

# POLICY 2018-01

## TOWN OF CROSSFIELD EMPLOYEE AND VOLUNTEER CONDUCT POLICY

### Purpose

The purpose and intent of the Town of Crossfield Employee and Volunteer Conduct Policy is to establish standards of conduct employees, and volunteers, involved in the day to day municipal operations of the Town of Crossfield.

The policy represents general standards and does not replace member's roles, responsibilities, actions and behaviors required by various statues, by-laws and policies.

The policy helps to ensure that employees and volunteers on local boards and committees share a common basis of acceptable conduct. These standards are designed to supplement the legislative parameters within which the members must operate. These standards are intended to enhance the public's confidence that the Town of Crossfield elected and appointed officials, employees and volunteers operate from a basis of integrity, justice and courtesy.

It is the responsibility of all employees and volunteers to ensure that all Individuals familiarize themselves, and understand their obligation to comply with this policy.

### Policy

As attached and titled Policy 2018-01, Employee and Volunteer Conduct Policy.

This Policy supersedes all previous Code of Conduct Policies.

Adopted this 9th day of January, 2018.

  
\_\_\_\_\_  
Mayor Tennant

  
\_\_\_\_\_  
Chief Administrative Officer Ken Bosman

## 1.0 DEFINITIONS

- 1.1 **"Chief Administrative Officer"**: shall mean a person appointed to the position by Council.
- 1.2 **"Child"** means a person under the age of 18 years who has not attained maturity or the age of legal majority.
- 1.3 **"Comment"**: A response to a Town of Crossfield article or social media content submitted by a commenter.
- 1.4 **"Complaint"** means an alleged contravention of this policy.
- 1.5 **"Complainant"** the party who makes the complaint in a legal action or proceeding.
- 1.6 **"Council"** is means the elected Mayor and Councillors of the Town of Crossfield, also described as Elected Officials.
- 1.6 **"Employee"** shall mean a person who is employed with the Town of Crossfield and has completed the three (3) month probation period.
- 1.7 **"Gift and benefits"** means any cash or monetary equivalent, fee, object of value, service, travel and accommodation or entertainment.
- 1.8 **"Good Faith"** shall mean in accordance with standards or honesty, trust and sincerity.
- 1.9 **"Guardian"** is a person with legal responsibility for the care and custody of a youth
- 1.10 **"member"** means a volunteers & youth volunteers on a community board or committee.
- 1.11 **"Media"** shall mean the means of communication such as radio and television, newspapers, and magazines that reach or influence people widely.
- 1.12 **"Parent"** is a person who is either the natural, adoptive, or foster parent of a child or youth, within their care.
- 1.13 **"Personal Information"** means personal information as defined in the Freedom of Information and Protection of Privacy Act;
- 1.14 **"Town"**: shall mean the Town of Crossfield as incorporated under the Municipal Government Act R.S.A. 2000, C M-26 as amended, its employees, or its duly authorized representatives.
- 1.15 **"Volunteer"** is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the Town or community board and shall not be considered as "employees" of the agency.
- 1.16 **"Vulnerable Sector (VS) check"** This process verifies whether an individual has a criminal record, as well as any record suspensions (formerly pardons) for sexual offences and local police records for information relevant to the VS check.
- 1.17 **"Youth"** means a child who is 16 years of age or older.

## **2.0 RESPONSIBILITIES**

### **GENERAL**

- 2.1 The Town believes in providing municipal services to residents of Crossfield in a respectful working and learning environment. All, employees and volunteers share responsibility for creating and maintaining a respectful environment. The Town expects that any allegation of conduct detrimental to the intent of this policy will be investigated.
- 2.2 Members are responsible for making honest statements. No member shall make a statement when they know that statement is false. No member shall make a statement with the intent to mislead employees or members of the public.
- 2.3 Members shall be committed to performing their functions with integrity, accountability and transparency, avoiding improper use of influence of their role.
- 2.4 It shall be the duty of all members to abide by all applicable legislation, policies and procedures pertaining to their position as a member.
- 2.5 Members shall not engage in any activity, financial or otherwise, which is incompatible or inconsistent with the ethical discharge of duties.
- 2.6 No member shall disclose or release or publish by any means to any member of the public or in any way divulge any confidential information, including personal information, or any aspect of deliberations acquired by virtue of their office as member of board or committees, in either oral or written form, except when required by law or authorized by Council resolution to do so.
- 2.7 Members shall not use confidential information including information that they have knowledge of by virtue of their position that is not in the public domain, including emails and correspondence from other members, or third parties for personal or private gain, or for the gain of relatives or any person or corporation or cause detriment to the Town, board or committees.
- 2.8 Town Employees (including permanent and temporary) who come into contact with the minors or vulnerable people must obtain a "Vulnerable Sector Check," from the local RCMP detachment bi-annually.

