



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

Approving Authority:

Council

Effective Date:

TBD

Approved or Last Reviewed Date:

TBD

Next Review Year:

5 years from Last Reviewed Date

Area(s) this Policy applies to:

City-wide

Owner Department(s):

Legislative Services

Related Policies:

- [Accountability & Transparency Policy](#)
- [Code of Ethics and Conduct: Applying to all Municipal Staff](#)
- [Council Code of Conduct](#)
- [Council Procedural By-law 2017-5](#)
- [Ontario Municipal Act](#)
- [Municipal Conflict of Interest Act](#)
- [Ontario Municipal Elections Act](#)
- [Municipal Freedom of Information and Protection of Privacy Act](#)
- [Ontario Human Rights Code](#)
- [Ontario Occupational Health and Safety Act](#)
- [Respect in the Workplace Policy](#)
- [Routine Disclosure Policy](#)

Note: Questions about this Policy should be directed to the Owner Department (see above).

1. Purpose Statement

The Council Staff Relations Policy aims to serve the best interests of the City of Markham by clearly defining and recognizing the roles of both Councillors and staff, as well as establishing the rules and expectations for their interactions. The objective is to foster a respectful, tolerant, and harassment-free environment, promoting mutual respect and trust among all Councillors and staff in Markham.

2. Applicability and Scope Statement

This Policy shall apply to all Councillors and staff.

3. Background

Sections 224 and 227 of the Municipal Act, 2001 (the Act), outline the roles and responsibilities of Council, the CAO and the municipal administration, respectively. The Act requires all Ontario municipalities to establish a policy governing the relationship between Members of Council and municipal staff.



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

4. Definitions

Unless otherwise specified, all definitions are as in the City of Markham Council Code of Conduct and the Municipal Act.

- **“Administration”** is the collective term that includes the CAO, Senior Executive and all other Staff.
- **“Chief Administrative Officer”** or CAO is as defined by the Municipal Act.
- **“City”** means The Corporation of the City of Markham.
- **“City Clerk”** means the Clerk and Returning Officer of the Corporation of the City of Markham.
- **“Council”** means Council of the City.
- **“Councillor”** means a Member of Council.
- **“Councillor Staff”** means a Member of Council’s Executive Assistant and any other member of their office staff. References to Councillor conduct in this Policy includes their Staff, with necessary modifications.
- **“Integrity Commissioner”** means the person appointed by Council pursuant to Section 223.3(1) of the Act.
- **“Senior Executive”** means any of the CAO, Commissioners, and Directors of the City.
- **“Staff”** includes anyone employed by the City including full-time, part-time, temporary or seasonal Staff, contract Staff, students and volunteers in accordance with the Municipal Act, but does not include Councillors, who are not employees of the City. Contractors doing work for the City are considered Staff for the purposes of this Policy.
- **“Strong Mayor Legislation”** means the Strong Mayor provisions set out in Sections 226.1 to 226.15 and Part VI.1 of the Municipal Act.

5. Policy Statements

Recognition of the Roles of Council, CAO and Administration

1. Role of Council:

1.1. The Municipal Act defines the responsibilities of Council. These primarily involve:

- 1.1.1. Representing the public and making collective decisions that prioritize the well-being and interests of both the City and its residents;
- 1.1.2. Developing and evaluating the policies and programs of the City;
- 1.1.3. Determining which services the City provides;
- 1.1.4. Ensuring that administrative policies, practices and controllership policies, practices and procedures are in place to implement Council decisions;
- 1.1.5. Ensuring the accountability and transparency of the operation of the City, including the activities of the Senior Executive; and,
- 1.1.6. Maintaining the financial integrity of the City.

1.2. Each Councillor is responsible for exercising their own judgement when considering the well-being and interests of the City and its residents. They should not solely depend on the viewpoints of other individual Councillors.



