

2014-2018

CITY COUNCIL HANDBOOK



VOLUME 1: OPERATIONS



Message from the City Clerk



I am pleased to present Members of Council with the City Council Handbook for the 2014-2018 term of Council. The handbook has been diligently compiled to provide you with key information that you will need throughout the term.

The handbook is divided into three volumes. The first volume provides information on the day-to-day operations of your office. Volume two describes the decision-making process of Council and its Committees. Finally, in the third volume, the City's accountability officers outline the accountability,

integrity and transparency framework that governs the City.

The content of volume 1, including direct links to the cited forms and policies, are on the City's intranet *Resources for City Councillors* website at http://insideto.toronto.ca/councillors/. I encourage you to turn to this site for information, as my team keeps it current as things change throughout the term. Please check www.toronto.ca/council for up-to-date information on Council and Committee agendas, minutes and other City decision documents.

The City Clerk's Office takes pride in the excellent service we provide to Members and is committed to continuous service improvement. Please contact me anytime with your questions, concerns and ideas on how my office can make sure your needs are met in the best possible manner.

I hope you find this handbook helpful and look forward to working with you in the new term.

Ulli S. Watkiss City Clerk 416-392-8010

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THE ROLE OF THE CITY CLERK

The City Clerk is an independent officer of the City of Toronto with duties defined in more than 60 pieces of provincial legislation, either directly or indirectly through delegation by Council.

The City Clerk is appointed by City Council and reports to Council for statutory responsibilities and to the City Manager for administrative purposes.

The mission of the City Clerk's Office is to build public trust and confidence in local government. The City Clerk's Office provides the foundation for municipal government in Toronto, through three service areas: Elect Government, Make Government Work, and Open Government. Duties under these service areas include:

Elect Government

Fulfilling the duties of Clerk under the Municipal Elections
 Act by ensuring election readiness at all times, conducting
 elections, by-elections and referendums as required,
 managing financial filing of candidates including supporting
 the compliance audit process and administering the
 contribution rebate program.

Make Government Work

- Supporting Council's decision-making processes including organizing meetings of Council and Committees, providing procedural advice, managing public appointments, issuing statutory notices and processing Ontario Municipal Board (OMB) appeals.
- Assisting the Mayor and Councillors in carrying out their ceremonial and civic duties and providing overall leadership and direction in all aspects of the City's protocol function.
- Serving the public in provincially-mandated areas, such as access to the assessment rolls, issuing marriage licenses, burial permits and lottery licenses and administering charitable gaming licenses.



 Providing administrative, budget and business support to Members of Council and the Integrity Commissioner, Lobbyist Registrar and the Ombudsman.

Open Government

 Providing corporate information management services that promote open government through policies, programs and standards, ensure access to City information in all formats through the information lifecycle and provide information production services such as design, print and mail.



YOUR CITY CLERK'S OFFICE SUPPORT

Different City Clerk's Office business units provide support to Members of Council. The details of their support are provided in Volume 1 and 2 of the City Council Handbook and summarized below:

Council and Support Services provides operational support to Members of Council. Details are contained throughout volume one of this handbook.

Council Service Representative

Each Councillor is assigned a Council Service Representative (CSR) by Council and Support Services. CSRs provide support in all administration areas, including budgeting, purchasing, payroll, human resources and inventory.

Where there is no contact information provided in this Handbook, please contact your Council Service Representative for assistance. Staff assignments will be circulated after the election. Your Council Service Representative will also be in contact with your office directly.

City Clerk's Office I.T. Team

The City Clerk's Office I.T. Team provide desktop support and support for all computer software, hardware, wireless devices and telephones. Details are provided in volume one, section 6. Information and Technology Resources of this Handbook.

Corporate Information Management Services provide support and information related to records management, privacy of records, Freedom of Information requests, printing, copying and mail



services. Details can be found in volume one, section 5. Running Your Office of this handbook.

Protocol Services provide support on official events and congratulatory documents for your constituents. Details can be found in volume one, section 8. Supporting Your Constituents of this handbook.

Secretariat staff manage Council, Committee and Community Council meetings as well as Member Appointments . Their support is detailed in volume two of this handbook.

Please refer to the Main Contacts section of volume one of this handbook for names and contact information.



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GLOSSARY

The following terms are defined for the purpose of this handbook.

Admail	Unaddressed mail service offered by Canada Post for distribution of flyers or newsletters to households within specific postal walks.
Agency	An Agency is a body to the board of which City Council delegates powers and duties for delivering a service or performing an adjudicative or quasijudicial function. The term agency generally corresponds to the definition of local board in the City of Toronto Act, 2006. A full list of the City's agencies can be found at: http://www1.toronto.ca/City%20Of%20Toronto/City%20Managers%20Office/Agencies%20and%20Corporations/Files/pdf/Agency%20Chart.pdf
Allowable or eligible expense	Expense that the City will reimburse or pay for.
AODA	Accessibility for Ontarians with Disabilities Act sets out mandatory accessibility standards that identify, remove and prevent barriers for people with disabilities.
CIMS	Corporate Information Management Services unit of the City Clerk's Office
City Clerk	The City Clerk or delegate.
City staff	Refers to all employees except Members of Council and their staff.
CMS	Stands for "Constituency Management System". It is a computer software system that manages constituency requests and day-to-day needs in a clear and concise way, over one format.
Code of Conduct	The Code of Conduct for Members of Council approved by City Council and administered by the Integrity Commissioner.



Constituency office	Any office in addition to a standard City Hall office that a Councillor may have, whether at City Hall, a civic centre, other City facility or non City-owned or non agency-owned space.
Constituency Services and Office Budget Policy	Policy outlining resources and support provided to Councillors through the Council General Expense Budget, the Councillor Business Travel Budget, the Councillor Staffing Budget and the Constituency Services and Office Budget.
Consultant/ Contractor	Any firm or individual providing time limited expertise, advice or professional services that are not readily available from City staff.
Contract	In reference to Councillor staff, the contract is in the form of a letter of employment with appendices outlining the terms and conditions of employment.
Corporation	A corporation wholly or partially owned by the City of Toronto and incorporated pursuant to the City of Toronto Act (Ontario), Business Corporations Act (Ontario), Corporations Act (Ontario), Corporations Act (Canada) or special legislation. A full list of the City's corporations can be found at: www1.toronto.ca/City%20Of%20Toronto/City%20Managers %20Office/Agencies%20and%20Corporations/Files/pdf/Agency%20Chart.pdf.
Council and Support Services	A unit in the City Clerk's Office that is responsible for the finance and administrative support to Members of Council.
Council Business Travel Budget	Centralized funding in the Council budget that pays for travel to meetings for Councillors who fulfill an official capacity with a municipal organization of which the City is a member, such as the Federation of Canadian Municipalities and the annual Conference of the Federation of Canadian Municipalities (FCM).
Council General Expense Budget	Centralized funding in Council budget that pays for centralized resources and support to Councillors.



Council General Expense Budget	Centralized funding in the Council budget that pays for centralized resources and support to Councillors.
Council Service Representative (CSR)	Each Member is assigned a Council Service Representative (CSR) by Council and Support Services. CSRs provide support in all administration areas including invoice payment, budgeting, purchasing, payroll, human resources and inventory.
Council term	Under the <i>Municipal Elections Act</i> , is four years, starting on December 1 of an election year and ending on November 30 in the subsequent election year, unless ended earlier.
Councillor Expense Policy	Policy dating from 2008 that has been renamed Constituency Services and Office Budget Policy.
Councillor Staffing Budget	Annual discretionary budget allocated to each Councillor to allow them to hire full-time or part-time staff in their offices.
Councillor's office	Refers to both the Councillor and his or her staff.
Director, Council and Support Services	The Director or other staff of the Council and Support Services Unit, City Clerk's Office.
E-mail	Electronic mail messages, irrespective of platform.
ESA	Employment Standards Act sets out certain minimum statutory responsibilities for the City as the employer of Members' staff, including hours of work, overtime, notice of termination and severance provisions etc.
ESS	Stands for "Employee/Elected Officials Self Service Portal". It is an online-based portal that allows non-union employees and elected officials to access their pay statements and T4s.
Greater Toronto Area (GTA)	The City of Toronto and the regions of Durham, Halton, Peel and York.



Ineligible expense	Expense that the City will not reimburse or pay for.
Information	See definition of "Record."
Information Production Unit	Refers to the Information Production Unit of the City Clerk's Office responsible for printing, photocopying, mail and courier.
Information technology (I.T.) resources	Resources acquired by the City or Members for the delivery of information technology services to support the operation of their offices. Includes but is not limited to desktop computers, laptops, notebooks, printers, mobile devices, corporate software, off-the-shelf software packages, internet access, e-mail, telephones and voice mail.
Inter-divisional charges (IDC)	A mechanism internal to the City of Toronto for a City division or business unit to charge for services rendered through an internal adjustment in the City's financial system (SAP).
Kilometrage	Set rate per kilometre travelled when personal vehicles are used for work-related purposes.
Lieu time	The accumulation of overtime worked by staff who can then take time off from the banked lieu hours.
Member staff	Refers to employees in a Member of Council's office, whether on a full-time or part-time basis, fixed term or otherwise.
Members of Council or Members	The Mayor and Councillors.
MFIPPA	Municipal Freedom of Information and Protection of Privacy Act.
Mobile device	Portable computing devices that allow the user to store, organize, access and transmit information. Include, but not limited to: tablet computers, iPads, smart phones, and handheld computers. Mobile Devices are "Information technology (I.T.) resources" as defined above.



Normal work location	A location at which the employee, as a rule, reports for work (Canada Revenue Agency definition). For Members, Toronto City Hall is their normal work location.
PCard	City purchasing card issued to Members' staff for booking hotel, transportation, conference registration and for the purchase of low-value materials and supplies.
Per diem	A specific amount of money provided on a daily basis to cover expenses such as meals, personal telephone calls, entertainment and other personal expenses during a work-related trip.
Personal information	Under MFIPPA, "personal information" means recorded information about an identifiable individual.
Protocol Unit	The Protocol Unit of the City Clerk's Office, led by the Chief of Protocol.
Proxy	Proxy access allows users to manage another user's mailbox and calendar within the restrictions set by the user.
Record	Information however recorded or stored, whether in printed form, on film, by electronic means or otherwise, and includes documents, financial statements, minutes, correspondence, accounts, plans, maps, drawings, photographs and films.
Reimburse	Repay. In some cases, Members may purchase and pay for certain materials, goods or services, for which the City may afterwards pay them back either through petty cash or a City cheque.
Sole source	Selection of a vendor for a product or a service without obtaining three quotations because of specific reasons.



Smart phone	A type of mobile device primarily utilized as a portable telephone tool that is also able to perform many advanced functions of a computer through running general purpose applications. It typically has a relatively large touch-screen, camera, and operating system, which a basic feature phone does not have.
Token (Remote Access Token)	Is a key given to a Member or approved staff to access the City network from an outside location through remote access. Members can manage their remote access account online using the token self-administration tool.
Term of office	The time an elected individual is a Member of City Council.
Third party	Arms-length organization or individual who is not a City employee, an employee of a City of Toronto agency or corporation, another Member of Council or their staff, consultant, volunteer or student retained/engaged in City interests.
WSIA	Workplace Safety Insurance Act, which contains statutory requirements for the City as the employer of Members' staff and the Members as managers/supervisors of Members' staff.
WSIB	Workplace Safety & Insurance Board, which has responsibility to ensure reporting of work-related injuries in the work place. The City of Toronto has certain statutory responsibilities as the employer and Members have certain responsibilities as the manager/supervisor. All Members' staff, as City staff, are covered by WSIB automatically. Members, as elected officials, must elect to join WSIB to receive coverage.
XMedius (Electronic Fax)	XMedius is an online fax service that allows Members to receive and distribute faxes electronically from a centralized server, without the use of a fax machine.



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Pension, Payroll and Employee Benefits	Angelo Tassone, Manager, Pensions	416-397-8397 atassone@toronto.ca
Pension, Payroll and Employee Benefits	Sandra Soon, Acting Supervisor, Benefits & Employee Services	416-392-8098 ssoon@toronto.ca
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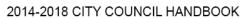
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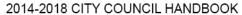


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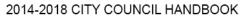


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1 YOUR SALARY AND BENEFITS

1.1 Salaries

Contact:

 Mike Wiseman, Director, Pension, Payroll and Employee Benefits: 416-397-4143; mwisema@toronto.ca

The remuneration and severance for Members of Council are set out in Municipal Code, Chapter 223 (Appendix 1A).

The 2014 approved salaries for Members of Council are:

2014 salary

Councillor's salary	\$105,397
Mayor's salary	\$177,499

All salaries are fully taxable.¹

During the term of Council, remuneration paid to the Mayor and Councillors is adjusted annually to the Statistics Canada Consumer Price Index for Toronto, as calculated by the Deputy City Manager and Chief Financial Officer and based on the previous year's average. ² The first increase for the new term takes place on January 1, 2015.

¹ Approved by City Council at its meeting of November 26, 27 and 28, 2002, Administration Committee, Report 14, Clause 2, "New Municipal Act 2003 Adjustment to Elected Officials Salary, Pension and Benefits":

http://www.toronto.ca/legdocs/2002/agendas/council/cc021126/adm14rpt/cl002.pdf. ² Approved by City Council at its meeting of July 25, 26 and 27, 2006, Policy and Finance Committee, Report 6, Clause 57, "Compensation Review: Elected Officials": http://www.toronto.ca/legdocs/2006/agendas/council/cc060725/pof6rpt/cl057.pdf.



Members do not receive additional remuneration for sitting on agencies, boards, commissions and corporations³, except for the Toronto Region and Conservation Authority (TRCA) and the Housing Services Corporation (HSC).

If Members wish to run in a provincial or federal election, they continue to be paid and can choose to reimburse the City for a portion of their salary.

The City Clerk and Treasurer report to Council on the remuneration and expenses for Members of Council by March 31 of the following year, as legislated by the City of Toronto Act, 2006. The Municipal Code Chapter 223 requirement to conduct a remuneration study before the beginning of each term was rescinded by City Council in a May 2014 decision⁴ (Appendix 1B).

1.1.1 Elected Officials Self Service (ESS) Portal

Contact:

 Mike Wiseman, Director, Pension, Payroll and Employee Benefits: 416-397-4143; mwisema@toronto.ca

Members are paid every two weeks; pay is deposited directly to their bank accounts.

2 YOUR SALARY AND BENEFITS

³ Approved by City Council at its meeting of January 31, February 1 and 2, 2006, Policy and Finance Committee, Report 1, Clause 2, "Remuneration for Citizen Appointees to Agencies, Boards, Commissions and Corporations": http://www.toronto.ca/legdocs/2006/agendas/council/cc060131/pof1rpt/cl002.pdf.

⁴ Approved by City Council at its meeting of May 6-8, 2014, Executive Committee Report EX41.4, "Survey Results for Elected Officials' Compensation for 2015-2018 Term of Council":

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX41.4.



Pay statements and T4(s) are provided on the Elected Officials Self Service (ESS) web portal. ESS is a secure website portal that allows elected officials to view and print their pay statements and T4(s). The ESS portal can be accessed at http://insideto.toronto.ca/pen_payroll_empl_benefits/ess/index.htm.

City Clerk's Office I.T. can be contacted at 416-392-0473 or cnlhelp@toronto.ca for support on accessing the portal.

1.1.2 Keeping your personal information up to date

Contact:

 Mike Wiseman, Director, Pension, Payroll and Employee Benefits: 416-397-4143; mwisema@toronto.ca

It is important that personal information (home address, banking information, etc) be kept up to date with Pension, Payroll and Employee Benefits (PPEB) for an efficient pay process.

To request a change in banking information, submit a completed Payroll Direct Deposit Authorization form, available at http://insideto.toronto.ca/pen payroll empl benefits/forms/pb0002 direct deposit.doc.

1.1.3 Donating your salary

Contact:

 Mike Wiseman, Director, Pension, Payroll and Employee Benefits: 416-397-4143; mwisema@toronto.ca

Members cannot refuse to receive remuneration from the City, but can choose to donate a portion or all of their salary (after deductions) to a charity or back to the City as general revenue. A tax receipt is issued for donations made to the City.



1.2 Benefits

Contact:

 Sandra Soon, Acting Supervisor, Pension, Payroll and Employee Benefits: 416-392-8098; ssoon@toronto.ca

The following benefits are provided to Members of Council:

Extended health care	 Deductible: Nil Overall maximum: Unlimited Cost sharing: 100% employer paid Services: Please refer to the benefits booklet or contact Manulife Travel insurance
Dental coverage	 Annual deductible: Nil Fee schedule: One year lag on the current ODA for general practitioners Basic services: 100% reimbursement (please refer to benefits booklet or contact Manulife on frequency limitations and requirements for quotation approval prior to service) Maximum: Unlimited Cost Sharing: 100% employer paid
Basic group life insurance	 Schedule: Two times base salary, rounded to next higher \$1,000, if not already a multiple thereof Cost sharing: 100% employer paid



Optional life insurance	 Schedule: An employee may elect coverage in units of \$10,000
	 Maximum: 50 units or \$500,000 for self and 20 units or \$200,000 for spouse
	 Cost Sharing: 100% Councillor paid
Accidental death and dismember- ment	 Schedule: Two times base salary, rounded to next higher \$1,000, if not already a multiple thereof
	 Cost sharing: 100% employer paid
Long term disability	 Schedule: 75% of monthly salary taxed at source
	 Qualifying period: Completion of six months of continuous disability
	 Cost sharing: 100% employer paid
	-

To request changes to benefits coverage or dependent information, submit a completed Benefits Enrolment/Information Change (Full-Time) form, available at http://insideto.toronto.ca/pen_payroll_empl_benefits/forms/fulltime .doc.

A Member can view their claims and/or coverage information online through the City Manulife Benefit Administration page at http://insideto.toronto.ca/pen_payroll_empl_benefits/manulife/inde x.htm.



Continuation of benefits

If a Member retires, resigns, dies or is not re-elected, benefits may or may not continue.

Retirement	If a Member is over the age of 55 and has at least nine years of "credited pension service" and elects an immediate OMERS pension, he or she is entitled to lifetime retiree benefits.
Resignation	Benefits end on date of resignation.
Not re-elected	 a) If a Member is over the age of 55 and has at least nine years of "credited pension service" and elects an immediate OMERS pension, he or she is entitled to lifetime retiree benefits. b) If a Member is not-re-elected and is over age 55 and does not have nine years of "credited pensionable service" benefits at the end November 30 of that election year. c) If a Member does not qualify to retire, benefits end November 30 of that election year.
Death	 a) If a Member is over the age of 55 and has at least 9 years of "credited pension service" eligible dependents qualify for lifetime benefit coverage. b) If a Member does not qualify for retiree benefits, then benefit coverage for eligible dependents will end on date of death, plus 30 days.

6 YOUR SALARY AND BENEFITS

⁵The nine years of "credited pension service" must be as a Member of Council of the City of Toronto (and/or former municipalities) as established under the *City of Toronto Act, 2006.*



1.2.1 Severance

Contact:

 Mike Wiseman, Director, Pension, Payroll & Employee Benefits: 416-397-4143; mwisema@toronto.ca

Severance is paid when Members retire, resign, are not reelected, or die during term of office. Severance is paid to Members who have served a minimum of 30 days, as follows:

- 1/12 of the annual remuneration, at the rate in force immediately before the Member ceases to be a Member, for each year of consecutive service, to a maximum of 12 years of service. A pro-rated portion is paid if the Member has served less than 12 months; plus
- An allowance of up to \$3,500 for outplacement, transition or retirement counselling. Funds are only paid if the services are used and they are only available within one year of severance.

Severance may be made in two payments at the request of the Member of Council.

The following is an excerpt from the Municipal Code, Chapter 223:

"No severance remuneration shall be paid where the member's seat becomes vacant by reason of, or the member resigns and the resignation is a result of or given in the anticipation of the following:

- (1) The member being disqualified to be a member of the Council under the provisions of any Act of the Parliament of Canada or any Act of the Legislature of the Province of Ontario: or
- (2) The seat of the member of the Council becoming vacant by reason of the operation of any Act of the Parliament of Canada or any Act of the Legislature of the Province of Ontario.



No severance remuneration shall be paid to a member where the member is convicted of any of the following offences under the Criminal Code, R.S.C. 1985, as amended from time to time, in connection with the member's conduct as a member of the Council:

- (1) Section 122 (breach of trust; fraud);
- (2) Section 123 (municipal corruption); or
- (3) Section 426 (secret commissions)."

For more details on severance, see the Municipal Code, Chapter 223 (Appendix 1A).

Running for provincial or federal office

Members of Council who are successful in being elected as a Member of Parliament or Member of Provincial Parliament without resigning from Toronto City Council are not paid severance.

Following are example scenarios of when severance is and is not paid:

Scenario 1:

- A Member of Council is running for office in an upcoming federal election.
- This Member of Council resigns from Toronto City Council before the federal election day.
- This Member of Council is paid severance.



Scenario 2:

- A Member of Council is running for office in an upcoming federal election.
- This Member of Council does not resign from Toronto City Council before the federal election day.
- The Member of Council is successfully elected as a Member of Parliament on election day.
- X This Member of Council is not paid severance.

1.2.2 Using your security access ID to access City facilities, including TTC

Contact:

Mike Wiseman, Director, Pension, Payroll and Employee Benefits: 416-397-4143; mwisema@toronto.ca

Members of Council may need to visit City facilities, such as the Toronto Zoo, Toronto Transit Commission (TTC), and other program facilities in order to understand their operations.

In the past, these agencies and programs have provided free access passes to Members of Council. The Canada Revenue Agency (CRA) has determined that unrestricted passes to a Cityowned facility represent a taxable benefit. They have deemed that the access to the facility and not necessarily the usage, is a taxable benefit based on the market value of the pass.

In response to the ruling by the CRA, Members can gain access to City facilities for business purposes as follows:



Accessing City-owned facilities (excluding TTC)

Members of Council can use their Council security access ID card to access City properties for business purposes. Such visits should not constitute a taxable benefit.

MMembers should maintain documentation to record and demonstrate that the use was for business purposes. At a minimum, such documentation should include details of the business purpose and the particulars as to the date, time and location. This information should be readily available in the event of an audit by the CRA.

Please note, access to City-owned properties by showing your City of Toronto security access ID card is for conducting City business only and will not be permitted for non-business purposes. Non-business access provided to an elected official through the issuance of tickets/passes (or in any other manner) must be reported to Pension, Payroll & Employee Benefits Division for taxation/reporting purposes in the year provided.

Accessing the TTC

Members can use their security access ID card to access TTC vehicles and facilities. When using the security access ID card, a Member must access locations where there is a collector/operator available. Security access ID cards cannot be used to access the TTC through automatic entrances or be used to access TTC commuter parking lots.

In addition, the Councillor security access ID card:

- is only to be used to access the TTC to conduct City business
- is non-transferable and is not to be loaned to anyone



When the security access ID card is used to access the TTC for City business, it is a Member's responsibility to maintain documentation to demonstrate the use of the TTC was for business purposes. At a minimum, such documentation should provide details of the business purpose and the particulars as to the date, time and places you rode the TTC. This information should be readily available in the event of an audit by the CRA.

The security access ID pass should not be used for commuting from home to/from City Hall, which is the Member's normal work location.

1.3 Pension (OMERS)

Contact:

 Angelo Tassone, Manager, Pension, Payroll and Employee Benefits: 416-392-8397; atassone@toronto.ca

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 members. It also provides unreduced early retirement pensions for members who are at least 55 years of age and have 30 years of municipal employment or the 90 factor (age + years of service). In addition to retirement pensions, OMERS also provides survivor and disability benefits.

Members of Council must enroll in the Ontario Municipal Employees Retirement System (OMERS), the City's pension plan, 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.



As per amendments to the Income Tax Act and OMERS Plan changes approved by the OMERS Sponsors Corporation, membership payments cease on November 30 of the year in which a member reaches age 71. The member is then entitled to begin receiving their OMERS pension benefit despite on-going employment.

Further information on OMERS can be obtained on its website at www.omers.com.

Canada Revenue Agency T2200 form 1.4

Contact:

Mike Wiseman, Director, Pension, Payroll and Employee Benefits: 416-397-4143; mwisema@toronto.ca

A T2200 is a Canada Revenue Agency (CRA) form required for employees to deduct employment-related expenses from their income.

The form is a declaration from the employer regarding the conditions of employment during the year. It confirms that employees are required to incur certain expenses as part of their employment. Such expenses may include maintaining a home office or operating a vehicle.

Although elected officials are not employees of the City of Toronto, they are deemed employees for the purpose of payroll and as a result, the City of Toronto must withhold and remit appropriate deductions and issue T4s and other CRA-related forms.

Members are strongly advised to consult with their accountants when using this form to claim for employment related expenses.



Home office and kilometrage expenses

The Constituency Services and Office Budget Policy states that a Councillor may choose to operate a home office (for details see section 4.1.3). The fact that operating a home office is a choice means that the City is not in a position to issue a T2200 indicating that a Councillor is required to maintain a home office.

If Members receive kilometrage reimbursement for the year, a T2200 can be provided for this expense. The declaration is provided upon request from Pension, Payroll and Employee Benefits.

1.5 WSIB coverage

Contact:

- Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca
- Mike Amyotte, Manager, Human Resources: 416-338-0073; mamyotte@toronto.ca

In 1997, the Workplace Safety and Insurance Board (WSIB) identified elected officials of a municipality as executive officers and therefore not entitled to automatic coverage. Members must complete a form to opt in for WSI coverage in order to be eligible for WSI benefits in the event of a workplace injury. Application for coverage is optional.

Executive officers who apply for coverage in advance of a workrelated injury or illness are considered to be workers under the Workplace Safety and Insurance Act in the event of a workrelated injury or illness. Entitlement to receive benefits is on the same basis as workers. However, the right to sue for damages in court is forfeited.



The WSIB indicates that executive officers may wish to consult a lawyer in making the decision on whether or not to apply for coverage.

At the beginning of each term of office, Council and Support Services canvasses all Members for their coverage preference. If at any point during a term a Member would like to change their coverage, contact Council and Support Services, City Clerk's Office.

1.6 Letter providing proof of employment

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Letters verifying elected official status and compensation information are available for Members of Council from Council and Support Services. A letter of employment may be required for many situations, including:

- applying for a loan or mortgage
- applying to rent or lease property
- immigration purposes



APPENDICES 1

- * Starred items link to a City or external web page
- * 1A Municipal Code Chapter 223
- **★** 1B May 2014 Council decision Elected Officials' Compensation Survey report



2 YOUR BUDGETS

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

Within the City Council operating budget, Councillors are provided with resources through several budgets, including:

- Constituency Services and Office Budget

 allocated per Councillor
- Council General Expense Budget
- Council Business Travel Budget
- Councillor Staffing Budget

 allocated per Councillor

The Constituency Services and Office Budget Policy (Appendix 2A) provides a detailed description of eligible expenses from the Constituency Services and Office Budget, the Council General Expense Budget and the Councillor Business Travel Budget. Section 3 in this Handbook provides details on Councillor staffing.

