



Introduction & Municipal Government 101

Please note that the information contained in this handbook relates to regular operating procedures.



2022-2026 Council Handbook

Message from the Acting City Clerk (April 2024)

I am pleased to present Members of Council with the Spring 2024 version of the Council Handbook. This handbook provides a comprehensive outline of the key information that will assist Members of Council in performing their duties more effectively.

The handbook is divided into four sections with direct links to cited forms, policies and other resources:

1) **Introduction:**

This section provides a message from the City Clerk, and **Brampton's Municipal Government 101**: a brief background to local government, its relationship to other levels of government, and an introduction to key municipal responsibilities.

2) **Volume 1 - Daily Operations:**

This section provides information on the day-to-day operations of your office.

3) **Volume 2 - Governance:**

This section details the process used by Members of Council for decision-making.

4) **Volume 3 - Accountability and Transparency:**

This section outlines the policy, rules, and regulatory frameworks that govern the City.

I encourage you to utilize the links included in each section for detailed information, as they will be updated and kept current throughout your term on Council.

Whether you are a new Member of Council looking to navigate through municipal government, or a returning Member of Council seeking a reference guide, this handbook will be a resource for you throughout your term of Council. It summarizes important Council policies, practices, and other resources to help you be successful in your role. The handbook will live and grow digitally throughout the 2022-2026 term of Council to meet your needs.

The City Clerk's Office functions to support Council decision-making, as well as provide other important public and internal support services. Our primary services for Members of Council include administering the municipal election, managing the decision-making process by supporting Council and committee meetings, making information accessible to the public while protecting privacy, and facilitating municipal accountability and transparency provisions as set out in the *Municipal Act, 2001*. We are here to support you and the important work you will carry out throughout your term.

Welcome to Brampton City Hall!

Shawnica Hans



ABOUT THE CITY OF BRAMPTON

With a population of over 701,000 Brampton is the 3rd largest municipality in the Greater Toronto Area (GTA). Brampton is also the 2nd fastest growing and 9th largest city in Canada. For more details about Brampton’s demographics and key industry sectors, visit the City [website](#).

The City has embarked upon a bold new vision, [Brampton 2040 Vision: Living the Mosaic](#). Brampton 2040 Vision is an aspirational document to guide what Brampton will become over the next quarter century.

CORPORATE LOGO AND CREST

Logo

The City of Brampton’s corporate logo consists of the words “Brampton” and “Flower City” beside the “Flower City” logo - a yellow rose centred in a blue rectangle with a white-lined petal on each edge.

Updated in 2006, the logo is intended to reflect Brampton’s floral heritage and reputation as The Flower City.

The yellow rose reflects the City’s past as a major grower and exporter of roses. The blue rectangle represents Brampton’s geographic shape and four municipal boundaries. The white lines reflect the City’s two major river systems: the Credit River and the West Humber River. The cradle reflects a dove for peace, harmony and a caring place.



City Crest

The City of Brampton’s Crest was created in 1974 as the official symbol of the newly-incorporated City of Brampton. Its symbols convey the historical roots and strengths of the various towns and townships, which were combined to form the City of Brampton.



The Crest reflects the City's historic roots:

- crowned in gold reminiscent of British origins and relationship to Brampton, Cumbria, England;
- the beaver for Canadian heritage and ethic of hard work;
- the sheaf of grain and ploughshare for farming and manufacturing;
- the sheaf for the Township of Toronto Gore;
- the pine tree for the Township of Chinguacousy (Land of the Tall Pines); and
- the steam engine for the role of the Grand Trunk Railway in establishing the City as an agricultural, manufacturing and political centre

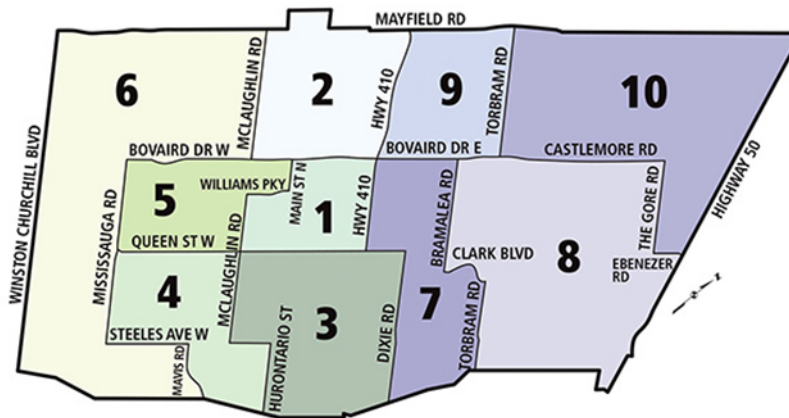


BRAMPTON'S MUNICIPAL 101: LOCAL AND REGIONAL GOVERNMENT

The authority of municipal government in Ontario is established by the [Municipal Act, 2001](#) (the "*Municipal Act*"). The *Municipal Act* permits the provincial government to create municipal corporations that are bound by federal and provincial rules. The City of Brampton is one of 444 municipalities in Ontario and is located within the Region of Peel. The City of Brampton is one of three lower-tier municipalities within the upper-tier Region of Peel:

- 1) Town of Caledon
- 2) City of Brampton
- 3) City of Mississauga

The City consists of 10 Wards.



In accordance with jurisdiction granted by the *Municipal Act*, regional and local governments provide different services to residents. Generally, regional municipalities provide services that are best delivered across wide areas to realize economies of scale, or those requiring large-scale coordination. The table below illustrates the types of services provided by the City of Brampton and the Region of Peel.

CITY OF BRAMPTON

- Arts, Culture, and Heritage
- Building
- By-law Enforcement
- Development Planning
- Economic Development
- Emergency Planning
- Fire
- Municipal Roads
- Parks & Recreation
- Provincial Offences Act Courts
- Transit
- Snow Removal
- Storm Water
- Tax Collection

REGION OF PEEL

- Housing
- Long-term Care
- Paramedics
- Police
- Public Health
- Regional Roads
- Social Assistance
- Waste Collection & Recycling
- Water Treatment & Supply
- Waste Water Collection & Treatment



COUNCIL GOVERNANCE

LOCAL GOVERNMENT IN BRAMPTON

Municipal government in Brampton is comprised of three groups:

- 1) The Community
- 2) City Council
- 3) City Administration

Each distinct element works with the others to create a system of local government that enables Brampton to be the City that makes a difference; globally aware and locally active to improve the lives of residents and the broader community.

ROLE OF CITY COUNCIL

Members of Council are elected by residents to serve a four-year term. The term of this Council runs from November 15, 2022 to November 14, 2026.

The duties of Council are to:

- Represent the public and consider the well-being and interests of the municipality;
- Develop and evaluate policies and programs;
- Determine the services to be provided;
- Ensure that administrative and controllership policies, practices and procedures are in place to implement the decisions of Council;
- Ensure accountability and transparency of the municipality;
- Maintain the financial integrity of the municipality;
- Represent the interests of residents in municipal decision making;
- Be accountable to the community; and
- Deliver results that contribute to exceptional city-building.



The decisions made by Council affect the services that people rely on every day and some of those decisions will have long-term implications that extend beyond their term of Council. A Council Member has three fundamental roles:

- A representative role;
- A policy-making roles; and
- A stewardship role.

The Ontario Ministry of Municipal Affairs and Housing (MMAH) has published "[The Ontario Municipal Councillor's Guide](#)" which is a good resource describing the role and responsibilities of a Council Member.

An effective Council Member must be objective, open-minded and willing to listen. Council Members must base decisions on what is best for the collective whole and be careful not to place individual or parochial local interests above the interest of the municipality.

Only Council as a whole has the authority to direct members of staff. Individual Members of Council should respect the fact that staff work for the City as a corporate body without undue influence from any individual Member of Council or group of Councillors.

CITY COUNCIL COMPOSITION

Although 11 individuals are elected to Brampton City Council, six of those individuals (i.e., Mayor and five Regional Councillors) are also elected to represent the City at the Regional Municipality of Peel. As the City of Brampton now holds nine seats at the Region of Peel Council, three Members are appointed by City Council from among the remaining five City Councillors to fill the additional three seats for the four-year term. Brampton Council's decision as to which City Councillors are to be appointed as the three additional Regional Councillors happens very early after the start of the Council term to enable the Region of Peel Council to hold its inaugural Council meeting.



REGIONAL COUNCIL COMPOSITION

The Region of Peel Council is comprised of 25 members (1 Chair appointed by the Province, 12 Members from the City of Mississauga, 9 Members from Brampton, and 3 Members from the Town of Caledon).

THE ROLE OF REGIONAL COUNCILLORS

In addition to responsibilities as a Member of City Council, Regional Councillors also have expectations, duties and responsibilities to fulfill at the Region of Peel, on behalf of the City of Brampton, which will be defined by the Region.

Regional Councillors will be informed and supported by Regional staff on matters that are within the Region's jurisdiction.

In the event a Brampton Regional Councillor is unable to attend a scheduled Regional Council meeting, an alternate Regional Councillor is appointed by City Council (from among the 2 remaining Brampton City Councillors) to attend a Regional Council meeting on behalf of the absent Regional Councillor. The enabling legislation for the alternate Regional Councillor role is the [Municipal Act, 2001](#).

CITY ADMINISTRATION

THE ROLE OF THE CHIEF ADMINISTRATIVE OFFICE (CAO)

The CAO is Council's primary employee.

The duties of the CAO are to:

- Act as the administrative lead providing a link between the political and administrative elements of municipal government;
- Be accountable to ensure the decisions of Council and the service delivery provided by municipal staff are aligned; and
- Exercise general control and management for the purpose of ensuring the efficient and effective operation of the municipality.



THE ROLE OF THE CORPORATE LEADERSHIP TEAM (CLT)

Members of CLT include the CAO and respective Department and Services Heads.

The duties of CLT are to:

- Administer the City’s day-to-day operations;
- Assist Council in maintaining accountability in accordance with legislative requirements;
- Provide evidence-based advice and recommendations to Council;
- Ensure that the policies and decisions of Council are implemented timely and efficiently;
- Establish administrative practices and procedures; and
- Manage staff.

When developing advice for Council, CLT and administrative staff maintain impartiality by developing recommendations and providing advice based on rational, professional values, and on their professional knowledge and experience. The [current organizational structure is available on the OurBrampton portal](#).



City Council Handbook: Volume 1

Daily Operations

Please note that the information contained in this handbook relates to regular operating procedures. Certain procedures may be updated or altered due to the pandemic.



Table of Contents

1. Members’ Salary and Benefits	17
1.1 Compensation	17
1.2 Group Health Benefits.....	17
1.2.1 Benefits for Elected Officials Working Beyond 65	19
1.3 Basic Group Life Insurance.....	19
1.4 Employee Assistance Program (EFAP)	20
1.5 Ontario Municipal Employees Retirement System (OMERS).....	21
1.6 Retirement Benefits	22
1.7 Contacts	22
2. MEMBERS’ BUDGETS.....	23
2.1 Mayor and Councillor Term of Office Cost Centre.....	23
2.1.1 Office Expenses	24
2.1.2 Legal Fees.....	24
2.1.3 Mobile devices and iPads Usage Plans.....	24
2.2 Council Business Travel Budget	25
2.3 Mayor and Council’s Staff Salaries.....	25
2.4 Tracking and Disclosure of Expenses	26
2.5 Gifts and Benefits.....	26
3. Mayor and Councillor Employees.....	28
3.1 Management of Employees	28
3.1.1 Workplace Safety	28
3.1.2 Ontario Human Rights Code	29
3.1.3 Employment Standards Act, 2000 (ESA)	29
3.2 Conditions of Employment	29
3.2.1 Hours of Work.....	29
3.2.2 Benefits, Vacation and Holidays	29
3.2.3 Statutory Holidays.....	29
3.2.4 Pension (OMERS)	30
3.2.5 Bi-weekly Timesheets	30
3.3 Volunteers.....	30
3.3.1 Required Forms.....	30



3.3.2 Procedures The following standard procedures apply for all volunteers:.....	31
4. MEMBERS’ SPACE	33
4.1 Office Space	33
4.1.1 Your City Hall Office	33
4.1.2 Setting up and Making Changes to a City Hall Office.....	34
4.1.3 Your Home Office.....	34
4.2 Resources Available on the Sixth Floor of City Hall	35
4.2.1 Kitchenettes	35
4.2.2 Washrooms	36
4.2.3 First Aid Kits	36
4.2.4 Waste and Recycling	36
4.2.5 Mail Services	36
4.2.6 Photocopiers and Shredders.....	36
4.2.7 Office Supplies	37
4.3 Security	37
4.3.1 Reporting Threats and Incidents.....	37
4.3.2 Emergency Procedures	37
4.3.3 City Hall Members’ Office Areas	38
4.3.4 Access Cards and Keys	38
4.3.5 Request for Security Presence	39
4.3.6 Council Reception	39
4.3.7 Visitor Check-In Procedure	40
4.3.8 Work Alone Program.....	40
4.3.9 Walk Safe Program.....	40
4.3.10 Contacting Security Services	41
4.4 Parking	41
4.4.1 Member Parking.....	41
4.4.2 Member’s Staff Parking.....	42
4.4.3 One-Time Reduction Validation Coupons (OTR Coupons).....	43
4.5 Booking Space for Meetings and Events.....	44
4.5.1 Use of Members’ Lounge during Council Meetings.....	44
4.5.2 Sixth Floor Meeting Spaces/Board Room (Capacity 12-14).....	44
4.5.3 Other City Meeting Rooms	44



4.6 Office Cleaning & Maintenance	45
4.6.1 Requesting Cleaning and Maintenance Services	45
4.6.2 Cleaning Schedule	46
4.6.3 Furniture and Small Moves	46
4.7 Work Station Set-up	47
5. MEMBERS’ OFFICE OPERATIONS	48
5.1 Records and Information Management.....	48
5.1.1 Records of Members of Council.....	48
5.1.2 Brampton’s Records and Information Management System (BRIMS)	49
5.1.3 Email Management.....	50
5.1.4 Obligation to Protect Privacy and Confidential Information	50
5.1.5 Accessing Information.....	52
5.1.6 Access to Information Requests (also known as Freedom of Information, or FOI Requests) ...	53
5.2 Communications	54
5.2.1 Communications Support	54
5.2.2 Using the City Logo and Crest	56
5.2.3 Photography.....	57
5.2.4 Business Cards.....	58
5.2.5 Public Relations.....	58
5.2.6 Your City Webpage.....	59
5.2.7 Social Media	59
5.2.8 Official Portraits	60
5.2.9 Mayor and Council Newsletters.....	60
5.2.10 Translation and Interpretation Services	61
5.3 Your Printing & Photocopying Needs	62
5.3.1 Photocopying – Self-Service.....	62
5.3.2 Photocopying – Full-Service	62
5.3.3 Creative Services & Production.....	62
5.4 Mail, Bulk Mailings and Couriers.....	63
5.4.1 Incoming Mail – Internal and Canada Post	63
5.4.2 Outgoing Mail – Canada Post.....	63
5.4.3 Couriers	63
5.5 COMMUNITY ENGAGEMENT SUPPORT	63



5.5.1 Public Engagement Strategies.....	64
5.5.2 Surveys	64
5.5.3 Telephone Town Halls.....	65
5.5.4 Voice Drops (pre-recorded "robo calls").....	65
5.5.5 Online Public Meetings/Town Halls.....	65
6. MEMBERS’ INFORMATION AND TECHNOLOGY Resources	66
6.1 City’s I.T. Team	66
6.2 Technology Resources Available to Members.....	66
6.2.1 Information Technology.....	66
6.2.2 Standard Technology Maintenance and Support	67
6.2.3 Computer Software.....	68
6.2.4 File Storage.....	68
6.2.5 Mobile Devices.....	68
6.2.6 Roaming Charges	70
6.2.7 Non-Standard Technology Offerings, Maintenance and Support	70
6.3 Internet Practices.....	71
6.3.1 Internet Access.....	71
6.3.2 Wi-Fi Access	71
6.3.3 Access to Websites.....	71
6.4 Email.....	72
6.4.1 Email Account	72
6.4.2 Proxy Access: Granting your Staff Access to your Email and Calendar.....	73
6.5 Use of IT resources.....	73
6.6 Security of IT Resources.....	74
6.6.1 Passwords	74
6.6.2 User Monitoring.....	74
6.7 Member’s Staff IT Needs.....	75
6.7.1 Standard Technology Assets	75
6.7.2 Security of IT Resources	75
6.8 Virtual Meetings Service Offerings	76
6.9 Executive Protection of Social Media	77
7 LEGAL AND INSURANCE	78
7.1 Authority	78



7.2 Insurance Coverage.....	78
7.2.1 General.....	78
7.2.2 Errors and Omissions Insurance.....	78
7.2.3 Commercial General Liability	79
7.2.4 Automobile	80
7.2.5 Property Insurance.....	80
7.2.6 Special Events.....	80
7.3 Indemnification	81
7.3.1 Indemnification By-law	81
7.3.2 Defamation Actions.....	83
7.3.3 Compliance Audits	83
7.3.4 Service on External Boards.....	83
7.4 Use of Legal Services Staff	84
7.5 External Legal Advice	84
7.6 Integrity Commissioner.....	85
8 SERVING YOUR CONSTITUENTS	86
8.1 Service Requests	86
8.1.1 How to Submit a Request on Behalf of a Resident	88
8.1.2 Information Required for Service Requests.....	90
8.1.3 Responding to Residents.....	90
8.1.4 Obtaining Updates on Service Requests.....	91
8.1.5 – Service Request Processing Time.....	91
8.1.6 – Issuing a Complaint/Request on Behalf of a Resident	92
8.2 Recognizing and Celebrating Individuals and Community Groups.....	93
8.2.1 Important & Commemorative Dates Report	94
8.2.2 Calendar of Corporate Events.....	94
8.2.3 Community Recognition Programs	97
8.3 Your Role as a Commissioner for Taking Affidavits (Commissioner of Oaths)	107
8.3.1 Responsibilities	107
8.3.2 Steps for Taking Written Declarations or Affidavits	108
8.3.3 Examples of What You Can and Cannot Commission	109
8.3.4 Other Commissioners	110
8.4 311 Assistance.....	110



9 FULFILLING ACCOUNTABLE LEADERSHIP.....	112
9.1 Questions about Working for or Doing Business with the City	112
9.1.1 Job Applications	112
9.1.2 Providing Letters of Reference.....	112
9.1.3 Doing Business with the City.....	113
9.2 Provincial Offences Court	115
9.3 When Emergencies Occur	116
9.3.1 City of Brampton Emergency Management Framework	117
9.3.2 Communication with Councillors	117
9.3.3 Councillors’ Roles During an Emergency.....	118
9.4 Accessibility Responsibilities and Requirements	119
9.4.1 Statement of Commitment.....	119
9.4.2 Legislative Requirements	119
9.4.3 Accessibility Policy and Municipal Accessibility Plan	120
9.4.4 Accessibility Advisory Committee (AAC).....	121
9.5 Members’ Role and Responsibility in the Planning and Development Process	122
9.5.1 Ontario Land Tribunal (OLT).....	123
9.5.2 Committee of Adjustment	123
9.5.3 Construction Regulation and Statutory Appointments	124
9.5.4 Delegated Approval Authority	124



1. MEMBERS’ SALARY AND BENEFITS

1.1 COMPENSATION

2022-2026 Term of Council Salary (as at April 1, 2024):

	Mayor	Regional Councillor	City Councillor
City Salary	\$ 154,249.00	\$ 98,026.00	\$ 98,026.00
Regional Salary	\$ 63,665.50	\$ 63,665.50	\$ -
Total Salary	\$ 217,914.50	\$ 161,691.50	\$ 98,026.00

- Salaries are paid bi-weekly (typically 26 pays per year).
- Salaries are fully taxable.
- Salaries may change as of April 1 each year.

Car Allowance:

Councillors are eligible to receive a monthly Car Allowance. The amount is adjusted annually based on CPI and communicated to Members of Council on an annual basis.

Annual Car Allowance:

2024: \$19,212.12

- Car Allowance is paid twice monthly (24 pays per year).
- Car Allowance is fully taxable.

Car allowance benefits are fully outlined in the Mayor and Councillor’s Expense Policy.

1.2 GROUP HEALTH BENEFITS

Members of Council receive benefits based on the current non-union active employee group benefits program. The following Group Health Benefits are provided to Members of Council:



Extended Health Care

- Deductible - \$0.35 per prescription drugs. No deductible for all other health care expenses.
- Premiums - 100% employer paid.
- Amount Reimbursed - 100% for eligible Extended Health Care expenses, up to the applicable maximums. Some exceptions may exist.
- Covered expenses - Please refer to the benefits booklet which can be accessed by visiting www.manulife.ca/planmember and logging into the [member section](#).
- Plan Terminates - End of term of office.

Additional information on prescription health and drug benefits can be found on [service cards](#) located on the City's internal portal.

Dental Coverage

Some of the dental benefit highlights include:

- Deductible - None.
- Dental Fee Guide - Current Ontario Dental Association fee guide for general practitioners.
- Premiums - 100% employer paid.
- Amount Reimbursed - Basic and supplementary basic services: 100%,
Denture and major restorative Services - 50%,
Orthodontics - 50%.
Up to the applicable maximum; some exceptions may exist.
- Covered Expenses - Please refer to the benefits booklet which can be accessed by visiting www.manulife.ca/planmember and logging into the [member section](#).
- Plan Terminates - End of term of office.

Additional information on dental benefits can be found on [service cards](#) located on the City's internal portal.



Coordination of Benefits

If you have extended health care or dental coverage under another plan, you may be eligible to coordinate your benefits and receive up to 100% of the actual eligible expenses based on the coordinated plan coverage between the plans.

1.2.1 Benefits for Elected Officials Working Beyond 65

- At age 65, the Ontario Drug Benefit (ODB) becomes the first payer of your prescription drugs. This co-ordination would be applied by your pharmacist. Any unpaid balance would be submitted to Manulife for consideration at the same time.
- Life Insurance and Accidental Death and Dismemberment (AD&D) coverage continues until no longer an active elected official.
- Your Old Age Security (OAS) will begin on your 65th birthday.
- Canada Pension Plan (CPP) can be applied for as early as 60 or delayed until age 70.
- Health and dental benefits continue until no longer an active elected official.

Please note that the Plan Contract number is 82656 and the Member Certificate number is your employee ID.

For more benefits related information, review your benefits book available on the Manulife Plan Member Site. Instructions on enrolling as a Plan Member accompany your benefit card.

1.3 BASIC GROUP LIFE INSURANCE

Basic Group Life Insurance

- Coverage 2 x annual earnings, rounded to next higher \$1,000
- Premium 100% employer paid
- Plan Terminates 30 days after term of office ends



Optional Life Insurance

- Application - A Health Statement and an approval from insurance company is required to apply for this optional benefit
- Coverage - Employee and/or Spouse: Increments of \$10,000 to a maximum of \$200,000 each
- Child - Increments of \$5,000 to a maximum of \$25,000
- Premium - 100% Councillor paid
- Plan Terminates - 30 days after term of office ends

More information on both basic life insurance and optional life insurance is available on [service cards](#) on the internal portal.

Basic Accidental Death and Dismemberment (AD&D)

- Coverage - 2 x annual earnings, rounded to next higher \$1,000
- Premium - 100% employer paid
- Plan Terminates - 30 days after term of office ends

More information on the AD&D program is available on [service cards](#) on the internal portal.

Full details of your benefits are available in your Benefit Booklet which is available on the [Plan Member site](#).

Note: Basic Life Insurance, Optional Life Insurance and AD&D are convertible to a private plan within 31 days of end of active participation in group benefits.

1.4 EMPLOYEE ASSISTANCE PROGRAM (EAP)

The City's current provider is [TELUS Health](#) (formerly LifeWorks).

- EFAP offers voluntary, confidential and no cost access to short term professional counselling and support.
- It provides support for all kinds of day-to-day work, health and life matters, such as career counselling, money matters, caring for an elderly



parent, nutrition support, retirement, health coaching, effective work habits, legal matters, etc.

- This service is available 24/7/365 and a Mobile App is also available for download. Online EAP services are also available.

1.5 ONTARIO MUNICIPAL EMPLOYEES RETIREMENT SYSTEM (OMERS)

Pension

OMERS is a defined benefit plan with the intention to provide a guaranteed stream of retirement income for life based on the earnings and years of service of the enrolled members. At this time, it is funded by equal contributions from employees and employers and by OMERS investment earnings. The City pays the cost of the employer's portion of OMERS for Members.

Members of Council must enroll in OMERS, with two exceptions:

- 1) A Member is elected and is already receiving an OMERS pension. This Member may continue to receive their pension and NOT enroll, or can elect to stop receiving their pension and re-enroll.
- 2) If a Member is elected and they are over the age of 71.

If already registered, sign into your [myOMERS](#) account on myomers.com. Accessing your account will allow you to view previous statements, and/or run pension estimates. In addition, you can update your personal information (home address, email address, etc.) and personal preferences (beneficiary changes) if needed.

If you have not already done so, please register for a [myOMERS](#) account by contacting OMERS client services directly, to receive notification with respect to your OMERS annual pension report availability.

The City's Group Plan Number is 064000. OMERS client services contact number is 416-369-2444.



When contacting OMERS, your Employee Number, Social Insurance Number or your OMERS Membership Number will be required.

Remember to notify OMERS directly of any address and/or beneficiary changes.

1.6 RETIREMENT BENEFITS

Elected Officials may be eligible for early retirement benefits until age 65 based on the following current criteria:

- Must have 3 consecutive terms of office at the City of Brampton
- Must be at least 55 years of age
- Must be applying for their OMERS pension.

1.7 CONTACTS

To access applicable contacts information visit our [Contacts Section](#) on the webpage.



2. MEMBERS' BUDGETS

The City Council annual operating budget provides the funding to support Council Member operations.

Within the City Council operating budget, the Mayor and Councillors are provided with resources through the following dedicated cost centres:

- 1) Councillors' Term of Office cost centre – allocated per Councillor and includes Councillors' staff salaries, office and staff development expenses.
- 2) Mayor's Business Term of Office cost centre – includes Mayor's salary, community relations and communication expenses.
- 3) Mayor's Office cost centre – includes Mayor's staff salaries, office and staff development expenses.
- 4) Corporate Accounts – includes costs associated with Federation of Canadian Municipalities (FCM) and Association of Municipalities of Ontario (AMO) conferences, any corporate representation travel approved by Council, annual Council calendars and Ward newsletters.

The [Mayor and Councillors' Expense Policy](#) provides a detailed description of eligible expenses from the Mayor and Councillors' Term of Office Expense Account.

