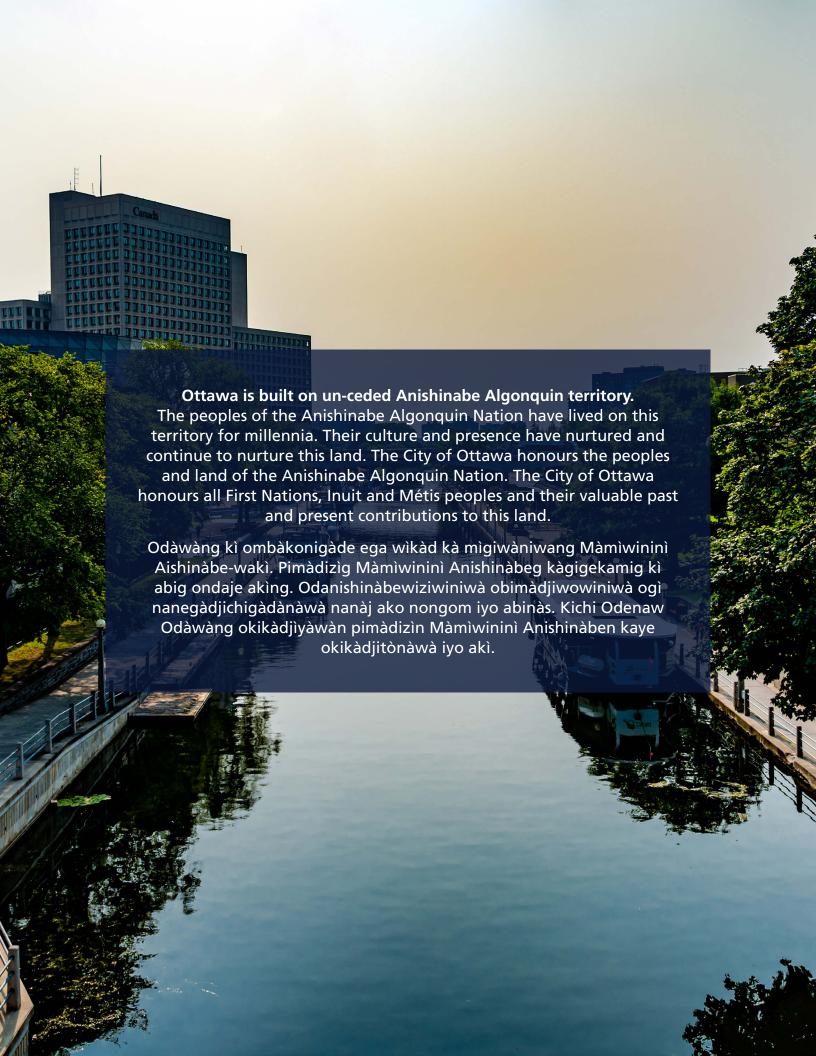


Our City Our Shared Values Our Code of Conduct

The City of Ottawa is an organization with integrity that is accountable, transparent, inclusive, respectful, impartial and dedicated to serving the public.



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A message from the City Manager Wendy Stephanson

As municipal public servants, our role is to come together as a City-wide team to deliver quality programs and excellent service to our community and each other. Residents count on each one of us to do our part to make Ottawa a prosperous, sustainable, inclusive and resilient city.

Our reputation as an organization is built on our professionalism and relies on us preserving the public's trust and confidence. We have a responsibility to our residents to demonstrate that we are committed to working to the highest standards of integrity and ethical conduct.

Our shared values and the Employee Code of Conduct act as guideposts that influence our decisions and behaviours, including how we conduct ourselves in the workplace and work together to serve the community. They tell the public what they can expect from us—and what we can expect from each other.

This edition of the Code includes updated shared values, that have been selected following extensive engagement with staff. Our shared values are demonstrated in every aspect of how we think, act and relate as City of Ottawa employees. They reflect what is important in our organization and help to create shared meaning, identity and purpose.

