

CHAPTER 9.00 - SCHOOL-COMMUNITY RELATIONS  
AND INTERLOCAL AGREEMENTS

**Civility**

**9.021**

The School Board has adopted Character Counts! and its Six Pillars of Character as the framework for meaningful communication for St. Johns County School District staff to follow in dealing with their fellow employees and members of the public. The Six Pillars of Trustworthiness, Respect, Responsibility, Fairness, Caring and Citizenship form the foundation of the expectations the District holds for its employees as they conduct School District business. The School Board also expects District Staff to be responsive and to provide quality customer service to all stakeholders. All employees are expected to:

- a) Be trustworthy and honest in their communications. They should share information as appropriate and return calls within the expected timeframe.
- b) Treat others with courtesy and respect at all times, including listening to differences of opinions. Communication should never involve loud or offensive language, gestures or profanity.
- c) Take responsibility for their own actions. This includes refraining from displays of temper and not disrupting classroom activities or office functions.
- d) Be fair in dealings with others. Everyone should be treated fairly without regard for their status or position.
- e) Be kind and considerate of others. Staff members should treat others as they would like to be treated.
- f) Be good citizens and foster an attitude of cooperation. This includes obeying school and district rules, sharing information for the common good and providing a timely response when asked for assistance.

Employees shall respond promptly and professionally to inquiries of the public, with an expected response time of no more than 48 hours after the request is made.

Employees shall treat all members of the public with professionalism and courtesy. Further, employees have a reasonable expectation that they will also be treated civilly by members of the public. Procedures will be developed that will provide employees with appropriate responses to individuals who are abusive, threatening and discourteous and strategies for dealing with such individuals.

**STATUTORY AUTHORITY:**

**1001.41**

**LAWS IMPLEMENTED:**

**1001.41; 1001.42 F.S.**

**HISTORY**

**DATE ADOPTED: 09/09/2008**