2.1 MAYOR AND COUNCILLOR TERM OF OFFICE COST CENTRE

This is a discretionary budget allocated to the Mayor and each Councillor to pay for expenses that are allowable under the [Mayor and Councillors' Expense Policy](#) ("Policy"). Members of Council have discretion to decide how they spend their overall Council budget in accordance with this Policy.

- The budget for the Mayor and Councillor is established annually during the budget process.
- The 2024 budget for each Councillor is \$420,700 This amount is annually pro-rated based on the number of months a Councillor is in office, and subject to Council adjustment and approval. Unspent annual budget is not



transferrable to the following year. For fiscal 2024, the annual fixed budget is \$145,870 (inclusive of Councillor’s salary, benefits and car allowance). The remaining \$274,830 may be utilized at each Councillor’s discretion and in accordance with the policy.

- In an election year, Members of Council shall be restricted to 11/12th of the approved annual budget. Note: newly elected Members of Council are allocated a budget equal to 1/12th of the approved annual budget for the month of December and re-elected Members of Council will have access to the remainder of the year’s approved budget on the day after voting day.

The Policy sets out the roles and responsibilities concerning Members of Council’s expenses. This policy provides the business rules and guidelines for expenditures that support Members of Council and includes a description of the types of budgets, guiding legislation and principles, as well as:

- Process for purchasing goods and services;
- Accounting and audit principles to follow when claiming expenses;
- Process for Councillor reimbursement;
- Technology, furniture and equipment;
- Rules for monthly/ annual reporting of expenses.

2.1.1 Office Expenses

Each Councillor is provided an office at City Hall. The cost to set up and operate this constituency office is funded from the Mayor and Councillor Expense Account, per guidelines approved by Council.

2.1.2 Legal Fees

See Section 7 for Insurance and Indemnification information.

2.1.3 Mobile devices and iPads Usage Plans

Through the Councillors’ Term of Office Expense Account, each Member is provided with a:



- Smartphone supported by the City's wireless infrastructure, including a basic monthly voice and data plan;
- iPad, including a basic data plan; and
- Standard technology package for their staff.

Expenses related to the electronic equipment, including roaming charges will be charged to the Councillors' Term of Office Expense Account provided the Member has notified the IT Division and roaming plans have been set up for the Member, prior to leaving the City.

On a quarterly basis, Members and their staff who use their business phone for personal matters where the personal usage exceeds \$15.00 (plus sales tax), must reimburse the City for any charges related to the personal usage.

Information pertaining to the provision of IT resources provided to Members can be found in Section 6.

2.2 COUNCIL BUSINESS TRAVEL BUDGET

Members are responsible for conference and travel expenses for themselves and their staff from their term of office account. Attendance by Members at the AMO and FCM conferences as well as any travel specifically approved by Council is charged against the Corporate Accounts.

As Members receive a monthly car allowance, they will be reimbursed for mileage and any travel costs associated with attendance at meetings and conferences in excess of 160 km per event.

A meal allowance is available based on receipts submitted or as follows:

- Breakfast - \$15
- Lunch - \$15
- Dinner - \$30

2.3 MAYOR AND COUNCIL'S STAFF SALARIES

The Member's staff salaries and benefits are funded out of the Member's annual Term of Office Expense Account.



2.4 TRACKING AND DISCLOSURE OF EXPENSES

On a monthly basis, financial statements for all Council related cost centres are posted on the City's Portal (Reports Centre => Monthly Operating Statements). In addition, on a monthly basis, term-to-date expense statements are emailed to Mayor and Councillor administrative staff for review and sign-off. These statements provide up-to-date spending information on the Councillor Term of Office account and the Council Office General Account. Only statements for which approval has been received will be posted on the City's website.

On an annual basis, Statement of Remuneration and Expenses will be prepared according to Section 284 of the *Municipal Act, 2001* and provided by March 31st of the following year.

2.5 GIFTS AND BENEFITS

The Code of Conduct for Members of Council, [Rule 2](#), Gifts and Benefits, provides transparency around the receipt of incidental gifts and benefits, where the total value may be perceived as potentially influencing decision-making. This rule states that no Member shall accept a fee, advance, gift or personal benefit that is connected directly or indirectly with the performance of their duties of office, except as specifically permitted within the exceptions listed within the rule. The entire Code of Conduct is included in Volume 3 of the City Council Handbook.

Please note that Members must not accept any gifts or benefits provided by lobbyists or their clients or employers.

Each Member shall disclose all gifts, benefits and hospitality received with an individual value of \$50 CAD or more from one source in a calendar year to the City's Gift Registry (refer to Volume 3, Section 8 of this Handbook).

The [Gift Registry](#) is maintained by the City Clerk's Division and provides a listing of [registered gifts](#).



Members who have any questions about gifts and benefits should consult the City Clerk or Integrity Commissioner.

The provision of dignitary gifts from Members is outlined in Section 8.2.5.



3. MAYOR AND COUNCILLOR EMPLOYEES

A [Council Office Management Framework](#) has been approved to guide the management and conduct of Member employees. The Mayor and Councillor employees are hired and managed directly by the elected official on a contract basis and funded through the Member's annual budget. The employees may be hired for a term to be determined by the Member but cannot exceed the current term of Council. Although the employees report to the Member directly, they are still considered employees of The Corporation of the City of Brampton. Being City employees, they have similar employment requirements and are bound by the policies, procedures, and guidelines of the City.

3.1 MANAGEMENT OF EMPLOYEES

The Member is responsible for managing their employees, which includes hiring, termination, and enforcing adherence to employment policies to ensure both they and the City are meeting their legislative obligations and responsibilities. The Member will ensure their employees comply with statutory obligations, including but not limited to the Employment Standards Act, 2000, the Occupational Health and Safety Act, Workplace Safety and Insurance Act, 1997, Fire Prevention and Protection Act, 1997, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, Ontario Labour Relations Act, 1995 and Income Tax Act, as amended from time-to-time. Provincial legislation can be found on E-laws.

3.1.1 Workplace Safety

Under the *Occupational Health and Safety Act*, and the City's [Occupational Health and Safety Policy](#), [Respectful Workplace Policy](#) and the [Workplace Violence Prevention Policy](#), the Member, as supervisor, must ensure but not be limited to:

- provide a safe workplace, including an environment free from workplace harassment and violence



- tell employees about any health and safety hazards
- train employees to perform their work safely
- ensure employees work safely and use equipment and protective devices properly where required
- take all reasonable precaution to protect employees

The City Clerk, or designate, will provide training and support, as required.

3.1.2 Ontario Human Rights Code

Members and staff must comply with the *Ontario Human Rights Code*, which articulates that every person has a right to equal treatment in the provision of services and facilities, occupation of accommodation, contracts and employment.

3.1.3 Employment Standards Act, 2000 (ESA)

Members must ensure that all aspects of employment comply with the minimum statutory requirements including staff work hours, assignments, overtime, scheduling, and recording of staff vacations as well as lieu time to promote wellbeing.

3.2 CONDITIONS OF EMPLOYMENT

3.2.1 Hours of Work

The Member is responsible for establishing the hours of work for any staff hired to work within their Office; including the requirements to maintain coverage during City of Brampton corporate business hours.

3.2.2 Benefits, Vacation and Holidays

Benefits and vacation entitlement are subject to the terms and conditions of the contract employment agreement.

3.2.3 Statutory Holidays

Staff are entitled to statutory holidays as determined by City policy and the [*Employment Standards Act, 2000*](#) (ESA). The schedule of statutory holidays is posted on the City's Internal Portal.



3.2.4 Pension (OMERS)

OMERS is a defined benefit plan that at this time, is funded by equal contributions from employees and employers, and by OMERS investment earnings. Its intention is to provide guaranteed pension benefits for enrolled staff.

Enrolment requirements for the OMERS Pension Plan are contained in the staff employment contract and as per OMERS guidelines for Contract employees.

3.2.5 Bi-weekly Time Entry

Time entry is a mandatory mechanism to accurately record the working hours of an employee, as well as any absences as a result of vacation, lieu days, sick days, leaves of absence without pay, or absences due to other reasons.

All staff must submit time accounting for approval to the Member, via the time entry software, MyTime. Time accounting must be reported in accordance with the City's payroll reporting schedule, including any exceptions to attendance.

3.3 VOLUNTEERS

The City recognizes that, on occasion, a Member may wish to host a formally recognized volunteer to work within their City Hall office to promote interest in local government and community engagement. Community volunteers include any volunteer over the age of 18 performing duties without compensation in a volunteer capacity. Student volunteers include high school or post-secondary students who require volunteer hours as set out by the Board of Education or within their specific post-secondary educational program.

3.3.1 Required Forms

The volunteer must provide:

- A completed [Community Volunteer Application](#)
- Police Record Check (Volunteer to provide); the member may reimburse the volunteer for this cost and allocate to their Term of Office Expense Account
- Sign-off on all required City documentation



- Students only: documentation from the student’s applicable school and program of study indicating the need to complete volunteer hours, and/or a letter of reference from the school principal, guidance councillor or program director indicating the need for and support of the student completing their volunteer hours at the City of Brampton Council Office

3.3.2 Procedures

The following standard procedures apply for all volunteers:

- All requests must be submitted in advance of the anticipated start date to the City Clerk to ensure all required documents are completed before the volunteer commences their volunteer work
- All volunteer hours completed at City Hall must be completed within the Member’s office area and under supervision of a designated individual of the Member’s office
- Volunteers are the responsibility of the applicable Member of Council, and as such the Member assumes all accountability of the volunteer during their volunteer hours
- Volunteers must report to their designated supervisor upon arrival at office and departure from office
- Elected officials must provide notification to the City Clerk once the volunteer has concluded their volunteer hours
- Volunteers will NOT be considered after the start of municipal election nominations, up to and including the day of election, during an election year
- Members may be limited to the number of formal Student and Community Volunteers at any given time; subject to Administrative review
- Volunteers will be provided access to the City Hall sixth floor during corporate business hours, Monday-Friday from 8:30 a.m. to 4:30 p.m. This access will be provided for a period of up to two months at a time; extensions may be granted upon request



The following procedures are specific to Student Volunteers only:

- All volunteer hours must be completed at City Hall during corporate business hours
- Student volunteers will not be authorized to attend events/meetings outside of City Hall or West Tower
- Student volunteers must attend the office during pre-determined and designated hours only
- Student volunteers must advise their supervisor if they will be absent from a designated shift



4. MEMBERS' SPACE

4.1 OFFICE SPACE

There are three enclosed office suites located on the sixth floor of City Hall: the Mayor's suite, the East Suite (6 offices) and the West Suite (4 offices).

The Mayor is provided with a suite of offices and each Member is provided with an office on the sixth floor of City Hall. A Member may choose to have a home office as well. Collaborative meeting spaces are available for all Member's use on the sixth floor.

Member offices at City Hall are furnished with City furniture and equipment in accordance with the Mayor and Councillors Expense Policy. See section 4.6.3 for more information on furniture and small moves.

The requesting of and set up of Member's offices is governed by the [Mayor and Councillors Expense Policy](#) and the City Clerk. Member offices at City Hall are provided with computers, telephones and shared printers. Please see Section 6 for information on computers, mobile devices, telephone lines, printers, etc., allotted to each Member.

4.1.1 Your City Hall Office

The Mayor has a full suite that includes offices, meeting rooms, a kitchenette and a common area.

Councillors' offices in City Hall are allocated as indicated in this [office map](#), with the intent of ensuring Ward Councillors are situated in the same suite. The offices do not change between Council terms. On mutual consent and in writing to the City Clerk, two Councillors may trade offices amongst themselves within the same suite. On mutual consent, and in writing to the City Clerk, any Ward pairing of Councillors may trade offices amongst themselves within or between the East Suite and West Suite, so long as Ward pairings remain together.

Works of art from the City's collection and large ward maps for wall-mounting may be requested.



4.1.2 Setting up and Making Changes to a City Hall Office

At the beginning of each term, the offices of incoming Members are thoroughly cleaned (including carpets) and the walls may be painted in accordance with the selected colour from the corporate colour palette.

Furniture is provided for each Member's office based on the current standard suite allocation. The furniture is arranged in a layout that best suits the workflow and office shape considering entry points, ergonomics, comfortable visibility and adequate clearances and accessibility. Items such as televisions, bar fridges, electric heaters, etc., are not permitted as offices within the City are configured based on electrical loads and these items have the potential to overload circuits, damage City equipment and cause additional heat loads in offices. Accessories and personal paraphernalia can be added during the term such as pictures, lamps, and awards, in accordance with the Mayor and Councillors Expense Policy.

A standard semi-private window film striping pattern is provided on each enclosed office. This striping pattern provides some privacy within the space while maintaining a level of sight into the office required for security and health and safety reasons.

Offices can be reconfigured in consultation with the City Clerk's Office and Interior Design Services (IDS). Any changes to the standard offerings (provision of furniture or film striping) must be made by Council resolution, as changes must be made to all offices equally. All renovations and/or changes must be in accordance with the Mayor and Councillors Expense Policy. The procedures for requesting a change to a City Hall office configuration must be made through the City Clerk. Minor office furniture moves or reconfiguration requests shall be made to IDS, through submission of a [Self Service Centre Request](#).

4.1.3 Your Home Office

A Member may choose to operate a home office. If a Member chooses to do so, they must notify the City Clerk in writing. A home office is not considered a



constituency office and therefore any eligible expenses are funded from a Councillor's Term of Office Expense Account.

A list of eligible expenses can be found under Section 6.2 of the Mayor and Councillors Expense Policy.

Eligible expenses include: a telephone line dedicated for City business, high-speed internet connection used primarily for City business, approved computer hardware, software and peripherals subject to the [Mayor and Councillors Expense Policy](#). All expenses funded from the Term of Office Expense Account are posted publicly on the City's website.

Ineligible expenses include: residential home expenses including but not limited to property tax mortgage or rent for home, home maintenance fees, home utilities and home cleaning. Furniture, other than one desk, one chair and other decorations are also ineligible as outlined in the Mayor and Councillors Expense Policy.

4.2 RESOURCES AVAILABLE ON THE SIXTH FLOOR OF CITY HALL

4.2.1 Kitchenettes

There are two small kitchenettes on the sixth floor of City Hall for use by Members and their staff. Coffee, tea and supplies are provided from the individual Councillor's Term of Office Expense Account for the Councillor, their staff and their visitors.

It is an expectation that Councillors and their staff will maintain the kitchenettes in a professional and respectable manner as cleaning of provided shared support spaces and amenities are the responsibility of the respective department personnel as per corporate standards. When Councillors have meetings or visitors in the office, it is the respective Ward Office's responsibility to clean up the meeting area and any dishes used.

The coffee is self-serve as required and staff are asked to use the blue bin/box for recycling containers (bottles, cans, etc.).



4.2.2 Washrooms

There are washroom facilities located on the sixth floor that are accessible and include three stalls in each washroom (men/women). The washrooms are maintained by Facility Services and are monitored and cleaned throughout the day.

4.2.3 First Aid Kits

There are two First Aid kits located on the sixth Floor with basic first aid requirements funded collectively from the Councillor's Term of Office Expense Account. They are located in the west side kitchenette. The main First Aid kit for City Hall is located at the Security Desk in the Atrium on the first floor.

4.2.4 Waste and Recycling

In all City Hall offices, waste, and recycling materials are collected centrally in each wing.

At each desk, there is a small blue paper recycling bin with a small black garbage bin. Members and their staff are responsible for emptying recycling bins into the tall, central bins in the main and photocopier centres – paper goes into the blue or grey bins. Garbage is removed by Facilities staff on designated cleaning dates.

4.2.5 Mail Services

For information on mail services at City Hall, see section 5.4.

4.2.6 Photocopiers and Shredders

For more information on photocopiers on the sixth floor of City Hall, please see section 5.3.1.

There is one shredder available for use by Members and their staff on the sixth floor of City Hall. Confidential documents can be placed in one of the three locked bins on the sixth floor. Material from these bins are emptied and shredded by a contractor once a month.

A Member can arrange to have individual bins temporarily placed in their office for special requirements.



4.2.7 Office Supplies

The Mayor's office and each Councillor's office orders and maintains its own inventory of office supplies. Supplies are ordered through the City's vendor of record, and accounts have been set up to directly bill the respective office account.

Supplies for a Member's office should be stored in the Councillors' assigned office storage cabinet.

4.3 SECURITY

4.3.1 Reporting Threats and Incidents

It is important that Members and their staff remain aware of their role as a safety and security partner by ensuring all potential threats and/or incidents are reported promptly to Security Services. When you observe suspicious activity or feel a security presence is required contact Security Services immediately. All staff must report any safety or security incidents that affects them, their colleagues or Councillors to Security Services in a timely manner as reporting of an incident can ensure staff receive the proper assistance and support in order to mitigate potential risks. Reporting also allows for the investigation and tracking of threats, as well as the ability to enact temporary or permanent enhanced security measures.

What to report: any incident, situation or event that has caused or could result in, harm to staff, damage or loss to City property, and/or significant impact on the safety of staff or the public.

In most cases, Security Services will provide liaison to Peel Regional Police. If an incident is directly reported to the Police, it must still be reported to Security Services.

4.3.2 Emergency Procedures

At the start of the Council term, Security Services will provide a training session for Members related to emergency procedures and protocols.



4.3.3 City Hall Members' Office Areas

Members' office areas are secure and are only accessible by Members, their staff, and approved City staff. Members play an essential role in keeping this area secure. For procedures on receiving visitors to this area, please see section 4.3.6.

In-office Alarm

The Council Office has duress buttons that can be activated (pressed) when immediate security assistance is required. There is a button located under each Councillor's and support staff member's desk, and another button within the common area of both the East and West Council offices. There are also duress buttons located in all parking structures. This is a silent alarm that notifies the Security Control Centre, who will then immediately dispatch a Security Guard.

4.3.4 Access Cards and Keys

Access Cards

Access cards are required by all Members and their staff. Access Cards are to be worn at all times while on City premises. If access cards are forgotten or misplaced, please contact Security Services for a replacement card. A lost security card is to be reported immediately to Security Services. Security at City Hall is available 24 hours a day by phoning the Security Control Centre at 905-874-2111.

Access card provision is part of the staff hiring process. Councillors and staff must contact Security to schedule a time to have their picture taken for the access card.

To make changes in access to your access card, please contact your designated authority who will make this request for you.

Access cards and keys are not to be shared, lent, or given to anyone other than the person pictured. Using another person's access card and keys directly



violates the [Key and Access Card Control Administrative Directive](#), which governs keys and access cards.

When entering or leaving the sixth floor of City Hall, either by elevator or by stairs, please ensure you do not allow anyone to enter or leave behind you (tailgating or piggybacking) as this may place the people on the floor at risk.

Office Keys

New office keys are provided to incoming Council Members. Office keys are provided directly to Members and their staff by Security Services. For extra keys or if you are unable to access your office, contact Security Services. Lost keys must be immediately reported to Security Services. For desk key issues, contact Facility Services.

4.3.5 Request for Security Presence

Any Council staff can request the presence of a Security Guard for various duties like walking a particular floor at a specific time or to be posted outside of a meeting room, Council office or waiting area. Security presence may be requested due to personal safety concerns.

Security staff can also be requested to attend larger community meetings and events at any time. If the need is identified prior to an event, please contact Security Services in advance, so that resources can be planned to best assist. If you identify the need for security presence just before or even during an event, Security Services will send available resources and can arrange for additional resources as required.

4.3.6 Council Reception

The sixth floor of City Hall has two public entrances to the Council Office floor, one via elevator and one via stairwell. Access to and onto the floor requires an access card. Visitors are requested to sign in at the Service Brampton kiosk on the 1st floor of City Hall. Service Brampton staff will contact the applicable Member's staff to provide access to the sixth floor.



4.3.7 Visitor Check-In Procedure

Public Visitors

- All visitors should check in at the Service Brampton Centre on the main floor of City Hall when arriving; Service Brampton Customer Service Associates will advise the Mayor's staff or appropriate Ward staff that a visitor will be attending the sixth Floor Council Office
- External visitors will be provided access to the sixth floor by the Member's staff
- The Member's staff is responsible to escort the visitor at all times they are in the Council Office area
- Visitors should not be allowed to roam the secure Council Office areas on their own and/or drop-in to other Councillor offices without prior appointments or notice
- When a visitor cannot be accommodated, Service Brampton staff will obtain the required information and submit a call log to communicate with the Member's office
- Please advise the Service Brampton Centre of any scheduled or expected visitors

4.3.8 Work Alone Program

When working alone, Council staff are encouraged to use Security Services' Work Alone Program. To use this program, call the 24/7 Security Control Centre who will record staff's work location, start time and anticipated end time. Staff will then be instructed to call back the Security Control Centre at their end time and if they do not do so, a guard will be sent to their last known location to ensure staff's safety.

4.3.9 Walk Safe Program

The Walk Safe Program is available to staff who identify the need for Security Services to escort them to other city sites, their vehicles or transit stops during the course of their work duties. This need usually arises when there is a safety concern such as a previous negative interaction or a threat. Council staff are



encouraged to call the Security Control Centre to arrange this request, as required.

4.3.10 Contacting Security Services

Security Services is available 24/7, 365 days a year and is committed to ensuring the safety of staff, the public and the community. The phone number for Security Services for any City of Brampton property is 905-874-2111. The e-mail address for Security Services is securityservices@brampton.ca.

4.4 PARKING

Parking access to City Hall is granted by programming approved persons' vehicle information into the system. The Licence Plate Reader (LPR) cameras will recognize the approved plate and will not require payment for the plate. The West Tower controlled parking area is directly programmed on to an access card and will be distributed to the approved person by the Municipal Parking Operations (MPO) team.

- The initial issuance of the parking access card is not subject to a fee/deposit. However, if an access card is lost, broken or otherwise rendered inoperative and a replacement is required, there will be a cost associated for the replacement access card. The assessment of replacement costs lies solely with the issuing department.
- The access card will provide access to the parking facility 24 hours a day, 7 days a week, including holidays and weekends.
- It is the responsibility of the approved person to keep their registered vehicle information up to date with the MPO. Any fines issued due to inaccurate or outdated information will be the sole responsibility of the individual.

4.4.1 Member Parking

Members of Council will be granted parking access to the reserved parking area located on P1 of the City Hall [parking facility](#).



- Licence plate and vehicle information must be provided by each Member to provide proof that they are approved to park in the reserved parking area.
- Members will not be assigned any one specific parking space; they may park in any parking space within the City Hall Reserved area.
- Members will not have access or reserved parking in any other parking facility. Members accessing other facilities will be required to pay the daily rate using validation coupons, which is charged back to their office.
- Members with vehicles that are not accessible to City Hall may request parking at another facility.

Accessing the Reserved Area

Members are requested to follow the steps below when accessing the reserved parking area:

1. Approach the entry gate slowly
2. Stop your vehicle adjacent to the Corporate Access ID card reader
3. Ensure the gate is in its fully down position
4. Swipe your Corporate Access ID card within 14 inches of the reader face (gate will activate)
5. Proceed once the gate is in its fully up position

4.4.2 Member's Staff Parking

For any Council Member's staff requiring parking, a [Self Service Centre Request](#) must be completed by Human Resources or the employee's supervisor and forwarded to the Municipal Parking Operations Supervisor.

- Municipal Parking Operations will assign a parking facility to the employee. Each Member may have up to two (2) employees assigned to the City Hall Garage. Any additional employees will have parking assigned in accordance with the City's Public Parking Policy



- Applicable Council staff will be granted parking access to one parking facility through the issuance of an access card

4.4.3 One-Time Reduction Validation Coupons (OTR Coupons)

The Council Office is issued validation coupons to use for the purpose of validating parking for their guests. OTR coupons/codes can be used at any of the five downtown parking facilities. It is up to the Member if they wish to pay for their guest(s) to park. Parking fees will be charged at the standard public rate.

OTR coupons can be obtained from the designated administrator for the Council Office. OTR coupons/codes work following the steps below:

City Hall Garage

- Guest will obtain a code from the Council Office administrator
- Guest will follow the pay station prompts and enter the code into the machine and select the duration of the stay
- The guest will not be charged for the selected duration
- If the Guest is delayed or on site for a longer duration than expected, an additional code must be obtained and the parking session extended
- All codes that have been utilized will be charged back to the Member that the Guest was visiting

All Other Garages

- Guest obtains a spitter ticket from the terminal upon entry
- Guest obtains OTR coupon from Council Office
- At the exit terminal, the guest inserts the OTR coupon followed by the initial spitter ticket
- Members will be charged back for the amount of time their guest parked in the facility



4.5 BOOKING SPACE FOR MEETINGS AND EVENTS

4.5.1 Use of Members' Lounge during Council Meetings

The purpose of the Members' Lounge is to allow Members to remove themselves from the Council floor to make phone calls or meet with staff without disrupting Council. This area may be used by Members for discussions which may have a confidential element and therefore should not be used for public meetings, receptions, presentations or briefings by outside groups.

For security purposes, media are not permitted access to the Members' Lounge Area. The dedicated media area in the Council Chamber is to be used to conduct interviews with individual Members who wish to remain in the Council Chamber.

Councillors are encouraged to conduct interviews with the media on the sixth floor of City Hall during Council so as to minimize disruption to Council proceedings.

4.5.2 Sixth Floor Meeting Spaces/Board Room (Capacity 12-14)

Members and Member's staff have the authority to book the following meeting spaces located on the sixth Floor:

- Board Room 6A (capacity of 12-16)
- Board Room 6B (capacity of 10-14)
- Interview Room (capacity of 6-8)

To book the room, simply select it as the location on the Outlook Calendar meeting request; if the room is available, it will accept the meeting location. If the room is already booked, the request will be denied.

4.5.3 Other City Meeting Rooms

Members have the ability to book and utilize any of the meeting spaces in City Hall or West Tower during the corporate work hours between Monday to Friday.

To book a room:

- Utilize the Outlook Calendar



- Select the Scheduling Assistant “Add Rooms” tab to select the appropriate room (availability will show on the scheduler during the selection process)
- The auto-accept feature will confirm the booking if the room is available
- For after hours booking of these rooms, please contact Facility Services

4.6 OFFICE CLEANING & MAINTENANCE

4.6.1 Requesting Cleaning and Maintenance Services

Facility Services staff provides custodial and maintenance services for City facilities.

Emergency and non-emergency maintenance and custodial service requests should be submitted online at FacilityServices@brampton.ca or call 905-874-2133. Your request will be automatically routed to the appropriate Facilities Operations representative.

Examples of non-emergency service requests include:

- Temperature adjustments
- Cleaning
- Burned out lights
- Bin emptying
- Small repairs
- Dripping faucets
- Pest control
- Washroom supplies

Examples of emergency service requests include:

- No heat
- Burst pipe or other major water leaking/flooding
- Exterior door lock failure
- Broken glass
- Slip/trip hazards



- Any life safety issue

To make an emergency maintenance and custodial requests, call 905-874-2133.

