



GENERAL GOVERNMENT SERVICES COMMITTEE MINUTES
Wednesday, January 27, 2016

The Committee met at 4:00 pm in the Sutton Room, 55 Zina Street, Orangeville

Members Present: Councillor Ken McGhee (Chair)
Councillor Guy Gardhouse
Councillor Warren Maycock
Councillor Jeremy Williams (arrived at 4:10 pm)
Warden Laura Ryan

Staff Present: Sonya Pritchard, Chief Administrative Officer
Alan Selby, Treasurer
Pam Hillock, Clerk/Director of Corporate Services
Tom Reid, Chief - Paramedic Service
Michelle Dunne, Deputy Clerk

Chair McGhee called the meeting to order at 4:00 p.m.

Declarations of Pecuniary Interest by Members – None

PUBLIC QUESTION PERIOD

There were no questions from the public in attendance.

The Chair asked that the next Committee meeting be held on Thursday, February 25, 2016 to accommodate members that are attending the Ontario Good Roads Conference and for the September Committee meeting to be held on September 21, 2016 as he will not be available on the fourth Wednesday of that month.

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.

Moved by Councillor Maycock, seconded by Warden Ryan

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 April 1, 2016.

-Carried-

**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). (Copies of the policies are attached to the minutes that will highlight the amendments).

Councillor Williams arrived during the discussion (4:10 pm).

Moved by Councillor Gardhouse, seconded by Councillor Maycock

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 A to these minutes, be adopted:

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

-Carried-

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.

Moved by Warden Ryan, seconded by Councillor Williams

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

-Carried-

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.

Moved by Warden Ryan, seconded by Councillor Gardhouse

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 as Schedule B, be adopted.

-Carried-

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.

Moved by Councillor Gardhouse , seconded by Councillor Williams

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

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

-Carried-

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.

Moved by Councillor Maycock, seconded by Warden Ryan

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 by the April meeting.

-Carried-

GRANTS

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

Amended
by County
Council,
February
11, 2016

A summary of the 2016 Financial Support Applications was circulated with the agenda. An email from the Rotary Club of Shelburne was circulated on desk clarifying their members are all from Dufferin County.

The Committee asked staff to follow up with the Dufferin Town and Country Farm Tour to clarify the percentage of members that are Dufferin County residents.

Moved by Councillor Maycock, seconded by Warden Ryan

THAT the following amounts be approved for the 2016 grant allocation:

GRANTS PREVIOUSLY ALLOCATED BY COUNCIL FOR 2016	
ORGANIZATION	Allocated /Approved for 2016
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	\$33,700

REMAINING ALLOCATION FOR 2016	
ORGANIZATION	Amount
Dufferin Parent Support Network	8,000
Highlands Youth for Christ	8,000
Big Brothers & Big Sisters	8,000
Hospice Dufferin	8,000
Theatre Orangeville	5,000
Caledon Dufferin Victim Services	5,000
Dufferin Child and Family Services	1,000
Rotary Club of Orangeville	1,000
Rotary Club of Shelburne	1,000
Headwaters Communities in Action	4,500
Torchlight	2,000
Orangeville Blues & Jazz Festival	1,500
Orangeville Agricultural Society	2,000
Career Education Council	1,000
Run Dufferin	1,000
Orangeville Community Band	0.00
Grand Valley Lions Club	1,000
Dufferin County Farm Tour	500
Dufferin Peel Women's Institute	200

Shelburne & District Horticultural Society	250
Grand Valley & District Horticultural Society	250
Orangeville and District Horticultural Society	250
Total Amount	\$59,450

-Carried-

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.

Moved by Councillor Maycock, seconded by Councillor Gardhouse

THAT the correspondence from David Tilson, M.P., dated January 14, 2016 requesting input from Council regarding the upcoming Federal budget, be received.

-Carried-

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.

Moved by Councillor Williams, seconded by Warden Ryan

THAT the correspondence from Clayton Rolston dated November 18, 2015 requesting the Committee's consideration of a donation to the Ontario Wheelchair Sports Association, be received.

Carried-

ADJOURNMENT

The meeting adjourned at 5:07 p.m.

NEXT MEETING: Thursday, February 25, 2016 at 4.00 p.m.

55 Zina Street, Orangeville

Respectfully submitted,

Councillor Ken McGhee, Chair
General Government Services Committee

POLICY & PROCEDURE MANUAL

SECTION	COUNCIL RELATED POLICIES	POLICY NUMBER	1-2-4
SUB-SECTION	COUNCIL PROCEDURES	EFFECTIVE DATE	
SUBJECT	Resolutions From Other Municipalities		
AUTHORITY	Council		

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.



POLICY & PROCEDURE MANUAL

SECTION	COUNCIL RELATED POLICIES	POLICY NUMBER	1-2-5
SUB-SECTION	COUNCIL PROCEDURES	EFFECTIVE DATE	
SUBJECT	Council Closed Session		
AUTHORITY	Council		

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 2015-24, 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, Section 239.

SUBJECT Council Closed Session	POLICY NUMBER 1-2-5
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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.