### **EMPLOYEES**

- 2.12 Employees shall ensure that their personal conduct within the workplace and elsewhere does not adversely affect:
- a. Their ability to perform their official duties;
  - b. The ability of other employees to perform their duties, or
  - c. Public confidence in the official functions, the municipality or the public sector.
- 2.13 Relations between coworkers, and between employees and Councillors, and between employees and public, should always be civil and premised on mutual respect. Employees will use polite and respectful language to each other and will not use

offensive language or gestures, nor shall they engage in patronizing or condescending behavior, or make defamatory statements about Council, employees or volunteers.

- 2.14 Employees will act with impartiality and integrity and demonstrate respect and accountability.
- 2.15 Employees will conduct themselves with dignity and in a professional manner.
- 2.16 Employees will practice and encourage ethical behavior and governance best practices.
- 2.17 Employees must avoid personal conflict of interests when conducting regular duties with the Town.

### **VOLUNTEERS**

- 2.18 Volunteers will conduct themselves with dignity and in a professional manner while volunteering on a community board or committee.
- 2.19 Volunteers will act with impartiality and integrity and demonstrate respect and accountability.
- 2.20 Volunteers must avoid all situations in which their personal interests conflict or might conflict with duties to the Town, board or committee. Volunteers shall, at the first opportunity, disclose any conflict of interest. The nature of this reported conflict must be noted in appropriate official records of the meeting minutes.
- 2.21 Youth volunteers, prior to volunteering must receive parental permission to volunteer and participate on board and committees involved with the Town of Crossfield. A parental permission form is attached as schedule "A".

### **3.0 BEHAVIORAL STANDARDS**

- 3.1 Behavioral standards help members make appropriate decisions when the issues they face involve ethical considerations. Behavioral standards do not cover all scenarios but provide guidance in support of day-to-day decisions.
- 3.2 Members shall abide by the provisions of the Human Rights Code and in doing so, shall treat every person including the public and individuals providing service on contract basis, with dignity, understanding and respect for the right to equality and the right to an environment that is safe and free from harassment and discrimination.
- 3.3 All members are expected to adhere to the following standards:
  - a. Members must not engage in any criminal activity and must comply with all relevant laws, regulations, and municipal policies and bylaws while conducting business on behalf of, and volunteering under the Town of Crossfield.

- b. Member's conduct must contribute to a safe and healthy workplace that is free from discrimination, harassment or acts of violence and abuse (physical or verbal).
- c. Members must act in a way that is consistent with the Town's Harassment Policy.
- d. Members must not use drugs or alcohol in a way that affects their performance and safety or the performance and safety of their colleagues, or that negatively impacts the reputation or business of the Town.
- e. Members must act in a way that is consistent with the Town's Media Policy on public comments.
- f. Members must be responsible for their actions and behavior when interacting with children and teens and should avoid any conduct that would lead any reasonable person to question their motivation and intentions.
- g. Members will respect everyone's right to personal privacy.

#### **CONDUCT REGARDING EMPLOYEES**

##### **3.4 Volunteers shall:**

- a. Follow established channels of communication and authority within the organization when working with Town employees and direct any action requests through the Chief Administrative Officer or as delegated to the board or committee Director.

#### **CONDUCT REGARDING VOLUNTEERS**

##### **3.5 Town Employees shall:**

- a. Follow established channels of communication and authority within the organization when working with volunteers and direct any action requests through the board or committee Manager or Director.
- b. Not attempt to require volunteers to undertake personal or private work on behalf of the Town.
- c. Be respectful of the volunteer roll to advise based on political fairness, and objectivity, and without due influence from any individual employee.
- d. Not use or attempt to use their authority or influence for the purpose of intimidating, threatening, coercing, commanding or influencing any volunteer member with the intent of interfering with the person's duties including the duty to disclose improper activity.

## **CONDUCT REGARDING VOLUNTEERING MINORS**

- 3.6 Members dealing with minors who volunteer will never be alone with the underage volunteers except in an emergency situation.
- 3.7 Members will be vigilant and aware of how actions can be misinterpreted and always work in an open environment. Avoid private or unobserved situations with a minor who volunteers.
- 3.8 Members will not use their role as a Town Employee or Volunteer to have contact with children and youth volunteers outside of their duties as assigned by the Town of Crossfield.
- 3.9 Communication, including social media between members and minor volunteers that is outside the role of the professional or volunteer relationship is prohibited, unless written consent is granted by the minor's parent or guardian.
- 3.10 Members will not grant or offer rides within personal vehicles to minors without the written consent from the parent or guardian.

