



Township of Douro-Dummer - Human Resources Policy Manual

Policy Title:	Code of Conduct	Policy Number:	1.1 (a)
Effective Date:	June 30, 2021	Revision Number:	3
		Replaces:	A-14 January 15, 2019
Prepared By:	Human Resources	Approved By:	CAO

1.1.1 (a) Purpose

Each individual shall have the right to work in a professional and supportive atmosphere where all staff work cooperatively and collaboratively towards the Township's goals. The Township is committed to providing a congenial working environment in which all individuals and employees alike are treated with respect and dignity.

This policy applies to all Municipal staff (full time, part time, contract, etc.) in the performance of their duties.

1.1.2 (a) Consequences of Non-Compliance:

Failure to comply with this policy may result in corrective action being taken against the employee in line with Policy 2.2 Corrective Action. In addition, legal issues may develop if information is released that should not be as well as worker's safety may be jeopardized when Health and Safety Regulations and Policies are not followed.

1.1.3 (a) Procedures

The following shall be the Code of Conduct for Township of Douro-Dummer staff:

All employees of the Township of Douro-Dummer shall be guided by the following principles and working conditions:

1. **Customer Service:** All employees shall display and practice a high level of customer service and treat all customers in a helpful, polite and courteous manner. In a situation where this appears to be difficult to accomplish, the employee shall remove themselves from the situation, report directly and immediately to their Manager and document the situation and



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provide a copy to their Manager. The use of profanity by any employee shall be considered inappropriate behaviour.

- Opinions:** All employees shall learn to distinguish between their opinions as individuals and their statements as representatives of the Municipality.
- Privacy:** All employees shall be committed to the protection of privacy of citizens as required under law and will hold in confidence all related information learned in the course of their duties. Please see policy 1.4 Confidentiality and Privacy.
- Confidential Information:** No employee shall release any confidential information unless so authorized by the CAO. Please see policy 1.4 Confidentiality and Privacy.
- Employee Interaction:** All employees shall interact with others in the Township in a professional and supportive manner, working co-operatively and collaboratively towards the goals and needs of the Municipality.
- Quality of Work:** All employees are required to provide a high quality of work, wherein accuracy, professional presentation, and timeliness for completion are of prime importance.
- Dress Code:** All employees shall dress in a professional manner that is appropriate for the work environment in which they work and shall adhere to the requirements of the Occupational Health and Safety Act relative to wearing appropriate clothing and using appropriate equipment and materials. It is also recognized that certain types of apparel are not appropriate, and where there is any question of appropriateness, the employee's Manager shall be consulted. Such things as revealing clothing, working without shirts, and



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open toed shoes and short trousers for workers in workplaces where there is a danger or possibility of spills or materials falling, are all considered inappropriate clothing.

8. **Township Equipment, Facilities and Materials:** All employees shall demonstrate honesty, respect, and care in the use of Municipal equipment, facilities and materials. No employee shall use for personal purposes any Township property, equipment, supplies or services of material consequence other than for purposes connected with the discharge of duties or associated community activities. Please see policies 4.0 Township and Personal Property, 4.1 Internet and IT Resources, and 4.2 Mobile Device Use.
9. **Hours of Work:** To achieve the basic principles of a congenial work environment and customer service, all employees shall be ready and available to start work at the prescribed time for their workplace. It shall not be sufficient to simply arrive at work at the prescribed time. This same principle shall apply to any breaks that are permitted as well as closing time.

As the hours of work are established to provide a service to our customers, it is expected that all employees are available for work and consultation during these hours. Any time required away from the workplace, for other than work related issues, shall be approved by the employee's Manager. In addition, it is expected that from time to time, work outside of the normal working hours may be required to meet work demands and schedules. All employees are expected to use good judgement in working these extra hours, and compensation for such shall be as per the approved compensation package.

10. **Sick Leave:** All permanent full-time employees are provided with a specified number of days per year, that they are permitted to use with pay for sick leave. These hours shall only be used for the purpose for which they were initially intended, that is sickness, personal doctor's



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appointments, dentist appointments, and other like professional appointments dealing with the employee's health. There is an expectation of staff to attempt to schedule their appointments outside of work hours, or at times during work hours so as not to disrupt work efficiencies whenever possible. For periods of sick leave more than three consecutive days, a doctor's certificate shall be provided to the Municipality.

