



AD HOC COMMITTEE– TRANSPARENCY AND ACCOUNTABILITY AGENDA

**Tuesday, November 17, 2015, 5:30 p.m.
Emergency Operations Centre, Mel Lloyd Centre, (Entrance C)
167 Centre Street, Shelburne**

Declarations of Pecuniary Interest by Members

POLICY REVIEW:

1. AD HOC COMMITTEE – TRANSPARENCY AND ACCOUNTABILITY –
November 17, 2015 – ITEM #2
Policies for Review

- 1-2-4 Resolutions from Other Municipalities (Revised Version)
- 1-2-5 Council Closed Session (Revised Version)
- 1-2-6 Council Code of Conduct (Revised Version)
- 1-2-7 Accountability and Transparency (for review)
- 1-3-7 Council Conference Expenses (for review)

Customer Service Policy (first draft)

2. AD HOC COMMITTEE – TRANSPARENCY AND ACCOUNTABILITY –
November 17, 2015 – ITEM #3
Other Discussion

Other discussion pertaining the Accountability and Transparency and items for future meetings.

Integrity Commissioner
Other polcies

Next Meeting: TBD



POLICY & PROCEDURE MANUAL

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| SECTION | COUNCIL RELATED POLICIES | POLICY NUMBER | 1-2-4 |
| SUB-SECTION | COUNCIL PROCEDURES | EFFECTIVE DATE | Jan. 13, 2000 |
| SUBJECT | Resolutions From Other Municipalities | | |
| AUTHORITY | County Council Motion #2000-21, January 13th, 2000 | | |

PURPOSE:

To govern the consideration of resolutions from other municipalities.

STATEMENT:

1. Only resolutions coming from other Upper Tier Municipalities, Single Tier Municipalities or Dufferin County Lower Tier Municipalities will be placed on the relevant committee or council agenda. distributed to Council for consideration.
2. Resolutions received from other Lower Tier Municipalities will be placed in the Councillors' mail folder and any member can bring a resolution forward for consideration. received for information purposes only.



POLICY & PROCEDURE MANUAL

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| SECTION | COUNCIL RELATED POLICIES | POLICY NUMBER | 1-2-5 |
| SUB-SECTION | COUNCIL PROCEDURES | EFFECTIVE DATE | July 9, 2009 |
| SUBJECT | Council Closed Sessions | | |
| AUTHORITY | General Government Services Committee June 22, 2009 County Council Motion #12 July 9, 2009 | | |

PURPOSE:

To provide clarity on when closed meetings are to be held and to establish the process to be followed by County Council.

STATEMENT:

This policy covers closed sessions of County Council as defined by Section 239 of the Municipal Act, S.O. 2001, Chapter M.25 as amended and Section 10 of Dufferin County By-Law #200815--1524, being a By-law to govern the proceedings of Council and its Committees (Procedural By-law).

PROCEDURES:

1. Staff considering bringing a report to Council or Committee for Closed Session must advise the Chief Administrative Officer in advance and must consult with the County Clerk to ensure that the subject matter meets the criteria set out in the Municipal Act, S.O. 2001, Chapter M.25.
2. ~~A separate Closed Session email with attachments will be prepared and circulated only to all of Council and Senior Management on the Friday prior to the Council meeting. No separate agenda will be prepared for Committee meetings.~~
2. Closed session items will appear on the public agenda and will be placed on the Council intranet site for the term of council. Senior Management will receive closed session items via email attachment unless it is a sensitive personnel item.
3. Wording on the open session agenda will be as detailed as possible and include the appropriate section of the act to which the item(s) pertains.

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| SUBJECT Council Closed Sessions | POLICY NUMBER 1-2-5 |
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Example:

