

The Corporation of The Township of Joly

Communication Policy 2024

Background

The Township of Joly's aim to create a safe and fostering workplace environment were all staff and learn and grow from each's other work skills and workplace knowledge. Creating an environment where all staff feel appreciated, safe, and able to enjoy their time employed with the Township of Joly.

Purpose

This policy contributes to the Township's objective of dealing with all communications with employees, and Members of Council, public, other services and vendors in ways that are consistent, fair and professional. The purpose of communications should be to help others and to make our Municipality run as effectively as possible, thereby gaining the respect of our colleagues, Council, and customers.

Scope

This policy applies to all staff working for the Joly Township Office/Shop location and/or off site to ensure their awareness and professionalism keeps in line with the best vision of the Township. This policy will be a guideline for appropriate communication styles for co-workers' interactions with; public, Council, vendors, and other services

Definitions

Council: Means the elected officials who represent the Township of Joly

Co-Workers: Means any other hired employee of the Township of Joly

Municipality – means the Corporation of the Township of Joly

Peers: Means any hired employees of the Township of Joly or other Municipalities that employees of the Township of Joly have interactions with and/or other contractors, vendors, or service providers that the Township of Joly has interactions with

Public – Any persons that involve the day-to-day work with the Township

Township: means the Corporation of the Township of Joly

1) **Procedures**

As a Staff member for the Township of Joly all communications should be reflective of the Township, a positive work environment. At all times employees should follow:

- Courtesy, friendliness, and a spirit of helpfulness are important and guide the Township's dealings with employees, peers, and public.
- Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided. Communicate directly with the person or persons involved to resolve differences, or speak with Municipal Administrator.
- Conservative criticism — that which will improve business by clarifying or instructing — should be welcomed when delivered with respect and tact.
- Destructive criticism — that which is designed to harm business or another person — is not to be practiced.
- Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities or swearing at co-workers or members of the public.

The standard for the Township of Joly is a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance and other non-work related matters.

Each employee has the responsibility to foster an understanding of others' differences in order to create an environment where those differences contribute to a better organization. Inappropriate remarks based on any of the following are not tolerated and such behavior could result in immediate termination of employment or automatic performance reviews:

- race, religion, ethnic origin, physical attributes,
- mental or physical disability,
- color, ancestry,
- marital status,
- pregnancy,
- medical condition,
- citizenship and/or age.

Inappropriate remarks include those that treat a group of people in a uniform way, assign a behavior in a disparaging way, imply inferiority of a group, are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.

The following behaviours or requests may take place in circumstances including, but not limited to, one or more of the following:

- Public meetings;
- Written communication;
- Telephone communication;
- In-person communication
- Electronic communication, including email and social media; and/or
- Interactions at Township property, parks or facilities.

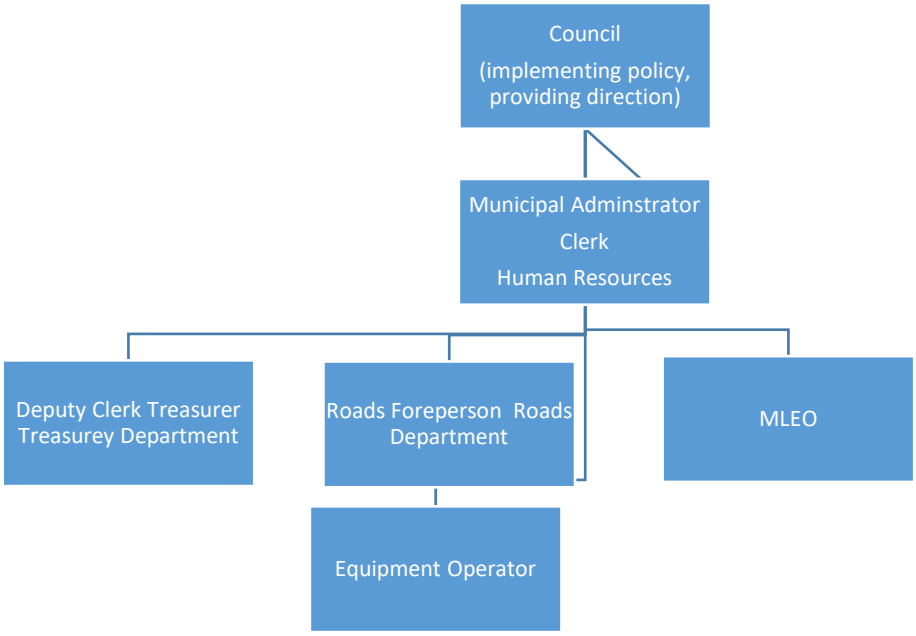
Examples of behaviour of what might be considered unreasonable behaviour are shown below. The list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category:

