



## GENERAL GOVERNMENT SERVICES COMMITTEE AGENDA

Wednesday, January 27, 2016, 4:00 p.m.  
55 Zina Street, Orangeville – Sutton Room (2<sup>nd</sup> Floor)

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Declarations of Pecuniary Interest by Members

### **PUBLIC QUESTION PERIOD**

Members of the public will be provided an opportunity to ask questions of the Committee during this time. (Limited to 10 minutes)

### ***Change of meeting dates for February and September***

### **REPORTS**

1. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #1  
Whitfield Tower Agreement Renewal

A report from the Clerk/Director of Corporate Services dated January 27, 2016 to update the Committee on the status of the contract with Canadian Wireless Integrators Inc. for tower space and rack space on the Whitfield communication tower and to seek approval for an extension of the contract.

#### ***Recommendation:***

***THAT the report from the Director of Corporate Services/Clerk dated January 27, 2016, regarding the Whitfield Tower Agreement Renewal be received;***

***AND THAT the agreement between Vianet and the County of Dufferin for the provision of space on the Whitfield Tower and rack space in the building on site, be renewed for a further five years commencing on April 1, 2016.***

2. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #2  
Ad Hoc Transparency and Accountability

A report from the Clerk/Director of Corporate Services dated January 27, 2016 to seek approval of the six policies that were reviewed by the Accountability and Transparency Committee (Committee Chairs and Warden).

**Recommendation:**

**THAT the report from the Clerk/Director of Corporate Services regarding Accountability and Transparency Committee – Report #1 dated January 27, 2016, be received;**

**AND THAT staff be directed to initiate an RFP process for the appointment of an Integrity Commissioner;**

**AND THAT the following Policies, attached as Schedule C, be adopted:**

- **Resolutions from Other Municipalities**
- **Council Closed Session**
- **Council Code of Conduct**
- **Accountability and Transparency**
- **Council Conference Expenses**
- **Customer Service Policy.**

**3. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #3  
Provincial Offences Administration – Update Report #2**

A report from the Clerk/Director of Corporate Services dated January 27, 2016 to provide further information and updates on the administration of the Provincial Offences Act in Dufferin County.

**Recommendation:**

**THAT the report from the Clerk/Director of Corporate Services regarding Provincial Offences Administration dated January 27, 2015, be received.**

**4. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #4  
Routine Disclosure Policy**

A report from the Clerk/Director of Corporate Services dated January 27, 2016 seeking approval for a Routine Disclosure Policy.

**Recommendation:**

**THAT the report from the Director of Corporate Services/Clerk dated January 27, 2015 with respect to a Routine Disclosure policy be received;**

**AND THAT the Routine Disclosure policy, attached, be adopted.**

5. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #5  
2016 Tax Policy Decision

A report from the Treasurer dated January 27, 2016 to discuss new tax policy options, offered by the Province, and decide on changes to be made within the County of Dufferin's policy.

***Recommendation:***

***THAT the report of the Treasurer dated January 27, 2016 regarding Tax Policy Decision, dated January 27, 2016, be received;***

***AND THAT the two threshold changes to the Tax Capping program, for 2016, be made.***

6. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #6  
Land Ambulance Contract Expiry – Service Delivery Options

A report from the Treasurer dated January 27, 2016 to inform the Committee that the current Land Ambulance Service (LAS) agreement, between the County and Headwaters Healthcare Centre (HHCC), has entered its final year, and to consider next steps.

***Recommendation:***

***THAT Report, Land Ambulance Service agreement, from the Treasurer, dated January 27, 2016, be received;***

***AND THAT staff be directed to investigate options for the delivery of Land Ambulance Service and report back to the Committee.***

**GRANTS**

7. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #7  
2016 Grant Applications

Summary of the 2016 Financial Support Applications.

***Recommendation:***

***For consideration of the Committee.***

## **CORRESPONDENCE**

8. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #8  
David Tilson M.P.

Correspondence from David Tilson, M.P., dated January 14, 2016 requesting input from Council regarding the upcoming Federal budget.

***Recommendation:***

***For consideration of the Committee***

9. GENERAL GOVERNMENT SERVICES – January 27, 2016 – ITEM #9  
Clayton Rolston

Correspondence dated November 18, 2015 from Shelburne resident, Clayton Rolston requesting the Committee's consideration for a donation to the Ontario Wheelchair Sports Association.

***Recommendation:***

***For consideration of the Committee.***

**Next Meeting:** Thursday, February 25, 2016 – 4.00pm  
55 Zina Street, Orangeville – Sutton Room



## REPORT TO COMMITTEE

**To:** Chair McGhee and Members of General Government Services Committee

**From:** Pam Hillock, Director of Corporate Services/Clerk

**Meeting Date:** January 27, 2016

**Subject:** **Whitfield Tower Agreement Renewal - Vianet**

**In Support of Strategic Plan Priorities and Objectives:**

Economic Vitality: 1.2 Support Ultra-High Speed Broadband Connectivity

Service Excellence: 4.3 Enhance Value for Money

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### **Purpose**

The purpose of this report is to update the Committee on the status of the contract with Canadian Wireless Integrators Inc. for tower space and rack space on the Whitfield communication tower and to seek approval for an extension of the contract.

### **Background & Discussion**

On April 1, 2011, the County of Dufferin and Canadian Wireless Integrators Inc. entered into an agreement for the lease of tower space on the Whitfield communication tower and rack space for equipment. The original contract had a term of five years with an option for a 5 year renewal.

Vianet purchased Canadian Wireless Integrators Inc. in 2013 and assumed the terms and conditions of the agreement. Vianet has expressed interest in extending the agreement for an additional five year term by letter dated January 8, 2016, attached.

### **Financial, Staffing, Legal, or IT Considerations**

By extending the agreement for an additional five years, the rates charged in the original agreement remain in place. The annual revenue in 2015 was \$6,592.88.

