

TO: MAYOR AND CITY COUNCIL
FROM: NEIL JENSEN, City Administrator
SUBJECT: Respectful Workplace Policy Amendment
MEETING DATE: December 1, 2020

BACKGROUND:

During negotiations on a union contract a request was made to amend the Respectful Workplace Policy language in the Personnel Policy. The language reaches further with an abusive customer that cannot be defused by the supervisor. This gives an employee another avenue of support if things reach a point that it can't be controlled by staff.

The Finance Committee has reviewed the amendment and has recommended it approval.

STAFF RECOMMENDATION

Please review the amended language of respectful workplace policy and make a motion to approve the additional language.

REQUESTED COUNCIL ACTION

Please make a motion to approve the amended Respectful Workplace Policy with the language of: If abusive behavior continues, the employee may contact the City Administrator who will contact the City Attorney to seek means to eliminate the abuse.

RESPECTFUL WORKPLACE POLICY DRAFT

Abusive Customer Behavior

While the city has a strong commitment to customer service, the city does not expect that employees accept verbal abuse from any customer. An employee may request that a supervisor intervene when a customer is abusive, or they may defuse the situation themselves, including ending the contract. If abusive behavior continues, the Employee may contact the City Administrator who will contact the City Attorney to seek means to eliminate the abuse.

If there is a concern over the possibility of physical violence, a supervisor should be contacted immediately. When extreme conditions dictate, 911 may be called. Employees should leave the area immediately when violence is imminent unless their duties require them to remain. Employees must notify their supervisor about the incident as soon as possible.