

## **Civility Policy**

This policy promotes mutual respect, civility and orderly conduct among the City of Royalton Staff and the public. This policy is not intended to deprive any person of their right to freedom of expression, but only to maintain, to the extent possible and reasonable, a safe, harassment-free workplace for our staff. Staff is defined as City employees and volunteers. The City of Royalton staffs encourage positive communication and discourage volatile, hostile or aggressive actions, and seek the public's cooperation with this endeavor.

### **Procedures:**

1. If any member of the public uses obscenities or speaks in an insulting and/or demeaning manner, the City staff to whom the remarks are directed will calmly and politely ask the speaker to communicate in a civil manner. If corrective action is not taken by the abusing party, the City staff will verbally notify the abusing party that the meeting, conversation or phone conversation is terminated and the offending person will be asked to leave promptly.
2. When an individual is directed to leave under such circumstances (paragraph #1) the employee shall inform the person that he/she will be guilty of a misdemeanor harassment charge if they do not comply. The staff will also direct the person to have no contact with that department for seven (7) calendar days.

When it is determined by staff that a member of the public is in the process of violating a provision of this policy, an effort should be made by staff to provide a written copy of this policy. The staff will immediately notify his/her supervisor and provide a written report.

If an individual refuses to leave upon request, or returns before the applicable period of time, the Clerk or designee may notify law enforcement officials. An incident report will be completed for any situation which relates to this policy.

Date: 10-21-2008

Andrea Lauer, Mayor

Carol Madsen, City Clerk/Treasurer