## **4 GIFTS AND BENEFITS**

- 4.1 Members and employees are prohibited from soliciting, accepting, offering, or agreeing to accept any gifts, commission, hospitality, reward, advantage or benefit of any kind, in an amount greater than \$50.00, personally or through a family member or business connection, that is connected directly or indirectly with the performance of duties of office, employment or as volunteer on a board or committee unless permitted by one or more of the exceptions:
  - a. Compensation or benefits authorized by law;
  - b. Such gifts or benefits that normally accompany the responsibilities of office and are received as an incident of protocol or social obligation;
- 4.2 As an alternative, members and employees will provide a listing of local charities to direct gratuities to, and;
- 4.3 On an annual basis the town shall provide a listing that will acknowledge those who made a donation to a local charity.
- 4.4 Members and employees shall not place themselves in a position of obligation to any person or organization which might reasonably benefit from special consideration or preferential treatment.

## **5 PROCEDURE – COMPLAINTS**

- 5.1 Any organization or individual, including members of the public and members, who have reasonable grounds to believe that a member has breached a provision of the code, may proceed with a complaint.
- 5.2 Complaints must be submitted within eight (8) weeks of the matter or violation occurring. No action will be taken on a complaint received beyond this deadline.

### **INFORMAL COMPLAINTS**

- 5.3 Any organization or individual who has identified or witnessed behavior or activity by a member that appears to be in contravention of the policy may address their concerns in the following manner:
  - a. Advise the member that their behaviour or activity contravenes the policy;
  - b. Encourage the member to stop the prohibited behaviour or activity;
  - c. If applicable, confirm to the member your satisfaction or dissatisfaction with his or her response to the concern identified;
  - d. Keep a written record of the incidents including dates, times, locations, other persons present, and any other relevant information, including steps taken to resolve the matter;
  - e. If not satisfied with the response received through the informal process, a complaint may proceed with a formal complaint through the formal complaint process.

### **FORMAL COMPLAINTS**

- 5.4 An organization or individual who has identified or witnessed behavior or activity by a member that appears to be in contravention of the policy may address their concerns through the formal complaint process as set out below:
  - a. All formal complaints must be made using the Town's Complaint Form (Schedule "B") and shall be dated and signed by the complainant;
  - b. The complainant must include an explanation as to why the issue raised maybe a contravention of the policy and any evidence in support of the allegation must be included with the Complaint Form;
  - c. Any witnesses in support of the allegation must be identified on the Complaint Form;
  - d. The Complaint Form must include the name of the member alleged to have breached the policy, the section of the policy allegedly contravened, the

date, time, location of the alleged contravention and any other information as required on the Complaint Form;

- e. The complaint shall be filed with the Chief Administrative Officer who shall confirm that the information is complete as per a, b, c, and d, of this section. The Chief Administrative Officer will determine whether the matter is, a complaint with respect to non – compliance with the policy and not covered by other legislation or policies and;
- f. The Chief Administrative Officer may request additional information from the complainant.

- 5.5 Once a complaint is received, it will be kept strictly confidential. An investigation will be undertaken immediately and all necessary steps taken to resolve the problem.
- 5.6 Both the complainant and the alleged member will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in confidence.
- 5.7 If the investigation reveals evidence to support the complaint of non-compliance with the policy, the member will be disciplined appropriately. Discipline may include suspension or dismissal, and the incident will be documented in the members personnel file. No documentation will be placed on the complainant's file when the complaint has been made in good faith, whether the complaint has been upheld or not.
- 5.8 If the investigation fails to find evidence to support the complaint, there will be no documentation concerning the complaint placed in the file of the alleged member's file.
- 5.9 Copies of all formal complaints will be given without delay to the person against whom the complaint is laid and the complainant (and to their respective agents or solicitors if required).
- 5.10 Regardless of the outcome of a non-compliance complaint made in good faith, the member lodging the complaint, as well as anyone providing information, will be protected from any form of retaliation by co-workers, fellow volunteers, supervisors, committee board members. This includes dismissal, demotion, unwanted transfer, denial of opportunities within the Town or harassment of an individual as a result of their having made a complaint or having provided evidence regarding the complaint.

**SCHEDULE A**  
**YOUTH VOLUNTEER PARENTAL CONSENT AND RELEASE FORM**  
(Required for all minor and youth volunteers under 18 years of age)

In order for your child to become a volunteer with the Town of Crossfield or any Town associated board, we need your consent and your involvement in helping them have a meaningful experience.

