	Good Order and Civil Conduct	
	Policy Type:	Council-Management Delegation
	Number:	CMD-R-4.0
	To be Reviewed:	Once per term
	Approval Date:	March 22, 1999
	Motion Number:	99.C.216 21.C.291
	Revised Date(s):	June 28, 2021

Policy Statement:

Okotoks believes in creating and sustaining a vibrant environment where everyone is treated with respect, civility, and dignity.

The Town is committed to working in collaboration with citizens and all users to ensure that good order and civil conduct is the standard in all Town facilities and in the delivery or access of Town services. Good order and civil conduct ensures the safety, well being and enjoyment of facilities and services by citizens and all users in order to promote a safe, respectful, violence and harassment-free work environment for Town elected officials, employees, and citizens.

Standards:

Okotoks recognizes that conflict, disagreement or inappropriate behaviours will occur. The Town expects citizens to engage in respectful dialogue that contributes to a healthy, safe, and productive environment for all involved and to work collaboratively to resolve conflicts.

The health, safety, and wellness of Town employees, those working on behalf of the Town and citizens and users, is of primary importance in all aspects of our operations. Employee health, safety and wellness includes physical, psychological, and social well-being. All citizens and users of Town facilities, employees and elected officials share responsibility for good order and civil conduct. Good order and civil conduct is important in all types of interactions, communication and discussions, including but not limited to in-person, verbal, print, and online (including all types of social media).

The CAO, is authorized to evict or ban people from municipal facilities or accessing services if the offending individual is:

- Causing workplace violence and harassment;
- Behaving in a manner that is disrespectful or discriminatory in nature;
- Causing or likely to cause damage to a municipal facility or Town property;
- Behaving in a manner that is unsafe for the individual or others in the facility;
- Using the facility for unauthorized, unintended or unscheduled purposes;
- Abusing, threatening, intimidating or assaulting any employee or official of the Town;
- Harassing, threatening or unduly disturbing other citizens or users;
- Using profane, abusive, derogatory or discrimatory language; or
- Behaving in a deviant or socially unacceptable manner.

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If, upon being directed to leave the facility, the offending person refuses to do so, the person is to be advised that the police will be called and the person may be charged under the "Trespass to Premises Act". In turn, follow-up action will be at the discretion of the CAO.

In the event that a citizen or user is evicted, an incident report is to be completed and submitted by the official, or employee administering the eviction.

The CAO is authorized to establish rules, standards and guidelines in support of this policy.

The CAO is responsible for the administration and application of this policy.

Definitions:

workplace violence and harassment - any act in which a person is abused, threatened, intimidated or assaulted in his or her employment or resulting from his or her role with the Town and any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known or would be expected to be unwelcome. These behaviours include words, gestures, intimidation, bullying, or other inappropriate activities and includes:

- **Threatening behaviour** – such as shaking fists, destroying property or throwing objects.
- **Verbal or written threats** – any expression of an intent to inflict harm.
- **Verbal abuse** – swearing, insults or condescending language.
- **Physical attacks** – hitting, shoving, pushing or kicking.