



Haldimand
County

Respectful Conduct

Employees. Council. Public



Documenting Current Expectations. Through alignment and modernization.

Employees

- Employees, VFFs, volunteers & HCLB Employees
- Current Code inherited (2001)
- Primary Challenges:
 - Outdated language
 - Too prescribed
 - Missing information
 - No Feedback Mechanism
- **Goals:**
 - Framework to guide ethical and professional decision making
 - Accountability to the public

Council

- Council, Board/Committee Appointees
- Current Adopted in 2008 (rev. 2019)
- Primary Challenges:
 - standard practices
 - Barrier to access
 - Unclear scope, roles and expectations
- **Goals:**
 - Streamlined approach to addressing concerns
 - Clear roles and responsibilities

Public

- Members of the Public, Facility users, Customers
- Current Policy last revised 2014
- Primary Challenges:
 - Narrow lens (Recreation)
 - Too restrictive
 - Centralized response
 - Non-transparent
- **Goals:**
 - Clear expectations and process for addressing
 - Easy, consistent application to all facilities and all interactions

Employees. *Framework to guide ethical and professional decision making*



Impartiality

- Avoiding conflict of interest
- Fair employment (no nepotism)
- Mindful outside activities



Trust & Integrity

- Respecting confidentiality
- Proper use of property/assets



Professionalism

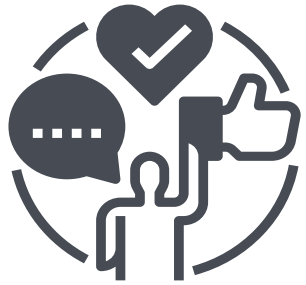
- Treating with dignity & respect
- Ensuring fit for duty
- Aligning off duty conduct
- Dressing Appropriately



Political Acumen

- Positive media relations
- Honoring duty of loyalty
- Responsible political activity

Employees. *Framework to guide ethical and professional decision making*



Application:

- Am I putting my own interests before Haldimand County's?
- Would I make the same decision if my manager, the public or the media were watching me?
- Will I feel obligated to someone if I do this?
- Would I be offered this if I weren't a Haldimand County employee?
- Is my treatment of others, the way I want to be treated?

Employees. *Accountability to the Public*



Anyone can **bring forward a concern** about a Haldimand County representatives' conduct

- *so long as it is done in good faith*

Alignment with new **Complaint Protocol** being introduced through the new County website
(November, 2024)

Council. *Clear scope, roles and responsibilities*



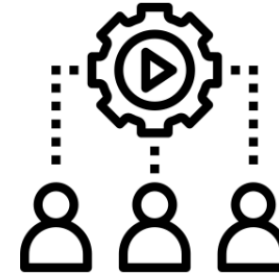
Statutory Provisions

- Complements legislation
- Outlines expectations for Haldimand County Council



Clear Scope

- Council, designated boards, and task forces
- Includes interactions over social media



Roles and Responsibilities

- Not for personal gain
- Confidentiality
- Decorum
- Communicate accurately
- Conflict of Interest

Council. *Streamlined approach to addressing concerns*



As a means of stopping and remedying behaviour in contravention of the Code, an individual may:

- *address the matter directly with the Councillor through the informal complaint procedure*
- *Address the matter with the Councillor, through the Clerk or IC*
- *File a formal complaint with the IC*

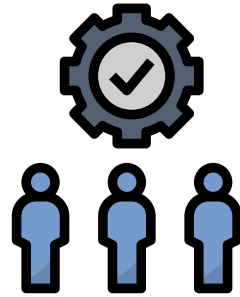
IC may investigate, defer, refuse or reach an informal resolution