### **Strategic Direction and County of Dufferin Principles**

By entering into contracts with the private sector, it contributes to economic vitality of the corporation by creating revenue and the residents benefit from the service being provided. This action adheres to the County of Dufferin Principles:

1. We Manage Change - by proactively responding to the needs of the customers wishing to lease space on the County-owned Whitfield Tower
2. We Deliver Quality Service – by responding to the needs of the customer and the community
3. We Communicate – by writing a report to Council, sharing the report via website, social media and the media
4. We Make Good Decisions – by fostering an environment of collaboration

### **Recommendation**

THAT the report of Pam Hillock, Director of Corporate Services/Clerk dated January 27, 2016, regarding the Whitfield Tower Agreement Renewal be received;

AND THAT the agreement between Vianet and the County of Dufferin for the provision of space on the Whitfield Tower and rack space in the building on site, be renewed for a further five years commencing on April 1, 2016.

Respectfully Submitted By:

Pam Hillock  
Clerk/Director of Corporate Services

Report Prepared by: Steve Hett, Manager of Information Technology

January 8, 2016

County Clerk  
County of Dufferin  
51 Zina Street  
Orangeville, ON L9W 1E5

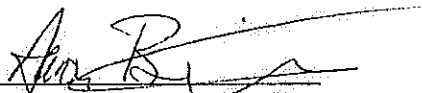
**RE: Notice of option for 5 year lease agreement renewal of Site License Agreement dated April 1, 2011**

To whom it may concern,

The Corporation of the County of Dufferin and Canadian Wireless Integrators Inc. entered into a Site License Agreement, dated April 1, 2011. Pursuant to the terms of the Site License Agreement, the term of the lease is 5 years, starting on April 1, 2011, with an option for a 5 year renewal. Please accept this letter as confirmation of Vianet's desire to exercise the 5 year renewal clause, bringing the updated Site License Agreement expiration date to March 31, 2021.

Should you have any questions, please do not hesitate to contact the undersigned.

Regards,



Aaron Bernstein, Controller  
Vianet Inc.  
(parent company of Canadian Wireless Integrators Inc.)



## REPORT TO GENERAL GOVERNMENT SERVICES

**To:** Chair McGhee and Members of the General Government Services Committee

**From:** Pam Hillock, Clerk/Director of Corporate Services

**Meeting Date:** January 27, 2016

**Subject:** **Accountability and Transparency Committee – Report #1**

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### **In Support of Strategic Plan Priorities and Objectives:**

Communication and Connections 2.1 Connect with residents  
Good Governance 3.2 Increase Transparency, 3.3 Improve policies, practices and procedures

### **Purpose**

The purpose of this report is to seek approval of the six policies that were reviewed by the Accountability and Transparency Committee.

### **Background & Discussion**

At the October 8, 2015 meeting of Council an Ad Hoc Committee of Committee Chairs (Councillor McGhee, Councillor Mills and Councillor White) was struck to review the Council Code of Conduct, the Accountability-related policies and make a recommendation regarding the appointment of an Integrity Commissioner.

The committee met twice in 2015, November 3 and November 17. Warden Maycock also took part in the second meeting. The committee asked that work done to date be presented to Council for approval and then further meetings could take place with the new Committee Chairs and Warden in 2016.

At the November 3<sup>rd</sup>, 2015, meeting (minutes attached) the committee discussed Bill 8 and the appointment of an Integrity Commissioner. The Integrity Commissioner's role is to deal with complaints about Members of Council. Staff were asked to go back to the municipalities to see if they would be interested in a sharing position. During a recent meeting of the Dufferin Municipal Officers, there was a consensus that if the County engaged an Integrity Commissioner that the other municipalities could use the person on a pay-for-service basis. The Town of Shelburne Council passed a resolution



indicating their interest in a sharing arrangement. Discussion also took place about having common Codes of Conduct and procedures across the eight municipalities and the County for consistency. Therefore, staff is recommending that an RFP process be conducted for Integrity Commissioner Services.

The following policies were reviewed and updated:

- Resolutions from Other Municipalities
- Council Closed Session
- Council Code of Conduct

They are attached as Schedule C showing the changes that are recommended.

At the November 17, 2015 meeting the committee had before it the three policies from the previous meeting with the changes made. They also reviewed and updated the following policies:

- Accountability and Transparency
- Council Conference Expenses
- Customer Service Policy (NEW)

They are included in Schedule C

Members of Council were circulated the policies for review in December.

### **Local Municipal Impact**

Staff are working with the local municipalities with respect to information sharing and the local municipalities will have the option of utilizing the Integrity Commissioner appointed by the County.

### **Financial, Staffing, Legal or IT Considerations**

There may be financial implications regarding the appointment of an Integrity Commissioner. Staff will report further as that process unfolds.

### **Strategic Direction and County of Dufferin Principles**

This initiative is in line with the Strategic Priorities: Communication and Connections 2.1 Connect with residents and Good Governance 3.2 Increase Transparency, 3.3 Improve policies, practices and procedures

1. *We Manage Change – by addressing statutory requirements*
2. *We Deliver Quality Service – by consistency reviewing and updating policies to reflect the needs of the community*
3. *We Communicate – by providing information to the local media, posting information on the website, social media posts, electronic newsletters and newspaper advertising*
4. *We Make Good Decisions - by fostering an environment of collaboration with Members of Council and the local municipalities*

**Recommendation:**

**THAT the report from the Clerk/Director of Corporate Services regarding Accountability and Transparency Committee – Report #1 dated January 27, 2016, be received;**

**AND THAT staff be directed to initiate an RFP process for the appointment of an Integrity Commissioner;**

**AND THAT the following Policies, attached as Schedule C, be adopted:**

- **Resolutions from Other Municipalities**
- **Council Closed Session**
- **Council Code of Conduct**
- **Accountability and Transparency**
- **Council Conference Expenses**
- **Customer Service Policy**

Respectfully Submitted,

Pam Hillock  
County Clerk/Director of Corporate Services



## **AD HOC TRANSPARENCY AND ACCOUNTABILITY**

### **Tuesday, November 3, 2015**

The Committee met at 5:40 pm in the D.C Broderick Room, Dufferin Oaks, Shelburne

**Members Present:** Councillor Ken McGhee  
Councillor Paul Mills  
Councillor Darren White

**Staff Present:** Sonya Pritchard, Chief Administrative Officer  
Pam Hillock, Clerk/Director of Corporate Services  
Michelle Dunne, Deputy Clerk

Declarations of Pecuniary Interest by Members - None

The Clerk introduced the topics and pointed out some proposed changes to the various policies. After the Ad Hoc Committee has completed its policy review, a final report will be presented to General Government Services Committee.

