
PUBLIC NOTICE

The Council of the Municipality of Grassland has adopted a **Zero Tolerance Policy** regarding abusive or aggressive behaviour toward Municipal staff.

This policy applies to all interactions involving Municipal employees, including but not limited to:

- Residents and ratepayers
- Contractors and service providers
- Visitors to Municipal offices or worksites
- Telephone, email, and written communication
- Social media interactions where staff are directly targeted

Municipalities across the region are experiencing an increase in aggressive interactions from residents and ratepayers. These situations may arise from concerns related to road conditions, animal control matters, utilities, or property tax bills, etc. While Council acknowledges that these matters can be frustrating and that discussions may, at times, escalate, such behaviour must remain respectful.

Administration and Public Works employees are entitled to a safe and respectful working environment and will not be subjected to abusive, threatening, or inappropriate conduct under any circumstances.

Council expects that all interactions between the public and Municipal staff remain respectful and constructive. Should a conversation become aggressive or disrespectful, staff have been directed to end the discussion immediately. Communication may resume at a later time when all parties are prepared to engage in a respectful manner.

Council also acknowledges that they cannot control what is shared on social media platforms. While all individuals have the right to voice their opinions, it is important to recognize that these are opinions and may not always reflect the full facts of a situation. Council encourages residents and ratepayers to refrain from engaging in disrespectful or inflammatory discussions online, particularly when all information may not be known.

Council appreciates the cooperation of all residents and ratepayers in helping to maintain a safe, respectful, and professional environment for everyone.

Reeve and Council