The Mayor's Office has an operating budget for payroll and non-payroll expenses instead of a Constituency Services and Office Budget and a Councillor Staffing Budget. Mayor's Office expenses are guided by certain sections of the Constituency Services and Office Budget Policy. How the policy applies to the Mayor's Office is detailed in section 4.2.1 of the policy.

Delegation of signing authority

Members of Council may choose to delegate signing authority to staff in their office for any of the following types of expenditures:

- Payment of invoices / reimbursement
- Petty cash reimbursement up to a maximum of \$200
- Chargeback items supplied by Council and Support Services
- Printing / copying / postage chargebacks



Members may choose to set upper limits on the amount of the expenditure which staff may sign on their behalf.

To delegate signing authority, Members must complete and submit to Council and Support Services the Delegation of Signing Authority form (Appendix 2B), also available at http://insideto.toronto.ca/councillors/forms.htm.

2.1 Constituency Services and Office Budget

Contact:

• Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

This is a discretionary budget allocated to each Councillor to pay for expenses that are allowable under the Constituency Services and Office Budget Policy (Appendix 2A).

The 2014 Constituency Services and Office budget for each Councillor is \$30,815.40. This budget is adjusted annually by the Statistics Canada cost of living index for Toronto, as calculated by the Deputy City Manager and Chief Financial Officer and based on the previous year's average.⁶

In an election year, Councillors are allocated 11/12ths of the approved budget amount until the end of the Council term (November 30). New Councillors are allocated a budget equal to 1/12th of the approved budget amount for the month of December and re-elected Councillors have available to them the balance of funds remaining as of Election Day.

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⁶ Approved by City Council at its meeting of July 11- 13, 2012, Executive Committee Report EX21.9, "Policy Changes to Facilitate Councillor Office Operations": www.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.EX21.9.



Councillors must not exceed their annual Constituency Services and Office Budget limit, whether using City funds or personal funds.

Councillors can choose to use City funds, personal funds or a combination of the two as long as the total amount of expenditure remains within the limit. Councillors who pay for office expenses with personal funds are subject to the same accountability mechanisms and must file all receipts with the Director, Council and Support Services with the exception of kilometrage, parking, wireless expenses and business meals. Any Councillor who exceeds the limit using City funds must repay the City using personal funds for expenses related to kilometrage, parking, wireless devices and business meals.

The City Clerk will report to the Integrity Commissioner the names of those Councillors who exceed the Constituency Services and Office Budget limit.

The Constituency Services and Office Budget Policy sets out the roles and responsibilities concerning Councillor expenses. It 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;
- Limitations on using personal funds, furniture and equipment;
- Councillor expenses during an election year;
- Process for reviewing Councillor expenses; and
- Rules for disclosure of expenses.

Section 5 of the Constituency Services and Office Budget Policy outlines the categories and types of allowable expenses payable from the Councillor's Constituency Services and Office Budget (Appendix 2A). Please also see this policy for any Constituency Services and Office Budget required forms.



2.2 Council General Expense Budget

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The Council General Expense Budget is used to fund centralized support and resources for all Members, as well as individual Councillor expenses as approved by Council⁷. A listing of the resources available / allocated to Members is in Appendix 1 of the Constituency Services and Office Budget Policy (Appendix 2A). Some of the resources funded through this budget are described in more detail below.

2.2.1 Constituency office expenses

As per the Parameters for Councillor Constituency Offices (Appendix 4B), each Councillor is provided with a constituency office at a civic centre (including City Hall), at another city facility or at a private property within the Councillor's ward. This cost to set up and operate the constituency office is funded from the Council General Expense Budget, per guidelines approved by Council.

Meeting of July 11, 12 and 13, 2012, Executive Committee Report EX21.9, "Policy Changes to Facilitate Councillor Office Operations":

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.EX21.9.

Meeting of October 30, 31 and November 1, 2012, CC27.5, "Parameters for Councillor Constituency Offices":

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.CC27.5.

Meeting of January 29 and 30, 2014, Executive Committee Report EX37.1,"2014 Capital and Operating Budgets":

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX37.1.

Meeting of June 10, 11, 12 and 13, 2014, Executive Committee Report EX42.1,

"Reducing Costs for Councillor Constituency and Office Renovations":

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX42.1 and Executive Committee Report EX42.2, "Amendment to Legal Fees Section in Constituency Services and Office Budget Policy and Authority to Pay a Legal Invoice":

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX42.2.

⁷ Approved by City Council as follows:



For more information on constituency offices, please refer to section 4.1.2.

2.2.2 Newsletter entitlement

Each Councillor has an entitlement for communications with their constituents. The annual entitlement is based on the 2011 census information on the number of households in the ward, times the cost to distribute to all households based on the applicable Canada Post standard Admail rate.⁸

The Newsletter Entitlement for 2014 per ward is available in Appendix 2C. Also included is the Newsletter Entitlement for 2015 per ward effective January 12, 2015.

As 2014 is an election year, the Newsletter Entitlement is pro-rated to 11/12th of the annual entitlement for January 1 - November 30, 2014. New Councillors are allocated a budget equal to 1/12th of the annual entitlement for the month of December and re-elected Councillors will have available to them the balance of entitlement remaining as of Election Day.

2.2.3 Legal fees

Council has directed that legal fees for Members of Council are payable from the Council General Expense Budget.

The following categories of legal fees are detailed in section 7.1 of the Handbook along with the process for payment / reimbursement of legal fees:

 Legal coverage related to activities of the Member while carrying out his or her official duties

⁸ Approved by City Council at its meeting of July 11- 13, 2012, Executive Committee Report EX21.9, "Policy Changes to Facilitate Councillor Office Operations": www.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.EX21.9.



2) Legal fees related to:

- Proceedings before the Information and Privacy Commissioner of Ontario concerning access to records held by a Member of Council
- Indemnification for Members of Council
- Code of Conduct investigations by the Integrity Commissioner
- Complaints or investigations handled by the Lobbyist Registrar, Ombudsman or Auditor General under Part V of the City of Toronto Act, 2006
- Investigations conducted by the Toronto Police Service related to the Members' duties and responsibilities, excluding criminal investigations
- 3) Legal expenses related to defamation actions brought by a Member of Council

2.2.4 Mobile devices and tablets

Through the Council General Expense Budget, each Member is provided with a⁹:

- Smart phone supported by the City's wireless infrastructure, including basic monthly voice and data plan; and
- mobile tablet, including basic data plan.

⁹ Approved by City Council at its meeting of July 11-13, 2012, Executive Committee Report EX21.9, "Policy Changes to Facilitate Councillor Office Operations": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.EX21.9.



Expenses related to the electronic equipment, including roaming charges will be charged to the Council General Expense Budget provided the Member has notified Council and Support Services and roaming plans have been set up for the Member, prior to leaving the City.

Mobile devices for staff and monthly fees for staff will be paid from the Councillor's Constituency Services and Office Budget.

2.2.5 Entitlement related to the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Each Member is entitled to \$1,000 per year from the Council General Expense Budget for expenses related to meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) for Member events or meetings. In an election year, this entitlement is prorated in accordance with approved Council policies.¹⁰

2.3 Council Business Travel Budget

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Councillors who fulfill an official capacity with a municipal organization of which the City is a member will be reimbursed for their travel costs for board and committee meetings from the Council Business Travel Budget.

¹⁰ Approved by City Council at its meeting of January 29 and 30, 2014, Executive Committee Report EX37.1,"2014 Capital and Operating Budgets": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX37.1.



Councillors hold an official capacity with a municipal organization if they have been elected or appointed to the executive, board, section executive, task force, and/or committees. The list of organizations may change from time to time.

The City is currently a member of the following municipal organizations:

- Federation of Canadian Municipalities (FCM), including the National Zero Waste Council
- United Cities and Local Governments (UCLG)
- World Association of Major Metropolises (WAMM)
- Ontario Good Roads Association (OGRA)
- The Association of Francophone Municipalities of Ontario (AFMO)

Councillors who are not board or committee members of the FCM and incur travel costs associated with attending the Annual Conference of the FCM may be reimbursed for these costs from the Council Business Travel Budget.

The Mayor, or a Councillor designated by the Mayor to attend meetings and conferences of mayoral membership organizations will have the costs paid from the Council Business Travel Budget.

The Mayor is currently a member of the following mayoral organizations:

- Large Urban Mayors' Caucus of Ontario (LUMCO)
- Mayor and Regional Chairs of Ontario (MARCO)
- The Big Cities Mayors' Caucus (BCMC)
- The Great Lakes and St. Lawrence Cities Initiative
- C40 Cities Climate Leadership Group



Travels using the Council Business Travel Budget are governed by the same guidelines as travel using the Constituency Services and Office Budget. Please see Travel-Conferences, Seminars and Business Trips in section 5 of the Constituency Services and Office Budget Policy (Appendix 2A) for information on requirements for flights or other transportation, hotel bookings, per diems and other guidelines.

Required forms

- Members must submit a Notification of Travel Form (Form F of Appendix 2A) to the Director, Council and Support Services at least 10 days before travelling.
- Members must submit a Travel Expense Claim Form (Form G of Appendix 2A) to the Director, Council and Support Services within 10 days after returning from travel. Original receipts must accompany all claims.
- Members who attend an out-of-province conference must submit a report to the City Clerk on the specific meetings and conferences attended, with confirmation as to whether they remained for each session; such report to be posted on the City's website where travel expenses are disclosed.¹¹

These forms are also available at http://insideto.toronto.ca/councillors/forms.htm.

For more detail on the process for claiming travel expenses, see Travel-Conferences, Seminars and Business Trips in section 5 of the Constituency Services and Office Budget Policy (Appendix 2A).

Approved by City Council at its meeting of April 1- 3, 2014, Audit Committee Report AU14.6, "Review of Training Conference and Related Travel Expenses": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.AU14.6.



2.4 Councillor Staffing Budget

Contact:

Winnie Li, Director, Council and Support Services:
 416-392-8676; wli@toronto.ca

2.4.1 Staff salaries

Councillors are provided with a staff salary envelope. This envelope is equivalent to the top of the salary range of an Executive Assistant, an Administrative Assistant and a Constituency Assistant. For a breakdown of the staff position salary ranges for 2014, please see section 3.2.

Councillors are not limited to hiring only three staff. They can hire any number of staff in any combination of staff positions.

In 2014, the staff salary envelope is \$224,264.25, excluding benefits. In an election year, the budget is pro-rated. For the 2014 election year, the budget is pro-rated to \$204,501.50 for the period January 1-November 30 and \$19,762.75 for December 1-31.

The staffing budget may increase each year according to the cost of living adjustment that is provided to City of Toronto non-union employees, as approved by City Council.

If the requirements for staff payroll exceed the staff salary budget envelope, Councillors can use their Constituency Services and Office Budget to supplement the funding required. Councillors cannot transfer salary budget between years or use their Staffing Budget to pay for office expenses.

Benefits for Councillor staff are budgeted and accounted for separately. Mayor's Office staff are funded from the Mayor's annual operating budget.



2.4.2 Staffing reports and forecasting

Council and Support Services provides Members monthly with reports on salary actuals and projections for their offices. Members are encouraged to review these reports so they can track how much of their staffing budget is spent and how much is projected to be spent by year-end.

In addition, Council Service Representatives (CSRs) can prepare salary projections for Members any time with various scenarios in order to determine budget availability.

2.4.3 Staff Replacement Budget

The Staff Replacement Budget is part of the Council General Expense Budget and is used to minimize the negative impact of prolonged Members' staff illness or vacation on Members' office operations.

The Staff Replacement Budget provides for:

- Members' staff termination payments during the City Council term, such as severance pay, unused vacation, float days and lieu time;
- vacation and lieu time payouts upon the end of the term or as requested during change of job between Members' offices:
- replacement Member staff to cover Member staff absences due to illness of more than five consecutive business days;
- top-up payments to Members' staff who are on maternity, parental or adoption leaves;
- vacation replacement for Members' staff whose annual vacation entitlement exceeds three weeks and are scheduled to take this vacation in one extended period; and



payment of a constituency assistant for a Councillor whose ward exceeds by more than 50 per cent the median of all 44 wards in both the number of households and the ward population. 12

Members who require staff replacement funds should contact Winnie Li, Director of Council and Support Services before engaging the replacement staff.

2.5 Tracking and disclosure of expenses

Contact:

Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

2.5.1 Tracking of expenses (Dashboard)

The Councillor Expense Dashboard provides information on actual expenditures (items that have been paid), expenditures in progress (items that are either with Council and Support Services or Accounting Services, but not yet paid) and anticipated expenditures (items that the Member tells us about so the funds can be committed).

The Dashboard provides up-to-date spending information as well as scanned copies of the invoices on the following:

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2010.EX42.1.

¹² Approved by City Council at its meeting of April 15, 2010, Executive Committee Report EX42.1, "2010 Operating Budget":



- Constituency Services and Office Budget Expenses
- Constituency Office and Other Budget Expenses
- General Entitlement Budget Expenses

Members can print reports on the above three categories of expenses. In addition, Members can also print reports on Business Meal Allowance, Office Travel and Business Travel.

The Dashboard is a secure portal only accessible to the Member and authorized Members' staff. Members who wish to set up accounts for themselves or their staff must complete the Councillor Office Expenses Dashboard Authorization Form available at http://insideto.toronto.ca/councillors/forms/expense-dashboard.doc or in Appendix 2D.

2.5.2 Disclosure of expenses

As legislated by the *City of Toronto Act, 2006*, the City Clerk and the Treasurer report to Council the remuneration and expenses for Members of Council by March 31 of the following year. Prior to the public report, Members are provided with their expense information. Members are responsible for reviewing and signing off on the annual salary expenditures for their staff as well as expenses from the various budgets.

The City Clerk publishes Members' expenses from the Constituency Services and Office Budget and the Council General Expense Budget (Constituency Office and Other and the General Entitlement) including year-to-date expenditure details, on the City's website within a maximum of 30 days after the end of the quarter or the year-end closing date. Supporting transaction documentation will have personal and other MFIPPA-exempted information redacted prior to posting.



The City Clerk also publishes Business Travel expenses, Donations to Council Member-Organized Community Events, Out-Of-Province Conference Reports, and Legal Expenses paid from the Council General Expense Budget on a quarterly basis at the same time expenses from the Constituency Services and Office Budget are posted.

Councillor expenses are posted on the City's Open Data site as an open data set available to the public.

2.6 Gifts and benefits

Contact:

- Valerie Jepson, Integrity Commissioner: 416-397-7770; vjepson@toronto.ca
- Office of the Integrity Commissioner: www.toronto.ca/integrity

The Code of Conduct for Members of Council, Part IV, Gifts and Benefits, states that no Member shall accept a fee, advance, gift or personal benefit that is connected directly or indirectly with the performance of his or her duties of office, unless permitted by the exceptions listed in the Code. Please see the Code for the full list of exceptions and the reporting requirements for gifts and benefits.

Two acceptable gifts are processed through Council and Support Services:

- Sponsorships and donations for community events organized or run by a Member or a third party on behalf of a Member, subject to the limitations set out in the Policy on Council Member-Organized Community Events (see Section 2.6.1 below for more information);
- Travel paid by a third party in specific circumstances (see Section 2.6.2 below for more information).



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

Part IV Gifts and Benefits, Code of Conduct for Members of Council is available at

http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=c0f73837 9bac0410VgnVCM10000071d60f89RCRD#section4. The entire Code of Conduct for Members of Council is included in Volume 3 of the City Council Handbook.

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

2.6.1 Council Member-Organized Community Events Policy

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The Council Member-Organized Community Events Policy¹³ (Appendix 2E) permits donations to Council Member-organized community events that are held on a specific date or series of dates. These donations cannot exceed \$10,000 (whether in money or inkind) annually (whether for a single event or multiple events).

The policy outlines who can donate to Council Member-organized community events, reporting and accounting requirements, how to deal with surpluses and the rules for an election year.

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2008.EX22.6.

¹³ Approved by City Council at its meeting of July 15, 16 and 17, 2008, Executive Committee Report EX22.6, "Report on Issues Arising Out of Operation of Members Code of Conduct and Complaint Protocol":



In general:

- The policy prohibits a Member of Council or a third party on behalf of the Member from soliciting or accepting support in any form (in cash or in-kind) from those registered with the City as lobbyists or their clients or employers, or developers with any pending planning, conversion, demolition or sign variance application.
- Donations must be reported in accordance with section 2.6.1.1.
- All donation cheques should be made out to the City of Toronto and accounted through the City Clerk's Office.
- Donations accepted for one year cannot be carried over to another year and must be for a specific Councillor community event. Funds cannot be redirected to other purposes.
- In an election year, a Member of Council must not seek donations and sponsorships for any community event that has not been staged in the previous two years nor accept donations or stage any community event supported by donations and sponsorships after he or she has filed nomination papers for election to any office in the City of Toronto.

Before accepting any donation, a Member of Council should confirm with the Lobbyist Registrar (416-338-5858 or lobbyistregistrar@toronto.ca) whether or not the donor is registered in the Lobbyist Registry.

For full details, please see the Council Member-Organized Community Events Policy (Appendix 2E) and the Memorandum - Donations to Council Member Events – Procedures and FAQs (Appendix 2G).



2.6.1.1 Reporting donations

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

All donations (whether in cash or in-kind) received for Council Member-Organized Community Events must be reported to Council and Support Services irrespective of the value of the donation. To report donations:

- A Donor Declaration Form (Form J of Appendix 2A) must be completed by the donating organization/company, verified by the Councillor and given to Council and Support Services. This form is also available on the Resources for City Councillors intranet site at http://insideto.toronto.ca/councillors/forms.htm.
- The submitted Donor Declaration Form will be posted on the internet every quarter as part of the disclosure of expenses as outlined in the Constituency Services and Office Budget Policy.
- Donors of donations exceeding \$10 are eligible to receive an income tax receipt from the City of Toronto upon request.
- The Code of Conduct for Members of Council requires a Gift and Benefits Form to be submitted to the Integrity Commissioner for all donations exceeding \$300. In order to facilitate the fulfillment of this requirement for Memberorganized community events, the Donor Declaration Form will also act as the Gifts and Benefits Form. Once the form is received by Council and Support Services, a duplicate will be forwarded to the Integrity Commissioner for her review and determination whether the donation is permissible. Upon receipt of confirmation from the Integrity Commissioner, Council and Support Services will proceed to process the event expenses against the donation received.



 In the event that a donation received by a Councillor for a community event is deemed to be not acceptable by the Integrity Commissioner, the Councillor will be requested to return the donation to the donor and all expenses related to the community event will be paid from the Councillor's Constituency Services and Office Budget.

The following provide more information on Donations to Council Member-Organized Community Events:

- Joint Interpretation Bulletin Lobbying and Donations to Council Member-Organized Community Events, from the Integrity Commissioner, the Lobbyist Registrar and the City Clerk (June 2011) (Appendix 2F)
- Memorandum Donations to Council Member-Organized Community Events – Procedures and FAQs (June 2009) (Appendix 2G).

2.6.2 Travel paid by a third party

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The Code of Conduct for Members of Council, Part IV, Gifts and Benefits, permits food, lodging, transportation and entertainment provided by provincial, regional and local governments or political subdivisions of them, by the federal government or by a foreign government within a foreign country, or by a conference, seminar or event organizer where the Member is either speaking or attending in an official capacity.

Please note that the exception does not apply where such gifts or benefits are provided by lobbyists or their clients or employers.



If the value of the above-mentioned travel costs exceed \$300, or if the total value received from any one source during the course of a calendar year exceeds \$300, the Member shall within 30 days of receipt of the gift or reaching the annual limit, file a disclosure statement with the Integrity Commissioner.

The Travel Declaration Form (Appendix 2H) is used for this purpose and is available on the *Resources for City Councillors* intranet site at http://insideto.toronto.ca/councillors/forms.htm.

In addition, a Member may incur expenses from his or her Constituency Services and Office Budget for travel while some expenses are paid for by third parties. In this case, a Member would complete the Travel Declaration Form for submission to the Integrity Commissioner and would also complete the Notification of Travel form, which would include the expenses to be paid from the Constituency Services and Office Budget and stating which expenses are to be paid by the third party. The Notification of Travel form is submitted to Council and Support Services.





APPENDICES 2

- * Starred items link to a City or external web page
- ★ 2A Constituency Services and Office Budget Policy
- 2B Delegation of Signing Authority Form
- 2C 2014 and 2015 Newsletter Entitlement Calculation
- 2D Councillor Expense Dashboard Authorization Form
- ★ 2E Council Member-Organized Community Events Policy
- **★** 2F <u>Joint Interpretation Bulletin Lobbying and Donations to Council Member-Organized Community Events (June 2011)</u>
- **★** 2G Memorandum Donations to Council Member-Organized Community Events -Procedures and FAQ's (June 2009)
- **★** 2H <u>Travel Declaration Form (for travel costs provided by a third party)</u>



Members of Council Delegation of Signing Authority

Name of Council Member:
Effective Date:
If you are the only signing authority for your office, please check the appropriate box and sign on the reverse of the form.
I am the only authorized person to sign on behalf of my office.
To delegate signing authority to staff in your office, please check the appropriate box and indicate below the members of your staff who have been delegated the authority to sign on your behalf for the following categories and sign on the reverse of the form. Sample staff signatures and initials are required beside the staff name delegated.
☐ I wish to delegate signing authority to the following staff as indicated.
Name of Staff Mambar

			V
Category	Name of Staff Member authorized to sign on behalf of Councillor	\$ Lin it	ample Staff Signature & Sample Initials
Payment of Invoices/ Reimbursement			
Petty Cash Reimbursement MAXIMUM \$ 200.00	9		
Chargeback Items supplied by Council and Support			
Services (TTC Tokens, Batteries, Coat of Arms Paper)			

Category	Name of Staff Member authorized to sign on behalf of Councillor	\$ Limit	Sample Staff Signature & Sample Initials
Printing /			
Copying / Postage Requests			

Council Member Signature

Please return to the attention of: Lesley Ruscica Manager, Council and Support Services 9th floor, West Tower City Hall

c.c. Winnie Li, Director, Council and Services

2014 Unaddressed Admail calcuation per ward based on number of households

	N 1 2			0044 4444	0044 1110	
	Number of	Unaddressed	2014 Total	2014 - 11/12	2014 - 1/12	
Ward No.	Households (2011	Admail standard	Entitlement for	Entitlement for	Entitlement for	
	Statistics Canada	rate per item	the ward	the ward	the ward	
	Census)	-		(Jan 1-Nov30)	(Dec 1-31)	
1	18,120	0.105	\$ 1,902.60	\$ 1,744.05	\$ 158.55	
2	19,085	0.105	\$ 2,003.93	\$ 1,836.93	\$ 166.99	
3	19,605	0.105	\$ 2,058.53	\$ 1,886.98	\$ 171.54	
4	21,090	0.105	\$ 2,214.45	\$ 2,029.91	\$ 184.54	
5	27,305	0.105	\$ 2,867.03	\$ 2,628.11	\$ 238.92	
6	28,025	0.105	\$ 2,942.63	\$ 2,697.41	\$ 245.22	
7	16,780	0.105	\$ 1,761.90	\$ 1,615.08	\$ 146.83	
8	17,610	0.105	\$ 1,849.05	\$ 1,694.96	\$ 154.09	
9	16,855	0.105	\$ 1,769.78	\$ 1,622.29	\$ 147.48	
10	25,020	0.105	\$ 2,627.10	\$ 2,408.18	\$ 218.93	
11	24,665	0.105	\$ 2,589.83	\$ 2,374.01	\$ 215.82	
12	19,905	0.105	\$ 2,090.03	\$ 1,915.86	\$ 174.17	
13	23,925	0.105	\$ 2,512.13	\$ 2,302.78	\$ 209.34	
14	25,345	0.105	\$ 2,661.23	\$ 2,439.46	\$ 221.77	
15	23,675	0.105	\$ 2,485.88	\$ 2,278.72	\$ 207.16	
16	21,320	0.105	\$ 2,238.60	\$ 2,052.05	\$ 186.55	
17	18,960	0.105	\$ 1,990.80	\$ 1,824.90	\$ 165.90	
18	19,085	0.105	\$ 2,003.93	\$ 1,836.93	\$ 166.99	
19	27,400	0.105	\$ 2,877.00	\$ 2,637.25	\$ 239.75	
20	41,165	0.105	\$ 4,322.33	\$ 3,962.13	\$ 360.19	
21	21,600	0.105	\$ 2,268.00	\$ 2,079.00	\$ 189.00	
22	35,775	0.105	\$ 3,756.38	\$ 3,443.34	\$ 313.03	
23	37,555	0.105	\$ 3,943.28	\$ 3,614.67	\$ 328.61	
24	23,905	0.105	\$ 2,510.03	\$ 2,300.86	\$ 209.17	
25	23,265	0.105	\$ 2,442.83	\$ 2,239.26	\$ 203.57	
26	24,840	0.105	\$ 2,608.20	\$ 2,390.85	\$ 217.35	
27	45,445	0.105	\$ 4,771.73	\$ 4,374.08	\$ 397.64	
28	35,080	0.105	\$ 3,683.40	\$ 3,376.45	\$ 306.95	
29	19,955	0.105	\$ 2,095.28	\$ 1,920.67	\$ 174.61	
30	22,380	0.105	\$ 2,349.90	\$ 2,154.08	\$ 195.83	
31	22,120	0.105	\$ 2,322.60	\$ 2,129.05	\$ 193.55	
32	25,255	0.105	\$ 2,651.78	\$ 2,430.79	\$ 220.98	
33	20,345	0.105	\$ 2,136.23	\$ 1,958.21	\$ 178.02	
34	23,700	0.105	\$ 2,488.50	\$ 2,281.13	\$ 207.38	
35	23,160	0.105	\$ 2,431.80	\$ 2,229.15	\$ 202.65	
36	20,960	0.105	\$ 2,200.80	\$ 2,017.40	\$ 183.40	
37	22,565	0.105	\$ 2,369.33	\$ 2,171.88	\$ 197.44	
38	24,080	0.105	\$ 2,528.40	\$ 2,317.70	\$ 210.70	
39	17,285	0.105	\$ 1,814.93	\$ 1,663.68	\$ 151.24	
40	22,475	0.105	\$ 2,359.88	\$ 2,163.22	\$ 196.66	
41	20,035	0.105	\$ 2,103.68	\$ 1,928.37	\$ 175.31	
42	21,940	0.105	\$ 2,303.70	\$ 2,111.73	\$ 191.98	
43	19,525	0.105	\$ 2,050.13	\$ 1,879.28	\$ 170.84	
44	19,700	0.105	\$ 2,068.50	\$ 1,896.13	\$ 172.38	

2015 Unaddressed Admail calcuation per ward based on number of households

Ward No.	Number of Households (2011 Statistics Canada Census)	Unaddressed Admail standard rate per item	2015 Entitlement for the ward
1	18,120	0.107	\$ 1,938.84
2	19,085	0.107	\$ 2,042.10
3	19,605	0.107	\$ 2,097.74
4	21,090	0.107	\$ 2,256.63
5	27,305	0.107	\$ 2,921.64
6	28,025	0.107	\$ 2,998.68
7	16,780	0.107	\$ 1,795.46
8	17,610	0.107	\$ 1,884.27
9	16,855	0.107	\$ 1,803.49
10	25,020	0.107	\$ 2,677.14
11	24,665	0.107	\$ 2,639.16
12	19,905	0.107	\$ 2,129.84
13	23,925	0.107	\$ 2,559.98
14	25,345	0.107	\$ 2,711.92
15	23,675	0.107	\$ 2,533.23
16	21,320	0.107	\$ 2,281.24
17	18,960	0.107	\$ 2,028.72
18	19,085	0.107	\$ 2,042.10
19	27,400	0.107	\$ 2,931.80
20	41,165	0.107	\$ 4,404.66
21	21,600	0.107	\$ 2,311.20
22	35,775	0.107	\$ 3,827.93
23	37,555	0.107	\$ 4,018.39
24	23,905	0.107	\$ 2,557.84
25	23,265	0.107	\$ 2,489.36
26	24,840	0.107	\$ 2,657.88
27	45,445	0.107	\$ 4,862.62
28	35,080	0.107	\$ 3,753.56
29	19,955	0.107	\$ 2,135.19
30	22,380	0.107	\$ 2,394.66
31	22,120	0.107	\$ 2,366.84
32	25,255	0.107	\$ 2,702.29
33	20,345	0.107	\$ 2,176.92
34	23,700	0.107	\$ 2,535.90
35	23,160	0.107	\$ 2,478.12
36	20,960	0.107	\$ 2,242.72
37	22,565	0.107	\$ 2,414.46
38	24,080	0.107	\$ 2,576.56
39	17,285	0.107	\$ 1,849.50
40	22,475	0.107	\$ 2,404.83
41	20,035	0.107	\$ 2,143.75
42	21,940	0.107	\$ 2,347.58
43	19,525	0.107	\$ 2,089.18
44	19,700	0.107	\$ 2,107.90



Councillor Office Expense

Authorization Form

Councillor		
I confirm acces	ss to the Councillor Office Expense Dashboard	for myself.
Yes	□ No	
I authorize the Dashboard:	following staff in my office to access the Coun	cillor Office Expense
	9'	
☐ I do not au	thorize any staff to access my Office Expense	information.
	Councillor's Signature	Date

Please return this form to the attention of Winnie Li, Director, Council & Support Services, 9^{th} Floor West, City Hall.