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

2. Role of the CAO:

2.1. The Municipal Act defines the responsibilities of the CAO. These primarily involve:

- 2.1.1 Exercising general control and management of the affairs of the City for the purpose of ensuring the efficient and effective operation of the City; and,
- 2.1.2 Performing other duties assigned by the City through the appointment by-law and delegation of authority to the CAO.

2.2. On day-to-day matters, it is the role of the CAO and the Senior Executive to direct and manage the work of Staff. Staff time is a limited corporate resource and must be managed in a manner that respects its value as a public asset.

2.3. Members of the Administration shall not seek to improperly influence or interfere in the decision-making of Council.

3. Role of Administration:

3.1. The Municipal Act defines the responsibilities of Administration. These primarily involve:

- 3.1.1. Implementing Council's decisions and establishing administrative practices and procedures to carry out Council's decisions; and,
- 3.1.2. Undertaking research and providing advice to Council on the policies and programs of the City.

3.2. Markham's Administration includes professionals and experts in all aspects of the City's areas of service. It is expected that the Administration provides objective advice to Council based on professional knowledge and that Council will rely on the Administration as its primary source of expert opinion.

3.3. It is expected that the Administration will faithfully and impartially serve Council in a non-partisan fashion.

4. Respect the Roles of Council and Administration:

4.1. Councillors and members of the Administration must uphold their respective roles and show respect for the roles of others within the City.

4.2. For greater certainty, Councillors shall not seek to improperly influence or interfere in the operations of the City. Councillors may not on their own authority direct the conduct of Staff through:

- 4.2.1. Directing or influencing Staff other than by way of Council or Committee resolution;
- 4.2.2. Directing Staff to take on new assignments;
- 4.2.3. Directing Staff as to the pace, priority, or conduct of work;
- 4.2.4. Directing Staff to change the content of staff reports or recommendations;
- 4.2.5. Attending technical meetings between Staff and consultants, applicants, contractors, or legal advisors;
- 4.2.6. Seeking to alter normal administrative practices or policies of the City, except through Council decision.



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

4.3. Councillors are not permitted to advocate for the private interests of any individual, Corporation, Corporate or business interest as to do so would be to use their influence for a purpose other than the exercise of their duties (see Role of Council Section 1.1) and which would contravene Section 3.2 (b) and Section 13.1 of the City of Markham Council Code of Conduct.

4.4. City Staff carry out and implement the laws and policies of the City as enacted by Council. For a Councillor to advocate on behalf of an individual challenging a position taken by staff on a matter, is to challenge the very direction staff have been given by Council.

4.5. For greater clarity, Councillors shall not formally or informally speak to members of a City's adjudicative tribunal (e.g. Committee of Adjustment) about matters before them.

4.6. For greater clarity, Councillors shall not formally or informally speak to members of a City's advisory committee or board (e.g. Heritage Committee) about matters before them. This does not apply to a Councillor appointed by Council to serve on the advisory committee or board.

5. **Respect the Chain of Command:** Having regard to the role of Council to set policy, and the role of the Administration set out in section 3, the normal chain of command shall be followed as set out below:

5.1. Normally, Staff are directed in their regular duties by the CAO, the Senior Executive, and their designates.

5.2. Staff may be directed by vote of Council.

5.3. Staff may be directed by the Mayor, as authorized by the Strong Mayor Legislation.

5.4. Individual Councillors are not authorized to direct the activities of Staff in the performance of their duties.

5.5. Specifics of the "chain of command" shall be defined from time to time by policies and delegations of authority, and communicated to Councillors and to the Administration.

5.6. Councillors are responsible for managing their office and the Councillor Staff, ensuring they are aware of and comply with this Policy

6. Roles and Responsibilities

6.1 The City Clerk is responsible for administering and interpreting this Policy and for receiving complaints and/or concerns relating to this Policy.

6.2 Councillors and Staff are responsible for understanding and adhering to this Policy.

6.3 The Mayor is responsible for reviewing and responding to concerns that the CAO is not adhering to this Policy, and may refer any such review and response to Council as a whole.

