



# Corporate Policy Manual

Sub Topic:	Council-Staff Request for Information & Use of Resources	Policy No.	CAO.1-01
Topic:		Covered:	Members of Council All Employees
Section:	C.A.O.	Council Adoption Date:	July 19, 2004
Effective Date:	July 19, 2004	Revision No:	Date:

## Policy Statement

The establishment of a protocol develops and reinforces highly effective relationships based on mutual respect and supports the Town's vision and mission to provide excellence in customer service. Recognizing that Members' of Council requests for information may be provided by a variety of sources and from various departments, it is the intent of this protocol to provide a communication framework that strengthens our internal partnerships while clarifying direction and expectations for all parties.

## Purpose

This policy is provided to:

- Provide a process for Members' of Council requests for information
- Set out employee responsibilities to meet Council requests for information
- Support organizational vision and mission goals of customer service excellence
- Support Members' of Council requests in a consistent, fair and equitable manner
- Provide consistent information and support equitable access to information for all Members of Council.

## Communication Protocol

Council has traditionally adopted a protocol whereby routine inquiries that employees may readily respond to have been directed to an employee who has access to that information. Should an employee become concerned with time utilized to respond to Members' of

Council requests for information, he/she should discuss the concerns with his/her immediate CAO/Commissioner/Director/Manager or designate. It is incumbent on all parties to be cognizant of the nature of a request, required work and time lines to address the request, and the method of feedback to the Member of Council.

Council requests for information of a non-routine nature that may involve a written report, data collection, and/or analysis, research, etc. are to be directed to the CAO/Commissioner/Director or his/her designate for follow-up.

Responses to written requests for information from a Member of Council shall be available to all Members of Council. The Member of Council requesting the information shall receive a response by way of a memorandum or transmittal form (sample form attached). Other Members of Council shall be copied on the memorandum or transmittal form. If they also wish to receive copies of any of the attachments, they may request these from the author.

Ongoing administrative priorities will take precedence over any special requests from an individual Member of Council, except by direction of Council.

Any requests relating to political use or gain will not be approved or acted on and will be referred by the CAO to the Mayor for action and/or a report to Council.

### **Responsibilities:**

#### Members of Council are responsible to:

- Remain cognizant of the “formal relationship” that exists between staff and Members of Council
- Direct requests of a sensitive nature, i.e., personnel-related enquiries relating to Town staff, or non-routine nature to the CAO, or applicable Commissioner/Director, preferably in writing. The CAO will have the discretion of recommending the Member of Council direct his/her request through Council.
- Consider the impact and time lines for preparation of the information when the request is submitted
- Direct questions about the report/information provided to the author or discuss with the CAO/Commissioner/Director/designate, as appropriate
- Address issues through senior staff at the CAO/Commissioner/Director/Manager level.

The Mayor, as Chief Executive Officer and Head of Council, has specific legislated roles and responsibilities which grant him/her greater autonomy in his/her requests of staff (i.e. pursuant to the Emergency Measures Act, the Municipal Freedom of Information and Protection of Privacy Act, the Municipal Act).

#### CAO is responsible to:

- Refer requests of a non-routine or sensitive nature regarding management level issues to the Mayor

Commissioner/Directors/Managers are responsible to:

- Refer requests of a non-routine or sensitive nature regarding management level issues to the CAO
- Determine whether a Member of Council should re-direct his/her request for information of a routine nature through Council, and to so recommend same, especially in circumstances where the Commissioner/Director/Manager is aware that more than one request for the same or similar information is being made by more than one Member of Council and/or to more than one department
- Assign requests for information to the appropriate staff member and ensure that the information requested is clearly identified with appropriate timelines for completion
- Support and/or provide guidance to staff members
- Provide resources as applicable to complete the request
- Ensure timely, effective customer service in accordance with the Town's vision and mission goals
- Work with Members of Council to address their issues/concerns
- Advise Members of Council regarding the impact of certain requests for information, especially with regard to staff and time resources

Employees are responsible to:

- Remain cognizant of the "formal relationship" that exists between staff and Members of Council
- Advise the Member of Council of the need to direct his/her request to the CAO/Commissioner/Director/Manager in situations where the work requested has not been assigned, is not a routine request or has not been directed through a Council report
- Respond to questions for a report that he/she has authored, or refer the request to the CAO/Commissioner/Director/Manager as applicable
- Communicate within his/her level of authority; if unsure, discuss with his/her CAO/Commissioner/Director/Manager
- Refer requests for information to the CAO/Commissioner/Director/Manager or designate in cases where requests are affecting his/her workload, or as appropriate
- Discuss concerns regarding requests for information with his/her CAO/Commissioner/Director/Manager.

All Members of Council and staff must comply with the provisions of the Municipal Freedom of Information and Protection of Privacy Act and Ontario Human Rights Code.

**Cross References**

Code of Conduct (Administration Bylaw)

[Municipal Freedom of Information & Protection of Privacy Act](#)

[Ontario Human Rights Code](#)

Attachment: Sample Transmittal Form



# TOWN OF NEWMARKET

# SAMPLE

## TRANSMITTAL RECORD

DATE: February 11, 2004  
TO: Councillor Joe Sponga  
FROM: Anita Moore, Town Clerk  
RE: Downtown Revitalization

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The following documents are attached:

<u>Item</u>	<u>Date Issued</u>
Copy of report titled "Newmarket Downtown Revitalization Study" by Susan Mullarky, Consultant	Sept. 1989
Bylaw 1989-105 to appoint a Consultant in respect of the Downtown Revitalization Program	Oct 14, 1988

### COMMENTS:

Per your recent request.

Anita Moore  
Town Clerk

attachs  
Copy: All Members of Council (original transmittal only)