

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

Chapter 192

PUBLIC SERVICE

ARTICLE I
Definitions

§ 192-1. Definitions.

ARTICLE II
Objectives and Values

§ 192-2. Objectives.

§ 192-3. Values.

ARTICLE III
Human Resources Management

§ 192-4. City Manager.

§ 192-5. City Clerk.

§ 192-6. City Solicitor.

§ 192-7. Agencies.

§ 192-8. Policies; City Manager.

§ 192-9. Policies; Agencies.

§ 192-10. Ethics executives.

ARTICLE IV
Conflict of Interest and Confidentiality

§ 192-11. Conflict of interest; obligations; continuation; reporting.

§ 192-12. Preferential treatment.

§ 192-13. Gifts.

§ 192-14. Employment of relatives.

§ 192-15. Use of City or Agency property.

§ 192-16. Use or disclosure of confidential information; obligation; continuation.

§ 192-17. Disclosure of financial interests.

§ 192-18. Participating in decision-making.

§ 192-19. Engaging in outside work or business activities.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-20. Appearing before City or Agency committees.

§ 192-21. Conduct respecting lobbyists.

§ 192-22. Failure to comply with the policy.

ARTICLE V
Political Activity

§ 192-23. General principles.

§ 192-24. Prohibited political activities.

§ 192-25. Designated positions.

§ 192-26. Seeking election or appointment to political office.

§ 192-27. Use of corporate resources.

§ 192-28. Employee time to vote.

§ 192-29. Seeking guidance and advice.

§ 192-30. Failure to comply with the policy.

ARTICLE VI
Disclosure of Wrongdoing

§ 192-31. Purpose.

§ 192-32. Responsibilities of the Auditor General.

§ 192-33. Responsibilities of the City Manager.

§ 192-34. Responsibilities of Managers.

§ 192-35. Disclosure of wrongdoing.

§ 192-36. Allegations received by City management.

§ 192-37. Allegations received by the Auditor General.

§ 192-38. Confidentiality.

§ 192-39. Anonymous reporting.

§ 192-40. Investigations.

§ 192-41. Expectations of employees.

§ 192-42. Access to information.

§ 192-43. Right to respond.

§ 192-44. Recommendations from an investigation of alleged wrongdoing.

§ 192-45. Disciplinary action for wrongdoing.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-46. Tracking and reporting.

§ 192-46.1. Agency policies.

ARTICLE VII
Reprisal Protection

§ 192-47. Reprisal prohibited.

§ 192-48. Reporting and investigating reprisal.

§ 192-49. Results of an investigation.

ARTICLE VIII
Special Investigations

§ 192-50. Council members and staff.

§ 192-51. Senior employees.

§ 192-52. Accountability Officers and their staff.

Schedule 1, City Agencies within the Jurisdiction of the Toronto Public Service By-law

**[History: Adopted by the Council of the City of Toronto 2014-08-28 by By-law 993-2014¹.
Amendments noted where applicable.]**

General References

Heritage - See Ch. 103.

Lobbying - See Ch. 140

Signs - See Ch. 693, Signs, General.

City of Toronto Act, 2006 - See S.O. 2006, c. 11.

Municipal Elections Act, 1996 - See S.O. 1996, c.32, Sched.

Municipal Freedom of Information and Protection of Privacy Act - See R.S.O. 1990, c. M.56.

Occupational Health and Safety Act - See R.S.O. 1990, c. O.1

Personal Health Information Protection Act, 2004 - See S.O. 2004, c. 3.

ARTICLE I
Definitions

§ 192-1. Definitions.

This Chapter shall be referred to as the "Public Service By-law", and the following terms have the meanings indicated:

AGENCY - An agency of the City of Toronto listed in Schedule 1.

CONFIDENTIAL INFORMATION - Includes, but is not limited to, privileged information, draft by-laws or staff reports, third party information, personal information, technical, financial

¹ Editor's Note: By-law 993-2014 came into force December 31, 2015.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

or scientific information and any other information collected, obtained or derived for or from City records that must or may be kept confidential under the Municipal Freedom of Information and Protection of Privacy Act, the Personal Health Information Protection Act, 2004 or the City of Toronto Act, 2006.

CONFLICT OF INTEREST - Includes

- (1) A situation in which a public servant has private interests that could compete with or that may be perceived to compete with their duties and responsibilities as an employee;
- (2) A situation where an employee can use their position for private gain or expectation of private gain, non-monetary or otherwise; or
- (3) A situation described in (2) where the private interest benefits an employee's family, friends or organizations in which the employee or his or her family or friends have a financial interest.

DESIGNATED DIRECTOR - A Director designated by the City Manager or Agency Head for the purposes of Article V.

DESIGNATED SIMILAR POSITION - A position designated by the City Manager or Agency Head as similar to the position of Designated Director for the purposes of Article V.

