

Town of Middlefield

Operational Norms

All Middlefield Town Board members, Elected Officials, Appointees, Employees, and the Community have a responsibility to:

- treat each other with dignity, respect, and courtesy
- freely express points of view on issues in appropriate and constructive ways
- be active listeners
- be courteous and respectful in public and in private
- listen respectfully to each other
- portray a positive and patient attitude
- work to establish an environment of trust and honesty
- be open-minded and patient decision makers
- keep an open mind to different points of view
- avoid placing labels on each other
- keep a sense of humor and perspective

- be brief; adhere to reasonable time constraints
- have the right to register comments about their experience and services without the fear of reprisal
- Written or oral concerns should be promptly acknowledged by the Town Supervisor, discussed and/or investigated, with timely follow-up by the Town Supervisor.