

RESOLUTION NO. 97-004

A RESOLUTION ADOPTING A POLICY ESTABLISHING
GUIDELINES FOR APPROPRIATE CONDUCT FOR CITY
EMPLOYEES

WHEREAS, experts in personnel law are recommending employers establish a broad "workplace conduct" policy to provide employers maximum flexibility to set behavioral, as well as, other performance standards for employees and to apply corrective action as it sees fit, in an effort to mitigate the potential for incidents of violence in the workplace, and minimize the risk of claims against the City for inappropriate behavior by City employees; and

WHEREAS, City staff has prepared a proposed "workplace conduct" policy, a copy of which is attached to this Resolution as Exhibit "A; and

WHEREAS, the City Council has reviewed the proposed policy and believes adoption of such a policy is in the best interests of the citizens of The Dalles; NOW, THEREFORE,

BE IT RESOLVED BY THE CITY COUNCIL AS FOLLOWS:

Section 1. Policy Adopted. The policy establishing guidelines for appropriate conduct for City employees, as set forth in Exhibit "A", is hereby approved and adopted.

PASSED AND ADOPTED THIS 27TH DAY OF JANUARY, 1997.

Voting Yes, Councilmembers: Van Cleave, McFadden, Davis, Gosiak
Voting No, Councilmembers: None
Absent, Councilmembers: Hill
Abstaining, Councilmembers: None

AND APPROVED BY THE MAYOR THIS 27TH DAY OF JANUARY, 1997.

Attest:



David R. Beckley
David R. Beckley, Mayor

Julie Krueger
Julie Krueger, CMC, City Clerk

GUIDELINES FOR APPROPRIATE CONDUCT

All employees, including employees under contract to provide services on behalf of the City, are expected to follow acceptable business and professional principles in the way they work, to accept responsibility for the appropriateness of their own conduct, and to show personal and professional integrity at all times. It is impossible to list all forms of conduct that might be considered inappropriate. Certain behaviors (such as theft, fighting, insubordination, falsification of records, bribery, or threats of violence) are clearly unacceptable at any time in any business. Other conduct (such as failure to cooperate with other employees, harassing or intimidating others, or rudeness to co-workers, customers, suppliers, or vendors), while often more subtle, is equally inappropriate.

The City expects all employees to observe high standards of professionalism at all times, to comply with all laws applicable to City business, and to treat others (customers, suppliers, vendors, co-workers, and others with whom we do business) with dignity and respect. City employees are not required to submit to verbal abuse/cursing or any threatening behavior. If the behavior of a customer, vendor, or other person approaches an intolerable or unacceptable level, the employee should withdraw from the situation and report the incident to a supervisor, department head, or the City Manager. Employees shall not respond in kind to such behavior.

Upon receiving a complaint, the City will promptly investigate the matter to determine relevant facts and circumstances. Information about any complaint will be treated as confidentially as possible, consistent with proper investigation and responsive action. Generally, this means information will be shared only on a need-to-know basis.

Based upon the investigation, the City will take immediate and appropriate corrective action. In determining the appropriate corrective action, the City will consider all of the circumstances, including the nature of the complaint and the context in which the events occurred. In the case where an employee is the accused offender, and there is insufficient evidence to support the allegations, no record will be made of the allegations in the employee's personnel records. If evidence exists to support the allegations, appropriate disciplinary action will be taken against the employee and be included in the employee's personnel record. If the offender is not an employee, disciplinary action is not possible; however, appropriate remedial action will be taken as practicable given the offender's relationship to the City. Additionally, appropriate relief and follow-up will be provided for the complaining employee.

The complainant, alleged offender, and any directly involved persons will be informed when a final decision is made on a complaint. The information will include whether the City found substantial evidence to support or not support the complaint, and if the former, that some remedial action has been taken. The exact nature of the remedial action taken will generally not be disclosed to the complainant or the alleged victim(s) if other than the complainant. Persons who lodge good faith complaints or who participate in a City investigation will not be retaliated against or otherwise treated adversely relating to the reporting of the situation or participation in an investigation.

Unsatisfactory performance, work habits, attitude, conduct, or demeanor; violation of City policies, practices, procedures, or guidelines; or other behavior or conduct considered inappropriate by the City may result in performance management or disciplinary measures up to and including termination of employment with the City.