LARGE AGENCIES - include The Board of Governors of Exhibition Place, Toronto Parking Authority, Board of Health for the City of Toronto Health Unit, Toronto Transit Commission and Board of Management of the Toronto Zoo.

PERSONAL INTEREST - A PRIVATE INTEREST

POLITICAL ACTIVITY - Includes:

- (1) Supporting or opposing a political party and/or candidate before or during an election;
- (2) Seeking nomination or being a candidate in an election;
- (3) Seeking appointment to a municipal council or school board; or
- (4) Canvassing or campaigning on a Toronto municipal referendum question.

and pertains to municipal, school board, provincial and federal elections and Toronto municipal referendum questions.

PRIVATE INTEREST - an interest arising from a relationship, obligation, duty, responsibility or benefit unique to the employee or a person related to the employee.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

REPRISAL - Any measure taken or threatened as a direct result of disclosing or being suspected of disclosing an allegation of wrongdoing, initiating or co-operating in an investigation into an alleged wrongdoing and includes but is not limited to:

- (1) Disciplinary measures;
- (2) Demotion of the employee;
- (3) Suspension of the employee;
- (4) Termination of the employee;
- (5) Intimidation or harassment of the employee;
- (6) Any measure that adversely affects the employment or working conditions of the employee; and
- (7) Directing or counselling someone to commit a reprisal.

SMALL AGENCIES - include the Boards of Arenas listed in Schedule 1, the Boards of Community Centres listed in Schedule 1, Heritage Toronto as defined in Chapter 103, Heritage, Civic Theatres Toronto, Toronto Atmospheric Fund and Yonge-Dundas Square Board of Management. **[Amended 2017-12-08 by By-law 1395-2017²]**

WRONGDOING - Serious actions that are contrary to the public interest including but not limited to:

- (1) Fraud;
- (2) Theft of City assets;
- (3) Waste: mismanagement of City resources or assets in a willful, intentional or negligent manner that contravenes a City policy or direction by Council;
- (4) Violations of the City's Conflict of Interest rules set out in Article IV; and
- (5) Breach of public trust.

ARTICLE II
Objectives and Values

§ 192-2. Objectives.

The following are the objectives of this chapter:

² By-law 1395-2017 which came into effect December 31, 2017 deleted references to The Board of Directors of the Hummingbird Centre for the Performing Arts, Board of Management of the St. Lawrence Centre for the Performing Arts and the North York Performing Arts Centre Corporation and substituted them with references to Civic Theatres Toronto.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- A. To advance the public service as a professional body that is objective, impartial and ethical, with consistent public service requirements;
- B. To affirm Agencies as part of the broader public service with authority to manage their own affairs;
- C. To ensure the public service is effective in serving the public, the Toronto government and the City as a whole through excellence in service, stewardship and commitment;
- D. To establish the roles, responsibilities and authorities for the administration of the public service;
- E. To recruit and develop a well-qualified public service that is reflective of Toronto's diversity, through an impartial, merit-based system that fosters career development;
- F. To set out the rights and duties of the public service concerning ethical conduct, including political activity and conflict of interest;
- G. To establish procedures for the disclosure and investigation of wrongdoing in the public service and protect public servants who disclose wrongdoing from reprisals.

§ 192-3. Values.

The following are the core values of the Toronto Public Service:

- A. To serve the public well;
- B. To serve Council and/or their Board well;
- C. To act with integrity;
- D. To maintain political neutrality;
- E. To uphold Toronto's motto - Diversity Our Strength;
- F. To use City property, services and resources responsibly;
- G. To apply judgement and discretion; and
- H. To serve the public service well.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

ARTICLE III
Human Resources Management

§ 192-4. City Manager.

Chapter 169, Officials, City, Article I, sets out the role of the City Manager as the City's chief administrative officer and the head of the administrative and operational aspects of the City government including responsibility to manage human resources.

§ 192-5. City Clerk.

Chapter 169, Officials, City, Article II, provides that the City Clerk has full charge and control of and is fully responsible for the conduct of the City Clerk's Office for the City of Toronto.

§ 192-6. City Solicitor.

Chapter 169, Officials, City, Article V, provides that the City Solicitor has full charge and control of and is fully responsible for the conduct of the Legal Services Division for the City of Toronto.

§ 192-7. Agencies.

- A. Agencies are responsible to appoint, promote, demote, suspend and dismiss Agency employees subject to the provisions of any personnel policies adopted by the board or collective agreements applicable to Agency employees.
- B. Agencies shall appoint an administrative head responsible to provide organizational leadership to staff and for the efficient and effective delivery of services and shall delegate to this individual with limitations deemed appropriate by the Agency's Board, the authority to appoint, promote, demote, suspend and dismiss Agency employees.

