

TOWN OF XXXXXX
CODE OF CONDUCT

Developed Collaboratively by Town Hall Employees on DATE

MISSION STATEMENT

Our Mission is to serve the public in a professional, consistent, effective, cooperative and efficient manner.

GUIDING PRINCIPLES

To help focus on our Mission Statement, we have collaboratively developed this Code of Conduct. This Code is comprised of the following guiding principles:

1. Professionalism
2. Accountability
3. Communication

MY PROMISE AND COMMITMENT

I will rely upon the following to guide my day-to-day actions and interactions with my co-workers and members of the public.

1. **PROFESSIONALISM** – I will commit to act in a professional manner. By this I mean that I will strive to do the following:
 - Treat my co-workers and members of the public the way that I would like to be treated, with respect and dignity.
 - Recognize the differences that exist among my co-workers and appreciate the value these differences add to the strength of our team.
 - Understand that I will be remembered by my co-workers and members of the public for the way I made them feel.
 - Focus on creating a productive work environment for all of my co-workers. This means that I will refrain from bullying, harassing, spreading hurtful gossip and other forms of behavior that detract from our Mission.
 - Be polite even in tough situations. I know that displaying decency, good manners and common courtesy to my co-workers and members of the public strengthens my ability to do my job.

2. ACCOUNTABILITY – Accountability is about accepting full ownership for the actions I take and the decisions I make throughout the course of my employment. Accountability is achieved when I do the following:

- Use the resources I have at my disposal to fulfill my job requirements in an efficient, responsible and productive manner.
- Ensure all decisions are fair and made within established policies and procedures without using unnecessary bureaucratic formality.
- Deal with information gained through my work in accordance with established requirements, including federal and state regulations and the Town of XXXXXX policies and procedures. Ensure all data and information gathered during the course of employment is managed with integrity and that confidential information is not improperly disclosed.
- Strive to provide services in a consistent, effective and efficient manner.
- Do whatever it takes to get the job done.

3. COMMUNICATION – Communication is the process of sending and receiving information. Communication takes on many forms including face-to-face interactions, phone, voicemail, e-mails and other types of written communication. In order to ensure that I effectively communicate with my co-workers and members of the public, I will do the following:

- Listen and speak with empathy.
- Be intuitive enough to select the most appropriate form of communication for the situation at hand.
- Be aware that my communication style is a direct reflection of my level of professionalism and therefore will avoid using inappropriate words or body language.
- Embrace the importance of achieving consensus in order to solve problems and improve work processes. Understand that being flexible demonstrates a willingness to learn new ways and methods.
- Acknowledge my mistakes and ask for forgiveness when these mistakes have hurt a co-worker. I recognize that the longer I wait to seek forgiveness is precious time taken away from the healing process. I know that the team does not prosper, and success is harder to achieve, when needed words are left unspoken.
- Understand the role that trust plays in our overall success. I will display positive behaviors that build trust and avoid those behaviors that break it down.

**ACKNOWLEDGEMENT OF THE TOWN OF XXXXXX
CODE OF CONDUCT**

As an employee of the Town of XXXXXX, I understand that I play an integral role in the overall success of our local government. My signature indicates my commitment to further our Mission by embracing this Code, abiding by its guiding principles, and holding myself accountable for results.

NAME: _____

SIGNATURE: _____

TITLE: _____

DATE: _____

TOWN OF XXXXXX CODE OF CONDUCT

MISSION STATEMENT

We, the employees and officials of the Town of XXXXXX, are committed to excellence in providing services to our community in a professional, respectful and courteous manner.

GUIDING PRINCIPLES

To help us focus on our Mission Statement, we as Town employees and officials have collectively developed this Code of Conduct. This Code is comprised of the following three guiding principles:

- Respect
- Teamwork
- Accountability

With this in mind, we as employees and officials will rely upon the following to guide our actions.

RESPECT - Respect is about how you treat other people. We understand the importance of showing consideration to our co-workers and the community we serve.

