



# **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

<b>1. Members’ Salary and Benefits .....</b>	<b>17</b>
1.1 Compensation .....	17
1.2 Group Health Benefits.....	18
1.2.1 Benefits for Elected Officials Working Beyond 65 .....	19
1.3 Basic Group Life Insurance.....	20
1.4 Employee and Family Assistance Program (EFAP).....	21
1.5 Ontario Municipal Employees Retirement System (OMERS).....	21
1.6 Retirement Benefits .....	22
1.7 Contacts .....	22
<b>2. MEMBERS’ BUDGETS.....</b>	<b>23</b>
2.1 Mayor and Councillor Term of Office Cost Centre.....	23
2.1.1 Office Expenses .....	24
2.1.2 Legal Fees.....	25
2.1.3 Mobile devices and iPads Usage Plans.....	25
2.2 Council Business Travel Budget .....	25
2.3 Mayor and Council’s Staff Salaries.....	26
2.4 Tracking and Disclosure of Expenses .....	26
2.5 Gifts and Benefits.....	26
<b>3. Mayor and Councillor Employees.....</b>	<b>28</b>
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
<b>4. MEMBERS’ SPACE .....</b>	<b>33</b>
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.....	35
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 .....	38
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 .....	40
4.3.7 Visitor Check-In Procedure .....	40
4.3.8 Work Alone Program.....	41
4.3.9 Walk Safe Program.....	41
4.3.10 Contacting Security Services .....	41
4.4 Parking .....	41
4.4.1 Member Parking.....	42
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 .....	45
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
<b>5. MEMBERS’ OFFICE OPERATIONS .....</b>	<b>48</b>
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) .....	50
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 Using Corporate Imagery .....	57
5.2.4 Business Cards .....	57
5.2.5 Media 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 .....	61
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 .....	64
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
<b>6. MEMBERS' INFORMATION AND TECHNOLOGY Resources .....</b>	<b>66</b>
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.....	72
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
<b>7 LEGAL AND INSURANCE .....</b>	<b>78</b>
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
<b>8 SERVING YOUR CONSTITUENTS .....</b>	<b>86</b>
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 .....	93
8.2.2 Calendar of Corporate Events.....	94
8.2.3 Community Recognition Programs .....	96
8.3 Your Role as a Commissioner for Taking Affidavits (Commissioner of Oaths) .....	105



8.3.1 Responsibilities .....	105
8.3.2 Steps for Taking Written Declarations or Affidavits .....	106
8.3.3 Examples of What You Can and Cannot Commission .....	107
8.3.4 Other Commissioners .....	108
8.4 311 Assistance.....	109
<b>9 FULFILLING ACCOUNTABLE LEADERSHIP.....</b>	<b>111</b>
9.1 Questions about Working for or Doing Business with the City .....	111
9.1.1 Job Applications .....	111
9.1.2 Providing Letters of Reference.....	111
9.1.3 Doing Business with the City.....	113
9.2 Provincial Offences Court .....	114
9.3 When Emergencies Occur .....	116
9.3.1 City of Brampton Emergency Management Framework .....	116
9.3.2 Communication with Councillors.....	117
9.3.3 Councillors’ Roles During an Emergency.....	117
9.4 Accessibility Responsibilities and Requirements .....	118
9.4.1 Statement of Commitment .....	118
9.4.2 Legislative Requirements .....	118
9.4.3 Accessibility Policy and Municipal Accessibility Plan .....	120
9.4.4 Accessibility Advisory Committee (AAC).....	120
9.5 Members’ Role and Responsibility in the Planning and Development Process .....	121
9.5.1 Ontario Land Tribunal (OLT).....	122
9.5.2 Committee of Adjustment .....	123
9.5.3 Construction Regulation and Statutory Appointments .....	123
9.5.4 Delegated Approval Authority .....	124



## 1. MEMBERS' SALARY AND BENEFITS

### 1.1 COMPENSATION

#### 2018-2022 Term of Council Salary (as at April 1, 2022):

	Mayor	Regional Councillor	City Councillor
<b>City Salary</b>	\$ 146,820.00	\$ 93,305.00	\$ 93,305.00
<b>Regional Salary</b>	\$ 60,012.25	\$ 60,012.25	\$ -
<b>Total Salary</b>	\$ 206,832.25	\$ 153,317.25	\$ 93,305.00

\*City salaries were frozen as per Council's direction; update to Regional salaries only

- Salaries are paid bi-weekly (typically 26 pays per year).
- Salaries are fully taxable.
- Salaries may change as of April 1 each year.
- City of Brampton remuneration rates for the Mayor and Councillors are subject to an annual adjustment based on the City of Brampton's Non-Union economic adjustment percentage applied to the Non-Union Salary Schedule. Note: as per Council Resolution C426-2021, 2022 city salary remuneration rates will remain frozen at the 2021 level.
- Region of Peel remuneration rates for the Mayor and Regional Councillors are subject to an annual adjustment.