§ 192-8. Policies; City Manager.

To effectively manage human resources and meet legislative and operational requirements, the City Manager shall establish the following policies:

- A. Absence from Work Policies to set out conditions for leaves from work including vacation, bereavement, pregnancy, parental leave;
- B. Pay and Benefits Policies to outline remuneration or reimbursement for employees such as lieu time and mileage;
- C. Hiring and Promotion Policies to outline the processes governing the appointment and promotion of staff as required by the City of Toronto Act, 2006;

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- D. Health and Safety Policies to fulfill requirements under the Occupational Health and Safety Act including maintaining a safe work environment; and
- E. Access, Equity and Human Rights Policies to fulfill requirements under legislation and promote access and equity in the organization.

§ 192-9. Policies; Agencies.

To effectively manage human resources and meet legislative and operational requirements, Agencies shall establish the following policies:

- A. Absence from Work Policies to set out conditions for leaves from work including vacation, bereavement, pregnancy, parental leave;
- B. Pay and Benefits Policies to outline remuneration or reimbursement for employees such as lieu time and mileage;
- C. Hiring and Promotion Policies to outline the processes governing the appointment and promotion of staff as required by the City of Toronto Act, 2006;
- D. Health and Safety Policies to fulfill requirements under the Occupational Health and Safety Act including maintaining a safe work environment; and
- E. Access, Equity and Human Rights Policies to fulfill requirements under various legislation and promote access and equity in their organization.

§ 192-10. Ethics executives.

- A. The following senior City and Agency employees are designated as Ethics Executives for the purposes of this by-law:
 - (1) City Manager;
 - (2) City Clerk;
 - (3) City Solicitor;
 - (4) Deputy City Managers and Chief Financial Officer; **[Amended 2018-07-27 by By-law 1206-2018]**
 - (5) Division Heads; and
 - (6) Agency Heads and other senior position(s) designated by the Agency Head.
- B. Ethics Executives are responsible to:

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- (1) Promote ethical conduct and decision-making;
- (2) Ensure staff are familiar with the ethical rules in this Chapter and provide guidance on their application; and
- (3) Provide advice and guidance to staff on situations involving conflict of interest, political activity and other ethical matters.

ARTICLE IV
Conflict of Interest and Confidentiality

§ 192-11. Conflict of interest; obligations; continuation; reporting³.

- A. City and Agency employees are expected to conduct themselves with personal integrity, ethics, honesty and diligence in performing their duties.
- B. City and Agency employees are required to support and advance the interests of the City or Agency and avoid placing themselves in situations where their private interests may be in conflict with, or be perceived to be in conflict with the interests of the City or Agency.
- C. In certain circumstances, the duties and obligations set out in this article will continue after the employee leaves the City or Agency including that a City or Agency employee will not directly or indirectly use or disclose confidential information unless required by law or authorized by the City or Agency after the employee leaves the public service.
- D. Employees of the City or Agency may seek advice in relation to the application of the rules in this Chapter from, and must report any conflict of interest or perceived conflict of interest to their immediate supervisor/manager or their Ethics Executive.
- E. The rules and examples set out in this article identify obvious situations and do not exhaust the possibilities for conflict of interest.
- F. The obligations and duties applicable to an employee under this article do not replace, remove or supersede the duties and obligations required by applicable professional designations or regulatory bodies.

§ 192-12. Preferential treatment.

City or Agency employees shall not use their positions to give anyone preferential treatment that would advance the employee's own private interest or that of any other party where such advance is contrary to the interests of the City or Agency, or would be otherwise contrary to the expectations set out in this article.

³ Related policies and legislation include City and Agency Policies Governing the Employment of Relatives, and Chapter 140, Lobbying.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-13. Gifts.

- A. City or Agency employee will not accept, arrange to accept, give or request to be given a reward, gift, advantage or benefit of any kind from any person or entity that influences or could be perceived to influence the performance of the employee's duties.
- B. City or Agency employee, who receives a gift in the performance of his or her duties, will immediately notify his or her manager/supervisor or Ethics Executive.
- C. City or Agency employee may accept a gift of nominal value given as an expression of courtesy or hospitality if doing so does not influence, or would not be perceived to influence, the performance of the employee's duties.
- D. The head of a City or Agency department or division may pre-determine that no gift may be accepted under any circumstance.

§ 192-14. Employment of relatives.

- A. The City and Agencies will maintain policies that govern the employment of relatives.
- B. Each policy at a minimum must outline the rules restricting supervisory relationships between relatives, and the recruitment and appointment of a relative.

§ 192-15. Use of City or Agency property.

- A. A City or Agency employee may not use, or permit the use of, City or Agency property, including facilities, equipment, supplies or other resources, for activities not associated with the proper performance of their duties.
- B. Any exceptions to Subsection A must be approved by the City or Agency department or division head.

