

FACILITIES, REAL ESTATE & AUXILIARY SERVICES

RESPECT AND CIVILITY IN THE WORKPLACE POLICY

Effective date: May 24, 2023

This policy's content shall be reviewed annually. This policy supersedes the previous document dated March 2003, October 2005, May 2011, January 2013 and July 2015, January 2023 and all other related policy documents.

PURPOSE:

The University of Delaware and Facilities, Real Estate & Auxiliary Services organization, strives to continuously monitor and improve its internal and external customer relations. One of the many methods identified to improve customer relations is its commitment to ensure that all staff members (employees), including management, adhere to work practices that are designed to make the work environment safe, healthy, and secure. The Facilities, Real Estate & Auxiliary Services organization enforces this commitment by upholding the U/D Violence Free Campus Policy, Legacy Policy Number 4-46, located in the University of Delaware Policies and Procedures Manual and/or website address, <https://sites.udel.edu/generalcounsel/policies/violence-free-campus/> through implementation of this Respect and Civility in the Workplace policy.

The Facilities, Real Estate & Auxiliary Services organization is committed to creating and maintaining an environment that is free from negative behaviors such as intimidation, threats, and violent acts. Threats, intimidation and acts of violence will not be ignored, condoned, or tolerated.

DEFINITIONS (Pertaining to workplace respect & civility):

Staff member (employee): Management and non-management, to include student workers, and employees of temporary agencies who represent the Facilities, Real Estate & Auxiliary Services organization by providing work-related services to the U/D Community. A staff member (employee) is considered an **internal customer**.

Non-staff member (non-employee): Students, Faculty members, other departmental staff members (employees), parents, contractors and sub- contractors, and visitors. A non-staff member (non-employee) is considered an **external customer**.

Respect: An act of giving particular attention: consideration, thoughtfulness, kindness, sensitivity, understanding, care;

Civility: Politeness, courtesy, good manners;

Intimidation: An act towards another person, the purpose of which is to coerce, and the result of which could reasonably cause the other person to fear for his or her safety or the safety of others.

Violence: Physical force employed so as to violate, damage, or abuse; an act or instance of violent behavior or action; abusive or unjust use of power; abuse or injury to meaning, content, or intent.

Disorderly Conduct: A person harms other(s) through verbal threats, physical fights, destroys property, and/or vandalism.

Domestic violence: A pattern of coercive behavior that is used by one person to gain power and control over another which may include physical violence, threat of violence, sexual, emotional and psychological intimidation, verbal abuse, stalking, and economic control. Domestic violence occurs between people of all racial, economic, educational, religious backgrounds, in heterosexual and same sex relationships, living together or separately, married or unmarried, in short term or long term relationships.

Threat of violence: A communicated intent to inflict physical or other harm on any person or property.

Act of violence: Exercise of physical and/or verbal force against another person.

RESPONSIBILITY AND ACCOUNTABILITY:

All managers and non-management staff members are responsible and accountable for their own behavior. Each staff member's behavior should be professional and displayed in an appropriate manner. Each staff member is also responsible for treating one another, as well as external customers, with respect and dignity.

All staff members are responsible and accountable for following all directives, policies and procedures, programs, and for assisting in maintaining a safe and secure work environment.

Should Facilities, Real Estate & Auxiliary Services staff member encounter another Facility, Real Estate & Auxiliary Services staff member or an external customer who demonstrates behavior that is intimidating, a threat of violence, and/or an act of violence, they should immediately contact their supervisor/manager. Other resources to contact, depending upon the circumstances, includes: Facilities, Real Estate & Auxiliary Services Human Resource Director, UD Labor Relations, UDPD, or the Department of Employee Health & Wellbeing.

FACILITIES, REAL ESTATE & AUXILIARY SERVICES RESPONDS TO WORKPLACE/DOMESTIC VIOLENCE:

A. Early Intervention and Education Prevention Strategies

1. Facilities, Real Estate & Auxiliary Services shall refer individuals who have questions and/or concerns regarding workplace/domestic violence to ComPsych. This support may include confidential means for coming forward for help, resource, and referral information. Other appropriate assistance will be provided based upon an individual need.
2. Facilities, Real Estate & Auxiliary Services will attempt to maintain, publish, and post in locations of high visibility, such as bulletin boards and on-line information databases, a list of resources for survivors and perpetrators of domestic violence. This includes but is not limited to the phone number and description of local domestic violence resources, and a list of local intervention programs.
3. Facilities, Real Estate & Auxiliary Services shall provide its staff with educational information on workplace/domestic violence.

COMPLIANCE:

All staff members will have this policy reviewed with them by a member of management on an annual basis through a formalized training and development process. Each staff member is responsible for following this program.

Staff members who are new to the Facilities, Real Estate & Auxiliary Services organization will also participate in a formalized training and development process as part of the Facilities, Real Estate & Auxiliary Services new employee orientation.

NON-COMPLIANCE:

A staff member who does not follow this policy and who demonstrates behavior that is intimidating, disorderly, a threat of violence, and/or an act of violence, may receive discipline up to and including termination, depending upon the result of the investigation. A complainant whose allegations are found to be both false and brought with malicious intent will be subject to disciplinary action. (See next section: *Behavior Expectations of Employees*. Refer to the *Facilities, Real Estate & Auxiliary Services Performance Requirements and Disciplinary Action policy* and *University of Delaware Conduct Code*).

BEHAVIOR EXPECTATIONS OF EMPLOYEES:

The Facilities, Real Estate & Auxiliary Services organization expects its employees (management and non-management) to conduct themselves in a positive manner at all times in order to promote the best interests of the organization and the University of Delaware Community. An employee's professional behavior (conduct) is necessary for efficient operations and for the benefit and safety of the employee and others.