City employees are compassionate, dedicated and driven to make a meaningful difference in the community, and I am incredibly proud to lead such a committed team. Thank you for your ongoing dedication to the City of Ottawa and the residents we serve.

Wendy Stephanson (she/her/elle)
City Manager

Our Code of Conduct

Our Shared Values

As City employees, we are proud to foster and create an organization with integrity that is accountable, transparent, inclusive, respectful, impartial and dedicated to serving the public.



Integrity is the foundation of public service. Public service is a public trust. A public service that does not demonstrate integrity will not gain the public's trust. This means we must live by our shared values in all we do for the City.

The Employee Code of Conduct (hereafter 'the Code of Conduct' or 'the Code') reflects the shared values that we hold as public servants for the City of Ottawa: the values that preserve the integrity of our municipal government.

Why is it important to have a Code of Conduct?

This Code sets out the values and principles we apply at the City every day. Our reputation depends on each of us living by our shared values with each interaction, every day. This fosters a more positive and safer workplace, generates pride in our work and helps us deliver excellent service to residents.

This Code guides us on what behaviours City Council and our residents expect from us, and what we expect from each other. City employees have, and should be seen to have, the highest standards of ethical behaviour – anything less undermines our integrity, our effectiveness and ultimately our reputation.

The Code applies to all of us

The Code applies to all employees of the City of Ottawa. For more information, refer to the <u>Frequently Asked Questions</u> SharePoint page.

Nothing in this Code is meant to conflict with the City's obligations to its employees under its various collective agreements or employment contracts. Similarly, some employees (including doctors, nurses, engineers, lawyers and accountants) may have professional obligations and should seek clarification from both their leader and their professional associations in the case of a perceived conflict.

Making the right choices every day

Integrity is about acting the right way and making decisions that align with our shared values, every day. Sometimes we know something is wrong: it just feels wrong. Other times, it can be hard to tell if something goes against our shared values, the Code or a policy. It is in these moments that we need to pause and reflect before we act.

This Code of Conduct does not answer every question that is going to come up. Rather, it is designed to promote ethical decision-making and behaviour, to make us think about how values and ethics can guide us in the way we do our jobs and to reinforce expectations. You can use the following flowchart for a quick 'gut' check if you are unsure about what to do.

- Poes it comply with the Code, our City policies and the letter and spirit of any applicable law(s) or regulation(s)?
- ? Am I acting in line with all our shared values?
- **?** Will my actions or decisions do good rather than cause unintentional harm?
- Am I putting the City's, my colleagues' and the public interest before my own?
- Would I make the same decision if the Auditor General, the public or the media were watching me?
 - If you answer 'no', 'unsure' or 'maybe' for **any** question, you should **NOT** proceed and seek guidance.
 - Remember you're not alone in this and can ask for help. If you have a question or are looking for guidance, ask your leader, the Office of the City Solicitor or ethics-ethique@ottawa.ca. Ask until you get an answer.

Accountable "We are responsible for our actions"

Why is being accountable important?

Our primary commitment is to Ottawa residents. The public interest must come first in everything we do. We each have a responsibility to do this by demonstrating the highest standards of ethical behaviour in our work and living by our shared values every day. Our individual actions impact our colleagues, workplace and residents. When we demonstrate our shared values together, we build an organization that has the trust and confidence of the public and that people can be proud to work for.

Senior Leadership's commitment

As the City of Ottawa's Senior Leadership Team, we are accountable for fostering an organization that reflects our shared values and to exemplify them. We are also responsible for ensuring that all City employees, including ourselves, follow and are held accountable under the City's policies, procedures and programs. We have a responsibility to ensure all employees feel comfortable to voice their concerns. It is our duty to provide our best objective, nonpartisan, professional advice, to implement Council's decisions, in keeping with the terms of any delegation of authority and carry out other duties required under the Municipal Act, 2001, the City of Ottawa Act, 1999, or any other Act or regulation.