§ 192-16. Use or disclosure of confidential information; obligation; continuation.

- A. A City or Agency employee may not, during the term of his or her employment or any time thereafter, directly or indirectly use or disclose any confidential information obtained by him or her during the course of his or her employment with the City or Agency to another person or entity unless the employee is required by law, or authorized by the City or Agency.
- B. The obligation to maintain confidentiality, except as required or permitted by law or by the City or an Agency, continues after the employee leaves the public service.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-17. Disclosure of financial interests.

A City or Agency employee involved in a decision-making process related to a contract, sale, or business transaction who knowingly has a financial interest in the City or Agency contract, sale or business transaction, or has family members, friends or business associates with such interests, must disclose the interest to their immediate supervisor/manager or their Ethics Executive and remove themselves from any decision-making process.

§ 192-18. Participating in decision-making.

A City or Agency employee will not participate in a decision-making process with respect to a matter that the employee is able to influence in the course of his or her duties if the employee could benefit from the decision, unless the employee is authorized by the City or Agency department or division head.

§ 192-19. Engaging in outside work or business activities.

A City or Agency employee may not engage in any outside work or business activity that conflicts with his or her duties to the City or Agency; or could benefit from confidential information obtained during the course of his or her employment.

§ 192-20. Appearing before City or Agency committees.

- A. A City or Agency employee may not appear before a City or Agency committee on behalf of a private citizen or third party other than for themselves or for a family member.
- B. City and Agency employees must identify themselves as such if they are making a deputation to a City or Agency committee, unless they appear as a private citizen on matters that do not relate to their employment.

§ 192-21. Conduct respecting lobbyists.

City and Agency employees should be familiar with the requirements and expectations for dealing with lobbyists as outlined in Chapter 140, Lobbying.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-22. Failure to comply with the policy.

Individuals who fail to comply with the conflict of interest rules in this article may be subject to disciplinary action up to and including dismissal and, where warranted, legal proceedings.

ARTICLE V
Political Activity

§ 192-23. General principles⁴.

- A. This article recognizes the right of City and Agency employees to participate in political activity which is balanced against the City's legitimate interest in having a public service that both is and appears to be politically impartial.
- B. All public servants have the fundamental right to vote and attend all-candidates meetings.
- C. All City and Agency employees are entitled to engage in other political activity subject to the political activity rules set out in this article.

§ 192-24. Prohibited political activities.

- A. City or Agency employee shall not:
 - (1) Use City or Agency resources, including facilities, equipment or supplies while engaging in political activity.
 - (2) Engage in political activity during working hours.
 - (3) Engage in political activity while wearing City or Agency uniform.
 - (4) Wear clothing or buttons that advertise any candidate, political party or referendum issue while at work or while wearing a City or Agency uniform.
 - (5) Use his or her title or position within the City or Agency in a way that would lead a member of the public to infer that the City or Agency is endorsing a candidate, political party or a particular response to a referendum question.

§ 192-25. Designated positions.

- A. Individuals with the following City and Agency positions are "Designated Employees", and this article describes limitations on the political activity in which they may engage:
 - (1) City Manager;

⁴ A related policy is the City of Toronto Policy on the Use of Corporate Resources during an Election, adopted by Council July 11, 2012.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- (2) City Solicitor;
 - (3) Deputy City Managers;
 - (4) City Clerk and staff that support the City Clerk to administer a Toronto election;
 - (5) Division Heads;
 - (6) Agency Heads of Large and Small Agencies;
 - (7) Designated Directors and Designated Similar Positions;
 - (8) Employees who routinely provide governance and procedural advice directly to City Council, Agency Boards and their Committees or in the operation of the Office of the Mayor and Members' Offices;
 - (9) Article 3 of Chapter 693, Signs, Election and Temporary **[Amended 2023-10-12 by By-law 977-2023]**;
 - (10) Employees who prosecute City by-laws or Provincial statutes; and
 - (11) City and Agency employees that support the City Clerk in the administration of a Toronto election or referendum question.
- B. The City Manager, Deputy City Managers, City Solicitor, City Clerk and Elections staff may not engage in political activity in any election other than that described in § 192-23B.
- C. Division Heads and Heads of Large Agencies are permitted to run for elected office, seek appointment to a municipal council or school board, be a member of a political party, and financially contribute to a candidate's campaign (except in a Toronto municipal election) but may not campaign or canvass for a political party or candidate before or during municipal, provincial and federal elections or in any way related to a Toronto referendum question.
- D. The following employees are restricted from campaigning or canvassing to support or oppose a candidate before or during a Toronto municipal election or campaigning or canvassing on a Toronto referendum question:
- (1) Heads of Small Agencies;
 - (2) Designated Directors and those in Designated Similar Positions;
 - (3) Employees who routinely provide governance and procedural advice directly to City Council, Agency Boards and their Committees or about the operation of the Office of the Mayor and Members' Offices;