#### **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:

2022                      \$17,530.92

- 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](http://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](http://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 65<sup>th</sup> 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 AND FAMILY ASSISTANCE PROGRAM (EFAP)

The City's current provider is LifeWorks (formerly Morneau Shepell).

- 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 EFAP 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 2018-2022 Term of Office Expense Account for each Councillor is \$57,200\* (total over four-year term) plus \$199,082/year for staffing expenses. 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 2022, the annual non-salary budget is \$18,050.

- In an election year, Members of Council shall be restricted to 11/12<sup>th</sup> of the approved annual budget. Note: newly elected Members of Council are allocated a budget equal to 1/12<sup>th</sup> 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.
- \* This amount increased from \$42,200 as of December 31, 2020, to include an additional \$7,500/year for Community Outreach (Council Resolution BC056-2020; December 9, 2020).

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 [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 Timesheets

Timesheets are 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 and/or timesheets to the Member, in accordance with the City's payroll reporting schedule, including any exceptions to their attendance. The City is currently transitioning to a new City-wide solution, called [MyTime](#), for employee scheduling, time capture, absence/vacation request management and absence compliance to modernize the City's time-reporting processes

## 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 Council Office [application form: Student Application or 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.

#### 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 orders and maintains its own inventory of office supplies.

Office supplies for Councillors can be ordered through the City's vendor of record and are expensed to each individual Councillor's Term of Office Expense 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](mailto: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

#### 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](mailto: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 Policy](#) 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 Policy 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 Policy](#).

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, S.O. 2001, c. 25* and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56* (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. Payment can also be made by phone.

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 serves internal client groups to advise and deliver on their communications needs through the lens of the overall City narrative and the [Brampton 2040 Vision](#). We do this by:

- **Promoting** – Enhancing the City's brand through building awareness and informing residents, businesses and community stakeholders 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 stakeholders to communicate information, and receive and action feedback



- **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 City, Regional, 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 the Friday before 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 Office to provide clarification, supplying corporate material for constituents
- Advising and supporting with protocol matters, such as flag raising and half-masting, dignitary visits, and proclamation requests from community

### **Develop content and support outreach**

- Drafting quotes for Members in corporate media 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 card (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

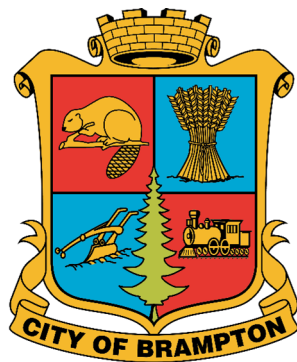
### 5.2.2 Using the City Logo and Crest

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, Council must seek the prior approval of City Council.

### 5.2.3 Using Corporate Imagery

The [Corporate Photo Library](#) stores a collection of City-owned images for corporate use. The library allows staff to view recently uploaded photos displayed on the homepage rotator, search by keyword, or navigate by topic.

**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. Photographs are stored in the City's photo library for future use.

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 could take 1-2 weeks for printing.

Business cards typically follow a consistent corporate template.





### 5.2.5 Media Relations

The goal of the City’s media 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 tell the reporter that someone will get back to them with the information requested.

Immediately forward the inquiry to [mediarelations@brampton.ca](mailto:mediarelations@brampton.ca).

Strategic Communications staff will return the reporter’s call to get 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 Conferences/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, Twitter, LinkedIn, Instagram, Snapchat, TikTok, 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, Culture 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 three multi-functional printers that perform the functions of a printer, photocopier, scanner and fax machine. Photocopy stations are located in each suite located 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 or forward an email request to the Print Centre.

### 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, Culture and Events for orders.



## 5.4 MAIL, BULK MAILINGS AND COURIERS

### 5.4.1 Incoming Mail – Internal and Canada Post

Council reception does not directly receive mail and package delivery for Members.

