

RESPECTFUL CONDUCT POLICY

Columbia Basin Trust (the Trust) is committed to providing exemplary service and fostering respectful, inclusive and safe interactions between the Trust and members of the public.

The Trust recognizes that many individuals are passionate about the Columbia Basin Trust region. The ability of Trust staff to provide timely, fair and effective service depends on respectful and reasonable conduct by all parties.

In instances where disrespectful or unreasonable conduct by a member of the public negatively impacts the Trust's ability to deliver timely, fair and effective service, or maintain the safety and well-being of staff, the Trust may place restrictions on an individual's access to the Trust and its services.

Purpose

The purpose of this policy is to support courteous and respectful interactions with the Trust, and to ensure members of the public engage in a reasonable and cooperative manner when accessing Trust services.

This policy supports fair, timely and respectful access to Trust services while promoting the well-being and safety of staff.

Conduct that may be considered disrespectful or unreasonable includes:

1. Excessive demands on the time and resources of Trust staff including:
 - a. lengthy and/or frequent phone calls of a repetitive nature;
 - b. voluminous and/or frequent correspondence of a repetitive nature;
 - c. repeated contacts or inquiries on matters that have previously been responded to conclusively; or
 - d. demanding immediate attention for non-emergency matters.
2. Refusing to answer relevant questions or provide information necessary to respond to an inquiry.
3. Engaging in any form of aggressive, rude or intimidating behaviour including:
 - a. the use of abusive, derogatory, discriminatory or threatening language, whether or not Trust staff is the focus of the language;
 - b. name calling and personal insults; or
 - c. a persistent and unwarranted focus on a particular individual or Trust staff member.
4. Making repeated or unsubstantiated allegations that another party, their representative or a Trust staff member is acting in an improper manner.
5. Contacting Trust staff through personal or non-official channels, or outside of regular business hours, to discuss Trust business where such contact is unwanted, inappropriate or used to harass, intimidate or improperly influence decision-making.

6. Shouting, interruption or incessant speech that prevents Trust staff from carrying out their duties effectively.
7. Recording meetings or conversations without Trust staff consent.
8. Loitering, causing a disturbance or being under the influence of drugs or alcohol while accessing Trust services.

Application

This policy applies to all forms of communication (including email, faxes, letters, telephone, social media, virtual and in-person meetings) between the Trust and members of the public.

This policy does not limit an individual's right to express disagreement, criticism or dissatisfaction with the Trust or its decisions, provided such expression is conducted in a respectful and reasonable manner.

When determining whether conduct is disrespectful or unreasonable, the Trust will consider all relevant circumstances. The goal is to provide all members of the public with fair and reasonable access to the Trust's services. Any restrictions imposed will be limited to what is reasonably necessary to prevent or mitigate the impacts of the conduct.

Before imposing any restrictions, the Trust will provide written notice outlining the conduct of concern and, where appropriate, an opportunity to modify the behaviour.

Restrictions that may be imposed include:

1. Limiting the individual's communication with Trust staff to a particular format, time, duration, frequency or volume.
2. Requiring any interactions between the individual and Trust staff to take place in the presence of another Trust staff member.
3. Requiring the individual to communicate with the Trust through a designated staff member.
4. Restricting the individual's access to Trust premises except by appointment or prior authorization.
5. Advising the individual that further contact on the matter will not receive a response.
6. Limiting or regulating the individual's use of or participation in the Trust's services, including suspension or discontinuation of access to specific services, where appropriate.

The Trust will apply this policy in a fair, consistent and proportionate manner.