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- (4) Employees responsible for enforcing Article 3 of Chapter 693, Signs, Election and Temporary [Amended 2023-10-12 by By-law 977-2023]; and
 - (5) Employees who prosecute City by-laws or Provincial statutes.
- E. City and Agency employees that support the City Clerk in the administration of a Toronto election or referendum question may not engage in political activity in the Toronto election that they are working.
- F. City and Agency employee not identified as a 'Designated Employee' in Subsection A who is uncertain of whether intended political activity may impair or be perceived to impair the employee's ability to perform the employee's duties in a politically impartial manner, is required to disclose such political activity and seek guidance from the employee's immediate supervisor, manager or Ethics Executive.

§ 192-26. Seeking election or appointment to political office.

City or Agency employees may seek election or appointment to political office, subject to the requirements set out below:

- A. A City or Agency employee is eligible to be a candidate for and to be elected as a member of Toronto City Council, subject to the following rules:
 - (1) As required by the Municipal Elections Act, 1996, the employee must take an unpaid leave of absence to become a candidate for Toronto City Council.
 - (2) The leave will begin on the day the employee files his or her nomination papers and will end on voting day.
 - (3) The employee must provide written notice, in advance, of his or her intentions to take unpaid leave pursuant to City or Agency procedures.
 - (4) The employee is entitled to be paid out any vacation pay or overtime pay owing during the period of the unpaid leave of absence.
 - (5) If the City or Agency employee who takes a leave of absence is not elected, the leave will not be counted in determining the length of his or her service for any purpose and the service before and after the leave shall be deemed to be continuous for all purposes.
- B. A City or Agency employee is eligible to seek appointment to and be appointed as a member of Toronto City Council subject to the following rules:
 - (1) The employee must take an unpaid leave of absence.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- (2) The leave will begin on the day the employee files his or her declaration of qualification and consent papers with the City Clerk and will end when City Council determines who will be appointed.
 - (3) The employee must provide written notice, as soon as reasonably possible, of his or her intentions to take unpaid leave to seek appointment pursuant to City or Agency procedures.
 - (4) If the City or Agency employee is elected or appointed to Toronto City Council, he or she will be deemed to have resigned from employment with the City or Agency immediately before making the declaration of office referred to in section 186 of the City of Toronto Act, 2006.
- C. A City or Agency employee is eligible to be a candidate for and to be elected as a member of any municipal council or school board or seek appointment to and to be appointed as a member of any municipal council or school board subject to the following rules:
- (1) To become a candidate or seek appointment, a City or Agency employee may take an unpaid leave of absence.
 - (2) If the employee intends to take unpaid leave, he or she must provide written notice to request an unpaid leave pursuant to City or Agency procedures.
 - (3) If a City or Agency employee is elected or appointed to another municipal council or school board, the employee is not required to resign, but is subject to the Conflict of Interest policy, other applicable employment policies and performance expectations.
- D. A City or Agency employee is eligible to be a candidate for and to be elected as a member of Provincial legislature or Federal parliament subject to the following rules:
- (1) To become a candidate, a City or Agency employee must take an unpaid leave of absence and provide written notice to request an unpaid leave pursuant to City or Agency procedures.
 - (2) If a City or Agency employee is elected to provincial or federal office, they shall be deemed to have resigned from employment with the City or Agency.

§ 192-27. Use of corporate resources.

- A. A City or Agency employee who is on a leave of absence while seeking election or appointment to any elected office cannot:
- (1) Use any City or Agency resources during that time; or

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- (2) Act in a manner that could reasonably give rise to a presumption that they are using City or Agency resources during the leave period.
- B. All access to City or Agency resources, including security, parking, voice-mail and computer access, will be temporarily disabled during the employee's leave.

§ 192-28. Employee time to vote.

The City and its Agencies will ensure that every employee who is qualified to vote will have three consecutive hours available to vote while the polls are open on Election Day.

§ 192-29. Seeking guidance and advice.

If a City or Agency employee is unsure about the appropriateness of his or her participation in political activity, the employee should consult with the employee's immediate supervisor/manager or Ethics Executive.

§192-30. Failure to comply with the policy.

A City or Agency employee who fails to comply with the political activity rules in this article may be subject to disciplinary action up to and including dismissal.

ARTICLE VI
Disclosure of Wrongdoing

§ 192-31. Purpose.