Acceptable employee behavior (conduct) includes:

1. Treat all customers (includes faculty and staff), visitors, and co-workers/peers in a courteous manner.
2. Refrain from behavior or conduct that is offensive or undesirable, or which is contrary to the organization's best interests.
3. Report suspicious, unethical, or illegal behavior (conduct) by coworkers, customers, or suppliers.

In addition to discipline received, the staff member may be referred to ComPsych for assessment and is expected to adhere to their treatment recommendations, e.g., individual counseling, anger management classes.

Disciplinary Procedures for Employees who Commit Acts or Threats of Domestic Violence and/or Workplace Violence

1. Facilities, Real Estate & Auxiliary Services is committed to providing a workplace in which the perpetration of workplace/domestic violence is neither tolerated nor excused. Any physical assault or threat made by an employee while on the University of Delaware's premises during working hours is not tolerated and it should be immediately reported to the appropriate authorities.

2. After consultation with the Facilities, Real Estate & Auxiliary Services Director level or designee, Facilities, Real Estate & Auxiliary Services Human Resources Director, and the Office of Labor Relations Management will take any appropriate corrective or disciplinary action consistent with policy and procedure, up to and including termination. This pertains to employees who commit acts of workplace/domestic violence at University of Delaware or Facilities, Real Estate & Auxiliary Services worksites as outlined in the policy or who are convicted of a crime as a result of workplace/domestic violence when such action affects the work performance of the employee or affects the normal operation of Facilities, Real Estate & Auxiliary Services.

MANAGEMENT'S RESPONSIBILITY:

The management of Facilities, Real Estate & Auxiliary Services is responsible for ensuring that the Respect and Civility Policy, including the formalized training and development process, is clearly communicated and understood by all staff members.

- Management is expected to implement and enforce the program's procedures fairly and consistently.
- Managers and supervisors shall participate in workplace/domestic violence education sessions.
- Managers and supervisors should be aware of physical or behavioral changes in employees and consult with the Director Level or Designee, Facilities, Real Estate & Auxiliary Services Human Resources Director and the Employee & Labor Relations Office for advice. **The role of management is not to diagnose or counsel the employee, but to refer the employee to appropriate resources.**
- Managers and supervisors must be respectful of employees' personal choices. If a manager or supervisor observes the signs of violence, it is appropriate to convey concern regarding signs and to educate the employee regarding resources available. It is critical that the manager/supervisor respect the employee's privacy and not pressure the employee to disclose any personal information.
- Managers and supervisors must maintain the confidentiality of domestic violence circumstances and any other referrals under this policy to the extent permitted by law. Inform other employees of the workplace/domestic violence circumstances on a **need to know basis only**. Wherever possible, give advance notice to the employee who is experiencing workplace/domestic violence if a manager/supervisor needs to inform others about the workplace/domestic violence situation.

INVESTIGATION PROCESS:

The Facilities, Real Estate & Auxiliary Services HR Unit usually conducts an investigation once an incident report is filed. This Unit is responsible for reviewing any personnel file and/or designated file in which disciplinary information and other related correspondence is available and needed to conduct an investigation.

Outside referral will maintain any confidential files pertaining to counseling regarding the workplace violence referral.

TRAINING AND DEVELOPMENT:

Facilities, Real Estate & Auxiliary Services staff members are required to attend an annual Respect and Civility Policy review. Staff members who are new to the Facilities, Real Estate & Auxiliary Services organization will also participate in a formalized training and development process as part of the Facilities, Real Estate & Auxiliary Services new employee orientation.

ComPsych – Guidance Resources:

Personal Coping and Prevention: Where to go for help

From time to time every staff member experiences stress and personal difficulties including those due to financial pressures, family matters, health problems, conflicts with colleagues, a supervisor/manager, or other factors. The EAP program is a **free and confidential** service for all employees. Their main telephone number is (877) 527-4742.

In the event of workplace violence, immediate counseling and intervention is critical. It can make a tremendous difference to the mental health and recovery time of the people involved. The University of Delaware has a variety of campus resources to help any staff member with an immediate issue and/or a longer-term problem.

Who to contact:

Telephone number:

Employee Health &
Wellbeing

(302) 831-8388

CRISIS RESPONSE:

University of Delaware
Police Department

(ON-CAMPUS EMERGENCY, 911)

(NON-EMERGENCY, (302) 831-2222)

ComPsych-UD State EAP Program 1-877-527-4742
Hours to contact: 24 hours/day, 7-days/week availability

Rockford Center (302) 996-5480 Hours to contact:
24 hours/day, 7-days/week availability

INCIDENT INQUIRY:

Once an incident has been investigated by Facilities, Real Estate & Auxiliary Services HR Unit, and UD Police Department, a member or members of this panel will follow-up to provide confidential feedback to the individual(s) who submitted the Incident Reporting Form.

This form is completed by the person or persons who are alleging an event took place in the work environment. This form may be obtained online:

https://cm.maxient.com/reportingform.php?UnivofDelaware&layout_id=0.

A complainant whose allegations are found to be both false and brought with malicious intent will be subject to disciplinary action.

A copy of this Respect and Civility Policy is readily available to all Facilities, Real Estate & Auxiliary Services staff members. A copy of this policy is posted on the Facilities, Real Estate & Auxiliary Services website; the website address is <http://www.facilities.udel.edu/>. You can also obtain a copy of the policy from your supervisor/manager, or call the Facilities, Real Estate & Auxiliary Services Human Resources Director (302) 831-1522.