All incoming mail to Members' offices at City Hall is received in the City Hall Mailroom before being delivered in a secure manner to the sixth floor Council reception. Council reception delivers individual Councillor mail to each Ward office.

Incoming mail is delivered and outgoing mail is picked up twice each weekday at City Hall, at approximately 9 am and 2 pm. Additional deliveries and pick-ups can be arranged for special circumstances.

### 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 Council Office Reception 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](mailto: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](mailto: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](mailto: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](mailto: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 [Expenses – Personal Usages Reimbursement – City-Provided Cell Phones SOP](#).

### **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](mailto: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.

[Electronic Monitoring Policy \(pending Council approval\) \(sharepoint.com\)](#)

## 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.

The City's insurance policy documents are held by the Manager, Insurance and Risk Management in 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 error, omission, misleading statement or neglect or breach of duty committed by the Member while acting on behalf of the Corporation.

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 policy 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

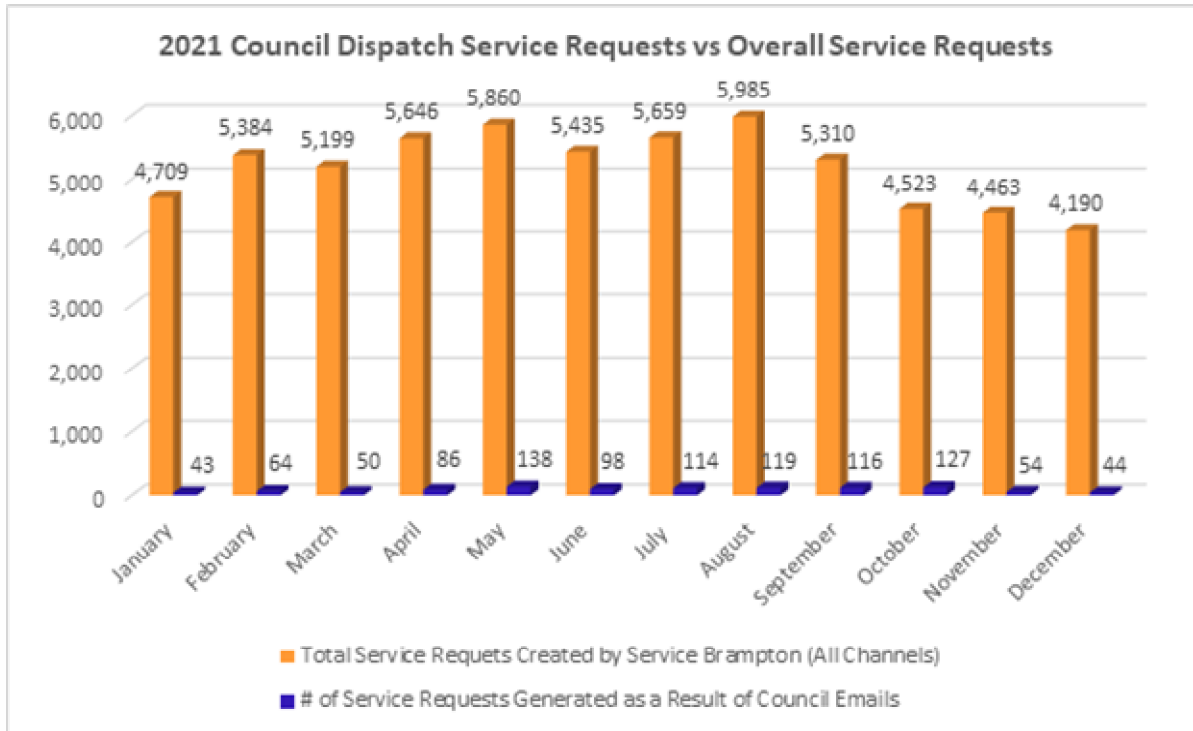


constituent request sent through a Member of Council, staff should not characterize the work as politically-driven to members of the public.

As per the [Council-Staff Relation 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 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 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. 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. In the event that 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, email, in-person) managed at Service Brampton vs service requests received at the Council office and forwarded to Service Brampton in 2021.



