




Service through values



(cover, from left)

Cory Haniak, John Vernal, Tyler Arnold and Jeff Sandford
Electric Distribution



Table of Contents

Vision, Mission and Values	4
Message from Executive	7
Using Our Values	9
Respect	11
Integrity	13
Accountability	15
Courage	17
Caring	19



Our Vision

Be a Community
of Choice



Our Mission

Deliver value
through exceptional
public service



Our Values

Respect
Integrity
Accountability
Courage
Caring



Shantel Ottenbreit and Shona Dickie
Social Development & Senior Services

A woman with short brown hair, wearing a blue and white plaid shirt, is sitting at a desk in an office. She is smiling at the camera. Her right hand is on a computer mouse. In front of her is a large computer monitor. Behind her is a bookshelf filled with books and a framed collage of photos. To the left is a window with blinds. The right side of the image features a colorful, abstract watercolor splash in shades of green, blue, and purple.

Merete Heggelund
Chief Administrative Office

Message from Executive

Our values define the character and culture of our organization. They communicate expected behaviours and actions for employees at all levels of the organization. Put simply, our values guide what we do, and how we do it.

These five simple words – respect, integrity, accountability, courage, caring – are the foundation that will help us to achieve our vision and mission. They are relevant to every employee, in every work

environment and in every decision we make.

Service is the common bond shared by all five values. Commitment to exceptional public service is our reason for being. Our values can inspire and lead us to serve others and our community. We can use them to guide decision making and influence interactions.

Our values are only as strong as our commitment to them. We must let them permeate

everything we do. Please discuss our values regularly with your team and personally reflect on them as you work, make decisions and collaborate with others. Help us create a culture of service through values.



Merete Heggelund
Chief Administrative Officer

A man with a beard and mustache, wearing a red safety vest over a light-colored shirt, stands in a control room. He is holding a white piece of paper. The room has large windows and computer monitors. A colorful abstract graphic is on the right side of the image.

Paul Houtstra
Solid Waste Utility



Using our values

Values are more than words posted on a wall or written in a document. They motivate us, connect us and give us a framework for our actions.

This booklet describes the expected behaviours associated with each value. Each workplace and situation will require employees to use the values within the context of their environment. For example, courage may have a different meaning for a firefighter than it does for an accountant.

Expectations are split into two sections:

- For all employees in our daily work
- For leaders delivering results through others

These sections describe behaviours expected of our employees, with additional expectations set out for those responsible for delivering on goals through others.



Justin Bernard and Tracy Lecuyer
Power Plant


Respect

For all employees in our daily work:

- Communicate in a language others understand
- Take steps to see things from other perspectives
- Share knowledge with teammates
- Support a safe and healthy work environment
- Act in a professional manner

For leaders delivering results through others:

- Promote cooperation and collaboration across departments
- Build relationships with external agencies and organizations



Mike Kobley
Medicine Hat Transit

Integrity

For all employees in our daily work:

- Look to do the right thing, be principled and value-driven
- Act and communicate with absolute honesty
- Be open to sharing and receiving unpopular news/results
- Protect the organization from risk

For leaders delivering results through others:

- Encourage open discussions, seek balanced solutions
- Uphold the image of the City as an employer of choice

A man with short brown hair, wearing an orange short-sleeved button-down shirt, safety glasses, and large black and red headphones, is smiling at the camera. He is holding a white clipboard with a pen in his right hand. The background is an industrial facility with green pipes and machinery. A large, abstract green and white graphic is on the right side of the image.

Sterling Schultz
Building Services

Accountability

For all employees in our daily work:

- 
- Take responsibility for delivering and reporting on goals and responsibilities assigned to you
 - Understand how your work impacts others and the success of the organization
 - Promote best practices within your field
 - Turn great ideas into action and results
 - Be willing to have tough conversations
 - Protect confidential information

For leaders delivering results through others:

- Take responsibility for team outputs and the operation of your area
- Demonstrate and communicate strategic perspective
- Create task commitment and optimism
- Drive business performance
- Communicate clear performance expectations



Cassie Risling and Tory Correale
Parks & Recreation

Courage



For all employees in our daily work:

- Learn new skills and competencies that benefit the organization
- Stand up for your professional perspective
- Ask for/be open to feedback
- Be willing to admit mistakes
- Bring forward concerns as they arise
- Fight the “not invented here” and “we tried this before” syndromes
- Demonstrate creativity and curiosity

For leaders delivering results through others:

- Drive change and improvements
- Show visible leadership
- Engage others in the decision making process

A woman with brown hair tied back, wearing a grey chef's uniform, is smiling and looking towards the camera. She is standing in a kitchen with stainless steel walls and equipment. In the background, there are large metal pots on a stove, some containing food like tomatoes and green beans. A yellow and orange watercolor-style graphic is on the right side of the image.

Savannah Gerbrandt
Social Development & Senior Services

Caring



For all employees in our daily work:

- Be concerned for the well-being of customers, co-workers and residents
- Be committed to the success of others
- Listen attentively
- Seek to learn and improve
- Bring forward suggestions for improvement and efficiency
- Look out for the well-being of the organization and its property

For leaders delivering results through others:

- Develop people and teams
- Demonstrate engaged, committed leadership
- Support others to be successful



Isabel Olson
Mail & Print





Medicine Hat
The Gas City