

**TWAIN HARTE COMMUNITY SERVICES DISTRICT**  
**Policy and Procedure Manual**

**POLICY TITLE:** Code of Ethics and Conduct  
**POLICY NUMBER:** 4030  
**ADOPTED:** September 17, 1996  
**AMENDED:** March 10, 2011  
**AMENDED:** March 12, 2015  
**AMENDED:** September 15, 2021

**4030.10** **Purpose**

The Board of Directors of the Twain Harte Community Services District is committed to providing excellence in legislative leadership to its constituents. This policy sets forth requirements for the Board of Directors to ensure that their service to the public and staff is conducted in a professional, reliable, responsible, and transparent manner.

**4030.20** **Practices and Values**

The Board of Directors shall be committed to the following practices and values:

1. At all times, conduct yourself with courtesy and respect toward other Directors, staff, agencies and members of the public.
2. Always consider the District's mission, vision, and values when evaluating and making decisions.
3. Act with independent judgment for the good of the District as a whole.
4. Focus on policy creation rather than policy implementation.
5. Maintain an open mind, looking to learn from others. Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions.
6. In meetings, be present and listen attentively to the public, staff and other Directors.
7. Always provide opportunity for all members of the public to take part in District decision-making.
8. Respect and follow the rules and procedure set forth in the Board Meeting Conduct Policy.

9. Once the Board of Directors makes a collective action, commit to supporting the decision even if you voted against it.
10. Understand that it takes a quorum to act on behalf of the District - no Director can act on behalf of the District by himself or herself.
11. Seek the knowledge, skills and information needed to improve decision-making:
  - A. Refer requests for information items to the appropriate department head or General Manager to obtain information needed to supplement, upgrade, or enhance their knowledge.
  - B. Refer requests for clarification of policy-related concerns, especially those involving personnel, legal action, land acquisition and development, finances, and programming directly to the General Manager.
  - C. Request attendance of applicable training courses by contacting the Board President and General Manager.
12. Report concerns and other important information to staff in a timely manner.
  - A. Report concerns related to safety or hazards directly to the General Manager or appropriate department head. Emergency situations should be dealt with immediately by seeking appropriate assistance.
  - B. Report community concerns to the General Manager or appropriate department head.
13. Respect the chain of command.
  - A. Direct all concerns regarding District operations and staff to the General Manager.
  - B. When presented with inquiries from District staff, direct such inquiries to the General Manager.
14. Respond to constituent requests in a courteous, professional, positive and timely manner; routing questions through the appropriate channels and to the responsible management personnel.

**4030.30 Annual Review**

The Board of Directors shall review this policy annually for the purposes of refresher training and self-evaluation.