People leaders or leaders, such as managers or supervisors, play a critical role in shaping the City's work environment, and with that comes a heightened level of responsibility. Taking initiative, ownership and responsibility for our actions and living by our shared values is critical to earn the trust and confidence of residents and build an inclusive and respectful workplace.

As leaders, this is what we do

- Model our Shared Values and the behaviours we want to see in our teams.
- Help our team understand and recognize how the Code and our Shared Values apply to their daily work.
- Ensure our team members are trained on the Code of Conduct.
- Create an atmosphere where demonstrating our Shared Values is viewed as important to our work, performance and success.
- Create an environment of trust and psychological safety where team members are comfortable sharing their questions and concerns.
- Address potential concerns, risks and breaches of the Code of Conduct, responding promptly to issues that arise.

As employees, this is what we do

- Know the Code, comply with its principles and with City policies and all applicable laws and regulations.
- Recognize that City Council is the elected voice of the citizens of the City of Ottawa and implement Council's decisions to the best of our abilities.
- Understand and act within the terms of any delegated authority.
- Cooperate fully with investigations into alleged wrongdoing and other options or processes for addressing concerns.
- Seek guidance about the Code from our leader or the Office of the City Solicitor.
- Report breaches of the Code of Conduct and City policy, immediately to our leader, General Manager, the Office of the City Solicitor or the Office of the Auditor General, whether the breaches are committed by ourselves, a colleague or a leader.
- Understand that breaches of the Code must be addressed, which may involve discipline, up to and including termination.

Resources

For more information see the following policies and resources:

- Accountability and Transparency Policy
- Delegation of Authority By-Law
- <u>Delegation of Powers Policy</u>
- <u>Discipline Policy</u>

Reporting concerns

If something does not seem right, safe or appropriate, there are options for reporting concerns and breaches. Speaking up takes courage, and voicing our concerns demonstrates our commitment to the City, our shared values and fostering a workplace where all employees feel they are treated with dignity and respect.

If you become aware of a violation of this Code of Conduct or another City policy, you need to report the matter immediately to your leader.

If you feel you are unable to report your concern or a violation or breach to your leader, you can contact your General Manager or the Office of the City Solicitor.

You can also contact the <u>Office of the Auditor</u> <u>General</u> using the <u>Fraud and Waste Hotline</u>, especially for breaches of the Fraud and Waste Policy.

For incidents regarding workplace violence and harassment, you can contact the Workplace Violence and Harassment Unit in Human Resources.

We do not

 Retaliate against anyone who has come forward with a complaint, any witnesses to complaints or anyone who participates in an investigation.

Reporting and retaliation protection

No employee will be disciplined for making a report in good faith about a violation of the Employee Code of Conduct or another City policy, nor will the City tolerate any retaliation against an employee who has made such a complaint or participated in an investigation. However, an employee making false accusations will be disciplined.

Resources

For more information see the following policies and resources:

- Fraud and Waste Policy and Fraud and Waste Investigation Procedures
- Overcoming barriers to speaking up SharePoint page
- Workplace, Violence and Harassment SharePoint page

The Employee Assistance Program (EAP) offers professional, bilingual counselling, assessment and referral services for life, health and work-related concerns. EAP is available 24/7 – 365 days per year. Participation is voluntary, confidential and personal. More information about EAP is available in the <u>EAP FAQ</u>.

Transparent "We are honest and open"

What does it mean to be transparent?

As public servants we are accountable for what we do, which is ensured by being transparent. We must be truthful in dealing with our colleagues, leaders, the public and City Council. We owe it to the public, and to ourselves, to do our jobs well, and to be open and honest about what we do.

