

TWAIN HARTE COMMUNITY SERVICES DISTRICT
Policy and Procedure Manual

POLICY TITLE: Code of Ethics
POLICY NUMBER: 4030
ADOPTED: September 17, 1996
AMENDED: March 10, 2011
AMENDED: March 12, 2015

- 4030.10** The Board of Directors of the Twain Harte Community Services District is committed to providing excellence in legislative leadership to its constituents.
- 4030.20** The primary responsibility of the Board of Directors is the formulation and evaluation of policy, to establish and approve a balanced budget, and oversee the prudent expenditure of the community's tax dollars.
- 4030.30** Differing viewpoints are healthy in the decision-making process. Individuals have the right to disagree with ideas and opinions. Once the Board of Directors takes action, Directors should commit to supporting said action and not create barriers to the implementation of said action.
- 4030.40** Directors should practice the following procedures:
- 4030.41** In seeking clarification on informational items, Directors may directly approach department heads or General Manager to obtain information needed to supplement, upgrade, or enhance their knowledge to improve legislative decision-making.
 - 4030.42** In handling items related to safety, concerns for safety or hazards should be reported to the General Manager or department heads.. Emergency situations should be dealt with immediately by seeking appropriate assistance.
 - 4030.43** In presenting items for discussion at Board meetings, see Policy #5020.
 - 4030.44** In seeking clarification for policy-related concerns, especially those involving personnel, legal action, land acquisition and development, finances, and programming, said concerns should be referred directly to the Manager.

4030.45 When approached by District personnel concerning specific District policy, Directors should direct inquiries to the appropriate department head or General Manager. The chain of command should be followed.

4030.46 When responding to constituent requests and concerns, Directors should be courteous, responding to individuals in a positive manner and routing their question through appropriate channels and to responsible management personnel.

4030.50 Directors are responsible for monitoring the District's progress in attaining its goals and objectives.