4.6.2 Cleaning Schedule

Member offices are cleaned according to the following schedule, or as required:

- Weekly: vacuuming, dusting and removal of garbage/recycling materials from central bins
- Monthly: interior window cleaning
- Quarterly: exterior window cleaning
- Semi-annually: carpet steam cleaning
- As required/On Call: blind and chair steam cleaning / Housecleaning on call requests (garbage, recycle, etc.)

Common areas (e.g. kitchen, washrooms, boardrooms, assistant's desk, etc.) are cleaned according to the following schedule, or as required:

- Daily: vacuuming, dusting and removal of garbage/recycling materials from central bins

4.6.3 Furniture and Small Moves

In accordance with the furniture, configuration and equipment standard for Councillor Offices:

- The existing furniture in Councillor Offices will remain in use until the end of its life cycle; the end of the life cycle is determined by the Interior Design and Accommodation Services, Building Design and Construction Division (IDS)
- The annual inventory of Councillor office furniture will include an assessment of the condition of the furniture
- Where the furniture is deemed to be at the end of its life cycle, or presents a health and safety hazard, arrangements will be made for the replacement of the furniture. The cost for replacing this furniture will be funded from the Council General Expense Account



- No furniture is replaced without the Member’s consent and sign-off

A Councillor who wants furniture to be replaced or rearranged should submit a [Self Service Centre Request](#).

4.7 WORK STATION SET-UP

Members will initially meet with IDS staff who help the Member familiarize themselves with their work station and assess the comfort and functional design.

If a Member has a medical condition that impacts the ergonomics of their work station set-up, the Member should disclose this to the City Clerk’s office immediately.



5. MEMBERS' OFFICE OPERATIONS

This section provides important guidance about managing your information, as well as information on communications support, print, and mail services.

5.1 RECORDS AND INFORMATION MANAGEMENT

The definition of a record is “any recorded information”. This definition encompasses both traditional formats such as printed materials and newer formats such as electronic files, emails, text messages, social media posts, web content, voicemails, and video recordings. Records may be created and accessed using a range of platforms such as pen and paper, PCs, tablets and smartphones. Members are responsible for managing their records, regardless of format or platform.

The City’s [Service Catalogue](#) is the one-stop source of information on:

- BRIMS (Brampton’s Records and Information Management System)
- Email management
- The City’s [Information Management Administrative Directive GOV-210](#) and [Record Retention By-Law](#)
- Protection of Personal Information
- Access to Information

5.1.1 Records of Members of Council

Records created and maintained by Members tend to be either political records or corporate records. Political and corporate records should be filed and maintained separately. Please see “[An Information Management Guide for Elected Officials](#)” for further reference.

Political Records

Records that document a Member’s relationship with their constituents as an elected representative are considered political records. An example of a political record is a letter from a constituent complaining about inadequate public transit infrastructure. Political records are the property of the Member and are not



generally subject to the provisions of the [Municipal Freedom of Information and Protection of Privacy Act](#) (MFIPPA).

IMPORTANT:

- 1) Political records often contain the personal information of constituents and other confidential information. Members are responsible to ensure that all confidential information (including personal information) is appropriately secured from inappropriate use or disclosure.
- 2) Political records can become corporate records. For example, if a Member forwards an email from a constituent to staff for action, the email becomes a corporate record. ***Note: consent of the constituent is required before information can be shared.***
- 3) Contact information is obtained from a constituent in relation to a specific request or complaint. Councillors gather the express written consent of the constituent to communicate on other matters.
- 4) For Councillors that are storing records within Civic Track, the Members Constituency Management Software, these are considered political records.

These records only become corporate records if they are shared with City staff. *Note: consent of the constituent is required before information can be shared.*

Corporate Records

Records that document the City's business activities (i.e. the provision of municipal programs and services) are corporate records. Corporate records should be stored in BRIMS, and are subject to MFIPPA.

5.1.2 Brampton's Records and Information Management System (BRIMS)

Information sprawl, time sensitivity, and citizen engagement has created an impetus within the City to improve the way employees and Members communicate, collaborate, and manage information. BRIMS is one of the City's primary tools used



to organize, improve visibility, control, protect, and facilitate access to public records that are physical or digital in nature. Corporate records, regardless of electronic format should be saved in BRIMS. BRIMS has been architected in a manner that allows for compliance with both the [Information Management Administrative Directive GOV-210](#) and the [Records Retention By-Law](#).

5.1.3 Email Management

Council's obligation to manage email records in accordance with the [Records Retention By-law](#) is set out in the City's [Information Management Administrative Directive GOV-210](#).

Emails must be managed based on the content of each message and not based on the format (i.e. .msg file). Email messages that are considered corporate records must be saved in a corporately approved recordkeeping system such as BRIMS.

5.1.4 Obligation to Protect Privacy and Confidential Information

Council's obligation to protect privacy and safeguard confidential information is set out in the [Municipal Act, 2001](#), and the [Municipal Freedom of Information and Protection of Privacy Act, 1990](#), (MFIPPA), and acknowledged in the City's [Procedure By-Law](#) and Council Code of Conduct.

The *Municipal Act* entrusts Council to receive and retain confidential, highly sensitive information to fulfill its decision-making duties and oversight responsibilities. Confidential information may include, but is not limited to:

- Human resources/labour relations matters
- Litigation
- Project tendering and request for proposals (RFP)
- Property acquisition
- Security of City property
- Personal information



Members of Council have a responsibility to keep such information confidential to safeguard the corporation's interests and reputation, and to uphold disclosure rules to prevent personal gain or advantage to others. In accordance with the City's Procedure By-law, Members shall not communicate the content of any confidential matter or substance of discussions and deliberations in closed (in camera) meetings to anyone outside of Council, until the information is open or released to the public as required by law, or as authorized by Council. Communication includes, but is not limited to, Twitter posts, text messaging, email or other social media.

MFIPPA establishes that Members who have received access to personal information or other confidential information in the performance of their duties have a responsibility to protect this information while in their possession. Members must ensure that the privacy of the individual to whom the information relates, is protected at all times, and must keep the information secure to avoid unauthorized disclosure or destruction.

IMPORTANT:

- When a Member receives personal information from constituents, City staff and other sources, this personal information may only be used for the purpose for which it was provided to the Member. For example, if a constituent emails their opinion about bike lanes to their Member, the contact information provided **cannot** be added to the mailing list for the Member's newsletter.
- Do not share the personal information of your constituents with City staff unless the affected individual has provided express (in fewer cases, implied) consent to do so.



Practical Tips for Privacy Protection

- Discourage constituents from volunteering information about their personal circumstances unless the information relates to their specific request or concern
- Don't forward emails that contain personal information
- Don't keep copies of documents that contain personal information
- Move conversations involving personal information to a private location
- Adopt a clean desk policy - don't leave sensitive records on desks or copiers where others may see them
- Ensure mobile devices are password protected and encrypted
- Do not store records containing personal information on mobile devices such as USB drives or portable hard disks
- Use the shred console to dispose of sensitive, paper records
- Ensure that prior to collecting personal information, a notice of collection has been provided to the individual, which indicates the statutory authority and purpose for the collection, as well as the contact information of the person designated to answer any questions related to the collection.

For more information on privacy protection, see "[A Guide to Access and Privacy for Councillors](#)".

5.1.5 Accessing Information

The City publishes an increasing volume of information on Brampton.ca and through the open data catalogue. In addition, the City receives hundreds of requests for information each day. Most requests for information are processed informally by staff in the appropriate business unit at service counters, by email and by telephone. Fees, as specified in the City's [User Fee By-Law](#) may apply. Where information is not otherwise available, a formal access to information request may be appropriate.



Members may request City information from the appropriate division head or through the City Clerk's office.

Access to Records Required to Conduct Corporate Business

Council as a body has a right of access to certain types of information that would not be available to individual members of the public if the information is required to carry out Council duties. Examples include details of ongoing negotiations, legal advice, draft reports on pending projects, draft policies, and information provided in preparation for closed (*in camera*) meetings. In such circumstances, Members are prohibited from releasing the information, in any format, to anyone outside of Council without the express authorization of Council (refer to Section 5.1.4 for further details).

5.1.6 Access to Information Requests (also known as Freedom of Information, or FOI Requests)

Maintaining good records

The records of Members may be the subject of an access to information request. In preparation for this possibility, Members are strongly encouraged to maintain their political records such that they are separate and distinct from corporate records.

For more information on FOI requests, including important guidance on record-keeping practices that support transparency and accountability, see "[A Guide to Access and Privacy for Councillors](#)".

Accessing Records through FOI

Any person, including a Member of Council, can request access to City records under the provisions of MFIPPA. MFIPPA requires access requests to be made in writing and to provide sufficient detail to enable staff to identify and retrieve the requested records. The City's [Access Request Form](#) is available on Brampton.ca. MFIPPA also specifies that a \$5.00 application fee (cheques payable to the City of Brampton) is required prior to processing an access request.



Completed Access Request Forms and application fees can be submitted in-person at the City Clerk’s Service Counter at City Hall or by mail. The completed FOI Access Request can also be emailed to privacy@brampton.ca and an electronic invoice will be sent to the requestor for payment.

Although individuals have a general right to access City records, certain legislated exemptions to disclosure may apply. Normally a decision on access is issued to the requestor within 30 days of receipt of an access request.

The regulations associated with MFIPPA specify [fees](#) that apply to processing a request.

Fees are collected prior to the release of records. In the case of large/voluminous requests, a fee deposit of 50% of estimated fees is collected prior to commencement of work.

5.2 COMMUNICATIONS

5.2.1 Communications Support

Strategic Communications provides expertise to departmental clients and supports internal and external communications, marketing, and engagement tactics.

Communications align with the City’s strategic priorities, to strengthen and elevate the City’s brand, voice, and reputation. Through targeted messages and delivery, the City can effectively connect with intended audiences.

Our priority is increasing awareness and understanding of City services, programs, and events, while empowering communities to have their say over decisions that make Brampton a better place to live, work and play.

We achieve this by:

- **Promoting** – Enhancing the City’s brand through building awareness and informing residents, businesses and community members on key information



related to City services, events and programming through the most impactful channels.

- **Engaging** – Building community connections with key audiences through meaningful, two-way conversations; engaging with employees, residents and other community partners to communicate information, receive feedback and encourage calls to action.
- **Educating** – Creating value and positioning the City as an expert through teaching audiences about new or helpful services, programs and processes, and how they can benefit audiences.

Communications Support for Members of Council

Inform

- Daily media clips including local, provincial and national news circulated via email on weekday mornings to Members.
- “Media alerts” with key messages are provided on incoming media inquiries to assist Members of Council should they receive questions.
- Media and Social Media Toolkits are provided to Members of Council prior to public distribution to help keep residents informed on City updates, services, programs and events.
- A weekly calendar is emailed outlining all current media, events and social media campaigns scheduled for the following week.

Advise

- Providing key messages on important City matters and initiatives.
- Providing briefing notes on priority City projects, programs and potential issues.
- Day-to-day interaction with the Council offices to provide clarification, and supplying corporate material for constituents.
- Advising and supporting with protocol matters, such as flag raising and half-masting, dignitary visits, and proclamation requests from the community.



Develop content and support outreach

- Drafting quotes for Members in corporate news releases (refer to quote matrix, i.e. determination of designation of City spokespeople in media releases).
- Drafting speaking points/key messages for City-led or partner events.
- Designing and printing of Council Members' standardized stationery (letterheads, business cards).
- Developing corporate content, designing, printing and distributing Mayor and Councillors' newsletters and/or holiday cards (see Section 5.2.9).
- Developing script and film video messages for Members of Council on corporate initiatives, as identified by Strategic Communications.
- Provide communications support for Ward pairing events related to City services, including invitations (digital and print) and corporate key messages.
- Develop social media toolkits for key City campaigns and updates (including messaging and creative materials, including social media tiles, photos, videos, etc.) to support Members.

5.2.2 Using the City Logo and Crest

Use of the City of Brampton corporate logo or crest indicates City approval and endorsement and therefore, must always be used in an appropriate manner.

Use of the corporate logo by third parties is prohibited without permission from the City's Strategic Communications division.

Here is an example of the City's logo:



Here is an example of the City's crest:



The use of the corporate logo or crest may be on:

- Business cards
- Letterhead
- Stationery, including transmittal forms, envelopes, compliment slips, etc.
- Council and corporate newsletters
- Report covers
- Print advertising and promotional materials in sponsorships or recognition of an event or holiday

For any other use or for uses that may be deemed inconsistent, Members must seek the prior approval of City Council.

5.2.3 Photography

In-house photography services are provided by Strategic Communications for corporate use and records. This includes pictures taken at Council Meetings, City-led events/projects and Council newsletters. Permission to use City-owned photographs can be requested through the City's Strategic Communications division.

Photos taken by the in-house photographer (including Council profile shots or at events) are the property of the City of Brampton. Council is not permitted to use City-owned pictures for self-promotion or share with third parties.



5.2.4 Business Cards

Business card orders must be submitted through the online form on OurBrampton. Orders are available in quantities of 250 or 500. Reprint orders can take 1-2 weeks for printing. Business cards typically follow a consistent corporate template.

5.2.5 Public Relations

The goal of the City’s public relations function is to provide Members of the media with clear, accurate and timely information on City policies, programs and services.

What to do when the media calls:

When Council Members or their staff receive a call, or encounter a member of the media, they can choose to respond directly, or if the question is corporate in nature – forward the inquiry to Strategic Communications, who will address the question corporately on behalf of the City.

If a Member prefers that Strategic Communications respond to the inquiry, take the name of the reporter; the outlet they represent, the nature of their inquiry, and advise the reporter that someone will get back to them with the information requested.

Immediately forward the inquiry to mediarelations@brampton.ca.

Strategic Communications staff will return the reporter’s call to obtain pertinent information, such as the focus of the story and deadline. If the reporter is seeking political comment or opinions, they will be referred back to the relevant Member of Council.

Press Conference/Media Events

Strategic Communications supports with facilitating and executing press conferences and media events, including photo opportunities, to inform local



audiences on important City matters, projects and initiatives and to earn mainstream and multilingual media coverage.

Examples of press conference/media event opportunities would include emergency situations, construction ground breakings, funding announcements, etc. Support provided includes the issuing of media advisories and media releases, drafting speaking notes, photographer(s) if necessary, and on-site or tech support.

5.2.6 Your City Webpage

The City provides a webpage for each Member. A Member's individual page includes:

- A three-paragraph profile
- An official photo taken by a City photographer
- A list of committee appointments
- Links to external website and social media sites, if available
- Names and contact information of Member as well as staff

To make changes to your web page, please contact IT via [OurBrampton](#) or call 905.874.2029.

5.2.7 Social Media

The use of social media, such as Facebook, X (formerly Twitter), LinkedIn, Instagram, etc. are up to the discretion and comfort level of each individual Member.

Personal social media accounts:

Members will be solely responsible for managing, monitoring, updating, and posting their own messages and content on personal social media accounts. These accounts are separate from the corporation and corporate employees are not responsible for managing or updating content on these accounts.

As Members' personal social media accounts are separate from the corporation, content will not be shared (reposted or retweeted) through official City social



media accounts with the exemption of posts directly related to City business, programming, or initiatives.

During an election period, Members' social media accounts may not use corporate resources for campaign-related communications. Consistent with the [Use of Corporate Resources Policy](#), Members are not allowed to use corporate resources including corporate staff time, corporate funding, corporate photos, logos, official titles, or other corporate assets for campaign purposes.

5.2.8 Official Portraits

The City Clerk's Office arranges for Members to have official portraits taken at the beginning of the term of office. If a Member would like their official portrait updated at some point later on in the term, they may contact the City Clerk.

5.2.9 Mayor and Council Newsletters

Mayor and Councillor newsletters provide an opportunity for the Mayor and each ward pairing to provide an update to their constituents on relevant, timely and local City updates. They are mailed directly to the homes within the ward boundary.

Newsletters are comprised of either one joint opening message from both ward councillors or two separate messages. It also includes short articles on City initiatives, programs and services as selected by Councillors, and Corporate articles.

The frequency of the newsletters is four each year (winter, spring, summer and fall). Strategic Communications is responsible for drafting the corporate content, design, printing and distribution of the newsletters. Strategic Communications works with Councillors and the Constituency Assistants to determine the appropriate corporate articles and photos to be included in each issue. Standard Corporate messaging within the articles is developed by Strategic Communications. Both Ward Councillors collaborate to determine the more relevant articles they feel are of interest and best fit their Ward residents' needs.



Newsletter Process

1. Staff prepares a list of relevant article topics (e.g. "Snow Clearing in the City of Brampton", "Recreation Centre opening") for inclusion in the newsletter. This includes City-wide stories, as well as ward-specific initiatives or updates.
2. When Mayor and Councillors choose the article topics they wish to include, staff prepares the full articles.
3. Staff lays out artwork for each newsletter using standardized templates, deadline schedule coordination and publication.
4. Opening messages are provided by the respective Councillors.
5. Member newsletters are designed by staff and upon the Member's final sign off on artwork, staff coordinates printing, and arranges distribution of the newsletters through Canada Post to households within the respective wards across Brampton.
6. An online version is also posted on the City's website.

5.2.10 Translation and Interpretation Services

Strategic Communications provides assistance with obtaining multilingual services for Members. Services include translation, interpretation and American Sign Language (ASL). Costs for translation, interpretation, including ASL and other multilingual services are charged to the Councillor's Term of Office Expense Account. Contact the Director of Strategic Communications, Tourism and Events for support.

Strategic Communications translates select communications, media and marketing materials in French + Brampton's top ten languages as per the latest census. In line with the 2021 Census, these are Punjabi, Gujarati, Urdu, Hindi, Tamil, Spanish, Tagalog, Portuguese, Vietnamese, and Italian.

Translated media releases are available on the [City website](#) after public distribution.



5.3 YOUR PRINTING & PHOTOCOPYING NEEDS

The Brampton Print Centre is located in the basement of City Hall.

Members and Constituency Assistants are encouraged, whenever possible, to direct multiple packages, large print jobs of 50 pages or more, and complex print projects to the Print Centre.

5.3.1 Photocopying – Self-Service

The Council Office is provided with two multi-functional printers that perform the functions of a printer, photocopier and scanner. Photocopy stations are located in each suite on the sixth floor of City Hall for copying requirements.

These multi-functional printer/copiers can do small volume copying jobs. To print on a City photocopier, you must utilize an access card or manually enter your username and password. Any network connected computing device will allow for printing to any corporate printer in any City of Brampton facility.

These copiers are intended for low volume copying jobs (i.e. less than 50 copies per original). Higher volume requirements, flyers and special stock print jobs should be directed to the Print Centre. Members are charged back for the number of copies made by themselves or their staff.

5.3.2 Photocopying – Full-Service

A full-service copy centre is located in the basement of City Hall. Services include high speed copying, large-format copying, posters, bindery and finishing services. Colour copying requests may be submitted to this location for copying.

To arrange for photocopying or print services, please complete the online form on [OurBrampton](#).

5.3.3 Creative Services & Production

Business cards, newsletters, stationery, printed products, design, graphics, layout, bindery and finishing services are available. Contact the Director of Strategic Communications, Tourism and Events for orders.



5.4 MAIL, BULK MAILINGS AND COURIERS

5.4.1 Incoming Mail – Internal and Canada Post

A member of each Council Office is required to pick up, on a daily basis, all incoming mail/packages directly from the Mail Room on the first floor for their respective Councillor(s).

5.4.2 Outgoing Mail – Canada Post

At City Hall, outgoing inter-office mail and outgoing mail for Canada Post will both be picked up from the sixth floor reception area and sorted in the Mailroom. Inter-office mail is usually distributed by the next business day; this includes to other City locations.

Large quantities of mail can be taken directly to the mailroom on the 1st floor of City Hall if there is not enough space in a drop box. Members are charged back for any items that are submitted for mailing on behalf of their respective office (by the Member or their staff).

5.4.3 Couriers

Each Division is responsible to schedule corporate sanctioned couriers for their needs. Courier deliveries to City Hall are distributed to the Mailroom, sorted and sent to the appropriate operational department. Any courier costs associated with Councillor specific requests will be charged back to the Councillors' Term of Office Expense Account.

5.5 COMMUNITY ENGAGEMENT SUPPORT

Strategic Communications supports Corporate community engagement initiatives. For major Corporate, cross-departmental initiatives (e.g. Budget, COVID-19) or as directed by Council, Strategic Communications manages these engagements directly. For other projects, Strategic Communications plays an advisory role, designing an engagement plan that best meets the project goals and connecting teams with the resources and training they need to execute plans.



5.5.1 Public Engagement Strategies

For Corporate initiatives requiring public engagement, Strategic Communications will develop a comprehensive strategy that gathers the information required. This plan will take into account the project objectives, scope, and resources. It will include online and/or in-person tactics, as appropriate. Contact Strategic Communications via letsconnect@brampton.ca to discuss engagement needs for any Corporate initiatives.

5.5.2 Surveys

If any public survey is needed, please contact Strategic Communications at letsconnect@brampton.ca. Strategic Communications staff will determine which type of survey (i.e. a scientific survey for which we will contract a vendor, or a non-scientific survey we perform in-house) is best, given the project scope, budget, and objectives.

Scientific surveys are the only way to gain statistically significant data to inform decision making. They are completed through a vendor, and a basic survey will cost around \$15,000. These surveys are completed by phone, with a minimum of 800 respondents. The vendor will use demographic quotas to make sure respondents are an accurate sample of Brampton's population. The survey methodology and sampling process allows us to have strong confidence in the validity of the data. The data will be considered reliable with only a small margin of error.

Non-scientific surveys can be designed and managed in-house at no cost. These surveys can be administered online, in-person, or a combination of the two. The data cannot be considered statistically significant, because participation is at-will. Respondents with especially strong opinions on an issue will be especially likely to respond, which means results will not represent the population at large. Results from non-scientific surveys should be understood within this context - useful for informational purposes to help assess priorities, but not statistically significant.



5.5.3 Telephone Town Halls

Telephone Town Halls automatically call 100,000+ residents and invite them to join a live telephone discussion where they can listen to experts, directly ask questions, and respond to polling questions.

Contact Strategic Communications via letsconnect@brampton.ca if you need a Telephone Town Hall. These events are coordinated through a vendor, at a cost.

5.5.4 Voice Drops (pre-recorded "robo calls")

Voice Drops are a way to broadcast pre-recorded informational messages to Brampton residents via phone call. Calls can either target specific geographic areas, or the city as a whole. Voice Drops are managed through an external vendor at a cost. Contact Strategic Communications via letsconnect@brampton.ca for support with this option.

5.5.5 Online Public Meetings/Town Halls

If there is a Corporate project or matter that needs an online public meeting/online Town Hall, Strategic Communications supports with planning elements of this, including key messages.



6. MEMBERS' INFORMATION AND TECHNOLOGY RESOURCES

6.1 CITY'S I.T. TEAM

The Digital Innovation and Information Technology (DI&IT) team provides Members with support for all aspects related to their technology requirements, including any technical problems related to the computer network, computer equipment, email, remote access, corporate hardware and software applications, smartphones and tablets. Core support hours are 7:00 am – 5:00 pm on weekdays, with extended limited support after hours and on weekends.

6.2 TECHNOLOGY RESOURCES AVAILABLE TO MEMBERS

6.2.1 Information Technology

At the start of each term of Council, the City will provide to Members the following standard technology package for City hall/Home Offices:

- One (1) computing device, including:
 - one (1) laptop computer and one (1) iPad; plus related accessories (including docking station for a laptop and standard monitor)
- One (1) communication device, including:
 - One (1) smartphone; plus standard communication accessories
- One (1) business telephone line for City business only and One (1) internet connection for City business only to be coordinated by Mayor and Councillors with a third party vendor of their choice for their Home Office (e.g., Rogers, Bell, etc.).

Licensing for standard corporate productivity software suite is included.

Standard technology assets are to be used only for City purposes as set out in the IT Resource Admin Directive. Standard technology will be replaced, upgraded or refurbished in accordance with City policy and standards. While the asset is in the Member's care, custody and control, it is their responsibility to be diligent about its safekeeping.



6.2.2 Standard Technology Maintenance and Support

Technical maintenance and warranty support to all standard technology will be provided by the Corporation from Corporate facilities or through remote access by the IT division. Maintenance and support will not be provided by the Corporation at the residences of the Mayor or Councillors; third party support service vendors may be contracted to provide home office support. The vendor must be vetted by the IT division to ensure that support follows the City's security and technology standards.

Decisions to replace any standard technology asset provided to the Mayor or Councillors will be made by the Chief Information Officer (CIO), IT division, or designate. Additional standard technology may include additional technology-related devices provided as a replacement for non-functioning devices or as a result of a technology driven upgrade, as determined by the IT division.

Technical support for City-standard equipment and software will be provided by the IT division. Repair to existing equipment must be done or coordinated by IT staff. Members should not bring any City-owned IT resource to a third-party business establishment for repair.

Standard technology will be replaced, upgraded or refurbished in accordance with the Information Technology standards:

- all corporate standard hardware technology has a 4-Year lifecycle;
- replacement of any standard technology prior to reaching its 4-Year lifecycle is subject to approval by the CIO.

All computer hardware and peripherals that connect to the City's network must be compliant with City's computer standards in order to protect the integrity and security of the City's network.

All City issued computers are a part of a Corporate equipment sustainment program and will be eligible for replacement through the Corporate program at the end of their lifecycle.



The IT division maintains a supply of peripherals, such as cables, keyboards and mice. Members should contact IT before purchasing these peripherals.

6.2.3 Computer Software

Each Member will be given a subscription for Office 365 for the duration of the term. The subscription comes with Word, Excel, PowerPoint, OneDrive and other office productivity tools. All City provided devices are preloaded with standard City software applications.

All software loaded on City-owned computers must have its own individual legal software installed. All licenses must be purchased, owned and installed by the City. No personal software is to be installed on the City's computers.

6.2.4 File Storage

Members and their staff should store their computer files in BRIMS (Brampton Records & Information Management System). BRIMS can be accessed from any computer connected to the City's network, or remotely through SharePoint/O365.

Members should not store any computer files on the local C: drive or portable drives as their main file repository. Local computer files are not backed up and in the event of a power or equipment failure, anything stored on the C: drive will not be recoverable.

6.2.5 Mobile Devices

Mobile devices include smartphones and tablets. Members should take reasonable measures to protect their device(s) against physical loss or theft. Security features of the device's operating system should not be altered or bypassed (i.e. by methods such as "rooting" or "jail breaking").

The device must be password protected and auto-lock itself with a password or PIN within 5 minutes of being idle. IT can assist a Member to ensure the phone automatically backs up during setup.



Smart phones

Each Member is provided with a smart phone supported by the City's wireless infrastructure as office equipment. A basic monthly voice and data plan is included, however, choices of different smart phone platforms are available.

