



Mississippi
Mills

Municipality of Mississippi Mills Code of Conduct

The Code of Conduct outlines the values and behavioral expectations that guide how Municipal Representatives and members of the public engage with each other ensuring a respectful, inclusive, safe, and professional environment for all.

The Municipality of Mississippi Mills expects that everyone, employees, elected officials, volunteers, contractors, and members of the public to uphold these core values:

RESPECT	R esponsibility - Be accountable to yourself, others and your community
	E thics - Act with honesty and integrity
	S afety - Foster environments that are physically and psychologically safe
	P rofessionalism - Maintain a constructive and respectful attitude
	E quality - Treat everyone fairly and inclusively
	C ompliance - Follow policies, laws and ethical principles
	T eamwork - Work together towards common goals

We will...

Treat all members of the public with dignity, courtesy and empathy

Promote a safe, inclusive environment that is free from harassment

Communicate factual and accurate information clearly, patiently and without judgment

Take ownership of service delivery and our commitments

Address concerns in a respectful, timely and effective manner

Be honest, transparent, act fairly and without favouritism or bias

Be positive, professional, and solutions focused in all situations

Continuously seek ways to improve our services and public experience

Actively listen and acknowledge diverse perspectives and lived experiences

Visitors will...

Treat all municipal representatives with courtesy and respect

Support a welcoming and inclusive environment for all individuals in municipal spaces or where municipal work is taking place

Communicate concerns or feedback calmly, constructively and in a non-confrontational manner

Acknowledge that municipal representatives are performing their duties in accordance with municipal policies, procedures and legislative requirements

Allow municipal representatives a reasonable amount of time to respond to inquiries or resolve issues

Understand that disrespectful or threatening behaviour will not be tolerated and may result in services being limited

Engage with services and programs in a manner that upholds our community values

Respect municipal property, follow posted rules and regulations

To protect the privacy of municipal representatives, patrons and the public, recordings (video or audio) of municipal representatives is not permitted in restricted or employee only areas. In public areas, casual recording is permitted provided it does not interfere with operations, violate privacy, or constitute harassment.

The Municipality of Mississippi Mills strongly discourages recording municipal representatives for the purpose of posting on social media to shame, harass, or exploit individuals. Such behaviour is harmful, disrespectful, and may breach privacy or legal standards.

Municipal representatives reserve the right to request that recording cease if it becomes disruptive, inappropriate, or violates these guidelines. The Municipality of Mississippi Mills encourages all concerns to be directed through proper channels to ensure they are handled respectfully and constructively by contacting the Municipality at 613-256-2064.