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| 12. | <p><u>CLOSED SESSION</u></p> <p><i>THAT Council move into closed session in accordance with Section 239 (2) (c) (proposed or pending property acquisition or disposition of land) and Section 239 (2) (f) (solicitor-client privilege) (provide any detail that is possible, ie..to consider the purchase of a property.</i></p> <p>12.1 Closed Session Minutes - for information only Council, March 12, 2009 General Government Services, March 23, 2009 Dufferin Oaks/Community Services, March 25, 2009</p> <p>12.2 Section 239 (2) (c) Property- Administration Building</p> <p>12.3 Section 239 (2) (f) Solicitor-Client - letter from Cassels Brock providing a legal opinion</p> |
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4. A resolution to go into a closed session should disclose as much information as possible. The reason must meet the criteria as set out in the Act. The general nature of its subject matter and the fact that the meeting is being closed under this specific subsection must be noted.
5. During the closed session meetings, voting is restricted to procedural matters or for giving directions or instructions to officers, employees or agents of the County.
6. The Warden/Chair shall prohibit discussion of any matter that was not disclosed in the resolution authorizing the closed meeting.
7. ~~The Clerk or his/her designate must be present at A~~all closed session ~~meetings and take the minutes are taken by the Clerk or his/her designate.~~ The minutes of the open meeting and the closed session shall reflect the time the closed session commenced and the time the closed session was completed. Once back in the open meeting, the Warden/Chair shall confirm the topics discussed in closed and this shall be recorded in the minutes.
8. Closed session minutes are distributed electronically with the Council Agenda ~~Closed Session.~~ ~~Council has an opportunity to review the minutes and make changes if necessary.~~ Council passes a motion to adopt the closed session minutes in open session.—The minutes are filed electronically in a secure folder and the hard copy is filed in the County Clerk’s Office.



POLICY & PROCEDURE MANUAL

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| SECTION | COUNCIL RELATED POLICIES | POLICY NUMBER | 1.2.6 |
| SUB-SECTION | GENERAL CORPORATE POLICY | EFFECTIVE DATE | February 14, 2008 |
| SUBJECT | Council Member Code of Conduct | | |
| AUTHORITY | General Government Services Committee — January 28, 2008 Council — February 14, 2008 — By-law 2008-5 | | |

PURPOSE:

This policy is authorized under Section 270.1 of the Municipal Act, S.O. 2001.

STATEMENT:

This policy provides a code of conduct for the members of Council

PROCEDURES:

1. Interpretation – Members seeking clarification of any part of the Code of Conduct should consult with the ~~Integrity Commissioner~~ Chief Administrative Officer.
2. Complaints will be received through the ~~Integrity Commissioner~~ Chief Administrative Officer.
3. ~~The Chief Administrative Office, in the form of an affidavit, will then forward the complaint to the appointed Integrity Officer for completion of an investigation and reporting back.~~
The Integrity Commission will conduct an investigation and report to Council.
4. ~~The Integrity Commissioner's report will then be presented to County Council for consideration.~~

CORPORATION OF THE COUNTY OF DUFFERIN

BY-LAW NUMBER ~~2008-5~~

A BY-LAW TO ADOPT A CODE OF CONDUCT FOR MEMBERS OF COUNCIL.

WHEREAS the Municipal Act, S.O., 2001, Chapter 25, as amended, provides that municipalities are authorized to establish codes of conduct for members of the council of the municipality and of local boards of the municipality;

AND WHEREAS Section 5 (3) of the Municipal Act, 2001, as amended, provides that municipal powers shall be exercised by by-law;

NOW THEREFORE BE IT ENACTED BY THE MUNICIPAL COUNCIL OF THE CORPORATION OF THE COUNTY OF DUFFERIN ENACTS AS FOLLOWS:

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| Code of Conduct | 1.1 | Members shall conduct themselves according to the Code of Conduct. |
| Preamble | 1.2 | A written Code of Conduct helps to ensure that the members of Council share a common basis for acceptable conduct. These standards are designed to provide a reference guide and a supplement to the legislative parameters within which the members must operate. These standards should serve to enhance public confidence that County's elected representatives operate from a base of integrity, justice and courtesy. |
| General | 1.3 | The County of Dufferin Council Code of Conduct is a general standard that augments the provincial laws and municipal by-laws that govern their conduct. It is not intended to replace personal ethics. |
| | | All members shall serve their constituents in a conscientious and diligent manner. No member shall use the influence of office for any purpose other than the exercise of his or her official duties. |
| Gifts and Benefits | 1.4 | Members shall not accept fees, gifts, hospitality or personal benefits that are connected directly or indirectly with the performance of duties as County Councillors, except compensation authorized by law. This section does not apply to tokens, mementoes, souvenirs, or such gifts or benefits up to and including a value of \$100.00 that are received as an incident of protocol or social obligation that normally accompanies the responsibilities of office. Tokens, mementoes, souvenirs or gifts with a value of greater than \$100.00 shall be the property of the municipality. |