Expenses related to the electronic equipment, including non-business roaming charges will be charged to the Member's Term of Office Expense Account provided the Member has notified the IT division and roaming plans have been set up for the Member, prior to leaving the City. More information on roaming can be found in section 6.2.6.

The following monthly costs associated with the operation of standard technology and communication devices shall be charged to the Member's Term of Office Expense Account:

- One cellular or smart phone service plan for City business use, including air time or data charges;
- Service plan for City standard tablet or equivalent device; and
- The costs of home communication lines and related service plans (one home telephone/fax line, and/or one home internet line), when the use is primarily for City business

The Mayor and Councillors are responsible for ensuring that bills for these home services are in the name and address of the elected official and not that of the City. Elected officials may either charge the bill to their City-issued procurement card (PCard) or personally pay the service provider and submit to the City for reimbursement from that Member's Term of Office Expense Account. The City will not be responsible for any late payment charges for communication equipment expenses.

Eligible expenses related to a Member's smartphone include:

- The cost of the equipment
- Basic monthly voice and data plan



- Business-related text messaging and long distance charges
- Upgrade/maintenance fees
- Peripherals such as chargers and cases
- Members who use their business phone for personal matters, on a quarterly basis, if personal usage exceeds \$15.00 (plus sales tax), must reimburse the City for any charges related to the personal usage, as per the [expense policy](#)

Tablets

Each Member will be provided an iPad as office equipment. The corporate mobile phone plan allows for device tethering and can be used to share data on the iPad.

Expenses related to electronic equipment, including roaming charges will be charged to the Members' Term of Office Expense Account (refer to Section 6.2.6).

6.2.6 Roaming Charges

When a Member travels outside of Canada, additional roaming charges to their mobile device(s) will apply. Roaming charges will be paid for by the Member's Term of Office Expense Account provided the Member has notified IT Services (usually completed through the Member's staff).

6.2.7 Non-Standard Technology Offerings, Maintenance and Support

Non-standard technology will not be provided by the Corporation or expensed from corporate accounts. The Mayor and Councillors may purchase non-standard technology assets for their use from their Term of Office Expense Account as outlined in the [Mayor and Councillors Expense Policy](#). All non-standard technology purchased by the Mayor or Councillors from an individual business expenses account remains the property of the Corporation and will be inventoried by the Corporation.



Requests for non-standard technology must be forwarded to the CIO, for approval prior to purchase.

Non-standard software and licensing purchases as an alternative to City-provided standard technology is subject to approval by the CIO, and must be expensed to the Mayor or Councillors Term of Office Expense Account.

Non-standard technology support and maintenance may be purchased by a third-party supplier, subject to consultation and approval by the IT Division, and expensed from the Members' Term of Office Expense Account.

The Mayor and Councillors are prohibited from connecting non-standard technology, including personal computer/laptops and peripherals, to the City's network or IT infrastructure unless prior approval from the IT Division so that the integrity and security of the City's network is protected.

6.3 INTERNET PRACTICES

6.3.1 Internet Access

All computers located at City Hall, Civic Centre or other City facilities are connected to the City's computer network and have internet access.

6.3.2 Wi-Fi Access

The Wi-Fi network is accessible to everyone (including the public) on some City-owned properties. They are:

- Public City of Brampton Wi-Fi: no security, no password required. This is available to the public. Members are advised to not send or receive confidential data on this network
- Corporate Network is limited to both mobile and corporate computing devices that are managed by IT.

6.3.3 Access to Websites

City restrictions regarding access to internet sites apply to all Members of Council and City staff. All internet access activities using the City's network, including the websites visited, are logged by the system.



6.4 EMAIL

Members can access the City's email through any internet-connected device.

Email management practices include:

- Emails that need to be saved for future reference by Members and their staff should be stored on BRIMS
- Members are responsible for managing their use of the City email system during business and non-business hours.
- A Member may request to have their email cleared at the end of term or transferred to a storage device; any Member wishing to do so must provide written authorization to the City Clerk
- Members should exercise caution and take reasonable care when receiving email messages that contain attachments, regardless of their origin, to guard against the introduction of viruses. Emails from suspected addresses should be immediately deleted and no attachments should be opened.
- All instances of virus infection or suspected infection must be reported immediately to IT staff.

6.4.1 Email Account

Each Member is assigned an email account and address that serves as follows:

The email account is used for communicating with your constituents and other official business purposes. This email address is published on the City's website. Proxy access to this account is provided to each of your staff members so that they can access these emails and respond from the generic account. The typical email address for your mailbox is firstname.lastname@brampton.ca.

All City staff also have similar email addresses and can be looked up in the staff directory or address book.



6.4.2 Proxy Access: Granting your Staff Access to your Email and Calendar

Proxy access lets you manage another user's mailbox and calendar. It lets you delegate various actions such as reading and responding to emails or accepting and declining appointments on behalf of another user, within the restrictions the other user sets. Proxy access can be granted as Read/Write, which would allow the staff to both receive emails and send emails from the account, or Read Only, which would not allow staff to send emails. A request to provide delegate access to the Member's staff, along with the type of profile, must be submitted to IT by the Member.

6.5 USE OF IT RESOURCES

IT resources provided by the City must be used for purposes related to the Member's responsibilities as a Member of City Council. The Code of Conduct for Members prohibits the use of any City resources for election purposes, including IT resources.

Some of the security requirements prohibit Members and their staff from:

- Sending any messages or data in a manner that violates the copyright, patent, trade secret or other intellectual property laws of Canada or any individual province.
- Using IT resources to make unauthorized, unlicensed and/or illegal copies of any software.
- Installing software licensed to the City on any IT resources that are not owned or provided by the City.
- Use of IT resources is restricted to Canada only, should out of country travel be required, please follow the appropriate processes below.
 - Out of Country access
 - Care, Custody and Control of City Assets



6.6 SECURITY OF IT RESOURCES

Members leaving their equipment unattended must log off, use screensaver passwords and/or lock the equipment, except if a resource is shared equipment. Members sharing a computer must log off completely when leaving and may not activate password-protected screensavers or hardware locks.

6.6.1 Passwords

All Members are required to create and confidentially keep to themselves a password to access secured information on the City's network. Do not share this password with anyone including support staff.

Mandatory password changes:

- Multi factor authentication (MFA) is required on all City user accounts. MFA will be setup with you and your staff when onboarded for the new term.
- If a Member is locked out of the device or corporate network, they will have the ability to configure and manage access through Self Service password reset.

Email passwords:

- Email passwords are synchronized with your network password.

You have three attempts to log into the computer network before you are locked out. Please contact IT staff to regain access to your accounts and the City's network.

6.6.2 User Monitoring

The City's Corporate IT staff monitors the performance of the City's infrastructure. All log-ins to the City's system are logged.

If there is reasonable belief that the City's network may have been compromised through the illegal use of the IT resources, Corporate network security staff may undertake monitoring or run reports on specific users.



User monitoring may also be conducted where the City is required to comply with legal requirements, police investigations, or for specific human resources management purposes at the request of the Member. More information can be found in the City's [Electronic Monitoring Administrative Directive](#).

6.7 MEMBER'S STAFF IT NEEDS

6.7.1 Standard Technology Assets

Staff supporting the Mayor and Members will be provided standard technology assets in accordance with corporate policy and procedure for computer and communication equipment and as outlined in the Mayor and Councillor's Expense Policy.

Costs associated with the start of term technology costs, as outlined in the Mayor and Councillors' Expense Policy, will be disclosed as part of the Member's capital costs. Any costs associated with the operating expense and/or additional purchases of staff technology will be expensed back to the Member. Member's staff are subject to all City policies regarding IT usage.

6.7.2 Security of IT Resources

Staff supporting the Mayor and Members are responsible to ensure that IT resources are used in a secure and appropriate manner. Member's staff:

- are bound by the City's policies and procedures.
- must abide by requirements to protect and safeguard the integrity and security of the City's computer network and infrastructure.
- must not download or upload any applications or software on City equipment without seeking the prior approval of IT staff so that the City's computer infrastructure is not compromised.
- must not connect any personal equipment to the City's network
- may participate in occasional personal use of the City's equipment during business hours provided these are not for personal gain or campaign purposes.



- may be granted access to social media sites subject to the Member's direction and approval.

6.8 VIRTUAL MEETINGS SERVICE OFFERINGS

Microsoft Teams

- Used for day-to-day business meetings within the City of Brampton
- Ability to host external callers
- Up to 300 participants
- Break-out room option
- Ability to lock the room
- Can share documents and screens
- Whiteboard option
- Chat feature

Cisco WEBEX

Meetings

- Used for high profile, large group meetings
- Hosted service
- Up to 1000 participants
- Ability to lock the room
- Can share screens, videos and documents
- Chat feature
- Closed captioning

Events

- Used for high profile, large group events
- Internal and external usage
- Hosted service
- Up to 3000 participants
- Ability to lock the room
- Social media broadcasting
- Closed captioning

Zoom

- To be used for services involving external citizen interaction
- Up to 500 participants
- Ability to share video and screen
- Ability to have a lobby for entry
- Ability to lock the room
- Live chat feature



6.9 EXECUTIVE PROTECTION OF SOCIAL MEDIA

DI&IT provides executive level support for social media accounts to identify, protect and mitigate against impersonations. Social media accounts will be enrolled at the start of the term and will continue throughout the member's tenure. Should a social media account impersonation be identified, the affected person will be contacted and advised directly by the Manager for VIP support.



7 LEGAL AND INSURANCE

7.1 AUTHORITY

The *Municipal Act, 2001* allows a municipality to act as an insurer with respect to the protection of its employees or former employees, and members or former members of the Council, against risks that may involve pecuniary loss or liability on their part - see s. 279 (1).

In addition, a municipality may pay any part of the expenses of the members of any local board of the municipality and of the officers and employees of the local board, subject to certain limitations - see s. 283 (1) and (2).

7.2 INSURANCE COVERAGE

7.2.1 General

The City of Brampton's insurance program provides coverage for activities, programs, events, operations, etc., that are approved by or on behalf of City Council. Notwithstanding the provisions of 7.2 herein, insurance shall not extend to conduct that is considered intentional misconduct or deemed to be bad faith.

The City's insurance policy documents are held by the Manager, Insurance and Risk Management in the Legislative Services Department.

7.2.2 Errors and Omissions Insurance

This policy insures Members against claims arising out of any actual or alleged "Wrongful Act" which is defined as any actual or alleged error or misstatement or misleading statement or act or omission or neglect or breach of duty by the Insured in the discharge of their duties individually or collectively. The policy does NOT cover bodily injury or property damage arising out of an error as these would be covered under the commercial general liability policy, but rather covers claims for financial loss suffered by a third party. An example would be financial loss resulting from an error in the awarding of a contract during the tendering process.



Coverage includes the cost of investigation, defence and payment of any damages or negotiated settlement arising out of the claim.

This policy also includes coverage for legal costs relating to a breach of municipal conflict of interest legislation as well as a breach under Provincial and Federal statutes or regulations governing such issues as the environment, health and safety, etc.

7.2.3 Commercial General Liability

Commercial General Liability Insurance insures Members for claims brought against them by third parties while the Members are acting on behalf of the Corporation in the performance of their duties. The various types of claims made by third parties and insured under a municipal liability policy are:

BODILY INJURY including sickness, disease, disability, shock, mental injury or anguish and death.

PERSONAL INJURY including false arrest, malicious prosecution, wrongful detention, false imprisonment, libel, slander, defamation of character, humiliation, invasion of privacy, wrongful eviction, wrongful entry, invasion of copyright and discrimination (except where prohibited by law) and such other causes of injury to a person other than bodily injury.

PROPERTY DAMAGE or injury or destruction of property, including loss of use.

This coverage includes the cost of investigation, defence and any amounts that the City may become legally obligated to pay as awarded by the court or agreed to in an out-of-court settlement.

Information on how a member of the public can make a claim against the City to which an insurance policy may respond can be found at

<http://www.brampton.ca/EN/residents/Insurance-Claims/Pages/Welcome.aspx>.



7.2.4 Automobile

The City of Brampton provides automobile insurance for licensed vehicles owned or leased by the City.

It is the responsibility of individual Members to adequately insure their private vehicles for their intended use. Members using their private vehicles for City business would claim against their own insurer for any accidents that may occur even while on City business.

Members should advise their personal insurance company that they will be using their automobile for business use, and make any necessary adjustment to their policy.

7.2.5 Property Insurance

The City's property insurance covers physical loss or damage to City-owned buildings, contents, furniture, fixtures, equipment, etc. Please contact Risk and Insurance should you have a claim to submit for property damage.

Personal property owned by Members and/or their staff is not insured under the City's property insurance policy.

7.2.6 Special Events

City insurance coverage extends to a Member's special events held on behalf of the City and in the Member's capacity as an elected official (as distinguished from events serving a private interest)

A "City event" qualifying for coverage under City insurance is generally one that is consistent with City of Brampton programming, sanctioned, authorized or organized by City Council or a City Department or Members for the benefit of the City. City insurance does not extend to private non-municipal entities or interests.

Permits and rental applications for a Member's special event held on behalf of the City and in the Member's capacity as an elected official must be taken out in the name of the City of Brampton and not in the personal name of the Member.



A Member should not take out special events permits in the name of the City if the permit is taken out on behalf of private interests, community or special interests groups.

If the special event takes place on non-City owned property, an insurance certificate may be required. If the owner of the property requests evidence of insurance in the form of a Certificate of Insurance, the Member should contact Insurance and Risk Management to secure the required Certificate. Please note that at least 48 to 72 hours lead time should be provided.

7.3 INDEMNIFICATION

7.3.1 Indemnification By-law

[By-law 134-95](#) is the City of Brampton's Indemnification By-law, which is directed to reimbursement of legal expenses incurred in criminal proceedings by Members of Council or employees. Criminal proceedings include an investigation brought under the *Criminal Code*, with the intent that the benefit of the by-law also be available in the investigation stage before any criminal charge is brought.

Matters Not Expressly Covered

The Indemnification By-law does not address legal expenses incurred by Members with respect to non-criminal matters, including the following:

- Information and Privacy Commissioner proceedings for access to Member records
- Integrity Commissioner investigations
- Lobbyist Registrar, Ombudsman or Auditor General Complaints or investigations
- defamation actions brought by a Member
- civil claims and proceedings

Legal expenses that are not eligible for reimbursement also include:

- Personal conflict of interest opinions



- Legal opinion that the City Solicitor can provide to the City
- Legal opinion which supports a community group against a City position

Extending Application of the Indemnification By-law

For matters not expressly covered by the Indemnification By-law, Council may authorize the reimbursement of legal expenses of Members on a case-by-case basis, under the authority of the *Municipal Act, 2001* provisions cited above.

Reimbursement

Under By-law 134-95, the City can reimburse eligible persons for reasonable costs incurred for the defense of or representation in an eligible proceeding. However, section 4 requires an agreement for repayment of costs to the City in the event of conviction under the Criminal Code apparently contemplating the City might reimburse before the matter is finally determined.

Eligibility

Eligible Person - a member of Council, or an employee, who, at the time that the act or omission occurred that gave rise to the eligible proceeding, is an "eligible person".

Eligible Proceeding - an "eligible proceeding" includes an investigation brought under the Criminal Code, arising out of acts or omissions done or made by an eligible person in his or her capacity as a member of Council while acting in the performance of any statutory duty.

In the case of service on a committee, which is not a committee of Council, advice should be sought whether service can be considered as "serving in the capacity of a Member of Council".



7.3.2 Defamation Actions

Actions brought by Members

City insurance is not available in legal actions related to defamation initiated by Members.

City Council may authorize the reimbursement of legal expenses of Members on a case-by-case basis for actions brought by a Member to address matters of reputational harm where the expenses are incurred in the Member's capacity as a Member. Members should contact the City Solicitor to discuss whether the matter can proceed.

Actions against Members

The City's general liability insurance may be available to defend Members on such matters.

7.3.3 Compliance Audits

Members must obtain their own legal or other expert advice for compliance audit matters because any compliance audit expenses are incurred in their capacity as candidate, not as Members. The *Municipal Elections Act, 1996* considers expenses relating to a compliance audit to be campaign expenses.

7.3.4 Service on External Boards

Members serving on external boards in their capacity as a Member of Council, require City Council approval with respect to indemnification. Where neither the external body's nor the City's insurance is available, there is no assurance any discretion of Council will be exercised for indemnification of Members.

Before serving on an external board, Members are responsible to conduct due diligence, including determining whether the external body has its own Director's & Officer's Liability Insurance in place. Members already serving on such boards when taking office are similarly responsible to satisfy themselves of coverage. In addition, coverage for any claims arising through Members serving in a board member capacity must first be pursued through the insurance



coverage of the external body before consideration for coverage by the City is contemplated.

7.4 USE OF LEGAL SERVICES STAFF

The City Solicitor's office provides legal advice to City Council on matters pertaining to City business.

Individual Members of Council are responsible for seeking their own independent legal advice, with respect to their conduct. Legal Counsel in the Legal Services division of Legislative Services, who represent the municipal corporation, are not available to assist Members in this regard.

Members, for example, who have concerns over a possible conflict of interest should obtain their own independent legal advice, and may wish to set up a relationship in advance with a legal advisor to assist as may be required, particularly where advice may be required on short notice. The City's Integrity Commissioner may also be a resource to Members in appropriate circumstances as summarized in Section 7.6 below.

7.5 EXTERNAL LEGAL ADVICE

Individual Members are not at liberty to retain external legal counsel to provide the City with an opinion on an issue. Council approval is required before external legal counsel is retained under such circumstances.

Legal expenses that are not eligible for reimbursement include:

- Personal conflict of interest opinions
- Legal opinion that the City Solicitor can provide to the City
- Legal opinion which supports a community group against a City position

Members should consult with the City Solicitor before incurring legal expenses which may not be covered by the City of Brampton.



7.6 INTEGRITY COMMISSIONER

The Integrity Commissioner is available to provide confidential advice to Members, although not specifically legal advice, on a range of matters including:

- The application of the Council Code of Conduct for Members
- The application of any procedures, rules and policies of the municipality governing the ethical behaviour of Members
- The application of Sections 5, 5.1 and 5.2 of the *Municipal Conflict of Interest Act*
- Requests from Members for advice respecting their obligations under the Code of Conduct
- Requests from Members for advice respecting their obligations under a procedure, rule or policy of the municipality, as the case may be, governing the ethical behaviour of Members
- Requests from Members for advice respecting their obligations under the *Municipal Conflict of Interest Act*
- Provision of educational information to Members, the municipality and the public about the municipality's Code of Conduct and about the *Municipal Conflict of Interest Act*



8 SERVING YOUR CONSTITUENTS

8.1 SERVICE REQUESTS

Provision of service to residents should be completed in a consistent and efficient manner that allows for equitable treatment of all residents. Residents have the ability to contact the City directly through 311 to make a service request and/or file a complaint. An established process is also in place for service requests generated through the Council Office, by either the Councillor, or their Constituency Assistant.

This process allows for necessary service requests to be generated, processed and tracked. Part of this process includes notification to the appropriate staff and departments, and a follow-up response to the Councillor or Constituency Assistant with a service request tracking number and the service level expectation, as determined by the operating department. It is a process-driven system where departments provide the service requested or strive to mitigate the complaint received, to achieve compliance in the most effective way with minimal judicial process. It is recognized that some matters are time sensitive for issues such as community safety whereas other issues, that are of a less serious or non-urgent nature, can be addressed through a priority response matrix.

There are many reasons why following the process is important including resource availability, budget controls, legislative requirements, liability, legal considerations, appropriate assignment to the correct operating department(s) and fair and equitable treatment of all residents.

All constituent requests for service are considered in light of current Council approved levels of service, policies and operational work plans and priorities. A request through a Member of Council should not be construed as an opportunity to receive preferential treatment. Members of Council have an obligation to make this clear to the constituent. Equally, if an operational decision is made to

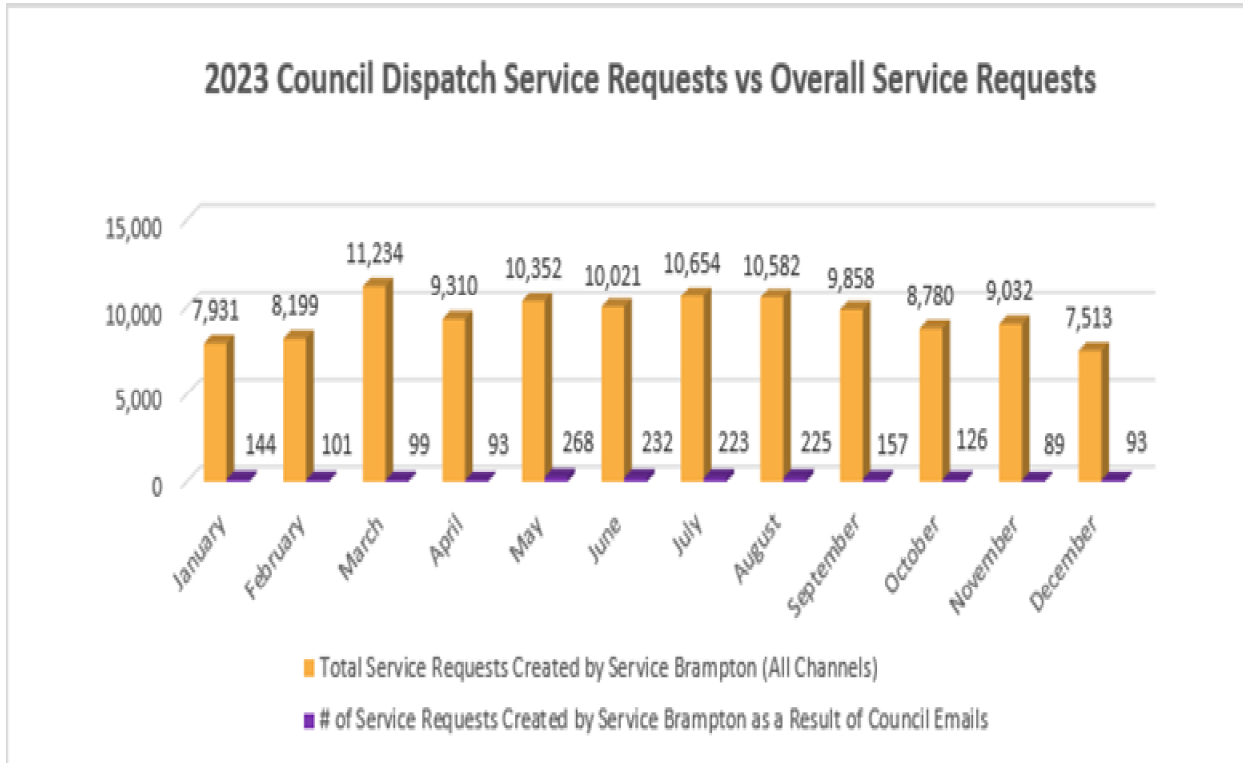


proceed on the constituent request sent through a Member of Council, staff should not characterize the work as politically driven to members of the public.

As per the [Council-Staff Relations Policy](#), once resident requests are shared with corporate Staff, on behalf of the Council Office, it becomes corporate information and staff responses need to be shared with both affected Ward Councillors. This is important as both Ward Councillors are elected to represent the residents of their Ward and should be made aware of any matters being actioned by staff that originate from the Council Office. One particular Councillor may still take the lead on the matter, but corporate staff will provide the same information to both Ward Councillors.

Members are encouraged to allow operational departments to handle requests submitted to them. Operational departments have processes in place to review and action requests and perform follow-up with residents as required. Given the high volume of requests for service, follow-ups often affect service delivery for other matters requiring attention. As such, Members should trust that once they submit a service request, that appropriate action will be taken without the need for the operational department to report back to the Member. If a request appears to have taken longer than the required service level dictates, and a resident initiates a concern, Members are encouraged to follow-up on the service request as noted in Section 8.1.4.

Since 2018, service requests received through the Council Office have been managed through Service Brampton, effectively logging and tracking all service requests. This graph provides a comparison of the overall number of service requests received through multiple channels (phone, online portal, mobile app, email, in-person) managed at Service Brampton vs service requests received at the Council Office and forwarded to Service Brampton in 2023.



8.1.1 How to Submit a Service Request on Behalf of a Resident

Best practice is to encourage residents to submit their service request directly through 311 (online at 311brampton.ca, through the 311 mobile app, email 311@brampton.ca or calling 311 or 905-874-2000, if outside of Brampton). Councillors and their staff can also use these channels to submit and track requests, however, should the Member or their staff wish to continue to submit the request on the resident’s behalf they must first obtain consent from the resident to do so. The resident must be made aware that once their request is submitted to the operational department, it becomes a corporate record and may be shared with appropriate staff to action the request; this includes both Ward pairing Councillors. A new email should be created to submit the service request; resident emails should not be forwarded. The newly-created email should include only the relevant information to action the request as personal information of individuals must be protected from unauthorized collection, use, disclosure and eventual disposal. When an individual shares personal information with a Member of Council or their staff in the manner of requesting service, the



Member or their staff must make every effort to ensure that the only details shared with staff are applicable to what the City may need in order to action the request.

Please ensure all required information is included in the email. If additional information is required, the service level timelines may not be met.

- 1) **Transit:** Service requests related to Transit matters should be sent directly to transit@brampton.ca. If the Member or their staff would like to include a “cc” to staff on the email, they may do so. In the subject line of the email, please use the established Subject Title as provided to the Ward offices.
- 2) **Road and Parks Operation and By-Law & Enforcement:** Requests with the full information should be sent to the internal Dispatch email to have a service request created, copying applicable departmental staff, if required. (Please note that this is an internal email link and it should not be provided to the public – if a resident would like to submit their own request, they may submit through the online service tile at 311brampton.ca, the 311 mobile app, by emailing 311@brampton.ca or calling 311 or 905-874-2000, if outside of Brampton). Service Brampton is responsible to generate the necessary service request, notify the appropriate field staff, and respond to the Member or their staff with a service request tracking number and the service level expectation, as determined by the operating department. The Member or their staff responds back to the constituent.
- 3) **Capital Works, Environment and Development Engineering, and Animal Services:** Requests with the full information should be sent to the internal Dispatch email to have a service request created, copying applicable management staff (as provided through internal documentation). All other aspects of bullet #2 apply.



- 4) **Other Operational Departments:** Unless otherwise specified in this Section, please refer requests for service directly to the applicable operational department.

