	TOWN OF GIBBONS Policy	ZERO TOLERANCE OF PUBLIC ABUSE TOWARD MUNICIPAL EMPLOYEES	
POLICY TYPE Administrative	DATE APPROVED	RESOLUTION	POLICY # PP 2-25

STATEMENT

The Town of Gibbons is committed to ensuring the safety and respect of its employees, volunteers, and contractors in their interactions with the public. This policy affirms a zero-tolerance stance on any form of abuse directed by the public at municipal representatives. It complements, but is separate from, the Town’s Workplace Harassment Policy and Procedure (Policy #PP 1-25), which governs internal conduct.

PURPOSE

To provide a clear and consistent approach to protecting Town of Gibbons personnel from public abuse in the course of their duties.

SCOPE

This policy applies to all members of the public interacting with Town staff, volunteers, and contractors—whether in person, by phone, electronically, or through social media.


GUIDING PRINCIPLES

1. DEFINITIONS

- 1.1** “**Abuse**” means threatening, harassing, intimidating, degrading, or violent behavior toward municipal personnel (e.g., yelling, threats, personal insults)
- 1.2** “**Public**” means any individual not employed by the Town of Gibbons but engaging with its representatives.
- 1.3** “**Staff**” means employees, contractors, volunteers, and any individuals acting under the direction or authority of the Town including temporary or casual personnel.

2. PUBLIC CONDUCT EXPECTATIONS

- 2.1** Abuse by members of the public will not be tolerated. Staff are entitled to disengage from abusive encounters. This may include ending the interaction, asking the individual to leave the premises, or contacting enforcement authorities as appropriate.
- 2.2** In all responses to abuse, staff will take reasonable care to protect the privacy of the reporting party in accordance with applicable legislation and Town policy.

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3. RESPONSIBILITIES

- 3.1 Employees must report incidents of abuse
- 3.2 Supervisors must document and respond to incidents of abuse
- 3.3 CAO/Designate: Must determine appropriate response measures to protect staff and prevent further instances of abuse (e.g. service restrictions, legal action)

4. INCIDENT REPORTING

- 4.1 All instances of abuse must be promptly documented using the Public Harassment/Abuse Incident Report Form (available on the shared drive or by request from any member of the JHSC) and submitted to the immediate supervisor and a member of the Joint Health and Safety Committee.
- 4.2 Serious or violent incidents should be reported to 911.


5. CONSEQUENCES FOR ABUSIVE CONDUCT

- 5.1 The Town will impose consequences for abuse according to severity as determined by the CAO. Potential consequences include, but are not limited to:
 - 5.1.1 Issuance of a warning
 - 5.1.2 Restricting access to services
 - 5.1.3 Reporting incidents to law enforcement
 - 5.1.4 Legal action

6. DOCUMENTATION AND RECORD RETENTION

- 6.1 Reports of abuse or harassment will be retained securely in accordance with Alberta's privacy legislation, with a record of actions taken and the individuals involved.

7. TRAINING AND AWARENESS

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- 7.1** All Town employees will receive training in managing abusive interactions during orientation.
- 7.2** Refresher training will be provided as needed.
- 7.3** If required, public education materials (e.g. signs, notices) may be developed to raise awareness.

8. POLICY REVIEW

- 8.1** This policy will be reviewed at the earliest of the following: every three years, after five reported incidents, upon regulatory changes, or following recommendations from a committee.

[ORIGINAL DOCUMENT HAS BEEN SIGNED]

Acting Mayor Dale Yushchyshyn

[ORIGINAL DOCUMENT HAS BEEN SIGNED]

Interim CAO Eric Lowe