



CITY OF WEST KELOWNA

COUNCIL POLICY MANUAL

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Approval Date:

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| SECTION: | GENERAL ADMINISTRATION |
| SUBJECT: | CODE OF CONDUCT |

SCOPE:

This policy applies to the City of West Kelowna Council and all persons appointed as members of Boards, Committees, Commissions, Panels, Task Forces and other bodies by the City of West Kelowna Council (hereby collectively referred to as “Members”).

MANDATE:

The City of West Kelowna is an open, fair, ethical, and accountable local government, where Members will conduct oneself with principles such as integrity, accountability, respect, leadership and collaboration in a way to provide good governance to our community.

Members must:

- adhere to the key values of the foundational principles of responsible conduct identified within this policy and comply with all applicable federal, provincial, and local laws in the performance of their public duties;
- perform their duties and responsibilities in a fair, open and honest manner. Members shall refrain from abusive conduct, personal charges or verbal attacks upon the character or motives of other Members, staff or the public;
- perform their duties in accordance with the policies and procedures and rules of order established by the City governing the deliberation of public policy issues, meaningful involvement of the public and implementation of policy decisions of the City by staff;
- not use City resources not available to the public in general, such as staff time, equipment, supplies or facilities, for private gain or personal purposes; and
- treat other members, the public and City staff with respect and shall be supportive of the personal dignity, self-esteem and well-being of those with whom they come in contact with during the course of their professional duties.

FRAMEWORK:

To achieve this goal, responsible conduct is founded on four foundational principles that provide a basis for how Members fulfill roles, responsibilities, and relationships with one another, staff and with the public.

The four foundational principles will guide acceptable behaviours to assist with providing good governance and decision making.

Members will follow these foundational principles:

- a) **Integrity** is conduct and behaviour that upholds public interest and promotes confidence with the public with our local government actions, behaviours and decision making.

Therefore, Members, must:

- conduct oneself honestly and ethically,
- be open and truthful,
- protect confidentiality where necessary,
- behave in a manner that promotes public confidence,
- make decisions based on the best interest of the community,
- follow through on their commitments in a timely manner, and
- demonstrate actions to be consistent.

- b) **Respect** is conduct and behaviour that creates an environment of trust by demonstrating due regards, deference, and consideration for the perspectives, values, and rights of others.

Therefore, Members, must:

- value the perspectives and rights of others,
- respect processes,
- respect each other and staff,
- listen courteously and attentively during deliberations,
- treat others with dignity, understanding and respect,
- be sensitive to how their choice of words, tone, conduct and behaviour can be perceived by others as offensive, rude, derogatory, disrespectful, discriminatory, harassing, bullying, combative, insulting or otherwise hurtful, and
- recognize and value distinct roles and responsibilities.

- c) **Accountability** is conduct and behaviour that demonstrates the willingness to accept responsibility for one's conduct, behaviours, actions, and decisions.

Therefore, Members must:

- accept responsibility or account for one's actions,
- be transparent about how duties are carried out,
- ensure information and decision-making processes are accessible and protect confidentially where necessary,
- correct errors in a timely, transparent, and reasonable manner,
- listen to opinions and needs of others, and
- act in accordance with the law, legislation, bylaws, and policies.

- d) **Leadership and Collaboration** is conduct and behaviour that demonstrates the ability to lead, guide, actively listen, and positively influence others, while encouraging people to come together to meet around a common goal or objective, or to resolve conflict through collective means and efforts.

Therefore, Members, must:

- lead, listen and positively influence others,
- demonstrate behaviours that builds public confidence and trust in our local government,
- educate on harmful impacts of discriminatory conduct,
- create space for open expression,
- take responsibility for own actions,
- advocate for shared decision-making and actively work together to achieve common goals,
- foster positive working relationships, and
- adhere to the foundational principles of responsible conduct.