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| | | No Member shall seek or obtain by reason of his or her office any personal privilege or advantage with respect to County services not otherwise available to the general public and not consequent to his or her official duties. |
| Confidentiality | 1.5 | <p>All information, documentation or deliberation received, reviewed or taken in closed session of Council and its committees are confidential, except as otherwise directed by Council.</p> <p>Members shall not disclose or release by any means to any member of the public either in verbal or written form any confidential information acquired by virtue of their office, except when required by law to do so.</p> <p>Members shall not permit any persons other than those who are entitled thereto to have access to information that is confidential.</p> <p>Particular care should be exercised in ensuring confidentiality of the following types of information:</p> <ul style="list-style-type: none"> • Labour negotiations • Information about suppliers provided for evaluation which might be useful to other suppliers • Matters relating to the legal affairs of the County • Sources of complaints where the identity of the complainant given in confidence • Items under negotiation • Schedules of prices in contract tenders • Information defined as “personal information” under the Municipal Freedom of Information and Protection of Privacy Act <p>This list is provided for example and is not inclusive. Requests for information should be referred to the Office of the Clerk to be addressed as a formal request under the Municipal Freedom of Information and Protection of Privacy Act.</p> |
| Use of County Property | 1.6 | <p>No member shall use for personal purposes any County property, equipment, supplies, or services of consequence other than for purposes connected with the discharge of County duties or associated community activities of which County Council has been advised. <u>Personal use of County-issued devices such as an ipad or cellular is permitted.</u></p> <p>No member shall obtain financial gain from the use of County-developed intellectual property, computer programs, technological innovations, or other patentable items, while an elected official or thereafter. All such property remains the exclusive property of the County of Dufferin.</p> |

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| | | No member shall use information gained in the execution of his or her duties that is not available to the general public, for any purposes other than his or her official duties. |
| Work of a Political Nature | 1.7 | No member shall use County facilities, services, or property for his or her re-election campaign. No member shall use the services of County employees for his or her re-election campaign, during hours in which the employees are in the paid employment of the County. |
| Conduct at Meetings | 1.8 | During meetings, members shall conduct themselves with decorum. Respect for delegations and fellow members and staff requires that all members show courtesy and not distract from the business of the Council or Committee during presentations and when other members have the floor. |
| Representing the County | 1.9 | Members shall make every effort to participate diligently in the activities of the agencies, boards, and commissions to which they are appointed. |
| Influence On Staff | 1.10 | Members shall be respectful of the fact that staff work for the County as a body corporate and are charged with making recommendations that reflect their professional expertise and corporate perspective, without undue influence from any individual member or group of Members of Council. In addition, members shall be respectful of the fact that staff carry out directions of Council and administer the policies of the municipality, and are required to do so without any undue influence from any individual member or group of members of Council. |
| Business Relations | 1.11 | No member shall borrow money from any person who regularly does business with the County unless such person is an institution or company whose shares are publicly traded and who is regularly in the business of lending money. |
| No Member shall Act as a Paid Agent | 1.12 | No member shall act as a paid agent before Council or a committee of Council or any agency, board, or committee of the County. |
| Encouragement and Respect for County | 1.13 | Members shall encourage public respect for the County and its by-laws. |
| Harassment | 1.14 | Harassment of another member, staff or any member of the public is misconduct. Harassment may be defined as any behaviour by any person that is directed at or is offensive to another person on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, age, handicap, sexual orientation, marital status, or family status and any other grounds under the provisions |

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| | <p><u>of the Ontario Human Rights Code.</u></p> |
| <p><u>Harassment</u></p> | <p><u>EXCERPT FROM THE NON – UNION STAFF POLICY</u></p> <p><u>Purpose:</u></p> <p><u>The County of Dufferin accepts as a matter of normal business practice the provisions of the Human Rights Code. The Code prohibits discrimination in employment on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, same-sex partnership status, family status and handicap.</u></p> <p><u>The County of Dufferin will take all reasonable steps to ensure a work environment that is free of harassment. It is required that all staff of the County treat one another and employees with respect and professionalism and that they refrain from harassing behaviour. The management in each department is responsible for taking steps to prevent harassment and for stopping it if it does occur.</u></p> <p><u>Policy Statement:</u></p> <p><u>Every person who is a councillor or employee of the County of Dufferin or who works for an employer who conducts business with the County of Dufferin has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another employee as defined under the Ontario Human Rights Code.</u></p> <p><u>For the purposes of this policy, harassment is defined in accordance with the Ontario Human Rights Code as vexatious comment or conduct that is unwelcome or ought reasonably to be known to be unwelcome.</u></p> <p><u>Every person who is a councillor or employee has a right to freedom from harassment in the workplace because of sex by his or her employer or agent of the employer or by another employee.</u></p> <p><u>Every person has a right to be free from:</u></p> <p>(a) <u>A sexual solicitation or advance made by a person in a position to confer, grant or deny a benefit or advancement to the person where the person making the</u></p> |

solicitation or advance knows or ought reasonably to know that it is unwelcome; or

(b) A reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant or deny a benefit or advancement to the person.