3 YOUR STAFF

This information reflects current practice and may change to reflect Council decisions during the 2014-2018 term.

Members' staff are temporary fixed-term contract staff and a unique sub-group of non-union City of Toronto employees, governed by specific policies and procedures. Members' staff are governed by the Human Resources Management and Ethical Framework for Members' Staff (Appendix 3A).¹⁴

3.1 Human Resources Management and Ethical Framework for Members' Staff

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The Human Resources Management and Ethical Framework for Members' Staff found in Appendix 3A is a consolidated framework that sets out the roles and responsibilities of Members of Council for managing the City employees under their authority, and affirms applicable City Human Resources policy requirements for Members' staff.

The framework also sets out the ethical framework for Members' staff and clarifies their responsibility under the existing Code of Conduct for Members of Council. As Members' staff are not members of the public service, the policy provides clarity to the distinct roles that Members' and their staff play in the effective functioning of Toronto's government.

¹⁴ Approved by City Council at its meeting of August 25-28, 2014, Executive Committee Report EX44.2, "Human Resources Management and Ethical Framework for Members' Staff": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX44.2.



3.2 Staff positions

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Members other than the Mayor can hire full-time or part-time staff in any combination from the following five staff positions:

Position	2014 salary	Hourly rate
Executive Assistant	\$44,772.00 - \$84,065.80	\$24.60 - \$46.19
Constituency Assistant	\$36,836.80 - \$69,669.60	\$20.24 - \$38.28
Administrative Assistant, Level 2	\$36,836.80 - \$69,669.60	\$20.24 - \$38.28
Administrative Assistant, Level 1	\$28,173.60 - \$52,889.20	\$15.48 - \$29.06
Councillor's Aide (su	\$14.44	

Subject to City Council approval, the salary range may increase annually with the cost of living adjustment, if any, approved for non-union staff.

Job descriptions for an Executive Assistant, a Constituency Assistant, Administrative Assistants and a Councillor's Aide are included in Appendix 3B. Mayor's Office positions and salary ranges are distinct from Councillor staff positions and salary ranges.

For information on your Councillor Staffing Budget please see section 2.4.



3.3 Hiring staff

3.3.1 Hiring decisions

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Members are responsible for staffing their offices. Members have full carriage of their offices' recruitment process and final decision-making responsibility for all aspects of hiring including résumé review, screening, testing, interviews, reference checks, selection and job offer and determining their staffs' level of compensation within the Council approved salary range for the respective position.

Members may choose whether or not to use Human Resources or the City Clerk's Office in their preliminary hiring process and decisions. However, Members must be cognizant of and adhere to certain hiring requirements and employment related policies which continue to apply and must be followed by Members throughout all hiring scenarios.

Once a hiring decision has been made, it is essential that hiring information be provided to Council and Support Services (using the Staff Request/Change form (Appendix 3C)) <u>prior</u> to staff starting work in your office. This is so that important documentation, including the employment contract, can be finalized and in place upon your staff member's first day at work.

Members should allow for at least two weeks between the notice to Council and Support Services and the start date of the employee.



3.3.2 Eligibility to work

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

All Members' staff must sign an Eligibility to Work form to verify their status before their contracts are prepared.

To be eligible to work at the City, an individual:

- must be legally entitled to work in Canada;
- must be 16 years of age or above;
- must not have taken part in a separation program or received a retirement incentive from the City of Toronto or one of its special purpose bodies in the last two years; and
- must possess a valid social insurance number.

Members cannot hire relatives of Members of Council to work in their offices. Relatives are defined as:

- spouse, including common-law and same-sex spouse;
- parent, including step-parent and legal guardian;
- child, including step-child;
- sibling; and
- any person who lives with the Member of Council on a permanent basis.¹⁵

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¹⁵ Approved by Council at its meeting of June 7-9, 2000, Administration Committee, Report 13, Clause 4, "Council Office Support Staff": http://www.toronto.ca/legdocs/2000/agendas/council/cc/cc000607/adm13rpt/cl004.pdf.



The Hiring of Relatives of Members of Council in Council Offices policy, however, does not affect the future continued employment of Member's staff in the following circumstances:

- where an existing member of a Councillor's staff becomes a relative of the Mayor or a Councillor as a result of election, appointment or marriage; or
- where an existing member of the Mayor's staff becomes a relative of a Councillor as a result of election, appointment or marriage. ¹⁶

Members' staff are required to abide by the City's Employment of Relatives policy as one of the City's Human Resources policies attached to their employment contract. This policy can be found at http://wi.toronto.ca/intra/hr/policies.nsf.

Members' staff who have previously received a severance can work for another Member of Council within two years if they repay their severance. The Members' staff service date will be adjusted for any break in service. ¹⁷

ntent/Files/2006-09-25-nom-j34-report.pdf.

Approved by Council at its meeting of September 25-28, 2006, Integrity Commissioner's Follow up Report on Hiring of Relatives of Members of Council in Council Offices, Notice of Motion J(34), http://www1.toronto.ca/City%20Of%20Toronto/Integrity%20Commissioner/Shared%20Co

Approved by Council at its meeting of July 25, 26 and 27, 2006, Policy and Finance Committee, Report 6, Clause 56, "Conditions of Employment – Council Staff": http://www.toronto.ca/legdocs/2006/agendas/council/cc060725/pof6rpt/cl056.pdf.



3.3.3 Working for more than one Councillor

Contact:

• Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Two Councillors can agree to share an individual staff member, if the staff member is in the same job classification and is paid the same wage rate by both Councillors. Employment contracts are cosigned by both Councillors, the employee and the City Clerk's designate.

For example, a full-time staff person can divide his or her full-time hours between two Councillors, working in a part-time capacity for each. This can be in the form of splitting days of the week or part of the day between the two Councillor offices.

Part-time staff can also have part-time hours with two Councillors. However, if this occurs, it is on the condition that the part-time Councillor staff be vigilant in keeping close watch over the hours worked for each Councillor so that overtime does not incur.

If overtime (or lieu time) becomes necessary for full-time or parttime staff (eg. any time over 35 hours per week), prior consent of the Councillor to pay the overtime pay (or accrue lieu time) must be obtained in writing in order to be eligible pursuant to City policy.

Staff who work for two different Councillors are given two separate e-mail addresses.



3.3.4 Contracts

Contact:

Winnie Li, Director, Council and Support Services:
 416-392-8676; wli@toronto.ca

Members' staff are not members of the public service. Rather they are political staff and a unique sub-group of City of Toronto non-union employees.

Members' staff are employed on fixed-term temporary employment contracts with the City and the terms and conditions of their employment are standardized and stipulated in the contract.

The length of the employment contract is determined by the Member, but may not exceed the term of Council. The terms and conditions of employment have been authorized by Council, reflect current practice and/or are required by statute or corporate responsibility.

The employment contract for each Member's staff is prepared by Council and Support Services following receipt of a completed Staff Request/Change form (Appendix 3C) and must be signed by all parties prior to the first day of work.

Toronto Public Service employees, former long service employees and/or City retirees require customized employment documentation.



3.3.5 Payroll and benefits documentation

Contact:

Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Before starting work, all new Members' staff must complete payroll and benefits documentation as listed in Appendix 3D.

Staff who have changed their home addresses or emergency contact information must advise Council and Support Services immediately so that employee records are kept up to date.

Conditions of employment 3.4

3.4.1 Hours of work

Contact:

Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The regular work day and work week are seven hours per day and 35 hours per week. Members determine the hours of work of their staff, subject to statutory requirements and contractual obligations. 18 All Members' staff must sign a letter to acknowledge permission for the Member to schedule overtime work in accordance with the Employment Standards Act, 2000. This letter, the "Excess Hours of Work Agreement" is included as part of the employment contract.

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Approved by City Council at its meeting of July 25, 26 and 27, 2006, Policy and Finance Committee, Report 6, Clause 56, "Conditions of Employment - Council Staff". http://www.toronto.ca/leadocs/2006/agendas/council/cc060725/pof6rpt/cl056.pdf.



If overtime (or lieu time) becomes necessary for full-time or parttime staff (eg. any time over 35 hours per week), prior consent of the Member to pay the overtime pay (or accrue lieu time) must be obtained in order to be eligible, pursuant to City policy.

3.4.2 Benefits

Contact:

 Cathy Donison, Sr. Representative, Pension, Payroll and Employee Benefits: 416-397-4998; cdonison@toronto.ca

Subject to the terms and conditions of the City's Benefits Plans, fulltime Members' staff are immediately eligible to enroll in health and dental benefits, which are 100 per cent employer paid. Optional life insurance (100 per cent employee paid), is also available.

Employee benefits for Members' staff are referenced in the employment contract and terminate upon the end of the fixed-term of contract.

Part-time Members' staff must accumulate 910 hours or six months of aggregate service before they are eligible to enroll in health, dental, group life insurance and long-term disability benefits. Cost is pro-rated based on hours worked in the previous eight pay periods. They can also apply for optional life insurance, which is 100 per cent employee paid.

Following six months of completed service, the short-term disability plan provides eligible Members' staff with income protection for up to six months per calendar year for absences due to short term illnesses or non-compensable injuries. The level of salary protection is 75 per cent or 100 per cent of an employee's salary, depending on years of service. 19

http://insideto.toronto.ca/pen_payroll_empl_benefits/pdf/disability_policy_dec07.pdf.

¹⁹ Payroll, Pension and Employee Benefits Division Policy, Short-Term Disability Plan – Management and Non-Union Employees,



Staff may also use up to six days from their sick bank as "ill dependent days" according to the City's Care for Ill Dependents policy, found at http://wi.toronto.ca/intra/hr/policies.nsf.

To the extent short or long-term disability benefits are provided, such benefits are intended to replace and substitute for all compensation provided and otherwise payable by the City to Members' staff.

3.4.3 Vacation and holidays

Contact:

 Cathy Donison, Sr. Representative, Pension, Payroll and Employee Benefits: 416-397-4998; cdonison@toronto.ca

Vacation entitlements are described in the employment contract.

Float days

Full-time Members' staff receive two float days each calendar year; they are scheduled with authorization of the Member and reported in timesheets.

Part-time staff receive one float day each calendar year after six months of aggregate service.

Float days cannot be carried between calendar years and are lost if they are not used within a calendar year.

Statutory holidays

Staff are entitled to statutory holidays as determined by Human Resources (HR) policy and the *Employment Standards Act, 2000* (ESA). The schedule of statutory holidays is posted on the City's HR intranet site.



3.4.4 Pension (OMERS)

Contact:

 Angelo Tassone, Manager, Pensions, Payroll and Employee Benefits: 416-397-8397; atassone@toronto.ca

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 a Member's staff employment contract. Enrolment is optional once a Member's staff has met the OMERS enrolment requirements as an "other than continuous full-time" employee.

3.5 Managing staff during the employment period

3.5.1 Responsibilities as a manager

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

A Member is considered the supervisor/manager of City employees working in his or her office.

Members have the responsibility to manage their office and staff in accordance with the Human Resources Management and Ethical Framework for Members' Staff (Appendix 3A), their Code of Conduct, this Council Handbook and in compliance with applicable City employment related policies and guidelines, and the City's statutory obligations, including but not limited to the *Employment Standards Act*, the Occupational Health and Safety Act, Workplace Safety and Insurance Act, Ontario Fire Code, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, Ontario Labour Relations Act and Income Tax Act, as amended from time to time.



Members have the responsibility to ensure that their staff are aware of and comply with the Human Resources Management and Ethical Framework for Members' Staff.

Members are responsible for ensuring Members' staff abide by the applicable City Human Resources policies, which are listed in Appendix A of the framework and which are also attached to their employment contracts, which may be amended from time to time.

In particular, a Member is responsible for:

- providing a safe work environment;
- ensuring staff receive training on health and safety requirements as needed;
- reporting staff injury or misconduct to appropriate City staff;
- scheduling and recording of staff vacation and lieu time to promote wellness; and
- ensuring that individuals working in their offices comply with applicable City policies and guidelines. To that end, Members are encouraged to involve the City Clerk's Office where there is a staffing issue involving a corporate responsibility or liability (e.g. accommodation, human rights, excessive absenteeism, misconduct, etc.).

More information on the framework can be found in section 3.1.



3.5.1.1 Occupational Health and Safety Act

Under the *Occupational Health and Safety Act*, Councillors, as supervisors, must at a minimum:

- maintain a safe work environment for staff;
- provide equipment, materials and protective devices as prescribed, e.g. ergonomic work stations to prevent musculo-skeletal disorders;
- provide a work environment free from hazards;
- provide a work environment free from workplace violence; and
- report staff injuries as a result of work-related conditions.

City Clerk's Office and Human Resources Occupational Health and Safety staff will provide training and support as required.

City Clerk's Office and Human Resources staff can organize the delivery of the corporate course "Health and Safety Competency for Middle and Senior Managers" at City Hall upon request.

3.5.1.2 Ontario Human Rights Code

Members 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 in employment.

Related City policies are listed on the Human Resources intranet site at http://wi.toronto.ca/intra/hr/policies.nsf. They include: Human Rights and Anti-Harassment/Discrimination Policy and Complaint Procedures²⁰, Hate Activity Policy and Procedures²¹, Accommodation Policy²² and Employment Equity Policy²³.

²⁰ Approved by City Council at its meeting of June 23 and 24, 2008, Executive Committee Report EX21.18, "Human Rights and Anti-Harassment Policy Amendments": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2008.EX21.18.



3.5.1.3 Employment Standards Act, 2000 (ESA)

Members must ensure that all aspects of employment comply with the minimum statutory requirements including staff work hours, assignments and overtime.

3.5.1.4 Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

Members must ensure that their staff are trained and familiar with accessibility standards in Customer Service and Information and Communication, established under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Members must ensure that staff are familiar with the AODA Information and Communication Standard which applies to the City's websites and web content including text, images, forms and sounds. Resources are available on the AODA Information and Communication Standard webpage at http://insideto.toronto.ca/accessibility/aoda-info-communication.htm.

Members' staff can also access the City's e-learning module (ELI) on the Integrated Accessibility Standard Regulation (O.Reg 191/11) (IASR) for AODA. ELI is available at http://insideto.toronto.ca/learning/eli.htm.

²¹ Approved by City Council at its meeting of December 16 and 17, 1998, Corporate Services Committee, Report No. 19, Clause 2, "Human Rights, Harassment and Hate-Activity Policy Framework":

http://www.toronto.ca/legdocs/1998/agendas/council/cc/cc981216/cs19rpt/cl002.htm. ²² Approved by City Council at its meeting of August 25-28, 2014, Executive Committee Report EX44.7, "2013 Annual Human Rights Office Report and Amendments to the Accommodation Policy":

http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX44.7.

²³ Approved by City Council at its meeting on July 4-5, 2000, Administration Committee, Report No.14, Clause 6, "City of Toronto Employment Equity Policy": http://www.toronto.ca/legdocs/2000/agendas/council/cc/cc000704/adm14rpt/cl006.pdf.



3.5.2 Changing staff salary and position

Members determine the salary level and the position for their staff as part of the initial hiring decision. Members can choose to increase the salary of their staff any time during the year and as frequently as they wish subject to the maximum approved salary range for the position at that time and the limitations of the Councillor's staff salary envelope, the Constituency Services and Office Budget or the Mayor's Office budget as applicable.

Members can ask Council and Support Services to forecast salary expenditures in order to assist in their staff salary decisions. Please see section 2.4.2 for more details on these staff salary expenditure forecasts. Members advise Council and Support Services of the salary change using the Staff Request/Change form (Appendix 3C).

3.5.3 Employee Self-Service (ESS) Portal

Members' staff are paid every two weeks; pay is deposited directly to their bank accounts.

The Employee Self Service (ESS) is a web-based portal that allows non-union City of Toronto employees to securely access their pay statements, T4(s) and time balances (including vacation) electronically. The ESS portal can be accessed at http://insideto.toronto.ca/pen_payroll_empl_benefits/ess/index.htm.



3.5.4 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, ill days, leaves of absence without pay, or absences due to other reasons.

All Members' staff must submit timesheets to their Council Service Representative in accordance with the City's payroll reporting schedule, even if there are no exceptions to their attendance. The schedule can be found at http://insideto.toronto.ca/pen-payroll-empl-benefits/pay-calendars.htm.

For full-time employees, timesheets are used to report overtime, vacation, ill days and any other absences.

For part-time staff, timesheets report hours of work for the employee for the pay period. If timesheets are not received, the employee will not be paid.

In addition:

- The City's pay cycle is bi-weekly from a Wednesday to a Tuesday.
- All timesheets must be signed by the Member and the employee.
- Timesheets must be submitted promptly at the end of a pay period.

Samples of blank timesheets can be found in Appendix 3E.



3.5.4.1 Kilometrage and parking expenses

Kilometrage and parking expenses for Members' staff must be submitted to their Council Service Representative at the same time as timesheets. This allows for only one payment to be directly deposited into a staff member's bank account. These expense forms, along with blank timesheets, can be found at http://insideto.toronto.ca/councillors/forms.htm.

Details on allowable expenses for transportation, kilometrage and parking can be found in section 5 of the Constituency Services and Office Budget Policy (Appendix 2A).

3.6 Termination of staff

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Members are responsible for termination decisions with respect to individuals working in their offices and can terminate staff with or without cause anytime during the employment contract period. However, termination decisions must be carried out in accordance with the provisions of the applicable employment contract, City employment policies and statutory requirements.

Prior to a termination decision being made, a Member must consult with Council and Support Services to ensure compliance with the statutory requirements and other obligations in order to limit the City's, and possibly the Member's, liability as the employer.



3.7 Other people that may work in your office

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Members' offices may often have good will volunteers from the community or student volunteers (placed for academic credit).

Both types of volunteers are unpaid placements, in receipt of no compensation whatsoever, subject to the City's Volunteer and Student Placement Guidelines and Omnibus protocols, as amended from time to time. Involving a myriad of issues such as academic standards, curriculum responsibility, indemnities, confidentiality, copyright and waiver of liability, both students and community volunteers working in Members' offices are only retained in accordance with applicable City guidelines and protocols and their placements arise only through prior City agreements with schools and/or the individuals themselves.

A Member is responsible for executing a Volunteer Agreement with community volunteers OR an Omnibus Agreement Student Schedule with students on placements who work in the Member's City Hall, civic centre or constituency office.

**Please note that Interns and Co-op students do NOT fall into the category of volunteer or student. Rather, they are paid for their work and are employed as Members' staff pursuant to the standard employment contracts.

It is imperative that an individual's status be accurately identified, structured and documented by Members prior to the individual's start in a Member's office. An individual cannot be in more than one category at the same time. Mistaken or wrongful categorization can result in significant liability for the City and/or Member.

Please refer to the 2013 memo from the City Clerk that provides more detail on how volunteers, students or interns can be used in Council offices (Appendix 3F).



3.8 Employee corporate programs

3.8.1 Training

Members' staff can access the City's e-learning module (ELI) on the Integrated Accessibility Standard Regulations (ISAR) for the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). ELI is available at http://insideto.toronto.ca/learning/eli.htm.

3.8.2 Employee Assistance Program (EAP)

Contact:

- Margaret Robbins, Manager, EH&R and EAP: 416-392-6634; mrobbins@toronto.ca
- Call 416-392-6633 to request services

As needed, and if eligible, the Employee Assistance Program (EAP) offers confidential short-term counselling, information and referral services to City employees and eligible family members. The program is designed to provide direct access to experienced professionals who can help staff to resolve problems before they affect their health, personal life or job performance including: personal, relationship, legal advisory and financial counseling.

Staff can call the central information/intake number at 416-392-6633 to request services. An EAP counsellor asks for some basic information, discusses the types of services available and how they might be of assistance. Appointments can be arranged at a variety of locations across the city.

The program is funded by the City and there is no cost to staff to use the program. If long-term or specialized counselling is required, the EAP counsellor will assist in obtaining a referral to an appropriate community resource.

For more information, see the Employee Assistance Program website at http://insideto.toronto.ca/hrweb/eap/index.htm.



3.8.3 Employee Health & Rehabilitation (EH&R)

Contact:

 Margaret Robbins, Manager, EH&R and EAP: 416-392-6634; mrobbins@toronto.ca

As needed, and if applicable, Employee Health & Rehabilitation (EH&R) can assess functional abilities and provide recommendations to the employee and the workplace when health related issues impact an employee's ability to perform his/her job. EH&R has a multi-disciplinary team with professional expertise in disability management and occupational health.

City Hall Health Centre

Registered nursing staff provide on-site, primary care, and emergency aid response at City Hall. The clinic is located in the east tower, lower level, of City Hall and operates from 8:30 a.m. to 4:30 p.m.

For more information, see the Employee Health & Rehabilitation webpage at http://insideto.toronto.ca/hrweb/health and rehab/.



APPENDICES 3

- 3A Human Resources Management and Ethical Framework for Members' Staff
- 3B Councillor staff job descriptions
- 3C Staff Request/Change Form
- 3D Required payroll and benefits documentation
- 3E Sample of full-time and part-time staff timesheets
- 3F Memorandum Volunteers, Students and Interns in Council Offices (July 2013)



HUMAN RESOURCES MANAGEMENT AND ETHICAL FRAMEWORK FOR MEMBERS' STAFF

SECTION ONE -- BACKGROUND

1. PREAMBLE:

The Human Resources Management and Ethical Framework for Members' Staff is a consolidated Framework that sets out the roles and responsibilities of Members of Council for managing the City employees under their authority, and affirms applicable City Human Resources policy requirements for Members' staff.

This Framework also sets out the ethical framework for Members' staff and clarifies their responsibility under the existing *Code of Conduct for Members of Council*. As Members' staff are not members of the public service, the policy provides clarity to the distinct roles that Members' and their staff play in the effective functioning of Toronto's government.

2. DEFINITIONS:

MEMBERS A Member of Toronto City Council, including the Mayor

and 44 Councillors.

MEMBERS' STAFF Individuals retained in the 44 Councillors' Offices and the

Mayor's Office, including:

 All Full-time and Part-time staff, regardless of base position held (even if base position is with

the Toronto Public Service).

 Staff who are managed by the Director of Council and Support Services during the period where the

seat of the Member of Council is vacant.

CITY CLERK'S OFFICE The City Clerk, the Director of Council and Support

Services or other designated staff in the City Clerk's

Office.

CODE OF CONDUCT The Code of Conduct for Members of Council,

administered by the Integrity Commissioner.

COUNCIL HANDBOOK

The manual for Members of Council, as amended from time to time, related to the carriage and control of their offices, service protocols, processes, as well as day-today operational supports provided to Members of Council.

HUMAN RESOURCE POLICY REQUIREMENTS:

The minimum, necessary policies, as amended from time to time, applicable to Members' staff in order that Members can effectively manage their staff and to ensure that the City is meeting its legislative obligations as the employer.

TORONTO PUBLIC SERVICE (TPS):

Those City and agency employees working in the nonpolitical component of Toronto's government and subject to the Toronto Public Service By-law.

3. APPLICATION:

While Members' staff are City of Toronto employees, they are not members of the public service and therefore are not subject to the Toronto Public Service By-law. However, being government employees, they have similar ethical and employment requirements albeit with necessary modifications to reflect their unique status as Members' staff. Consequently, Members have responsibilities for managing these staff and are required to enforce human resource and ethical policies to ensure both they and the City are meeting their legislative obligations and responsibilities.

The Human Resources Management and Ethical Framework applies to all individuals employed in the 44 Councillors' Offices and the Mayor's Office. At the City, interns, co-op students and secondees are paid for their work assignments and therefore are employees and also subject to the Framework in its entirety.

- The Framework does not apply to non-employment relationships such as unpaid students, volunteers or independent contractors, consultants or vendors:
 - Unpaid students and volunteers are subject to the City's Volunteer and Student Placement Guidelines and protocols or others as applicable, as amended from time to time. Both students and volunteers working in Members' Offices are retained in accordance with applicable City guidelines and protocols and their placements arise only through prior City agreements with schools and/or the individuals themselves (involving a myriad of issues such as academic standards, curriculum responsibility, indemnities, confidentiality, copyright and a waiver of liability).