- Treat the public and your co-workers the way that you would want to be treated, with respect, dignity, professionalism and courtesy.
- Recognize that your co-workers and members of the public will remember how you made them feel.
- Promote equal opportunity for all employees seeking promotional opportunities within Town government or for applicants seeking employment with the Town of XXXXXX.
- Focus on creating a productive work environment for all employees. This means refraining from bullying, harassment, hurtful gossip and other forms of behavior that detract from our Mission.
- Take reasonable care to ensure your own health and safety at work and avoid actions that may adversely affect the health and safety of others.

ACCOUNTABILITY – Accountability is about fulfilling your responsibility to the Town Board, your Department Head, your co-workers and the community.

- Accept full ownership for the actions you take and the decisions you make throughout the course of your employment.
- Use the resources you have at your disposal to fulfill your job requirements in an efficient, responsible and productive manner.
- Ensure all decisions are fair and made within the Town's guidelines without using unnecessary bureaucratic formality.
- Deal with information gained through your work in accordance with legal requirements (including requirements under this Code and the Town's guidelines). Ensure all data and information gathered during the course of employment is managed with integrity and that confidential information is not improperly disclosed.
- Strive to provide services in a timely, effective and efficient manner.
- Observe all legislative requirements, policies, procedures, and lawful and reasonable instructions from people with authority to give such instructions (including requirements under this Code).
- Ensure accountability throughout Town government by reporting inappropriate conduct to the appropriate authority where that conduct might reasonably be considered to be a breach of this Code, other relevant policies and regulations, and/or illegal activity.

TEAMWORK – Teamwork is about recognizing the importance of employees, officials and other Town representatives coming together to further the Town's Mission. Employees and officials are reliant upon each other to provide assistance, information, motivation, humor and support to each other throughout the course of their public service.

- Treat co-workers, supervisors and officials the way you would like to be treated.
- Willingly share work-related information with co-workers, supervisors and officials.
- Assist co-workers in periods of absence, peak times, or organizational changes.
- Display a positive attitude and use humor to lighten the work environment.
- Refrain from gossip and other negative, hurtful talk.
- Demonstrate willingness to do what is necessary to get the job done.
- Communicate effectively and professionally with co-workers, supervisors and officials, both verbally and in writing.

ACKNOWLEDGEMENT OF CODE OF CONDUCT

As a Town of XXXXXX employee, I understand that I have been placed in a unique position of maintaining public trust. It is with my signature that I agree to further the Mission of the Town by embracing this Code of Conduct and abiding by its guiding principles.

NAME: _____

SIGNATURE: _____

TITLE: _____

DATE: _____

DRAFT

**TOWN OF XXXXXX
CODE OF CONDUCT**

Adopted by Resolution of the Town Board on

Policy:

The Town of XXXXXX has developed this Code of Conduct for its employees with the intent of communicating the expectations of acceptable behavior. This Code outlines the rules of professional conduct that must be observed in order to maintain an atmosphere of civility and respect, and to foster efficient business operations and a productive work environment. Conduct that interferes with business operations, discredits the Town of XXXXXX, or is harmful to coworkers or members of our community will not be tolerated.

This Code is comprised of the following guiding principles:

- Professionalism
- Accountability
- Communication

1. **Professionalism** – Employees are expected at all times to conduct themselves in a professional manner in order to promote the best interests of the Town and be in compliance with Town policies. Appropriate employee conduct includes, but is not limited to:

- Treating co-workers and members of the public as you would like to be treated, with respect and dignity.
- Recognize the differences that exist among co-workers and appreciate the value these differences add to the strength of our team.
- Focus on creating a productive work environment for all employees. This means refraining from bullying, harassing, spreading harmful gossip and other forms of behavior that detract from our ability to provide efficient services to the community we serve.
- Being polite even in tough situations. Understanding that displaying decency, good manners and common courtesy to one's co-workers and members of the community strengthens our ability to do our job.

