

# Toronto Public Service Values

## Serve Council / Board well

- Conduct ourselves in a way that demonstrates respect for Council and/ or the Board and encourage Council's and/ or the Board's respect for Staff.
- Familiarize ourselves with Council's and/ or the Board goals and policies.
- Ensure that Council and/ or the Board receive frank, professional, timely and comprehensive advice on how its objectives can be achieved in ways which are legal, consistent with policies and in the public's interest.

## Serve the public well

- Acknowledge the uniqueness of a public servant's responsibility for the well-being of the City as a whole and carry out duties with the needs of local communities and broader city objectives in mind.
- Communicate with the public in a respectful, fair, open, efficient and constructive manner.
- Respect the diversity of public opinion.
- Display behaviour that generates public trust.

## Serve the public service well

- Commit to being a leader in the organization and to promote and exemplify behaviour consistent with the Public Service Values.
- Treat all others with respect, recognizing each others' rights, diversity and aspirations.

- Respect the role of unions and associations that represent staff.
- Foster an environment of mutual respect and trust across the organization by responding to internal communication and information sharing requests in a timely manner and soliciting feedback where possible.
- Constructively and respectfully resolve differences with each other.
- Are open to the ideas and concerns of others and recognize them as a source of innovation and improvement.
- Collaborate, respect and listen to staff from other programs and services to create innovative and effective ways to serve a great city.

## Use City property, services, and resources responsibly

- Are committed to looking for ways to improve City services by finding effective ways to use materials, resources and time.
- Treat the City's resources responsibly and with care.
- Do not use or permit use of city land, facilities, equipment, supplies, services or other resources for non-City business.
- Do not obtain financial gain from the use or sale of City developed intellectual property, computer programs, technical innovations or other items capable of being patented.

### **Apply judgement and discretion**

- Remain accountable for all our work. We can delegate responsibilities and authorities but not accountability.
- Ensure our decisions are transparent and based on available evidence.
- Make sure our decisions are inclusive by seeking the perspectives of people affected by our decisions.
- Exercise discretion in the course of making decisions while ensuring that judgement never results in discrimination or intentional negative consequences.
- Understand that the public may view any comment made as an official comment and therefore only comment if we have authority and follow the appropriate protocols and policies when commenting publicly.

### **Maintain political neutrality**

- Ensure our actions during and outside of work hours do not lead the public to question our professional neutrality.
- Recognize that it is Council's responsibility to decide how best to respond to the City's needs.
- Support Council's decisions.
- Ensure that our work with individual Councillors is consistent with approved Council policies.
- Do not lobby individual Councillors to make decisions for personal benefit.
- Ensure that business-related information is provided equally to all Members of Council. This does not preclude us from assisting individual Councillors in problem-solving or responding to requests for information.

### **Act with integrity**

- Perform our duties with honesty, always without expectation of favour or threat of reprisal.
- Perform our duties impartially, always placing public good before individual or self-interest.
- Honour and maintain the confidentiality of matters, documents and discussions classified or implied as being confidential.

### **Uphold Toronto's motto - Diversity Our Strength**

- Promote diversity as a key driver for City policies, programs and service delivery.
- Seek ways to incorporate Toronto's diverse populations in decision-making processes.
- Ensure that we meet the needs of Toronto's diverse population when designing and delivering policies, programs or services.
- Promote diversity as an integral part of Toronto's civic identity.