



Medicine Hat

CITY OF MEDICINE HAT

Employee Culture Playbook

*"We show up with **accountability, care, and teamwork** – every day, with every person."*

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SECTION 1: FOUNDATIONS OF OUR CULTURE

What is Organizational Culture?

Organizational culture is the way we work together, interact, and get things done at the City of Medicine Hat. It's made up of our values, behaviors, and shared practices that shape our daily work and how we treat each other.

In simpler terms, culture is:

- **Shared achievements:** The successes we celebrate together.
- **Attitude:** How we approach our work, challenges, and each other.
- **Daily practices:** The habits, rituals, and ways we do things day to day.
- **Values:** The principles that guide our decisions and actions.
- **Creativity & innovation:** The unique ways we solve problems and collaborate.
- **Our collective identity:** A reflection of who we are as a team and how we work together.

Simply put: culture is how things get done here. It influences how we work, solve problems, and interact with colleagues and the community.

Why Culture Matters

When our personal values and work align with the City's Mission, Vision, and Values, we:

- **Think clearly (head):** Understand the bigger picture and what we're working toward.
- **Feel connected (heart):** Care about the work we do and the community we serve.
- **Act purposefully (hands):** Take action that supports our mission and our team.

This alignment isn't just about agreeing, it's about feeling inspired and motivated to do meaningful work. When this happens, we perform at our best, feel engaged, and make a difference for our community.

When we align our head, heart, and hands, we create a culture where everyone can contribute, collaborate, and achieve our goals together. This makes our work more rewarding, improves accountability, and ensures we deliver excellent service.

City of Medicine Hat Vision and Mission

Vision

- The vision of Medicine Hat as "a community of choice" signifies a desire to be a place where people choose to live, work, and play.
- This vision is further supported by the city's efforts to create a safe, healthy, and vibrant community with ample recreational and leisure opportunities.

Mission

- The mission of delivering value through exceptional public service emphasizes the city's commitment to providing services that meet the needs and expectations of its residents.
- This includes ensuring public safety, providing comprehensive public safety services, and adapting to the evolving needs of the community.

Our Culture Commitment: Values and Behaviors

These values were shaped by employees. They represent what matters most to our people and guide how we interact with each other and our community.

Our Culture Commitment is not just words – it is how we show up every day. It helps us:

- Own our actions and be accountable
- Communicate openly and honestly
- Work together as a team
- Keep learning and improving
- Lead with care and empathy

Your Role: Live the values in your daily work, support your team, and contribute to a culture that makes the City a great place to work and serve.

Tip for Employees: Think about small ways you can show these values every day. In your interactions with coworkers, in meetings, or when making decisions. Every action counts.

We **ACT**: "We show up with **accountability, care, and teamwork** – every day, with every person."

ACCOUNTABILITY & DELIVERY "Own It"	COLLABORATION "Team Up"	LEARNING & EVOLVING "Be Curious"	CARE & SERVICE "Service with Care"
We take responsibility for our actions, decisions, and results. We follow through, fix mistakes quickly, and stay focused on delivering what matters most for our team, our community, and each other.	We work together across teams, departments, and communities to achieve better outcomes together. We communicate openly, honestly clearly and always with respect. We value connection, diversity of thought, and shared success.	We foster a mindset continuous learning and improvement — both individually and as a team. We stay curious, seek feedback, and adapt to meet new challenges.	We put people at the heart of everything we do — leading with empathy, delivering excellent service, and building trust through every interaction. We keep each other and our community informed to create a culture of openness and respect.
I/We Show It By:			
<ul style="list-style-type: none"> • Setting clear goals, priorities, and timelines — and delivering on them. • Asking for clarity when expectations are unclear. • Taking ownership of problems and finding solutions. • Learning from mistakes and correcting them quickly. • Following through on our commitments without being reminded. • Explaining the "why" behind decisions when possible. 	<ul style="list-style-type: none"> • Working together to challenge old ways and find better solutions. • Supporting teammates proactively — not just when asked. • Sharing information proactively and in a timely way. • Celebrating team and individual wins. • Respecting different viewpoints and building on them. • Staying focused on shared goals, not personal agendas. 	<ul style="list-style-type: none"> • Taking ownership of our personal learning and development. • Seeking and applying feedback. • Bringing forward new ideas for improvement. • Embracing change and adapting when needed. • Sharing knowledge and mentoring others. • Actively listening without interrupting or assuming. 	<ul style="list-style-type: none"> • Treating everyone with respect, patience, and kindness. • Acting with empathy, even in difficult situations. • Being effective and efficient with our service levels. • Taking pride in the quality of our work. • Protecting a safe, healthy, and supportive workplace. • Creating space for others to share ideas, questions, and concerns.
I/We Avoid:			
<ul style="list-style-type: none"> • Blaming others or making excuses. • Withholding important information or hiding mistakes. • Delaying action or waiting for someone else to fix problems. • Sharing confidential information inappropriately 	<ul style="list-style-type: none"> • Working in silos or isolating others. • Saying, "That's not my job." • Taking credit for others' work. • Withholding feedback or refusing to collaborate. 	<ul style="list-style-type: none"> • Ignoring feedback or dismissing new ideas. • Getting stuck in "the way we've always done it." • Discouraging others from trying new approaches. • Resisting change without exploring why. 	<ul style="list-style-type: none"> • Bullying, intimidating, or dismissing others. • Micromanaging or controlling unnecessarily. • Ignoring customer needs or frustrations. • Speaking disrespectfully or shutting others down.