Workplace Harassment Does Not Include:

1. Good- natured joking and bantering that is mutually acceptable.
2. Appropriate evaluation, direction or discipline by a member of management.
3. Stressful events associated with the performance of legitimate job requirements.

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Bullying

EXCERPT FROM THE NON-UNION STAFF POLICY

Purpose:

The County of Dufferin prohibits workplace bullying in any form as it creates a risk to both the mental and physical health of employees. The County of Dufferin is committed to the prevention of workplace bullying, as it is far more effective than intervening after an event has occurred or mediating during an established pattern of bullying.

1. To establish what constitutes workplace bullying
2. To prevent workplace bullying
3. To outline procedures to investigate and resolve bullying incidents.

Policy Statement:

Definition of Work Place Bullying

Workplace bullying is defined as "repeated unreasonable behaviour directed towards an employee or a group of staff, that creates a risk to health and safety. Unreasonable behaviour can be defined as behaviour that harms, intimidates, threatens, victimizes, undermines, offends, degrades or humiliates another staff member/s.

Repeated Behavior versus Isolated Incident

Where unreasonable behaviour is repeated or occurs as part of a pattern, it could be considered bullying and can be direct or indirect, verbal, physical or conducted by one or more persons.

An isolated incident of unacceptable behaviour does not constitute workplace bullying. However, if not dealt with appropriately, it may develop into a pattern of repeated behavior.

Examples of Workplace Bullying

The most common types of workplace bullying are:

- Spreading malicious rumours, gossip or innuendo that is not true
- Excluding or isolating someone socially

- Intimidating a person
- Undermining or deliberately impeding a person's work
- Withdrawing necessary information or purposefully giving the wrong information
- Setting impossible deadlines
- Making inappropriate jokes
- Persistent criticism of appropriate work
- Freezing out, ignoring or excluding
- Attempts to humiliate staff in front of others
- Unjustified monitoring of work
- Verbal/non-verbal threats
- Abusive, offensive or insulting language
- Behaviours that frighten, humiliate, belittle or degrade
- Belittling a person's opinions
- Damaging or interfering with a person's property or work equipment
- Threats of violence or actual incidents of violence
- Regular ultimatums and/or threats of dismissal
- Inappropriate comments about a person's appearance, lifestyle or their family.

When bullying escalates to include incidents of physical assault or threats, it is considered workplace violence.

Workplace Bullying is NOT:

- Grievances about legitimate and reasonable performance and management processes, disciplinary action, or allocation of work in compliance with the County's systems and processes.
- Implementation of organizational change or downsizing
- One-off instances of bullying type behaviours (although unacceptable).

The Effect of Workplace Bullying

Workplace bullying can affect the staff and the organization as a whole. Some of the impacts include; stress, anxiety, panic attacks, physical and psychological injuries, absenteeism, reduced quality of home and family life, stress and depression. The effects upon the County can impact job performance and can result in low morale, high staff turnover, lowered productivity, absenteeism, adverse publicity and legal costs.

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| Interpretation | 1.15 | Members of Council seeking clarification of any part of this Code of Conduct should consult with the County Chief Administrative Officer (CAO). <u>Integrity Commissioner.</u> |
| Effective date | 1.16 | This by-law shall take effect on the date of its final passing. |
| Alleged Breaches of the Code of Conduct | 1.17 | If a breach of the Code of Conduct is alleged the complaint shall be lodged with the Chief Administrative Officer in the form of an affidavit. The CAO shall report the nature of the complaint to Council and Council shall appoint a person to act as an Integrity Commissioner to investigate the alleged breach. The CAO will keep an updated list of individuals who are willing to serve as an Integrity Commissioner. |

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READ a first, second and third time and finally passed this 14th day of February, 2008.

“Original Signed By”

John K. Oosterhof, Warden

“Original Signed by”

Pam Hillock, Clerk



POLICY & PROCEDURE MANUAL

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| SECTION | COUNCIL RELATED POLICIES | POLICY NUMBER | 1.2.7 |
| SUB-SECTION | GENERAL CORPORATE POLICY | EFFECTIVE DATE | February 14, 2008 |
| SUBJECT | Accountability and Transparency Policy | | |
| AUTHORITY | General Government Services Committee – January 28, 2008 Council – February 14, 2008 | | |

PURPOSE:

The purpose of this policy is to comply with Section 270.1 of the Municipal Act, S.O. 2001, as amended, which requires that Municipalities adopt an Accountability Policy.