- Independent contractors, consultants or vendors are retained by Members for specific service delivery, including but not limited to consulting, event management, website design and maintenance. Independent contractors, consultants or vendors are governed by agreements signed between them and the Member in accordance with the Constituency Services and Office Budget Policy. These agreements should clarify that the independent contractors, consultants and vendors are not City employees.
- Elements of the Ethical Framework will be reflected in future Unpaid Student and Volunteer Guidelines, Vendor Protocols as well as the Council Handbook.

*It is imperative that an individual's status and nature of relationship be accurately identified, structured and documented by Members prior to their start in Members' Offices. An individual cannot be in more than one category at the same time. Mistaken or wrongful categorization can result in significant liability and financial penalties for the City (and Member).

4. PURPOSE:

This Human Resources Management and Ethical Framework for Member' Staff aims to:

- Provide clear guidelines for Members' with respect to the human resources management of their staff.
- Set out the key ethical framework for Members' staff working in their offices to guide their day to day activities in support of the Member.
- Delineate the roles and responsibilities amongst Members, Members' staff, the City Clerk's Office and the City as the employer of record.

5. CONTEXT AND PRINCIPLES:

The Human Resources Management and Ethical Framework for Members' Staff is developed under the following context:

- Members' staff are not members of the public service. Rather, they are political staff and a unique subgroup of City of Toronto non-union employees. The City, as the employer, has certain statutory requirements and corporate responsibilities as do the Members as the immediate managers of staff working in their offices.
- While they are City employees, Members' staff are distinct from members of the Toronto Public Service and are governed by this *Human Resources*

Management and Ethical Framework for Members' Staff and not the Toronto Public Service By-law.

The unique nature of Members' staff requires that a separate Human Resources
 Management and Ethical Framework for Members' Staff be developed in order to
 ensure a common understanding of roles, responsibilities and authorities
 amongst Members, Members' Staff, City staff and to strengthen the separation
 between the administrative and political components of Toronto's government.

The key principles used in developing the *Human Resources Management and Ethical Framework for Members' Staff* are:

Integrity

Members' staff, in working for the Member of Council, will uphold high standards of ethical behaviour consistent with those applicable to elected officials.

Accountability

Members are accountable for the management of their staff in compliance with applicable legislation and City policies.

Members' staff are accountable to their Member of Council for the performance of their duties and responsibilities.

Respect

Members' staff will act with decorum and respect the Office the Member holds.

Members' staff will treat the public, the Toronto Public Service and each other with respect at all times.

6. ROLES AND RESPONSIBILITIES

1. Members

Members have the responsibility to manage their office and staff in accordance with the *Human Resources Management and Ethical Framework for Members' Staff,* their *Code of Conduct,* the Council Handbook and in compliance with applicable City employment related policies and guidelines, and the City's statutory obligations, including but not limited to the *Employment Standards Act,* the *Occupational Health and Safety Act, Workplace Safety and Insurance Act, Ontario Fire Code, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Ontario Labour Relations Act* and *Income Tax Act*, as amended from time to time

Members have the responsibility to ensure that their staff are aware of and comply with the *Human Resources Management and Ethical Framework for Members' Staff* as detailed in this document.

Members are responsible for ensuring Members' staff abide by the applicable City Human Resources Policies, which are listed in Appendix A of this Framework and which are also attached to the Members' staff employment contracts, both of which may be amended from time to time.

2. Members' Staff

Each Members' staff has the responsibility to become familiar with and abide by the *Human Resources Management and Ethical Framework for Members' Staff* as detailed in this document.

Each Member's staff is responsible for abiding by the Human Resources Policies listed in Appendix A of this Framework and appended to their employment contracts. These policies may be amended from time to time.

Members' staff will act responsibly, disclosing all actual or potential conflict of interest situations to the Member and behave in a manner that would not create the perception that the Member deliberately or inadvertently breached the Code of Conduct.

3. City Clerk's Office

City Clerk's Office provides day-to-day operational support and advice to Members in relation to the management of staff in their offices and assists the Members in meeting the City's legislative obligations as the employer of record.

4. City

The City is the employer of Members' staff and in this role is legally responsible for fulfilling its statutory requirements and other corporate responsibilities and obligations to protect City interests.

SECTION TWO -- MEMBERS' ROLE IN HUMAN RESOURCES MANAGEMENT OF MEMBERS' STAFF

Individuals employed in the offices of Members of Council are City of Toronto employees. However, Members' staff are a special sub-group of City of Toronto non-union employees and are hired under a standardized fixed-term temporary contract of employment.

Members' Responsibilities

Members, as supervisors/managers of City employees working in their offices, have control and direction over their staff and are responsible for the following:

 Managing their staff and office in compliance with applicable City employment related policies and guidelines, and the City's statutory obligations, including but not limited to the Employment Standards Act, Workplace Safety and Insurance Act, Ontario Fire Code, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, Ontario Labour Relations Act and Income Tax Act, as amended from time to time.

Details on compliance requirements with respect to applicable legislation and policies can be found in the Council Handbook, which is provided to all Members at the beginning of the term and which may be updated from time to time by the City Clerk's Office.

- In particular, a Councillor is responsible for:
 - Providing a safe work environment;
 - Ensuring staff receive training on health and safety requirements as needed:
 - Reporting staff injury or misconduct to appropriate City staff; and
 - Scheduling and recording of staff vacation and lieu time to promote wellness.
- Ensuring that individuals working in their offices comply with applicable City
 policies and guidelines. To that end, Members are encouraged to involve the
 City Clerk's Office where there is a staffing issue involving a corporate
 responsibility or liability (e.g. accommodation, human rights, excessive
 absenteeism, misconduct, etc.)

Members' Role

Members' role over the management of their staff includes the following components:

1. Staff Recruitment and Hiring

- Members are responsible for staffing their offices. Members have full carriage of their offices' recruitment process and final decision-making responsibility for all aspects of hiring including resume review, screening, testing, interviews, reference checks, selection and job offer.
- Two Members can share an individual staff member, if the staff member is in the same job classification and is paid the same rate by both Members.
 Employment contracts are co-signed by both Members, the employee and the City Clerk's designate.
- Members are responsible for providing hiring information to the City Clerk's
 Office <u>prior</u> to staff starting work in their offices so that the employment
 contract and other documentation can be completed prior to the staff member
 beginning their employment.

2. Compensation and Salary Expenditures

- Members decide on the position and determine the level of compensation for staff in their office, as long as the salary for the staff is within the salary range for the job classification of the employee as adopted by City Council.
- Members' fund their staff from a Staffing Budget envelope, supplemented by the Constituency Services and Office Budget, if required. Mayor's Office staff are funded from the Mayor's Office's annual operating budget.
- Members are responsible for reviewing and signing off on the annual salary expenditures for their staff, which will be reported in the *Annual Remuneration* and *Expenses for Members of Council Report*, as required by Section 223 of the *City of Toronto Act*, 2006.

3. Terms and Conditions of Employment

- Members' staff are employed subject to fixed-term temporary employment contracts with the City and the terms and conditions of their employment are standardized and stipulated therein. The length of the employment contract is determined by the Member, but cannot exceed the term of Council.
- Members are responsible for approving hours of work, attendance, vacation, lieu time, unpaid leave of absence, and expense claims for their staff.

4. Termination

- Members are responsible for termination decisions with respect to individuals
 working in their offices and can terminate staff without cause any time during
 the employment contract period. Termination decisions must be carried out in
 accordance with the provisions of the applicable Employment Contract, City
 employment and severance policies and statutory requirements.
- Prior to a termination decision being made a Member must consult with the City Clerk's Office to ensure compliance with the statutory requirements and other obligations in order to limit the City's liability as the employer.

SECTION THREE – ETHICAL FRAMEWORK FOR MEMBERS' STAFF

Members have carriage and control of, and are fully responsible for, the conduct and management of staff working in their offices. Members are responsible for ensuring that individuals working in their offices understand the following Ethical Framework and the expectations it sets out for Members' staff and individuals working in their offices.

This Framework applies to all individuals employed in the 44 Councillors' Offices and the Mayor's Office.

Members' staff are expected to conduct themselves with personal integrity, ethics, honesty and diligence in performing their duties.

1. Duties and Responsibilities of Members' Staff in relation to the Code of Conduct

- a. Members' staff often act on behalf of or in the name of the Member of Council, including by representing the Member at events or communicating with constituents. Members' staff must be familiar with the Code of Conduct for Members of Council so that they ensure that their actions on behalf of their Member of Council are in compliance with the principles and requirements within the Code of Conduct. Actions taken by staff on behalf of a Member may result in that Member of Council being found to have contravened the Code of Conduct and lead to sanction of the Member.
- b. As part of the *Code of Conduct*, Members' staff must be familiar with City policies that apply to Members of Council, including but not limited to:
 - i. the Constituency Services and Office Budget Policy
 - ii. the Policy on Employment of Relatives
 - iii. the Policy on providing Employment Reference
- c. Each Member of Council is responsible for ensuring that their staff do not put the Member in contravention of the *Code of Conduct*.
- d. In situations where the Member of Council is uncertain about the application of the Code of Conduct to staff, they should consult with the Integrity Commissioner.

2. Lobbying

- a. Members' staff are considered public office holders under *City of Toronto Act, Part V, Accountability and Transparency, Section 156*, and under *Toronto Municipal Code Chapter 140, Lobbying* and must be familiar with their requirements and restrictions under the By-law.
- b. Members' staff should consult with the Lobbyist Registrar if they have any questions regarding lobbying.

3. Conflict of Interest

Members' staff must not place themselves or their Member of Council in a direct or perceived conflict of interest.

Members' staff should always consult with the Member if they are unsure if there is a conflict or potential conflict with a specific situation.

A conflict of interest refers, but is not limited to a situation in which a Member's staff has private interests that could compete with or that may be perceived to complete with their duties and responsibilities as a Member's staff.

A conflict of interest can be a situation where the Member's staff use their position for private gain or expectation of private gain, non-monetary or otherwise. A conflict may also occur when the private interest benefits the staff's family, friends or organizations in which the staff or his or her family or friends have a financial interest.

Private (or personal) interest means a relationship, obligation, duty, responsibility or benefit unique to the Members' staff or a person related to the Members' staff.

Conflict of interest may include, but is not limited to the following situations.

a. Preferential treatment

Members' staff must not use their positions to give any one preferential treatment that would advance their own interest or that of any party where such advance is contrary to the interest of City.

b. Gifts

Members' staff must not accept, arrange to accept 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 his or her duties.

Members' staff may accept a gift of nominal value given as an expression of courtesy or hospitality, provided this does not influence, or be perceived to influence, the performance of the their duties.

A Member may decide that no gifts may be accepted under any circumstances.

A Member's staff, who receives a gift in the performance of their duties, will immediately notify the Member.

c. Employment of relatives

Members' staff will abide by the City's *Employment of Relatives* Policy as one of the City's Human Resources Policies attached to their employment contract.

In cases where relatives of a Member staff are employed in the same office of the Member of Council, there must not be any work direction provided or any supervisory responsibility of one relative over another.

d. Use of City property

Members' staff must not use, or permit the use of any City property, including facilities, equipment, supplies, technology or other resources, for activities not associated with the performance of their duties. Any exception must be approved by the Member in advance.

e. Use or disclosure of confidential information

Members' staff may not, during the term of his or her employment or any time thereafter, directly or indirectly use or disclose any confidential information obtained during their employment with the Member, unless they are required by law or authorized by the Member in writing and in advance. The obligation to maintain confidentiality continues after the ceasing of employment.

Confidential information includes, but is not limited to, privileged information, draft by-laws or staff reports, third party information, personal information, technical, financial or scientific information and any other information collected, obtained or derived for or from any records that a Members' staff may come into contact with while employed in the office of the Member.

f. Disclosure of financial interests

Members' staff who have a financial interest or are involved in a decision-making process related to a City contract, sale or business transaction, or has family members, friends or business associates with such interest, must disclose their interest to the Member and remove themselves from any decision-making process. The Members' staff must sign a declaration that

the staff will not engage in any activity related to the City contract, sale or business transaction.

g. Appearing before City committees

Members' staff may not appear before a City committee on behalf of a private citizen or third party, other than for themselves or a family member.

Members' staff 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.

h. Engaging in outside work or business activities

Members' staff may not engage in any outside work or business activity that conflicts with his or her duties in the Members' Office; or could benefit from confidential information obtained during the course of his or her employment.

Members' staff who engage in any other work or business activities must disclose these activities to the Member in advance.

4. Political Activity

- a. Political Activity is defined as:
 - supporting or opposing a political party and/or candidate before or during an election;
 - seeking nomination or being a candidate in an election;
 - seeking appointment to a municipal council or school board; or
 - canvassing or campaigning on a Toronto municipal referendum question.

Political activity is applicable to municipal, school board, provincial and federal elections and Toronto municipal referendum questions.

- b. Members' staff must comply with the requirements of the *Municipal Elections Act*, *1996*, when seeking election or appointment to Toronto City Council:
 - Members' staff who seek election to Toronto City Council must take an unpaid leave of absence before the date he or she files the nomination papers to voting day.
 - Members' staff who seek appointment to Toronto City Council must take an unpaid leave of absence from the date he or she files the appointment application to the date City Council makes the appointment decision.

c. Members' staff must not use any City resources for any election-related or campaign purposes. City resources include any facility, equipment, supplies or other resources as defined in the City's *Use of City Resources During an Election* Policy.

http://www1.toronto.ca/City%20Of%20Toronto/City%20Clerks/Councillors/Files/pdf/UseOfCityResourcesElection.pdf

d. Members' staff who are planning to engage in political activity as defined in this Framework should disclose this information to the Member of Council and seek guidance and advice from their Member as required.

Members' staff do not need to disclose information related to their voting preference, membership in a political party, financial contribution to a candidate or putting up lawn signs in support of a candidate.

5. Disclosure of Wrongdoing and Reprisal Protection

This section is intended to facilitate the disclosure of wrongdoing that is contrary to the public interest and to protect from reprisal, those Members' staff who in good faith report wrongdoing.

Wrongdoing refers to serious actions that are contrary to public interest, including but not limited to:

- Fraud;
- Theft of City assets;
- Waste: mismanagement of City resources or assets in a wilful, intentional or negligent manner that contravenes a City policy or direction by Council;
- Violation of the Conflict of Interest provisions as outlined in this Framework; and
- Breach of public trust.

Reprisal against a Member's staff is 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. Reprisal includes but is not limited to:

- Disciplinary measures;
- Demotion of a Members' staff;
- Suspension of a Member's staff;
- Termination of a Members' staff:
- Intimidation or harassment of a Members' staff;
- Any punitive measure that adversely affects the employment or working conditions of a Members' staff; and
- Directing or counselling someone to commit a reprisal.

- a. Members' staff who are aware that a wrongdoing has occurred will immediately:
 - notify the Integrity Commissioner if it is related to wrongdoing by a Member or a Members' staff; and
 - notify the Member or the Auditor General if it is related to wrongdoing by a member of the public service.
- b. Any Members' staff 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 as determined by the Member.
- c. Members' staff who disclose wrongdoing will fully co-operate with the Integrity Commissioner's Office, the Auditor General's Office, 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 in the investigation.
- d. 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.

All Members' staff aware of or participating in an investigation of wrongdoing shall treat all information received confidentially. All reasonable efforts will be made to maintain confidentiality. 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 disclosed to ensure a thorough, effective and complete investigation or as otherwise required by law.

Members' staff who improperly breach confidentiality will be subject to disciplinary action up to and including termination as determined by the Member.

- e. A Member's staff who believes they are the subject of a reprisal following a disclosure of wrongdoing shall notify the Member or the Integrity Commissioner immediately. Allegations of reprisal will be the subject of investigations.
- f. Where the investigation substantiates the allegation of reprisal, the Integrity Commissioner shall report to Council on the results of their investigation including proposed remedial measures to address the reprisal.

6. Information Management

a. Members' staff should be aware of the following types of records that are created or managed in a Member's Office, and must take care to manage this information accordingly:

Constituency Records

 Records that document a Member's relationship with their constituents as an elected representative are considered personal records (e.g. constituent complaints about City service or other property matters).
 These records belong to the Member, regardless of whether it's the Member or their staff that collected or created the information. Often these records contain personal or sensitive information about constituents.

Political Records

Records containing political information are likewise the personal records
of the Member and generally not subject to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA). Political information
is found in communications with persons and organizations, including
other Members of Council, about matters not specifically related to ward
issues.

City Records

- City business records are records considered under MFIPPA as being in the custody or control of the City. If a Member's staff emails City staff about an issue or forwards a constituent's email to City staff for follow-up, then that email becomes a City record. Items on a Committee agenda are also City records.
- b. Members' staff should keep constituency, political and City records separate from each other.
- c. Members' staff should ensure that contact information obtained from constituents is not stored and reused to communicate further with the constituent without their express written consent.
- d. Members' staff should restrict access to confidential and sensitive personal information received in the Member of Council's Office to only those who need to see it in order to protect personal information.

7. Information Technology

- a. Members' staff are not bound by the City's *Acceptable Use* Policy for City staff. However, Members' staff must abide by requirements to protect and safeguard the integrity and security of the City's computer network and infrastructure.
- b. Members' staff must not download or upload any applications or software on City equipment without seeking the prior approval of the City Clerk's Office so that the City's computer infrastructure is not compromised.
- c. Members' staff must not connect any personal equipment to the City's network.
- d. Occasional personal use of the City's equipment is permitted during business hours provided these are not for personal gain or campaign purposes.
- e. Members' staff access to social media sites are subject to the Member of Council's direction and approval.

Appendix A

List of Human Resources Policies applicable to Members' Staff

(list included as part of Members' Staff Employment Contracts and may be updated from time to time)

Absence from Work

- Bereavement Leave
- Care for III Dependents
- Childcare and Eldercare Leave
- Citizenship Court
- Designated Holidays and Floating Holidays
- Employees Seeking Election to Political Office
- Family Medical Leave
- Family Medical Leave Q & A
- Jury Duty/Witness Service
- Leave without Pay
- Military Service
- Parental Leave
- Pregnancy Leave and Accommodation for Pregnant Employees
- Vacation
- Vacation Vacation Implementation Guidelines
- Vacation Carry-over
- Voluntary Leave of Absence

Employee Development

• Tuition Assistance Reimbursement

Employment Equity, Human Rights and Accommodation

- Employment Accommodation Policy
- Employment Accommodation Policy Guidelines for Employees Requesting Employment Accommodation
- Employment Accommodation Policy Guidelines for Human Resources Staff and Managers
- Employment Equity Policy
- Integrated Disability Management Work Reintegration Process Long Term Disability (LTD) Guidelines

Equity, Diversity and Human Rights Policies

- Hate Activity
- Hate Activity Hate Activity Procedures

Human Rights and Anti-Harassment/Discrimination

Health and Safety

- Psychological Health & Safety Policy
- Air Quality Industrial-Type Environments
- Asbestos Management
- Bed Bugs
- Bicycle Safety
- Cold Stress
- Cold Stress Guidelines
- Confined Space
- Confined Space Entry Guidelines
- Corporate Occupational Health and Safety Policy 2014
- Critical Injury Investigation and Reporting
- Designated Substances
- Dispute Resolution Process
- Domestic Violence Policy
- Domestic Violence Policy Domestic Violence Guidelines
- Fire and Evacuation
- First Aid/Cardiopulmonary Resuscitation (CPR)
- Guidelines for Use of Employees' Personal Appliances in City Workplaces
- Hazard Reporting Guidelines
- Hazard Reporting Procedure
- Heat Stress
- Heat Stress Guidelines
- Indoor Air Quality (IAQ) Policy for Office Environments
- Infectious Disease/Agent Program Guidelines
- Infectious Disease/Infectious Agent Policy
- Investigation and Reporting of Work-Related Injuries and Incidents
- JHSC Recommendation Guidelines
- JHSC Workplace Inspections
- JHSC/H&S Rep Engagement during Moves, Staff Relocations and Major Renovations
- Lockdown Procedures
- Lockout/Tagout
- Lockout/Tagout Program Guidelines
- Managing Health and Safety Aspects of Contracts for Services
- Mould Management
- Musculoskeletal Disorder (MSD) Prevention
- Orientation Training
- Orientation Training Program Standards
- Policy Development & Implementation
- Purchasing Policy

- Renovation Projects Guidelines
- Respiratory Protection
- Scented Product Guidelines
- Slips, Trips and Falls Prevention Policy
- Sun Protection
- Sun Protection Guidelines
- Supervisory Competency
- Traffic Control
- West Nile Virus
- WHMIS
- Work Refusal
- Working Alone Safely
- Workplace Violence
- Workplace Violence Guidelines

Pay and Benefits

- Lieu Time Policy for Non-Union Employees
- Mileage (Reimbursement for use of personal vehicles)
- Short Term Disability Plan for Management and Non-Union Employees

Staffing

- Employment of Relatives
- Employment of Relatives Appendix 1 Sample Questions and Answers
- Employment of Relatives Guidelines for Hiring Temporary Employees

Volunteers and Placements

Volunteer and Placement Guidelines

Working Conditions

Standard working hours

Working Environment

- Breastfeeding on City Premises
- Employee Participation in Municipal Election Campaigns

Note: Details of the above specific policies are available on the City's Intranet, under HR policies. Above policies are subject to change from time to time.



Job Description for Executive Assistant – Fixed Term Contract Position

- 1. Assumes primary responsibility for the management of general operations of the Councillor's office. Includes ensuring that the Councillor is relieved of all administrative detail as it relates to the day-to-day running of the office if delegated by the Councillor.
- 2. Ensures that other members of the Councillor's staff are completing, to the Councillor's satisfaction, duties required of them; that the Executive Assistant hires, trains and supervises Councillor staff or assists in those projects if delegated by the Councillor.
- 3. Ensures that constituent related concerns, problems, and inquiries are resolved either personally or through delegation to another member of the Councillor's staff or to appropriate City staff. Assists the Councillor and Councillor's staff in handling inquiries, concerns, and complaints from constituents and the public. Provides constituency outreach, strategic planning and monitoring of current issues if delegated by the Councillor.
- 4. Monitors and maintains records on Committee recommendations and Council decisions regarding matters of interest to the Councillor and his/her constituents. Pays special attention to those matters of importance to the Councillor and problematic issues.
- 5. Reviews, analyses and makes recommendations to Councillor on content and appropriateness of reports by City staff. Reviews and analyses agendas for Council, Committees, Task Forces, Agencies, Boards and Commissions, identifying items that will affect the Councillor and his/her constituents. Recommends and initiates necessary action to respond to these matters.
- 6. Undertakes research and analysis for the Councillor with respect to policy matters and departmental initiatives. Reviews and analyses agendas for Council, Committees, Task Forces, Agencies, Boards and Commissions. Researches, initiates, assists with formulation and discusses feasible policy options with appropriate City staff for recommendations to appropriate Council, Committees, Task Forces, Boards and Agencies.
- 7. Prepares motions on behalf of the Councillor for Council, Committees, Agencies, Boards and Commissions, as it pertains to issues of interest to the Councillor and his/her constituents.
- 8. Ensures that records are maintained and follows up on requests and inquiries made by the Councillor to City Staff.
- 9. Provides advice and comment to City staff on matters of interest to the Councillor and his/her constituents.
- 10. Liaises between the Councillor, the Mayor, and other Members of Council and his/her staff, as well as the various senior City staff, directors, managers and other City staff with respect to corporate initiatives, operational issues, and issues affecting the Councillor and his/her constituents.

- 11. Answers inquiries and provides and explains Councillor's position on issues to City staff, members of the public and the media, if delegated by the Councillor.
- 12. Anticipates and initiates responses for the Councillor. Reviews correspondence of importance with Councillor, advises on or determines the course of action if required, and organizes replies for signature where appropriate. Arranges and delegates for preparation of responses by appropriate staff as required. May be required to sign on behalf of the Councillor if delegated by the Councillor.
- 13. Prepares and co-ordinates general presentation material and speeches for the Councillor when necessary.
- 14. Prepares articles, columns, and letters to the editor for local and mainstream print media.
- 15. Maintains a thorough and continuous awareness of corporate initiatives and Council policies in order to keep the Councillor and his/her constituents informed and up-to-date on issues.
- 16. Ensures the Councillor is prepared with the required briefing material for meetings of Council, Committees and other meetings.
- 17. Liaises with other Councillors for support on issues of importance as required.
- 18. Monitors the Councillor's office budget and ensures that expenditures are controlled and maintained within approved limits. May be required to approve expenditures if delegated by the Councillor.
- 19. Undertakes or delegates special assignments as required by the Councillor.
- 20. Assists in organizing and publicizing community meetings.
- 21. Represents the Councillor at meetings with City staff, constituents, community organizations and associations, and special event functions. Communicates the Councillor's position and obtains support for that position at these meetings if necessary. Also accompanies the Councillor to required meetings providing assistance and advice.
- 22. Maintains sound awareness of local and city-wide municipal matters, and other matters affecting the municipality, which affect the Councillor and his/her constituents.
- 23. Maintains confidentiality on issues involved in the executive function and matters of confidentiality relating to issues of importance to the Councillor and his/her constituents.
- 24. Develops and ensures maintenance of Councillor's contacts either by way of electronic database or other means. May be required to develop and maintain Councillor's profile by way of web page development and maintenance and development of constituency newsletters.



Job Description for Constituency Assistant – Fixed Term Contract Position

- 1. Provides constituency outreach and strategic planning. Monitors current issues that may have impact on the constituency.
- 2. Undertakes research and analysis for the Councillor with respect to policy matters and divisional services/programs as they relate to constituency/public inquiries and concerns. Discusses same with City staff for appropriate actions and response. Prepares responses. May be required to sign on behalf of the Councillor.
- 3. Ensures that inquiries/concerns are addressed and records are maintained. Follows up on requests/inquiries made by the Councillor to City staff.
- 4. Provides liaison between the Councillor, the Mayor, and other Members of Council and his/her staff, as well as City staff with respect to corporate initiatives, services, programs and issues affecting the Councillor and his/her constituents.
- 5. Prepares and coordinates general presentation material and/or speeches for the Councillor when necessary.
- 6. Ensures the Councillor is prepared with the required briefing material for meetings of Council, Committees, and other meetings.
- 7. Develops and ensures maintenance of Councillor's contacts through electronic database or other means. May be required to set up and maintain Councillor's web page.
- 8. Prepares, processes printing and distribution of constituency newsletters. Prepares articles, columns, and letters to the editor for local and mainstream print media.
- 9. Arranges public meetings, meetings with constituents and other community events. Assists and/or represents the Councillor at meetings/events.
- 10. Assists Councillor or represents Councillor at public hearing and appeals (e.g. Committee of Adjustment, Ontario Municipal Board, Workplace Safety Insurance Board, etc.) acting on behalf of constituents.
- 11. Monitors the Councillor's office budget and ensures that expenditures are controlled and maintained within approved limits. May be required to approve office expenditures.