**1. AD HOC COMMITTEE – TRANSPARENCY AND ACCOUNTABILITY –**  
November 3, 2015 – ITEM #1  
Bill 8 - Integrity Commissioner

Reports from the Director of Corporate Services Clerk dated June 23 and September 9, 2015. The Committee discussed different options for appointing an integrity officer, as noted in the September 9, 2015 report. The options are:

1. Approach the Western Warden's Caucus to see if there is any interest in adopting a model similar to the Eastern Ontario Warden's Caucus.
2. Appoint an Integrity Commissioner for Dufferin County through an RFP process and offer the service to the lower tier as a pay-for-service
3. Status quo
4. Direct complaints to the Ontario Ombudsman.

The Committee directed staff to recirculate to the local municipalities that have yet to respond to see if they would like to share the services of an Integrity Commissioner and bring back to this committee.

2. AD HOC COMMITTEE – TRANSPARENCY AND ACCOUNTABILITY –  
November 3, 2015 – ITEM #2  
Town of Mono Motion – meeting scheduling

A resolution from the Town of Mono regarding concerns of the scheduling of County meetings in conflict with a lower tier municipalities Council meeting was circulated on desk. Councillor McGhee confirmed that it was the scheduling of a Public Works meeting at 7 am on the same day as the Town of Mono's Council meeting that raised concerns because the Mayor, Deputy Mayor and Director of Public Works wanted to attend for the Road Rationalization Study discussion and also the budget discussion. The Committee discussed ways to avoid this in the future by calling staff or the chair of the Committee. The Committee also noted that larger scale issues such as the Road Rationalization Study could be brought forward to Council directly and skip the committee step. The Chair of Public Works reported that the Director of Public Works will be attending various local council meetings to further discuss the Road Rationalization Study.

3. AD HOC COMMITTEE – TRANSPARENCY AND ACCOUNTABILITY –  
November 3, 2015 – ITEM #3  
Policies for Review

#### **1-2-4 Resolutions from Other Municipalities**

The policy will be updated to truly reflect the process by modifying Section 2 to the following:

Resolutions received from the other Lower Tier municipalities will be posted in the Councillor mail on the Intranet and can be placed on an agenda if requested by any Councillor.

#### **1-2-5 Council Closed Session**

The policy will be updated with the following changes:  
STATEMENT – update the Procedural By-law number to 2015-24

PROCEDURES –  
#2 replace with:

Closed session information will be posted on the Council intranet for the term of Council. The Senior Management Team will receive closed session information through email as an attachment.

#8 replace with:

Closed session minutes are distributed electronically from the open agenda. Council has an opportunity to review the minutes and makes changes if necessary. The minutes are filed electronically in a secure folder and the hard copy is filed in a locked cabinet in the Clerk's Department.

## **1-2-6 Council Code of Conduct**

This policy will be changed to remove the Chief Administrative Officer as the position to receive a complaint.

By-law 2008-5 will be amended to update the following sections:

- 1.5 Confidentiality – remove the bullet for Schedules of prices in contract tenders
- 1.6 Use of County Property – this need to be updated to reflect that Councillors are permitted to use their County issued devices for personal use
- 1.14 Harassment – Bullying needs to be added to this section.
- 1.15 Interpretation – change Chief Administrative Officer with Integrity Commissioner or Ontario Ombudsman
- 1.17 Alleged Breaches of the Code of Conduct - change to the following:

Reword

- 4. AD HOC COMMITTEE – TRANSPARENCY AND ACCOUNTABILITY –  
November 3, 2015 – ITEM #4  
Next Meeting Discussion

The next meeting will review Policies 1-2-7 Accountability and Transparency and 1-3-7 Council Conference Expenses and a Customer Service Policy.

## **ADJOURNMENT**

The meeting adjourned at 6:45 p.m.

Next Meeting:           Tuesday, November 17, 2015 – 5:30 p.m.  
Emergency Operations Centre, Mel Lloyd Centre,  
167 Centre Street, Shelburne

Respectfully submitted,

Ad Hoc Accountability & Transparency Committee



## **AD HOC TRANSPARENCY AND ACCOUNTABILITY** **Tuesday, November 17, 2015**

The Committee met at 5:37 pm in the EOC, Mel Lloyd Centre, Shelburne

**Members Present:** Councillor Ken McGhee  
Councillor Paul Mills  
Councillor Darren White  
Warden Warren Maycock

**Staff Present:** Sonya Pritchard, Chief Administrative Officer  
Pam Hillock, Clerk/Director of Corporate Services  
Michelle Dunne, Deputy Clerk

Declarations of Pecuniary Interest by Members – None

### **POLICY REVIEW:**

1. AD HOC COMMITTEE – TRANSPARENCY AND ACCOUNTABILITY –  
November 17, 2015 – ITEM #1  
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)**

The Committee recommended taking these policies to committee for approval as presented. It was recommended that a paragraph be added to the Code of Conduct regarding attendance at meetings.

