

## **Coeur d'Alene City Council Standards and Norms**

1. I will maintain confidentiality on personnel and other matters that are discussed in Executive Session.
2. I will show respect to Department Heads.
3. We acknowledge the Department Heads are a team and we respect open communication between them.
4. If I have an issue with a Department Head, I will bring it to them first and then to the City Administrator.
5. The citizens are our customers and their problem is our opportunity.
6. I will make my decisions based upon what I believe to be in the best interest of the citizens of Coeur d'Alene.
7. I will search for the truth.
8. I will be a sounding board for guidance to my assigned Department Head consistent with the Council's vision as a whole.
9. I will be accountable.
10. I will learn from the past and will move forward.
11. I will look for solutions.
12. I will understand the basic job responsibilities of each Council member.
13. I will tell the truth.
14. I will listen with an open mind and make every effort to understand an issue before I come to a conclusion.
15. I will keep the other Council members and City Administrator informed.
16. I will respond to inquiries and requests in a timely manner.
17. I will take responsibility for my mistakes and apologize.

18. I will participate in and contribute to the council's goals, decisions, and progress while working toward consensus.
19. I will refer personnel concerns to the City Administrator and / or Mayor.
20. I will look first for errors in the process and content when problems arise.
21. I will make every reasonable effort to produce and evoke the respect and trust of each Council member.
22. I will acknowledge and support the City Administrator's authority to make decisions.
23. We will celebrate our successes by acknowledging those who made us successful.
24. I will value and contribute to the Council.

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Mayor Sandi Bloem

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Council President Dixie Reid

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Councilman Ron Edinger

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Councilman Deanna Goodlander

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Councilman Ben Wolfinger

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Councilman Woody McEvers

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Councilman A.J. "Al" Hassell

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Date Signed