

# TODD COUNTY BOARD OF COMMISSIONERS

## **A RESOLUTION ESTABLISHING EXPECTATIONS OF SOIL, WATER, CONSERVATION AND DEVELOPMENT DIVISION EMPLOYEES IN DEALING WITH CUSTOMERS**

**WHEREAS,** The Todd County Board of Commissioners and the Todd County Soil and Water Conservation District Board of Supervisors (hereafter “Boards”) have a shared goal to ensure that the SWCD Division is a County Division that people can trust, and want to work with, and;

**WHEREAS,** the Boards mutually agree that it is important to clearly state expectations so that staff may meet them, and that it is important to be clear with our customers about what they may expect, and;

**NOW, THEREFORE BE IT RESOLVED,** that the Boards adopt the following policy, and direct that it be appropriately posted in a visible place near the places where customers may do business with the SWCD Division:

**Purpose:** It is the responsibility of all Employees of the Todd County Soil, Water, Conservation and Development (SWCD) Division to recognize that all customers of the Division have individuality, significance, and value. It is the practice of the Division that no one will be discriminated against on the basis of race, color, sex, sexual orientation, marital status, political belief, religious belief, mental or physical handicap, or any other preference or personal characteristic, condition or status. The Todd County Division of SWCD will safeguard the interests and rights listed below:

1. To be treated with respect, consideration and dignity at all times, we ask the same in return.
2. To receive prompt service, as is possible.
3. To receive due process under relevant federal, state laws and local rules, ordinances and regulations.
4. To have requests acted on in a timely manner.
5. To receive accurate and easily understood information.
6. To be told the truth.
7. To be told clearly the consequences of withholding or misrepresenting information.
8. To expect confidentiality to the extent it is legally possible.