6.4 The CAO or a member of the Senior Executive (as determined by the CAO), is responsible for reviewing and responding to concerns that Staff are not adhering to this Policy.

6.5 The Integrity Commissioner (IC) is responsible for reviewing and responding, through the Council Code of Conduct complaint process, to complaints that a Councillor has not complied with this Policy.



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

7. Expectations of Councillors and Administration

7.1 **Seek to advance the common good** of the City and act in a manner that enhances public confidence in local government.

7.2 **Promote the flow of formal and informal communication among Councillors and Administration:** Open communication is essential to the proper functioning of the City. Council and Staff are encouraged to share information relevant to the effective operation of the City, on a timely basis, as it becomes available through formal, and informal communications channels as appropriate in the circumstance:

- 7.2.1 Formal communication channels, such as written reports and presentations exist to ensure transparency, consistency, and adherence to policy.
- 7.2.2 Informal communication channels, such as verbal reports, exist to facilitate timely or two-way communication, and are also encouraged to promote the flow and exchange of information within the organization.
- 7.2.3 The Contact Centre, and its contact management system, exist to promote good customer service by creating a centralized portal for all information relating to issues raised by Markham residents and customers to be coordinated by Staff.

7.3 **Promote orderly and effective conduct at City meetings:** Councillors and members of the Administration shall conduct themselves at Council and in City-related business meetings with decorum, and where applicable, in accordance with the City's Council Procedural By-law.

- 7.3.1 Councillors are expected to show respect for all participants by being courteous and not distracting from the business of the meeting during presentations and when other Councillors have the floor.
- 7.3.2 To avoid the risk of delay caused by incomplete information, whenever possible, Councillors and Staff shall discuss with the CAO and/or the Senior Executive issues or questions that may arise prior to Council (or Committee) meetings.
- 7.3.3 Councillors are expected to consult with the mover of a motion before meetings if the Councillor does not believe sufficient information has been provided to allow the Councillor to make an informed decision on the matter.
- 7.3.4 It is expected that all participants will be well prepared for meetings and will prioritize appropriately, according to direction given by Council or the Senior Executive.

7.4 **Ensure a safe and respectful workplace:** Markham is committed to a positive, healthy, and safe workplace in which every person is treated with respect and dignity. Our workplace shall:

- 7.4.1 Respect the diversity of Councillors and of the Administration and be free from discrimination;
- 7.4.2 Be free from harassment as defined by the Ontario Human Rights Code and the Ontario



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

7.4.3 Occupational Health and Safety Act;

7.4.4 Be free from violence (as defined by the Ontario Occupational Health and Safety Act).

7.5 Harassment of a Councillor, Staff or any member of the public: is prohibited under the Ontario Human Rights Code. Harassment, whether it occurs inside or outside the workplace, or whether it is related to the work environment or other activities of a Councillor or a member of the Administration, is inappropriate behaviour for the purpose of this Policy.

7.6 Not engage in public disparagement of a Councillor or of a member of the Administration: Councillors and members of the Administration are expected to be respectful of each other and to encourage others to do the same. They shall refrain from publicly criticizing each other in a way that casts aspersions on or undermines their professional competence, ethics, or credibility.

7.7 No Favouritism: The Administration serves Council as a whole. All Councillors are equal and are to be treated as such, without favouritism, by the Administration.

7.7.1 To maintain the formal character of the relationship, when in public, Councillors and Staff shall refer to each other by their titles or formal names.

7.7.1.1 For clarity, when the Administration responds to the Mayor exercising authority under Strong Mayor Legislation and City policy, the actions of the Administration do not demonstrate favouritism.