8.1.2 Information Required for Service Requests

Each operational department requires specific information in order to process a service request. This is defined as follows:

- **Transit:** Requires caller's full name, phone number and issue details
- **Animal Services:** Requires caller's full name, address, phone number, location, and issue details
- **By-Law & Enforcement Services:** Requires caller's full name, email address, mailing address, phone number, location, and issue details (Note: Licensing and Property Standards complaints also require an exact address where the issue is; some Municipal Bylaw complaints may require additional tracking or witness statements, such as dumping, or noise complaints)
- **Park Operations/Roads Operations/Capital Works/Environment and Development Engineering:** Requires issue and location details; caller details should be provided.
- **Other Operational Departments:** Requires caller's full name, phone number, location, issue details and address (if applicable)

Requests will be attended to based on the service levels determined by the operating department and will not be expedited outside of these service levels.

8.1.3 Responding to Residents

Upon receiving the service request information, the Member or their staff will follow-up with the resident by phone or email to advise of:

- the service request number and service level; and/or
- the information provided by the applicable operating department.



If responding by email, a new email to the resident should be created as the response from the operating department or the Dispatch email should not be sent to the resident.

Furthermore, when responding to a resident on any update related to a service request, it is best practice to create a new email to the resident rather than forwarding email chains between City staff and the Councillor and/or their support staff.

8.1.4 Obtaining Updates on Service Requests

Road and Parks Operation, Capital Works, Environment and

Development Engineering, Animal Services and By-Law & Enforcement:

To obtain an update on a service request, the Members' staff may complete a search on the applicable database to which access has been provided, such as 311 or Amanda, or contact a Service Brampton Team Lead via phone or email. If the Team Lead is unable to provide a status update, they will refer the Member or Members' staff to contact the operating department.

Other Operational Departments: To obtain an update on a service request, contact the applicable operating department directly.

When operational departments provide an update on a service request a commitment for service should include a time frame. It is expected that if this timeframe will not be met that the member of staff will proactively inform the constituent and Member(s) of Council in advance of the missed deadline.

8.1.5 – Service Request Processing Time

In understanding how service requests are processed and completed, it is important to remember that some issues may take longer to address as they could require assessments to be completed, consultation with third parties and/or collaboration or consultation between operational departments, the Region or other government agencies. Alternatively, there are issues that require an escalation through the court systems which have legislated



procedures to follow and may include investigation and specified legislated timelines to adhere to. This information should be conveyed to the residents.

It is important that operational departments follow the approved service levels and process to achieve maximum results. When service requests do not follow the established priority response matrix, shortcuts could result in poor decision-making, improper use of resources, interruption/postponement of existing requests and increased costs to complete operations. When resources are reallocated for a lower priority matter that is very focussed on few individuals in the community there is a possibility that larger problems that affect a greater number of residents is being deferred. The priority response matrix ensures that service requests are being completed in a fair and equitable manner while providing the most efficient use of financial and staff resources.

8.1.6 – Issuing a Complaint/Request on Behalf of a Resident

Further to Section 8.1.1, in an effort to provide effective and efficient service, it is important that resident concerns be provided to the City directly by the resident themselves. Councillors who receive concerns from residents are to advise the resident to submit their request through the proper channels (311brampton.ca, the 311 mobile app, email 311@brampton.ca or call 311 or 905-874-2000, if outside of Brampton). Should a Councillor wish to assist a resident by sharing the resident’s concern with the operational department, it is imperative that the resident understand their personal contact information will be assigned to the request for staff follow-up and will be shared with both Ward Councillors.

Councillors must understand that many requests, especially those related to By-Law & Enforcement matters, require a “complainant” who, if required, can attend court as a witness to the complaint. Anonymous complaints are not accepted. If a Councillor puts a complaint in on behalf of a resident instead of the resident themselves, the Councillor then becomes the complainant in the



matter and as such may be required to go to court to explain the matter, or how it was contrary to Corporate policies or City by-laws.

Councillors must also understand how the statutory requirements related to access to information and privacy protection affect how they are able to issue a complaint or request on behalf of a resident.

Key factors include:

- 1) Councillors do not have any more rights than other individuals when requesting access to information in City records;
- 2) The Act establishes that information pertaining to active investigations and/or prosecutions may not be disclosed until the investigation is complete and/or the prosecution is concluded; and,
- 3) Councillors must not disclose personal information (such as resident contact information) to City staff without the express consent of the affected individuals.

8.2 RECOGNIZING AND CELEBRATING INDIVIDUALS AND COMMUNITY GROUPS

Brampton's festivals and events contribute to the quality and diversity of community life for Brampton citizens and visitors, and provide inclusive opportunities for public participation, economic activity, and tourism. They offer a variety of ways to celebrate athletic, artistic, and cultural excellence while providing residents with opportunities to contribute to the expression of their identity.

The City also has an [Asset Naming Policy](#) as well as a [Sponsorship and Naming Rights Policy](#) that provides an opportunity for commemorative recognition via City assets (e.g., naming or renaming of streets, parks, or City buildings).



8.2.1 Important & Commemorative Dates Report

Annually, staff undertake a review of the current Community Recognition Program, Brampton's demographics and put forth recommendations for cultural, religious, provincial and federal days of importance, and commemorations to be acknowledged by the City for the following year. A report is brought to Council and upon approval, all important and commemorative dates are entered into the Corporate Calendar.

8.2.2 Calendar of Corporate Events

The Calendar of Corporate Events Listing is brought to Council by the Events & Protocol Office in Q1 of each new term of Council, for endorsement. Upon approval, this becomes the official list of events organized and led by the City's Events & Protocol Office for the term ahead.

New Requests for Special Events:

Occasionally, a Member of Council may wish to recognize an additional corporate event by adding to the annual Corporate Event Listing.

Process:

- A Member may request that Council recognize a new Corporate Event.
- All Corporate Event requests, including funding, must be approved by Council prior to staff proceeding with the planning of the event not less than twelve (12) weeks prior to the proposed event to ensure adequate planning and timely delivery.
- For those Corporate Events approved by Council, the Events & Protocol Office will be responsible for planning and delivering on each event.

Council Attendance at City Events

The City's Events & Protocol Office leads the planning and execution of corporate-led festivals including but not exclusive to Canada Day, Winter Lights Festival & Tree Lighting, and New Year's Eve.

The Division also supports Civic and Ceremonial Celebrations.



The [Civic Events Protocol](#) is in effect to outline the protocol and procedures for City-led events and functions involving the Mayor or Councillors.

The Protocol outlines:

- Attendance at events for the Mayor and Councillors
- Invitations
- Order of speakers
- Titles of Address
- Master of Ceremonies
- Procession and Parades
- Official Seating
- Flags
- Chain of Office
- Intergovernmental Events
- Events with External Funding Partners
- Community Events
- Municipal Campaign Black-out Period
- Transition Period of Members-elect

Speaking Order at City Events

The Mayor and Members of Council are hosts for official City events that are ceremonial in nature.

The Mayor will speak first and convey official greetings from the City. The organizing department in consultation with the Protocol Office may determine appropriate speaking roles in consultation with the Mayor's Office. Elected officials speak before other speakers in the following order:

- a) Mayor, Deputy Mayor or relevant Committee Chair
- b) Local ward Councillor(s) if the event is not considered city-wide
- c) Regional Chair
- d) Area Member of Parliament (MP), and
- e) Area Member of Provincial Parliament (MPP)

Master of Ceremonies Selection

The Emcee (Master of Ceremony) for City-led events and ceremonies will be determined by the organizing department in consultation with the Protocol



Office. In most cases, a City elected representative including the relevant committee chair will be considered for the role of Emcee at corporate events including ceremonial events such as ground breakings, ribbon cuttings, and openings.

For tourism or festival focused events, the Events Office, in consultation with the Protocol Office has the discretion to bring in a professional Emcee (example: Canada Day, New Year's Eve, and Winter Lights Festival).

Members of Council at Non-City Events

Often members of the community-at large organize events to mark special events, such as a store's grand opening, a charity fundraiser, an annual memorial commemoration, etc. These events are organized and hosted by an individual or organization, with no direct involvement by the City or staff.

As it is an external event, Councillors use their own discretion on attending and supporting the event. Corporate key messages can be provided if there is the opportunity to speak to City business, services, or programs.

Mayor and Councillor Organized Events:

At times, elected officials sponsor events within their community or host events in their respective wards. These events remain an important part of community celebration and recognition and have historically included receptions, dinners, flag raisings and barbeques. These events are supported by the Mayor and Council staff and the individual member's discretionary expense account.

Community Events

Community events are organized by an external organization where the Mayor and/or other Members of Council are invited guests. As head of Council, the Mayor brings greetings from the City. The program agenda, including speakers, is at the discretion of the community event organizer.



8.2.3 Community Recognition Programs

City departments offer various programs to recognize members of the community and days of significance to the local community. The programs are listed below in reference to the department leading the portfolio.

Responsibilities of the Protocol Office

The Protocol Office upholds and enhances the reputation of the City, Mayor, and Council by creating an environment for successful diplomacy and engagement.

The Protocol Office provides leadership in the City's conduct on all matters relating to protocol including proclamations, flag raisings and half-masts, dignitary visits and delegations and other high-profile ceremonies involving the Mayor or Members of Council.

To contact the Protocol Office please email protocol@brampton.ca.

Proclamations

A proclamation is a public statement from the Office of the Mayor, on behalf of Brampton City Council, to proclaim a specific date, week, or month to acknowledge a significant cause or event.

Proclamations are ceremonial documents issued and signed by the Mayor that officially recognize the importance of an event, cause, campaign, or an organization of significance, interest, or benefit to the citizens of Brampton for a particular day, week, or month. A proclamation does not constitute a personal or civic endorsement.

- The Mayor will retain discretion to approve or deny a proclamation request on behalf of the City, if a request meets the criteria but poses a reputational risk to the City
- The Mayor signs all proclamations (or authorizes the use of digital signature)
- The Mayor reads the issued proclamations at Council meetings on behalf of City Council



- Requests for proclamations must be submitted on the [Proclamation Request Form](#), with suggested wording and information about the event/issue, a minimum of six weeks before the proclamation date. Requests must clearly identify the significance and connection to the mandate and strategic goals of the City of Brampton.

Clock Tower Lightings

The City Hall clock tower is an opportunity for the City of Brampton to recognize and celebrate special occasions and events that celebrate Brampton’s diverse community and foster a spirit of community. Lightings will occur on the evening of the expressed duration of dates or until another request is approved. A clock tower lighting does not constitute a personal or civic endorsement.

Criteria:

- Requests must be made by an external organization that resides/operates within Brampton
- Requests must provide background information about the organization, cause, or event
- Requests must relate to an organization, cause or event that contributes to the economic, social, and cultural fabric of Brampton
- Clock tower lightings will occur for Brampton organizations or causes, and not for individuals

The Clock Tower may be lit to recognize an organization, within the City of Brampton, who has achieved national or international distinction, or whose significant contribution to the City deserves recognition at the discretion of the Mayor.

Requests are to be made at least four (4) weeks in advance of the requested lighting date by completing the [Clock Tower Request Form](#)

Community Flag Raisings

To celebrate together the strength of Brampton’s diversity, equality and inclusivity, the City offers the opportunity for communities to raise nation and community flags on the designated Community Flag Pole located in Ken Whillans Square at City Hall. Apart from a UN (United Nations) recognized



Independence Day and Heritage Days/Months, flag raisings take place on Monday to Friday, 8:30 am to 4:30 pm and are a maximum of one (1) hour in length, with the agenda developed by the community organizers.

Community organizers can request community flag raisings through the Protocol Office and should be received a minimum in advance of the requested date. Organizers can submit a request via the online Community Flag Raising Request Form of four (4) weeks.

The Protocol Office will assess and approve community flag raising requests from charitable and non-profit organizations based on the following criteria. The City will fly flags on the Community Flag Pole:

- Of nations recognized by the Government of Canada to celebrate a country's national day or on the anniversary of a special occasion
- Of organizations that have a presence in the Brampton community, except those outlined below.

The City will not approve requests for flag raisings on the Community Flag Pole requested by:

- Organizations or groups that are political or partisan in nature, including political parties or political organizations
- Organizations that promote hatred, violence, racism, or discrimination of any kind
- Religious organizations
- Organizations that have already flown a flag on the Community Flag Pole within the same calendar year
- Commercial entities

The City will not approve requests for use of the Community Flag Pole for flags that:

- Belong to nations not recognized by the Government of Canada
- Represent political causes
- Celebrate religious events
- Celebrate events
- Support of groups, organizations or events that promote beliefs contrary to any other City policy or pose a reputational risk to the City



- Belong to nations that have already flown on the Community Flag Pole within the same calendar year

The Protocol Office has a mandate as the corporate authority on flags.

Half-masting of Flags, Days of Mourning, and Vigils

The City of Brampton recognizes that flags are important symbols of honour and pride and must be treated in a respectful and consistent manner.

The City supports half-masting and Council-approved vigils as an expression of collective mourning and sense of loss that is shared by residents of Brampton. All City of Brampton flags are lowered for occasions listed in the policy, or at the discretion of the Mayor in consultation with the Protocol Office.

The [Flag Policy](#) includes the following fourteen (14) Special Days that the City automatically half-masts flags at all City facilities:

- January 8: National Day of Remembrance for Victims of Air Disasters
- January 29: National Day of Remembrance of the Quebec City Mosque Attack and Action against Islamophobia
- March 11: National Day of Observance for COVID-19
- April 9: National Day of Remembrance of the Battle of Vimy Ridge
- April 28: National Day of Mourning for Persons Killed or Injured in the Workplace (Workers' Mourning Day)
- June 6: D-Day
- June 23: National Day of Remembrance for Victims of Terrorism
- Second Sunday in September: Firefighters' National Memorial Day
- Last Sunday in September: Police and Peace Officers National Memorial Day
- September 30: National Day for Truth and Reconciliation
- November 1-7: Sikh Genocide Awareness Week
- November 8: National Aboriginal Veterans Day
- November 11: Remembrance Day
- December 6: National Day of Remembrance and Action on Violence Against Women



Citizens Awards

Since 1974, the City of Brampton has been proud to offer a community recognition program that has honoured over 3,500 outstanding residents in the community in the areas of sports, arts, and community service.

Each year, the City of Brampton recognizes and celebrates outstanding citizens in our community who have achieved milestones in the past year, in the following categories:

- The **Sports Achievement Award** recognizes Brampton residents whose achievements have been recognized at the Provincial, National, or International level.
- The **Ken Giles Amateur Athlete of the Year Award** recognizes an outstanding individual who has made a significant impact and/or exceptional achievement at the amateur level of their respective sport.
- The **Arts Acclaim Award** recognizes individuals whose contribution has had a significant impact in terms of achieving local, Provincial, National, or international acclaim.
- The **Long Term Service Award** recognizes dedicated volunteers whose efforts have made a significant impact towards the development and advancement of recreational sports, the arts and community social services.
- The **Inspirational Award** recognizes Brampton residents who advocate or practice humane action, or who have had an inspirational influence on others.
- The **Emergency Services Award of Valour** recognizes an individual or individuals, who voluntarily risked their own life/lives while performing a heroic act to save the life of another person.
- The **Citizens of the Year Awards** are given to individuals who have demonstrated all-round community involvement rather than specific activity or contribution. This award recognizes residents who build communities and show what can be achieved with passion and determination. The Citizen of the Year Award is presented to a youth, adult, and senior citizen.

Expressions of Sympathy

The City of Brampton's [Expressions of Sympathy Policy](#) outlines the City's response to the passing of current and former Members of Council, significant



community members, current City of Brampton staff, and noteworthy events where the community would like to express collective mourning.

This policy does not address the passing of former City of Brampton employees.

Commemorative Activities upon the Passing of a Current Member of Council

The City of Brampton, in discussion with the family, where possible, may offer the following commemorative activities upon the death of a current Member of Council:

- a) Lower all City flags in accordance with the [Flag Policy](#) ;
- b) Coordinate public statements, internal and external messaging including news release informing the media of any commemorative service and expressions of sympathy;
- c) Coordinate recognition at the first Council or Committee of Council meeting following the Member's death;
- d) Establish a book of condolences;
- e) A token expressing sympathy from the City;
- f) A letter or card from the Mayor and/or CAO (Chief Administration Officer) sent to the family on behalf of the City;
- g) Provide a floral arrangement and a small candle arrangement at the Member's seat for the next committee or Council meetings;
- h) Loan City of Brampton flag(s) to the family;
- i) Coordinate Honour Guard services; and
- j) Arrange for a corporate representative from Senior Leadership Team and/or Council to attend a public funeral or memorial service.

Commemorative Activities Upon the Passing of a Former Member of Council

The City of Brampton, in discussion with the family, where possible may offer the following commemorative activities upon the death of a former Member of Council:

- a) Lower all City flags in accordance with the [Flag Policy](#);

- b) Coordinate public statements, internal and external messaging including news release informing the media of any commemorative service and expressions of sympathy;
- c) Coordinate recognition at the first Council or Committee of Council meeting following the Member's death;
- d) Establish a book of condolences;
- e) A token expressing sympathy from the City;
- f) A letter or card from the Mayor and/or CAO sent to the family on behalf of the City;
- g) Loan City of Brampton flag(s) to the family;
- h) Arrange for a corporate representative from Senior Leadership Team and/or Council to attend a public funeral or memorial service; and
- i) Provide protocol support to the family.

Condolence Upon the Death of an Elected Official or Dignitary

At the discretion of the Mayor, in consultation with the CAO and the Protocol Office, the City may express sympathy upon the passing of an elected official or dignitary who has represented the City of Brampton in Provincial legislature or Federal Parliament and has made significant contributions to public life.

The City, in discussion with the family, where possible may offer the following commemorative activities upon the death of an elected official or dignitary:

- a) Lower flags in accordance with the [Flag Policy](#);
- b) Coordinate public statements, internal and external messaging including recognition during committee or Council meetings.
- c) Establish a book of condolences;
- d) A token expressing sympathy from the City and;
- e) A letter or card from the Mayor and/or CAO sent to the family on behalf of the City;
- f) Arrangements for a corporate representative to attend a public funeral or memorial service where possible



Condolence Upon the Death of a Current City Staff

The City, in discussion with the family, where possible may offer the following commemorative activities upon the death of a current City staff:

- a) Internal communication to all staff including details of a commemorative service;
- b) A token expressing sympathy from the City;
- c) Half-masting of flags, consistent with the [Flag Policy](#);
- d) A letter or card from the Mayor and/or CAO sent to the family on behalf of the City;
- e) Arrange for a corporate representative from Senior Leadership Team and/or Council to attend a public funeral or memorial service.

If a current City of Brampton employee dies in the line of duty or by reason of the position occupied, in discussion with the family, the City will offer the additional commemorative activities:

- a) Communications and media relations support to the family.

Responsibilities of the Mayor and Members of Council Offices:

Milestone Birthdays

The City of Brampton celebrates milestone birthdays by issuing ceremonial scrolls to Brampton residents celebrating birthdays of 80, 90, 95, and 100, and at one-year intervals after 100.

To request scrolls for other celebrations including anniversaries and retirements, please contact the Mayor's Office directly.

Program Details

- Only available to current Brampton residents
- Medallion sent with scroll request for 90, 95 and 100th Birthdays
- To ensure on-time delivery, requests must be made at least six weeks in advance of the required date
- Requests may be backdated up to six months from the date of the birthday



Requests are made by submitted the online [Birthday Scroll Request Form](#)

Letters of Greeting

Letters of greeting are signed by the Mayor and Councillors and issued to the groups, institutions or organizations for conventions, trade shows, festivals, city-wide sports tournaments, cultural celebrations, and charity fundraising galas taking place in Brampton. Letters are often used in an organization's printed program or for display at the event for which it is requested.

Letters of greeting will not be issued for matters of political controversy, ideological or religious beliefs, or individual conviction; events or organizations that have no direct relationship to the City of Brampton; and anything that contravenes City policies or by-laws.

Requests can be submitted through the online application on the City's website.

Congratulatory Certificates Issued by the Mayor

Certificates are issued by the Mayor to Brampton celebrants and organizations for anniversaries, birthdays, outstanding community service, business openings and special achievements.

A Councillor may request to co-sign a certificate. The Mayor must agree to the co-signing. Requests for certificates should be submitted in advance of the event to ensure the certificate can be readily available. An online request form is available.



Congratulatory Certificates Issued by Councillors

Councillors may choose to send their constituents a certificate under their signature to Brampton celebrants and organizations for anniversaries, birthdays, outstanding community service, business openings and special achievements at the discretion of the Member. Certificates are created by the Councillor's office and frames/folders can be purchased through the City.

Dignitary Gifts for Presentation by Members of Council

The City has created a [Dignitary Gifts Standard Operating Procedure](#) (SOP) for those occasions where a gift is given to dignitaries visiting the City, or when a City delegation is visiting with dignitaries outside of the City. The primary purpose of a dignitary gift is to better present the City or establish cordial relationships with business, government and/or non-profit partners, or potential partners. This would include – but is not limited to – trade missions, visiting government or business delegations.

Dignitary gifts are categorized into two tiers and should not exceed \$400 in value.

- a) Tier 1 – **Domestic** government officials, business leaders and cultural representatives: Gift items ranging in value up to \$120 each
- b) Tier 2 – **International** government officials, business leaders and cultural representatives: Gift items ranging in value up to \$400 each

The SOP should be referred to for information related to the ordering and budget allocation of dignitary gifts.



8.3 YOUR ROLE AS A COMMISSIONER FOR TAKING AFFIDAVITS (COMMISSIONER OF OATHS)

A Commissioner for Taking Affidavits is also commonly known as a Commissioner of Oaths.

Each Member is a Commissioner for Taking Affidavits (“Commissioner”) by virtue of office. A Commissioner is a person who can legally administer an oath, affirmation or declaration to a person making an affidavit. An affidavit is a written, confirmed statement or declaration of facts that are sworn or affirmed to be true.

The associated duties and powers of a Commissioner are set out in the [Commissioners for Taking Affidavits Act](#) and [Commissioners and Other Persons Who May Take Affidavits](#) Regulation.

Once a Member leaves office, the commission is no longer in effect. Members must charge a fee for this service as set out in the fees by-law. Members may only commission documents within the City of Brampton. The City Clerk’s Office also provides commissioning services – appointments can be made on the City’s [website](#).

8.3.1 Responsibilities

A Commissioner may be called into court to establish that the oath, affirmation or declaration was administered properly. You may be personally liable for improperly taking affidavits or declarations. Section 10 of the *Commissioner for Taking Affidavits Act* makes it an offense, punishable by a fine of up to \$2,000 for a commissioner to:

- Sign a jurat (a statement on an affidavit of when, where, and before whom it was sworn) or declaration without satisfying themselves of the **genuineness of the signature of the deponent or declarant**; or
- Fail to administer the oath or declaration **in the manner required by law** before signing the jurat or declaration



Additionally, section 138 of the *Criminal Code of Canada* makes it an indictable offense, punishable by up to two years' imprisonment, to sign a writing that purports to be an affidavit or statutory declaration and to have been sworn or declared by them when:

- The writing was not so sworn or declared; or
- The person knows that they have no authority to administer the oath or declaration

8.3.2 Steps for Taking Written Declarations or Affidavits

There are three steps for taking written declarations and affidavits:

1) Verify the Signature

- It is your obligation to satisfy yourself of the genuineness of the signature
- The affidavit or declaration must be signed in your presence
- The deponent/declarant must provide valid proof of identity

2) Administer the Declaration, Oath or Affirmation

- Different scripts are used for administering a declaration, oath or affirmation
- Please refer to the scripts included in the *Ontario Ministry of the Attorney General's [Guide for Newly Appointed Commissioners for Taking Affidavits](#)*

3) Complete the Jurat

- The jurat is the part of the document where you certify when and where you took the affidavit or declaration. It is normally written at the foot of the document

Additional tips:

- The person requiring a Commissioner to sign a document must be present before the Commissioner at the time the oath or declaration is administered



- Ask to see the person's identification with a signature (such as a driver's license or passport)
- Make the person aware of the force and effect of the declaration. A person may swear, affirm or declare the declaration. It is appropriate to first ask the individual if they wish to swear, affirm or declare its contents. A bible or other religious books are not required for the swearing of an affidavit
- Check the document to see if there are any changes such as smudges, cross outs or erasures. If any of these changes are present at the time of signing, both the Member and person must place their initials beside each change

8.3.3 Examples of What You Can and Cannot Commission

It is entirely at the discretion of Members whether or not they wish to commission documents. The following are examples of affidavits that Members may be asked to sign:

- Adult or child change of name application
- Affidavit of service
- Affidavit on land transfer tax form
- Affidavit of responsibility (sponsoring family visiting Canada)
- Immunization declaration – Statement of Conscience or Religious Belief Affidavit
- Insurance document affidavits
- Lost cheque or savings bond affidavit
- Motor vehicle transfer
- Passport – statutory declaration in lieu of guarantor
- Permanent Residency Card

A Commissioner does not certify that the statements being made in the affidavit or statutory declaration are true, but only certifies that an oath or solemn affirmation has been administered properly.



If in doubt, Members should check the instructions for the form or document. If the instructions state that the signature of a Commissioner for Taking Affidavits or Commissioner of Oaths is sufficient, then the Member can perform the commission.

A Commissioner is not a Notary Public

A Member is by virtue of office a Commissioner but is not a notary public. A notary public is someone who can also verify that signatures, marks and copies of documents are true or genuine.

Always review the document you are asked to sign to make sure that you have authority to do so as a Commissioner. Where it is stated that a notary public is required, you do not have the authority to sign the document.

8.3.4 Other Commissioners

Specific City staff are designated as Commissioners. Most staff are limited to commissioning documents that relate specifically to City business. Examples for City Clerk's Office staff include:

- Alive and well letters (pension documents)
- Assessment rolls
- Candidate nomination papers and financial statements
- Council and committee documents
- Name change applications
- Proof of ownership/tenancy status
- Proxy forms

If a person requires a document to be notarized or commissioned for non-City business, they should contact a lawyer. Appointments for commissioning services at the City Clerk's Office can be made on the City's [website](#).

8.4 311 ASSISTANCE

Service Brampton is designed to simplify access and enhance the service experience for citizens dealing with their government. Service Brampton is a



concept similar to Service Canada and Service Ontario – a concept for the whole Corporation to begin to rethink the way we interact and serve Brampton residents, businesses, Council members and employees.

The Corporate Contact Centre operates the City’s 311 Service in partnership with the Region of Peel. Customer Service Associates are available between the hours of 7 am to 12 am, 7 days a week, 365 days a year, to respond to information and service requests received from Brampton residents and businesses, Members, other City departments, governments and agency partners. Telephone interpretation is available in over 150 languages. The goal is to provide a consistent, quality customer service experience and resolve each telephone, online or email inquiry at first point of contact, whenever possible. Extensive online service information, digital call recording and request tracking systems are in place. Requests for service are either dispatched to City employees in the field, or processed through to City departments for service delivery based on approved service levels.