#### **1-2-7 Accountability and Transparency**

The policy will be updated with the following Changes:

STATEMENT – update to be more reflective of the current environment.

Open Meetings – Need to be clarified that all meetings are open and that portions of meeting might be in closed.

Delete the following paragraph (Page 2): “That 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. ”

Delete the reference to Amberley Gavel Ltd, as the appointed Investigator.

Practices in Place – updated to reflect the current processes

### **1-3-7 Council Conference Expenses**

The policy will be updated with the following changes:

#4 should state alcohol is not an eligible expense

#6 should be changed to say that receipts will be submitted to the Clerk within 30 days.

### **Customer Service Policy**

The policy will be updated with the following changes prior to implementation:

STATEMENT – needs to be reworded to be grammatically correct

Section 5- allow for up to 3 business days for a written acknowledgement.

Section 7 - add c) That there be review of this policy in conjunction with the review of other policies

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

The Committee discussed the need to review the procurement policy and the Land Sale and Acquisition policy. The Clerk advised that she is going ask Senior Management to Review a number of policies and then present them at this committee.

Since this a committee consisting of Standing Committee Chairs, it was agreed that the recommendations for policy changes and the approval of the Customer Service Policy be presented to the General Government Services. The new Committee Chairs will then take the process over once they are elected.

## **3. ADJOURNMENT**

The meeting adjourned at 6:37 p.m.

Next Meeting: To be determined

Respectfully submitted,

Ad Hoc Accountability & Transparency Committee



# POLICY & PROCEDURE MANUAL

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

## 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

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

<b>SUBJECT</b> Council Closed Sessions	<b>POLICY NUMBER</b> 1-2-5
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Example:

12.	<p><b><u>CLOSED SESSION</u></b></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

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:

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 <del>their</del> conduct. <b>It is not intended to replace personal ethics.</b>
		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 <del>his or her</del> their 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 <del>his or her</del> <u>their</u> office any personal privilege or advantage with respect to County services not otherwise available to the general public and not consequent to <del>their his or her</del> 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"> <li>• Labour negotiations</li> <li>• Information about suppliers provided for evaluation which might be useful to other suppliers</li> <li>• Matters relating to the legal affairs of the County</li> <li>• Sources of complaints where the identity of the complainant given in confidence</li> <li>• Items under negotiation</li> <li>• <del>Schedules of prices in contract tenders</del></li> <li>• Information defined as “personal information” under the Municipal Freedom of Information and Protection of Privacy Act</li> </ul> <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>

		No member shall use information gained in the execution of <del>their his or her</del> duties that is not available to the general public, for any purposes other than <del>their his or her</del> official duties.
Work of a Political Nature	1.7	No member shall use County facilities, services, or property for <del>their his or her</del> re-election campaign.  No member shall use the services of County employees for <del>their his or her</del> 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.
<del>Harassment</del>	<del>1.14</del>	<del>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</del>

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	<b>of the Ontario Human Rights Code.</b>
<u>Harassment</u>	<p><u>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>Members of Council acknowledge that every person who is a councillor or employee has a right to freedom from harassment in the workplace.</u></p> <p><u>Harassment of another member, staff or any member of the public is misconduct.</u></p> <p>▲</p> <p>▲</p>

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<u>Bullying</u>		<p><u>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.</u></p> <p><u>Examples of Workplace Bullying</u></p> <p><u>The most common types of workplace bullying are:</u></p> <ul style="list-style-type: none"> <li>• <u>Spreading malicious rumours, gossip or innuendo that is not true</u></li> <li>• <u>Excluding or isolating someone socially</u></li> <li>• <u>Intimidating a person</u></li> <li>• <u>Undermining or deliberately impeding a person's work</u></li> <li>• <u>Withdrawing necessary information or purposefully giving the wrong information</u></li> <li>• <u>Setting impossible deadlines</u></li> <li>• <u>Making inappropriate jokes</u></li> <li>• <u>Persistent criticism of appropriate work</u></li> <li>• <u>Freezing out, ignoring or excluding</u></li> <li>• <u>Attempts to humiliate staff in front of others</u></li> <li>• <u>Unjustified monitoring of work</u></li> <li>• <u>Verbal/non-verbal threats</u></li> <li>• <u>Abusive, offensive or insulting language</u></li> <li>• <u>Behaviours that frighten, humiliate, belittle or degrade</u></li> <li>• <u>Belittling a person's opinions</u></li> <li>• <u>Damaging or interfering with a person's property or work equipment</u></li> <li>• <u>Threats of violence or actual incidents of violence</u></li> <li>• <u>Regular ultimatums and/or threats of dismissal</u></li> <li>• <u>Inappropriate comments about a person's appearance, lifestyle or their family.</u></li> </ul> <p><u><i>When bullying escalates to include incidents of physical assault or threats, it is considered workplace violence.</i></u></p> <p><u>Bullying another member of Council, staff or any member of the public is misconduct.</u></p>
<u>Attendance at Meetings</u>		<u>Members shall make best attempts to attend Council and Committee meetings and be on time. When a member cannot attend a meeting they shall contact the Clerk's Department in advance.</u>
Interpretation	1.15	Members of Council seeking clarification of any part of this Code of

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		Conduct should consult with the <del>County Chief Administrative Officer (CAO)-</del> <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 <u>should be lodged with the Integrity Commissioner.</u> <del>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.</del>

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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

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~~2015 composed of ~~Committee Chairs and the Warden 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 to review existing accountability policies and create new ones, as required.~~

## 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 a portion of the meeting can be closed to the public. ~~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](http://www.amberleygavel.com).~~

Mandatory & Optional Policies in Place:

The Corporation of the County of Dufferin has ensured that the following policies and procedures are in place ~~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 (members of Council and staff)

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

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

## 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

The purchase of alcohol is not an eligible for reimbursement

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-Clerk~~ no later than ~~thirtyten~~ (130) working days after the conclusion of the conference.