What we do

- Abide by the laws and City policies that apply to the creation and retention of records and freedom of information.
- Act in a truthful and open manner with each other, our leaders, City Council and the public.
- Document our important decisions and keep records of them.
- Provide full written disclosure when offering information.
- Know our responsibilities under the Lobbyist Registry By-law and advise lobbyists of their obligation to report lobbying in the City's Lobbyist Registry.

We do not

 Leave out, mislead, alter or hide records or information required by our colleagues, leaders, other teams or City Council to carry out their duties.

Resources

For more information see the following key policies, legislation and resources:

- Access to Information and Privacy SharePoint site
- Privacy Policy
- Records Management Policy and Records Management Procedures
- Routine Disclosure and Active Dissemination Policy
- Lobbyist Registry
- Municipal Freedom of Information and Protection of Privacy Act

You can also view Contacts for additional resources and information.



Inclusive

"We embrace differences, working together to create a City for everybody"

What does it mean to be inclusive?

The City is committed to creating a diverse, equitable, accessible and inclusive workplace that reflects the population we serve and culture where everybody is treated with dignity and respect, fostering a sense of belonging. The City is committed to addressing systemic barriers to equity and inclusion.

As employees, we recognize the rich diversity of Ottawa's residents and the people who work for the City and access its services. We challenge ourselves to identify our own biases and systemic barriers to equity and inclusion. This requires collective effort and ongoing collaboration with our colleagues, partners and residents from varied backgrounds to ensure their perspectives are heard. This works to create a representative, equitable and inclusive City that instills public confidence that a diversity of minds, experiences and perspectives shape how our decisions, operations and services meet the needs of residents.

What we do

- Recognize and value the diversity of Ottawa's residents and our own workplace.
- Recognize that our colleagues and the residents we serve have unique backgrounds, communication styles and perspectives, and treat them with dignity.
- Are aware of our own biases, assumptions, attitudes and perceptions when interacting with colleagues, clients and residents.
- Recognize that discrimination exists and impacts our colleagues, work environment, clients and residents.
- Consider the varied perspectives that our diverse workforce and residents hold to better understand how our actions and decisions impact their experiences and needs.
- Ensure our conduct supports an equitable and inclusive workplace, where everyone is treated respectfully, feels safe and free to fully engage and be themselves.

We do not

 Behave or act in a discriminatory manner based on a person's or group's prohibited grounds such as race, sex, sexual orientation, gender identity, gender expression, disability, etc. as per the Ontario Human Rights Code or Canadian Human Rights Act.



Resources

For more information see the following policies and resources:

- Accessibility Policy
- Affinity Groups SharePoint page
- Anti-Racism Strategy
- **Equity and Diversity Policy**
- Equity and Inclusion Lens Guide
- <u>Indigenous Relations and Reconciliation SharePoint page</u>
- Women and Gender Equity Strategy
- <u>Understanding Inclusive Communication (UIC) Guide</u>

You can also view Contacts for additional resources and information.

Respectful "We tre

"We treat everybody with dignity and compassion"

Why is being respectful important?

Respectful behaviour is the foundation for a productive and thriving workplace. The City is committed to providing a physically and psychologically safe, healthy and respectful workplace by fostering an atmosphere of civility and accountability at the individual, leadership and organizational levels.

Our individual and collective behaviours and actions influence and define our workplace culture and the City's reputation. We all share a responsibility to prevent and respond to incidents, risks and concerns that impact our work environment. We have an obligation to help build pride at the City, and to respect the dignity of our colleagues and the public.

What we do

- Are honest, polite, and courteous when we deal with people, whether they are members of the public, City Council or our colleagues.
- Foster an atmosphere of collegiality and civility, supporting our colleagues in their work, regardless of our personal opinions.
- Conduct ourselves in a way that supports a work environment that is psychologically and physically healthy, safe, and free from bullying, violence and harassment.
- Are aware of how our actions and words may impact and make others feel.
- Use tools, equipment, personal protective equipment, and other resources safely, following the proper procedures.
- Let our leaders know if we see something unsafe, harmful or violent in the workplace.