The Service Brampton Centre, which includes Cashiers and is located on the first floor of City Hall, is a concierge reception and integrated in-person customer service designed to enhance the visitor experience at City Hall. Other in-person Service Brampton centres include Cassie Campbell Community Centre, Save Max Sports Centre and Gore Meadows Community Centre. During varied hours, Customer Service Associates work at the in-person counters greeting people, providing information and assistance, requests for service and payment processing.

And finally, the Business Partner, Quality & Training and Information management team works closely with City departments to phase in further customer service enhancements leading customer service, technology and business process improvement projects. All in support of Corporate and service delivery excellence throughout the City!



9 FULFILLING ACCOUNTABLE LEADERSHIP

9.1 QUESTIONS ABOUT WORKING FOR OR DOING BUSINESS WITH THE CITY

9.1.1 Job Applications

The City values a transparent recruitment process to attract and retain a high performing workforce to deliver strong customer service to its residents.

If a constituent is asking for a Member's assistance in securing a City position, the constituent should be advised that the City only accepts applications and resumes submitted through the City's website or application for posted job opportunities. Members should refrain from submitting applications on behalf of individuals.

The City allows for the employment of relatives subject to the [Recruiting and Retaining Top Talent Policy](#), in conjunction with the SOP related to [Employment of Employee Relatives](#). Members of Council are further governed by the *Municipal Conflict of Interest Act*, and the Council Code of Conduct, [Section 17](#), in relation to the hiring of relatives.

9.1.2 Providing Letters of Reference Employment with the City

A Member shall not provide a reference in support of an applicant for employment with the City of Brampton or appointment to a City Agency or Corporation, or any other position or office with the City of Brampton, unless that Member has an employment or other relevant relationship (such as that of teacher or volunteer group supervisor) with the person requesting the reference.

Even where there is such a relevant relationship, a Member shall not provide a reference for any person who is a relative of the Member as defined in the [Employment of Employee Relatives SOP](#).

In the case of City of Brampton Agencies (and any other situations in which Members participate as decision-makers in a City of Brampton hiring or



appointment process), no participating Member shall act as a reference for a candidate for appointment or hiring, and, where a participating Member would otherwise be eligible to act as a reference, the Member shall declare that fact to the appointing authority.

For the purposes of these rules, “providing a reference” includes both written and verbal references and any other form of intervention on behalf of the person in question.

Members should consult the Integrity Commissioner if they have questions related to this matter.

Application to schools and Employment outside the City

Reference letters provided to individuals related to applications for post-secondary opportunities and/or for other job opportunities outside of the City, may be provided subject to the following criteria:

- If the Councillor had a direct relationship with the individual during the Member’s term of Council and is providing the letter based on that interaction (i.e. worked together on a community event that the Councillor participated in their capacity as a Councillor), the reference letter may be issued on the Member’s City letterhead; or
- If the Councillor did not have a direct relationship with the individual during the Member’s term of Council and is providing the letter based on a previous relationship/interaction with the individual (a neighbors’ child who the Member has known for 20 years), the Member should not utilize the City letterhead but may sign the letter indicating his/her title of Councillor (i.e. Blue Jay, Councillor Ward A).

9.1.3 Doing Business with the City

Council adopted the [Purchasing By-law 19-2018](#) establishing the authority, policies and procedures by which goods, services and construction are purchased and disposed of for the City. The objectives of the Purchasing by-law



align with the strategic, financial, social and environmental objectives of the City while achieving value for money and maintaining trust and confidence in the stewardship of public funds.

Through the adoption of the by-law Council maintains the integrity of the procurement process, ensuring legislative compliance and that the City operates in a fair and transparent manner. All employees and elected officials of the City are required to adhere to the Purchasing By-law and supporting policies and procedures including the [Prohibitions and Compliance](#) section.

If the Mayor or Council are asked to provide assistance on how to do business with the City including contracts for goods, services and construction; or to sell a new idea to the City of Brampton, be advised that:

- Procurement opportunities are published on [Bids and Tenders](#)
- Vendor Tradeshows and Information Sessions on “How to do business with the City” are available on Brampton Entrepreneur Centre under [Seminars and Events](#)
- All purchases are in accordance with the City’s [Purchasing By-law 19-2018](#)
- Contact Purchasing at purchasing@brampton.ca or at 905-874-2260

In accordance with the by-law and municipal best practices the Mayor and Council have no involvement in specific procurements. No lobbying is permitted from the time the procurement is issued until a contract has been awarded. Please refer to the [Lobbyist Registry By-law](#). Inquiries related to any specific procurement shall be directed to the official point of contact person listed in the procurement document.

For additional information regarding Procurement best practices, please refer to the [Procurement Overview presentation](#).



9.2 PROVINCIAL OFFENCES COURT

The City of Brampton is responsible for the operation of the Ontario Court of Justice, Provincial Offences Court, located at 5 Ray Lawson Blvd, through the following offices:

Court Administration provides front line services to the public, and facilitates the judicial process by supporting the judiciary, legal profession and enforcement agencies for proceedings commenced under Part I (by certificate of offence) and Part III (by laying an Information) of the [Provincial Offences Act](#), as well as the operation of the City's [Administrative Penalty System](#) (APS) through which parking tickets and some non-parking by-laws issued throughout the City are administered.

Prosecutions is responsible for prosecuting provincial offences and municipal offences on behalf of the City, including offences issued under the [Highway Traffic Act](#), [Building Code Act, 1992](#) and various other provincial statutes, as well as charges laid by the City's Enforcement division in respect of violations of City By-Laws.

The Provincial Offences Court serves a vital role in upholding the City's by-laws and other provincial laws for the protection and safety of the community and citizens of the City. By way of example, in 2022, more than 65,000 provincial and municipal charges were filed for prosecution through Brampton's Provincial Offences Court.

When assuming its responsibilities in 1999, the City entered into a Memorandum of Understanding (MOU) with the Ministry of the Attorney General. The MOU sets out standards for the conduct of prosecutions, administration of the courts and provision of court support services, with sanctions for failure to meet the standards.



Prevention of Political Intervention

The MOU establishes guiding principles for judicial independence, procedural fairness, natural justice and separation of the prosecutorial function and the policing function. With respect to political involvement, the MOU provides:

The entire justice process, from the laying of charges through to final disposition of appeals, shall continue to operate independently and free from political intervention.

City policies are in place which are directed against interfering with or attempting to influence any case. Among them are provisions which prohibit attempts to influence or interfere, financially, politically or otherwise with employees or other persons performing duties related to the administration and/or prosecution of offences at the Brampton Provincial Offences Court.

The policies listed below have application to Members and are supplemental to and consistent with the [Council Code of Conduct](#), the [Municipal Conflict of Interest Act](#) and the [Criminal Code of Canada](#):

[Conflict of Interest, Provincial Offences Act – Policy 2.2.1](#)

[Conflict of Interest in relation to the Administration of the AMPS Program – AMPS–Policy-01](#)

[Prevention of Political Interference in the Administrative Monetary Penalty System Policy – AMPS–Policy-02](#)

These policies are intended to ensure that court operations are conducted in accordance with principles of fundamental justice, which include judicial and prosecutorial independence, fairness, impartiality, competence and integrity.

9.3 WHEN EMERGENCIES OCCUR

While the City of Brampton is a safe place to live and work, from time to time the City of Brampton may encounter emergencies such as extreme winter weather events like the 2013/2014 winter ice storm, significant windstorms, or



health emergencies, such as the COVID-19 pandemic. This section briefly outlines how the City of Brampton generally manages such emergencies in relation to the Councillors' roles and responsibilities.

9.3.1 City of Brampton Emergency Management Framework

The City of Brampton Emergency Management Program is governed by municipal [By-law 56-2016](#), as well as the Province of Ontario Regulations and Standards 380/04 from the [Emergency Management and Civil Protection Act](#), R.S.O. 1990, c. E.9.

In compliance with the municipal by-law and provincial regulations, the Brampton Emergency Management Office (BEMO), a division of the Fire and Emergency Services Department, maintains the Emergency Management Program. At the foundation of safety and emergency preparedness in this Municipality is the City of Brampton [Emergency Plan, By-law Number 265-2014](#), hereinafter referred to as "the Plan". The Plan is a flexible and adaptable tool used to assist those who respond to emergency situations, such as first responders and municipal staff.

The purpose of the Plan is to make provisions for the extraordinary arrangements and measures that may be necessary for preserving and safeguarding life, property, the environment, and the economy of the City of Brampton, when faced with a significant incident, or large-scale emergency that may be natural, human-caused, or technological in nature.

A business continuity element is also included within the municipal emergency management program, focusing on the safe delivery of municipal services; and safeguarding the organization's human resources, business processes, and infrastructure during emergencies.

9.3.2 Communication with Councillors

As there are different levels of emergencies, the communication protocols shall mirror the associated escalation procedures.



City of Brampton Head of Council and Members are on the mailing list for local fire and weather related events to ensure they are kept well-informed of situations before possible escalation. In the event of an emerging situation, regular situational briefings will be provided to ensure all members are prepared for any possible questions from residents. In addition, briefings may also come from BEMO, or from the Brampton Emergency Operations Centre (EOC), in the form of an email, teleconference, virtual meeting, or in-person meeting.

9.3.3 Councillors' Roles During an Emergency

Considering the natural connection to the community, Councillors have an important role to play during an emergency by acting as the liaison between the constituents and emergency response group. They can convey key issues to residents and simultaneously convey the City of Brampton's emergency response and messages.

During an emergency, the Head of Council often fulfills the role of municipal spokesperson. In a situation where a Councillor is in the Acting Head of Council position, the role of municipal spokesperson may be fulfilled by that Councillor. In this case, clear, consistent, timely, and accurate information would be provided to the Councillor, to deliver applicable messages to the public about the emergency.

Furthermore, the Head of Council (or Acting Head of Council) can declare that an emergency exists in their municipality, and may take the actions that are required to implement the municipal emergency response plan, to protect the health and safety of residents in the impacted area(s). BEMO is able to provide advice and direction on the steps required to make an Emergency Declaration. Similarly, the Head of Council (or Acting Head of Council) can declare that an emergency is terminated.



9.4 ACCESSIBILITY RESPONSIBILITIES AND REQUIREMENTS

9.4.1 Statement of Commitment

The City's mission is to be a vibrant, safe, and attractive city of opportunity where efficient services make it possible for families, individuals, and the business community to grow, prosper, and enjoy a high quality of life.

The City values diversity, inclusiveness, and the unique contribution that each resident makes to the local community.

The City recognizes that preventing new barriers, reducing and removing existing barriers and enhancing access to our goods, programs, services, and facilities is essential to providing increased opportunities that foster independence, inclusion and dignity for people of all ages and abilities.

9.4.2 Legislative Requirements

The goal of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is to create a fully accessible Ontario by 2025. To support this goal, there are legislative regulations, standards and requirements that municipalities, businesses and organizations in Ontario must follow. Accessibility legislation aims to reduce, remove and prevent barriers so that individuals of all abilities have equal opportunities to participate in all aspects of the community.

The City of Brampton has legislative obligations and requirements related to accessibility that are outlined in the following:

- [Accessibility for Ontarians with Disabilities Act 2005 \(AODA\)](#)
- [Integrated Accessibility Standards Regulation 2011 \(O. Reg. 191/11\) \(IASR\)](#)
- [Ontario Human Rights Code](#)
- [Ontario Building Code](#)
- [City of Brampton By-laws](#)
- [City of Brampton Accessibility Technical Standards](#)



Legislative requirements include but are not limited to:

1) AODA

- Compliance with Accessibility Standards
- Filing accessibility reports by deadlines indicated in the AODA or when requested
- Establishment of an Accessibility Advisory Committee

2) IASR General Requirements:

- Establishment of Accessibility Policies, practices and Standard Operating Procedures (SOPs)
- Establish and maintain a multi-year accessibility plan
- Incorporating accessibility when procuring or acquiring goods, services and facilities; including self-serve kiosks
- Provide training to all employees, volunteers, all persons who participate in developing the organization’s policies and others who provide goods or services on behalf of the organization

The IASR sets out standards and regulations for the following five standards:

- Customer Service
- Transportation
- Information and Communication
- Employment
- Design of Public Spaces

9.4.3 Accessibility Policy and Municipal Accessibility Plan

The City of Brampton’s [Accessibility Policy](#) affirms the City’s commitment to comply with the AODA, IASR, Ontario Human Rights Code, Ontario Building Code, City of Brampton Technical Accessibility Standards, and City of



Brampton By-laws, and ensures the City provides opportunities for individuals of all abilities to have equitable access to City information, facilities, services, programs, employment and volunteer opportunities.

The City of Brampton's [2022-2026 Multi-Year Accessibility Plan](#) (MAP) outlines how the City will continue to remove barriers and improve accessibility for persons with disabilities. It builds upon the accomplishments of the previous accessibility plans, and continues to implement Provincial requirements to create an accessible Ontario by 2025. The MAP identifies the actions the City is taking to engage residents, organizations, and businesses to strengthen our foundation, and promote a culture shift, which will allow individuals of all abilities to participate in everyday activities including: utilizing public transit, accessing online services, attending sporting, cultural and other various events, and having access to public spaces including but not limited to recreation facilities, parks, trails etc.

The MAP is also an integral part of the City's ongoing commitment to accessibility and inclusion.

9.4.4 Accessibility Advisory Committee (AAC)

The Council for every municipality shall establish an Accessibility Advisory Committee (AAC) in which the majority of members shall be individuals with disabilities. The AAC shall advise Council on the following:

- The preparation of the Multi-year Accessibility Plan
- Identification of requirements and implementation of Accessibility Standards
- Preparation of accessibility reports and other matters in which Council may seek AAC guidance
- All other initiatives, projects and matters relevant to accessibility



9.5 MEMBERS' ROLE AND RESPONSIBILITY IN THE PLANNING AND DEVELOPMENT PROCESS

[“Brampton 2040 Vision – Living the Mosaic”](#) was unanimously endorsed by City Council on May 7, 2018. The Vision sets the stage for Brampton to become a model contemporary suburb that emphasizes livability, sustainability, competitiveness and resiliency, and identifies directions for the future and will help guide the creation of Planning policies in the Official Plan, and decisions on development applications as we move forward.

The City initiates a range of land use policy and regulatory initiatives associated with Term of Council Priorities (TCOP), and processes a wide range of development applications in accordance with provisions of the Planning Act. Decision making authority rests with Council. Council delegates authority over some application types to the Committee of Adjustment (i.e. Minor Variance and Consent to Sever applications) and staff (plans of subdivision and condominiums, and site plan applications). The final decision or lack of decision within prescribed timeframes on most of the applications filed with the City is subject to appeal to the Ontario Land Tribunal (OLT), an appointed body of the Province of Ontario.

Notice of these Policy initiatives and development applications are provided to Ward Councillors and the Mayor. Notices are also provided to property owners (as per the Planning Act and Official Plan requirements), as follows:

- Site-specific planning matters:
 - mailed notice to property owners located within 240 metres
 - advertised on signage posted on the subject property
 - advertised on the City’s website
 - advertised on the website of the Brampton Guardian
- City wide policy initiatives

In concert with technical and planning review, these applications advance to Planning and Development Committee for a public meeting, which is intended to



inform the public about the details of the proposal, and to a final meeting where staff recommendations are considered by that Committee for a decision on a development application or a City initiated policy amendment.

At a subsequent meeting, Council may choose to ratify the decisions of the Planning and Development Committee or further debate the staff recommendations. Council is expected to remain generally objective throughout the review of these applications up until consideration and decision on the final recommendations where public Council discussion on the merits of the applications may occur.

9.5.1 Ontario Land Tribunal (OLT)

Many planning and development matters are permitted by the Planning Act to be appealed to the OLT. For this reason, Council members may wish to consider seeking staff advice on applications before taking or formulating positions on related matters. When applications are appealed, the OLT becomes the decision-making authority and City staff are tasked with representing the City in related proceedings. The OLT process can be quite complex leading up to and including any hearings. Most participants are represented by solicitors and the process is quasi-judicial. Written evidence is presented as well as any decisions of Council. In some cases, applicants, staff and expert witnesses present evidence and/or are subject to cross-examination on the rationale for their positions. The tests of which a member of the OLT will review the merits of a development application are:

- Consistency with the Provincial Planning Act
- Consistency with Provincial Growth Plan
- Consistency with Provincial Policy Statements
- Conformity with the upper-tier municipality's Official Plan

9.5.2 Committee of Adjustment

The Committee of Adjustment is a body appointed by Council to deal with applications submitted for minor variances, expansions to legal non-conforming



uses, severances and easements. With its delegated authority, the Committee of Adjustment is the local decision maker on the matters that come before it. The Committee will receive reports from Development Services & Design staff in association with these applications, which will provide staff's recommendations of whether they should be approved, refused or deferred. If a Committee of Adjustment decision is contrary to a staff recommendation, Planning staff will consider the implications of the decision, and determine with Legal staff whether a report will be brought to Council to recommend that the Committee of Adjustment decision be appealed to the OLT.

9.5.3 Construction Regulation and Statutory Appointments

The Ontario Building Code is a Provincial Regulation that sets out the minimum requirements for construction in the province of Ontario. It is Council's role to appoint a Chief Building Official and such staff as are necessary for the enforcement of the Act within the area of jurisdiction.

In turn, the Chief Building Official is expected to:

- a) establish operational policies for the enforcement of the Act and the building code within the applicable jurisdiction;
- b) co-ordinate and oversee the enforcement of the Act and the building code within the applicable jurisdiction;
- c) exercise powers and perform the other duties assigned to them under the Act and the building code; and
- d) exercise powers and perform duties in an independent manner and in accordance with the standards established by the applicable Code of Conduct.

9.5.4 Delegated Approval Authority

Staff have delegated authority to the Commissioner of Planning, Building and Growth Management for issuing decisions on site plans, subdivisions, condominiums, lifting of Holding (H) symbols in zoning by-laws, and the completion of minor zoning/housekeeping matters.



Only Council as a whole has the authority to direct staff. Individual Members of Council shall be respectful of the fact that staff work for the City as a whole and are charged with making recommendations that reflect their professional expertise and corporate perspective, without undue influence from any individual Member of Council or groups of Councillors.



City Council Handbook: Volume 2

Governance

Please note that the information contained in this handbook relates to regular operating procedures. Certain procedures may be updated or altered due to the pandemic.



Table of Contents

1. ROLE OF COUNCIL	129
1.1 Role of a Councillor	129
2. ROLE OF STAFF	131
2.1 Role of CAO/Administration	131
2.2 Role of Staff.....	131
2.3 Intergovernmental Relations	131
2.4 Federation of Canadian Municipalities, Association of Municipalities of Ontario and Mayors’ Caucus	133
3. YOUR ROLE IN THE LEGISLATIVE PROCESS	135
3.1 Statutory Role of City Council	135
3.2 Council and Committee Workload.....	135
3.3 Member Responsibilities	136
3.4 Role of the Chair	137
4. THE CITY CLERK AND DIVISION.....	138
4.1 Role of the City Clerk.....	138
4.2 Procedural Advice	138
4.3 Motion Drafting	139
5. THE COUNCIL DECISION-MAKING PROCESS	140
5.1 Council Procedures	140
5.1.1 Why there are rules	140
5.1.2 Procedures of Council	140
5.1.3 Parliamentary Authorities.....	141
5.1.4 Where to Find the Rules	141
5.2 The Council and Committee System	141
5.2.1 Strong Mayor Powers.....	142
6. AGENDAS	147
6.1 Electronic Distribution	147
6.2 Closed Session Agenda Materials	148
6.3 Going Paperless!	149
6.4 How Members Add Items to the Agenda	150
6.4.1 Adding an Item to the Agenda	150



6.4.2 Notice of Motion (before the main agenda deadline)	150
6.4.3 Motion Without Notice (between the main agenda closing and start of the meeting)	151
6.4.4 Delegation	151
7. MEETINGS	153
7.1 Schedule of Meetings	153
7.2 Special Meetings	153
7.3 Meeting Times	154
7.4 Committee Meetings	154
7.4.1 Meeting Room Features	154
7.4.2 Member Seating	154
7.4.3 Public Participation	155
7.5 City Council Meetings	156
7.5.1 Head of Council	156
7.5.2 The City Clerk’s Role	156
7.5.3 The Audiovisual Booth	156
7.5.4 The Members’ Lounge	156
7.5.5 The Media Gallery	157
7.5.6 The Public Gallery	157
7.5.7 Security in the Chambers	157
7.5.8 Council’s Order of Business	157
7.5.9 Voting	158
7.6 Points of Order and Privilege	159
7.6.1 Point of Order	159
7.6.2 Point of Privilege	159
7.7 Council Workshop	160
7.8 Open & Closed Meetings	160
7.8.1 Rules Regarding Meetings	160
7.8.2 What Constitutes a Public Meeting	161
7.8.3 Closed Meetings	161
7.8.4 Closed Meeting Investigations	163
7.8.5 Conduct during Closed Meetings	164
7.9 Declaring Interests	164



7.9.1 How to Declare an Interest	165
7.10 Your Voting and Attendance Records	165
7.10.1 Attendance and Voting Records	166
7.11 Minutes and Decisions	166
7.12 Electronic and hybrid meetings	167
8. APPOINTMENTS	168
8.1 Member Appointments	168
8.2 Public Appointments	168
8.2.1 Eligibility Requirements	168
8.2.2 Term of Appointment	168
8.2.3 Board Information	169
8.2.4 Recruitment Process	169
8.2.5 Nomination Process	169



1. ROLE OF COUNCIL

Members of Council each have an equal voice at the Council table and Council only has power as a deliberative body; no individual Councillor or informal group of Councillors can make a decision on behalf of Council, unless authorized by Council or statute. Every Council Member has one vote and a majority is required to make most Council decisions.

As decisions of Council are made by the majority and become the decisions of the City, after discussion or debate has concluded within a Council meeting and a decision has been approved, all Members of Council are expected to respect and honour those decisions regardless of personal opinion. A Member may state that they did not support a decision or voted against the decision but must do so in a respectful manner and should refrain from making disparaging comments about the decision, the decision-making process, or other Members.

In the City of Brampton, the Head of Council is referred to as the Mayor. Although the Mayor is a prominent and highly public figure of the Council, generally the Mayor does not have any more power than any other Member to make decisions on behalf of the City.

1.1 ROLE OF A COUNCILLOR

Councillors play three main roles in the City:

- **Representative Role:** Councillors represent their ward residents. They provide a bridge between the community and the Council by being an advocate for the local residents, keeping them informed about issues that matter to them and directing them to the appropriate City department to assist with their requests.
- **Policy-Making Role:** Council is responsible to establish general principles to assist in guiding future actions. Councillors, as a collective group, are the primary policy-making body of the City while administration carries out the policy decisions of Council.



- Stewardship Role: It is an objective of Council is to ensure administrative policies, practices and procedures are in place to safeguard the City's resources and to maintain financial integrity through an open, accountable and transparent process.



2. ROLE OF STAFF

The role of City staff is to manage people and resources to achieve Council's vision.

2.1 ROLE OF CAO/ADMINISTRATION

The Chief Administrative Officer (CAO) of the City is responsible for:

- Ensuring that City policies and programs are implemented;
- Providing management of day-to-day operations;
- Making certain that appropriate staffing is in place; and
- Advising and informing Council on the operations of the City.

2.2 ROLE OF STAFF

The Municipal Act, 2001, defines the role of municipal administration.

Section 227: It is the role of the officers and employees of the municipality to:

- a) Implement Council's decisions and establish administrative practices and procedures to carry out Council's decisions;
- b) Undertake research and provide advice to Council on the policies and programs of the municipality; and
- c) Carry out other duties required under this or any other Act and other duties assigned by the municipality.

2.3 INTERGOVERNMENTAL RELATIONS

The Mayor and Members of Council represent the City of Brampton in developing and strengthening positive relationships with the Regional, Provincial, and Federal governments, local Members of Parliament (MP), Members of Provincial Parliament (MPP) and senior government officials, as well as agencies, boards and commissions. This is accomplished through regular collaboration and engagement to advance public policies supporting Council-endorsed positions of the City.



The Mayor acts as the Head of Council, thereby, the lead on the City's intergovernmental relations and matters with other government orders. This authority is derived from the *Municipal Act, 2001* specifically:

Section 225. It is the role of the head of council,

- a) to act as chief executive officer of the municipality;
- b) to preside over council meetings so that its business can be carried out efficiently and effectively;
- c) to provide leadership to the council;
 - (c.1) without limiting clause (c), to provide information and recommendations to the council with respect to the role of council described in clauses 224 (d) and (d.1);
- d) to represent the municipality at official functions; and
- e) to carry out the duties of the head of council under this or any other Act.

Head of council as chief executive officer: 226.1 As chief executive officer of a municipality, the head of council shall,

- a) uphold and promote the purposes of the municipality;
- b) promote public involvement in the municipality's activities;
- c) act as the representative of the municipality both within and outside the municipality, and promote the municipality locally, nationally and internationally; and
- d) participate in and foster activities that enhance the economic, social and environmental well-being of the municipality and its residents.

Council's intergovernmental relations activities are supported by Government Relations staff who work to advance Council-endorsed positions. In collaboration with all City departments, Government Relations staff coordinates analysis, research and ongoing monitoring and provides updates on relevant issues, to all



Members of Council and senior management. They support the drafting of public policy positions and the development of advocacy strategies for Council's consideration and adoption.

Members of Council participating in various municipal sector associations, such as the Association of Municipalities of Ontario, Federation of Canadian Municipalities, Big City Mayors Caucus and Ontario's Big City Mayors, are provided with relevant materials and analysis to assist in any events and/or activities that involve lobbying other orders of government, including Members of Provincial Parliament (MPPs) and Members of Parliament (MPs).

2.4 FEDERATION OF CANADIAN MUNICIPALITIES, ASSOCIATION OF MUNICIPALITIES OF ONTARIO AND MAYORS' CAUCUS

The [Federation of Canadian Municipalities \(FCM\)](#) and the [Association of Municipalities of Ontario \(AMO\)](#) are two organizations that provide advocacy and support for municipalities. Elected Officials are encouraged to attend and become actively involved with both, as they provide networking and lobbying opportunities.

The Region of Peel, with a population of over one million residents, has an automatic seat on the FCM Board of Directors. At one of the first meetings of Regional Council, any Regional Councillor has the opportunity to put their name forward to become the Region's representative on the Board.

The City of Brampton is also a member of the [Big City Mayors' Caucus \(BCMC\)](#), and the [Ontario's Big City Mayors \(OBCM\)](#). BCMC is a national body that represents the 23 largest cities in Canada, and provides a forum for the mayors of Canada's largest cities to conduct national advocacy on common issues of importance. Four of BCMC's main priorities include partnership, housing, public transit, and climate change. OBCM represents 29 Big Cities with populations over 100,000 residents in Ontario. OBCM provides a voice for big city mayors in policy debates that affect Ontario cities. Through policy development, advocacy,



discussion and partnerships, Ontario's Big City Mayors support strong and effective cities.

