



## Guidelines for Dealing with Negative Feedback and Comments

The WDM believes everyone deserves to feel like they belong. It's a basic human need and contributes to health and happiness. We also believe that by sharing our Province's diverse histories we help create a collective understanding of who we are and how we came to be. It is unfortunate, but as the WDM strives to become more inclusive, we can expect some negative and/or hateful comments. This will be especially true online where people can hide behind anonymity.

### Dealing with negative comments online:

If you see something online about the WDM that is concerning, please let the marketing department know at [marketing@wdm.ca](mailto:marketing@wdm.ca) or by phoning 306-934-1400. If you are unable to connect to someone or it is after hours, please contact Director of Community Engagement at [krempele@wdm.ca](mailto:krempele@wdm.ca) or 306-229-2338.

Do not respond to, or engage with, negative comments. We have the right to remove hateful or racist comments and will make that decision on a case-by-case basis.

### Dealing with negative comments in person:

The WDM is committed to creating and maintaining a safe workplace. Our [Respectful Workplace Policy](#) also applies to visitors and members. It's important that everyone knows how to deal with negative comments in person.

If faced with an angry or hostile individual:

1. The first thing to do is to remain calm and do not respond in kind. Using a lower tone than that of the visitor may assist with maintaining a calm conversation. If you are faced with an unexpected verbal attack, something as simple as taking some deep breaths can give you a few vital seconds to gather your thoughts and avoid retaliating.

Your personal safety is paramount. If you feel threatened, trust your instincts and leave the area immediately if you feel unsafe, or if you're too upset to deal with the individual. Call your Manager immediately or, if they are not available, the on-site supervisor/senior staff. If you feel the individual may become violent, call 911.

(NOTE: In their absence, Managers should provide information to Visitor Services about who is the on-site supervisor. All staff should be advised that this information will be left with Visitor Services so they know who to contact.)

2. Inform the visitor that the WDM is committed to inclusion and providing a safe place where all aspects of our collective past can be shared. Tell them abusive language and hateful comments are inappropriate and they will be asked to leave if their comments continue. Give the visitor Joan's card and tell them they can contact her directly if they wish to share their concerns about the WDM's commitment to inclusivity.
3. After the situation, it's ok to feel shaky, upset, angry or feel something else entirely. Take time to collect yourself. Get support if you need to. The WDM HR Site contains resources, <http://www.mywdm.wdm.ca/wellness.html> or you can reach out for help through the Employee and Family Assistance plan. Contact our EFAP at 1-844-880-9142 or visit <https://www.workhealthlife.com/>.
4. Document the incident using the [Incident Witness Statement located](#) in SiteDocs. It is necessary to document incidents like this in the event that we are dealing with a repeat offender or other action needs to be taken to protect staff. Incident reports go to the Museum Manager and CEO.

May 22, 2024