

# In Rosemère, civility is a shared responsibility

All Rosemerites are encouraged to actively contribute to a respectful, safe and caring environment for the entire community, including town employees in their workplace.

## What is incivility?

Incivility refers to actions or behaviours that are discourteous or dismissive and that break commonly accepted rules of respect, politeness, inclusion and community life. Uncivil conduct, even if it seems harmless, can leave people feeling hurt or uneasy. It can undermine trust, create a hostile working environment and compromise team performance.

## Incivility will not be tolerated in our community.

**We take a zero-tolerance approach to rude, violent or discriminatory behaviour.**

Any hateful, sexist, racist, homophobic or threatening actions or comments will result in immediate consequences.

## We value

- Listening
- Collaboration in finding solutions to problems
- Courtesy
- The role employees play in their work
- Mutual respect
- Constructive feedback
- Compliance with municipal by-laws

## Did you know?



Town employees see to it that municipal operations run smoothly, specifically by enforcing legislation, standards and policies adopted by Town Council or another government body. Through their work, employees help ensure the continuity and efficiency of municipal services.

## Our core principles

- **Mutual consideration at all times:** Maintain a polite, well-mannered and non-confrontational tone, even in a disagreement.
- **Calm, respectful dialogue:** Don't raise your voice, make derogatory remarks or insults, or engage in verbal or non-verbal intimidation.
- **Recognition of the role of town employees:** Remember that their job is to enforce the by-laws that have been adopted by Town Council and serve the community.
- **Cooperation and patience:** Some municipal processes take time or involve multiple steps. Please be patient while efforts are underway.
- **Appropriate language on the phone, in person and in writing:** Always be respectful in communicating with town employees. Insults and attacks of any kind will not be tolerated.

## How Rosemère deals with incivility

1. A verbal warning to let the resident know there's a problem
2. A second warning and/or escalation to a supervisor
3. Additional measures in the event of ongoing incivility, including temporary suspension of service
4. Logging of the incident in the resident incivility registry