



TOWN OF TRURO

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POLICY MEMORANDUM #54

Date: October 28, 2014; January 13, 2015 Revised; February 10, 2015 Revised; rev 9/13/2022

** This policy was revised at the September 13, 2022 Select Board meeting solely to reflect the titles used in the Town Charter for the Town Manager and Select Board and to modify language to be gender neutral. No changes were made to the content of the Policy at that meeting.*

Subject: Standards of Professional Conduct

Preamble

The Town of Truro municipal government desires to set a standard of the highest professionalism, civility and respect for employees, volunteers, residents and visitors through personal interactions and any other methods of communication. Additionally, as the controlling governmental body of the Town of Truro, the Select Board shall model this behavior for the Town. Additionally, the Board shall reinforce and utilize the proper reporting chain (Chain of Command) when dealing with Town employees and processing complaints.¹

Accordingly, no employee, member of a Board, Commission or Committee, or any other person engaged by the Town of Truro, shall enter into any oral discussions or other form of communication by any means without employing the highest standards of personal integrity, truthfulness, honesty, civility and fairness in carrying out his or her public duties. Failure to do so is a violation of this policy.

1. DEFINITIONS:

Civility- Respect and civility, from all employees, volunteers, those representing the Town, and those in attendance at any Town function, shall be maintained at all times, including and especially during public meetings. Public meetings are to be free from disrespect, creating a public embarrassment, and/or personal attacks on any person whether present or absent from the proceedings. Town Officials and employees, as well as the public, shall be free to express their ideas-- as is their right-- without the threat of harassment and/or intimidation. All persons, as mentioned, shall not be verbally or physically accosted for any reason, at any time. While disagreements about issues are acceptable, becoming

¹ It is understood that due to circumstances beyond the norm and the critical nature of their positions, Police and Fire Department personnel, will act under the guidelines of Truro Police Department & Fire Department Rules and Regulations.

disagreeable is not.

Integrity -No promises or commitments that cannot be reasonably and lawfully fulfilled shall be made by any party working for or representing the Town of Truro. Appropriate social, ethical, and organizational norms in all Town related activities shall be maintained at all times. Acting with integrity includes a commitment to honesty, truthfulness, fairness, follow-through and completing tasks and duties to the highest standard possible.

Respect: All persons shall be treated in a fair and equitable manner, without exception. No employee, member of any board, commission or committee, or person representing the Town of Truro, shall at any time for any reason raise his/her voice, demean, or purposefully embarrass any person in any Town building, on any Town property, or at any meeting, presentation, or event or similar, sponsored by the Town. It is expected that any person doing business in Town buildings or at a Town event shall be similarly respectful to all others in attendance and those responsible for the event.

Ethics: The highest standards of professional behavior and compliance with all Commonwealth of Massachusetts and Ethics Commission laws, regulations, and policies under which we operate as a Town, shall be maintained at all times.

Communications: All parties mentioned above shall strive to be open, consistent, truthful, and respectful in all communications-written and verbal- as this is vital for reflective and sound decision-making for our community. There will also be a commitment to confidentiality of privileged communication that occurs in Executive Sessions and/or involves matters related to personnel, collective bargaining and threatened, pending or ongoing litigation.

Teamwork: The Town, including all Departments, Boards, Commissions and Committees, shall promote an atmosphere of teamwork and mutual respect to achieve organizational goals, recognizing at all times that unity of purpose and effort leads to productivity and greater accomplishments for our Town.

2. ENFORCEMENT:

While it is expected that everyone will abide by the code of conduct and remind colleagues and peers of their obligations, it is the responsibility of Committee, Commission and Board Chairs as well as the Town Manager and Department Heads to enforce the code of conduct. Violations will not be tolerated and may result in disciplinary action.

3. REPORTING CHAIN:

Chief of Police and the Fire Chief: Both Chiefs report directly to the Select Board. Although general dialog and information sharing is encouraged, to foster the best possible communication and management of expectations, anyone making a formal request of either the Police Chief or Fire Chief must direct that request through the Selectmen's designated liaison to the particular Chief. Except when it would be impractical to do so, such requests should be discussed by the full Board of Selectmen prior to communicating the request to the particular Chief.

Library Director: Reports to the Board of Library Trustees who are responsible for assigning tasks to the Director.

All other Department Heads: Report directly to the Town Manager. If a member of the Select Board wishes to task a Department Head, said tasking shall only come from the Town Manager.

Board and Committee Chairs: Report directly to their appointing authority through the official liaison designated by the appointing authority.

4. COMPLAINTS AGAINST A TOWN EMPLOYEE:

Members of the Select Board shall not circumvent the reporting chain for any complaint received from the public or an employee. The Board of Selectmen and Department Heads shall be mindful of contractual obligations, employment rights, and the personnel by-law.

Adopted by the Board of Selectmen October 28, 2014



Kristen Reed, Chair



Robert Weinstein, Vice-Chair



John Dundas, Clerk



Susan Areson



Stephanie Rein
Truro Select Board