- A. The purpose of this article is to facilitate the disclosure of wrongdoing that is contrary to the public interest, to ensure that disclosures are investigated thoroughly, and to protect from reprisal to the fullest extent possible those employees who in good faith report wrongdoing.
- B. The City of Toronto will not tolerate wrongdoing or reprisals against employees who report wrongdoing and all employees have a duty to report suspected wrongdoing.
- C. Disclosures of wrongdoing will be investigated in accordance with this article in order to maintain public confidence in the public service, the delivery of City services and the use of City resources.
- D. This article addresses only those matters that are in the public interest and for which there are no established mechanisms for consideration and investigation.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-32. Responsibilities of the Auditor General.

The Auditor General's Office is responsible to:

- (1) Operate the Fraud and Waste Hotline, undertake preliminary review of allegations of wrongdoing and apply the Disclosure of Wrongdoing and Reprisal Protection rules set out in Article VI and Article VII;
- (2) Investigate or refer responsibility for investigations of alleged wrongdoing to the City Manager or designate;
- (3) May provide oversight to investigations led by the City Manager or designate;
- (4) Inform the City Manager of allegations of wrongdoing in a timely manner;
- (5) Refer allegations that do not constitute wrongdoing to the appropriate City official or Accountability Officer for investigation and appropriate action; and
- (6) Investigate allegations of reprisals against employees under the Disclosure of Wrongdoing and Reprisal Protection rules in Article VII, in consultation with the City Manager or designate.

§ 192-33. Responsibilities of the City Manager.

The City Manager is responsible to:

- (1) Lead and advance a culture rooted in the highest ethical standards for City employees;
- (2) Ensure City employees understand their ethical rights and responsibilities, including their responsibilities under the Disclosure of Wrongdoing and Reprisal Protection rules in Article VI and Article VII;
- (3) Investigate or refer responsibility to City staff to investigate alleged wrongdoing, as referred by the Auditor General, and ensure these investigations are appropriately conducted;
- (4) Ensure that City employees who, in good faith, report wrongdoing are protected from reprisal in accordance with the Disclosure of Wrongdoing and Reprisal Protection rules set out in Article VI and Article VII;
- (5) Report the results of investigations of alleged wrongdoing to the Auditor General;
- (6) Investigate and resolve allegations of employee misconduct that do not constitute wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection set out in Article VI and Article VII;

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- (7) Ensure comprehensive tracking of employee misconduct to identify trends, and improvements; implement corrective actions to strengthen management oversight and make improvements to internal control systems and procedures based on findings; and ensure regular reporting of these matters; and
- (8) Ensure recommendations made by the Auditor General in his reports addressing wrongdoing are implemented on a timely basis including systemic issues identified by the Auditor General.

§ 192-34. Responsibilities of Managers.

A. Managers are responsible to:

- (1) Promote ethical conduct and support ethical decision-making in their areas of responsibility;
- (2) Undertake investigations of alleged wrongdoing seriously and appropriately;
- (3) Report the results of investigations of alleged wrongdoing to the Auditor General;
- (4) Investigate and resolve allegations of employee misconduct that do not constitute wrongdoing as defined in the Disclosure of Wrongdoing and Reprisal Protection rules set out in Article VI and Article VII;
- (5) Ensure that City employees under their supervision, who, in good faith, report wrongdoing are protected from reprisals in accordance with the Disclosure of Wrongdoing and Reprisal Protection rules set out in Article VI and Article VII;
- (6) Establish and maintain a system of internal controls to detect and prevent wrongdoing; and
- (7) Be familiar with the types of wrongdoing that could occur within their area of responsibility and be proactive in taking steps to guard against such activities.

B. Managers will support and co-operate with the Auditor General's Office, other involved Divisions, and law enforcement agencies in the detection, disclosure and investigation of wrongdoing, including the prosecution of offenders.

§ 192-35. Disclosure of wrongdoing.

- A. All City employees who are aware that wrongdoing has occurred will immediately notify their manager, their Division Head, or the Auditor General's Office.
- B. Employees who report wrongdoing in good faith will be protected from reprisal as described in Article VII.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

- C. Any employee who knowingly makes a false complaint in bad faith or who knowingly makes a false or misleading statement that is intended to mislead an investigation of a complaint, may be subject to disciplinary action up to and including dismissal as determined by the City Manager in consultation with the City Solicitor and the Chief People Officer. **[Amended 2019-10-03 by By-law 1397-2019]**
- D. City employees who disclose wrongdoing will fully co-operate with the Auditor General's Office, other involved Divisions and law enforcement agencies during the course of an investigation and will make all reasonable efforts to be available to assist the above noted persons with the investigation.

§ 192-36. Allegations received by City management.

- A. Allegations of wrongdoing received by City management must be immediately reported to the manager's Division Head or the Deputy City Manager or City Manager if the Division Head is implicated in the allegation.
- B. Allegations of wrongdoing received by Division Heads, Deputy City Managers or the City Manager will be immediately reported to the Auditor General.

§ 192-37. Allegations received by the Auditor General.