STATEMENT:

The County of Dufferin is proud to have most of the procedures and practices in place that already make it an accountable and transparent level of government. The County of Dufferin is interested and committed to continuing to ensure an accountable and transparent government and therefore established an ad hoc committee in 2007 composed of County Staff, County Councillors and representatives from the local press, to make recommendations to Council on the new policies required under the Municipal Act including this policy.

Legislation:

Section 270.1 of the Municipal Act, 2001, requires all municipalities to adopt and maintain a policy to determine the manner in which the municipality will try to ensure that it is accountable to the public for its actions and that its actions are transparent to the public.

These changes to the Municipal Act provide municipalities with many new discretionary powers and is less prescriptive to allow municipalities to have and create their own policies. Municipalities have more flexibility which is balanced with accountability and transparency.

In this policy:

Accountability is how members of Council and staff are held to account for their actions, how actions are explained and the level of detail that are provided in justification of certain actions.

Transparency relates to the ability of members of the public to observe how decisions are made and implemented. The County currently exhibits transparency by adopting policies to ensure openness such as the procurement policy, hiring policy, holding open meetings, access to agendas and minutes, routine disclosure of information, codes of conduct, etc.

Open Meetings:

All meetings of Council and its committees are open to the public; however, there are instances where meetings are closed to the public. An explanation of how meetings are permitted to be closed to the public is explained below:

WHY DO MUNICIPAL COUNCILS AND LOCAL BOARDS HAVE MEETINGS
OR PORTIONS OF MEETINGS THAT ARE CLOSED TO THE PUBLIC?

Municipal councils, local boards and their committees must meet behind closed doors on occasion to deal with some matters. For example, if a municipality is being sued or if council is considering purchasing a piece of land or if council must deal with a labour relations issue then it is appropriate that it be able to do so at a closed meeting. The purpose of such a closed meeting is to receive information or give direction.

Local government in Ontario must be transparent and accountable. To this end, the Province has set the rules for a council, local board or a committee to go into a closed meeting. These rules are found in section 239 of the Municipal Act, 2001, as amended. They must be strictly followed.

The permitted reasons for going into a closed meeting are:

- ✓ The security of property of the municipality or local board;
- ✓ Personal matters about an identifiable individual, including employees;
- ✓ A proposed or pending acquisition or disposition of land;
- ✓ Labour relations or employee negotiations;
- ✓ Litigation or potential litigation;
- ✓ Advice that is subject to solicitor-client privilege;
- ✓ A matter authorized by another provincial statute;
- ✓ If the subject matter relates to a request under the Municipal Freedom of Information and Protection of Privacy Act;
- ✓ The meeting is held for educating and training and no member discusses or deals with a matter in a way that materially advances the business or decision-making of the council or local board.

That is the entire list. Thus, for example, there is no specific authority to undertake strategic planning at a closed meeting. Only those aspects of a strategic planning process that might fall within the closed meeting list can be dealt with at a properly called closed meeting. All other matters relating to the strategic plan must be deliberated by council or a committee at an open meeting.

Before council, a local board or a committee begins the closed meeting, it must pass a resolution at a public meeting indicating that a closed meeting is being held and what the general nature of the matter to be considered is. A closed meeting shall not be held by council, a local board or committee before this resolution is passed.

Any person has the right to request an investigation as to whether the municipality, local board or committee complied with the closed meeting rules established by the Province or the Procedure By-law of the municipality or local board. A request must be in writing and should be directed to the municipal clerk unless there is provision for it to be sent directly to the municipality's Investigator.

If you have any questions about these closed meeting rules, contact the County Clerk:

Pam Hillock, Clerk
County of Dufferin
51 Zina Street
Orangeville, ON L9W 1E5
e-mail: phillock@dufferincounty.on.ca
Phone: 519-941-2816 (2503)

This material on closed meetings has been produced by Amberley Gavel Ltd, this municipality's appointed Investigator. For more information visit www.amberleygavel.com.