Example:

12.	<u>CLOSED SESSION</u>
	<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>
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
12.2	Section 239 (2) (c) Property- Administration Building
12.3	Section 239 (2) (f) Solicitor-Client - letter from Cassels Brock providing a legal opinion

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 all closed session meetings and take the minutes. 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

SUBJECT	Council Closed Session	POLICY NUMBER	1-2-5
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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. 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	
SUBJECT	Council Member Code of Conduct		
AUTHORITY	Council –		

PURPOSE:

This policy is authorized under Section 223.2(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.
2. Complaints will be received through the Integrity Commissioner.
3. The Integrity Commissioner will conduct an investigation and report to Council.

CORPORATION OF THE COUNTY OF DUFFERIN

BY-LAW NUMBER 2016 - **

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

WHEREAS the Municipal Act, S.O., 2001, Section 223.2(1) 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 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 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.

		<p>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.</p> <p>No Member shall seek or obtain by reason of their office any personal privilege or advantage with respect to County services not otherwise available to the general public and not consequent to their official duties.</p>
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 • 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. Personal use of County-issued devices such as an ipad or cellular is permitted.</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> <p>No member shall use information gained in the execution of their duties that is not available to the general public, for any purposes other than their official duties.</p>
Work of a Political Nature	1.7	<p>No member shall use County facilities, services, or property for their re-election campaign.</p> <p>No member shall use the services of County employees for their re-election campaign, during hours in which the employees are in the paid employment of the County.</p>
Representing the County	1.8	<p>Members shall make every effort to participate diligently in the activities of the agencies, boards, and commissions to which they are appointed.</p>
Influence On Staff	1.9	<p>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.</p> <p>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.</p>
Business Relations	1.10	<p>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</p>

		publicly traded and who is regularly in the business of lending money.
No Member shall Act as a Paid Agent	1.11	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	1.12	Members shall encourage public respect for the County and its by-laws.
Attendance at Meetings	1.13	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.
Conduct During Meetings Added by Committee January 28, 2016:	1.14	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. Members will avoid any conduct towards a member of council or staff which is known or ought reasonably to be known to be unwelcome, which offends, embarrasses or intimidates, or which reflects intolerance towards any group or individual.
Harassment	1.15	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. Members of Council acknowledge that every person who is a councillor or employee has a right to freedom from harassment in the workplace. Harassment of another member, staff or any member of the public is misconduct.

Bullying	1.16	<p>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.</p> <p><u>Examples of Workplace Bullying</u></p> <p>The most common types of workplace bullying are:</p> <ul style="list-style-type: none"> • 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. <p><i>When bullying escalates to include incidents of physical assault or threats, it is considered workplace violence.</i></p> <p>Bullying another member of Council, staff or any member of the public is misconduct.</p>
Interpretation	1.17	<p>Members of Council seeking clarification of any part of this Code of Conduct should consult with the Integrity Commissioner.</p>

Effective date	1.18	This by-law shall take effect on the date of its final passing.
Alleged Breaches of the Code of Conduct	1.19	If a breach of the Code of Conduct is alleged the complaint should be lodged with the Integrity Commissioner.

READ a first, second and third time and finally passed this ** day of *****, 2016.

Laura Ryan, Warden

Pam Hillock, Clerk

POLICY & PROCEDURE MANUAL

SECTION	COUNCIL RELATED POLICIES	POLICY NUMBER	1.2.7
SUB-SECTION	GENERAL CORPORATE POLICY	EFFECTIVE DATE	
SUBJECT	Accountability and Transparency Policy		
AUTHORITY	General Government Services Committee –Council –		

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 procedures and practices in place that 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 2015 composed of Committee Chairs and the Warden 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.

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:

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. 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.

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)

Mandatory & Optional Policies in Place:

The Corporation of the County of Dufferin has ensured that the following policies and procedures are in place 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
- Use of several social media platforms to inform public of departmental services and council business



POLICY & PROCEDURE MANUAL

SECTION	COUNCIL RELATED POLICIES	POLICY NUMBER	1-3-7
SUB-SECTION	GENERAL CORPORATE PROVISIONS	EFFECTIVE DATE	
SUBJECT	Conference Expenses		
AUTHORITY	County Council		

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/ROMA - Ontario Good Roads Association/Rural Ontario Municipal 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 Clerk no later than thirty (30) working days after the conclusion of the conference.



POLICY & PROCEDURE MANUAL

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 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

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
Customer Service Policy	

2. Phone Interactions

2.1 Greeting

The telephone will be answered in a polite, friendly manner. **Staff will state their name when answering a call.**

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.

Commented [PH1]: Suggested change -
Councillor Gardhouse

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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 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) the complaint is investigated
- c) Offer that the matter could be placed on a Committee agenda

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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.
- c) Review of this policy will take place in the next review period (approximately every five years)

POLICY & PROCEDURE MANUAL

SECTION	ADMINISTRATION	POLICY NUMBER
SUB-SECTION	Information Management	EFFECTIVE DATE
SUBJECT	Routine Disclosure	

AUTHORITY

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.

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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

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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)

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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