## POLICY & PROCEDURE MANUAL

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

**PURPOSE:**

The County of Dufferin identifies communication and connections as one of its priorities within its corporate strategic plan. This policy 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 with which they have interaction~~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.

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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.



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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~~ three 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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## 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 ensure:

- a) Acknowledgement and receipt of the complaint with the complainant and advise of process
- b) ~~Investigate~~ the complaint is investigated
- c) ~~Offer that the matter could be placed on a Committee Agenda-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.
- b)c) Review of this policy will take place in the next review period (approximately every five years)



## REPORT TO GENERAL GOVERNMENT SERVICES

**To:** Chair McGhee and Members of the General Government Services Committee

**From:** Pam Hillock, Clerk/Director of Corporate Services

**Meeting Date:** January 27, 2016

**Subject:** **Provincial Offences Administration – Report #2**

**In Support of Strategic Plan Priorities and Objectives:**

Communication and Connections 2.2 Foster two-way communication with lower tier municipalities and neighbouring municipalities  
Service Excellence 4.3 Enhance Value for money

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### **Purpose**

The purpose of this report to provide further information and updates on the administration of the Provincial Offences Act in Dufferin County.

### **Background & Discussion**

At the October 8<sup>th</sup>, 2015, Council meeting staff were directed to investigate options for Provincial Offences Administration. Since that time, staff have met with the Town of Caledon Clerk and Manager of Court Operations to discuss the potential transfer of the court operations. The Ministry of the Attorney General has indicated that they are willing to approve the necessary transfer agreements if the Town of Caledon is in agreement. A letter was sent to the Town of Caledon in late November asking if they would agree. Also, the Province is asking for a detailed proposal on what the process might look like in Dufferin County.

In the meantime, the Dufferin Municipal Officers, at its meeting held December 17, 2015, struck a working group to investigate various options. The group consists of:  
Pam Hillock, County of Dufferin  
Heather Boston, Township of Mulmur  
Carey Holmes, Town of Shelburne  
Les Haluka, Town of Mono  
Vern Douglas and Susan Greatrix, Orangeville

A meeting will be scheduled shortly.

### **Local Municipal Impact**

The Provincial Offences Court operations have a direct impact on the local municipalities which have responsibility for police services and by-law enforcement.

### **Financial, Staffing, Legal or IT Considerations**

There are no financial, staffing, legal or IT consideration as a result of this report.

### **Strategic Direction and County of Dufferin Principles**

Working with the local municipalities to investigate a “made in Dufferin” solution to the Provincial Offences Court Administration, adheres to the corporate priority Communication and Connections 2.2 Foster two-way communication with lower tier municipalities. Investigating new ways of delivering service adheres to the priority Service Excellence 4.3 Enhance Value for Money.

This report also adhere’s to the guiding principles:

1. *We Manage Change – By proactively investigating alternative service delivery to achieve efficiencies*
2. *We Deliver Quality Service - By collaborating and investigating other methods of service delivery*
3. *We Communicate – We provide information to the local media, posting information on the website, social media posts, electronic newsletters and newspaper advertising*
4. *We Make Good Decisions - By collaborating with our municipal partners, we can recommend the best options for Council to consider*

### **Recommendation:**

**THAT the report from the Clerk/Director of Corporate Services regarding Provincial Offences Administration dated January 27, 2016, be received.**

Respectfully Submitted,

Pam Hillock  
County Clerk/Director of Corporate Services



## **REPORT TO GENERAL GOVERNMENT SERVICES COMMITTEE**

**To:** Chair McGhee and Members of the General Government Services

**From:** Pam Hillock, Director of Corporate Services/Clerk

**Meeting Date:** January 27, 2015

**Subject:** **Routine Disclosure Policy**

**In Support of Strategic Plan Priorities and Objectives:**

Good Governance 3.2: Increase transparency, 3.3 Improve policies practices and procedures.

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### **Purpose**

The purpose of this report is to seek Council approval for a Routine Disclosure policy. This is a policy listing the information which is routinely disclosed by the various departments without a formal access request made under the Municipal Freedom of Information and Protection of Privacy Act.

### **Background & Discussion**

The Information Management Team, which is a cross-functional team from all departments, has been focusing on establishing a proper corporate records management system for the past few years. The team has implemented a records management software for paper records and is working on the implementation of electronic records. Also, a records management training program has been developed, which will covers best practices for proper records management. The records classification system used for corporate records TOMRMS (The Ontario Municipal Records Management System). The Deputy Clerk has started to roll out the training program to all departments and will have the first session completed by March, 2016.

Also, part of team's work is to research the best practices for records management and routine disclosure of records. A policy has been developed to improve public access to records and information and support improved transparency by establishing principles and procedures for releasing certain types of records and information without requiring the submission of a formal Municipal Freedom of Information (FOI) request. While a substantial amount of County information is already available on our website, this policy will identify to the public and staff the records and information that may be requested and disclosed routinely. It will also identify records and information that could be

regularly and actively shared with the public. The Routine Disclosure Policy will part of the training package that is underway.

The policy was reviewed and approved by senior management. A copy of the draft policy has been attached as schedule A to this report.

### **Financial, Staffing, Legal, or IT Considerations**

This report does not have any direct financial impact.

### **Strategic Direction and County of Dufferin Principles**

By improving policies practices and procedures is in line with the strategic priority of good governance. Providing more open routine disclosure and information to the public is a specific strategic objective.