SECTION 2: YOUR ROLE AS AN EMPLOYEE

Why Your Role Matters

Culture thrives when everyone participates. Every employee contributes to bringing our values, mission, and vision to life. When you embrace and demonstrate the City of Medicine Hat's values, you help make our workplace a positive, collaborative, and high-performing environment.

Your actions and attitude influence how your colleagues engage with the culture and how it shows up in everyday work. The stronger our shared commitment and connections, the better we work together and serve our community.

Activating Culture in Your Work

This Playbook gives you practical tools to bring our culture to life. By using it, you can:

- Understand what the values mean and how they relate to your work.
- See how your actions impact the team and the broader organization.
- Share examples of values in action to inspire and support your colleagues.

Culture is about all of us and every action counts. When employees actively live the values, we all thrive.

Your Role As A Team Member

Culture change starts with each of us. You can make it real by:

1. Understanding the Mission, Vision, and Values

- Know what they mean and why they matter to your work.

2. Reflecting on Your Actions

- Think about how your daily work reflects these values.
- Notice where you're already modeling the values and where you could do more.

3. Sharing Your Examples

- Look for opportunities to share how you or your colleagues have demonstrated the values in action.

4. Modeling the Behavior

- Your behavior matters. Show care, accountability, curiosity, and collaboration in everything you do.

Once you've reflected, you can help bring the culture to life in your team:

- Participate in team discussions about the values.
- Celebrate successes and recognize colleagues who are living the values.
- Look for ways to support your team in applying the values in daily work.

Expectations for Every Employee

Culture is strongest when everyone contributes. Your actions, no matter your role, make a difference. By aligning your work with the values and encouraging others to do the same, you help create a workplace where trust, accountability, collaboration, and care are part of daily life.

1. Live the Values Every Day

- Accountability: Take responsibility for your work and actions.
- Collaboration: Work with others, share knowledge, and support your team.
- Learning & Thriving: Stay curious, open to feedback, and embrace opportunities to grow.
- Care & Service: Treat people with respect, empathy, and focus on excellent service.

2. Communicate Clearly

- Be honest and respectful in your communication.
- Ask questions and share ideas openly.
- Make sure your team understands how your work supports the values.
- Bring up challenges constructively and offer solutions aligned with our values.

3. Take Accountability

- Own your work and how it reflects our culture.
- Give and receive feedback constructively.
- Step in when you notice behaviors that don't align with the values and guide them positively.
- Hold yourself to the same standards you expect of others.

SECTION 3: THE CULTURE PLAYBOOK

What is A Culture Playbook?

A Culture Playbook is a guide that helps everyone in the organization understand how to work together, connect with our values, and contribute to the City's mission. It's a practical roadmap on how to bring our culture to life every day.

This Playbook is for you. It gives you clear ways to:

- Understand what the City's Mission, Vision, and Values mean for your work.
- See how your actions make a difference for your team, the organization, and the community.
- Participate in building a positive, high-performing, and values-driven workplace.

Culture is created and sustained by everyone. Your engagement helps make our workplace more connected, collaborative, and effective.

How the Playbook Helps You

The Culture Playbook is a practical tool you can use to:

1. Understand our Values

- See how your daily work contributes to each value and the bigger goals of the City.

2. Connect Personally to the Culture

- Understand how your actions affect your team, colleagues, and the community.

3. Know What's Expected

- Learn which behaviors align with our values and how you can model them.

4. Use Tools and Activities

- Participate in activities that reinforce the culture, like reflection exercises, peer recognition, and team challenges.

5. Support Team Engagement

- Work with your colleagues to share successes, celebrate achievements, and strengthen collaboration.

Your Role in Activating the Culture

You help by making our culture real. You do this by:

1. Lay the Foundation

- Understand where we are as a team and organization.
- Know why our values and culture matter.
- Identify small ways you can help make culture real in your daily work.

2. Make it Personal

- See how your actions contribute to the culture.
- Take ownership of living the values in your work.
- Share examples of how you or your team live the values.

3. Bring it to Life

- Use the tools in the Playbook to keep values visible and actionable.
- Celebrate successes – your own, your team's, &/or colleagues'.
- Support your teammates in applying values every day.

Using the Playbook: Employee Actions

Step 1 – Reflect on the Values

- Think about how Accountability, Collaboration, Learning, and Care show up in your daily work.
- Notice areas where you are already demonstrating these values—and where you could do more.

Step 2 – Participate and Share

- Join team discussions about values and culture.
- Share your experiences and recognize others who live the values.
- Ask questions to understand how your team and department connect to the Mission and Vision.

Step 3 – Take Action

- Look for small, practical ways to live the values each day.
- Participate in Playbook activities like Mission Moments, Storytelling Walls, Recognition Boards, or Values in Action Challenges.
- Celebrate small wins and support your colleagues when they demonstrate the values.

Reflection Questions

By reflecting on your actions, participating in team activities, and supporting your colleagues, every employee plays a critical role in creating a workplace where our values are lived and our community benefits from exceptional public service. Use these questions to guide your thinking and actions:

Culture Premortem – Imagine the Future

- **Success:** What does it look like if our culture thrives? How do our values guide decisions and actions?
- **Failure:** What might cause our culture to fail? Which values aren't being followed?
- **Prevention:** What can we do today to keep our values at the heart of our work and prevent problems before they begin?

Self-Reflection

- How do my daily actions reflect Accountability, Collaboration, Learning & Evolving, and Care and Service?
- Where have I struggled to live these values, and what can I do differently going forward?
- How can I support my colleagues or team in applying our values consistently?

Team Reflection

- Where do I see opportunities for our team to better live the values?
- How can I positively influence these behaviors within our team?
- How can I celebrate and reinforce examples of our values in action?