We do not

- Harass, bully, intimidate or behave in a violent manner towards our colleagues, leaders, clients or members of the public and others. The City has absolutely no tolerance for this kind of behaviour.
- Make comments that disparage or harm the reputation of the City, Council or our colleagues.
- Access, distribute or display inappropriate material (including discriminatory, abusive, defamatory or obscene material) regardless of the forum or format.



Resources

For more information see the following policies and resources:

- Alcohol and Drugs in the Workplace Policy
- Council-Staff Relations Policy
- Fitness for Work Procedures
- Occupational Health and Safety Policy
- <u>Public Conduct Policy</u>
- Workplace Violence and Harassment Policy
- Wellness SharePoint site

You can also view Contacts for additional resources and information.

mpartia "We are unbiased in our actions and decisions"

Why is being impartial important?

As public servants, we must do our jobs with the City of Ottawa's best interests in mind—without bias, favour and without allowing our personal interests to conflict with our work duties

We provide professional and candid advice to colleagues and leadership, as well as giving impartial advice to Council on the municipality's policies and programs. The public has an interest in ensuring that City of Ottawa employees are committed to carrying out the will and decisions

of City Council, and that public servants are, and are seen to be, impartial in carrying out their duties.

While the City encourages employees to become involved in their community, given the need to uphold the neutrality of the public service, we consider how our public comments and outside activities may interfere with our ability to do our jobs and affect the public's confidence in and perception of the City.

What we do

- Make work decisions objectively, without consideration of our personal interests (such as family and anyone we have a personal relationship with). This includes decisions about the people we employ.
- Comply with the City's procurement by-laws and policies when buying goods or services.
- Ensure that our outside activities, whatever they are, do not conflict with our City job and responsibilities.
- Remove ourselves from decisions that might affect, or might be seen to affect, the interests of other groups or organizations that we participate in.
- Be aware that we have obligations during municipal, provincial and federal elections, including the need to separate any personal activities from our City job and responsibilities.

- Seek advice from the City Clerk about any requirements to obtain a leave of absence if we want to run for elected office, even if it is outside the City or with another level of government, board or committee.
- Distinguish between our personal comments or opinions and our job with the City.
- Let our managers know immediately, in writing, and seek guidance from them when there may be an actual or perceived conflict between our interests and those of the City.
- Proactively seek guidance from our leaders when we think there might be a conflict between our interests and our jobs.
- Understand that, over time, circumstances can change, and we may need to disclose again to our leaders any new information or updates to ongoing conflicts of interest. The obligation to disclose is a continuing one.

We do not

- Participate in decisions that benefit ourselves, our family or those with whom we have a personal relationship with.
- Give preferential treatment to family members or anyone we have a personal relationship with on performance or employment matters.
- Supervise members of our family or make decisions that affect their employment.
- Accept or solicit gifts, hospitality or entertainment from individuals and organizations that
 do, or want to do business with the City or whose operations are impacted by City work or
 decisions.
- Take on other work that:
 - + Conflicts with our City hours of work
 - + Interferes with the efficient performance of our duties
 - + Competes with City services
 - + Creates a real or perceived conflict of interest with our City duties
- Claim to speak on behalf of the City unless we have been authorized to do so.
- Make personal comments that imply a connection between our personal interests or opinions and the City, regardless of the format or forum (e.g. on City letterhead, using City email or in a virtual space such as blogs, websites, social media, etc.).

Resources

For more information see the following policies and resources:

- <u>Election-Related Resources Policy</u> and <u>Election-Related</u> Blackout Period Procedures
- Employment of Family Members Policy
- Procurement By-law
- Employee Conflict of Interest Disclosure Procedures
- Gifts and Hospitality Guideline
- Personal Use of Social Media Guideline

You can view the <u>Frequently Asked Questions</u> for a quick "how-to" on certain situations. You can also view Contacts for additional resources and information.