It adheres to the County of Dufferin Principles:

1. *We Manage Change – we proactively meet regulatory requirements*
2. *We Deliver Quality Service – by being transparent and providing a means for residents to have access to municipal records and information*
3. *We Communicate – by providing information to the local media, posting information on the website, social media posts, electronic newsletters and newspaper advertising*
4. *We Make Good Decisions - by researching legislation, best practices and procedures*

### **Recommendation**

**THAT the report from the Director of Corporate Services/Clerk dated January 27, 2016 with respect to a Routine Disclosure policy be received;**

**AND THAT the Routine Disclosure policy, attached, be adopted.**

Respectfully Submitted By:

Pam Hillock  
Director of Corporate Services

Prepared by:

Michelle Dunne  
Deputy Clerk



## POLICY & PROCEDURE MANUAL

<b>SECTION</b>	ADMINISTRATION	<b>POLICY NUMBER</b>
<b>SUB-SECTION</b>	Information Management	<b>EFFECTIVE DATE</b>
<b>SUBJECT</b>	Routine Disclosure	

### AUTHORITY

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#### **PURPOSE:**

The purpose of this policy is to establish procedures regarding public access to and disclosure of municipal records under the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 (MFIPPA).

#### **STATEMENT:**

The County of Dufferin is committed to ensuring its residents are provided with municipal records and information easily, informally and in accordance with MFIPPA. Routine Disclosure (RD) is the routine or automatic release of certain types of administrative and operation records in response to informal rather than formal request under MFIPPA.

#### **PROCEDURES:**

Dufferin County will endeavour where possible to make records accessible to the public without the necessity of submitting a Freedom of Information (FOI) request under MFIPPA.

#### ***Routine Request***

In response to an informal request, departments may release certain classes of records routinely and automatically, if they do not fall under one of the mandatory or discretionary exemptions under MFIPPA.

Staff are encouraged to respond to informal requests for information but exercise caution. If there is any question as to the disclosure of a record, staff should consult with the Clerk or Deputy Clerk. The Clerk or Deputy Clerk will determine if the records may be provided as a routine disclosure or will require a formal request (FOI) to be submitted.



<b>SUBJECT</b> Routine Disclosure Policy	<b>POLICY NUMBER</b>
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Staff who receive requests from clients, tenants, long term care residents or employees for access to their own personal information should take the following steps:

- Review the record to identify and redact any exempt information prior to releasing the record. (i.e. personal information)
- Confirm the identity of the requester. The requester may have to show identification to prove that the records they are seeking are their own personal information.
- A staff member must be present at all times if the requester is viewing an original record
- Inform the requester if information has been withheld and that he/she may request the withheld records through the formal access procedure under MFIPPA
- The request may not retain the original record, but may request copies of all or a portion of the record

Staff may want to direct the requester to pursue a formal access request if:

- Search time/preparation time for the requested records would be excessive
- Records relate to a matter that may result in litigation
- Records were supplied by a third party
- Records do not exist
- Records contain solicitor-client information
- Records contain personal information and the person seeking the record is other than the individual named in the record

Fees may apply to informal requests in accordance with the Fee By-law.

### ***Formal Request***

Formal request under MFIPPA shall be in accordance with the Act.

Attachments: Appendix A

<b>SUBJECT</b>	Routine Disclosure Policy	<b>POLICY NUMBER</b>
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## **Appendix A**

### **Summary of Routine Disclosure Plans**

There are a number of records and types of information which are available through routine disclosure. A fee may be required in accordance to the Fee By-law.

#### **Building and By-law Enforcement**

Building Plans – Residential (All building plans and inspection reports will be provided only to requesters who can prove that they are the owner of the property, authorized agent of the property owner, or a person who has the written consent of the property owner)

Compliance Letters (Work orders on buildings and septic systems)

Septic permit information (This information is limited to items such as septic system layouts)

Statistic Reports

#### **Community Services – Housing**

10 Year Housing and Homelessness Plan

#### **Corporate Services**

Agendas - Council and Committee

Agreements under seal

By-laws

Corporate Policies

Minutes – Council and Committee (excluding closed session)

Rental Fees

Reports - Council and Committee (excluding closed session)

Salary Grids

#### **Dufferin Oaks**

Admission Requirements

Programs

Services Information

#### **Human Resources**

Internal and External Job postings

Step 3 Grievance and Arbitration Statistics

#### **Planning**

All planning related documents (in accordance with the Planning Act)

SUBJECT	POLICY NUMBER
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Routine Disclosure Policy

**Public Works**

Civic addressing

Construction – location and scheduling

Traffic Counts

Waste Management – information related to waste management programs (blue box, green bin)

**Treasury**

Audited financial Statements

Approved Budgets

Development Charges Background Study

Expenditures incurred by Council

Tender Results



**REPORT TO  
GENERAL GOVERNMENT SERVICES COMMITTEE**

**To:** Chair McGhee and Members of General Government Services Committee

**From:** Alan Selby, Treasurer

**Meeting Date:** Wednesday, January 27, 2016

**Subject:** 2016 Tax Policy Decision

**In Support of Strategic Plan Priorities and Objectives:** Good Governance, through (3.3.2) Review and Update Current Policies, and (3.1.2) identify areas of County-wide, common interests with local municipalities

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**Purpose**

The purpose of this report is to discuss new tax policy options, offered by the Province, and decide on changes to be made within the County of Dufferin's policy.

**Background and Discussion**

Since 1998, when Current Value Assessment (CVA) was introduced as the basis for property taxation, a program called Tax Capping was put in place, to give protection to non-residential, non-farm properties, in cases where there would otherwise be a large change in taxation, either upward or downward, caused by moving to CVA. In a nutshell, the CVA tax changes for such properties get "capped", or restricted, to limit the fluctuations in their taxes.

Dufferin County has a relatively small number of such properties, and so Capping has always been a somewhat insignificant program here. In the past, whenever the Province offered any option to "speed-up" a reduction in the number of "capped" properties, Dufferin County has taken-up the option. Now for 2016, there are some new options, within Bill 144 (the Ontario 2015 Budget bill), that help to "speed-up" an exit from Capping.