2. **Accountability** – Accountability is about accepting full ownership for the actions employees take and the decisions employees make throughout the course of employment with the Town. Accountability is achieved when employees do the following:

- Use available resources to fulfill job requirements in an efficient, responsible and productive manner.
- Ensure all decisions are fair and made within established policies and procedures without using unnecessary bureaucratic formality.
- Deal with information gained through employment with the Town in accordance with established requirements, including federal and state regulations and the Town of XXXXXX policies and procedures. Ensure all data and information gathered during the course of employment is managed with integrity and that confidential information is not improperly disclosed.
- Strive to provide services in a consistent, effective and efficient manner.

3. **Communication** – Communication is the process of sending and receiving information. Communication takes on many forms including face-to-face interactions, phone, voicemail, e-mails, text messages, social media, and other types of written communication. In order to ensure that we effectively communicate with co-workers and members of our community, employees should do the following:

- Listen and speak with empathy.
- Be intuitive enough to select the most appropriate form of communication for the situation at hand.
- Be aware that employees' communication style is a direct reflection of their level of professionalism and therefore it is important to avoid using inappropriate words or body language.
- Embrace the importance of achieving consensus in order to solve problems and improve work processes. Understand that being flexible demonstrates a willingness to learn new ways and methods.
- Understand the role that trust plays in our overall success. Employees should strive to display positive behaviors that build trust and avoid those behaviors that break it down.

**ACKNOWLEDGEMENT OF THE TOWN OF XXXXXX
CODE OF CONDUCT**

As an employee of the Town of XXXXXX, I understand that I play an integral role in the overall success of our local government. My signature indicates my commitment to embracing this Code and holding myself accountable for results.

NAME: _____

SIGNATURE: _____

TITLE: _____

DATE: _____

TOWN OF XXXXXX <u>CODE OF CONDUCT</u>
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Policy:

The Town of XXXXXX has developed this Code of Conduct for all Townemployees, with the intent of communicating the expectations of management and providing guidelines for acceptable behavior. This Code outlines the rules of professional conduct that must be observed in order to maintain an atmosphere of civility and respect, and to foster efficient business operations and a productive work environment. Conduct that interferes with business operations, discredits the Town of XXXXXX, or is offensive to coworkers or the public will not be tolerated.

Guiding Principles:

Employees are expected at all times to conduct themselves in a professional manner in order to promote the best interests of the Town and be in compliance with Town of XXXXXX policies. Appropriate employee conduct includes, but is not limited to:

- 1) Treating coworkers, including supervisors, customers and members of the public in a courteous manner. Examples of appropriate behavior are:
 - a. Being fair, considerate and honest in your dealings with other employees, customers and members of the public;
 - b. Making eye contact to help show respect and confirm understanding;
 - c. Not blaming coworkers for what you perceive are their shortcomings or mistakes;
 - d. Being willing to assist others as needed, or when asked to do so;
 - e. Treating others as you would like them to treat you;
 - f. Maintaining tolerance of, respect for, and a sensitivity of the diverse interests of fellow employees;
 - g. Not becoming consumed over small issues, rather, keeping issues in the proper perspective;
 - h. Focusing on the positive rather than negative skills and traits of others;
 - i. Ensuring that you do whatever is necessary to communicate appropriately with others;
 - j. Focusing on the work at hand and not on what you think others are saying and doing;
 - k. Controlling your moods and not being unreasonable with others when your mood or health is less than optimum;
 - l. Being understanding and considerate of others, especially when someone appears to be particularly busy or having a bad day;
 - m. Walking away from an argument rather than succumbing to one;
 - n. Always thinking before you speak or act;
 - o. Keeping your tone of voice appropriate for the business environment, remembering that *how* you say something is often more important than *what* you say;
 - p. Addressing a conflict with a coworker directly with that person, and at the time of occurrence, rather than with others, and after an inordinate amount of time has elapsed;
 - q. Not engaging in conversations and habits that others would find difficult to accept or cause them to question your intentions and commitment to harmonious relations in the office;