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

Best practice is to encourage residents to submit their service request directly through 311 (online at [311brampton.ca](https://311brampton.ca), through the 311 mobile app, email [311@brampton.ca](mailto:311@brampton.ca) or calling 311 or 905-874-2000, if outside of Brampton). Councillors and Council office staff can also use these channels to submit service requests and further track their request. Should the Member 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 in the manner of requesting service, the



Member 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](mailto: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 Bylaw & Enforcement:** Requests with the full information should be sent to the internal Dispatch email to have a service request created, cc-ing 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](http://311brampton.ca), the 311 mobile app, by emailing [311@brampton.ca](mailto: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 staff with a service request tracking number and the service level expectation, as determined by the operating department. The Member or 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, cc-ing 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
- **Bylaw & Enforcement Services:** Requires caller's full name, address, phone number, location, and issue details (Note: 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 when available
- **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 Bylaw & Enforcement:** To obtain an update on a service request, the Members' staff may complete a search on the applicable database or contact a Service Brampton Team Lead via phone or email. The Team Leads contact information will be provided to the Ward offices. 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**

It is very important in providing effective and efficient service that resident concerns are provided to the City directly by the resident. Councillors who receive concerns directly 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 bylaw and enforcement matters, require a “complainant” who, if required, can attend court as a witness to the complaint. If a Councillor puts a complaint in on behalf of a resident instead of the individual, the Councillor then becomes the complainant in the matter and as such may be required to go to court to explain how the matter offended them 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 the expression of their identity.

The City also has an [Asset Naming 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, conducting research on Brampton’s demographics and reviewing international, and federal heritage days, commemorations, and holy days to acknowledge for the following year.

Upon Council approval of the Important and Commemorative Dates Report, all City recognized dates are sent to all members of Council for awareness.



## 8.2.2 Calendar of Corporate Events

The Calendar of Corporate Events Listing for the following year is brought to Council by the Events Office in Q4 each year for endorsement. Upon approval, this becomes the official list of events organized and led by the City's Events Office for the year ahead.

### **New Requests for Special Events:**

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

#### **Process:**

- A Member may request that Council recognize a new Special Event.
- All Special Event requests, including funding, must be approved by Council prior to staff proceeding with the planning of the event not less than six (6) months prior to the proposed event to ensure adequate planning and timely delivery.
- Where an event is approved as a Special Event by Council, it is approved for the current year only.
- For those Special Events approved by Council, the Events Office will be responsible for planning and delivering on each event.

### **Council Attendance at City Events**

The City's Events 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.

All requests for the Mayor's or Councillor's attendance at, or participation in functions or events shall be submitted in writing, at least four (4) weeks in advance of the event.

The Protocol outlines:

- Attendance at events for the Mayor and Councillors
- Order of speakers
- Official openings and park/plaque dedications
- City parades/events/processions
- Municipally sponsored banquets/awards dinners



- Flags
- Intergovernmental events
- Private functions/events

### **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 Acting 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 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](mailto:protocol@brampton.ca).

<https://www.brampton.ca/en/city-hall/protocol-office/Pages/Welcome.aspx>

#### **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, 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 of four (4) weeks in advance of the requested date. Organizers can submit a request via the online [Community Flag Raising Request Form](#).

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 ten (10) Special Days that the City would automatically half-mast flags at all City facilities:

- April 9: 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 Officer's National Memorial Day
- September 30: National Day for Truth and Reconciliation
- November 8: National Indigenous 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.

A Selection Committee comprised of community members with subject matter expertise in award categories, along with elected City Officials, Brampton Fire and Emergency Services, Brampton Sports Alliance, the Brampton Seniors Council and Peel Regional Police.

### **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 GOV-150;
- 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 GOV-150;
- 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 GOV-150;
- 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 GOV-150;
- 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 the 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 \$300 in value.

- a) Tier 1 – **Domestic** government officials, business leaders and cultural representatives: Gift items ranging in value up to \$100 each
- b) Tier 2 – **International** government officials, business leaders and cultural representatives: Gift items ranging in value up to \$300 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 24 hours a day, 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 the Civic Centre, 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 as his/her 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 will be purchased and disposed of for the City. The objectives of the Purchasing by-law are aligned 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 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 to provide goods, services & construction; to purchase materials 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](mailto: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 it’s awarded. Please refer to the [Lobbyist Registry By-law](#). Inquiries related to any specific





procurement should 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 Monetary Penalties System (AMPS) 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 2020, more than 90,000 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 need to 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 have been 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
- advertisement in the local newspaper
- City wide policy initiatives

advertisements in the local newspaper 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 LPAT member 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 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 for issuing decisions on site plans, subdivisions and condominiums.

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.