



## **Statement Re: Occupational Health and Safety and Unreasonable Conduct**

The Office of the Citizens' Representative is committed to being accessible and responsive to all citizens of Newfoundland and Labrador who approach our office with a complaint or request for assistance. We acknowledge and appreciate that citizens who contact us may be aggrieved, upset, experiencing grief or other issues affecting their overall mental health.

While we stand by this commitment, the effective prosecution of our mandate depends on:

1. The safety, security and health of our staff;
2. Our ability to perform our functions on behalf of the House of Assembly in the most effective and cost-efficient ways possible; and,
3. Our ability to distribute our resources without favour across all of the complaints we receive, and citizens we serve.

When citizens behave unreasonably or exhibit abusive, threatening or unreasonably persistent behaviour in their dealings with our office, their conduct can significantly affect our operations. As a result, our office will take focused and proactive action to manage any citizen conduct that negatively and/or unreasonably affects our operations.

The Office of the Citizens' Representative has zero tolerance towards any threats, abuse or harm directed towards staff, including but not limited to frivolous, vexatious or unreasonable abuse of the complaint process in person, via telephone or email. We also have a duty to report threats against others outside of our organization.

Any conduct of this kind will be managed proportionally and decisively, up to and including contacting law enforcement, bearing in mind our occupational health and safety responsibilities and the duty of care owed to employees.