

POLICY 211 MUTUAL RESPECT AND PROTECTION

- 1. Purpose.** The policy of Mutual Respect and Protection outlines the responsibility of all employees and applicants for employment with Eau Claire County, elected officials, volunteers, and citizens as they interact. It also provides a mechanism for individuals to register incidents in violation of this policy.

2. Responsible Party: Administration

3. Policy.
 - 3.1 It is Eau Claire County policy that all individuals be treated fairly and with respect. This is articulated by the doctrine of Mutual Respect that has two key elements:
 - 3.1.1 The Eau Claire County employee has responsibility to those we serve, reflected in our desire to be honest, courteous and helpful, and to recognize why an individual is seeking service and the individual's perspective;
 - 3.1.2 The Eau Claire County citizen has responsibility to appropriately communicate the citizen's service needs, be prepared to assist county personnel, and not be verbally or physically abusive.

 - 3.2 Verbally or physically abusive conduct may include words or behavior that is disrespectful or threatening, condescending, indecent, profane, and includes any act of intimidation through a violation of personal space.

 - 3.3 All Eau Claire County employees, applicants for employment, elected officials, volunteers and citizens shall treat all individuals with respect at all times. Examples of respect include:
 - 3.3.1 Using respectful language in all verbal, written and electronic communication;
 - 3.3.2 Being open and attentive to the point of view of others;
 - 3.3.3 Using input and feedback in a respectful manner;
 - 3.3.4 Expressing disagreements tactfully and respectfully;
 - 3.3.5 Respecting the ideas, values and traditions of others.

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4. Procedure to Respond to a Violation of this Policy.

4.1 Individual Employee

4.1.1 If an individual determines that someone has violated this policy, that individual should first attempt to resolve the situation by informing the violating party that the behavior is unacceptable.

4.1.2 If the situation is not resolved satisfactorily, or if an individual does not feel comfortable confronting an offender, a Mutual Respect and Protection Incident Report form (Appendix 211 A) should be completed as soon as possible and routed through the individual's immediate supervisor.

4.1.2.1 The Mutual Respect and Protection Incident Report form is for reporting purposes only and is not intended to be used to judge an individual employee's actions in addressing the situation. However, if it is established that an individual knowingly made false accusations, that individual will receive corrective action and/or disciplinary action, up to and including termination.

4.2 Supervisor/Department Head

4.2.1 It is the responsibility of management to ensure that all incidents are properly addressed. The immediate supervisor shall submit the completed Mutual Respect and Protection Incident Report form (Appendix 211A), including any action taken by the supervisor to address the situation, to both the department head, Human Resources, and to the County Administrator no later than the close of business on the next workday following the incident.

4.2.2 In addition, any threat of physical violence shall be reported to the appropriate law enforcement agency with jurisdiction. Any questions can be communicated with the) Eau Claire County Sheriff's Department. If a supervisor has not finished the investigation/action of an incident within the time period allotted, the supervisor should submit the Mutual Respect and Protection Incident Report form (Appendix 211 A) with a notation as to when the investigation/action will be completed. Once the supervisor has completed the action, a supplemental communication addressing the action shall be forwarded to the department head, Human Resources and County Administrator.

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4.2.3 Under no circumstances will retaliation or intimidation toward a complainant and/or other involved in an investigation be tolerated. If the complainant or any other individual who has participated in an investigation is subjected to any retaliation or intimidation, he or she should report such action immediately to Human Resources.

4.3 County Administrator

4.3.1 The County Administrator or designee has five business days from receipt of the communication to address the incident upon review of all the relevant facts relative to the case.

4.3.2 The administrator's actions/comments shall be forwarded to the department head, employee, Human Resources and if necessary, the Sheriff for action.

5. Posting of Policy

5.1 In an effort to ensure Eau Claire County citizens have access to this policy, all Eau Claire County facility reception areas shall have a copy of the Mutual Respect and Protection Policy notice posted in a viewable place and manner.