- A. When the Auditor General's Office receives an allegation of wrongdoing that will be investigated, the Auditor General's Office will inform the City Manager in a timely manner.
- B. Allegations reported to the Auditor General that do not constitute wrongdoing will be referred to the appropriate City official or Accountability Officer for investigation and appropriate action.

§ 192-38. Confidentiality.

- A. The identity of individuals involved in an investigation, including the identity of an individual alleging wrongdoing and the identity of an individual alleged to have committed wrongdoing, will be protected to the fullest extent possible.
- B. The Auditor General's Office and all City employees and officials, aware of or participating in an investigation of wrongdoing shall treat all information received as confidential information.
- C. All reasonable efforts will be made to maintain confidentiality.
- D. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know and such disclosures shall be restricted to what must be

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

disclosed to ensure a thorough, effective and complete investigation or as otherwise required by law.

- E. Individuals who improperly breach confidentiality may be subject to legal action or disciplinary action up to and including dismissal as determined by the City Manager in consultation with the City Solicitor and the Chief People Officer. **[Amended 2019-10-03 by By-law 1397-2019]**

§ 192-39. Anonymous reporting.

Employees may remain anonymous when reporting suspected wrongdoing.

§ 192-40. Investigations.

- A. All disclosures of alleged wrongdoing will be investigated by the Auditor General who may refer responsibility to the City Manager or designate for the investigation depending on the nature and scope of the wrongdoing.
- B. The Auditor General's Office may provide oversight of alleged wrongdoing investigations led by the City Manager or his or her designate. The responsibility to ensure such investigations are appropriately conducted remains with the City Manager as set out in § 192-33, Responsibilities of the City Manager.
- C. The City Manager or designate will periodically report on the status of any ongoing investigation of alleged wrongdoing to the Auditor General and will report the outcome of the investigation to the Auditor General.
- D. Decisions to prosecute or refer the investigation results to the Toronto Police Service or other regulatory agencies for independent investigation will be made through a consultative process between the Auditor General, City Manager, City Solicitor and the Chief People Officer. **[Amended 2019-10-03 by By-law 1397-2019]**

§ 192-41. Expectations of employees.

- A. Employees are expected to fully co-operate with the Auditor General's Office, the City Manager or designate, other involved Divisions and law enforcement agencies during the course of an investigation and will make all reasonable efforts to be available to assist the above noted persons with the investigation.
- B. City employees contacted by the media with respect to a wrongdoing investigation shall refer the media to the Director of Strategic Communications or designate.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-42. Access to information.

Within the scope of an investigation, the Auditor General and the City Manager or designate(s) will have:

- (1) Free and unrestricted access to all City records, employees and premises, whether owned or rented; and
- (2) The authority to examine, copy or remove all or any portion of the contents of electronic or hard copy files, desks, cabinets and other City property without prior knowledge or consent of any individual who might use or have custody of any such items in accordance with applicable City policies.

§ 192-43. Right to respond.

- A. The individual against whom allegations are being made will be given a reasonable the opportunity to respond to those allegations as part of the investigation.
- B. This requirement is subject to any collective agreement provisions respecting the rights of employees in the disciplinary process.

§ 192-44. Recommendations from an investigation of alleged wrongdoing.

Upon conclusion of an investigation, recommendations may be made by the Auditor General to the City Manager in order to minimize future risk.

§ 192-45. Disciplinary action for wrongdoing.

If alleged wrongdoing by an employee is substantiated through an investigation, the employee will be subject to disciplinary action up to and including dismissal as determined by the City Manager in consultation with the City Solicitor and the Chief People Officer. **[Amended 2019-10-03 by By-law 1397-2019]**

§ 192-46. Tracking and reporting.

The Auditor General will track and report annually to City Council through the Audit Committee on the disclosure, investigations and resolution of allegations of wrongdoing.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-46.1. Agency policies.

[Added 2015-10-02 by By-law 1001-2015]

Agencies shall adopt a disclosure of wrongdoing and reprisal protection policy which will, at a minimum, do the following:

- (1) define wrongdoing;
- (2) establish mechanisms for employees to disclose wrongdoing;
- (3) establish a clear investigative process to investigate allegations of wrongdoing;
- (4) establish reprisal protection for employees who make an allegation of wrongdoing in good faith; and
- (5) require a report annually to the Agency Board on allegations of wrongdoing and their resolution.

**ARTICLE VII
Reprisal Protection**

§ 192-47. Reprisal prohibited.

- A. No person shall take a reprisal against a City employee because the employee:
- (1) Has sought information or advice about making a disclosure about wrongdoing;
 - (2) Has made a disclosure about wrongdoing in good faith;
 - (3) Has acted in compliance with Article VI or Article VII;
 - (4) Has initiated or co-operated in an investigation or other process related to a disclosure of wrongdoing;
 - (5) Has appeared as a witness, given evidence or participated in any proceeding relating to the wrongdoing, or is required to do so;
 - (6) Has alleged or reported a reprisal; or
 - (7) Is suspected of any of the above actions.
- B. Reprisal protection may not be able to be extended to employees whose identity cannot be confirmed.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

§ 192-48. Reporting and investigating reprisal.