Specifically for Dufferin, in 2008 Capping impacted 168 Dufferin properties County-wide, with gross tax adjustments made of \$154,257, which has been reduced every year since, to the point where in 2015, there were just 19 properties impacted, with adjustments valued at only \$12,388 combined. In 2015, Mulmur and Grand Valley had no properties impacted, while Melancthon and Amaranth each had just one property impacted, and Shelburne and Mono each had just two properties.

## **Financial, Staffing, Legal and IT Considerations**

The new 2016 options involve increases to two existing annual threshold amounts under the Capping program, but no changes to how the program functions. Higher thresholds will serve to “speed-up” the exit from Capping, to some degree, which all the local municipalities in Dufferin want to see.

Specifically, the changes for 2016 involve changing the “percentage threshold” from 5% to 10%, and changing the “dollar threshold” from \$250 to \$500. In simple terms, once an impacted, or Capped, property has a capping adjustment that drops under 10% of its normal CVA taxes, or under \$500, that property can be removed from the Capping program. This will modestly “speed-up” the removal of the final 19 properties from Capping, perhaps a year or two earlier than would otherwise have happened.

These new options were discussed with staff from local municipalities at the Dufferin Municipal Officers meeting on January 21. Everyone agreed with acting on these changes to the thresholds.

The County is annually responsible for setting Capping policy, and for performing the Capping calculations, using specialized software (OPTA) through an approved Internet site. Until the Capping calculations are completed each year, final tax bills for Commercial and Industrial properties cannot be completed by local municipalities. After approval by Council of these two changes to parameters, they will be worked into the mandatory, annual Tax Tools Bylaw, which will be brought forward to County Council.

## **Strategic Direction and County of Dufferin Principles**

Implementing changes to the property tax program is in line with the Strategic Priorities: Good Governance, through Review and Update Current Policies, and identify areas of County-wide, common interests with local municipalities.

Implementing optional changes to the annual Tax Capping program adheres to the County of Dufferin Principles:

1. *We Manage Change* - by examining tax policy options, whenever they are offered by the Province, and adopting changes where they are beneficial.
2. *We Deliver Quality Service* – by responding to policy changes at the Provincial Government level
3. *We Communicate* – by providing information to the local media, posting information on the website, social media posts, electronic newsletters and newspaper advertising
4. *We Make Good Decisions* - by researching legislation, best practices and procedures

## **Recommendation**

**THAT Report, 2016 Tax Policy Decision, from the Treasurer, dated January 27, 2016, be received;**

**AND THAT the Tax Capping program thresholds be changed from 5% to 10% and from \$250 to \$500 for 2016.**

Respectfully Submitted by, and Original signed by,

Alan Selby, B. Math, CPA, CGA  
County Treasurer



**REPORT TO  
GENERAL GOVERNMENT SERVICES COMMITTEE**

**To:** Chair McGhee and Members of General Government Services Committee

**From:** Alan Selby, Treasurer

**Meeting Date:** Wednesday, January 27, 2016

**Subject:** Land Ambulance Service Agreement

**In Support of Strategic Plan Priorities and Objectives:** Good Governance, through improved practices and/or procedures (Objective 3.3), by reviewing current policies and procedures (3.3.2).

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**Purpose**

The purpose of this report is to inform members that the current Land Ambulance Service agreement, between the County and Headwaters Healthcare Centre (HHCC), has entered its final year, and to consider next steps.

**Background and Discussion**

The current agreement came into effect through Bylaw 2011-60 (December 2011) and covers a five-year period that ends December 31, 2016.

In 2011, a decision was made to renew the previous agreement, with only minor changes. A more extensive review of all service-delivery options has not been done by the County since the spring of 2005.

Consistently since land ambulance was downloaded to upper-tier municipalities, in 2001, the County has chosen contracted service delivery as its delivery model. Direct delivery by the County is an alternative service delivery model. This option was last given consideration in 2005, and there have been several internal, organizational changes made at HHCC since then.

**Financial, Staffing, Legal and IT Considerations**

The existing agreement includes clause 2.2 which says “the parties may, by mutual agreement in writing, extend the term of this agreement for a two-year period from the expiry of the original term”.

Investigation of the direct delivery option would provide details about potential cost savings for the County in the delivery of the service. A desire for improved accountability could also be a reason to investigate direct delivery. Consultation with other Counties that have moved to direct delivery could be undertaken.

Another option for service delivery would be an RFP process, to maintain the contracted service delivery method, but open it up to the marketplace, for other operators besides HHCC.

Each option must be capable of providing the desired level of service. There would be some investigative work required of County staff to examine all of the aspects of direct delivery, similar to the work done in 2005.

### **Strategic Direction and County of Dufferin Principles**

Investigation of alternate service delivery models is in line with the Strategic Priority: Good Governance, through improved practices and/or procedures and reviewing current policies and procedures.

adheres to the County of Dufferin Principles:

1. We Manage Change - by proactively considering alternative service delivery options;
2. We Deliver Quality Service – by providing services effectively and in a cost efficient manner and meeting or exceeding Ministry of Health guidelines;
3. We Communicate – by having staff reports in a public forum with respect to options for land ambulance;
4. We Make Good Decisions – by ensuring all options are considered to reflect the best results possible.

### **Recommendation**

**THAT the report, Land Ambulance Service agreement, from the Treasurer, dated January 27, 2016, be received;**

**AND THAT staff be directed to investigate options for the delivery of Land Ambulance Service and report back to the Committee.**

Respectfully Submitted by, and Original signed by,

Alan Selby, B.Math, CPA, CGA  
County Treasurer



## 2016 Grant Application Summary

Council approved \$117,500 for the Grant budget in 2016.