Public. *Clear expectations and process for addressing*



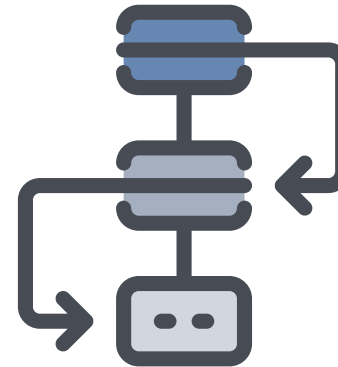
Scope & Definitions

- Unacceptable conduct
- Unacceptable behaviour
- Frivolous / vexatious actions



Responsibilities

- Employees
- Management
- Members of Council
- Municipal Clerk



Course of Action

- Information Review
- Potential Restrictions
- Notice of Restrictions



Appeals

- Intake
- Review Process

Public. *Easy, consistent application to all facilities and all interactions*

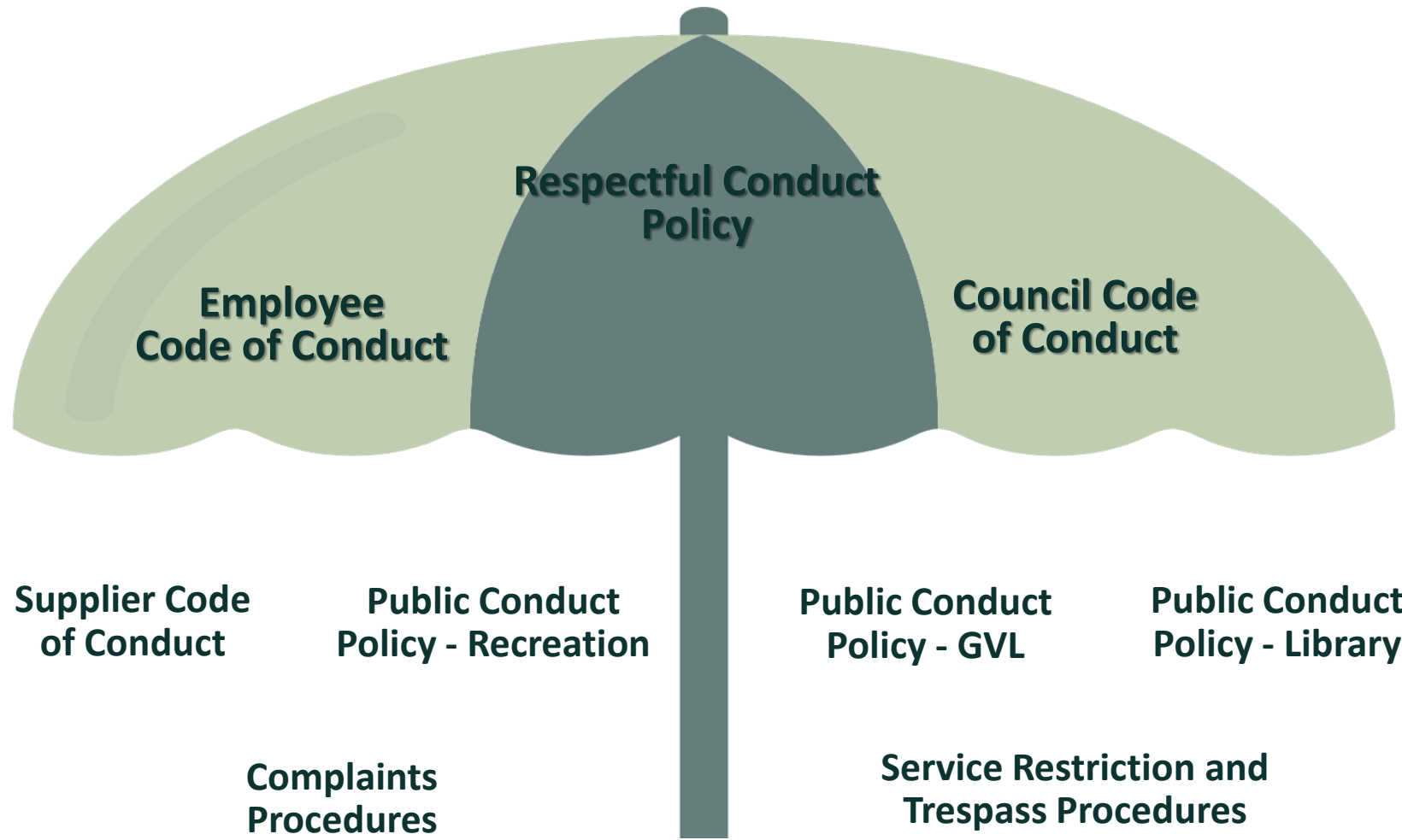


Sets Expectations & Permission to Respond - *Not every negative interaction is unacceptable*

Levels to Respond – *based on severity and frequency of actions (not location)*

Consistency in follow-up – *whether interaction is on phone, in person, email*

Balancing the fundamental role of serving the public,
while promoting safe and effective interactions



Next Steps

- Adopt policies
- Incorporate Feedback as necessary
- Implement
- Monitor

