



POLICY

POLICY No. 2026-125
TITLE: Public Code of Conduct

APPROVAL DATE: SEPTEMBER 21, 2026

DEPARTMENT: All Departments, Council, and
the Public

REVISION DATE:

MAYOR:

CAO:

Purpose:

The purpose of this Policy is to ensure safe, respectful, and productive interactions between members of the public and Town representatives, while supporting access to municipal services, democratic participation, and a healthy, harassment-free workplace.

Authority

This Policy is established pursuant to the Municipal Government Act, RSA 2000, c M-26 and supports the Town's obligations to provide a safe workplace under Alberta's Occupational Health and Safety legislation.

Policy Statement:

The Town of Calmar is committed to delivering high-quality services in a manner that is respectful, inclusive, and professional. The Town recognizes the public's right to express opinions and raise concerns and equally affirms the right of Town representatives and other members of the public to be treated with dignity and respect. Unacceptable behaviour will be addressed in a manner that is reasonable, proportionate, and consistent.

Nothing in this Policy is intended to prevent members of the public from expressing disagreement, criticism, or concerns regarding municipal decisions, services, policies, employees, or elected officials, provided such concerns are communicated in a respectful and non-threatening manner.

Definitions:

CAO: means the Chief Administrative Officer (CAO) as appointed by Council, or the Chief Administrative Officer's designated individual.

Council: means the individuals elected to sit at Town Council under the Election Act and the Municipal Government Act of Alberta.

Employee: means an individual employed by the Town, directly, or by means of a contract.

Public: means any person or group other than Council members or employees, including residents, visitors, businesses, and organizations.

Supervisor: means an individual who supervises an employee.

Town: means the Town of Calmar.

Town Representative(s): means one or more employees and/or Council members.

Unacceptable Behaviour: means behaviour that compromises safety, security, dignity, or the effective delivery of services, including conduct that is abusive, threatening, harassing, discriminatory, or vexatious.

Policy:

1. Scope and Application

This Policy applies to all interactions between members of the public and Town representatives, including:

- In-person interactions;
- Telephone, written, electronic, and social media communications; and
- Conduct occurring in Town facilities, at Town programs or events, or when accessing Town services.

2. Expectations of the Public and Town Representatives

- The Public is entitled to be treated in a fair and respectful manner. In turn, the Public is required to treat Town Representatives and other members of the Public in a courteous, respectful, and civil manner. Reciprocity is key for supporting a healthy relationship between the Public and the Towns Representatives.



- Civil and mutually respectful interactions are required to explore/understand the Public's requests, needs, and inquiries, with the objective of providing responses and/or resolutions in a timely, safe, and appropriate manner. These positive interactions will also provide a safe and enjoyable working environment for the Town Representatives.
- In all interactions (in-person, email, phone, printed, or other means of communication), the expectation is that the Public and Town Representatives will interact accordingly.
- Encouraged behaviours include:
 - Clearly explaining the nature of a concern or inquiry, and if possible, supplementing it with facts, information, and/or material that help everyone's understanding of the context,
 - Keeping an open-mind and being patient along the interaction/process,
 - Posing questions/concerns in a calm and respectful manner,
 - Providing sufficient time for processing the information and/or allowing a response, and
 - Using courteous language at all times.
- The list of examples set out above is not exhaustive. It serves as a reference to types of behaviour which foster civil and mutually respectful interactions.

3. Unacceptable behaviours

The Town prohibits discrimination and harassment contrary to the Alberta Human Rights Act.

- In addition to the above, harassment may include but is not limited to, unsolicited or unwelcome remarks, gestures, or physical contact, as well as the display or circulation of inappropriate or derogatory written materials or pictures/videos.
- Unacceptable behaviours that will not be tolerated include, but are not limited to:
 - Verbally or physically intimidating, harassing, or threatening others,
 - Utilizing hostile, loud, abusive, obscene, offensive, rude, explicit, or vulgar language,
 - Repeatedly challenging or confronting,
 - Touching, or inflicting unwanted physical contact upon another person,
 - Malicious or harmful statements about others,
 - Public disclosure of another's private information,
 - Possession of dangerous or unauthorized material,
 - Interacting while intoxicated or while in possession of drugs or alcohol,
 - Solicitation, purchase or selling of illegal substances,
 - Engaging in any behaviour that is designed to intimidate,
 - Damaging consciously any Town property or assets,
 - Making discriminatory, derogatory or insulting statements,
 - Sharing/circulating discriminatory, derogatory or insulting statements,

- Repeatedly contacting multiple Town representatives regarding substantially the same matter after a final response has been provided.
- Any behaviour that poses a health or safety risk to a Town Representative.

