



Appendix I

Protocol for Member Involvement in Other Wards

Introduction

Members of Council may become involved in a constituency matter that arises in another member's ward, but before doing so, they will follow this protocol:

Referral to the Ward Member

1. When a member (the "outside member") is asked to become involved in a constituency issue that arises in another member's ward (the "ward member"), the outside member will tell the requestor that he or she is not the ward member and that such matters are normally handled by the ward member. The member will give the name of the ward member to the requestor and refer the matter to the ward member.

Declining to Assist

2. Where the requestor has not previously approached the ward member, the outside member should generally decline to assist before the requestor has sought the assistance of the ward member, unless there is good reason for the requestor not doing so.
3. Where the ward member has already been involved, the outside member should ask the requestor why he or she is now seeking other assistance. Where, in the judgment of the outside member, there is no good reason for the requestor to seek her or his help, the outside member should tell the requestor that and decline the offer to become involved.

Assisting Where Good Reasons Exist

4. Where there is good reason to assist, an outside member may assist the requestor. In those cases, unless there are exceptional circumstances justifying otherwise, the outside member shall first inform the ward member of her or his involvement and the reasons for the decision to become involved. If, at that point, the ward member indicates that he or she has been assisting the requestor or is willing to do so, the member shall discuss this with the requestor before proceeding to assist. If the member decides that it is still appropriate to assist the requestor, the member shall confirm her or his involvement with the ward member.
5. In providing assistance to the requestor, the outside member is entitled to seek the assistance of City staff (including attendance at site visits and meetings) and the ward member is not entitled to prevent or influence the staff member from

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- becoming involved. The decision of staff members should be based on the 2004 Staff Protocol for Councillor Requests. Under that Protocol, staff involvement will depend on “the urgency of the request, the availability of staff and other work program priorities.” Members of City staff are obliged to tell the ward member of any such requests and action taken as a result of those requests, including the details of any proposed site visits or ward meetings.
6. This Protocol in no way inhibits the entitlement of outside members to become involved in issues that have broader or city-wide implications or that arise out of the outside member’s specific responsibilities (such as a Commissioner of the TTC or as a Chair or member of a Council committee). However, in such cases, courtesy requires the outside member to inform the ward member of an intention to become involved.