

CITY OF MARSHFIELD MISSOURI

POLICY

ABUSIVE AND PROFANE LANGUAGE

WHEREAS, all employees shall treat all citizens with respect in a calm and friendly manner.

ABUSIVE AND PROFANE LANGUAGE DIRECTED TO CITY EMPLOYEES:

Section 1: City employees do not have to listen to abusive or profane language.

Section 2: When a City employee is on a telephone call and encounters such language they are now directed by the Board of Aldermen to respond as follows (In a non-aggressive and calm manner): *"The Board of Aldermen has adopted a policy that we do not have to listen to abusive or profane language and I am now hanging up the telephone"*.

Section 3: When a City employee is directly confronted, they are now directed by the Board of Aldermen to respond as follows: *"The Board of Aldermen has adopted a policy that we do not have to listen to abusive or profane language"*. Following that statement: (1) If applicable, leave the area; (2) Ask the person to leave in a non-aggressive manner; if that fails; (3) Call the police who will follow-up.

ADOPTED AND APPROVED by the Board of Aldermen of the City of Marshfield, Missouri, on the 7th day of February, 2008.

C. R. Clark, Mayor