Anyone who feels an immediate threat to their person or property should remove themselves from the situation if possible and call 911.

4. Consequences of unacceptable behaviour

- Of paramount importance to the Town is the health, safety and security of its Representatives and members of the Public. This policy is strictly enforced, and non-compliance will result in corrective measures being taken.
- The decision to classify someone's behaviour as unacceptable could have serious immediate and/or additional consequences. For members of the Public, this could mean restricting their access to municipal facilities.

Immediate response

- Request that the behaviour cease;
- End an interaction immediately;
- Ask an individual to leave a Town facility; or
- Contact emergency services where required.

Each case will be assessed individually and proportionately.

Corrective measures

Depending on severity and frequency, responses may include:

- Verbal warning;
- Written warning;
- Limitations on communication (method, frequency, or point of contact);
- Restricted access to Town facilities or services for a defined period; or
- Issuance of a trespass notice in accordance with legislation.

Each case will be assessed individually and proportionately.

5. Decision on unacceptable public behaviour

- The decision to classify behaviours as unacceptable may be made by any Town Representative that is engaged with the individual or by the Town Representatives' immediate supervisor. The Town Representative must document the behaviour in writing and send the information to the supervisor and the CAO.
- If such a determination is made, the Town Representative will be permitted to immediately terminate any interaction, and the individual misbehaving may be asked to leave the Town facility temporarily. Law Enforcement may be contacted to remove the individual from the premises



- Additional consequences may include, but are not limited to, restriction, suspension, and/or termination of facility, programs, and/or activities access and/or privileges.
- Where a Town Representative determines that a member of the Public has engaged in unacceptable behaviour, they will be required to inform their supervisor, who in turn will be required to advise the CAO.
- Should it be determined that a member of the Public has engaged in unacceptable behaviour, they will be notified by the Town Representative and/or their Supervisor in writing of the infraction. The notification shall contain a description of the event and the related immediate or additional consequences, and the applicable duration associated with the violation.
- Consequences with a duration of 6 months or longer will be reviewed at 6-month intervals. If unacceptable behaviour recurs within the consequence time frame, consequences may be amended.
- Repeated occurrences of unacceptable behaviours may result in escalated consequences.
- Any member of Public having been notified can appeal the decision:
 - To the CAO if the decision was made by a Town Representative or the immediate supervisor,
 - To Council if the decision was made by the CAO.
- Appeals must be submitted in writing within fourteen (14) calendar days of receiving notice of the decision. The CAO or Council, as applicable, shall render a decision within thirty (30) calendar days.
- The decision on appeal shall be final.
- All incidents resulting in corrective measures shall be documented and retained according to the Town's records retention procedures.

6. Decision on employee unacceptable behaviour

- All employees must adhere to this policy and the Employee Code of Conduct Policy that is embedded in the Town of Calmar Human Resource Policy.
- For employees, conducting unacceptable behaviour could mean disciplinary actions from verbal warning to termination of employment with the Town. Disciplinary actions will be carried out according to the Town's Discipline Policy.
- The decision to classify an employee's behaviour as unacceptable will be made by the Town Representatives' immediate supervisor or the CAO pending the outcome of the investigation and the severity of the behaviour.
- Member of the Public wanting to report an employee's behaviour must do so:
 - in writing to the immediate supervisor or CAO, and
 - within thirty (30) calendar days

7. Communication and Posting

This Policy will be posted on the Town's website and may be displayed in Town facilities. Signage may be used to reinforce expectations of respectful conduct.

8. Review or amendment:

This policy shall be reviewed from time to time to ensure that it meets the needs of the Organization.



