

# **Town of Needham**

## **Community Standards for Municipal Workplaces**

**We are** a community of residents, staff, patrons, and visitors committed to creating an environment of dignity and mutual respect in which every person feels welcomed, safe, and valued.

**We hold** that this environment is vital to the effective, efficient, and equitable operation of government on behalf of the Town of Needham and its residents.

**We agree** – as members of this community – to conduct ourselves in a manner that cultivates this environment through our words and actions at Town facilities, events, and worksites.

### **Together, we:**

- **Assume every person is acting in good faith and with good intentions**
- **Extend empathy to those facing a challenging situation or work task**
- **Speak in a respectful tone, at measured volume, and with appropriate language**
- **Display patience with others and respect the value of their time**
- **Show respect for all people, facilities, equipment, and property**
- **Refrain from violent, threatening, lewd, harassing, intimidating, hostile, or offensive behavior or words**

Should you feel another person is not upholding Community Standards, you may request to speak to a manager or supervisor at any time. This applies equally to residents, staff, patrons, and visitors.

Residents, patrons, or visitors who violate Community Standards may be asked to leave the Town facility, event, or workspace in which they are present. Repeated or egregious violations of the code of conduct may result in restricted access to Town facilities, events, services, or workspaces.

Staff who violate Community Standards may be subject to actions in accordance with relevant personnel policy.

**Thank you for playing your part in upholding our community values!**

If you have questions regarding the Community Standards, please contact the Office of the Town Manager at (781) 455-7500 or [otm@needhamma.gov](mailto:otm@needhamma.gov).