



Respectful Communication and Behaviour Policy Statement

The Saskatchewan College of Opticians is dedicated to maintaining safe, respectful and professionally courteous communication and therefore expects all interactions from registrants and the public to reflect the same standard.

Unacceptable and Non-Tolerable Behaviour

The SCO recognizes that when registrants contact us, they may be experiencing stressful, frustrating, or confusing situations. The SCO administration is here to assist you with your questions about applications, regulations and complaints, and we aim to provide respectful and helpful service. In return, all SCO administration personnel expect all interactions to be conducted respectfully and appropriately.

Unacceptable behaviour will not be tolerated. Harassment, abuse, intimidation, discrimination or threats directed toward SCO administration personnel or Council or committee members will result in appropriate action under the code of conduct.

Registrants or public members who engage in such behaviour may face consequences, including restricted communication with SCO administration personnel and a possible referral to the PCC Committee for review.

Examples of unacceptable behaviour include:

- engaging in any type of harassment, bullying, verbal abuse, threats, shouting or attempts to intimidate personnel;
- making excessive, unreasonable or aggressive demands, submissions or enquiries;
- using profanity and/or obscene language;
- making discriminatory remarks, which include using prejudiced language based on race, ethnicity or gender, or other prejudiced language.
- degrading or other forms of conduct that seek to demean, humiliate, or embarrass.



Communication Restrictions

The SCO reserves the right to limit or restrict services and communication if a registrant or public member engages in harassment, abuse, intimidation, discrimination or threats toward the SCO personnel.

These restrictions may include, but are not limited to, restricting phone calls and requiring **all** communication to be conducted in writing only. The SCO looks forward to maintaining respectful and helpful relationships with all registrants and public members.