7.8 Comply with the prevailing resident/customer service policy (see Attachment A – Councillor Request for Information or Service Policy) as it relates to:

7.8.1 Proper intake of resident calls for service;

7.8.2 Triaging, assessing, and prioritizing calls for service, including routing as routine or requiring policy assessment and potential Council determination;

7.8.3 Assigning and undertaking necessary action;

7.8.4 Escalation protocols, if necessary;

7.8.5 Tracking, and reporting calls for service;

7.8.6 Reporting out to resident, relevant Councillor and the Administration;

7.8.7 Performance measurement and evaluation.

7.9 Maintain confidentiality: Act in a manner that complies with all applicable policies and legislation relating to confidentiality, including the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), the City of Markham Council Code of Conduct and the City's Council Procedural By-law.

7.9.1 Understand that Councillor discussions with Staff may be communicated to others within the organization and that a Councillor cannot compel Staff to confidentiality.

8. Expectations Relating to Councillors

All Councillors Shall:

8.1 Promote Public confidence: Councillors shall act in a way that enhances public confidence in local government.



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

8.2 Engage in respectful debate in the decision-making process: It is acknowledged that the purpose of Council is to make decisions. Debate is part of the decision-making process, and it is expected that Councillors will engage in respectful debate as part of their collective task of decision-making.

8.3 Respect the outcomes of the decision-making process: All Councillors shall uphold the decisions of Council, regardless of personal opinion or belief, and commit to the implementation of those decisions, except in accordance with the reconsideration provisions of the City's Council Procedural By-law.

8.4 Not exert undue influence in responding to constituent inquiries: As described in s.1 of the City of Markham Council Code of Conduct, it is the obligation of a Councillor to serve their constituents and the public in an accountable and transparent manner.

8.4.1 It is expected that on all matters, Councillors will discharge this obligation in a manner consistent with the expectations described in this Policy.

8.4.2 It is expected that Councillors will seek advice from the Administration about all matters relating to constituent concerns to ensure accurate information regarding City policy, service levels, budget and work plans, is communicated by Councillors and Councillor Staff.

8.4.3 Councillors may not use their status as a Member of Council to improperly influence the actions or decisions of Staff or to secure preferential benefit or treatment for a constituent that would not normally be available for another member of the public.

8.5 Demonstrate Respect for Staff. Councillors will respect the role of Staff in the administration of the business affairs of the City. Councillors will direct any criticism of Staff to the Senior Executive and refrain from criticizing Staff in public and in the media.

8.6 Demonstrate Respect for the political neutrality of Staff: Councilors shall honour the requirement for Staff to remain neutral and objective. A Councillor shall not:

8.6.1 Compel Staff to engage in partisan political activities.

8.6.2 Subject Staff to threats or intimidation for refusing to engage in partisan political activities.

8.6.3 Impose a burden of confidentiality on a Staff member relating to a communication that the Councillor had with that member of Staff.

8.7 Accept Accountability for the Actions of Councillor Staff.

8.7.1 A Councillor's Staff has no authority other than that delegated by the Councillor.

8.7.2 A Councillor is accountable for the actions of their Councillor Staff member.

9. Expectations Relating to Administration

In fulfilling their responsibilities as set out in the Municipal Act, Administration shall:

9.1 Impartially provide professional advice: the Administration acknowledges that its role is to provide impartial and objective advice to Council.



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

9.2 Respect and acknowledge the role of Council: The Administration acknowledges the role of Council as the policy setting and decision-making body of the City.

9.3 Respect the outcomes of the decision-making process: the Administration will faithfully implement the decisions of Council, regardless of personal opinion or belief, in accordance with administrative policies of the City.

9.4 Adhere to Compliance requirements: Staff will operate within the confines of their delegations of authority and:

- 9.4.1 Refrain from making corporate commitments to agencies, groups, citizens that may have financial, administrative, or corporate implications, unless approved by Council or the Senior Executive.
- 9.4.2 Comply with all relevant requirements to remain in good standing regarding their professional designation, at all times.
- 9.4.3 Exercise any statutory obligations independent of influence and in accordance with the provisions of the applicable legislation.

10. Managing Interactions between the Administration and Council:

10.1 Responding to requests for information: Councillors and the Administration shall comply with the prevailing Resident/Customer Service Policy (see Appendix A – Councillor Request for Information or Service Policy) as it relates to obtaining information.

