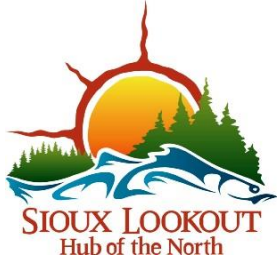


Civility Policy



The Municipality of Sioux Lookout Human Resources Policy

Section:	Personnel	Date:	April 20, 2026
Policy No:	2026-HR-01	Repeal:	
Approved by:	CAO		

Purpose

This Civility Policy exists to promote a respectful, safe, and productive work environment for everyone who works with or on behalf of the Municipality of Sioux Lookout. It sets out the standards of civil behaviour we uphold as an organization, not simply as rules to follow, but as values we share.

We believe that a culture of courtesy, inclusion, and mutual respect allows our people to do their best work and serve our community effectively. This policy provides clear direction on what is expected, and what support is available when interactions fall short of those expectations.

Policy Statement

The Municipality of Sioux Lookout is committed to fostering a workplace where every person regardless of role, background, or location is treated with dignity and respect. Civil behaviour is essential to a healthy, inclusive, and productive workplace, and is a shared responsibility of every person covered by this policy.

All individuals are expected to engage with one another in a professional, respectful, and courteous manner in all interactions, whether in person, in writing, or online. Conduct that undermines this commitment will be taken seriously and addressed through established procedures.

Scope

This policy applies to:

- All employees (full-time, part-time, casual, and contract)
- Volunteers, students, and co-op placements
- Consultants, vendors, and contractors
- Any other persons acting on behalf of the Municipality

For any questions or further clarification regarding this policy, employees are encouraged to contact the Human Resources Department.

This policy applies in all work-related contexts, including municipal buildings and property, municipal vehicles, remote and virtual work, off-site events, training, travel, and digital communications such as email, messaging platforms, and social media when representing or referencing the Municipality.

Definitions

Term	Meaning
Civility	Behaviour that demonstrates respect, courtesy, and consideration for others and that upholds professional standards and Municipal values.
Incivility	Rude, discourteous, or disrespectful behaviour that disregards others and may undermine workplace relationships, morale, wellbeing, or performance. Examples include sarcasm, dismissive gestures, eye-rolling, interruptions, raised voices, personal attacks, gossip, and exclusionary conduct.
Harassment	As defined in the Ontario Occupational Health and Safety Act: engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Persistent or serious incivility may rise to the level of harassment and is addressed under the Harassment and Bullying Policy.
Discrimination	Treating a person less favourably because of a characteristic protected under the Ontario Human Rights Code, including race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status, or disability.
Workplace	Any location where work or work-related activities are conducted, including municipal property, virtual or remote settings, municipal vehicles, and off-site venues used for meetings, events, or training.

Term	Meaning
Retaliation	Any adverse action taken against a person for raising a concern, making a complaint, or participating in a review or investigation in good faith under this policy.

Municipality of Sioux Lookout Values

Inclusivity

We foster an inclusive and unified community by engaging diverse voices across all neighbourhoods – from Alcona to Hudson – removing barriers to participation, and ensuring all residents feel welcome, heard, and represented.

Communication

We prioritize open, honest, and timely communication – both with the public and internally – ensuring staff and stakeholders are informed, aligned, and engaged.

Collaboration

We work together across departments, sectors, and communities with mutual respect and shared accountability to achieve better outcomes.

Reconciliation

We are committed to truth, respect, and relationship-building with Indigenous partners, recognizing the importance of reconciliation in our daily work and future planning.

Integrity

We operate with transparency and accountability, sharing information and decisions clearly and consistently to build public trust.

Sustainability

We plan and act with the future in mind – protecting our environment, supporting healthy living, and managing resources responsibly to sustain our community and economy for generations to come.

Fiscal Responsibility

We manage public funds wisely, ensuring that investments are strategic, efficient, and aligned with community values and priorities.

Risk Resilience

We embrace uncertainty with preparedness, adaptability, and courage. We learn from setbacks and navigate challenges with a long-term perspective and steady resolve.

Expected Standards of Civil Conduct

We hold ourselves to a standard that goes beyond minimum compliance. The following expectations apply to everyone covered by this policy.

- **Respect and Inclusion**
 - Treat all individuals with courtesy, dignity, and respect, regardless of their role, background, or position.
 - Contribute actively to an environment where everyone feels safe, valued, and heard.
 - Recognize and value diverse perspectives, experiences, and ways of working.
 - Refrain from discrimination, harassment, bullying, or any form of violence or intimidation.

- **Respectful Communication**
 - Communicate clearly, professionally, and with consideration for tone, timing, and audience.
 - Listen actively, avoid interrupting, and give others the opportunity to speak and be heard.
 - Use respectful language in all forms of communication — verbal, written, digital, and non-verbal.
 - Avoid sarcasm, mocking, shouting, name-calling, put-downs, or public criticism of colleagues.

- **Professional Behaviour**
 - Approach work and colleagues with professionalism, patience, and good faith.
 - Acknowledge contributions, provide constructive feedback, and share credit where it is due.
 - Avoid gossip, rumours, or speculation about colleagues, elected officials, or members of the public.
 - Model civil conduct for others, particularly for newer staff, students, and volunteers.

