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## MEMORANDUM

**To:** All Town Employees  
**From:** Roger L. Stancil, Town Manager  
**Date:** November 9, 2007  
**Subject:** Handling serious incidents: harassment, discrimination, safety

I have been seeking to renew our organization as a values-based, customer-focused learning organization. Clearly stated values require clearly stated expectations of behavior. This memorandum is a statement of expectations of how we will handle serious incidents when you encounter them in our workplace. Meeting those expectations will build a shared trust that we take our values seriously.

Respect for each other is a basic value and the foundation for creating a better place to work. How we handle certain serious and sensitive issues – such as sexual or other types of harassment, discrimination and major safety hazards – reflects our commitment to respect each other and directly affects the quality of our workplace. Handling them effectively is critical to maintaining a healthy and productive workplace, free of discrimination and safety problems. This contributes to retaining satisfied employees who provide quality services to the citizens of our Town. Handling such issues promptly and appropriately also minimizes potential Town liability.

Building an atmosphere of respect and a better workplace is a responsibility we all share. To that end, I am now charging every Town employee with responsibility to help us handle these issues effectively and quickly. **The procedures in this memo apply to handling all suspicions, allegations or incidents of harassment, discrimination, workplace violence, other safety violations, and any other serious incidents that may arise.**

**All employees are expected to understand and comply with this memorandum and the procedures outlined on the back of this memorandum.** All employees are required to cooperate fully with confidential administrative investigations regarding these matters. Employees who fail to comply with these procedures or fail to cooperate with resulting investigations will be subject to disciplinary action. All employees involved in serious incidents will be informed of the status and outcome of investigations at an appropriate time and in accordance with personnel policies.

Department directors will inform all employees, supervisors and managers of these procedures. Directors will post copies of this memo in prominent areas and include it in any policy discussions and publications. Soon, we will conduct department meetings that will provide more information and training regarding harassment, discrimination, violence and safety in the work place. I look forward to your participation and cooperation in helping renew our organization's commitment to a values-based, customer focused learning organization.

# Serious Incident Procedure

Our goal is to eliminate serious incidents (harassment, discrimination, violence and major safety hazards) in our workplace. Every employee has a responsibility to help us achieve our goal. Responsibilities and expectations for handling suspicions, allegations or actual serious incidents are outlined below:

## Employees' Responsibilities:

- For **harassment or discrimination** cases, immediately inform your division and/or department director; encourage the person with the complaint to file a formal grievance or to contact the Human Resource Development department for assistance.
- For potential **workplace violence** cases, contact your division and department director; for suspicion of imminent violence, contact the Police through 911.
- For **safety violations or concerns**, contact your immediate supervisor, your departmental safety representative and/or the Town Safety Officer for assistance; immediately take action to restore safe conditions.
- Participate in administrative investigations when requested.
- Keep information that is shared with an investigator confidential.

## Division and Department Directors' Responsibilities:

- Take any immediate remedial action required to restore the workplace.
- Immediately notify the Town Manager, Deputy Manager or Assistant Manager and the Director of Human Resource Development of suspicions, allegations, or actual serious incidents.
- Support or conduct an investigation at the Town Manager's direction.
- Provide training for personnel on the procedures for handling serious incidents and maintaining a healthy and productive workplace.

## Town Manager's Responsibilities:

- Arrange for a prompt and thorough investigation. The facts developed in that investigation will determine the actions we take.
- Dedicate whatever resources are necessary to thoroughly and promptly address the situation.
- Facilitate review of procedures and policy after the incident is resolved to learn from the incident and revise expectations and Policy as appropriate.

If you have any questions regarding these procedures, please contact your department director or the Human Resource Development department at any time.