Mandatory & Optional Policies in Place:

The Corporation of the County of Dufferin has ensured that the following policies and procedures were or will be adopted in order to meet its accountability obligations:

Sale & Purchase of Land By-Law
Procedural By-Law – By-Law

- Minutes
- Open Meetings
- Access to Agendas
- Notice Provisions

Hiring of Employees
Procurement of Goods and Services Policy
Code of Conduct
Delegation of Authority By-Law

Most Common Legislation the County works under:

Municipal Act
Municipal Conflict of Interest Act
MFIPPA (Municipal Freedom Information Protection and Privacy Act)
Highway Traffic Act
Emergency Management & Civil Protection Act
Homes for Aged Act
Ontario Works Act
Social Housing Act
Ontarians With Disabilities Act
Building Code Act

Practices in Place:

Measures that are already in place that the staff and council practice and which contribute to ensuring an accountable and transparent Council include:

- Maintaining an Open Budget Process
- Posting all agendas and minutes on the web site in a timely manner (agendas are posted the Friday prior to each meeting and minutes are posted as soon as they are available)
- Inviting the press to special events and photo opps.
- Issuing Press releases on upcoming events and new initiatives
- Publication and Distribution of Council In Brief Newsletter
- Publication of Audited Financial Statement
- Publication of Performance Measures
- Responding in a prompt manner to local press
- Assisting and working with local municipalities in implementation of policies
- Working and sharing information and ideas with other Counties
- Maintaining co-operative working relationships with other levels of government
- Updating and Maintaining a Corporate policy binder
- Updating and Maintaining a Web site with explanations of all of the services provided by the County and a list of contact names and information

POLICY & PROCEDURE MANUAL

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| SECTION | COUNCIL RELATED POLICIES | POLICY NUMBER | 1-3-7 |
| SUB-SECTION | GENERAL CORPORATE PROVISIONS | EFFECTIVE DATE | March 8, 2012 |
| SUBJECT | Conference Expenses | | |
| AUTHORITY | County Council Motion # 10 (cc-2012-03-08) | | |

PURPOSE:

The Corporation recognizes the importance of having a well-informed Council and encourages Councillors to attend municipal conferences.

The purpose of this policy is to define the type and amount of expenses, associated with Councillors' attendance at conferences that will be reimbursed by the County of Dufferin.

STATEMENT:

1. This policy will apply to all Councillors of the Corporation except the Warden.
2. The Council will provide a budget for Members of Council to attend conferences relating the County business each year.
3. Only the expenses of Councillors will be subject to reimbursement. Expenses of spouses or companions will not be subject to reimbursement.

4. The following expenses are eligible for reimbursement:

Registration - prepaid by the County

Travel: arranged by County staff or use of own car, km. will be paid at the current County rate (statement of Councillor required) including parking

Accommodation: prepaid by the County or reimbursed upon the submission of a receipt

Meals: meals are eligible at the current County rates; meals included as part of the conference registration are not eligible

5. The conferences that are generally attended for County business are:

AMO - Association of Municipalities of Ontario

ACRO - Association of Counties and Regions of Ontario

OGRA - Ontario Good Roads Association

OMSSA - Ontario Municipal Social Services Association

OANHSS - Ontario Association of Non-Profit Homes and Services for Seniors

6. Councillors shall present all receipts, together with a statement of km. to the Treasurer no later than ten (10) working days after the conclusion of the conference.



POLICY & PROCEDURE MANUAL

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| SECTION | CORPORATE SERVICES | POLICY NUMBER | |
| SUB-SECTION | Customer Service | EFFECTIVE DATE | Date policy takes effect |
| SUBJECT | Customer Service Policy | | |
| AUTHORITY | General Government Services Council | | |

PURPOSE:

The County of Dufferin identifies communication and connections as one of its priorities within its corporate strategic plan. This establishes customer service procedures for services provided by the County of Dufferin. This policy outlines how customer service will be provided by Dufferin County Staff.

STATEMENT:

The County of Dufferin is a government body that provides service to the people living within its jurisdiction. The employees of the County of Dufferin strive to provide customer service excellence to all people living in Dufferin, Community Partners and any other party that they may have interaction with.

PROCEDURES:

1. In-person/Face to Face Interactions

1.1 Greeting

Members of the public will be greeted in a polite, friendly manner upon entering any service area.

1.2 Waiting

- Members of the public will be notified of expected waiting times.
- If a member of the public is looking for an out-of-office or unavailable staff member, Dufferin County staff will provide a phone number and/or email to contact the employee if no other staff member is able to assist.

| SUBJECT | POLICY NUMBER |
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Customer Service Policy

2. Phone Interactions

2.1 Greeting

The telephone will be answered in a polite, friendly manner.