<b>GRANTS APPROVED BY COUNCIL FOR 2016</b>		
<b>ORGANIZATION</b>	<b>Allocated /Approved for 2016</b>	
Orangeville District Secondary School (County of Dufferin Leadership Award)	\$300	
Centre Dufferin Secondary School (County of Dufferin Leadership Award)	\$300	
West Side Secondary School (County of Dufferin Leadership Award)	\$300	
Robert F. Hall Catholic Secondary School (County of Dufferin Leadership Award)	\$300	
Dufferin County Scholarship Program (Five \$2,500 onetime scholarships)	\$12,500	
Food for Thought Grant	\$10,000	
Syrian Refugees Grant	\$10,000	
Total Amount Approved by Council from the 2016 Grant Budget	<b>\$33,700</b>	
<b>AMOUNT AVAILABLE FOR DISTRIBUTION \$83,800</b>		
<b>ELIGIBLE APPLICATIONS RECEIVED</b>		
<b>ORGANIZATION</b>	<b>Requested 2016</b>	<b>Approved 2015</b>
Dufferin Parent Support Network	15,000	8,000
Highlands Youth for Christ	15,000	8,000
Big Brothers & Big Sisters	10,000	8,000
Hospice Dufferin	8,000	8,000
Theatre Orangeville	7,500	5,000
Caledon Dufferin Victim Services	5,000	5,000
Dufferin Child and Family Services	5,000	1,000
Rotary Club of Orangeville	5,000	1,000
Headwaters Communities in Action	4,550	5,000
Torchlight	3,000	0.00
Orangeville Blues & Jazz Festival	2,500	1,000
Orangeville Agricultural Society	2,000	500
Career Education Council	2,000	1,000
Run Dufferin	1,500	1,000
Orangeville Community Band	1,000	0.00
Grand Valley Lions Club	1,000	1,000
Dufferin Peel Women's Institute	200	200
<b>Total Amount Requested</b>	<b>\$88,250</b>	<b>\$53,700</b>

Council adopted Community Funding Grant criteria on April 9, 2015, that requires that all applications received by the County for the Community Grant Program meet eligibility requirements.

<b>INELIGIBLE APPLICATIONS RECEIVED</b>			
<b>ORGANIZATION</b>	<b>Requested 2016</b>	<b>Reason for ineligibility</b>	<b>Funding Received in 2015</b>
Headwaters Arts	5,000	Membership did not meet the minimum of 75% target of Dufferin residents	2,500
Rotary Club of Shelburne	5,000	Membership did not meet the minimum of 75% target of Dufferin residents	1,000
MS Society Peel Dufferin Chapter	5,000	Membership did not meet the minimum of 75% target of Dufferin residents.	N/A
Dufferin Arts/Major Arts Organizations Committee	4,000	Membership did not meet the minimum of 75% target of Dufferin residents	2,500
Orangeville S.P.C.A.	3,000	Does not meet one of the five eligible categories	1,000
Dufferin Hi-Land Bruce Trail Club	2,000	Membership did not meet the minimum of 75% target of Dufferin residents	N/A
Dufferin Town and Country Farm Tour	1,000	Membership did not meet the minimum of 75% target of Dufferin residents	500
Shelburne & District Horticultural Society	600	Does not meet one of the five eligible categories	N/A
Grand Valley & District Horticultural Society	250	Does not meet one of the five eligible categories	250
Orangeville and District Horticultural Society	250	Does not meet one of the five eligible categories	250
Total Amount Requested	\$26,100		\$8,000

Ottawa

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HOUSE OF COMMONS  
CHAMBRE DES COMMUNES  
CANADA

*David Tilson*

Member of Parliament  
Dufferin—Caledon

OTTAWA  
January 14, 2015

Warden Laura Ryan and Members of Council  
County of Dufferin  
55 Zina Street  
Orangeville ON L9W 1E5

Dear Warden Ryan,

As we approach the Liberal government's first budget in the coming couple of months, I am writing to you to extend an invitation to either meet with me or provide a written submission as I conduct my own pre-budget consultations in Dufferin-Caledon.

It is no secret that the Liberal government has promised to take us into deficit with spending promises made during the recent election campaign on a wide range of issues, particularly infrastructure and taxation. It is my responsibility as the Member of Parliament for Dufferin-Caledon to ensure that our riding is not overlooked as the Liberals shape their spending priorities.

If you would like to meet with me to share your input for the upcoming federal budget, I would ask that you contact either of my constituency offices by January 29, 2016 to arrange a time for a meeting. You may also wish to prepare a written submission, which I would ask that you send to me by February 1, 2016.

Once I have your input, I will prepare my own summary from everyone I have heard from and, along with any written submissions, send this important information to the Finance Minister. I want to ensure that the residents, municipalities, civic groups and businesses of Dufferin-Caledon have their proper say on his budget preparations and you are critical to that effort.

I look forward to hearing from you in the near future.

Sincerely,

David Tilson, Q.C., M.P.  
Dufferin-Caledon



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Dufferin County Council  
51 Zina Street  
Orangeville, ON  
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18 November 2015

Dear Dufferin County Council,

My name is Clayton Rolston and I am 19 years old. Some of you may have seen me running around in the town of Shelburne quite often though not as much now because I am in college in Oshawa. I have been running every single day since December 31, 2014. During this period I have ran at least 5 kilometers every day and have always been outside doing so. It hasn't been easy. I have also ran multiple long distance races during this time like a ultra marathon up at Blue Mountain, a trail race at Mono Cliffs and a full marathon in Hamilton just to name a few. I am telling you this because it all adds up to my new year's resolution. I have promised myself that if I ran every single day for a full year that I would donate \$ 365.00 of my own money to the charity of my choice which is the Ontario Wheelchair Sports Association. I am doing this because everybody should be able to have the chance to be physically active no matter the disability and play or do something that they love. I am writing to you Dufferin County Council asking if you would like to contribute any amount of money to this association in support of my efforts. I hope you consider doing so. Any amount would help as it all adds up. You can contact me by E-mail at [claytonrolston@gmail.com](mailto:claytonrolston@gmail.com) or by phone at 519-939-9338.

Sincerely,

*Clayton Rolston*

Clayton Rolston