Your consent is required to allow such participation on an ongoing basis; however your consent may be withdrawn at any time on written notice delivered to the Town of Crossfield or the associated board or Committee.

It is your responsibility to ensure that you are aware of your child's volunteer activities with \_\_\_\_\_ . (Insert board, committee or activity child is volunteering with)

The Town and/or the above mentioned Board or Committee will not contact you about unrequested information or activities, but will, upon request, provide information to you regarding the opportunities you wish to volunteer for.

**Information about the Youth Volunteer and the Parent/Guardian/Other Authorized Person**

Full Name of Youth Volunteer: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Youth Volunteer Email Address: \_\_\_\_\_

Phone No: (H) \_\_\_\_\_ - \_\_\_\_\_ (C) \_\_\_\_\_ - \_\_\_\_\_

**Emergency Contacts:**

Name of parent/legal guardian/other authorized person: \_\_\_\_\_

Relationship to Youth Volunteer: \_\_\_\_\_  
(Must be Mother, Father, Legal Guardian or other authorized person)

Phone No: (H) \_\_\_\_\_ - \_\_\_\_\_ (W) \_\_\_\_\_ - \_\_\_\_\_ (C) \_\_\_\_\_ - \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Parent/legal guardian/other authorized person Email Address: \_\_\_\_\_

**Medical Information**

Please provide any allergies or other pertinent medical conditions that may be barriers to the Youth Volunteer's participation in certain activities:

\_\_\_\_\_  
\_\_\_\_\_

This information is confidential. Collection, use and disclosure of this information will be for the purpose of ensuring the safety of the Youth Volunteer.

At any time due to such circumstances as accidents or sudden illness, I hereby give permission for emergency medical treatment to be obtained for the Youth Volunteer. I understand that a representative of the Town, board, or committee, will attempt to contact me prior to leaving the project/activity site, or upon arriving at the emergency destination, and that I will be responsible for any and all related expenses incurred, including ambulance fees.

### **Safety and Risk Factors**

- The Town of Crossfield strives to maintain a safe environment for volunteer activities and Youth Volunteers are to be provided with an orientation and training appropriate to the volunteer activity.
- Adults supervise the activities after the Youth Volunteer has arrived at the location for the volunteer activity.
- Supervision is not provided with respect to travel to or from any location and such travel does not form part of the volunteer activity. Similarly, there is no assured supervision for youth volunteers waiting to be picked-up after the project.

### **Consent and Release**

In consideration of the Youth Volunteer being permitted to participate in the volunteer activity or program, the parent/legal guardian/other person authorized to provide consent in respect of the Youth Volunteer hereby:

- consents to participation by \_\_\_\_\_ in any program or activity of  
(Child/Youth's name)  
on the board or committee as mentioned above, in which he or she chooses to volunteer and agrees on behalf of the Youth Volunteer to assume all risks associated with such activities or programs;
- releases and agrees to indemnify and save harmless the board or committee as mentioned above, and its directors, officers, employees, agents, contractors and other volunteers from any damage to property, personal injury or death, action, claim, cost, expense or liability whatsoever that they or the Youth Volunteer have, have had, or may have arising out of or occurring in connection with the Youth Volunteer's participation in any program or activity;
- understand that he/she will not receive monetary compensation for the volunteer services contributed.

### **Image Release**

The parent/legal guardian/other person authorized to provide consent in respect of the Youth Volunteer hereby consents to the use in any of the volunteer board or committee and/or Town of Crossfield partner's publications of the Youth Volunteer's image if contained in any photographs or other media created during programs or activities.

I understand that he/she will be provided with orientation and training necessary for the safe and responsible performance of his/her duties and that he/she will be expected to meet all the requirements of the position, including regular attendance and adherence to Town or board policies and procedures.

I, the undersigned parent/guardian of \_\_\_\_\_, who is at least age ten but  
(Child/Youth's name)  
not yet age eighteen, do hereby authorize my child to participate in volunteer activities with

\_\_\_\_\_  
(insert board, committee or activity child/youth is volunteering with)

This parental consent form shall remain effective for the period of time my son/daughter is a volunteer with the above mentioned board or committee.

The terms of the above Safety and Risk Factors, Consent and Release, Medical Care Authorization, and the Image Release are hereby agreed to this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

I confirm that I have read and understand the above terms and that I have the authority to sign this document in respect of the youth volunteer.

\_\_\_\_\_  
Print Name of Parent/Legal Guardian Witness  
or other Authorized Person

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name of Parent/Legal Guardian Witness  
or other Authorized Person

\_\_\_\_\_  
Signature