2.1.1 Voice Mail Greeting

Script:

You have reached the office of (name), (position), extension (_____) on (date). I am currently unavailable, but please leave your name, contact information and a reason for your call, or for immediate assistance press zero. Thank you.

2.2 Response Time

2.2.1 Business Hours

Phone calls coming in during regular business hours (Monday-Friday 8:30am-4:30pm) can be expected to be answered before reaching voicemail. If a voicemail message is left, it can be expected to be answered within the next business day.

2.2.2 After Hours/Holidays

Voice messages left when the office is closed will be responded to during business hours within the next business day.

2.2.3 Out of Office

Phone calls directed to a staff member who is out-of-office can be expected to be told the length of their absence in their voicemail recording if it is longer than one business day.

Script:

You have reached the office of (name), (position) at extension (_____). I will be out of the office from (date) to (date), and will be unavailable during this time. Please leave your name, contact information and a reason for your call, or for immediate assistance press zero. Thank you.

2.3 Put on Hold

Members of the public will not be on hold for longer than 2 minutes without having the option to speak with another staff member or ask for a call back.

2.4 Transfers

2.4.1 Reasons for Transfers

Members of the public will be transferred if they have contacted the main County phone line but need to speak to someone from a specific department in order to have their question or concern properly addressed. Upon being transferred, the standards for response time apply.

| SUBJECT | POLICY NUMBER |
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Customer Service Policy

2.4.2 Number of Transfers

Members of the public should only be transferred once. However, depending on the situation more transfers may be necessary.

2.4.3 Reasons for redirection to external phone lines

Members of the public can expect to be given contact information to other municipalities, other government agencies or organizations if they are calling for a service provided by another level of government or agency.

3. Email Interactions

3.1 Response Time

3.1.1 Business Hours

During regular business hours, members of the public can expect an email response within the next business day.

3.1.2 After Hours/Holidays

Emails received when the office is closed will be responded to during business hours within the next business day.

3.1.3 Out of Office

Emails sent directed to a staff member who is out-of-office can be expected to be notified that they are not checking emails, and told the length of their absence if the staff member is out of the office for more than one business day. The Out of Office notification will also give contact information to another staff member who might be able to assist them.

4. Social Media Interactions

4.1 Responses

Members of the public can expect a response to a message sent via social media during regular business hours, by the end of the business day. For messages sent after hours or on weekends, a response will be sent within the next business day.

5. Written Interactions - Letters

5.1 Responses

Members of the public can expect a written acknowledgement within two business days with follow up correspondence as necessary.

6. Complaints

6.1 Types of Complaints:

- Breach of Privacy
- Insurance claim
- Service delivery
- Service level
- Lack of Customer Service
- No access to politicians

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| SUBJECT Customer Service Policy | POLICY NUMBER |
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6.2 Lodging a Complaint

There are a variety of ways in which a complaint can be heard. The following methods are encouraged and communicated to the public:

- Discussing the issue directly with a staff member
- Discussing the issue with a manager
- Discussing the issue the Department Head
- Discussing the issue with the Chief Administrative Officer

At any time, any person can:

- Complete an Issue Form – located on website and at various offices
- Contact a Council Member
- Request to attend a Committee of Council meeting
- Contact the Ontario Ombudsman

All staff will accept complaints via telephone, face to face contact, letter, e-mail, or other delivery methods. A form will be available at all public counters and the website. All complaints will be kept in a written log by the department responsible.

6.3 Complaints Regarding Confidentiality Breach

All complaints pertaining to allegations of a breach of personal privacy shall immediately be reported to the Clerk who administers the Freedom of Information and Protection of Privacy Act. If an actual breach took place, the Clerk is obligated to report the breach to the individual whose privacy was breached and also the Provincial Information and Privacy Commissioner.

6.4 Complaints Regarding Property/Vehicle Damage

Complaints regarding damage to vehicles or property shall immediately be referred to the Treasury Department who has the responsibility for risk and insurance.