- 10.1.1 The Administration shall provide a written response within the timelines set out in section 8.3 acknowledging the request and a timeline for delivering the requested information. Response times may vary depending on the scope of the material requested.
- 10.1.2 When delivering the requested information, it may be provided to all Councillors equally if the information would be of value to all Councillors.
- 10.1.3 Requests for information made during a Council or Committee meeting shall be answered and circulated in writing to all Councillors through the City Clerk.

10.2 “Drop in” meetings are discouraged: It is not appropriate for Councillors to convene spontaneous meetings with Staff.

- 10.2.1 It is expected that appointments will be made for meetings between the Senior Executive and Councillors to ensure that all parties are available and prepared for the discussion and that other priorities are not disrupted.
- 10.2.2 To ensure a transparent, accountable, and respectful workplace, staff participation in community information meetings must be authorized by Council. Staff participation in Councillor-constituent and/or ratepayer meetings will be determined by senior executives.



Council Staff Relations Policy

Policy No.:

Implementing Procedure No.:

10.3 **Response time expectations:** For requests from Council to Staff, the City has a normal response time expectation as follows:

10.3.1 Emergency: Immediate or as soon as possible

10.3.2 Priority: as determined by the CAO

10.3.3 Regular: as determined by the CAO.

11 **Right to disconnect:** The City respects provincial legislation relating to the “right to disconnect.” It is understood that there is no obligation for any member of the Administration to respond to non-emergency texts, emails or calls outside of normal business hours.

12 **Monitoring and Compliance:** The City Clerk is responsible for receiving complaints regarding non-compliance with this Policy.

12.1 Where it is believed that a Councillor or Staff has not adhered to this Policy, Members of Council and/or Staff are encouraged to informally resolve the issue, where appropriate, before making any form of formal complaint.

12.2 Where it is believed that a Councillor has not adhered to this Policy, any person including any Staff or other Councillor, may file a complaint with the Integrity Commissioner pursuant to Markham’s Council Code of Conduct.

12.3 Where it is believed that the CAO has not adhered to this Policy, notify the Mayor.

12.4 Where it is believed that a member of the Administration has not adhered to this Policy, notify the CAO and the Director of People Services.



Attachment A – Draft Councillor Request for Information or Service Policy

Policy Category: Governance

Approving Authority: Council	Effective Date: TBD
Approved or Last Reviewed Date: X, 2024	Next Review Year: 5 years from Last Reviewed Date
Area(s) this Policy applies to: City-wide	Owner Department(s): Legislative Services
Related Policies: <ul style="list-style-type: none"> • Accountability & Transparency Policy • Code of Ethics and Conduct: Applying to all Municipal Staff • Council Code of Conduct • Municipal Act • Municipal Freedom of Information and Protection of Privacy Act • Respect in the Workplace Policy • Routine Disclosure Policy • Council Staff Relations Policy 	

Note: Questions about this Policy should be directed to the Owner Departments (see above).

1. Purpose Statement

The purpose of this Policy is to promote transparency, accountability, and a respectful workplace. It provides Staff with guidelines on how to effectively respond to Councillor Requests for Information and/or service. Additionally, this Policy offers Councillors clear instructions on how to obtain Information from Staff to address community or resident concerns and make service requests.

2. Applicability and Scope Statement

This Policy governs the interaction of Staff, Members of Council, and their Offices when requests for Information or service is received from Members of Council or their Offices by Staff.

3. Background

Pursuant to section 224 of the Municipal Act, it is the role of Council to:

- (a) represent the public and to consider the well-being and interests of the municipality;
- (b) develop and evaluate the policies and programs of the municipality;
- (c) determine which service the municipality provides;
- (d) ensure that administrative policies, practices and procedures and controllership policies, practices and procedures are in place to implement the decisions of Council;
 - (d.1) ensure the accountability and transparency of the operations of the municipality, including the activities of the senior management of the municipality;
- (e) maintain the financial integrity of the municipality; and,
- (f) carry out the duties of Council under this or any other Act.