- r. Being open to constructive criticism, advice and/or training from coworkers and supervisors.
- 2) Conducting yourself in a manner that ensures compliance with Town of XXXXXX policies, such as:
- a. Refraining from behavior or conduct that is offensive or undesirable, or which is contrary to the Town's best interests;
 - b. Refraining from using profanity or abusive language;
 - c. Performing assigned tasks efficiently and in accordance with established quality standards;
 - c. Reporting to the Town Supervisor or any member of the Town Board, any suspicious, unethical, potentially violent or illegal conduct by coworkers, the public, vendors, or any other persons with whom an employee conducts business on behalf of the Town of XXXXXX;
 - d. Cooperating with any Town of XXXXXX investigation;
 - e. Complying with all Town of XXXXXX safety and security policies and procedures;
 - f. Wearing clothing appropriate for the work being performed;
 - g. Passing along phone messages to coworkers that include complete and accurate information;
 - h. Reporting to work punctually as scheduled and being at the proper work station, ready for work, at the assigned starting time;
 - i. Following all procedures regarding accounting for time worked and leave taken as stated in the Town of XXXXXX policy governing time records. Employees who are required to punch a time card must punch their own time card. Punching the time card for another employee without permission from the appropriate supervisor is a violation of Town policy and will subject the employee to termination of employment.
 - j. Giving proper advance notice to the appropriate supervisor whenever unable to work or report on time;
 - k. Giving proper advance notice of a foreseen absence to a coworker, when your absence could affect the coworker's ability to perform their job efficiently;
 - l. Smoking only at times and in places not prohibited by Town of XXXXXX rules;
 - m. Taking meal and rest breaks in accordance with the Town policy governing meal and rest breaks as published in the Employee Handbook;
 - n. Maintaining cleanliness and order in the workplace and work areas.

Disciplinary Action for Policy Violations:

Any employee who fails to follow the guiding principles as outlined above, or who otherwise engages in behavior that does not contribute to a positive and productive working environment, will be subject to disciplinary action, up to and including termination of employment from the Town of XXXXXX. Disciplinary action will be administered in accordance with the collective bargaining agreement or Civil Service Law Section 75, when applicable.

Questions:

Questions regarding this policy should be referred to the Town Supervisor.

TOWN OF XXXXXX CODE OF CONDUCT

MISSION STATEMENT

We, the members of the Town of XXXXXX Ambulance Service, believe our first responsibility is to the patients and their families, hospitals, nursing homes and their personnel and all others who use our service. In order to meet their needs we must do everything of the highest quality. Service must be delivered promptly and accurately.

We believe our second responsibility is to the men and women who work for our Service. Everyone must be considered an individual. We must respect their dignity and recognize their merit. We must strive to make compensation fair and adequate and provide them a sense of security. We must provide our employees a clean, orderly and safe environment in which to work. Employees must feel free to express themselves in suggestions and complaints without repercussions. There must be equal opportunity for employment, development and advancement to all those who qualify. We must provide competent management and there actions must be just and ethical.

We are responsible to the community in which we serve. We must be good citizens by supporting good works and charities. We must encourage civic involvement and promote better health through education.

Finally we must constantly strive to improve our current processes. Through constant training and paying attention to details we shall look to better ourselves as an organization and as individuals. We will continually strive to become leaders in the health care industry.

GUIDING PRINCIPLES

To help us focus on our Mission Statement, we as members of the Town of XXXXXX Ambulance Service have collectively developed this Code of Conduct. This Code is comprised of the following four guiding principles:

- Respect
- Patience and Flexibility
- Teamwork
- Communication

With this in mind, we as members of the Ambulance Service will rely upon the following to guide our actions.

1. **RESPECT** - Respect is about how you treat other people. We understand the importance of showing consideration to our co-workers and the community we serve. We must strive to treat the public and our co-workers the way that we would want to be treated, with respect, dignity, professionalism and courtesy. We must focus on creating

a productive work environment for all employees. This means not using language that is not appropriate for the workplace including swearing and vulgarity. We must refrain from bullying, harassment, hurtful gossip and other forms of behavior that detract from our Mission.