6.5 Responding To Complaints

Recipients of the complaint will respond immediately to address the issue if possible. If the person receiving the complaint is not able to address the issue, they will notify the appropriate Department Head providing the following information:

- a) Date and time of complaint
- b) Nature of complaint

6.5.1 The Department Head will:

- a) Acknowledge receipt of the complaint with the complainant and advise of process
- b) Investigate the complaint
- c) A meeting at Committee of Council may be arranged

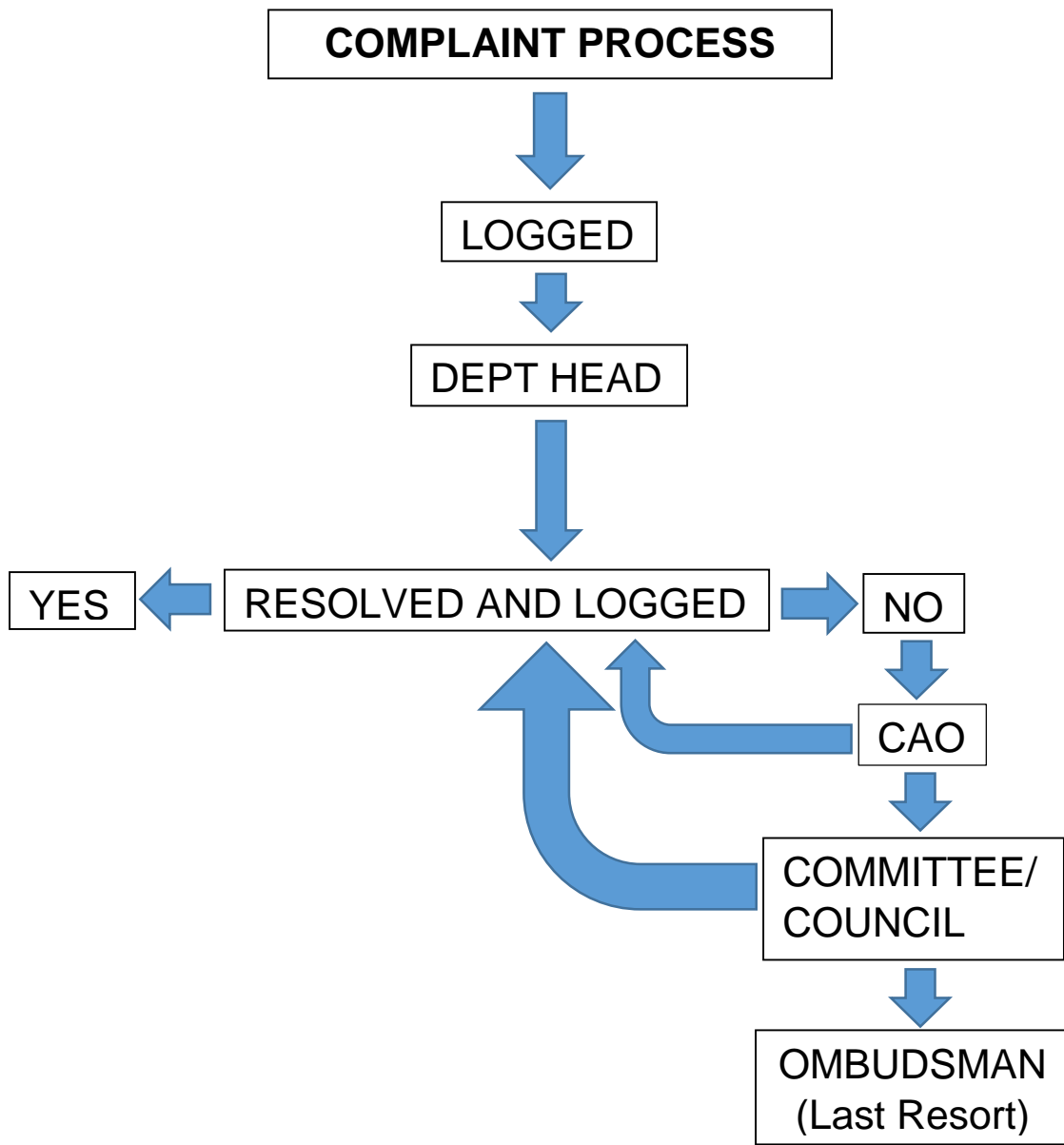
| SUBJECT | POLICY NUMBER |
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- d) Provide a response to complainant within 10 business days. For those complaints that cannot be investigated and resolved within 10 business days, further communication is required with an estimate of when there will be resolution to the complaint.
- e) Document action taken.

6.5.2 If the complainant is not satisfied with the response staff will direct complainant to the Chief Administrative Officer and/or the Ontario Ombudsman.

7. **Analysis of Trends**

- a) The Senior Management Team will review and analyze the complaint logs quarterly.
- b) The results of the review will be used in determining what improvements are required.



NOTE: This procedure is only for complaints requiring follow-up.