- 12. Maintains awareness of ward, community and city-wide municipal matters, and other matters affecting the municipality, the Councillor and his/her constituents.
- 13. Maintains confidentiality with respect to issues involving the City and the Councillor, and adheres to the City's Conflict of Interest Policy.
- 14. Undertakes special assignments as requested by the Councillor.



Job Description for Administrative Assistant, Level 2 – Fixed Term Contract Position

- 1. Assumes primary responsibility for general administrative operations of the Councillor's office. Includes ensuring the Councillor is relieved of all administrative detail as it relates to the day-to-day running of the office, if delegated by the Councillor.
- 2. Prepares outgoing correspondence from shorthand, dictaphone, handwritten responses by Councillor or self.
- 3. Assumes primary responsibility for the review and distribution of all incoming mail, faxes, e-mails and telephone inquiries to appropriate staff member.
- 4. Assumes primary responsibility for scheduling Councillor's appointments, invitations, etc. ensuring that there is no scheduling conflict and also ensuring that Councillor has necessary information and material for each meeting and/or event.
- 5. Assumes primary responsibility for the set up and maintenance of the office filing system.
- 6. Ensures that constituent related concerns, problems, and inquiries are resolved either personally or refers to another member of the Councillor's staff or to appropriate City staff. Assists the Councillor and Councillor's staff in handling inquiries, concerns, and complaints from constituents and the public.
- 7. Gathers information and analyzes as directed by the Councillor with respect to policy matters and divisional services/programs as they relate to constituency/public inquiries and concerns. Discusses same with City staff for appropriate actions and response. Prepares responses. May be required to sign on behalf of the Councillor.
- 8. Assists in the processing of motions as requested by the Councillor for Council, Committees, Agencies, Boards and Commissions, as it pertains to issues of interest to the Councillor and his/her constituents.
- 9. Prepares plaques and letters of commendation for special events.
- 10. Ensures records are maintained and follows up on requests and inquiries made by the Councillor to City staff.
- 11. Liaises with City staff and other Council offices on issues of concern to constituents and issues affecting the Councillor.
- 12. Answers inquiries and explains Councillor's position on issues to City staff, members of the public and the media, if delegated by the Councillor.

- 13. Anticipates and initiates responses for the Councillor. Reviews correspondence of importance with Councillor, advises on or determines the course of action if required, and organizes replies for signature where appropriate. Requests and refers preparation of responses to appropriate staff, as required. May be required to sign on behalf of the Councillor, if delegated by the Councillor.
- 14. Prepares and co-ordinates general presentation material and speeches for the Councillor when delegated and as directed by the Councillor or the Executive Assistant.
- 15. Ensures the Councillor is prepared with the required briefing material for meetings of Council, Committees and other meetings.
- 16. Monitors the Councillor's office budget and ensures that expenditures are maintained within approved limits. Orders office supplies as required. May be required to approve office administrative expenditures, if delegated by the Councillor.
- 17. Assists in organizing and publicizing community meetings. May attend public meetings on behalf of the Councillor to record concerns and inquiries in order to report back to the Councillor.
- 18. Maintains confidentiality relating to issues of importance to the Councillor and his/her constituents.
- 19. Develops and ensures maintenance of Councillor's contacts either by way of electronic database or other means. May be required to develop and maintain Councillor's profile by way of web page development/update.
- 20. Assists in the preparation of the newsletter. Makes arrangement for printing and distribution.
- 21. Makes travel arrangements as necessary.
- 22. Undertakes special assignments as requested by the Councillor.



Job Description for Administrative Assistant, Level 1 – Fixed Term Contract Position

- 1. Responsible for general administrative operations of the Councillor's office. Ensures the Councillor is relieved of all administrative detail as it relates to the day-to-day running of the office, if delegated by the Councillor.
- 2. Prepares outgoing correspondence from shorthand, dictaphone, handwritten responses by Councillor or self.
- 3. Reviews and distributes incoming mail, faxes, e-mails and telephone inquiries to appropriate staff member.
- 4. Schedules Councillor's appointments, invitations, etc. ensuring that there is no scheduling conflict and also ensuring that Councillor has necessary information and material for each meeting and/or event.
- 5. Sets up and maintains the office filing system.
- 6. Handles general enquiries or refers to other members of the Councillor's staff and appropriate City staff.
- 7. May assist the Councillor and Councillor's staff in handling concerns and complaints from constituents and the public. Gathers information and/or prepares response as directed.
- 8. Ensures records are maintained and follows up on requests and inquiries made by the Councillor to City staff.
- 9. Prepares plaques and letters of commendation for special events as requested.
- 10. Monitors the Councillor's office supplies. Orders office supplies as required.
- 11. Maintains confidentiality relating to issues of importance to the Councillor and his/her constituents.
- 12. Develops and maintains database of Councillor's contacts.
- 13. Makes travel arrangements as necessary.
- 14. Undertakes special assignments as requested by the Councillor.



Job Description for Councillor's Aide – Fixed Term Contract Position

- 1. Responsible for clerical and other duties as assigned by the Councillor.
- 2. Answers phone and refers to other members of the Councillor's staff as required.
- 3. Photocopying and distribution of materials to the community.
- 4. Assists with filing in the office.
- 5. Stocks office supplies for the Council Office.
- 6. Assists with community events.
- 7. Undertakes special assignments as requested by the Councillor.



The following information is provided to assist you in the hiring process of your staff and to ensure accurate and speedy documentation of new staff members.

Employment Contract	Ensure that all information given is c signed and dated before the new staf payment of salary retroactively.						
Benefits Entitlement	enrol in Health, Dental, Group Life I 100% employer paid. They can also employee paid:	 Contract Executive Assistant Contract Constituency Assistant Contract Administrative Assistant Level 1 Contract Administrative Assistant Level 1 er working 910 hours or 6 months aggregate service, for 350 hour week ployees, the following employee groups are eligible to explain Health, Dental, oup Life Insurance and Long Term Disability Benefits. Cost is pro-rated based on ars worked. They can also apply for actional Life Asurance – 100% employee d: Part-time Executive Assistant Part-time Constructory Assistant Part-time Administrative Assistant, Level 2 Part-time Administrative Assistant, Level 1 					
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2014 Salaries	Executive Assistant Constituency Assistant Administrative Assistant (Level 2) Administrative Assistant (Level 1) Councillor's Aide (Summer Student)	\$44,772.00 - \$84,065.80 \$36,836.80 - \$69,669.60 \$36,836.80 - \$69,669.60 \$28,173.60 - \$52,889.20	\$24.60 - \$46.19 \$20.24 - \$38.28 \$20.24 - \$38.28 \$15.48 - \$29.06 \$14.44				



Members of Council Staff Request/Change

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CSR Contact Name		I-COSTOMER SERVICE			Phone No.					
Divisional Authoriza	ation			Date						



To be completed by employee:		
Name of Employee:		
Home Address of Employee:		
Position:		
Please provide the following information:		
1. Are you legally entitled to work in Canada?	☐ Yes	☐ No
2. Are you at least 16 years of age?	☐ Yes	☐ No
3. Did you take part in a separation program or receive a retirement intentive from the City of Toronto or one of its Special Purpose Bodies in the last two years?	☐ Yes	☐ No
If yes, please indicate employer: City of Toronto Special Purpose Body (specify)		
4. Have you ever been employed by the City of Teronto, any of its predecessor municipalities (Metro Toronto, City & Toronto, North York, Scarborough, Etobicoke, or York, and/or Botogh of East York), including city-operated recreation centres, community tentos and community schools?	☐ Yes	☐ No
If yes , please provide the following information.		
Job Title: Department/Division:		
Municipality: Employment Period:		
6. Did you retire with an engle er-sponsored pension plan (e.g. OMERS)?	Yes	☐ No
Additional Information I agree to present proof of age if I am offered a job with the City of Toronto, underessential information for insurance/pension purposes. The foregoing statements are correct to the best of my knowledge and I understand misrepresentation on this form or any documents that I submit may disqualify me cause my dismissal.	d that a	
	Date	

Personal information contained on this form is collected under the authority of the *City of Toronto Act*, 2006, s. 136(c) and Article IV, of Chapter 169, of the Municipal Code. The information is used to determine eligibility for employment. Questions about this collection can be directed to: Senior Staffing Consultant, 5th Floor, Metro Hall, 55 John St., Toronto, ON M5V 3C6. Telephone: (416) 392-4738.

Required Payroll and Benefits Documentation

Before starting work, all new Members' staff must complete payroll and benefits documentation as follows:

- Personal Information Record
- Payroll Direct Deposit Authorization
- Personal Tax Credits Return (Federal)
- Ontario Personal Tax Credits Return (Provincial)
- Benefit enrolment/insurance forms (if applicable)
- OMERS form (if applicable)

The following documents are required by Payroll when completing the above paperwork:

- SIN must use name as appears on SIN information (card or confirmation letter from Service Canada if available)
- Document with date of birth (e.g. birth certificate, citizenship card, passport, driver's license)
- Void cheque

Staff who have changed their home addresses or emergency contact information must advise Council and Support Services immediately so that employee records are kept up to date.

CITY OF TORONTO COUNCIL OFFICES FULL-TIME STAFF ATTENDANCE RECORD FOR PAY PERIOD #26, 2014

(From November 26 to December 9, 2014)

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Please submit to your Council Service Representative: 9th Floor, West Tower, City Hall - FAX # 416-392-1870 FAILURE TO DO SO WILL DELAY YOUR PAY CHEQUE UNTIL THE FOLLOWING PAY PERIOD!

CITY OF TORONTO COUNCIL OFFICES PART-TIME STAFF ATTENDANCE RECORD FOR PAY PERIOD #26, 2014

(From November 26 to December 9, 2014)

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Please submit to your Council Service Representative: 9th Floor, West Tower, City Hall - FAX # 416-392-1870 FAILURE TO DO SO WILL DELAY YOUR PAY CHEQUE UNTIL THE FOLLOWING PAY PERIOD!



City Clerk's Office Ulli S. Watkiss, City Clerk

Memorandum

City Hall, 13th Floor, West 100 Queen Street West Toronto, Ontario M5H 2N2 Tel: 416-392-8011 Fax: 416-392--4900 Email: uwatkis@toronto.ca Web: www.toronto.ca

July 3, 2013

To:

Re:

Members of Council

From: Ulli S. Watkiss City Clerk

Volunteers, Students and Interns in Council Offices

We have recently received several enquiries from Councillors requesting clarification on how volunteers, students or interns can be used in Council Offices. This is a timely query, as this topic has been in the news lately and is receiving significant public attention and enforcement agency scrutiny.

It is important that individuals in Councillors' offices have their status and relationship accurately identified, structured and documented prior to their start. Mistaken or wrongful categorization can result in significant liability and financial penalties. Liability can arise under the Employment Standards Act, Workplace Safety and Insurance Act, Occupational Health and Safety Act or the Income Tax Act (this is not an exhaustive list). Both the individual Councillor and the City could be held liable.

Councillors may engage these individuals into one of four categories;

Paid Categories:

- -intern (as employee)
- -intern (as independent contractor)

Unpaid Categories:

- -student placement
- -volunteer

These categories are distinct and cannot be blended. A person cannot be in more than one category at the same time in the same workplace.

At the City, interns who are employees are paid for work assignments of short duration directly related to a student's academic program. For the purposes of Councillor offices, interns are hired into the 'Councillor's Aide' job classification. They become City employees upon hire.

Interns who are independent contractors are paid on a fee-for-service basis. They do not become a City employee and guidelines per the Constituency Services and Office Budget Policy, especially in relation to an independent contractor agreement must be followed. It is important to note that there are risks related to treating an individual as an independent contractor who is truly an employee, even when the employment is of short duration. Please consult Council and Support Services staff if you have questions.

Student placements are unpaid and arise through a tripartite agreement with the school which involves issues of academic standards, curriculum responsibility, indemnities, confidentiality and copyright.

All other unpaid individuals would fall into the category of 'volunteer' wherein a release and waiver of liability from the individual are required.

In the attached chart, please find a summary of key points in relation to these four categories.

It is important that you consult with Council and Support Services staff prior to engaging any individuals in your office, whether they are interns (employee), interns (independent contractors), student placements or volunteers. Council and Support Services staff will be able to help draft and finalize any required agreements so that both the City and you are protected from any costly repercussions.

Once these agreements are signed, it is important that they be followed. Any change in status must be documented through a new agreement. A person can be converted inadvertently. For example, the payment to a volunteer or student placement may convert their status to that of an employee and new appropriate documentation will be necessary.

Please also note that City Clerk's Office staff will not be able to process any security pass request or provide any network access to individuals who do not have a properly executed Employment Contract, Fee for Services Agreement, Student Placement Omnibus Agreement (and schedules) or Volunteer Agreement and Waiver.

If you have any questions, please contact Winnie Li, Director, Council and Support Services at 2-8676 or Lesley Ruscica, Manager, Council and Support Services at 2-7038, anytime.

Ulli S. Watkiss, City Clerk

c. Winnie Li, Director, Council and Support Services
Lesley Ruscica, Manager, Council and Support Services

Attachment A – Guidelines for Determining an Individual's Status in Councillor Offices (Paid or Unpaid)

Attachment A Guidelines for Determining an Individual's Status in Councillor Offices (Paid or Unpaid)

Type of Individual	Characteristics	Agreement Requirements	Comments
		PAID INDIVIDUAL	
Intern (employee)	Paid	Temporary fixed term employment contract.	Same rights as employee. May or may not be associated with an academic institution. Councillor's Aide position could be used for intern.
Intern (Independent Contractor)	Paid	Independent contractor agreement with vendor.	Must perform specific projects with a defined outcome or deliverable and specific time schedules. Purchasing protocols need to be followed as per the Constituency Services and Office Budget Policy.
		UNPAID INDIVIDUAL	Office Budget Folicy.
Student Placement	Unpaid – earn academic credit from their academic institution.	Omnibus placement agreement for students from the following institutions: Collège Boréal George Brown College Ryerson University Seneca College University of Toronto York University Agreements address academic standards, curriculum responsibility, insurance, workers' compensation and confidentiality, ownership and use of both City and Councillor records.	Can provide TTC token for travel to/from specific event. Cannot provide TTC pass as deemed by CRA to be taxable benefit. Please do not sign boiler-plate agreements provided by certain institutions. Please also note there are NO agreements with TDSB or TCDSB. Please do not accept students from these boards.
Volunteer	Unpaid	Volunteer agreement including a confidentiality clause and a waiver and release.	Sample volunteer agreement available on the Resources for City Councillors intranet site: http://insideto.toronto.ca/councillors/forms.htm. City derives no benefit. Cannot perform same duties as an employee. Should be a short-term community involved initiative, e.g. community events.



4 YOUR SPACE

This section provides information on your office space, security, parking, and booking space at other City facilities.

4.1 Office space

Contact:

Related to set up of City Hall and constituency offices:

- Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca
- Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

Related to computers, phones and technology:

 Michael Brisbin, Manager, Business and Technology Planning, Council and Support Services: 416-338-5092; mbrisbi@toronto.ca

Each Member is provided with an office on the second floor of City Hall. A Councillor can choose to have a constituency office(s) and/or a home office.

Member offices at City Hall and constituency offices are furnished with City furniture and equipment in accordance with the Furniture, Configuration and Equipment Standard for Councillor Offices (Appendix 4A). See section 4.6.3 for more information on furniture and small moves.

The requesting of and set up of Councillor constituency offices is governed by the Parameters for Councillor Constituency Offices (Appendix 4B) and the Protocol for Councillor Constituency and Office Renovations (Appendix 4C). Member offices at City Hall and constituency offices are provided with computers, telephones and printers. Please see sections 6.2-6.4 for information on computers, mobile devices, telephone lines, printers, etc. allotted to each Member.



All furniture, office equipment and fixtures are the property of the City. An inventory of all City-owned property is provided to Members at the beginning of the term. The inventory will be updated during and before the end of the term.

Members may bring in personal furniture or art for use at their City Hall or constituency offices. Members should note that personal furniture is not covered by the City's insurance policy and Members are responsible for the costs of moving the personal furniture and art to and from their office(s).

4.1.1 Your City Hall office

Contact:

City art collection:

Pamela Wachna, Coordinator, Collections and Outreach: 416-392-7803; pwachna@toronto.ca

Ward maps for wall mounting:

Geospatial Competency Centre: 416-392-7665 or 416-392-2506; mapsales@toronto.ca

Watering, acquiring and care of plants in City Hall:

Curtis Evoy, Parks, Forestry and Recreation: 416-392-7288; cevoy@toronto.ca

Custodial and building operations in City Hall:

Linda Kelland, Manager, Facilities Operations: 416-338-5465; lkellan@toronto.ca

Councillor offices in City Hall are allocated according to ward. The offices do not change between Council terms.²⁴ On mutual consent and in writing to the City Clerk, two Councillors may trade offices amongst themselves.

²⁴ Approved by City Council at its meeting of June 3, 4 and 5, 1998, Corporate Services Committee, Report 7, Clause 16, "Office Administration and Expenses of Members of Council": http://www.toronto.ca/legdocs/1998/minutes/council/appa/cc980603/cs7rpt.htm.



Works of art from the City's collection and large ward maps for wall-mounting may be requested. Maintenance of City Hall offices are in accordance with the Furniture, Configuration and Equipment Standard for Councillor Offices (Appendix 4A).

Setting up and making changes to a City Hall office

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

Additional furniture can be ordered and offices can be reconfigured in consultation with the City Clerk's Office and Facilities Management. All renovations must be in accordance with the Furniture, Configuration and Equipment Standard for Councillor Offices (Appendix 4A).

The procedures for requesting a change to a City Hall office can be found in the Protocol for Councillor Constituency and Office Renovations (Appendix 4C).

4.1.2 Your constituency office

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The Council General Expense Budget funds one constituency office.

Councillors can choose to operate one or more constituency offices but are not required to do so. If a Councillor chooses to have more than one constituency office, only one will be funded through the Council General Expense Budget. Councillors can choose to have a constituency office at City-owned buildings (including City Hall and civic centres), and/or private properties.



The Parameters for Councillor Constituency Offices (Appendix 4B) govern constituency offices. Highlights include:

- Councillors whose ward includes City Hall, East York Civic Centre, Etobicoke Civic Centre, North York Civic Centre or Scarborough Civic Centre are strongly encouraged to locate their constituency offices in one of these buildings.
- All leases for constituency offices must be negotiated and administered by City staff.
- Councillors cannot sub-lease space to third parties, including community organizations, not-forprofit/charitable organizations or other persons.
- Maximum lease rates are payable from the Council General Expense Budget. Other eligible expenses include allowances for leasehold improvements, moving and set-up costs.

Setting up or making changes to a constituency office

The process for requesting a constituency office or making changes to an existing constituency office is outlined in the Protocol for Councillor Constituency and Office Renovations (Appendix 4C).

Additional furniture can be ordered and offices can be reconfigured in consultation with the City Clerk's Office and Facilities Management.

All furniture orders and renovations must be in accordance with the Furniture, Configuration and Equipment Standard for Councillor Offices (Appendix 4A).



4.1.3 Your home office

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

A Member may choose to operate a home office. If a Member chooses to operate a home office, he or she must notify the Director, Council and Support Services in writing. A home office is not considered a constituency office and therefore any eligible expenses are funded from a Councillor's Constituency Services and Office Budget.

A list of eligible expenses can be found under Section 5, Allowable Expenses in the Constituency Services and Office Budget Policy (Appendix 2A).

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 and a computer printer.

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 fees. Furniture, other than one desk and one chair, and decorations are also ineligible.

4.1.4 Touch-down space

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

Touch-down office spaces are available at City Hall, Etobicoke Civic Centre, North York Civic Centre, Scarborough Civic Centre and York Civic Centre, on a first come, first served basis.



These spaces are for shared, infrequent use by Councillors and their staff. Each space is equipped with a telephone line (no voicemail) and a computer with internet access that is connected to the City's network. Computers are linked to a shared printer.

Members and their staff must remove personal files and belongings and temporary identification signs at the end of each work day. City staff do not track or log how often each Councillor uses touch-down space.

4.2 Resources available on second floor of City Hall

4.2.1 Mail services

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

4.2.2 Photocopiers and shredders

For information on photocopiers on the second floor at City Hall, please see section 5.3.1.

There are five shredders available for use by Members and their staff on the second floor at City Hall. Alternatively, confidential documents can be placed in one of the eight locked bins on the second floor. Material from these bins is emptied and shredded by a contractor on Mondays.

A Member can arrange to have individual bins temporarily placed in their office for special requirements. Submit a confidential bin request to Facilities Management at https://we.toronto.ca/start.nsf/FMD338Fred.xsp.



4.2.3 Serveries (kitchens)

Contact:

 Una Codrington, Supervisor, Council and Support Services: 416-392-7040; ucodring@toronto.ca

There are five small serveries (kitchens) on the second floor of City Hall for use by Members and their staff. Coffee, tea and supplies are provided by City Clerk's Office staff from the Council General Expense Budget.

The serveries are restocked on an as-needed basis and cleaned by City staff. City staff will unload the dishwashers in the morning and load and turn them on at the end of each day.

The coffee is put on by Members' staff in the morning and as required. Staff are asked to use the blue bin/box for recycling containers (bottles, cans, etc.) and the green bin for organics.

4.2.4 Waste and recycling

Contact:

 Dolores Maher, Recycling Coordinator, Environment and Energy Division: 416-397-5153; dmaher@toronto.ca

In all City Hall offices, waste, recycling and compostable materials are collected centrally as part of the City's *No Waste* Program.

At each desk, there is a small blue paper recycling bin with a small black garbage 'side saddle.' Members and their staff are responsible for emptying these desk-side bins into the tall, central bins in the hallways and photocopier centres - paper goes into the blue or grey bins, garbage into black bins.

Custodial staff do not go desk to desk emptying waste bins in City Hall; they empty only the tall, central bins.

Appendix 4D lists items that are recycled at City Hall.



4.2.5 Storage rooms

Contact:

 Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

There are storage rooms located on the second floor where Members can store additional files or community event supplies. Lockable cabinets are located in these rooms.

Council and Support Services works with Members to clean out and organize these rooms on an as-needed basis and at the end of each Council term.

Contact Lesley Ruscica of Council and Support Services for access to these rooms.

4.3 Security

Contact:

City-wide Corporate Security:

• **Emergency** phone number: 416-392-6666

Non-Emergency phone number: 416-397-0000

Security Desks:

City Hall Civic Centre: 416-392-7149

East York Civic Centre: 416-397-4655

Etobicoke Civic Centre: 416-394-8643

North York Civic Centre: 416-395-6900

Scarborough Civic Centre: 416-396-5263

York Civic Centre: 416-394-2886



The baseline level of security for Councillors at City Hall and civic centres was approved by Council in a report titled "Councillor Protection at City Properties" in 2009²⁵, and was updated by Council in 2011²⁶ (Appendix 4E).

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 Corporate Security. Reporting allows for the proper investigation and tracking of threats, as well as the ability to enact temporary or permanent enhanced security measures.

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

²⁵ Approved by Council at its meeting of September 30 and October 1, 2009, Government Management Committee Report GM24.32, "Councillor Protection at City Properties": http://www.toronto.ca/legdocs/mmis/2009/gm/bgrd/backgroundfile-23308.pdf. See Council minutes for decision regarding confidential material: http://www.toronto.ca/legdocs/mmis/2009/gm/reports/2009-09-17-gm24-cr.htm#GM24.32.

²⁶ Approved by Council at its meeting of April 12 and 13, 2011, Government Management Committee Report GM2.12, "Councillor Protection at City Properties-Update": http://www.toronto.ca/legdocs/mmis/2011/gm/bgrd/backgroundfile-36750.pdf. See Council minutes for decision regarding confidential material: http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2011.GM2.12.



Emergency procedures

It is important that Members and their staff remain aware of the Emergency Procedures for City Hall and the civic centres including Emergency Medical Procedures and the Bomb Threat and Suspicious Package Response Policy. These procedures can be found on the Corporate Security intranet site at: http://insideto.toronto.ca/fred/security_safety/emergency_procedure_s.htm.

4.3.1 City Hall Members' office areas

Members' office areas are secure and are only accessible by Members of Council, their staff, approved City staff and members of the City Hall press gallery. Members of Council play an essential role in keeping this area secure. For procedures on receiving visitors to this area, please see section 4.3.4.

Mail and packages sent to Members are sent to City Hall's basement mailroom so they can be x-rayed for security purposes. For more information on receiving mail and packages, please see section 5.4.

In-office alarm

Each Member's office has at least one duress button that can be activated (pressed) when immediate security assistance is required. This silent alarm notifies the main security desk of the alarm, and a Security Guard is immediately dispatched.

Phone contact

The City-wide Corporate Security **emergency** phone number is 416-392-6666. This number should be used for any security, fire, or medical emergency. The City-wide Corporate Security **non-emergency** phone number is 416-397-0000 and can be used for any City location for any security questions or when non-emergency security assistance is required.

The non-emergency phone number for City Hall security is 416-392-7149.



4.3.2 Security at civic centres

In-office alarm

Each Councillor's office at civic centres has a duress button that can be activated (pressed) when immediate security assistance is required. This silent alarm notifies the security desk of the alarm, and a Security Guard is immediately dispatched. The North York and Scarborough civic centres also have a duress button at the reception desk.

Phone contact

The City-wide Corporate Security **emergency** phone number is 416-392-6666. This number should be used for any security, fire, or medical emergency.

Non-emergency phone numbers for the civic centres can be found under section 4.3.



4.3.3 Access cards and keys

Contact:

Access cards:

 Una Codrington, Supervisor, Council and Support Services: 416-392-7040; ucodring@toronto.ca

Office keys and City Hall Council Chamber desk keys:

 Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

Access cards

Security access ID cards are required by all Members and their staff and must be worn at all times while on City premises. If access cards are forgotten or misplaced, temporary access cards are available for sign-out at the Security desk of City Hall, Metro Hall and the civic centres. Security desks are staffed 24 hours a day.

City Clerk's Office staff sends a request form for a security access ID card directly to Security as part of the staff hiring process. Councillors and staff must attend a drop-in photo session to have their picture taken for the access card. Councillors and staff must present photo ID (e.g. driver's licence, passport, citizenship card, permanent resident card or photo firearms card) and their City employee number.

The schedule for drop-in photo sessions for ID badges can be found online at

http://insideto.toronto.ca/fred/security_safety/badging_info.htm.

To make changes in access to a security access ID card, contact your Council Service Representative.



Office keys

New office keys are cut with a new term of Office for new incoming Members. Office keys and City Hall Council Chamber desk keys are provided directly to Members and their staff by Council and Support Services. For extra keys, contact Lesley Ruscica, Council and Support Services, 416-392-7038. Lost keys must be immediately reported to Security.

4.3.4 Council reception

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The second floor of City Hall has three public entrances to Councillors' office areas, named Street A, Street B and Street C. The letters correspond to the letter in the office address for each Councillor. (See a map of the second floor in Appendix 4F).