Conflict of Interest

Why is this important?

Public confidence and trust in the City can only exist if we, as City employees, are known to be acting in the public interest, rather than pursuing our own interests. That is why it's necessary to address conflicts between our personal interests and our City job duties. It is also our shared responsibility to prevent situations where the perception of a conflict of interest exists.

Actual, perceived and potential conflict of interest

All of us have personal interests of some kind in our capacity as private citizens. It is important that we identify, disclose, and seek to prevent conflicts between our personal interests and City job duties, whenever they arise. When there are, or might be, situations where our ability to perform our job duties in an impartial manner is compromised by a conflict of interest, we let our **leader know in writing** and mitigate or resolve the conflict (e.g. removing ourselves from a decision-making process).

The need for disclosure and removal from the decision-making process applies to our financial interests, and includes any personal benefit, or any benefit to our family or those we have a personal relationship with.

We are mindful that there are situations where it might look, appear, be seen as or perceived by someone else that we have conflicting interests, even if we are not directly benefiting. It is also just as important to disclose conflicts or situations where we reasonably might have a conflict in the future.



Ask this question: Would someone who knew all of the details of the situation think there might be a conflict of interest?

If the answer is "yes", then we declare the situation in writing to our leader immediately.

After an actual, perceived or potential conflict of interest has been disclosed, we ensure that it is appropriately **mitigated or resolved**, as soon as possible, in favour of the public interest and **avoid** any involvement in the matter. Disclosure is also important so that others know not to involve us as well.

Dedicated to serving the public

"We are committed to delivering services that benefit all residents"

What does it mean to be dedicated to serving the public?

As a municipality, the City has an obligation to provide effective, efficient and timely services to its residents. As municipal public servants, we collaborate and are responsible for delivering programs and services that meet the needs and interests of all residents and the community at-large. Engaging in continuous learning and improvement is also essential to ensure that we meet the evolving needs of residents and the community. We owe the public nothing less than our full commitment and dedication.

We are also guardians of public funds and have access to various City assets and resources that we use in our jobs daily to deliver a wide range of important public services. This comes with an expectation to use them responsibly for our jobs and to safeguard the confidentiality and privacy of the information we have access to.

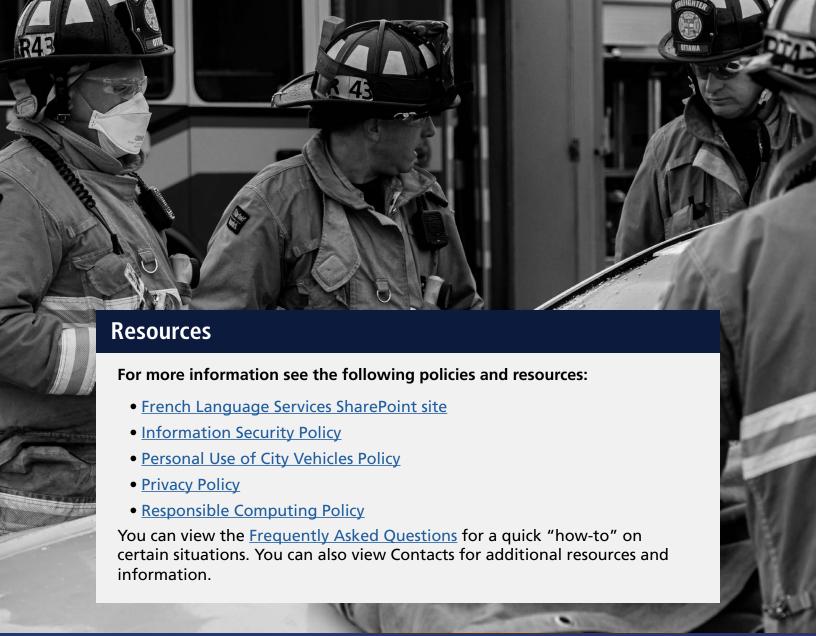
What we do

- Provide excellent, professional, responsive and accessible service every day, treating clients and residents with respect.
- Look for ways to use resources more efficiently and improve how we provide services to residents.
- Devote ourselves fully to our jobs during our working hours and do not allow our personal activities (e.g., reading a magazine, surfing the internet, on personal social media, etc.) to interfere with our work regardless of our location.
- Recognize that we are the public face of the City, so we ensure our actions do not affect the City's reputation.