Appointments to the AMO Board of Directors occur every two years, while appointments to the FCM Board occur annually.



3. YOUR ROLE IN THE LEGISLATIVE PROCESS

Members of Council play a variety of roles while holding office. One of the most important roles is taking part in the deliberations of the City Council, its committees, boards, agencies and corporations.

3.1 STATUTORY ROLE OF CITY COUNCIL

Section 224 of the *Municipal Act, 2001*, sets out the role of City Council as follows:

- To represent the public and to consider the well-being and interests of the municipality
- To develop and evaluate the policies and programs of the municipality
- To determine which services the municipality provides
- To ensure that administrative and controllership policies, practices and procedures are in place to implement the decisions of Council
- To ensure the accountability and transparency of the operations of the municipality, including the activities of the senior management of the municipality
- To maintain the financial integrity of the municipality; and
- To carry out the duties of council under this or any other Act

3.2 COUNCIL AND COMMITTEE WORKLOAD

Each Member of Council serves on a variety of bodies:

- All Members serve on City Council
- Committee of Council – consists of all Members of Council
- Planning and Development Committee – consists of all Members of Council
- Additional Standing Committees of Council – a subset of Members of Council are appointed to sit on each
- Advisory Committees – Members may serve on additional citizen-based advisory committees, as established by Council

- Special Committees – Members may serve on additional specific committees established by City Council
- City Agencies and Corporations – Members may also serve on one or more board of directors for various agencies or Corporations related to municipal matters
- Boards by virtue of office – In many wards, the Member is appointed to certain boards by virtue of being the ward Councillor – for example, a Business Improvement Area board
- External Boards – Members may also choose to serve on one or more boards of external organizations to which the City appoints Members. These are the formal bodies to which City Council appoints Members. These are in addition to any local committees or working groups with which a Member may choose to be involved.

3.3 MEMBER RESPONSIBILITIES

The [Procedure By-Law](#) sets out the responsibilities of Members during council and committee meetings, such as:

- Attending scheduled meetings
- Order of Business at meetings
- Rules of Debate
- Voting on Motions put to a vote
- Respecting the rules of the procedure by-law
- Speaking respectfully at all times
- Listening attentively, participating, and not interrupting the proceedings
- Remaining silent in their seats while Council or a Committee votes and until the Chair announces the result of the vote
- Refraining from using any offensive, disrespectful or unparliamentary language about any member, any City officials or other City employee, or the Council as a whole
- Respecting and following Council's decisions



- Speaking only on the matter under debate or related motions during debate
- Not wearing political or biased slogans on clothing or buttons during a meeting
- Respecting the confidentiality of matters discussed in closed meetings and not disclosing the subject or substance of these discussions, unless authorized to do so
- Obeying the Chair’s rulings and Council’s decisions
- Obeying the Councillor’s Code of Conduct

3.4 ROLE OF THE CHAIR

The role of the Chair in Council or Committee is to direct the meeting by ensuring quorum, clarifying roles, ensuring the meeting proceeds in an orderly and efficient manner, enforcing the rules and decorum of Members and participating as one of the members. The Chair summarizes key decisions and recommendations made during the meeting while ensuring members remain accountable. The Chair ensures the meeting commences on time and adjourns the meeting when the business concludes. The Chair’s role also includes preparation in advance of the meeting by reviewing the agenda thoroughly to understand the topics, delegations, presentations and key matters being considered. Pre-meeting discussions may be required with applicable operational staff in advance of the meeting. If required or requested, the City Clerk’s division may provide specific training related to the role of the Chair.

Section 6 of the City’s [Procedure By-law](#) further outlines the specific duties of the Chair.



4. THE CITY CLERK AND DIVISION

4.1 ROLE OF THE CITY CLERK

The City Clerk plays an important function in the City's governance and understanding this role is critical. The City Clerk is appointed by City Council and reports to Council for statutory responsibilities and to the CAO for administrative purposes.

The Office of the City Clerk is responsible for a variety of corporate, administrative and legislative functions. Because of its cross-functional responsibilities, the City Clerk's Office is in continual contact with all municipal departments, elected officials, other orders of government and the general public. The mission of the City Clerk's Office is to build public trust and confidence in local government. The City Clerk's Office provides the foundation for municipal government in Brampton through various service areas: council and committee operations, elections, records and information management, business and lottery licensing, accessibility, lobbyist and gift registry, vital statistics, and privacy and freedom of information.

The City Clerk and the staff within the Council and Committee Operations section provide meeting management support to City Council, Committees and a number of City Boards by preparing and publishing agendas, giving notice, taking minutes of meetings, publishing decisions, managing the City's Procedure By-Law and managing Council Member and citizen appointments.

4.2 PROCEDURAL ADVICE

The City Clerk, or designate, provides procedural advice to Members of Council before, during or after a meeting.

In meetings, the City Clerk, or designate, provides procedural advice to the Chair, and at the invitation of the Chair, to the decision body as a whole.

For matters requiring a ruling, the Chair makes the ruling.



4.3 MOTION DRAFTING

It is the responsibility of a Member to provide motions in writing, as indicated by the Procedure By-law, in advance of a meeting. Should a Member require it, the City Clerk, or designate, may assist Members in drafting motions so they are effective and properly structured. This service can be provided on a confidential basis. A Member's motion or intentions are not shared without consent from the Member.

Such a motion may then be submitted to the City Clerk, within designated timelines, for inclusion as an item of business on an upcoming agenda, or may be placed by a member within a meeting in relation to a specific agenda item.

The City Clerk may advise a Member if they perceive a motion may be deemed out of order, but will not interfere if the Member's intent is to place it, for a ruling of the Chair to be made.

The introduction and placing of a motion and verbalizing it in the form of reading it aloud, in a meeting, remains the responsibility of the Member, whether or not they have had assistance from, or have provided it to, the City Clerk's Office.



5. THE COUNCIL DECISION-MAKING PROCESS

5.1 COUNCIL PROCEDURES

5.1.1 Why there are rules

The *Municipal Act, 2001*, dictates that all municipalities in Ontario must adopt a procedure by-law to govern the proceedings of its Council and committees. The City of Brampton Council Procedures are set out in [Procedure By-law 160-2004](#), as amended, and also various other by-laws passed to facilitate the conduct of electronic meetings. In order to ensure it remains relevant and current, the Procedure By-law is periodically reviewed by staff, and a specific Committee of Council, and is amended as deemed appropriate by Council.

5.1.2 Procedures of Council

Procedures of Council are based on and interpreted in accordance with the following principles¹:

- The majority of Members have the right to decide;
- The minority of Members have the right to be heard;
- All Members have the right to information to help make decisions, unless otherwise prevented by law;
- All Members have a right to an efficient meeting;
- All Members have the right to be treated with respect and courtesy; and
- All Members have equal rights, privileges and obligations.

Council's Procedures are intended to provide stability to the proceedings:

- Council may amend its procedures on majority vote, with public notice
- Council can waive some but not all of its rules on a two-thirds majority vote

¹ Toronto Municipal Code Procedures, 2006



5.1.3 Parliamentary Authorities

The Council Procedures are the main parliamentary authority governing the meetings of City Council and Committees.

5.1.4 Where to Find the Rules

The procedures guiding a Member's role in the decision-making process can be found in the Procedure By-law. However, where rules may conflict or where the Procedure By-law is silent on a matter, or no rules exist, the Chair or the City Clerk may consult the latest edition of *Bourinot's Rules of Order*.

You can find Brampton's [Procedure By-law](#) on Brampton.ca.

5.2 THE COUNCIL AND COMMITTEE SYSTEM

- All of the City's power is exercised by City Council unless Council decides otherwise (with some exceptions)
- The *Municipal Act, 2001*, requires Council to act through by-laws
- The business of City Council is processed through its Committee system, with some matters being brought forward directly to a Council meeting

Committees meet to consider matters within their mandate including:

- Matters brought forward by local residents and businesses
- Reports from City officials or staff
- Reports from Agencies, Boards and Advisory Committees
- Communications from Members of Council
- Matters referred to them by City Council

Council meets to consider:

- Reports from its Advisory Committees and Boards, Standing Committees, special committees, and directly from staff
- Notices of Motion (new business submitted by Members of Council)
- Matters brought forward by local residents and businesses
- The enactment of by-laws



Council is prohibited by law from delegating its authority in the following areas:

- The power to adopt or amend the budget of the City
- The power to appoint or remove from office an officer of the City whose appointment is required by provincial legislation
- The power to impose a tax or make tax rules
- The power to incorporate corporations
- The power to adopt an official plan or an amendment to an official plan under the *Planning Act, R.S.O., 1990*
- The power to pass a zoning by-law under the Planning Act
- The power to establish small business counselling services
- The power to provide financial assistance to municipal capital facilities
- The power to adopt a community improvement plan under section 28 of the Planning Act in certain circumstances

5.2.1 Strong Mayor Powers

In 2022, Bill 3, *Strong Mayors, Building Homes Act, 2022*, amended the *Municipal Act, 2001*, by adding a new [Part VI.1](#), which set out special powers and duties of the head of council (Mayor) related to advancing prescribed provincial priorities and various other provisions, including rules regarding delegation, and immunity and transition. Bill 39, *The Better Municipal Governance Act, 2022*, further expanded the mayoral powers by amending Part VI.1 of the *Municipal Act, 2001*, and enhanced the powers regarding proposing and amending by-laws related to the prescribed provincial priorities. Strong Mayor powers were extended to the City of Brampton on July 1, 2023. These powers offer tools to help the head of council expedite delivery of provincial priorities. If the Mayor is of the opinion that considering a particular matter could advance a priority, the Mayor may require the council to consider the matter at a meeting.



The provincial priorities with which the Mayor is to have regard for in exercising some of the powers and duties are prescribed in [Ontario Regulation 580/22](#), and include the following:

- Building 1.5 million new residential units by December 31, 2031
- Constructing and maintaining infrastructure to support housing, including:
 - Transit
 - Roads
 - Utilities
 - Servicing

The following provides an overview of the special powers and duties of the Mayor:

Administrative Powers

- Appointing and dismissing the Chief Administrative Officer *
- Hiring and dismissing senior City administrators and managers *
- Creating Council Committees, assigning their functions, and appointing Chair/Vice-chairs (powers apply only to committees comprised solely of Council Members) *
- Determining the organizational structure of the City
- Requesting City staff to undertake research and provide advice to Council on City policies and programs

* The Mayor may choose to delegate these powers and duties

Legislative Powers

- Bringing forward matters for Council consideration if the Mayor is of the opinion that considering the matter could potentially advance a provincial priority
- Propose By-laws for Council vote if the Mayor is of the opinion that enacting the by-law could potentially advance a provincial priority



- By-law veto powers, if the Mayor is of the opinion that all or part of a by-law may interfere with a provincial priority (subject to 2/3 Council override)
- Approving Commissioner-enacted By-laws
- Approving Council By-laws

Budget Powers

- Duty to prepare and present the annual budget, on or before February 1 of each year
 - Proposed budget must be provided to each Member of Council, the City Clerk, and made available to the public
 - If not presented by February 1, Council shall prepare and adopt the budget
 - Within 30 days of receipt, Council may pass a resolution making an amendment to the budget. Council may also pass a resolution to shorten the 30-day period
 - If there is no council resolution to amend the budget within 30 days, or if a shorter period is set, within that period, the proposed budget shall be deemed to be adopted by the municipality
- Budget amendment resolution veto (subject to 2/3 Council override)
 - Within 10 days after the expiry of the time period for council to pass a resolution to amend the budget, the Mayor may veto the resolution, if any
 - If a resolution is vetoed, the resolution shall be deemed not to have been passed by Council
 - If the Mayor does not veto a resolution within 10 days, or if a shorter period is set, the proposed budget shall be deemed to be adopted by the municipality

- Within 15 days of the expiry of the time period for the Mayor to veto a resolution passed by Council, Council may override the Mayor's veto with a 2/3 majority vote
- Present in-year budget amendments if a supplementary levy is required
 - Within 21 days after receiving the proposed amendment from the Mayor, Council may pass a resolution making an amendment to the proposed amendment
 - Within five (5) days after the expiry of the time for Council to pass a resolution, the Mayor may veto a resolution passed by Council
 - The Mayor may shorten the five day period to veto the resolution
 - Within 10 days of the expiry of the time period for the Mayor to veto a resolution passed by Council, Council may override the Mayor's veto with a 2/3 majority vote
- If under Section 5.3 of the [*Municipal Conflict of Interest Act*](#), the Mayor is prohibited from using the power and preparing the budget with respect to a matter, Council may pass a resolution to amend the proposed budget with respect to the matter, and the Mayor may or may not veto the resolution

By-law Powers

By-law special powers apply to by-laws enacted under the *Municipal Act, 2011*, the *Planning Act*, Section 2 of the *Development Charges Act, 1997*, and other acts, if the Mayor is of the opinion that a by-law could potentially advance a prescribed provincial priority. When proposing a by-law for consideration and vote, the Mayor shall provide a copy of the by-law and the reasons for the proposed by-law. Regardless of the rules of the Procedure By-law, a proposed by-law from the Mayor is passed if more than 1/3 of the Members of Council vote in favour of the by-law.



By-law Veto Powers

Veto powers applies to by-laws enacted under the *Municipal Act, 2002*, the *Planning Act*, Section 2 of the *Development Charges Act, 1997*, and other acts. It does not include by-laws issued under Sections 289 (yearly budgets, upper tier) and 290 (yearly budget, local municipalities) of the *Municipal Act*.

Regardless of the rules of the Procedure By-law, if the Mayor is of the opinion that all or part of a Council-enacted by-law could potentially interfere with a prescribed provincial priority, the Mayor may provide written notice to the Council of the intent to veto the by-law. The Mayor shall provide written notice on or before the earlier of two (2) days after Council voted to enact the by-law, or the prescribed deadline, if any.

If the Mayor vetoes a by-law, the Clerk, by the next business day after receiving the written veto document, shall provide each Member of Council a copy of the document and make it available to the public. Within 21 days of receiving the written veto document, Council may override the Mayor's veto if 2/3 of the Members of Council vote to override the veto. The Mayor may vote in an override vote. If Council overrides a veto, the by-law shall be deemed to have passed on the day the override vote passed.

The Mayor cannot veto a by-law after giving written approval of the by-law, or after the 14-day period after the day Council voted in favour of the by-law.

Delegation of Powers

The Mayor may delegate powers and duties regarding the following:

- The powers and duties of the CAO (may delegate to Council only)
- The organizational structure (may delegate to Council or the CAO)
- Establishing Council Committees and appointing Chairs/Vice-Chairs (may delegate to Council only)



Immunity

A decision, veto or other power exercised, legally and in good faith, under Part VI.1 of the Act, shall not be quashed or open to review by any court.

Vacancy of Mayor

Should the Office of the Mayor become vacant, a by-election must be held, with limited exceptions. The special powers transfer to the newly elected Mayor, but not to an appointed Mayor.

Transition

A person who held the position of CAO or Chair or Vice-chair of a committee, before the municipality was granted the special mayoral powers, shall continue in that position unless they are dismissed or the appointment revoked by the Mayor.

All decisions made using these powers must be provided in writing to the City Clerk and City Council, and made available to the public (subject to the *Municipal Freedom of Information and Protection of Privacy Act*). When directing staff, the Mayor must, by the next business day, provide written record of the direction to the Clerk and Chief Administrative Officer.

Mayoral Decisions

A complete list of the mayoral decisions made under the Part VI.1 of the Municipal Act may be found on the [City's website](#).

6. AGENDAS

6.1 ELECTRONIC DISTRIBUTION

Electronic distribution via the City website is the primary method for providing agendas and meeting notices to the public. These are published online in



advance of meetings on the [City's website](#). The City Clerk will issue an email message the week preceding the meeting, titled 'Clerk's Notice', to Members of Council and their Constituency Assistants, and pertinent City staff containing the date, time and location of the meeting, as well as a direct link to the agenda on the website.

Council, Committee of Council and Advisory Committee agendas are generally published on the Friday preceding the meeting, and Planning and Development Committee agendas are distributed on the Friday one-and-a-half weeks prior to the meeting date.

Additional items added that relate to a matter on the published agenda will be distributed prior to the commencement of the meeting via posting of a revised agenda to the website.

Should a Member wish to have a paper copy of the agenda, the Member's staff will be responsible for downloading and printing the copy.

6.2 CLOSED SESSION AGENDA MATERIALS

Due to their confidential nature, closed session agenda materials are not published online.. Instead, they are provided electronically to the Members and Senior Leadership team only. Closed session agendas are individually watermarked and password protected for access, tracking and to prevent alteration or distribution of the documents.

Each Member of Council is responsible for establishing and maintaining office routines that protect the confidentiality of these materials. The Member is ultimately responsible for the stewardship of the confidential information delivered to them.

Closed session confidential information is provided in strict confidence to Members of Council solely for the purpose of their review and decision-making. These documents must not be shared in any manner. Members are required to maintain the confidentiality of these materials and of the contents of discussions



held in closed meetings. Members may not discuss or disclose this information unless authorized by Council to do so.

If Members have questions about confidentiality, they are encouraged to seek guidance from the City Clerk, City Legal Counsel, or from the Office of the Integrity Commissioner.

6.3 GOING PAPERLESS!

It is possible, and strongly encouraged except where not available, to go paperless when attending Committee and Council meetings:

- All agenda materials (with two exceptions noted below) are posted on the [City's website](#)
- Supplementary and materials received late are generally posted after the meeting (once it has been received by Council)
- There is a power receptacle and network connection at every desk in the Council Chamber and in the Committee rooms so an electronic device can be used
- There are public and corporate Wi-Fi networks accessible in the Council Chamber and every Committee meeting room

The following are not posted online and are available as noted:

- Closed Session documents (electronic distribution to individual Members)
- Correspondence from residents writing in a personal capacity. However with the permission of members of the public, redacted copies of correspondence are included with the published agenda

City Clerk's staff is available to help Members develop an online routine:

- Council and Committee Operations team staff can assist Members and their staff with orientations to the online agendas including methods for locating and making notations to electronic agenda items



- Training can be arranged for Members and their staff on how to access a wireless device to reference agenda materials

6.4 HOW MEMBERS ADD ITEMS TO THE AGENDA

6.4.1 Adding an Item to the Agenda

Members of Council have several means available to add items to an agenda.

The easiest way to add an item to the agenda is to contact the pertinent Committee Clerk in advance of the meeting.

Under Council's Procedures, a Committee can also add new business at the meeting by a two-thirds majority vote. New business can only be introduced by a Committee Member.

Members are strongly encouraged to submit items to the Committee Clerk by the agenda item deadline so they can be published with the agenda. This ensures that the public will have ample notice of the matters to be considered by the Committee.

Note: Some matters require public notice under legislation or City by-law. It may not be possible for the Clerk to place a matter on the agenda if the notice requirements have not been met.

6.4.2 Notice of Motion (before the main agenda deadline)

A Member can submit a Notice of Motion on new business to be considered at a meeting of City Council. The Notice of Motion must be: provided to the Clerk no later than 4:30 pm on the Tuesday of the week preceding the meeting at which the motion is to be introduced; be in writing (via email); signed (or authorized within an email) by the mover and seconder; and be complete and correct.



6.4.3 Motion Without Notice

(between the main agenda closing and start of the meeting)

Because these Motions ask Council to consider matters without notice to the public (i.e., they did not appear on the published agenda), they should be deemed **urgent or critical in nature** in order to proceed.

A Member can also submit Motions without Notice during the meeting itself. Since there is no public notice and no opportunity for public comment, these types of new business matters are not encouraged.

City Council must agree to add the Motion without Notice, with at least a two-thirds majority vote.

Instructions on how to prepare Notices of Motions can be provided by the City Clerk.

6.4.4 Delegation

To request permission to speak at a meeting, individuals must submit a [delegation request form](#). The individual(s) will be contacted about the meeting details by the pertinent Committee Clerk.

The general process is as follows:

- The Committee Clerk will arrange for the individual to speak at the appropriate Committee meeting. At these meetings, the Committee hears from the delegation, asks questions, receives advice from staff and experts, discusses issues, and may develop recommendations for consideration at a regular Council meeting.

At regular Council meetings, recommendations from the Committees will be considered, and can be discussed, received, amended or approved.

Delegations that wish to speak about a topic that is not on a future meeting agenda:



- The [delegation request form](#) must be received by the Clerk's Office by Tuesday, at 4:30 pm, the week prior to a meeting.
- The Clerk's Office will contact the requestor to confirm their item and relevance to the Council or Committee mandate
- Requests to speak about a topic at a Council meeting, that is not on the meeting agenda, are normally directed to the appropriate committee meeting

Delegations that wish to speak to an item that appears on a published agenda, must [contact the City Clerk's Office](#), or the specific Committee Clerk, preferably in writing, with their request to speak.

City Clerk's Office staff maintains a list of requests (in the order of receipt) and provides the list within the revised agenda, or to the Mayor or Chair prior to or at the start of the meeting (if received after the publication of the meeting agenda).



7. MEETINGS

7.1 SCHEDULE OF MEETINGS

The regular meetings of Council and Committees are established on an annual basis by the City Clerk and approved annually prior to the end of the calendar year.

Council meetings are generally held on the second and fourth Wednesday of each month.

Committee of Council meetings are generally held the first and third Wednesday of each month.

Planning and Development Committee meetings are generally held on the first and third Mondays of the month.

Advisory, quasi-judicial and ad-hoc committee meetings are scheduled in accordance with the frequency established in their respective terms of reference.

7.2 SPECIAL MEETINGS

The Mayor may call a special meeting at any time with 24 hours of notice to the Members of Council. Such notice shall be given through the City Clerk, and must set out the items to be considered at the meeting. Only the business included on the special meeting notice can be considered at the special meeting.

A majority of the Members can petition the City Clerk to call a special meeting:

- Petitions must set out the purpose, date and time of the meeting
- Petitions must be submitted to the City Clerk, and allow the City Clerk to provide a minimum of 24 hours of notice before the start time of the special meeting.



7.3 MEETING TIMES

City Council Meetings

- Start time: 9:30 am

Committee of Council Meetings

- Start time: 9:30 am

Planning and Development Committee Meetings

Start time: 7:00 pm (to allow members of the public to attend for the consideration of the statutory public meeting items as required by the *Planning Act*).

Note: City Council can vote to extend a session to complete an item, or the remaining items on the agenda.

7.4 COMMITTEE MEETINGS

7.4.1 Meeting Room Features

City Hall has Council Chambers and two Committee meeting rooms that may also be used for closed session meetings. One is located on the 4th floor (CH-4A) and one is on the 6th floor (CH-6A).

7.4.2 Member Seating

All meetings of Council and its Committees are currently held within the Council Chamber to facilitate recording and live streaming of proceedings to the City's website. Locations for Members to sit within the Chamber are labelled with name plates, and are located within the center oval, with the meeting chair positioned in the centre. Seating in the Council Chambers is assigned by Ward pairing. A specific seating assignment may be set by Council decision.

Each seat includes voting and request-to-speak buttons, and all seat locations have network connections and power points. City Clerk's Office and IT staff are available to help Members who have any technical difficulties.



Each seat has a monitor where Members will see presentation slides and notes, requests to speak and motions.

The microphone at a Member's seat is controlled by the Chair and/or City Clerk. When speaking into the microphones, it is important to speak clearly and slowly. This helps other Members, staff and the public to hear the Member and ensures good quality recording of comments or questions.

Seating in the Committee rooms is up to the Members' discretion with the Chair at the center.

7.4.3 Public Participation

The public are welcome to attend all meetings of Council and Committees. The public can also participate in the decision-making process by writing to Council or Committee, or by making a public presentation (often referred to as a delegation). Section 4.5 of the [Procedure By-law](#) outlines the criteria to request the opportunity to delegate.

Public presentations are generally heard at Committee. They are only permitted at City Council if the subject of their delegation relates to existing business on the Council agenda.

Presentations are limited to five minutes, unless the committee decides to extend the time, if requested.

Committee members can ask questions of presenters. Members of Council who are not Members of the Committee may also ask questions of presenters.

Public presentations or delegations at a Committee meeting on a subject for which there is no associated staff report already on the meeting agenda, may only be received (i.e., information received with no further action taken) or referred to staff for a staff report back on the subject of the presentation or request.



7.5 CITY COUNCIL MEETINGS

7.5.1 Head of Council

The Mayor is the Head of Council. The Council also appoints an Acting Mayor based on a monthly rotational schedule of the Members of Council for the four-year term, as set out in the Procedure By-law. Additionally, on March 2, 2022, Council resolved to create the position of Deputy Mayor, and with By-law 49-2022, amended the Procedure By-law, in part, by replacing Section 7.1 with the following wording: “The Mayor shall chair at meetings of the council, and in the Mayor’s absence, the Deputy Mayor shall chair. In the absence of both the Mayor and the Deputy Mayor, the acting Mayor shall chair.”

7.5.2 The City Clerk’s Role

During a meeting, the City Clerk and the legislative staff are located in proximity to the Members. The City Clerk provides procedural advice and meeting management support to the Chair and Council, throughout the decision-making process.

The City Clerk records the proceedings and decisions of the meeting and prepares meeting minutes. The City Clerk and staff work with the Chair, assist Members with motions and record votes.

7.5.3 The Audiovisual Booth

The Council Chamber is equipped with broadcast facilities. Audiovisual staff located on the upper level of the Council Chamber support the meetings in video recording and live stream broadcasting of the proceedings on the [City's Website](#).

7.5.4 The Members’ Lounge

The Members’ Lounge is for the use of Members only and includes a small kitchenette and washroom facilities. Depending on the type of meeting and time of day, refreshments are also available for Members of Council and senior staff only, who are actively participating in the meeting.



7.5.5 The Media Gallery

Media are located in the media gallery on the upper level of the Council Chamber. If you are conducting an interview with the media, please use the upper level or leave the Chamber. Interviews should not interfere with a meeting.

7.5.6 The Public Gallery

Members of the public are welcome and encouraged to attend meetings of Council and its Committees. The gallery generally opens to the public approximately 15 to 30 minutes before the scheduled start time for each session of Council and Committees. Should members of the public prefer not to attend in person, meeting proceedings are also available for real-time viewing on the [City's website](#), and the [video recording](#) is posted for reference shortly after the meeting concludes.

7.5.7 Security in the Chambers

Security is present at all times during Council meetings, and is present, as required, during Committee meetings.

If there is a perceived or imminent threat to the health or safety of anyone in a meeting, Security will immediately notify the Chair and Clerk. The Chair will decide whether to recess the meeting and order everyone present to leave immediately.

If the Chair makes an order to recess and clear the room, Security will immediately escort everyone, including Members, out of the meeting area.