- Refusing to specify the grounds of a complaint, despite offers of assistance;
- Changing the basis of the complaint/request as the matter proceeds;
- Denying or changing statements made at an earlier stage;
- Covertly recording meetings and conversations;
- Submitting falsified documents from themselves or others;
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous staff, or detailed letters every few days, and expecting immediate responses;
- Refusing to accept the decision/repeatedly arguing points with no new evidence;
- Persistently approaching the Township staff, Council, co-workers, or public through different routes about the same issue;
- Causing distress to staff, which could include use of hostile, abusive or offensive language, or an unreasonable fixation on an individual;
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced;
- Engaging in aggressive, disrespectful or intimidating behaviour, bullying, harassment or using coarse language while accessing a Township program, service, program, event or facility;

Furthermore, a pattern of conduct occurs when on several occasions an individual engages in one or more negative, unbecoming, or deemed rude and unnecessary by the Municipal Administrator, could result in disciplinary action.

Note: this policy is meant to complement, not replace, the Violence and Harassment in the Workplace Policy or Program, or the Code of Conduct for Members of Council.

2) Employee Chain of Command



3) Staff Procedures and Communications

A) Department Communications

- Monday morning 10-minute meetings to discuss goals for the week, locations of work and upcoming meetings. Work calendar to be updated
- All time off requests and sick days will be reported through Department Heads to Municipal Administrator
- Staff will report every two hours of working alone to Department Head and or Municipal Administrator (see Working Alone Policy)
- Formal complaints regarding co-workers will be brought forth to the Municipal Administrator in written and signed statements for internal investigation process (see Human Resource Policy). Any formal complaints regarding the Municipal Administrator shall be brought forth to Council directly, through the Deputy Clerk.

- Formal direction requests from Council will be made through proper staff reports to Council for Council to provide direction and reports will be approved for agenda addition on the Thursday prior to Council meeting
- Staff Prescence may be requested from Council at meetings at any time
- Staff meetings to debriefs Council meeting may be requested by Municipal Administrator following Council Meetings
- Staff meetings may be requested by Municipal Administrator once a month for all staff to participate
- Municipal Administrator will take direction from Council and delegate to appropriate Department Heads
- All Staff will take direction from Municipal Administrator
- Equipment Operator will take direction from Roads Foreman – Immediate Supervisor
- Department Heads are responsible for the day-to-day work in their direct department

4) **Township of Joly Technology and Equipment**

- All computers and cell phones paid for by the Township of Joly or through taxable benefits are property of the Township and could be requested at any time by the Municipal Administrator or outside agencies for legal or technical support.
- Any emails, text messages, or electronic voice mails can be recalled at any time and therefore the content of the messages are the property of the Township and must be made with the utmost level of professionalism and the employee will be held accountable for content should any issues arise from messages.
- Any IT issues shall be made through the Deputy Clerk Treasurer to the supporting IT company. As there are costs assisted with servicing equipment, all internal supports must be exhausted prior to IT being contacted.
- Outside of Roads Department Cell phones, any other Technology equipment being taking off the 871 Forest Lake Road property must be approved by the Municipal Administrator for overtime work request. If Township electronics are damaged off township property, persons responsible for equipment may face disciplinary measures. Township electronics and equipment are not intended for personal use.

5**) Complaint Process**

At any time if any staff has issues with Department Heads or co-workers that requires mediation, a meeting can be held with the Municipal Administrator. A formal written and signed statement maybe be required. If an internal conflict resolution meeting cannot resolve the concerns and issues then the information review process shall commence with the Municipal

Administrator and/or outside third parties if necessary. (this policy is not to supersede Labour Laws, Criminal Code, of Human Resources Policy)

- Any complaints/comments via the public or peers will be kept in personal file.
- If three comment, complaints, or written notices are obtained in the fiscal year an automatic review with Municipal Administrator and member of Council will be arranged.
- If a major complaint, comment card, or write up is obtained, at discretion of the Municipal Administrator, a review meeting can be arranged at anytime.
- Any performance review meeting can result in;
    (1) Dismissal
    (2) Suspension with or without pay
    (3) Further notices written up in personal file
    (4) Other conflict resolution that fit the severity of the issue as seen fit by the Municipal Administrator

6) **Review Meetings**

Based on the information provided by staff and Department Heads, and/or peers, a review shall be conducted by the Municipal Administrator to determine if an individual's behaviour warrants the application of restriction. Each case should be considered on an individual basis. This review investigation could warrant written notice in personal files, performance evaluation and/or skill set inventory could be required. Termination or suspension could be issued by the Municipal Administrator.

I hereby sign that I have read and understood Joly Townships Communication Policy

_____ _____ _____

Name Print Signature Date

_____ _____

Witness Date