Council Request for Information or Service Policy

Policy No.:

Implementing Procedure No.:

In accordance with the provisions of the Act, Council determines the policies, programs, and service levels to be provided by the City. The CAO, Commissioners, and Directors are responsible for implementing Council directives through their Staff. Staff take direction from the CAO, Commissioners, and Directors. To ensure the City conducts business in an efficient, accountable, and transparent manner, all Requests for Information and service should be processed in accordance with the protocol outlined in this Policy.

Requests for Information and/or service from the City should be processed in a fair and consistent manner. To preserve prosecutorial independence, Council and individual Members of Council, may not direct prosecutions, litigation, insurance claim resolution, or enforcement.

All Requests for Information by a Councillor and their Offices should be directed to the appropriate Commissioner or Director to be processed in accordance with established routine disclosure practices, the Municipal Act, and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). In accordance with MFIPPA, Councillors are entitled to Information that is available to the public or routinely disclosed or Information that they require to carry out their legislated duties.

All Requests for service from a Councillor and their Office should be directed to and processed through the City's Contact Centre. The Contact Centre will direct the Request(s) to the appropriate department for response. Requests for service will be processed in priority sequence and will be tracked to ensure service levels are met.

4. Definitions

"CAO" means the Chief Administrative Officer of the City.

"City" means The Corporation of the City of Markham.

"City Clerk" means the City Clerk and Returning Officer of the City.

"Commissioner" means a Commissioner of the City.

"Contact Centre" means the business unit whose role is the first point of contact of all requests from Staff, Public, Councillors and their Offices.

"Consultants/Contractors" means companies who are hired by Staff to perform a particular duty, and for clarity, includes anyone in receipt of financial compensation for services rendered.

"Council" means Council of the Corporation of the City.

"Councillor" means a Member of Markham City Council.

"Director" means an individual with responsibilities for a departmental business unit.

"Information" includes facts about a situation, person, event, etc.; data, knowledge and intelligence.

"Offices" means any Staff working with, for, or on behalf of a Member of Council.



Council Request for Information or Service Policy

Policy No.:

Implementing Procedure No.:

“Request” means an ask, via any means, for Information or service from a Councillor or their Office made to a Member of Staff.

“Routinely Disclosed Information” means the regular or automatic disclosure of certain types of administrative and operational records in response to informal rather than formal requests under MFIPPA.

“Service” means the various public services and functions that the City of Markham provides to its residents.

“Staff” means an individual who is hired on a temporary or permanent basis for part-time or full-time work, including on a contract basis and includes a member of the Contact Centre.

5. Policy Statements

5.1. GENERAL PROVISIONS

- 5.1.1 Staff will respond to Requests for Information and/or Service from Councillors in accordance with this Policy, including the City’s established routine disclosure practices and procedures and the Municipal Freedom of Information process.
- 5.1.2 All Staff will provide timely and accurate responses to Requests, subject to compliance with this Policy.
- 5.1.3 In accordance with the City’s governance structure, Council sets Policy objectives, and Staff implement the policies and establish procedures for the delivery of service.
- 5.1.4 All Requests for Routinely Disclosed Information by a Councillor and their Offices should be directed to the appropriate Supervisor or Manager to ensure they are processed in accordance with established routine disclosure practices and this Policy.
- 5.1.5 All requests for non-Routinely Disclosed Information by a Councillor or their Offices should be referred to the appropriate Director to be processed in accordance with the Municipal Act, the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and this Policy.
- 5.1.6 All Requests for Service will be sent to the Contact Centre to ensure that all Requests for Service are tracked and handled in priority sequence, which will ensure efficient customer service practices.

5.2. SPECIFIC PROVISIONS

Requests for Information will be processed as follows:

- 5.2.1 Councillors and their Offices are to direct Requests for Routinely Disclosed Information they have received from the public to the appropriate Supervisor or Manager for resolution after receiving the requestor’s consent.
- 5.2.2 If the Supervisor or Manager receiving the Request for Routinely Disclosed Information determines the information being requested is not Routinely Disclosed Information, the Supervisor or Manager will escalate the request to their Director.