7.5.8 Council's Order of Business

Format of Agenda:

For each regular meeting of the Council, the Clerk shall have prepared and published an agenda with a list of all items to be considered in the following headings:



- A. Approval of Agenda
- B. Declarations of Interest
- C. Adoption of the Minutes
- D. Consent Motion
- E. Announcements / Proclamations
- F. Delegations
- G. Government Relations Matters
- H. Reports from the Head of Council
- I. Reports of Corporate Officials
- J. Reports of Accountability Officers
- K. Committee Reports
- L. Unfinished Business
- M. Other / New Business
- N. Notices of Motion
- O. Correspondence / Petitions
- P. Public Question Period
- Q. By-laws
- R. Closed Session
- S. Confirming By-law
- T. Adjournment

7.5.9 Voting

The manner of voting is determined by the Chair and may be by a show of hands, standing or electronically recorded.

Members must be seated and silent when votes are taken. All Members present, including the Chair, must vote unless they have declared a conflict of interest in the item. If Members can vote and they refuse, they will be recorded as voting in the negative.

Members can request a recorded vote to be taken on any motion as outlined in Section 7.12 of the [Procedure By-law](#).



Unless Council's procedures specify otherwise, a motion passes when a majority of Members present vote in favour. An equality of votes (a tie) means the motion is lost/defeated.

Order of Voting:

Unless determined otherwise by Council, and subject to amendments that change numbers as noted below, the Chair, in consultation with the City Clerk, puts all motions on a matter to a vote in the following order (see Procedure By-law for full order of precedence for motions):

- Motion to defer
- Motion to refer
- Motion to amend the main motion
- Main motion, or the main motion as amended, if any amendments have carried

7.6 POINTS OF ORDER AND PRIVILEGE

7.6.1 Point of Order

A point of order is when a Member highlights an error in procedure or a breach of the rules and asks that the rules be followed.

Examples include:

- "The motion is out of order"
- "This item is not within the jurisdiction of this committee"
- "We did not have the opportunity to ask questions of officials"
- "The order of voting on these motions is not correct"

7.6.2 Point of Privilege

A point of privilege is an immediate request of action on a matter affecting the rights and privileges of (a) Council or Committee as a whole, or (b) a committee or Council Member.



These privileges can include:

- comfort including heating, ventilation, sound, lighting, and security
- the dignity and integrity of the assembly and its proceedings, or obstructions to it carrying out its functions
- requests for personal assistance
- objections to personal remarks or wrongful accusations made by another person at the meeting
- relief from any obstruction or interference with a Member performing his or her duties.

7.7 COUNCIL WORKSHOP

A Council Workshop may be coordinated through the City Clerk's Office. A Council workshop:

- May include open or closed session business;
- Is considered a public meeting;
- Notice of the time, date and location of the meeting will be made available to the public in advance;
- An agenda is created and posted online;
- Quorum of Council is not required for the workshop to continue;
- Members of the public may attend to observe during the public session;
- General "minutes" are taken at the workshop and made public, upon request;
- No Council decision can be made at the workshop.

7.8 OPEN & CLOSED MEETINGS

7.8.1 Rules Regarding Meetings

Generally, the City and its local boards are required by law to give notice and hold all meetings in public.

The City takes a number of steps to ensure the highest degree of openness and transparency for meetings of Council and committees.



- Notice is given of all meetings of City Council and its committees
- Agendas and reports are posted online before meetings with exception of supplementary materials distributed during a meeting
- Decisions and minutes are posted as soon as possible after meetings
- Meetings are closed only when legally permitted or required, in accordance with the *Municipal Act, 2001*, with the approval of the City Solicitor, and in those sessions debate is confined to the scope for which the meeting is permitted to be closed
- The amount of confidential information in reports and documents before Committee and Council is minimized. Where an item may contain confidential information, that information is provided electronically with a watermark and password protected or reproduced on coloured paper marked “confidential” in accordance with the City’s Closed Session Protocol
- All meetings begin and end in open session

7.8.2 What Constitutes a Public Meeting

Section 238(1) of the *Municipal Act, 2001* defines a meeting as follows:

A “meeting” means any regular, special or other meeting of Council, of a local board or of a committee of either of them, where,

- a) A quorum of members is present, and
- b) Members discuss or otherwise deal with any matter in a way that materially advances the business or decision-making of the council, local board or committee.

7.8.3 Closed Meetings

Section 239(1) of the *Municipal Act, 2001*, directs that all meetings of Council, Committees and local boards shall be open to the public. There are exceptions to that requirement in sections 239(2) and (3.1) and summarized below, which provides that a meeting or portion of it, may be closed to the public, as well as



limited circumstances identified in section 239(3), where a meeting or part of a meeting must be closed to the public.

A meeting may be closed to the public if the subject matter to be considered relates to:

- The security of the property of the municipality or a local board;
- Personal matters about an identifiable individual, including municipal or local board employees;
- A proposed or pending acquisition or disposition of land by the municipality or local board;
- Labour relations or employee negotiations;
- Litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or a local board;
- Advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- A matter for which Council, a board, a committee or other body may hold a closed meeting under another Act;
- Holding an education or training session for the Members. No business can be conducted or advanced in an education or training session;
- Information explicitly supplied in confidence to the City or local board by Canada, a province or territory or a Crown agency of any of them;
- A trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the City or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization;
- A trade secret or scientific, technical, commercial, or financial information that belongs to the City or local board and has monetary value or potential monetary value; or,



- A position, plan, procedure, criteria or instruction to be applied to any negotiations carried on or to be carried on by or on behalf of the City or local board.

Matters that shall be considered at a meeting which is closed to the public:

- A request under MFIPPA, where Council is designated as institution head.
- An ongoing investigation respecting the City, local board or municipally-controlled corporation by the Ombudsman or an investigator appointed pursuant to section 239.2 of the Act.

Procedures to move into Closed Session:

- Before meeting in Closed Session, Council or Committee must first pass a resolution that states the nature of the matter to be considered and the reason for meeting in Closed Session.
- This description must be of sufficient detail to ensure that the public understands the general nature of the matter to be considered in Closed Session.

Council or committee in a closed meeting does not vote except for:

- A procedural matter; or
- To give directions or instructions to City officials, employees, agents, agencies, or persons retained by, or under a contract with, the City or a local board.

Consequences of improperly closed meetings:

- If a meeting is improperly closed, there can be legal consequences, including a closed meeting investigation.

7.8.4 Closed Meeting Investigations

If someone believes a meeting of City Council, an applicable local board, or a Committee has been improperly closed to the public, they may request the City to investigate the matter.



The City will arrange for an independent investigation by a qualified person appointed for that purpose, as the closed meeting investigator. Council has appointed Local Authority Services (LAS) Ltd., a subsidiary of the Association of Municipalities of Ontario (AMO), as the City's closed meeting investigator.

If the investigator finds that a meeting was improperly closed, they will report that publicly to City Council or the local board and make public recommendations as they see fit.

A negative finding from an investigator could cause embarrassment or reputational damage. It might also form the basis for further legal action as a by-law adopted in connection with an improperly closed meeting may, on application, be quashed by a court.

7.8.5 Conduct during Closed Meetings

Members are required to keep information about closed sessions confidential, unless otherwise authorized by City Council.

Members shall not post to social media or communicate with media outlets or any other non-member about the proceedings during Closed Session.

7.9 DECLARING INTERESTS

Members of Council are bound by the provisions of the *Municipal Conflict of Interest Act*. The Act imposes certain duties on Members when any matter is to be considered at a meeting of Council or local board in respect of which the Member or the Member's spouse, child or parent has any direct or indirect pecuniary (i.e., financial) interest.

City officials cannot give Members advice on their interests. Members may independently seek their own advice to determine if they have an interest for the purposes of the Act, or may seek the advice of the Integrity Commissioner regarding a possible conflict of interest.



Members must declare any direct or indirect pecuniary interest and disclose the general nature thereof prior to any consideration of applicable matter(s) at each meeting, must not take part in the discussion of or vote on any question with respect to the matter and must not attempt in any way before, during or after the meeting to influence the voting on any such question. Members should not rely on City officials, including the City Clerk, to remind them of interests previously declared.

7.9.1 How to Declare an Interest

Meeting Chairs will ask for declarations of interest at the start of the meeting. Members should declare known interests at that time. In addition to verbally declaring an interest, a Member must also make the declaration in writing and provide it to the City Clerk to make the declaration publicly available. The City Clerk publishes the written declarations of conflict on the [City's website](#).

If a Member discovers an interest later in the meeting or at a subsequent meeting, a Member should obtain the floor on a point of privilege and declare the interest as soon as possible.

A Member must identify the matter and state the nature of the interest.

Once an interest is declared, the Member shall not participate in consideration of the declared agenda item, influence consideration of the agenda item, and shall not vote regarding the item.

7.10 YOUR VOTING AND ATTENDANCE RECORDS

The City Clerk records the attendance of Members for each meeting, and reports on an annual basis with a consolidation.

A session starts when a meeting is called to order and ends when a meeting is temporarily recessed or adjourned when completed. A meeting may be composed of two or more sessions, e.g., morning and afternoon.



The City Clerk records a Member as being present if they are present for any part of a session. There is no minimum duration required to be marked present. If the Member is not present for any portion of a session, the City Clerk marks the Member absent from that session.

The City Clerk's Office records the times that a Member arrives (if late and the reason for being late – personal, illness, vacation or other municipal business) and departs the meeting before it adjourns. A Member is required to advise the City Clerk when leaving before an adjournment and the reason for the early departure.

The *Municipal Act, 2001*, provides that the office of a Member of City Council becomes vacant if the Member is absent from the meetings of Council for three successive months without being authorized to do so by a resolution of Council.

7.10.1 Attendance and Voting Records

The City Clerk records Member attendance and recorded votes in the minutes of meetings. The City Clerk also makes [attendance](#) and [voting records](#) available online.

7.11 MINUTES AND DECISIONS

Minutes of meetings contain decisions, motions, votes, rulings and other information about the proceedings.

The minutes are listed as an item on the following agenda to be reviewed and approved by Council.

The City Clerk's office posts minutes [online](#) as part of the agenda for the subsequent meeting and after approval of the minutes.



7.12 ELECTRONIC AND HYBRID MEETINGS

Brought about largely by the restrictions in social gatherings in 2020 and lasting throughout 2021 and 2022, an electronic meetings protocol was developed and adopted by Council to facilitate the ongoing decision-making process. Members of Council and its various Committees, City staff, and the Public may participate in meetings electronically by means of linking to a digital meeting platform (WebEX), or by viewing a live video stream of the meeting provided on the City's website.

These electronic options currently remain available along with traditional in-person attendance of meetings in the Council Chambers. Meetings with both participation options utilized simultaneously are commonly referred to as 'hybrid' meetings of Council or Committee.



8. APPOINTMENTS

8.1 MEMBER APPOINTMENTS

City Council appoints Members of Council to committees and boards from time to time for such purposes as deemed appropriate, based on committee terms of reference considered by Council, and approved by resolution or by-law.

Members required to serve on such a committee shall be appointed by resolution. The Mayor is an ex-officio Member of any committee established by City Council. This process is set out in Section 2.6 of the [Procedure By-law](#).

8.2 PUBLIC APPOINTMENTS

The City relies on the contributions of members of the public who serve on the City's boards and committees. These appointments are an important way of engaging citizens and obtaining desired skills and local expertise.

8.2.1 Eligibility Requirements

An appointee must be:

- 18 years of age or older; and
- A resident of Brampton; or
- A non-resident Brampton-based organizational or business representative

For some boards, such as the Library Board, provincial law requires appointees to be Canadian citizens.

Relatives of Members of Council are not eligible for appointment. This includes spouses, partners, children and parents.

8.2.2 Term of Appointment

A public member is appointed to a board or committee for a duration specified within the terms of reference, or for the term of Council (four years) unless appointed at a point during the four-year term at which point the term will be until the end of the current Council term of office.



8.2.3 Board Information

Information about each board is available [on the City's website](#).

You will find:

- List of current appointees
- Description of the role of the board
- Eligibility requirements for appointment
- Qualifications for appointees
- Frequency of meetings
- Compensation of Members

8.2.4 Recruitment Process

The City Clerk's Office is responsible for public appointments, including the recruitment and application process. Council may establish a Citizen Appointments Committee, comprised of Members of Council, to review, evaluate, interview and recommend public appointments.

The City accepts applications for appointment during defined recruitment periods, as public appointments are necessary. Any eligible person can apply [online](#).

Applicants can also [download a form](#) to complete by-hand, which can be mailed or delivered to the City Clerk's office. .

The City Clerk's Office reviews all applications against the Council-approved eligibility requirements and qualifications.

Applications may be retained by the City in an applicant pool for future reference during the Council term as subsequent positions for public appointments become available.

8.2.5 Nomination Process

The nomination process is carried out by the Citizen Appointments Committee which consists of a minimum of three Members of Council. This Committee



conducts the interviews and makes citizen appointment recommendations to Council. The Committee is supported by the City Clerk's Office and does not include citizen representatives.



Council Handbook: Volume 3

Accountability & Transparency

Please note that the information contained in this handbook relates to regular operating procedures. Certain procedures may be updated or altered due to the pandemic.



Table of Contents

1. VALUES	168
2. THE CODE OF CONDUCT FOR MEMBERS OF COUNCIL.....	171
2.1 Confidentiality.....	171
3. COUNCIL-STAFF RELATIONS	173
4. MUNICIPAL CONFLICT OF INTEREST ACT (MCIA).....	174
5. THE INTEGRITY COMMISSIONER	176
5.1 At a Glance	176
5.2 Duties of the Integrity Commissioner	176
5.2.1 Advisory Role	177
5.2.2 Investigative Role.....	177
5.2.3 Educational Role	177
6. OMBUDSMAN.....	178
7. LOBBYIST REGISTRAR	179
8. GIFT REGISTRY	180
9. MUNICIPAL ELECTIONS.....	181



1. VALUES

Our Culture. Our DNA.

In Spring 2017, the City launched People Advantage – a strategic People Plan that captured the voice of employees, researched industry best practices, and identified the organization’s greatest strengths.

During this six-month outreach – which included various consultation methodologies including, focus groups, interviews, and surveys – we asked questions to help us understand what is most important to City employees. In sum, we heard from 2,000 people about what values are most important, and what inspires and engages them to come to work every day.

From this data, we heard an important story ... it’s a story about our people. In essence, it’s our DNA: our strengths, character, talents, systems and processes working together. It’s what makes us unique. Our DNA is made up of our Purpose, our Values, our Mindset, and our Style.

Our Purpose is people – to serve and improve the lives of those around us.

Whether we have direct contact with Brampton residents, or we support internal teams to do their job most effectively, our purpose is to serve.

Our purpose aligns with that of the Equity Office, whose vision is to support the City in realizing its commitment to creating an environment of equity, diversity, and inclusion, within the corporation of the City of Brampton, and in the community.

The Equity Office provides services and programs to educate, increase awareness, build capacity and allow for respectful dialogue around biases, institutionalized barriers, and discrimination in all its forms.



The Equity Office strives to ensure compliance with human rights legislation, employment standards equitable principles of fairness and justice, and other related best practices.

Our Values are our compass, informing what we do and how we do it. The top values that employees across the organization expressed as most important include: COURAGE, TRUST, COMPASSION, EQUITY and INTEGRITY. When we live our values we apply them to every situation, decision and challenge with respect and empathy.

And, when we have a clear purpose with aligned values, it's then that our Future Ready Mindset will flourish! **Our Mindset** is about how we think, connect and work together. Our mindset will strengthen our foundation of people, customer service, financial management and government relations. Our DNA is made up of our Purpose, our Values and our Mindset. Our WHY, our WHAT, and our HOW.

Together, these links rely on one more piece to create our culture ... and that's **Our Style**... our groove! It's that feeling of belonging – like walking into your favourite room in your home, that special coffee place, or when you meet up with your best friend.

Our Style gives life to our Purpose, our Values, and our Mindset. And THAT is our culture. Culture shows up in everything... it shows up in how we:

- demonstrate respect, compassion and empathy
- learn and lead
- hire, work and play
- reward and recognize
- promote and prosper
- plan, strategize, and press “go”



Our Culture is shaped by our DNA. Our focus is people.

Visit [OurBrampton](#) and the [Equity, Diversity, Inclusion, Anti-Racism and Belonging Office \(Equity Office\)](#) for more information, and [watch our DNA video](#).



2. THE CODE OF CONDUCT FOR MEMBERS OF COUNCIL

The Code of Conduct establishes rules that guide Members of Council in performing their diverse roles in representing their constituents and recognizes Members' accountability for managing City resources allocated to them.

Because ethics and integrity are at the core of public confidence in governance, it is important to develop rules around ethical conduct for elected officials so that they may carry out their duties with impartiality and equality of service to all. Recognizing that Members of Council are leaders of the community, they are held to a higher standard of behaviour and conduct.

The [Code of Conduct](#) applies to the Mayor and all Members of Council.

2.1 CONFIDENTIALITY

It is recognized that performance of duties within the City may result in Members and staff having access to information regarding the City's business and affairs and some of that information may be sensitive and/or confidential in nature.

Confidential information includes information in the possession of the City that the City is either prohibited from disclosing, or is required to refuse to disclose, such as under Access and Privacy legislation. Confidential information may also include information that concerns personal information of individuals, personnel matters, labour relations, litigation, property acquisitions, the security of the property of the City or a local board, matters authorized in other legislation and matters discussed in closed session. Both Members and City staff have a responsibility to respect matters of confidentiality when they arise. Breach of confidentiality is a serious offense and may result in serious consequences for both the City and the individual involved.

Members should familiarize themselves with [Rule No. 3 of the Code of Conduct](#) to ensure they have a complete understanding on how to determine what is



considered confidential in nature, how to determine what can or cannot be disclosed and how contraventions of this rule are handled.

Similar to Members, City staff, including members of Mayor and Council office staff, must adhere to an [Employee Code of Conduct](#) and are also guided by the [Council Office Management Framework](#).



3. COUNCIL-STAFF RELATIONS

Section 270 (1) of the *Municipal Act, 2001*, states that a municipality shall adopt and maintain a policy with respect to the relationship between Members of Council and the officers and employees of a municipality.

The City has a broad range of policies that support productive working relationships between Members of Council and staff, including the [Council-Staff Relations Policy](#). The City is committed to promoting productive and respectful interactions and relationships between Members of Council and staff based on mutual respect, treating all members of Council equally, and providing open, clear and transparent communication. This is a joint responsibility between Members of Council, Council's Political Staff and City employees.

The Council-Staff Relations Policy provides a broader framework for policies that have already been endorsed by Council, including:

- [Accountability and Transparency Policy](#)
- [Code of Conduct for Members of Council](#)
- [Lobbyist Registry Bylaw](#)
- [Employee Code of Conduct](#)
- [Respectful Workplace Policy](#)
- [Workplace Violence Prevention Policy](#)
- [Use of Corporate Resources Policy](#)
- [Corporate Fraud Prevention Policy](#)
- [Procedure Bylaw](#)



4. MUNICIPAL CONFLICT OF INTEREST ACT (MCIA)

Members of Council and local boards (Members) should be aware of their duties under the *Municipal Conflict of Interest Act (MCIA)*, contravention of which can have serious consequences. These duties are apart from legal and ethical obligations under the Councillor Code of Conduct and other City policies.

The intent of the *MCIA* is to prevent Members from exercising influence in the consideration of matters in which they have or are deemed to have a pecuniary interest. In general terms, where a Member or a Member's spouse, parent or child has such an interest, direct or indirect, and is present at a meeting at which the matter is considered, the Member has a duty:

- to disclose the interest and its general nature before the matter is considered;
- not to take part in the discussion of, or vote on any question in respect of the matter;
- not to attempt before, during or after the meeting, to influence the voting on any such question;
- where the meeting is not open to the public, to leave the meeting or the part of the meeting during which the matter is under consideration;
- where the interest has not been disclosed by reason of the Member's absence from the meeting, to disclose it at the first meeting attended by the Member thereafter.

Members are responsible for compliance with their statutory obligations in serving on Council or local boards, and should arrange for their own legal or other professional advice where required. The City's Legal Services Division represents the municipal corporation, and are not in a position to give conflict opinions or other legal advice to individual Members.



Members may be able to obtain advice respecting their obligations under the *Municipal Conflict of Interest Act* from the Integrity Commissioner.

The *Municipal Conflict of Interest Act* has been updated, in part, to:

- introduce principles in relation to the duties of Members;
- create a duty, where there is a pecuniary interest, not to attempt to influence any decision or recommendation in a matter being considered by an officer, employee or person with delegated authority;
- require Members who declare a pecuniary interest to provide a written statement of the interest to the City Clerk at the meeting or as soon as possible afterwards;
- require a registry of statements of pecuniary interests to be maintained and made publicly available;
- allow Members to take part in the discussion but not to vote in respect of a matter where the suspension of their remuneration is under consideration;
- permit an elector, an Integrity Commissioner of a municipality, or a person demonstrably acting in the public interest, to make an application to a judge to determine if a member has contravened the requirements of the Act; and,
- make available to a judge a range of discretionary remedies, and dispense with mandatory declaration of vacancy where contravention is due to inadvertence or by reason of an error in judgement made in good faith.



5. THE INTEGRITY COMMISSIONER

5.1 AT A GLANCE

Citizens expect Members of Council and local boards (Members) to meet the highest standards of conduct when carrying out their public functions. This means serving constituents in a conscientious and diligent manner, acting with integrity, avoiding conflicts of interest and improper use of influence, arranging their private affairs in a way that promotes public confidence, and displaying behaviour that will withstand close public scrutiny.

There is an expectation that Members will not only comply with law and City policies, but will serve the public interest by upholding the letter and spirit of the written standards.

The work of the City of Brampton and, specifically, of Members, is complex and often involves multiple competing interests. It is not always easy for the Member to know how to act properly and in accordance with the high standards that are expected of them.

The [Office of the Integrity Commissioner](#) is the Member's number one resource to meeting these high expectations. The Integrity Commissioner is available to Members to answer questions and provide advice about how to meet the standards expected of them.

Members may ask questions and seek advice by emailing:

integrity.commissioner@brampton.ca.

Costs associated with the Integrity Commissioner's role to receive and address complaints, provide advisory services to Members and offer training and education to Members and the public are allocated to the Accountability and Transparency Office cost centre (0130) within the City Clerk's budget.

5.2 DUTIES OF THE INTEGRITY COMMISSIONER

The Integrity Commissioner has the following duties:



5.2.1 Advisory Role

On written request, the Integrity Commissioner provides written advice to individual Members of Council and local boards (Members) about their obligations under:

- the Code of Conduct for Members of Council (the “Code of Conduct”)
- any procedures, rules and policies of the City governing ethical behaviour
- the *Municipal Conflict of Interest Act*

The Integrity Commissioner provides the Mayor and all Members of Council with opinions on issues of ethics, integrity and related policy matters.

5.2.2 Investigative Role

Complaints about breaches of the Code of Conduct may be made by Council, a Member of Council or a member of the public to the Integrity Commissioner. Complaints can be dealt with through a formal or informal process. When carrying out a formal complaint investigation, the Commissioner can summon evidence and examine under oath.

Should the Integrity Commissioner find a contravention, they can recommend various penalties be imposed by Council. The available penalties range from suspension of remuneration for up to 90 days to a reprimand.

The Integrity Commissioner may conduct an inquiry concerning an alleged contravention of section 5, 5.1 or 5.2 of the Municipal Conflict of Interest Act, in accordance with section 223.4.1 of the Municipal Act.

5.2.3 Educational Role

The Integrity Commissioner is responsible for providing educational information to Members of Council. This is delivered through group settings, one-on-one meetings, annual reporting and training opportunities organized through the City.



6. OMBUDSMAN

The Municipal Ombudsman acts independently and reports to Council, to investigate any decision or recommendation made or act done or omitted in the course of the administration of the municipality.

As of January 1, 2016, if a municipality does not appoint a Municipal Ombudsman, then the [Ontario Ombudsman](#) becomes its default Municipal Ombudsman. Brampton City Council has appointed a Municipal Ombudsman. Therefore the Ontario Ombudsman currently functions as the Municipal Ombudsman for Brampton.



7. LOBBYIST REGISTRAR

The Lobbyist Registrar is a discretionary position appointed under the *Municipal Act, 2001*. In 2016, City Council established a Lobbyist Registry for the City of Brampton. The [Lobbyist Registry](#) is an accessible record of persons who lobby public office holders outside of public forums such as the Council and Committee meetings or public open houses. The intent of the registry is to enhance transparency to the public. The City's current Lobbyist Registrar is Muneeza Sheikh.

Lobbying refers to the act of an individual, who represents a business or financial interest, communicating with the public office holder with the intent to influence a decision on governmental matters outside of the normal process.

A public office holder may be considered a Member of Council, an officer or employee of the City, a member of a Local Board or Committee established by Council and an accountability officer appointed under the *Municipal Act, 2001*.

Anyone who wishes to lobby a public office holder outside of a public forum, must review the [Lobbyist Registry By-law](#) and register on the Lobbyist Registry. There are some exemptions to this process which are outlined in the Lobbyist Registry By-law. The by-law also includes a Lobbyist Code of Conduct, which lobbyists must agree to abide by.

Although a significant portion of day-to-day communications with a public office holder may not need to be registered, it is important to understand the difference between routine communication and lobbying to ensure that the process is adhered to properly. For more details, refer to the [Lobbyist Registry FAQs](#).



8. GIFT REGISTRY

The City of Brampton has implemented a [Gift Registry](#) that applies to Members of Council and City employees. This registry is a list of all gifts, benefits and hospitality valued at \$50 or more received by the Members or staff, and is intended to enhance transparency to the public.

Recipients must complete a Gift Disclosure Statement for each item received that has a value of \$50 or more, however the disclosure of all gifts, benefits and hospitality is encouraged. Statements of gifts received will be posted quarterly on the [City's website](#). For more details, refer to the [Gift Registry FAQs](#)



9. MUNICIPAL ELECTIONS

Municipal elections in Ontario are held every four years and are regulated by the *Municipal Elections Act, 1996 (MEA)*. Subject to the MEA, municipalities are required to establish rules and procedures with respect to the use of municipal resources during the election campaign period. A candidate's campaign period begins the day they file their nomination with the Clerk and ends on December 31st in the year of the election. The earliest a candidate's campaign can begin is May 1st in the year of the election.

Local boards (school boards) are also required to establish rules and procedures with respect to the use of board resources. Procedures must be established by May 1st in the year of the election.

The City has established the [Use of Corporate Resources Policy](#) that provides a consistent approach and direction in relation to the use of corporate resources during a campaign period. The policy is directed at Members, candidates and registered third party advertisers and provides guidance and reference points to City staff.

Members should become familiar with this policy throughout their term, and ensure adherence to the policy during the campaign period. Any questions related to this policy, or its contents, should be directed to the City Clerk.