- Safeguard City property and assets in our care (including cash, cheques, documents, inventories and equipment, and intellectual property), ensuring that it is properly secured and protected, wherever we are.
- Handle personal, personal health or confidential information appropriately, with care, and collect, use and disclose personal information in accordance with the Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA") and the Personal Health Information Protection Act ("PHIPA").
- Access and use the City's technology responsibly, ensuring that our actions protect its security and integrity.

We do not

- Allow unauthorized individuals to use City equipment and supplies.
- Act in a fraudulent manner.
- Use City property, assets and resources wastefully or for our own personal benefit and gain.



Contacts

City employees are encouraged to contact their direct leader (manager or supervisor) for questions, guidance and reporting concerns. Your leader has access to the tools and resources to address your question and guide you on the next steps.

If you do not feel comfortable or are unable to contact your direct manager or supervisor, you can notify your General Manager, the Office of the City Solicitor or the Office of the Auditor General. Employees can also contact their Union Representative.

The Employee Assistance Program (EAP) offers professional, bilingual counselling, assessment and referral services for life, health, and work-related concerns. EAP is available 24/7 – 365 days per year. Participation is voluntary, confidential and personal.

More information about EAP is available in the EAP FAQ

Additional Contacts and Resources	
The Office of the City Solicitor	+ Provides guidance and advice on conflict of interest, gifts and hospitality and personal use of social media.
	+ Responds to questions about the Employee Code of Conduct.
Workplace Safety and Compliance	+ <u>Workplace Violence and Harassment Unit</u> – for questions and complaints regarding workplace violence and harassment.
	+ Safety related concerns can be brought to the attention of your Health and Safety Committee after discussing with your supervisor or manager.
	+ Work Refusal Procedure (for Provincial regulated employees)
	+ Transit Services Work Refusals Standard Operating Procedure (for Federally regulated employees)
Human Resources Business Services and Human Resources Benefits and Wellness	+ Collaboratively provide governance, guidance and advice on a range of topics through Disability Management, Workplace Safety and Insurance (i.e. WSIB), Wellness and Accommodations.
Gender and Race Equity, Inclusion, Indigenous Relations and Social Development Services	+ Provides support to employees and leaders as they resolve issues based on the prohibited grounds of discrimination, as well as create training and promote awareness about inclusivity, human rights and equity in the workplace and community.
Access to Information and Privacy	 + Provides guidance and advice on privacy, Routine Disclosure and Active Dissemination and freedom of information. + For reporting privacy breaches, in addition to your supervisor, manager or director.
Information Management	+ Provides guidance and advice regarding the management of information, document storage and retention.
The Office of the City Clerk	+ Provides guidance, advice and responds to questions about the Election-Related Resources Policy and Election-Related Blackout Period Procedures.
Corporate Accessibility Office	+ Provides advice and monitors matters of accessibility, disability and the Accessibility for Ontarians with Disabilities Act, 2005.
Information and Technology Services	 For questions about <u>BeSecure</u>, the <u>Responsible Computing Policy</u>, <u>Information Security Policy</u>, and other IT policies, procedures and standards. Provides guidance and support on matters related to City technology (including City issued devices and laptops).
Corporate Security	+ For questions about the <u>Protective Measures Program</u> and <u>Protective Measures Policy.</u>
Integrity Commissioner	+ Provides guidance and advice on and responds to complaints related to the Lobbyist Registry.
	+ For complaints and questions about the conduct of a Member of Council.