At each of the three streets, a uniformed receptionist provides a security presence and greets visitors Monday to Friday during the following hours:

- A Street reception: 8 a.m. to 5 p.m.
- B Street reception: 8:30 a.m. to 4:30 p.m.
- C Street reception: 8 a.m.to 4:30 p.m.
- After hours: main security desk in rotunda on main floor

North York and Scarborough civic centres are also provided with a receptionist to receive guests for Councillors during the following hours:

- North York Civic Centre: 8:30 a.m. to 4:30 p.m.
- Scarborough Civic Centre: 8 a.m. to 4 p.m.
- After hours: main security desk



East York, Etobicoke and York civic centres do not have receptionists. Security desk staff are responsible for receiving guests at these locations.

Receptionists are responsible for sign-in of all visitors at City Hall and at the North York Civic Centre under the Councillor Protection at City Properties policy and in accordance with the visitor sign-in procedure outlined in section 4.3.5. Visitors to the Scarborough Civic Centre do not have to sign-in per Council direction.

Council receptionists are available to provide minor clerical work such as stuffing envelopes and folding flyers. Members may request assistance directly from the reception staff.

4.3.5 Visitor sign-in procedure

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The sign-in procedures for public and staff visitors to Councillors' offices at City Hall, and the North York Civic Centre are as follows:

Public visitors

- All visitors without card access report to the reception desks at City Hall Streets A, B or C or inside the secure Councillor area at North York Civic Centre.
- The receptionist calls the Councillor office to announce the visitor. Once the visitor or group is given permission, information is recorded in a log and they are given a temporary VISITOR ID badge.
- The Councillor or a staff person must go to the reception desk to greet the visitor(s) and escort them at all times they are in the Councillor area.



- Visitors attending a meeting with a Councillor in one of the meeting rooms inside the secure area must also sign in, wear a badge, and be escorted at all times while they are inside the secure Councillor area.
- Visitors must be accompanied to leave the secure
 Councillor area so that they can sign out and return the
 visitor badge. Visitors should not be allowed to roam the
 secure Councillor office areas and drop in to other
 Councillor offices without prior appointments or notice.
- When a visitor cannot be accommodated, the receptionist will offer a form that the visitor can fill out to communicate with the Councillor's office. Receptionists also maintain a log book to track issues and requests.

City staff with access

The City Manager, Deputy City Managers, Division Heads and City staff with Division Head approval are provided access to the secure Member areas. These City staff members do not need to sign-in, wear visitor stickers or be escorted.

City staff without access

City staff who do not have regular access must sign-in and are given a temporary 'V' sticker to put on their City ID badge. City staff visitors do not need to be greeted by Council staff or escorted inside the secure Councillor area.



Media access

Certain members of the City Hall press gallery have access to the secure Councillor areas. Media access to these areas is managed by Strategic Communications.

Media who have access to secure Councillor areas must sign an agreement and wear a special media access badge at all times. They should only access secure Councillor areas when they have an appointment with a Councillor.

Any other media, including photographers and videographers who accompany media in secure Councillor areas must sign-in as a public visitor.

The terms and conditions of accreditation and the media application form can be found in the City Hall Press Gallery Accreditation policy (Appendix 4G).



4.4 Parking

Contact:

 Una Codrington, Supervisor, Council and Support Services: 416-392-7040; ucodring@toronto.ca

Parking access to City Hall or civic centre controlled parking areas are directly coded on the security access ID cards.

Councillor parking - City Hall official parking area

Each Councillor's office is allocated one assigned parking spot in the official parking area at City Hall. The Councillor can request a "white card" that allows his or her staff to use this spot when the Councillor does not need it. If a white card is used, a log should be kept. An example of a parking access log can be found in Appendix 2 of the City of Toronto Parking Policy for Corporate Facilities available at

http://insideto.toronto.ca/fred/pdf/parking_policy_0603.pdf.

Staff parking - City Hall reserved parking area

Each ward office has access to one parking spot in the reserved parking area at City Hall. A Councillor can assign this spot to one staff member or have all their staff share the spot using a shared access card. Individual staff who have access to parking at City Hall or other controlled parking facilities are deemed by the Canada Revenue Agency to be receiving a taxable benefit, unless they can demonstrate business requirement to use a vehicle at least three times a week. A log should be kept of such business requirements.

Members' staff who have parking access must complete a Access to Parking Request and Declaration Form. The taxable benefit amounts for access to parking at City Hall and other City buildings can be found in section D on this form. Find the 2014 form at http://insideto.toronto.ca/fred/pdf/parking_declaration_form_2014.pdf.

If a shared card is used, Members' staff should maintain a log to demonstrate use of the parking spot for business purposes.



Civic centres

Controlled parking areas at civic centres are accessed through individual security access cards. All Members are provided access to controlled parking areas at all civic centres.

Councillor staff are provided access to the parking garage for the respective civic centre of their community council on a case by case request basis. For example, staff of Councillors who are members of the Scarborough Community Council will have access to the controlled parking area at Scarborough Civic Centre.

Councillor staff who work out of a constituency office at a civic centre may request parking as a taxable benefit. A Declaration Form will need to be completed similar to parking access at City Hall.

For more information on parking, see the City of Toronto Parking Policy for Corporate Facilities at http://insideto.toronto.ca/fred/pdf/parking_policy_0603.pdf. Sections 4, 6d, 6e and 12c are the primary sections that affect Members of Council.



4.5 Booking civic space for meetings and events

Exclusive Member meeting space

There are exclusive meeting spaces to be used only by Members. Booking for these exclusive Member meeting spaces is handled by the Council Reception at A Street at City Hall, and at North York and Scarborough civic centres, as listed in the table below:

Location	Space	Booking Contact
City Hall	LibraryMeeting room at B24Rooms D and F	A Street Reception, 416-338-5138 or
North York Civic Centre	 Upper level north and south meeting rooms Lower level meeting room 	Councillor Reception: 416-395-6400
Scarborough Civic Centre	Boardroom Former Mayor's office	Councillor Reception: 416-396-7275

Other meeting space at City Hall, Metro Hall and civic centres

The Customer Support Booking Centre operated by 311 coordinates the booking of the following spaces: meeting rooms located at Metro Hall, City Hall, Scarborough, East York, North York, Etobicoke and York civic centres; City of Toronto Archives (boardroom, theatre and atrium available for meetings and events); North York Memorial Community Hall; rotundas (civic centres, Metro Hall, City Hall); Council Chambers; and charity and display areas in Metro Hall, City Hall and the civic centres.

Contact the Customer Support Booking Centre at 311 or 416-397-7220, by fax at 416-397-0825, or by e-mail at facilities customer support@toronto.ca.



Civic squares

Nathan Phillips Square - Contact Marguerite Reid, Supervisor, Economic Development and Culture at 416-395-7378 or mreid@toronto.ca.

David Pecaut (Metro) Square - Contact Kellie Mollins, Facilities and Logistics Co-ordinator, Facilities Management at 416-397-9887 or kmollins@toronto.ca.

Albert Campbell Square - Contact Derek Trenchard, Facilities and Logistics Coordinator, Facilities Management at 416-396-7766 or dtrench@toronto.ca.

Mel Lastman Square - Contact Paul Quinlan, Community Recreation Programmer, Parks, Forestry & Recreation at 416-395-6011 or pquinla@toronto.ca

Other City facilities:

Permit information for Parks, Forestry and Recreation (PF&R) space is available at www.toronto.ca/parks/permits. Community centre meeting rooms and cultural facilities can be booked by contacting the individual facilities.

A Member of Council can sponsor non-profit community groups in accessing designated space for meetings and events. See section 8.6 for more information.

4.5.1 Councillor Use of Civic Space Policy

The Policy on Councillor Use of Civic Space (Appendix 4H) outlines the parameters and booking logistics whereby Councillors can book and use civic space for constituency and community events and meetings. Civic space includes: City museums and cultural facilities managed by Economic Development and Culture; community centres, arenas, parks and sports fields, and other purpose buildings managed by Parks, Forestry and Recreation (PF&R); and City Hall, Metro Hall, civic centres and other buildings managed by Facilities Management.



Meeting rooms, auditoriums, small offices and public foyers and similar space of City of Toronto civic facilities are available to City Councillors for occasional use for community events and for regular meetings with constituents. Parks and sports fields are available to City Councillors for occasional use for community events.

There are no permit or rental fees for Members of Council but additional costs (e.g. for set up or cleaning) may apply.²⁷ All meetings must be related to City business and be hosted directly by a City Councillor. Catering for events and meetings must be booked separately as outlined below.

4.5.2 Catering

For catering for meetings, including small snacks and beverages, contact:

City Hall

Café on the Square 416-861-0101

East York Civic Centre

Sybil Catering 647-588-8698

Etobicoke Civic Centre

No on-site caterer

Metro Hall

YMCA 416-916-1066 x 128 catering@ymcagta.org

²⁷ Approved by Council at its meeting of February 20 and 21, 2013, Member Motion MM30.18, "Changes to Policy on Councillor Use of Civic Space": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2013.MM30.18.



North York Civic Centre

Citadelle Cafeteria 416-395-6924 citadellecafe@gmail.com

Scarborough Civic Centre

Compass Group 416-396-7487

York Civic Centre

No on-site caterer

4.5.3 Use of Members' Lounge during Council meetings

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

For information 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.²⁸

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

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²⁸ Approved by Council at its meeting of April 12 and 13, 2011, Government Management Committee Report, "Councillor Protection at City Properties-Update": http://www.toronto.ca/legdocs/mmis/2011/gm/bgrd/backgroundfile-36750.pdf. See Council minutes for decision regarding confidential material: http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2011.GM2.12.



4.6 Office cleaning and maintenance

4.6.1 Requesting cleaning and maintenance services

Contact:

- Submit non-emergency maintenance and custodial services requests at https://we.toronto.ca/start.nsf/FMD338Fred.xsp.
- For emergency maintenance and custodial services requests, call 416-338-FRED (3733)

Facilities Operations staff provides custodial and maintenance services for City facilities.

Non-emergency maintenance and custodial service requests should be submitted online at

https://we.toronto.ca/start.nsf/FMD338Fred.xsp. 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



To make **emergency** maintenance and custodial service requests, call 416-338-FRED (3733).

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

4.6.2 Cleaning schedule

Contact:

 Linda Kelland, Manager, Facilities Operations: 416-338-5465; Ikellan@toronto.ca

Councillor offices are cleaned according to the following schedule:

- Vacuuming every other day in Councillors' Office Suites and every day in the Mayor's Office.
- Carpet steam cleaning every six months or when required.
- Painting every two terms (new Councillor receives a fresh paint at the beginning of the term).
- Dusting every seven days.
- Removal of garbage/recycling materials from central bins every day or when required.
- Chair steam cleaning when required.



- Interior window glass cleaning done yearly.
- Exterior window glass, on the first and second floors, cleaning done monthly.
- Curtain cleaning when required or as requested.
- Blind cleaning when required or as requested.

4.6.3 Furniture and small moves

Contact:

 Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

In accordance with the Furniture, Configuration and Equipment Standard for Councillor Offices (Appendix 4A):

- The existing furniture in Councillor Offices will remain in use until the end of its life cycle.
- 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 Budget.
- No furniture is replaced without the Councillor's consent and sign-off.

A Councillor who wants furniture to be rearranged should contact Lesley Ruscica, Manager, Council and Support Services at 416-392-7038.



4.6.4 Turning on/off office lights at City Hall

The lights on the second floor of City Hall are controlled by a system that automatically turns the lights on and off during the week. After hours, on weekends and holidays, the lights are off. Members of Council or their staff can have the lights turned on by contacting the City Hall Security Desk at 416-392-7149. The Security Officer will contact the Facilities Operations Building Operator.

4.7 Ergonomic assessment

Contact:

 Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

Replacement of furniture in offices will be done if required to meet health and safety and ergonomic requirements.

Self-help office ergonomics tools are available at http://insideto.toronto.ca/hrweb/health_and_safety/office_ergo.htm to help Members and their staff set up their workstations.

Members and staff who wish to have an ergonomic assessment done on their work stations should contact Lesley Ruscica, Manager, Council and Support Services at 416-392-7038, Iruscica@toronto.ca



APPENDICES 4

- * Starred items link to a City or external web page
 - 4A Furniture, Configuration and Equipment Standard for Councillor Offices
 - 4B Parameters for Councillor Constituency Offices
 - 4C Protocol for Councillor Constituency and Office Renovations
 - 4D Items recycled at City Hall
 - 4E 2009 and 2011 Councillor Protection at City Properties Reports
 - 4F Map of second floor reception and meeting rooms
- ***** 4G City Hall Press Gallery Accreditation Policy
 - 4H Policy on Councillor Use of Civic Space



Furniture, Configuration and Equipment Standard for Councillor Offices

As amended and adopted by City Council at its meeting on July 11, 2012

1. BACKGROUND

During the consultation with City Councillors on the Councillor Expense Policy¹, there was widespread feedback from Councillors on the lack of furniture, space and maintenance standards for Councillors' Offices. Councillors also pointed out that it was unclear what costs are borne by the Office Expense Budget, and what should be paid for by City resources, whether from program budgets or from the Council General Expense Budget.

In response to Councillor comments, an inter-divisional staff team comprised of City Clerk's Office and Facilities Management staff met over 2011 and 2012 to develop a *Furniture, Configuration and Equipment Standard for Councillor Offices.* This proposed standard is being submitted for Council consideration in May 2012.

2. OBJECTIVES

The purpose of the standard is to:

- Provide for a uniform and consistent look and state of good repair among Councillors' Offices.
- Allow for a pro-active state of good repair program to replace Councillor office furniture when it reaches the end of its life.
- Facilitate regular maintenance of Councillor office furniture.
- Enable Councillor office furniture to be mixed and matched among Councillors' Offices during Council transition and replacement.

3. SCOPE

The team reviewed and analyzed the following aspects of Councillor Offices:

- Councillor Offices, 2nd Floor, City Hall Space Standards.
- Furniture, Configuration and Equipment Standards for the offices and work areas.
- Maintenance Standards.
- Exceptions to the Furniture, Configuration and Equipment Standards.

¹ The former 'Councillor Expense Policy' is now called the 'Constituency Services and Office Budget Policy' as amended and adopted by City Council at its meeting on July 11, 2012.



In reviewing the furniture and configuration standard, the Councillor Offices on the 2nd Floor of City Hall are further divided into the following areas:

- Councillors' Office Suite (Section 6.1, p.5-6).
- Executive Assistant Work Area (Section 6.2, p.7-8).
- Assistant Work Area (2 per suite) (Section 6.3, p.9).
- Volunteer / Student Work Area (Section 6.4, p.10).
- General Use Space (Printer stands, aisle size) (Section 6.5, p.11).
- Waiting Area outside the suite (Section 6.6, p.12).

The proposed standard does not cover the following:

- General Storage Whether current storage rooms for Councillors located in A, B and C streets are sufficient to meet the needs of Councillors.
- Meeting Rooms Whether current meeting rooms inside the Councillors' secured area on the 2nd Floor of City Hall are sufficient to meet the needs of Councillors. The furniture replacement and state of good repair for the meeting rooms are part of Facilities Management's operating and capital budgets.
- <u>Plants</u> Plants in common areas on the 2nd Floor of City Hall are maintained by City staff. Personal plants inside offices are under the care of individual staff.
- <u>Art</u> The hanging of artwork, either personal, on loan from local artists, from the Archives or from the City's Fine Art Collection do not fall under the proposed Furniture, Configuration and Equipment Standard.
- <u>Security</u> The security requirements of Councillors' Office Suites, such as duress buttons, have been addressed separately in the report approved by City Council at its meeting on April 12 and 13, 2011, titled "Councillor Protection at City Properties – Update".
- IT, Telecommunications and Office Equipment The allocation of IT equipment
 to Councillors' Office Suites is described in Appendix 1 of the Councillor Expense
 Policy. Replacement and sustainment of IT equipment is covered through the
 Corporate I&T Sustainment Program, based on technology asset lifecycle
 planning principles to ensure that the City's critical technology infrastructure is
 maintained in a state of good repair.
- <u>Small Appliances</u> The use of fans, heaters, fridges and other appliances inside Councillors' Office Suites must meet corporate standards and are managed by Facilities Management.



4. GENERAL OBSERVATIONS

- The Furniture, Configuration and Equipment Standard has been developed to meet the normal office operation and staffing requirement of a Councillor's Office.
- In general, each Councillor is provided with a Councillor Staffing Budget
 equivalent to the salary requirements for three staff, including an Executive
 Assistant, an Administrative Assistant and a Constituency Assistant. Councillors,
 however, are not limited to hiring only three staff. The Furniture, Configuration
 and Equipment Standard has been developed for an office with three staff.
 Councillors who have more than three staff must consult with Facilities
 Management on space planning options and the Furniture, Configuration and
 Equipment Standard must be followed.
- The proposed standard does not distinguish between the role of a Constituency Assistant or Administrative Assistant. Both are identified as Assistants.
- While the proposed Furniture, Configuration and Equipment Standard is designed specifically for Councillors' City Hall offices, the same principle and standard are applicable to other Councillor constituency offices located at civic centres, other City-owned space, agency-owned space, or non City-owned or non agency-owned space.
- The proposed furniture standard for Councillor offices is in accordance with the City's current standard for City furniture procured with vendors under current open contract with the City.
- Final layouts of offices, based on the proposed Furniture, Configuration and Equipment Standard, must meet legislated standards for accessibility including the Accessibility for Ontarians with Disabilities Act, health and safety requirements under the Occupational Health and Safety Act, other applicable legislation such as Ontario Building Code and Ontario Fire Code, and all applicable City policies, by-laws, regulations and procedures.
- Some adjustments to furniture footprints and proposed furniture may be required in individual suites to allow adequate clearance, access and aisle space.
- The project team prepared office configurations for three of the smaller suites and determined that most of the standards can be accommodated in the existing suites. However, due to size and layout variations of Councillors' existing office suites, not all existing suites can accommodate an extra Student /Volunteer Workstation as shown in Section 6.4.
- The Furniture, Configuration and Equipment Standard does not apply to Councillors' own or special purpose furniture/equipment.
- Any change to the Furniture, Configuration and Equipment Standard requested by the Councillor must be reviewed by the City's ergonomist to ensure compliance with health and safety requirements. The suite must have sufficient



space to accommodate the request and must meet health and safety, accessibility and legislative standards as described above.

5. SPACE STANDARDS FOR COUNCILLOR OFFICES

The forty-four (44) Councillors' Offices have a wide range of shapes (footprints) and sizes, from the smallest at 636 sq. ft. to the largest at 872 sq. ft. The size of each office does not include the space created by some Councillors as a greeting area outside their space, which is part of the common area.

The configuration of the offices was planned and created during the Council term immediately following amalgamation in 1998, when the City had 57 Councillors.



6. FURNITURE, CONFIGURATION AND EQUIPMENT STANDARD FOR COUNCILLOR OFFICES

6.1 Councillor's Office

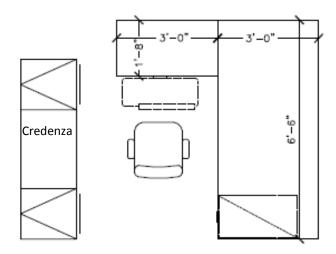
6.1.1 List of Furniture, Equipment and Accessories:

Suite Area	Item	Item Code*	Quantity
	Councillor's Furniture (free-standing version, left or right configuration)	G	1 unit
	Filing Pedestal Unit	AA	1 ea
	Keyboard Tray	В	1 ea
Councillor's	Task Chair	Α	1 ea
Office	Visitor Chair	С	2 ea
	Bookcase	E	1 ea
	Lateral Filing Unit (36" W with four (4) drawers)	• · · · · · · · · · · · · · · · · · · ·	
Round Conference Table (29" H, 36" diameter) with four (4) Visitor Chairs or		H & C	
2-Seater Sofa (finish in fabric) with Coffee Table (19" H or 23" - 29" H, 18" x 30" size) and 2 Lounge Style Chairs		I, L, & J or K	1 set
	Credenza	M	1 ea
	Coat Wardrobe Unit	N	1 ea
	Task Light	0	1 ea
	TV Stand or Wall Mount Set	Р	1 ea

^{*}See Section 7 "Furniture Details - Reference" for sample of current styles.

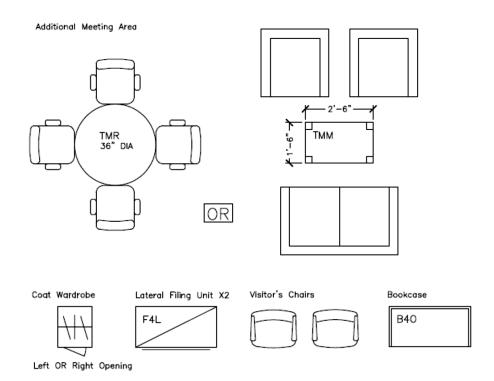


6.1.2 Drawings of Potential Layout:



Left or right configuration

Additional Furniture:





6.2 Executive Assistant (EA) Work Area

6.2.1 List of Furniture, Equipment and Accessories:

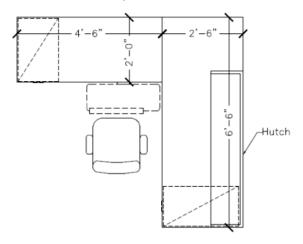
Suite Area	Item	Item Code*	Quantity
	Executive Assistant Workstation, free- standing version, left or right configuration or	Q	1 unit
-	Executive Assistant Workstation with panels, left or right configuration	R	
Executive Assistant Work Area	Overhead Cabinet (on workstation with panels) or Hutch (on free-standing workstation)	S or T	1 ea
	Filing Pedestal Unit	AA	1 ea
	Keyboard Tray	В	1 ea
	Task Chair	Α	1 ea
	Visitor Chair	С	1 ea
	Task Light (if required)	0	1 ea
	Lateral Filing Unit (36" W with four (4) drawers)	D	1 ea

^{*} See Section 7 "Furniture Details - Reference" for sample of current styles.

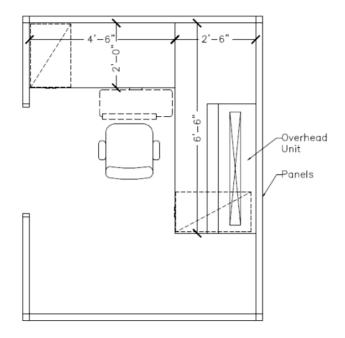


6.2.2 Drawings of Potential Layout:

Free-standing Workstation without panels

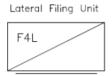


Enclosed Workstation with panels



Left or right configuration

Additional Furniture for Executive Assistant







6.3 Assistant Work Area- (two (2) work areas per office suite)

6.3.1 List of Furniture, Equipment and Accessories (per work area):

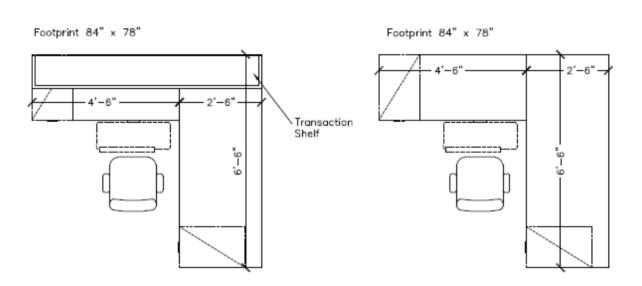
Suite Area	Item	Item Code*	Quantity (per work area)
	Assistant Workstation	U	1 unit
Assistant	Optional Transaction Shelf (one per office suite)	V 1 ea	
Work Area	Filing Pedestal Unit	AA	1 ea
	Keyboard Tray	В	1 ea
Task Chair		Α	1 ea
	Task Light (if required)	0	1 ea

^{*} See Section 7 "Furniture Details - Reference" for sample of current styles.

6.3.2 Drawings of Potential Layout:

Assistant Workstation with Transaction Shelf

Assistant Workstation without Transaction Shelf



Left or right configuration



6.4 <u>Volunteer /Student Work Area</u> (if office suite space allows)

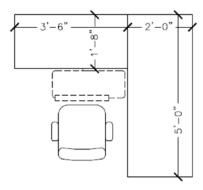
6.4.1 List of Furniture, Equipment and Accessories (per work area):

Suite Area	Item	Item Code *	Quantity
Volunteer /Student Work Area	Volunteer /Student Workstation (left or right configuration)	w	1 ea
NOTE: for temporary	Filing Pedestal Unit	AA	1 ea
use only, less than four (4) hours a day	Keyboard Tray	В	1 ea
Tour (4) Hours a day	Task Chair	Α	1 ea
	Task Light (if required)	0	1 ea

^{*} See Section 7 "Furniture Details - Reference" for sample of current styles.

6.4.2 Drawing of Potential Layout:

Footprint 66" x 60"



Left or right configuration



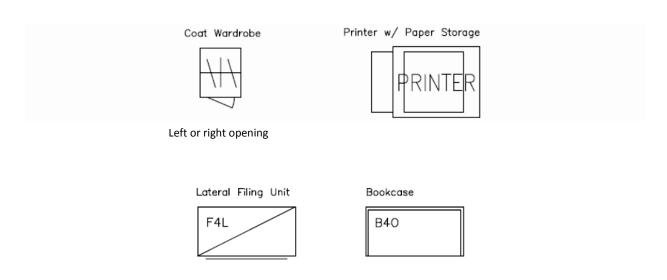
6.5 General Use Space

6.5.1 List of Furniture, Equipment and Accessories:

Suite Area	Item	Item Code *	Quantity
	Printer Table with Paper Storage	Y	1 per suite
General Use Space	Coat Wardrobe Unit (for up to six (6) coats)	N	1 per suite
	Coat Hooks	Z	As required
	Boot/Umbrella Trays	F	1 set per suite
	Lateral Filing Unit (36" W with four (4) drawers)	D	3 per suite (in addition to lateral file units assigned for Councillor and EA)
	Bookcase or Additional Lateral Filing Unit	E or D	1 per suite

^{*} See Section 7 "Furniture Details - Reference " for sample of current styles.

6.5.2 Drawings:





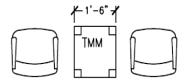
6.6 Waiting Area (Outside the Suite)

6.6.1 List of Furniture, Equipment and Accessories:

Suite Area	Item	Item Code *	Quantity
Waiting Area (Outside the	Side Table (19" H, 18" x 18" size)	X	1 per suite
suite)	Visitor Chair	С	2 per suite

^{*} See Section 7 "Furniture Details - Reference" for sample of current styles.

6.6.2 Drawing of Potential Layout:





7. FURNITURE DETAILS - REFERENCE

The following is a visual representation of the furniture referenced in the furniture and equipment standard proposed on pages 5 to 12.