- A. A City employee who believes that they are the subject of a reprisal following a disclosure of wrongdoing shall notify the Chief People Officer, City Manager or the Auditor General immediately. **[Amended 2019-10-03 by By-law 1397-2019]**
- B. If the reprisal involves a Member of City Council or a Member of a Local Board, the employee shall notify the Integrity Commissioner immediately.
- C. A City employee informed of, or who becomes aware of a reprisal against an employee, has a duty to notify the Chief People Officer, City Manager, the Auditor General or the Integrity Commissioner. **[Amended 2019-10-03 by By-law 1397-2019]**
- D. Where the Chief People Officer or City Manager receives such disclosures, they will notify the Auditor General or Integrity Commissioner immediately and will undertake to ensure that the employee is protected from any further reprisal. **[Amended 2019-10-03 by By-law 1397-2019]**
- E. Allegations of reprisal will be the subject of investigation.
- F. The Auditor General will lead the investigations of alleged reprisals involving staff in consultation with the City Manager. The Integrity Commissioner will lead the investigations of alleged reprisals involving Members of City Council or Members of Local Boards.

§ 192-49. Results of an investigation.

- A. Where the investigation substantiates the allegations of reprisals, the Auditor General will inform the City Manager and the employee(s) involved will be subject to disciplinary action up to and including dismissal as determined by the City Manager in consultation with the City Solicitor and the Chief People Officer. **[Amended 2019-10-03 by By-law 1397-2019]**
- B. The City Manager will consult with the Chief People Officer and the City Solicitor to determine and take appropriate actions to stop, reverse or remedy a reprisal against an employee. **[Amended 2019-10-03 by By-law 1397-2019]**

ARTICLE VIII
Special Investigations

§ 192-50. Council members and staff⁵.

- A. Where it is alleged that a Member of City Council or their staff has committed wrongdoing, improperly breached confidentiality or committed a reprisal, the Integrity

⁵ A related policy is the Code of Conduct for Members of Council, City of Toronto.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

Commissioner is responsible for receiving, reviewing, investigating and reporting pursuant to the City of Toronto Act, 2006 and Code of Conduct for Members of City Council.

- B. Members of City Council and their staff will cooperate with the Integrity Commissioner during investigations of wrongdoing and provide the Integrity Commissioner with access to information.

§ 192-51. Senior employees.

Where it is alleged that the City Manager, City Clerk or City Solicitor has committed wrongdoing, improperly breached confidentiality or committed a reprisal, the Auditor General will retain a third party investigator and transmit their findings to City Council.

§ 192-52. Accountability Officers and their staff.

Where it is alleged that an Accountability Officer or their staff has committed wrongdoing, improperly breached confidentiality or committed a reprisal, a third party investigator will be used and their findings will be reported to City Council.

TORONTO MUNICIPAL CODE
CHAPTER 192, PUBLIC SERVICE

Schedule 1

City Agencies within the Jurisdiction of the Toronto Public Service By-law

Service Agencies

1. The Board of Governors of Exhibition Place
2. Heritage Toronto as defined in Chapter 103, Heritage
3. Civic Theatres Toronto [**Added 2017-12-08 by By-law 1395-2017⁶**]
4. Toronto Parking Authority
5. Board of Health for the City of Toronto Health Unit
6. Toronto Transit Commission
7. Board of Management of the Toronto Zoo
8. Yonge-Dundas Square Board of Management

Association of Community Centres

9. 519 Church Street Community Centre
10. Applegrove Community Complex
11. Cecil Street Community Centre
12. Central Eglinton Community Centre
13. Community Centre 55
14. Eastview Neighbourhood Community Centre
15. Waterfront Neighbourhood Centre [**Amended 2016-12-15 by By-law 1257-2016**]
16. Ralph Thornton Community Centre
17. Scadding Court Community Centre
18. Swansea Town Hall

Arenas

19. George Bell Arena
20. Larry Grossman Forest Hill Memorial Arena
21. Leaside Memorial Community Gardens Arena
22. McCormick Playground Arena
23. Moss Park Arena
24. North Toronto Memorial Arena
25. Ted Reeve Community Arena
26. William H. Bolton Arena

⁶ By-law 1395-2017 which came into effect on December 31, 2017 deleted references to The Board of Directors of the Hummingbird Centre for the Performing Arts, Board of Management of the St. Lawrence Centre for the Performing Arts and the North York Performing Arts Centre Corporation and substituted them with references to Civic Theatres Toronto.