11. **Gifts:** No employee shall accept a gift or personal benefit that is connected directly or indirectly with the performance of their duties unless authorized by one of the exceptions below.

Notwithstanding the above paragraph the following exceptions are applicable:

- (a) gifts received as an incident of protocol or social obligation that normally accompany the responsibilities of the staff position;
- (b) gifts that are not connected directly or indirectly with the performance or duties of office;
- (c) compensation authorized by law;
- (d) a reimbursement of reasonable expenses incurred in the performance of activities connected with a legitimate municipal purpose;
- (e) political contributions that are otherwise offered, accepted and reported in accordance with applicable law;
- (f) a suitable memento of a function with nominal value, honouring the Member or the Township;
- (g) food, lodging, transportation and entertainment provided by provincial, regional and local governments or other government agency, and by the federal government or the government of a foreign country;



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(h) food, beverages and/or admission fees provided by banquets, receptions or similar events if attendance is the result of protocol or social obligation consistent with the responsibilities of office, and the person extending the invitation has done so infrequently and that person or a representative of the organization is in attendance.

12. **Compensation & Benefits:** All compensation and benefits available to employees shall be those outlined in the compensation agreement as provided and approved by Council.

13. **Alcohol and Illegal Drugs:** All employees are prohibited from the consumption of alcoholic beverages during working hours in such a manner so as to impair the employee's work performance. The use of illegal drugs during working hours shall also be prohibited. Both of the foregoing shall also apply to the hours immediately preceding their reporting to work.

14. **Scents:** All employees shall refrain from bringing strong scents into the workplace. All employees should be mindful of this fact and be aware they are representing the Township when they are on the job. They are asked to maintain a professional image and avoid coming to work with stronger scents such as perfumes or smoke.

14. **Discrimination:** All employees shall have the right to equal treatment in employment, without discrimination on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, age, record of offences, marital status, same sex partnership status, family status (being a parent and child relationship) and handicap. Please see Policy 1.2 Workplace Bullying and Harassment Prevention.

15. **Harassment:** All employees shall have the right of freedom from harassment in the workplace by the employer or agent of the employer or by another employee as outlined in



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the Human Rights Code. Harassment means engaging in a course of vexatious conduct that is known or ought reasonably to be known to be unwelcome. Please see Policy 1.2 Workplace Bullying and Harassment Prevention.

16. **Political Activity:** All employees shall refrain from direct involvement in a local government political campaign in the municipality where they are employed. Employees may be involved in provincial and federal campaigns as long as this involvement does not affect the objectivity with which they must discharge their duties.
17. **Media Relations:** Relations with the media (subject to the provisions of the Council Code of Conduct) shall only be conducted by senior Municipal staff (Chief Administrative Officer, Clerk/Planning Coordinator, Treasurer, Manager of Public Works, Manager of Emergency Services/Fire Chief, Library CEO, and Manager of Recreation Facilities), and information provided shall be factual and objective relating to policies adopted and/or directions given by Council or CAO. Employees must refrain from putting forth speculative or subjective insights or expressing their own opinions as being that of the municipality. If there is any doubt about the content of information requested by the media, said employee shall consult the CAO prior to any contact with the media.
18. **Corrective Action:** Any employee who fails to abide by any or all of these rules of conduct for the Municipality may be subject to corrective action as determined by the employee's Manager after consultation with the CAO for the Municipality. Please see policy 2.2 Corrective Action.
19. **Smoking and Vaping:** As required under the Smoke-Free Ontario Act, smoking and vaping are prohibited in all portions of Township property that fall under the definition of "enclosed



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workplace” including inside buildings and work vehicles. No person shall smoke/vape in any enclosed public place or enclosed workplace. Ashtrays or any items that are serving as an ashtray are prohibited inside all enclosed workplaces. Visitors, contractors, customers, or other members of the public must comply. The ban on smoking in an enclosed workplace is in effect at all times, even after hours, when people are not working or when staff are not present.