



Customer Code of Conduct

Policy Statement

The Town of Lamont 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 Lamont 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 member of the public's behaviour.

Purpose

The purpose of this policy is to contribute to the Town of Lamont'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 Lamont. 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 Lamont 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.

Where a member of the public continues to act in an unreasonable or inappropriate manner refusing to acknowledge the action 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.

DEFINITIONS

1. **"Chief Administrative Officer (CAO)"** means the Chief Administrative Officer of the Town of Lamont, or the employees or department(s) designated by the Chief Administrative Officer.
2. **"Member of the public"** means any individual other than an employee as defined in



this policy.

3. **"Designate"** means a person chosen to officially do a particular job (e.g. CAO designates an Employee to carry out CAO duties while away).
4. **"Employee"** means 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 Lamont.
5. **"Facility"** means a building, structure, parks, playgrounds, spray park, and ball diamonds or area whether indoors or not that is operated by the Town.
6. **"Inappropriate Behaviour"** *includes but is not limited to:*

"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.

"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.

"Hostile" is showing strong dislike, behaving unfriendly or aggressive.

"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.

7. **"Program"** means an activity, event, course, or class organized and operated by the Town, or through the Towns' contracted services.
8. **"Property"** means lands, premises, road allowances, parks, playgrounds, spray park, ball diamonds or other grounds associated with buildings owned, leased, or otherwise controlled by the Town as well as any vehicles including the Town's equipment.
9. **"Town"** means the corporation of the Town of Lamont.

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.

- a. 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.



- b. 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.
- c. Using Town equipment or facilities for personal use without permission, or ignoring posted safety guidelines, such as bypassing security measures.
- d. Failing to adhere to established procedures for the use or maintenance of Town facilities, including improper disposal of waste or unauthorized alterations to equipment.
- e. 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.
- f. Complaints concerning an issue which staff have already investigated and determined to be groundless.
- g. 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).
- h. Unreasonable conduct which is abusive including, but not limited to:
 - i. harassing, verbally abusing or otherwise seeking to intimidate staff dealing with a complaint;
 - ii. 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) while a complaint is in the process of being investigated;
 - iii. repeatedly challenging the findings of a complaint investigation, complaining about the outcome and/or denying that an adequate response has been given;
 - iv. refusing to accept that an issue falls outside the scope of the Town's jurisdiction;
 - v. making unreasonable demands on staff by, for example, insisting on responses to complaints and enquiries within an unreasonable time-frame;
 - vi. making statements or providing representations that the subject person knows or ought to know are incorrect, or persuading others to do so;



- vii. 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;
- viii. using new complaints to resurrect issues which were investigated and completed in previous complaints;
- ix. changing the basis of the complaint as the investigation progress and/or denying statements made at an earlier stage;
- x. refusing to co-operate with the investigation process while still wanting the complaint to be resolved;
- xi. failing to clearly identify the precise issues of the complaint, despite reasonable efforts of staff to obtain clarification of the concerns; or
- xii. providing false or misleading information.

Procedure

The Town of Lamont's approach to managing members of the public inappropriate behaviour is to follow a four-stage process.

Anonymous complaints as they are difficult, if not impossible, to assess or investigate will not be dealt with through this policy.

Stage 1 "Warning": Members of the public displaying inappropriate behaviour (action, comment or joke that is offensive) will be warned politely 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.

Stage 2 "The Single Point of Contact": If the inappropriate behaviour continues, Town of Lamont may adopt a "single point of contact" approach. This does not restrict the way the member of the public can deal with the Town but restricts contact to one Town employee. The single point of contact should be a Supervisor, CAO, or an employee appointed by the CAO. This appointed contact is responsible for managing future contact with the Town of Lamont. It is important to note that a record of incidents shall be documents on the Incident Report Form (date, times, locations, possible witnesses, what happened, your response, etc.).

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 or an employee appointed by the CAO. It is important



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to note that the Town's restriction on an individual's contact enables Town of Lamont 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.

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, programs or conducting business with the Town of Lamont. 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.

Where behaviour may constitute a criminal offense, the Town of Lamont will refer the matter to the R.C.M.P.

The Town reserves the right to involve law enforcement in situations involving threats, physical violence, or any behaviour that endangers the safety of staff or the community.

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 Lamont deems it appropriate to protect its staff warrants the immediate restriction of their contact channels.

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