- **Constructive Conflict Management**
 - Accept that disagreement and differing views are normal and can strengthen the quality of our work.
 - Address concerns directly, promptly, and respectfully with the person involved where it is safe and appropriate to do so.
 - Focus on issues, behaviours, and outcomes rather than personalities.

- Seek support from a supervisor, Human Resources, or a neutral third party when direct resolution is not possible or appropriate.
- **Digital and Social Media Conduct**
 - Apply the same standards of civility online as in person — including on email, Teams, Zoom, text messages, and social media.
 - Do not post, share, or circulate content that demeans, mocks, or targets colleagues, Council members, or members of the public.
 - Be mindful that public communications can reflect on the Municipality even when made outside of work hours.
 - Clearly distinguish personal views from Municipal positions when discussing work-related topics publicly.
- **Interactions with the Public**
 - Serve members of the public with patience, courtesy, and professionalism, even in challenging interactions.
 - Remain calm and de-escalate where possible; disengage and seek support if an interaction becomes abusive or unsafe.
 - Report incidents of abusive, threatening, or violent behaviour by members of the public in accordance with the Violence Free Workplace Policy.

Reporting a Concern

The Municipality is committed to creating an environment where concerns can be raised safely and without fear of retaliation. If you witness or experience conduct that may violate this policy, you are encouraged to raise it.

- **Informal Resolution**
 - Where it is safe and appropriate, you are encouraged to first address concerns directly with the person involved by describing the behaviour, its impact, and what you would like to see change.
 - You may seek coaching or support from your supervisor or Human Resources before or during any informal conversation.
 - Informal resolution is not required before making a formal report, and is not appropriate where the conduct is serious, persistent, or involves a power imbalance, harassment, discrimination, or violence.
- **Who to Contact**
 - Your direct supervisor or manager, where appropriate
 - The Human Resources Department
 - A senior leader, Department Head, or the Chief Administrative Officer where the concern involves your direct supervisor

- Where the concern involves the Chief Administrative Officer, the matter should be reported directly to Human Resources, who will coordinate an independent investigation by a qualified external investigator to ensure impartiality.
- **Protection from Retaliation**
 - Any person who raises a concern in good faith, even if the concern is ultimately unsubstantiated, is protected from retaliation.
 - Retaliation against a complainant, respondent, witness, or participant in a review or investigation is itself a serious violation of this policy and will result in disciplinary action.
- **False or Malicious Reports**
 - Good-faith concerns are always protected.
 - Deliberately false, frivolous, or malicious complaints undermine trust and will be addressed through the Municipality's disciplinary procedures.
- **Confidentiality**
 - Information related to a concern under this policy will be handled with discretion and shared only with those who need to know in order to review, respond to, or resolve the matter, or as otherwise required by law.

Responsibilities

Role	Responsibility
All Staff, Volunteers & Contractors	Model civil behaviour, uphold the standards in this policy, raise concerns promptly, and cooperate with any review or investigation.
Supervisors & Managers	Lead by example, set clear expectations, respond to concerns quickly and fairly, coach staff on respectful conduct, escalate serious matters to Human Resources, and support a civil team environment.
Human Resources	Receive and review concerns, provide guidance and training, support informal and formal resolution, maintain confidentiality, and recommend appropriate action.

Role	Responsibility
Senior Leadership & CAO	Champion a culture of civility and respect, ensure adequate resources for policy implementation, and hold all levels of the organization accountable to these standards.
Policy Owner (Human Resources)	Maintain and review this policy, communicate updates, and ensure all covered persons are aware of their obligations.

Consequences of Incivility

Concerns under this policy will be addressed proportionate to the nature, severity, frequency, and impact of the conduct. Possible responses include:

- Coaching, mentoring, or a facilitated conversation
- Mandatory training or other corrective measures
- A verbal or written warning
- Suspension with or without pay
- Termination of employment, engagement, or appointment
- Referral to law enforcement or regulatory authorities where required

Each situation will be assessed individually. The Municipality reserves the right to take immediate action, including suspension pending review, where warranted. Disciplinary action will be administered in accordance with the Municipality's disciplinary procedures and any applicable collective agreement.

Related Policies and Documents

- Code of Professional Conduct
- Workplace Violence and Harassment Policy / Violence Free Workplace Policy
- Harassment and Bullying Policy
- Conflict Resolution Policy
- Social Media Policy
- Disciplinary Procedures

Legislative References

- Occupational Health and Safety Act, R.S.O. 1990, c. O.1
- Human Rights Code, R.S.O. 1990, c. H.19
- Employment Standards Act, 2000, S.O. 2000, c. 41
- Municipal Act, 2001, S.O. 2001, c. 25

- Applicable collective agreements and employment policies

Review and Revision

This policy will be reviewed every three (3) years, or sooner if required by changes in legislation, organizational structure, or operational needs. The Human Resources Department is responsible for initiating and coordinating each review.

All revisions will be approved by the Chief Administrative Officer before taking effect. Employees and other covered persons will be notified of any material changes.