- 5.2.3 In the event that a Request for Information is not being resolved in an accurate or satisfactory manner, the Councillor and their Office may escalate the resolution of the Request for Routinely Disclosed Information to the appropriate Commissioner.
- 5.2.4 In accordance with the Municipal Freedom of Information and Protection of Privacy Act, Councillors and their Offices must file a Freedom of Information Request for information that would not be routinely disclosed to the public or is not required for a Councillor to perform their legislative duties.
- 5.2.5 The City Clerk, in consultation with the applicable Department(s), will make the final determination as to whether or not the requested Information is required by the Councillor to perform their legislative duties.

In accordance with this Policy, Requests for Service will be processed as follows:

- 5.2.6 Councillors and their Offices are to direct Requests for Service they have received from the public to the Contact Centre after receiving consent from the requestor. Councillors and their staff are not to send requests directly to staff. Councillors or their office staff are also not to copy staff when generating a work order through the Contact Centre.
- 5.2.7 The Contact Centre will send the Request for Service to the appropriate department for response.
- 5.2.8 Councillors and their Offices are to direct non-routine Requests for Service to the appropriate Director and/or Commissioner, depending on the nature of the matter.
- 5.2.9 If a Request for Services involves a significant change to a Council-approved program, it will require escalation to a Director or Commissioner, or require a Council resolution for amendment.
- 5.2.10 When a Request of substantive administrative change or action affects multiple departments or is corporate in nature, the Commissioner responsible for the issue will lead the review and address the matter accordingly.

6 Roles and Responsibilities

6. Contact Centre Responsibilities

- 6.1 The Contact Centre is responsible for processing Requests for Service from Councillors and their Offices in accordance with this Policy.
 - 6.1.1 When the Contact Centre receives a Request for Service from Councillors or their Offices, the Request will be logged and sent to the appropriate Staff to fulfill or respond to the Councillor.
 - 6.1.2 When the Contact Centre receives a Request for non-routine Service or action, requiring a substantive change in established procedures or Service levels from Councillors or their Offices, the Contact Centre will direct the Request to the appropriate Director for response.



Council Request for Information or Service Policy

Policy No.:

Implementing Procedure No.:

7. Staff Responsibilities

- 7.1 All Staff shall comply with the City's Code of Ethics and Conduct: Applying to all Municipal Staff, the Municipal Act, and the Municipal Freedom of Information and Protection of Privacy Act at all times during their interactions with Staff, Councillors, and their Offices. Staff give professional advice and implement Council's direction.
- 7.2 Staff are responsible for delivering public service and responding to inquiries from the public, Staff, and under the conditions of this Policy, from Councillors and their Offices in a timely and accurate manner.
- 7.3 Requests for Information will be processed in accordance with this Policy.
- 7.3.1 Should Staff receive a Request for Routinely Disclosed Information, from Councillors or their Offices, Staff should refer the Request to their Supervisor or Manager in accordance with this Policy.
- 7.3.2 If Staff receive a Request for non-Routinely Disclosed Information – including information that is not generally available to members of the public, from Councillors or their Offices, Staff will direct the Request to their Director.
- 7.3.3 Should Staff receive a Request from Councillors of their Offices that should be addressed through a Freedom of Information request, Staff will advise the Councillor or their Offices to contact the City Clerk for assistance.
- 7.4 Requests for Service will be processed in accordance with this Policy.
- 7.4.1 When Staff receive a Request for non-routine Service or action, requiring a substantive change in established procedures or Service levels from Councillors or their Offices through the Contact Centre that is not routinely available to members of the public or legislatively required for the Member of Council to perform their duties, Staff will direct the request to their Director.
- 7.5 Managers and Supervisors are responsible for:
- 7.5.1 Following this Policy and responding to Requests for Service that may be referred to them by their Staff, the Director, or Commissioner.
- 7.5.2 Ensuring the Staff who report to them comply with this Policy, provide guidance and direction, as required, to their Staff and the Contact Centre, and provide or request access to training for their staff.
- 7.5.3 Communicating with their Director and/or Commissioner on the Requests for Service, as required.



