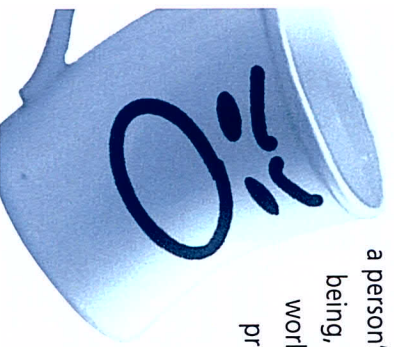
Conflict in the workplace can be managed productively. Effective conflict management builds relationships, promotes cooperation, and increases the effectiveness of individuals, groups, and the organization.

The City of Saskatoon, Associations, and Union Executive Boards recognize their responsibility and work together to build and maintain a respectful workplace.

To follow through on this commitment, a *Respectful Workplace Policy* has been developed and all supervisory personnel, association and union representatives have access to training in conflict resolution.

Overview of the Policy

Disruptive workplace conflicts and disrespectful behaviour including incidents involving the general public can jeopardize a person's dignity and well-being, and undermine work relationships and productivity.



Issues in the workplace need to be resolved to maintain an ongoing respectful and productive workplace.

Definitions:

Disrespectful behaviour is behaviour that is improper, unwelcome, and/or inappropriate.

Disruptive workplace conflict is a dispute or communication breakdown between two or more individuals that affects their ability to work productively and cooperatively.

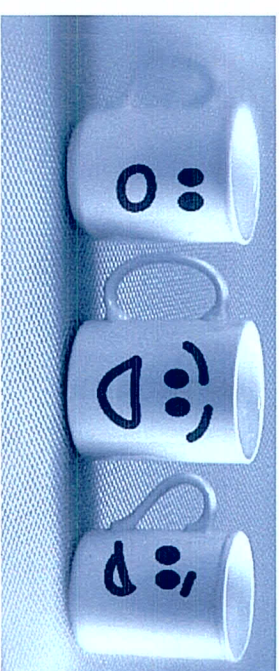
Employees are any persons employed by the City of Saskatoon from casual employees to the City Manager.

General public is any individual or group of individuals contributing to, participating in, or accessing the services offered by the City of Saskatoon.

The goal of this process is to seek early, informal resolution to personal workplace differences and conflicts.

The Policy Builds on our Corporate Values:

- Recognize individual employee strengths
- Respect individual beliefs, aspirations, skills and experiences
- Respect diversity and facilitate equality of opportunity



How do I Resolve a Concern?

Step One

The employee with the concern will attempt to resolve the issue directly with the employee and/or member of the general public with whom they have a concern (if comfortable with this approach). If this is not possible, or the conflict is not resolved, then proceed to Step 2.

Step Two

The employee(s) involved will go to their supervisor and/or association or union representative, and identify the issue. Together they will try to resolve the concern, using the tools and resources available. Incidents involving the general public will be reported directly to the supervisor and the supervisor will determine the course of action to resolve the conflict.

If Steps One and Two fail, a more formal process will be initiated. This involves documenting the concern and forwarding it to the General Manager of that department.