Item Code	ltem	Cost (Approximate 2011)	Picture (NOTE: the final product may not be exactly as shown)	Drawing
Α	Task Chair (finish in fabric)	\$300	N. C.	n/a
В	Keyboard Tray	\$200		n/a
С	Visitor Chair (finish in fabric)	\$220		n/a
D	Lateral Filing Unit (36" W with four (4) drawers)	from \$469 to \$800		
E	Bookcase (36" W with four (4) shelves)	from \$260 to \$500		



Item Code	Item	Cost (Approximate 2011)	Picture (NOTE: the final product may not be exactly as shown)	Drawing
F	Boot/Umbrella Trays	\$100 a set		n/a
G	Councillor's Furniture free-standing version	from \$1,200 to \$3,000		+
Н	Round Conference Table (29" H, 36" diameter)	from \$275 to \$500		
I	2-Seater Sofa (finish in fabric)	from \$500 to \$800		
J	Coffee Table (23" - 29" H, 18" x 30" size)	\$275		
K	Coffee Table (19" H, 18" x 30" size)	\$275		



July 2012

Item Code	ltem	Cost (Approximate 2011)	Picture (NOTE: the final product may not be exactly as shown)	Drawing
L	Lounge Style Chair (finish in fabric)	from \$200 to \$300		n/a
М	Credenza	from \$875 to \$1100		
N	Coat Wardrobe Unit	from \$300 to \$450		
0	Task Light	from \$85 to \$130		n/a
Р	TV Stand or Wall Mount Set	\$250		
Q	Executive Assistant Workstation, Free- Standing Version	from \$1,530 to \$3,000		+ + +

15



Item Code	Item	Cost (Approximate 2011)	Picture (NOTE: the final product may not be exactly as shown)	Drawing
R	Executive Assistant Workstation with Panels	from \$2,200 to \$3,000		+ Panels
S	Overhead Cabinet (on workstation with panels)	from \$430 to \$600		200 000
Т	Hutch (on free-standing workstation)	from \$430 to \$600		
U	Assistant Workstation	from \$1275 to \$1500		+
V	Optional Transaction Shelf (one per office suite)	\$275		



Item Code	ltem	Cost (Approximate 2011)	Picture (NOTE: the final product may not be exactly as shown)	Drawing
W	Volunteer /Student Workstation	from \$530 to \$800	or +	+
X	Side Table (19" H, 18" x 18" size)	\$200		
Y	Printer Table with Paper Storage	from \$250 to \$400		n/a
Z	Coat Hooks			n/a
AA	Filing Pedestal Unit	\$290		



8. MAINTENANCE STANDARDS

The maintenance standards applicable to Councillor Offices and the various budgets provided to cover the maintenance costs are identified as follows:

8.1 Facilities Management SOGR (State of Good Repair) Operating Budget

- Painting every two terms (new Councillor receives a fresh paint at the beginning of the term).
- Carpet cleaning every six months or when required.
- Vacuuming every other day in Councillors' Office Suites/every day in Mayor's Office.
- Dusting every seven days.
- Removal of garbage/recycling materials every day or when required.
- Chair cleaning steam cleaning when required.
- Interior window glass cleaning done yearly.
- Exterior window glass cleaning done monthly.
- Curtain cleaning when required or as requested.
- Blind cleaning when required or as requested.

8.2 Facilities Management SOGR (State of Good Repair) Capital Budget

- Carpet replacement as required; when it has reached the end of its serviceable life.
- Chair replacement every ten years, with concurrence of Councillor.
- Window covering replacement as required; when they have reached the end of their serviceable life.

8.2.1 <u>City Council Operating Budget (funded from Council Furniture and Equipment Reserve Fund)</u>

 Replacement of Councillor Offices furniture at the end of their life cycle, in order to meet health and safety requirements or to comply with AODA (Accessibility for Ontarians with Disabilities Act).

Additional furniture and equipment requirements not included in the Furniture, Configuration and Equipment Standard will be paid for by the Constituency Services and Office Budget². Examples include, but are not limited to: a second television set for the Councillor's Executive Assistant, bulletin boards, display cases, etc. Please

² Amended and adopted by City Council at its meeting on July 11, 2012.



refer to the Constituency Services and Office Budget Policy for details on eligible expenses.

All exceptions are excluded from the maintenance budgets as described above. Funding must be arranged through the Councillor's Constituency Services and Office Budget or alternate sources.

9. IMPLEMENTATION STRATEGY

- The existing furniture in Councillor Offices will remain in use until the end of its life cycle.
- 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, the Councillor will be advised and arrangements will be
 made for the replacement of the furniture.
- Office reconfigurations will include individual space planning to review wiring, cabling, phone lines, etc.
- During Council transition at the end of the term, offices of departing Councillors will be assessed by Facilities Management to determine if the furniture in the office requires replacement. If it is determined that the furniture needs to be replaced for the incoming Councillor, the decision will be authorized by the City Clerk.
- No furniture will be replaced or office reconfigured without the Councillor's consent and sign-off.



Parameters for Councillor Constituency Offices

As adopted by City Council at its meeting on November 1, 2012

1. PREAMBLE

The parameters for Councillor Constituency Offices have been developed by the City Clerk's Office in consultation with Facilities Management and Real Estate Services staff.

The policy is in response to City Council's decision at its meeting on July 11, 12 and 13, 2012 on EX21.9, "Policy Changes to Facilitate Councillor Office Operations" on:

"the provision of a constituency office, within a civic centre (including City Hall) or within the Councillors' respective Wards, to be funded from the General Council Account, and further, that staff develop appropriate parameters for these spaces."

These parameters will be added to Appendix 1 – Resources Available/Allocated to Councillors of the Constituency Services and Office Budget Policy.

2. GENERAL PRINCIPLES

2.1 Accessibility

- 2.1.1 The constituency office must be reasonably accessible by public transit.
- 2.1.2 The constituency office must be in full compliance with all legislative requirements, including the Building Code, the Fire Code and the Accessibility for Ontarians with Disability Act (AODA).

2.2 Fiscal Prudence

- 2.2.1 The City will provide constituency offices for Councillors in the most costeffective manner.
- 2.2.2 The costs from the Council General Expense Budget to provide constituency offices for Councillors will be monitored by the City Clerk and any budget impacts will be reported for consideration by City Council through the annual operating budget process.

2.3 Space Availability

- 2.3.1 In order to balance Councillors' right to locate in their respective wards and the principles in this policy, staff will recommend available locations to Councillors in the following order:
 - 2.3.1.1 Councillors whose ward includes City Hall, East York Civic Centre, Etobicoke Civic Centre, North York Civic Centre or Scarborough

- Civic Centre will be strongly encouraged to locate their constituency offices in one of these buildings.
- 2.3.1.2 For Councillors whose ward does not include City Hall or one of the civic centres, City staff will investigate the availability of other Cityowned space first before investigating potential locations in private sector space.

2.4 Transparency and Accountability

- 2.4.1 Constituency office expenses paid for Councillors from the Council General Expense Budget will be disclosed through the Annual Remuneration and Expenses for Members of Council report and on the internet, similar to Councillor expenses paid for from the Constituency Services and Office Budget.
- 2.4.2 City staff may consult with the Integrity Commissioner and the Lobbyist Registrar if they have questions arising out of negotiations to secure private sector space for constituency offices.
- 2.4.3 To protect the Councillor from the appearance of undue influence or conflict of interest or the Councillor receiving a benefit, all negotiations will be conducted by City staff.

3. POLICY

- 3.1 Only One Constituency Office Funded from Council General Expense Budget
 - 3.1.1 Each Councillor has the option to have one constituency office funded from the Council General Expense Budget.
 - 3.1.2 Councillors can choose not to operate a constituency office.
 - 3.1.3 Space above the standard City Hall allocation is considered a constituency office.
 - 3.1.4 If a Councillor already has a constituency office as expanded space at City Hall and wishes to have a second constituency office in the Councillor's ward, the Councillor is operating two constituency offices. The Councillor must declare and select one constituency office to be funded from the Council General Expense Budget. Expenses from the second constituency office will be paid from the Councillor's Constituency Services and Office Budget in accordance with the Constituency Services and Office Budget Policy.
 - 3.1.5 A Home Office is not considered a constituency office. Parameters for eligible expenses for Home Offices are included in the Councillor Constituency Services and Office Budget Policy.

3.2 No Additional Staffing

3.2.1 Council staff who work at constituency offices are part of the complement of Council staff hired within the Councillor Staffing Budget. There is no additional funding for constituency office staff.

3.3 Personal Furniture and Equipment

The conditions regarding personal furniture and equipment as stated in Section 4.6 of the Constituency Services and Office Budget Policy apply.

http://www.toronto.ca/city_council/pdf/office-budget-policy.pdf

3.4 All Negotiation by City Staff

In order to ensure full compliance with the Council accountability framework, including the Code of Conduct for Members of Council and the Lobbying By-law, the following will apply:

- 3.4.1 All leases for constituency offices must be negotiated and administered by City staff.
- 3.4.2 All leases for constituency offices must be in the name of the City of Toronto.
- 3.4.3 The City may enter into a subletting arrangement to acquire private-sector space for a Councillor constituency office.
- 3.4.4 Councillors cannot sublet part of their constituency office to another organization or individual, or provide part of their constituency office free for use by another organization or individual.
- 3.4.5 City Staff will directly negotiate leases or leasehold improvements and conduct all communications for Councillor constituency offices in private sector space with the landlord.

3.5 No Election-Related Usage

3.5.1 Constituency offices are a city resource and cannot be used for any election-related purposes, in accordance with the *City of Toronto Policy on Use of City Resources during an Election*, approved by City Council at its meeting on July 11, 12 and 13, 2012.

3.6 Transition between Council Terms

- 3.6.1 In a new term of Council, if the incoming Councillor wishes to keep the constituency office at the same location as the outgoing Councillor, staff will negotiate the renewal of the lease. Alternatively, if the incoming Councillor wishes to locate the constituency office at a different location, City staff will begin the search process.
- 3.6.2 If a Councillor is returning for a new term of Council and already has a constituency office set up in private sector space, the returning Councillor can request City staff to renew the lease for the constituency office or terminate the lease and set up a new constituency office at City Hall or a Civic Centre.
- 3.6.3 Because of the potential for higher costs of setting up a constituency office in private sector space, a returning Councillor who already has a constituency office in private sector space cannot request a new constituency office at another private sector location, unless the landlord terminates the lease or the lease rate has risen significantly as determined by Real Estate Services staff.
- 3.6.4 If a Councillor is returning for a new term of Council and already has a constituency office set up at City Hall or a civic centre, the Councillor can request a new constituency office to be set up in their ward, and if no Cityowned space is available, have the constituency office located in private sector space.
- 3.6.5 Councillors who currently have a constituency office in private sector space are provided a one-time exemption, as no set-up costs were incurred initially with their constituency offices. In the 2014 Council term transition, these Councillors can request to move their constituency office to another location in private sector space.

3.7 Constituency Office Size, Configuration and City Furniture and Equipment

- 3.7.1 All furniture provided by the City for Councillor constituency offices must comply with the Furniture, Configuration and Equipment Standard for Councillor Offices, approved by City Council at its meeting on July 11, 12 and 13, 2012.
- 3.7.2 All equipment provided by the City for Councillor constituency offices must comply with corporate standards.
- 3.7.3 Furniture and equipment at Councillor constituency offices provided by the City are City property and must be returned to the City at the end of the term or when the Councillor leaves office.
- 3.7.4 The average size of a constituency office will be approximately 600 sq. ft. The final leased space, however, may vary in size dependent upon space availability.
- 3.7.5 As a general guideline, a Councillor constituency office will comprise the following:

Space	Furniture	Equipment
Councillor private office	1 desk1 task chair1 round conference table4 visitor chairs1 book case or 1 file cabinet	1 docking station for Councillor laptop 1 telephone
Staff Work Space (up to 2 staff)	2 work stations (with 1 pedestal and 1 keyboard tray each) 2 task chairs	2 desktop workstations 2 telephones
General space	1 file cabinet 1 printer stand Coat hooks	1 printer/fax/scanner multi-functional unit and fax line For constituency offices located at non-City networked facilities, the following may also be provided: Network cabling Internet/network service Wireless router

3.8 Expenses for Constituency Offices

3.8.1 The Council General Expense Budget will cover the following costs for constituency offices:

Type of Expense	Details	One-Time or Ongoing	Allocation Limit
Leasing Costs	All rental costs, including operating costs (custodial, security, maintenance and utilities) and property taxes.	Ongoing	For City Hall and civic centres, lease rate as approved by City Council at 80 cents per square foot up to a maximum of \$400 per month.
			For other City-owned space and private sector space, up to \$18,000 per year. There will be an annual inflationary adjustment.
Leasehold Improvements	Minor renovations including new carpet, painting, minor demolition and construction. Includes basic exterior signage for office.	One-time	Up to a maximum of \$25,000 per Councillor. Ongoing maintenance will be in accordance with Section 8 "Maintenance Standards" in the Furniture, Configuration and Equipment Standard for Councillor Offices.
Moving and Haulage	Move of furniture or files	One-time	Up to \$1,500 per Councillor for move-in costs.
Furniture and equipment	Includes furniture, computers and equipment as detailed in 3.7, including installation and	One-time	Approximately \$17,000 per Councillor.
			Available existing surplus furniture will be reused where possible.
	set-up costs		Computers will be subject to normal sustainment and

			replacement program. Replacement of furniture will be done if required to meet health and safety and ergonomic requirements. Unified Communications telephones will be provided where the system is in place for City buildings. Regular land-lines will be installed in all other locations.
Fees	Includes building permit fees, consultant fees and project management fees for leasehold improvements.	One-time	Internal charges processed by Facilities Management Division, up to \$6,200 per Councillor.
Office expenses	Internet Telephone	Ongoing	Approximately \$5,000 per Councillor. Limit of 4 phone lines and 1 internet connection per office.
Office supplies	Pens, pencils, writing pads, file folders, post-it notes etc.	Ongoing	Basic stationery can be picked up from the City Hall stationery supply cabinet.
End of lease/term demobilization	Includes removal of furniture and other expenses	One-time	Up to a maximum of \$5,000 per Councillor.

- 3.8.2 The Council General Expenses Budget will not pay for the following expenses. Councillors can charge these expenses to the Constituency Services and Office Budget per the parameters set out in the Constituency Services and Office Budget Policy:
 - Advertising signage lease

- Advertising signage production
- Parking
- Furniture not included in 3.7
- Office Decoration
- Small appliances
- Ink Cartridge for printer
- Other office supplies not provided by the City Hall Stationery Supply Cabinet
- 3.8.3 In accordance with the Constituency Services and Office Budget Policy, the following are not eligible expenses:
 - Outside landscaping costs
 - Plants
 - Purchase or rental of artwork

4. PROCESS

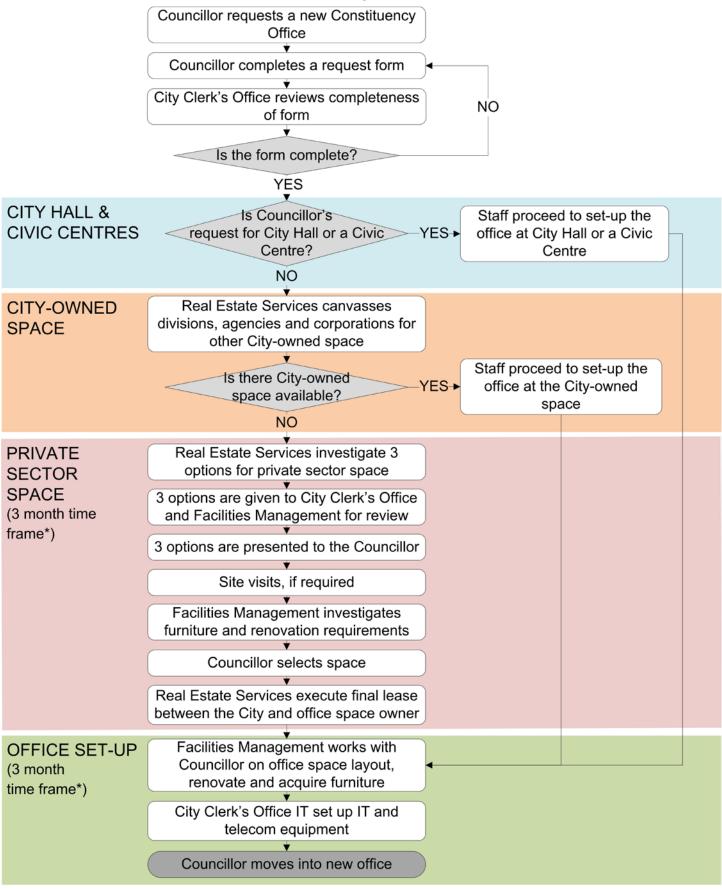
- 4.1. Finding and setting up a new Constituency Office
 - 4.1.1. Please see Appendix A for the process flow chart.
 - 4.1.2. Councillors who require a constituency office will complete a Constituency Office Request Form to provide their requirements.
 - 4.1.3. Real Estate Services staff will search and provide 3 potential sites for selection by the Councillor.

4.2. Issue Resolution

- 4.2.1. Question and issues concerning computers, telephones and printers should be directed to the Council Helpdesk.
- 4.2.2. Questions and issues concerning all other aspects of the constituency office should be directed to the City Clerk's Office, Council and Support Services staff. City Clerk's Office staff will contact either Facilities Management or Real Estate Services staff to resolve the issue.

November 2012

APPENDIX A - New Constituency Office Procedures



^{*} Time frame for these two phases may overlap and be reduced to less than 6 months



Protocol for Councillor Constituency and Office Renovations

As adopted by City Council at its meeting on June 10, 2014

This document outlines the steps and approval procedures for Councillor constituency and office renovations, including request for constituency offices located in private property.

1. Initiation

- 1.1. Councillor initiates request for a new constituency office by completing the Request for Constituency Office or Office Renovations Form; or
- Councillor requests renovations/changes to a current office or constituency office by completing the Request for Constituency Office or Office Renovations Form.
- 1.3. Sample Request for Constituency Office or Office Renovations Form included as Appendix A.

2. Acknowledgement

- 2.1. City Clerk's Office consults with Facilities Management on Councillor's request and responds to requesting Councillor with a Project Charter outlining the following:
 - i. confirms requirements expressed by Councillor;
 - ii. outlines next steps and rough timelines;
 - iii. provides types of costs involved in the request; and
 - iv. advises Councillor of the staff contacts for project.
- 2.2. Councillor asked to sign-off the Project Charter to acknowledge captured requirements and types of costs associated with the request. [Sign-off #1]
- 2.3. Sample Project Charter included as Appendix B.

3. Location Search (if required)

- 3.1. If request is for a new constituency office in the ward of the Councillor, Real Estate staff begins search for potential locations, based on the signed-off project charter.
- 3.2. Facilities Management and City Clerk's Office staff will make sure that the identified location(s) meet the legislated requirements of the Ontario Building Code, the Accessibilities for Ontarians with Disabilities Act and the Occupational Health and Safety Act.
- 3.3. Councillor is invited to visit screened sites.
- 3.4. Councillor selects one potential site and advises in writing to City Clerk's Office via a signed memo. [Sign-off #2]

4. Preliminary renovation plan, floor plan and furniture requirements and cost estimates

- 4.1. City Clerk's Office and Facilities Management Staff gather high-level requirements from Councillor for renovations required to existing office or set up requirements of new office, based on the selected site.
- 4.2. City Clerk's Office provides high-level renovation plan, floor plan, furniture requirements and high-level cost estimates to Councillor with an updated Project Charter.
- 4.3. Councillor acknowledges and confirms the high-level cost estimate provided by signing the updated Project Charter. [Sign-off #3]
- 4.4. By signing the updated Project Charter for a new Office to be set up, Councillor is also providing direction for City staff to proceed to negotiate a lease for the site, if required. [Sign-off #3]

5. Lease Proposal (if required)

- 5.1. Real Estate staff prepares the formal lease offer proposal to the landlord of the selected site.
- 5.2. City Clerk's Office staff sends the lease offer proposal to the Councillor to review.
- 5.3. Councillor signs off on the lease offer proposal in writing. [Sign-off #4]

6. Detailed Floor and Furniture Plan

- 6.1. Facilities Management staff prepares detailed renovation plan and work requirements.
- 6.2. PMMD staff issues call on renovation in accordance with work requirements provided by Facilities Management.
- 6.3. Based on the results of the bid, Facilities Management staff prepares detailed floor plan, renovation plan and furniture, computer and telephone details and associated costs, including moving costs.
- 6.4. City Clerk's Office and Facilities Management staff meets with the Councillor to go through the detailed floor plan and the associated costs.
- 6.5. If changes to the plan are required, these are captured in writing and communicated back to the Councillor. Councillor is then required to respond in writing to confirm the changed requirements.
- 6.6. The final requirements are captured in an updated Project Charter.
- 6.7. Councillor signs off on the final constituency office or office renovation plan and associated costs by signing the Sign-Off for Costs for Constituency Office or Office Renovations Form. [Sign-off #5]
- 6.8. Sample Sign-Off for Costs for Constituency Office or Office Renovations is included as Appendix C.

7. Moving Details

- 7.1. Facilities Management staff prepares detailed plan on moving and date of move and communicates this to the City Clerk's Office by e-mail, copied to the Councillor.
- 7.2. Councillor signs off on moving date and plan with a response email. [Signoff #6]
- 7.3. Facilities Management staff proceeds to arrange move.

General requirements

- The Director of Council and Support Services, City Clerk's Office, is the single point of contact with the Councillor on constituency office requirements. Facilities Management and Real Estate staff are involved in preparing details plans, investigating sites and estimating costs, and participate in meetings with Councillors with City Clerk's Office staff.
- All required document must be signed off by the Councillor and not Councillor's staff.
- The requirement for sign-off may delay the target delivery dates. Urgent requests for Councillors may not be met if the required documentations have not been signed off.
- Upon the discretion of the Director of Council and Support Services, a faxed sign-off may be accepted, provided the original signed copy is provided in an expeditious manner.
- No constituency office on non-City-owned property will be set up 12 months prior to the municipal election.

June 2014 3



Appendix A

REQUEST FOR CONSTITUENCY OFFICE OR OFFICE RENOVATIONS

Form to be submitted to City Clerk's Office, Director, Council and Support Services for processing. See Reverse for more information about completing this form. If space is insufficient, attach a separate page.

SECTION 1 – COUNCILLOR INFORMATION			
Ward:	Councillor:		
Contact Name:	Contact number: Contact e-mail address:		
SECTION 2A - REQUEST FOR SPACE (Please of	check one box)		
☐ Request for new constituency office☐ Request to eliminate constituency office	Request to change existing constituency office Request to change existing City Hall office		
SECTION 2B - LOCATION (Please check one box	if needed)		
· <u> </u>	Civic Centre		
COUNCILLOR APPROVAL			
Councillor Signature:	Date:		
SECTION 4 – BUDGET APPROVAL (To be comp.	leted by City Clerk's Office)		
Cost Centre: City Clerk or De	signate:		

SECTION 5 – WORK ORDER ASSIGNMENT (To be completed by Real Estate / Facilities Management)

Work Order No.:	Project Manager:

For information about the *Parameters for Councillor Constituency Offices* approved by City Council at its meeting of October 30, 31 and November 1, 2012, please see: http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.CC27.5

INSTRUCTIONS

Section 1

Provide requested information.

Section 2

Check appropriate boxes.

For increases or reductions to space, check the "change" box.

For leased space, reductions or elimination of space would be based on the terms and conditions of the agreement.

Section 3

Provide details for the required search:

- Geographic parameters (boundaries by streets)
- Space type (i.e. Storefront, Office)
- Nearby Amenities (i.e. Parking, public transit, major thoroughfare access)
- Space features (i.e. Washroom, segregated office)
- Other unique requirements
- Any additional supporting information

Section 4

To be completed by City Clerk's Office.

Section 5

To be completed by the respective Real Estate Services or Facilities Management Services manager.

If further information or assistance is required, please contact:

Winnie Li Director, Council and Support Services City Clerk's Office City Hall, 9th Floor, West Tower 416-392-8676 or wli@toronto.ca

Upon completion of this form, forward it to Winnie Li.



2)

3)

4)

Project Charter Councillor Constituency Office or Office Renovations

Councillor	Name:	
Project Nu	ımher	
riojeotiva	irriber.	
Date:		
Revision:		
Scope		
Scope State	t ement - Developing a written scope statem	ent as the basis for future project decisions, from synopsis sheet, small
summary	1 0	
_		
_		
Scope Defi	inition - Subdividing the major project delivera	ables into smaller, more manageable components including source of
furniture (new, s	surplus, personal)	
Deliveral	ibles:	
1.	I.	
2.		
0.1		
Schedule	e and Milestones	
Paste your pro	oject schedule here	
• L	List Milestones:	
1)		



Appendix C

SIGN-OFF FOR COSTS FOR CONSTITUENCY OFFICE OR OFFICE RENOVATIONS

SECTION 1 – COUNCILLOR INFORMATION					
Councillor:	Selected Office Location:				
SECTION 2 – DETAILS & ESTIMATES OF WOR	K TO BE DONE				
List work to be done and cost estimates and attac include details of items to be completed.	h office layout for sign-off. Office layout will				
COUNCILLOR APPROVAL					
I have reviewed and approve the plans and estimated costs for this project and am aware that these costs will be charged to the Council General Expense Budget but will be allocated to me and disclosed with other Councillor expenses.					
Councillor Signature: Date:					
SECTION 4 – BUDGET APPROVAL (To be completed by City Clerk's Office)					
Cost Centre: Functional Area	ı:				
Director, Council & Support Services: Date:					
SECTION 5 – FACILITIES MANAGEMENT CONFIRMATION OF WORK TO BE DONE					
Project Manager:	Date:				

For information about the *Parameters for Councillor Constituency Offices* approved by City Council at its meeting of October 30, 31 and November 1, 2012, please see: http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.CC27.5

Items recycled at City Hall

Paper	All paper products	
Mixed container recycling in serveries	Glass and plastic bottles, aluminum and steel cans, milk and juice cartons, drink boxes, plastic tubs, lids and jars (peanut butter, cottage cheese, yogurt, etc); cardboard 'cans' (e.g., frozen juice.), clear plastic glasses, white and clear plastic cutlery, clear plastic take out containers	
Boxboard	Tissues, stationery, donut boxes, etc.	
Pressed paper	Carrying trays for coffee cups	
Retail plastic shopping bags	Put bags in one bag, then tie closed. (No bags with drawstrings, hard plastic handles or metal grommets)	
Foam polystyrene take-out containers; protective packaging	re Take-out food containers, plates, cups, egg cartons, meat trays, packaging 'forms' (used to protect items like computers). No packaging 'peanuts'. Rinse food and drink containers please.	
Corrugated cardboard	(Has ripple between outside layers). Flatten and place beside central blue totes or bins	
Household batteries	Recycled in the battery boxes in elevator lobbies	
Used laser printer cartridges	Seal used cartridge in its box with label "For Recycling" and place beside centrally-placed recycling bin	
Food waste	Organics, used paper towels go in the green bin in the kitchen/servery	

NB Please note the City of Toronto **does not recycle** paper hot or cold drink cups The City's 'Waste Wizard' answers the question "What do I do with . . . ?" http://app.toronto.ca/wes/winfo/search.do

Please contact Dolores Maher, Recycling Coordinator, Environment and Energy Division with any questions or concerns about office recycling; dmaher@toronto.ca; 416-397-5153.