Council Request for Information or Service Policy

Policy No.:

Implementing Procedure No.:

7.6 Directors are responsible for:

- 7.6.1 Disclosing information in accordance with the City's Routine Disclosure Policy.
- 7.6.2 Following this Policy and responding to Requests for Information and/or Service that may be escalated or delegated to them by the Contact Centre, Staff, or Commissioner. Responses to any Councillor or their Office on non-routine, substantive change/action, or administrative change/action Requests will be copied to the relevant Managers.
- 7.6.3 Advising all Councillors that any Request for Service that would require a substantive change/action, or administrative change/action requires a Council resolution.
- 7.6.4 Ensuring the Staff who report to them comply with this Policy, provide guidance and direction, as required, to their Staff and Contact Centre, and ensure appropriate training and communication are provided to their Staff within their department.
- 7.6.5 Communicating with their Commissioner, CAO, or ELT on the Requests for Information and/or Service, as required, including opportunities for the next update of this Policy.

7.7 Commissioners are responsible for:

- 7.7.1 Following this Policy and responding to Requests for Information and/or Service that may be escalated to them by their Staff, Councillors or their Offices. Responses to any Councillor or their Office on non-routine, substantive change/action, or administrative change/action Requests will be copied to the relevant Staff and to all Councillors to ensure the Information being circulated is made available to all Councillors.
- 7.7.2 Ensuring the Staff who report to them comply with this Policy, provide guidance and direction, as required, to their Staff, and ensure appropriate training and communication are provided to their Staff within their Commission and at a corporate level.
- 7.7.3 Addressing Requests of substantive change/action or administrative change/action that affect multiple departments or are corporate in nature through the CAO and ELT.
- 7.7.4 Advising all Councillors that any Request for Information and/or Service that would require a substantive change in established procedures or Service levels will require a Council resolution.
- 7.7.5 Managing a positive and healthy working relationship with Councillors and their Offices and providing appropriate feedback on their compliance to this Policy.

7.8 CAO is responsible for:

- 7.8.1 Following this Policy and responding to Requests for Information and/or Service that may be escalated to them by a Commissioner in cases where the Commissioner does not have the authority to issue a decision.
- 7.8.2 Advising all Councillors that any Request for Information and/or Service that would require a substantive change in established procedures or service levels will require a Council resolution.



Council Request for Information or Service Policy

Policy No.:

Implementing Procedure No.:

7.8.3 Managing a positive and healthy working relationship with Councillors and their Offices and providing appropriate feedback on their compliance to this Policy.

8. Owner Department Responsibilities

8.1 Owner department is responsible for:

8.1.1 Creating, reviewing, and monitoring this Policy and making appropriate changes in future updates.

8.1.2 Executing training and preparation of a communication plan to educate Staff, Councillors, and their Offices on their roles, responsibilities, and compliance with this Policy.

9. Members of Council and their Offices' Responsibilities

9.1 Members of Council and their Offices are responsible for:

9.1.1 Following the procedures outlined within this Policy when making Requests for Information and/or Service from Staff.

9.1.2 Ensuring all Requests for Information and/or Service are made through the appropriate channels, including submitting Requests for Service through the Contact Centre to ensure proper tracking of all Requests received by Staff.

9.1.3 Making a Request for Information and/or Service that would require a substantive change in established procedures or service levels through a Council resolution.

9.1.4 Complying with the Municipal Act, and the Municipal Freedom of Information and Protection of Privacy Act, at all times during their interactions with Staff.

9.2 Members of Council are responsible for:

9.2.1 Complying with the Council Code of Conduct and the Municipal Conflict of Interest Act.