



Department Responsible: Management Services  
Date Created: 08/6/2019  
Approved By: City Council

SUBJECT: Manhattan Beach Civility Policy

PURPOSE: Promote mutual respect, civility, and orderly conduct among City employees, elected officials, and the public.

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## **MANHATTAN BEACH CIVILITY POLICY (AMENDED AND RESTATED AUGUST 6, 2019)**

### RECITALS

1. Manhattan Beach elected officials and employees will treat members of the public with respect and expect the same in return. The City is committed to maintaining orderly administrative processes in keeping City administrative offices free from disruptions. The City is committed to maintaining a safe, productive and harassment-free work environment for all of its City employees.

2. This policy promotes mutual respect, civility and orderly conduct among City employees, elected officials, and the public. This policy is not intended to deprive any person of his or her right to freedom of expression, but only to maintain, to the extent possible and reasonable, a safe, productive and harassment-free workplace for City staff and a safe and non-threatening environment for visitors and customers. The City encourages professional, respectful, and courteous communication and discourages hostile, intimidating, or otherwise disruptive actions. The City seeks public cooperation with this endeavor.

### PROVISIONS:

#### A. Rules of Civility

1. All interactions between City staff, City elected officials and members of the public will be conducted in a respectful manner.
  2. Threats, including threats of violence, will not be tolerated.
  3. Members of the public will refrain from any behavior that disrupts or threatens to disrupt City government operations, including any of the following:
    - a) Insulting, demeaning, intimidating, or offensive communications;
    - b) Harassment or intimidation of any City staff, City elected official, or member of the public;
    - c) Willful destruction of property damage;
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- d) Conduct that threatens to provoke a violent reaction; and
- e) A continuing pattern of disruptive behavior.

B. Enforcement Protocols.

The City will take the following steps to promote compliance with this Civility Policy. The City reserves the right to take additional measures as necessary, including establishing a separate protocol for interactions between City staff and a member of the public.

1. Official Warning

If a member of the public violates this Civility Policy, staff will issue an oral warning and provide that person with a copy of this policy before taking further action unless the behavior of the member of the public requires a more severe response. This warning, which should clearly identify both the offending behavior and potential consequences that will arise if such behavior persists, will provide the member of the public with an opportunity to improve his or her behavior before the City takes more serious action, such as removal from the premises.

2. Suspension from the Government Building

If a member of the public does not improve his or her behavior in response to an official warning, the City will request the individual leave the premises for a short period of time). This temporary suspension from City property provides the member of the public with an opportunity to “cool down” and reflect on his or her treatment of City staff.

3. Cease and Desist Letter

If a member of the public does not improve his or her behavior in response to an official warning or brief suspension, the City will respond by sending a “cease-and-desist” letter. The letter will identify both the prohibited conduct and the City’s potential remedies. A “cease-and-desist” letter will put the member of the public on notice of the potentially serious consequences of his or her conduct.

4. Additional Measures

As noted above, nothing in this policy precludes additional action where warranted.

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