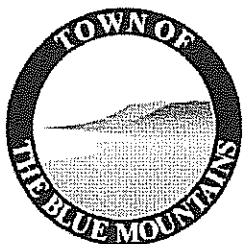


STAFF REPORT: Office of The Chief Administrative Officer

REPORT TO: Council
MEETING DATE: May 26, 2010
REPORT NO.: CAO.10.07
SUBJECT: Corporate Values
PREPARED BY: Paul Graham,
Chief Administrative Officer

A. Recommendation

THAT Council receive report CAO.10.07 entitled "Corporate Values" and;

THAT Council adopt the following as The Blue Mountains Corporate Values:

- Our People
- Trust
- Respect
- Excellence
- Integrity
- Accountability
- Stewardship

B. Background

Council is aware that for the past few years the Senior Management Team, and more recently other members of Staff, have been involved in a Leading Educating and Developing Program developed by The Weldon Cooper Center for Public Service at the University of Virginia. Recently, Mr. Tony Gardner visited the Town of The Blue Mountains and conducted a workshop with some 35 members of our Staff. During that visit to The Blue Mountains, Mr. Gardner made a presentation to Council outlining the basic elements of the University of Virginia's model for building high performance organizations.

In November of 2008, at one of our Town Hall Meetings, I delivered my vision for the Corporation in a presentation I entitled, "Dare to Dream".

The Dare to Dream statement speaks of being acknowledged as the best local government in Ontario; a preferred employer providing great service; an awesome place to work, all focused on a "Community Built to Last". We believe that we are a good organization at the present time, working to continuously improve over time.

Defining Corporate Values is one of the early actions on our march to be known as the best local government in Ontario. And so, several months ago we created a multi-disciplinary team of Staff to define our Corporate Values. That Team was made up of women and men from all of our Departments. The group also represented a wide range of age groups. The diversity in the Team was critical to ensure that the Value Statements respect our Corporate demographics and are supportable by all members of our Corporation. At this time, I would particularly like to thank all of our Staff members who have participated in the generation of the documents being presented to Council this evening.

Attachment A to this report outlines our Corporate Values as Our People, Trust, Respect, Excellence, Integrity, Accountability and Stewardship. This particular document provides descriptors under each one of the values to assist Council and Staff and the Public to understand what the Town of The Blue Mountains means by these Values.

After establishing these Value Statements, Staff decided that we needed catch phrases or slogans for each one of these Values which would make them more memorable. This led to the creation of Attachment B, which defines the Corporate Values through the following series of catch phrases:

- Trust is the foundation of Team
- Friendly People growing together
- Respect every voice
- The Expectation of Excellence
- Integrity in all we do
- Holding each other Accountable
- Stewards Caring for the Present, Committed to the Future!

I view that these Corporate Values are very important to our success as we move forward. I request that tonight, Council adopt these Corporate Values as their own.

C. The Blue Mountains' Strategic Plan

Providing a strong, well-managed municipal government.

D. Environmental Impact

None

E. Budget Impact

None

F. Attachment

- (1) The Blue Mountains Corporate Values – Attachment A
- (2) The Blue Mountains Corporate Values – Attachment B

Respectfully submitted,

J.P. (Paul) Graham, P. Eng.
Chief Administrative Officer

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Corporate Values



The following fundamental values are important and critical to our ability to become acknowledged as the best local government.

our people

- We provide a stimulating, respectful work environment and support professional growth. All individuals have opportunities to grow to their full potential. We mentor and coach.
- We are a preferred employer with a reputation for the recruitment and retention of talented, passionate, enthusiastic and friendly people.
- We work together to achieve individual, team and corporate goals.
- We instill leadership, management and technical skills in all employees.
- We promote a culture of wellness and fun that supports a work/life balance, upholds ethical behaviour and provides a healthy and safe work environment; an awesome place to work.
- We value our reputation.

trust

- We believe honesty is the foundation of all we do.
- We provide effective leadership.
- We provide open, clear, communication to the public.
- We follow-up on our commitments.
- We value community engagement and dialogue.

respect

- We value every voice and respond professionally to all points of view.
- We are expected to express our individual opinions and support team decisions.
- We are approachable and sensitive to the expressed needs and expectations of the public.

excellence

- We provide visible leadership in our goal to be acknowledged as the best municipal government in Ontario.
- We expect excellence as individuals and team members to provide great service to our community.
- We create a work environment that is passionately and progressively committed to innovation, creativity, problem-solving and efficiency.
- We continuously improve through ongoing assessment, planning, monitoring and sound management.

integrity

- We are honest and fair.
- We communicate the truth and expect the same from others.
- We expect the highest ethical behaviour.

accountability

- We are committed and accountable to our community.
- We hold each other accountable.

stewardship

- We help build a community that appreciates, respects and reflects social, economic and environmental stewardship.
- We consider environmental protection in all decision-making.
- We provide for a sustainable future focused on a community built to last.

Disciplined people, involved in disciplined thought, focused on disciplined actions.



Corporate **Values**

Trust is the foundation of Team

Friendly **People** growing together

Respect every voice

The expectation of **Excellence**

Integrity in all we do

Holding each other **Accountable**

Stewards Caring for the Present,
Committed to the Future