2. **PATIENCE AND FLEXIBILITY** – We must all recognize that in order for our members to be the best that they can be, they depend upon the more experienced members of our Ambulance Service to be mentors. Patience and flexibility are key attributes of a successful mentor and seizing upon opportunities to teach new members the skills needed to perform new assignments furthers our Mission. If I happen to be a newer member of the Ambulance Service, I understand that patience and flexibility demonstrates a willingness to learn new ways and methods, which enhances my own success and the success of the organization.

3. **TEAMWORK** – Teamwork is about recognizing the importance of members of the Ambulance Service coming together to build camaraderie which in turn furthers our Mission. We are dependent upon each other to provide assistance, information, motivation, humor and support to each other throughout the course of our daily work lives. Successful team members support each other and willingly share work-related information with other members of the team.

4. **COMMUNICATION** – Communication is the process of sending and receiving information. Communication takes on many forms including face-to-face interactions, phone, voicemail, text messaging, e-mails and other types of written communication. In order to ensure that I effectively communicate with members of the Ambulance Service, I will choose the best method of communication for the situation at hand. I will listen and speak with respect, and be aware that my communication style is a direct reflection of my level of professionalism and therefore will avoid using inappropriate words or body language.

ACKNOWLEDGEMENT OF CODE OF CONDUCT

As a member of the Town of XXXXXX, I understand that I have been placed in a unique position of maintaining public trust. It is with my signature that I agree to further our Mission by embracing this Code of Conduct and abiding by its guiding principles.

NAME: _____

SIGNATURE: _____

TITLE: _____

DATE: _____

HIGHWAY DEPARTMENT CODE OF CONDUCT

When it comes to our work environment, all of us agree that want to be treated by our coworkers and supervisors as adults and in a fair and respectful manner. This includes, among others, the following:

Taking pride in the Highway Department which means operating the department like it is your own private business. Things such as keeping track of tools so they are not lost, left at a work-site; or damaged, are important.

Not engaging in or spreading gossip and rumors about our co-workers, such as the quality of their work, their skills, or their personal life.

Being respectful of co-workers in daily work activities such as putting tools back where they belong, being prepared with the proper tools and equipment when arriving at the work-site and not engaging in carelessness that might place a coworker in harms way.

SCHOOL DISTRICT CODE OF CONDUCT

- Treat others as you would like to be treated (the “Golden Rule”).
 - Be fair, considerate and honest in your dealings with others.
 - Listen respectfully to others.
 - Think before you speak.
 - Be careful that your tone of voice and intentions are positive, remembering that often the issue isn’t what you say, but how you say it.
 - Ensure that you do whatever is necessary to communicate appropriately with others.
 - Make eye contact to help show respect and understanding.
 - Be understanding and considerate of others, especially when they seem to be particularly busy or having a bad day.
 - Control your moods and don’t be unreasonable with others when your mood or health is less than ideal.
 - Don’t engage in conversations and habits that others would find difficult to accept or cause them to question your intentions and commitment to harmonious relations.
 - Maintain a positive attitude.
 - Don’t blame co-workers for your own shortcomings or mistakes.
 - Don’t take everything personally.
 - Don’t blow issues out of proportion.
 - Don’t obsess on small issues.
 - Walk away rather than succumb to an argument.
 - Be respectful of diversity and be open to and benefit from advice or training regarding sensitivity and diversity.
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- Focus on the positive rather than negative skills and traits of others and support their efforts.
 - Be willing to assist others as needed.
 - Focus on the work at hand and not on what you think others are saying and doing.
 - Deal with issues positively and report concerns to the office supervisor to help achieve an appropriate resolution.
 - Inform co-workers in advance of any planned absences so to not interrupt a smooth flow of work.
 - Carefully note and pass along complete information when taking phone messages.
 - Address issues when they happen directly with the co-worker involved and not with others or after a lot of time has elapsed.