Tracking Status

- <u>City Council</u> adopted this item on September 30, 2009 without amendments.
- This item was considered by Government Management Committee on September 17, 2009 and was adopted with amendments. It will be considered by City Council on September 30, 2009.

☐ City Council consideration on September 30, 2009

GM24.32	ACTION	Adopted		Ward:All	l
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Councillor Protection at City Properties

City Council Decision

City Council on September 30 and October 1, 2009, adopted the following:

- 1. City Council approve the Key Protection Concepts (Confidential Attachment 1) of the report (September 2, 2009) from the Chief Corporate Officer.
- 2. City Council approve the Recommendations for Councillors Security (Confidential Attachment 2) of the report (September 2, 2009) from the Chief Corporate Officer.
- 3. City Council authorize the public release of Recommendations Nos. 8, 9, 10, and 15 of Confidential Attachment 2, of the report (September 2, 2009) from the Chief Corporate Officer, upon approval.
- 4. City Council request the Chief Corporate Officer to review Councillor Protection at City Properties in six months time and provide a report to the Government Management Committee.

The following recommendations contained in Confidential Attachment 2 to the report (September 2, 2009) from the Chief Corporate Officer are now public:

- 8. A Visitor Sign-In procedure be established for all Council reception areas as follows:
 - a. During business hours, Council reception staff will ensure that all visitors sign the appropriate log, are issued a temporary identification card visibly delineating their status as a visitor, and are received by a Councillor or a Councillor's staff member.
 - b. After hours, visitors will be stopped at the facility's main Security desk to be appropriately signed in, issued a temporary ID card, and received by a Councillor or a Councillor's staff member.
 - c. The receiving Councillor or Councillor's staff member will sign the visitor log authorizing access for the visitor.
- 9. Visitors to Councillor secure space shall be escorted at all times as follows:

- a. During business hours, all visitors will be received by a Councillor or a Councillor's staff member and escorted at all times while in secured space. At the conclusion of meeting, the Councillor or Councillor's staff member will escort the visitor back through the reception area and sign out the visitor.
- b. After hours, all visitors will be received by a Councillor or a Councillor's staff member at the facility's main Security desk and escorted at all times while in secured space. At the conclusion of meeting, the Councillor or Councillor's staff member will escort the visitor back to the facility's main Security desk and sign out the visitor.
- c. All visitors will return the temporary identification upon being signed out by the escorting Councillor or Councillor's staff member.
- 10. All staff, including Councillors, wear their issued City identification cards at all times while on City property and visitors wear their issued temporary ID cards when inside Councillors secure areas.
- 15. City Clerk's staff work with the Facilities and Real Estate Division to develop and apply a policy and procedure that restricts as much as possible any public meetings from being held in meeting rooms (A-F) in the secured space of the 2nd floor of City Hall.

Confidential Attachment 1 and the balance of Confidential Attachment 2 to the report (September 2, 2009) from the Chief Corporate Officer remain confidential in accordance with the provisions of the City of Toronto Act, 2006, as they contain information about the security of the property of the municipality or local board.

Confidential Attachment - 1 & 2 - The security of the property of the municipality or local board

Background Information (Committee)

Report - Councillor Protection at City Properties (http://www.toronto.ca/legdocs/mmis/2009/gm/bgrd/backgroundfile-23308.pdf)

Motions (City Council)

1 - Motion to Amend Item (Additional) moved by Councillor Howard Moscoe (Lost)
That the Chief Corporate Officer undertake a review of Councillor security at Civic Centres and report to the Government Management Committee on the feasibility and cost of bringing it under a single security administration to the standard presently at Toronto City Hall.

Vote (Amend Item (Additional))

Sep-30-2009 4:57 PM

Result: Lost	Majority Required - GM24.32 - Moscoe - Motion 1
Yes: 13 Mike Del Grande, Mike Feldman, John Filion, Suzan Hall, Cliff Jenkins, Lee, Gloria Lindsay Luby (Chair), Giorgio Mammoliti, Ron Moeser, How Moscoe, Cesar Palacio, Bill Saundercook, David Shiner	
No: 16	Maria Augimeri, Shelley Carroll, Raymond Cho, Janet Davis, Frank Di Giorgio, A.A. Heaps, Doug Holyday, Norman Kelly, Joe Mihevc, Peter Milczyn, Joe Pantalone, John Parker, Gord Perks, Anthony Perruzza, Kyle Rae, Adam Vaughan
	Paul Ainslie, Brian Ashton, Sandra Bussin, Glenn De Baeremaeker, Paula Fletcher, Rob Ford, Adam Giambrone, Mark Grimes, Pam McConnell, David

Absent: 16
Miller, Denzil Minnan-Wong, Frances Nunziata, Case Ootes, Karen Stintz,
Michael Thompson, Michael Walker

Motion to Adopt Item (Carried)

⊞ Government Management Committee consideration on September 17, 2009

Source: Toronto City Clerk at www.toronto.ca/council



STAFF REPORT ACTION REQUIRED with Confidential Attachment

Councillor Protection at City Properties

Date:	September 2, 2009
То:	Government Management Committee
From:	Chief Corporate Officer
Wards:	All
Reason for Confidential Information:	This report involves the security of property belonging to the City or one of its agencies, boards, and commissions. The Confidential Attachments contain information, that if released, could negatively affect the security and safety of Councillors, City staff, and City property.
Reference Number:	P:\2009\Internal Services\F&re\Gm09060F&re - (AFS 10261)

SUMMARY

At its meeting of April 29 and 30, 2009, Toronto City Council approved Government Management Committee Item 22.4, entitled "City-Wide Security Plan". This report responds to Council's request that the Chief Corporate Officer report to the Government Management Committee in June 2009 on: a) a comprehensive plan and security measures to protect the Civic Centre Chambers and the second floor of City Hall; and b) a review of the security system utilized by the CBC at its building located opposite Metro Hall.

In order to provide a comprehensive review of Councillor Protection at City property, this plan not only includes the Civic Centre Chambers and second floor of City Hall, but also the Councillors offices and parking areas at each Civic Centre and City Hall. This review however did not encompass constituency offices, homes, public appearances, travel, and personal time.

This report highlights security measures already in place for the protection of Councillors, describes additional measures currently being implemented, and makes recommendations for further protections. These additional measures and recommendations evolved as a result of a Threat and Risk Assessment, benchmarking, and stakeholder involvement.

As it relates to the review and possible use of the type of barrier turnstile used at the CBC building, this system is not recommended for use for the 2nd floor reception areas of City Hall

RECOMMENDATIONS

The Chief Corporate Officer recommends that City Council:

- 1. Approve the Key Protection Concepts (Confidential Attachment 1).
- 2. Approve the Recommendations for Councillors Security (Confidential Attachment 2).
- 3. Authorize the public release of Recommendations Nos. 8, 9, 10, and 15 of Confidential Attachment 2 upon approval.

Financial Impact

There is no financial impact with this report.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

At its meeting of April 29 and 30, 2009, Toronto City Council adopted, as amended, Government Management Committee Item GM 22.4, entitled "City-Wide Security Plan", and requested the Chief Corporate Officer report to the Government Management Committee in June 2009, on:

- (a) a comprehensive plan and security measures to protect the Civic Centre Chambers and the second floor of City Hall; and
- (b) a review of the security system utilized by the CBC at its building located opposite Metro Hall.

ISSUE BACKGROUND

Past Reports

In 1999, the physical security measures used on the second floor, Council Chamber, and parking areas at City Hall were reviewed prior to implementation by a "Relocation Sub-Committee" consisting of City Councillors as part of the relocation project of City Councillors to City Hall from Metro Hall and other Civic Centres.

After the unfortunate events of September 11, 2001, security at City Hall was once again reviewed and resulted in three staff reports to City Council in 2002. The first staff report, titled "Enhanced Emergency Management Activities (Protection from Terrorism) City Wide", contained security capital and operating recommendations. The second report, titled "Improving Security at Toronto City Hall" (Clause No. 24 of Report No. 4 of the Administration Committee), was approved by Toronto City Council at its meeting of April 16, 17, &18, 2002 and provided security procedural recommendations with input from the Toronto Police Service. The third report, titled "Status Report on Improving Security at Toronto City Hall" (Clause No. 33 (g) of Report No. 13 of the Administration Committee), was approved by Toronto City Council at it's meeting of October 29, 30 & 31, 2002 and reported on the measures taken during the last six months regarding previously adopted procedural changes to improve security at Toronto City Hall.

Threat Assessment

In order to provide a comprehensive security plan and recommend additional security measures, a security threat and risk assessment was completed. Within the context of security risk management, a threat and risk assessment suggests where to avoid, reduce and accept risk, as well as how to diminish the impact of threatening events. Where security measures are found to be inadequate, recommendations are made that add or modify safeguards, provide for business continuity, and determine the implementation priorities.

Areas In and Out of The Review Scope

The following areas were reviewed as part of the scope of the threat and risk assessment:

- The Council Chambers, Council Reception Areas, Councillor Offices and Official Parking at Toronto City Hall, Scarborough Civic Centre, and North York Civic Centre; and
- The Council Chambers, Council Reception Areas, Councillor Offices and Councillor parking spaces at Etobicoke Civic Centre and East York Civic Centre.

The following areas were not reviewed as part of the scope of the threat and risk assessment: public areas at Civic Centres, Constituency Offices, and private residences.

Benchmarking

The security afforded to Councillors at the Cities of Ottawa and Vancouver was reviewed in comparison to the City of Toronto. From this benchmarking it is clear that the current safeguards afforded to Councillors at the City of Toronto City Hall is equal to and beyond the measures afforded to Councillors in the benchmarked cities.

There, however, exists additional protection measures afforded to Ontario Members of Provincial Parliament at the Legislative Assembly of Ontario as compared to City of Toronto Councillors at Toronto City Hall. Some enhanced protection measures at the Legislative Assembly of Ontario includes full visitor sign-in, a greater number of Security staff, additional powers for Security Staff (Special Constables), security wanding stations for entering the public galleries inside the Chamber, etc.

Considerations

The recommended level of physical and operational security at each of the areas reviewed is established based on a number of factors such as the results of a threat assessment, internal security best practices, external standards, benchmarking, stakeholder input, and cost-effectiveness.

There exists a challenge with securing public, municipal facilities where a delicate balance of security and accessibility must occur. Most of the areas reviewed were originally built with the principle of open access and were never originally designed to be protected against the security threats and issues faced today.

COMMENTS

Each individual has a different tolerance level for risk based on issues such as abilities, knowledge, past experiences, etc. This risk tolerance level affects the comfort level of each individual's personal safety and security measures. The difficulty in providing security measures to a large group is that not all individuals share the same risk tolerance level and therefore will not share the same comfort level for security measures. A key challenge is to set a baseline security level with the ability for augmentation of that level for individuals.

Measures in Place

In order to provide a level of security that is palatable to all Councillors it is important to establish a baseline level of security that can be increased on an individual level and a holistic level when warranted.

This baseline of security can best be determined through Key Protection Principles rather than through individual security physical and operating measures at each location. Confidential Attachment 1 provides a list and description of these Key Protection Principles.

There are currently many physical security measures in place for the protection of City Councillors while at City Hall and the Civic Centres. Typical physical measures involve access control, video surveillance, duress buttons, high security door locks, and emergency intercoms. There also exists enhanced measures such as the x-raying of mail.

While there exists high-quality physical security measures in place, there is an overall lack of response awareness to security or emergency situations. There are also some basic security protocol changes that can augment security.

General Additional Measures Being Implemented

Upon the physical inspection of physical security measures in Council areas, some deficiencies were noted and have either been rectified or are in the process of being rectified. Upon review of card access, additional reductions of access were made to Councillor areas.

Upon review of the Security Reception functions of the Clerk's staff it was found that additional security awareness and emergency response training was required. New security procedures are being drafted for the Security Receptionists and a security and emergency response training program is being developed for these staff.

Recommended Upgrades

Their are two Confidential Attachments to this report that form the recommended upgrades to security for Councillors for City Hall and the Civic Centres. Confidential Attachment 1 "Key Protection Concepts" is a document which describes the overall physical, operational, and procedural security concepts that form the recommended protection program. Confidential Attachment 2, entitled "Recommendations for Councillor Protection at City Properties" are the actual security recommendations that stem from the Key Protection Concepts.

CBC Security System

The CBC on Front Street in Toronto uses a barrier turnstile to control access to its main employee-only areas. While there are advantages and disadvantages to the barrier turnstile system used at the CBC compared to the access controlled doors on the 2nd floor at City Hall, the barriers are meant to be used in conjunction with full-time 24/7 reception staffing which is not practical at City Hall. This system therefore is not recommended for use for the 2 nd floor reception areas of City Hall as the current doors are more secure and can securely operate when the reception areas are not staffed.

Conclusion

Overall, City Councillors are provided with an adequate level of physical security upon benchmarking with other Canadian cities. There are however some security protocols and physical enhancements that should be made to further increase the level of security for City Councillors. It is expected that these enhancements, along with procedural compliance, will further upgrade the overall level of security afforded to Councillors while at City Hall and the Civic Centres.

CONTACT

Mike McCoy Director, Facilities Operations (Tel) 416-397-5270 (Fax) 416-392-4828 mmccoy@toronto.ca Dwaine Nichol Manager, Security & Life Safety (Tel) 416-397-7129 (Fax) 416-397-5403 dnichol@toronto.ca

SIGNATURE

Bruce Bowes, P.Eng Chief Corporate Officer

ATTACHMENTS

Confidential Attachment 1 Key Protection Concepts

Confidential Attachment 2 Recommendations for Co

Confidential Attachment 2 Recommendations for Councillor Protection at City

Properties

Tracking Status

- <u>City Council</u> adopted this item on April 12, 2011 with amendments.
- This item was considered by <u>Government Management Committee</u> on March 29, 2011 and was adopted with amendments. It will be considered by City Council on April 12, 2011.

☐ City Council consideration on April 12, 2011

GM2.12	ACTION	Amended		Ward:All
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Councillor Protection at City Properties - Update

City Council Decision

City Council on April 12 and 13, 2011, adopted the following:

- 1. City Council adopt the recommendations of the Government Management Committee contained in its confidential transmittal (March 29, 2011) and receive, for information, the balance of the update on enhanced security measures contained in Confidential Attachment 1 to the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk, and the Director, Strategic Communications, entitled "Councillor Protection at City Properties Status Update".
- 2. City Council approve the additional recommended measures to enhance information and physical security for Councillors' Security as described in Confidential Attachment 2, as amended, of the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk, and the Director, Strategic Communications.
- 3. City Council authorize the public release of the status updates for recommendations numbers 8 as amended, 9, 10, and 15 of Attachment 1 of the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk, and the Director, Strategic Communications, after adoption of this report as these measures affect the public.
- 4. City Council authorize the public release of recommended measure b) of Confidential Attachment 2, as amended, of the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk, and the Director, Strategic Communications after approval of the recommendation as this measure affects the public.
- 5. City Council direct the Chief Corporate Officer, the City Clerk and the Director of Strategic Communications to review with the President of the City Hall Press Gallery the implementation of a formal Code of Conduct, including appropriate security badges to be worn by members of the media on a regular basis, security card access to Council reception areas in A, B and C, and any anomalies in terms of the access cards, and report thereon to the Government Management Committee.

The following Recommendations 8 as amended, 9, 10, and 15 of Confidential Attachment 1 to the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk, and the Director, Strategic Communications are now public:

Key Protection Recommendations – Status Update

Operational - Staff

- 8. A visitor sign-in procedure be established for all Council reception areas except the Scarborough Community Council location as follows:
 - a) During business hours, Council Reception staff will ensure that all visitors sign the appropriate log, are issued a temporary identification card visibly delineating their status as a visitor, and are received by a Councillor or a Councillor's staff member.
 - b) After hours, visitors will be stopped at the facility's main Security desk to be appropriately signed in, issued a temporary ID card, and received by a Councillor or a Councillor's staff member.
 - c) The receiving Councillor or Councillor's staff member will sign the visitor log authorizing access for the visitor.

Status: Completed. No major changes are recommended at this time.

- 9. Visitors to Councillor secure space shall be escorted at all times as follows:
 - a) During business hours, all visitors will be received by a Councillor or a Councillor's staff member and escorted at all times while in secured space. At the conclusion of meeting, the Councillor or Councillor's staff member will escort the visitor back through the reception area and sign out the visitor.
 - b) After hours, all visitors will be received by a Councillor or a Councillor's staff member at the facility's main Security desk and escorted at all times while in secured space. At the conclusion of meeting, the Councillor or Councillor's staff member will escort the visitor back to the facility's main Security desk and sign out the visitor.
 - c) All visitors will return the temporary identification upon being signed out by the escorting Councillor or Councillor's staff member.

Status: Completed. No major changes are recommended at this time. Compliance with the visitor sign-out procedures needs enhancement. Continuous training to Council staff is recommended to ensure that all staff escort visitors back through the reception area and sign out the visitor at the conclusion of the meeting.

10. All staff, including Councillors, wear their issued City identification cards at all times while on City property and visitors wear their issued temporary ID cards when inside Councillors secure areas.

Status: Greater compliance is still required for all persons to wear their cards at all times.

Operational - Procedures

15. City Clerks staff work with the Facilities Management Division to develop and apply a policy and procedure that restricts as much as possible any public meetings from being held in meeting rooms (A-F) in the secured space of the 2nd floor of City Hall.

Status: Completed.

The following measure b) of Confidential Attachment 2, as amended, to the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk, and the Director, Strategic Communications is now public:

b) Media not be authorized to enter the City Hall Council Chamber Members' Lounge during City Council meetings.

The purpose of the Members' Lounge is to allow Councillors an area to remove themselves from the Council floor, for the purpose of making phone calls and meeting with City staff without disrupting Council. This area may be used by Councillors for discussions which may have a confidential element. For information security purposes, media will no longer be permitted access to this area. The media area in the Council Chambers is to be used to conduct interviews with individual Councillors who wish to remain in the Chambers. The City will continue to use the west side of the room adjacent to the Members' Lounge for press conferences and media briefings during Council meetings as required.

The balance of the Confidential Transmittal (March 29, 2011) from the Government Management Committee and the balance of Confidential Attachments 1 and 2 to the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk, and the Director, Strategic Communications remains confidential in accordance with the provisions of the City of Toronto Act, 2006 as they contain information related to the security of the property of the City or one its agencies, boards and commissions, and if released, could negatively affect the security and safety of Councillors, City staff and City property.

City Council Decision Advice and Other Information

City Council recessed its public session and met as Committee of the Whole in closed session on April 12, 2011, to consider confidential information on this Item as it deals with the security of property belonging to the City or one of its agencies, boards and commissions. Committee of the Whole subsequently did not consider this matter in closed session

Confidential Attachment - 1 & 2 - The security of property belonging to the City or one of its agencies, boards, and commissions. The Confidential Attachments contain information that if released, could negatively affect the security and safety of Councillors, City staff, and City property.

Background Information (Committee)

Report - Councillor Protection at City Properties - Update (http://www.toronto.ca/legdocs/mmis/2011/gm/bgrd/backgroundfile-36750.pdf)
Confidential Attachments 1 & 2 to the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk and the Director, Strategic Communications

Background Information (City Council)

(March 29, 2011) Confidential Transmittal from the Government Management Committee

Communications (Committee)

(March 25, 2011) Letter from David Nickle, President, Toronto City Hall Press Gallery (GM.Supp.GM2.12.1)

(http://www.toronto.ca/legdocs/mmis/2011/gm/comm/communicationfile-20680.pdf)

(March 28, 2011) E-mail from Sue-Ann Levy, City Hall Columnist, Toronto Sun (GM.New.GM2.12.2)

(http://www.toronto.ca/legdocs/mmis/2011/gm/comm/communicationfile-20694.pdf)

(March 29, 2011) E-mail from David Rider, Bureau Chief, Urban Affairs, Toronto Star (GM.New.GM2.12.3)

(http://www.toronto.ca/legdocs/mmis/2011/gm/comm/communicationfile-20703.pdf)

Motions (City Council)

1 - Motion to Amend Item moved by Councillor Paul Ainslie (Carried) That:

- 1. City Council amend Government Management Committee Recommendation 2 by deleting Recommendation a, as amended, contained in Confidential Attachment 2 to the report (March 10, 2011) from the Chief Corporate Officer, the City Clerk and the Director, Strategic Communications.
- 2. City Council amend Government Management Committee Recommendation 5 by deleting the words "Toronto Press Gallery" and inserting instead the words "City Hall Press Gallery".

Vote (Amend Item)

Apr-13-2011 5:35 PM

Result: Carried	Majority Required - GM2.12 - Ainslie - motion 1		
Yes: 34	Paul Ainslie, Maria Augimeri, Ana Bailão, Michelle Berardinetti, Shelley Carroll, Raymond Cho, Gary Crawford, Vincent Crisanti, Janet Davis, Glenn De Baeremaeker, Mike Del Grande, Frank Di Giorgio, Doug Ford, Rob Ford, Mary Fragedakis, Mark Grimes, Doug Holyday, Norman Kelly, Mike Layton, Chin Lee, Gloria Lindsay Luby, Giorgio Mammoliti, Josh Matlow, Mary-Margaret McMahon, Peter Milczyn, Ron Moeser, Frances Nunziata (Chair), Cesar Palacio, John Parker, Gord Perks, Jaye Robinson, Karen Stintz, Michael Thompson, Kristyn Wong-Tam		
No: 7	Josh Colle, Sarah Doucette, John Filion, James Pasternak, Anthony Perruzza, David Shiner, Adam Vaughan		
Absent: 4	Paula Fletcher, Pam McConnell, Joe Mihevc, Denzil Minnan-Wong		

Motion to Adopt Item as Amended (Carried)

Vote (Adopt Item as Amended)

Apr-13-2011 5:37 PM

Result: Carried	Majority Required - GM2.12 - Adopt the item as amended		
Yes: 37	Paul Ainslie, Maria Augimeri, Ana Bailão, Michelle Berardinetti, Shelley Carroll, Raymond Cho, Gary Crawford, Vincent Crisanti, Janet Davis, Glenn De Baeremaeker, Mike Del Grande, Frank Di Giorgio, Paula Fletcher, Doug Ford, Rob Ford, Mary Fragedakis, Mark Grimes, Doug Holyday, Norman Kelly, Mike Layton, Chin Lee, Gloria Lindsay Luby, Giorgio Mammoliti, Josh Matlow, Pam McConnell, Mary-Margaret McMahon, Joe Mihevc, Peter Milczyn, Frances Nunziata (Chair), Cesar Palacio, John Parker, James Pasternak, Gord Perks, Jaye Robinson, David Shiner, Karen Stintz, Michael Thompson		
No: 7	Josh Colle, Sarah Doucette, John Filion, Ron Moeser, Anthony Perruzza, Adam Vaughan, Kristyn Wong-Tam		
Absent: 1	Denzil Minnan-Wong		

⊞ Government Management Committee consideration on March 29, 2011

Source: Toronto City Clerk at <u>www.toronto.ca/council</u>



STAFF REPORT ACTION REQUIRED with Confidential Attachment

Councillor Protection at City Properties – Update

Date:	March 10, 2011	
To:	Government Management Committee	
From:	Chief Corporate Officer, City Clerk and Director Strategic Communications	
Wards:	All	
Reason for Confidential Information:	This report involves the security of property belonging to the City or one of its agencies, boards, and commissions. The Confidential Attachments contain information that if released, could negatively affect the security and safety of Councillors, City staff, and City property.	
Reference Number:	P:\2011\Internal Services\Fac\Gm11007Fac- (AFS 11713)	

SUMMARY

At its meeting of October 1, 2009, Toronto City Council approved a staff report on Councillor Protection at City Properties. This report provides a status update on the enhanced security measures and provides additional recommendations for Councillor Security.

RECOMMENDATIONS

The Chief Corporate Officer, City Clerk and Director, Strategic Communications recommend that:

1. City Council receive for information the update on enhanced security measures, as included in Confidential Attachment 1 - Councillor Protection at City Properties – Status Update.

- 2. City Council approve the additional recommended measures to enhance information and physical security for Councillors' Security as described in Confidential Attachment 2.
- 3. Council authorize the public release of the status updates for recommendations numbers 8, 9, 10, and 15 of Attachment 1 after adoption of this report as these measures affect the public.
- 4. Council authorize the public release of recommended measures B and C of Attachment 2 after approval of the recommendations as these measures affect the public.

Financial Impact

There are no financial impacts associated with adopting the recommendations contained in this report.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

The staff report entitled "Councillor Protection at City Properties" dated September 2, 2009, highlighted security measures previously in place for the protection of Councillors and provided recommendations for additional security measures. These recommendations were provided in the form of two confidential attachments, Key Protection Concepts (Attachment 1) and Recommendations for Councillor Security at City Properties (Attachment 2).

At its meeting of October 1, 2009, City Council authorized the public release of recommendations numbers 8, 9, 10, and 15 of Confidential Attachment 2 of the September 2, 2009 Staff Report from the Chief Corporate Officer.

COMMENTS

Status of Security Measures since October, 2009

The baseline level of security for Councillors at City Hall and at civic centres was established when City Council approved the Key Protection Concepts, contained in Confidential Attachment 1 in the September 2, 2009 report entitled "Councillor Protection at City Properties."

Based on the Key Protection Concepts, City staff implemented physical security measures for Councillor offices, Council Chambers, and Councillor parking areas. At the same time, security operational and protocol changes were implemented to enhance overall security of Councillors.

These measures, including the implementation of the sign-in procedures for Councillor Offices at City Hall, North York and Scarborough Civic Centres in May 2010, were communicated to Members of Council, senior management and staff in the City administration and members of the Press Gallery through memos and training sessions.

Staff have gathered feedback from various stakeholders and from the Council Reception on the implementation of the sign-in procedures and the security measures related to the 2nd Floor of City Hall. The feedback informed the status update as set out Confidential Attachment 1 of this report. While implementation of most of the recommendations from the October 2009 Council meeting have been completed, there are some areas where additional staff training and improvements are required.

New Additional Recommendations

This staff report also contains a second confidential Attachment 2 - "Additional Recommendations for Councillors' Security". Since the original "Councillor Protection at City Properties" staff report, staff have been made aware of additional threats and issues that require attention. This attachment provides new, additional security recommendations to enhance the level of information security and personal security for Councillors.

CONCLUSION

The new Recommendations for Councillor Security, along with the previous enhancements, has further upgraded the overall level of security afforded to Councillors while at City Hall and the Civic Centres. Threats to Councillors will continue to be reviewed.

CONTACT

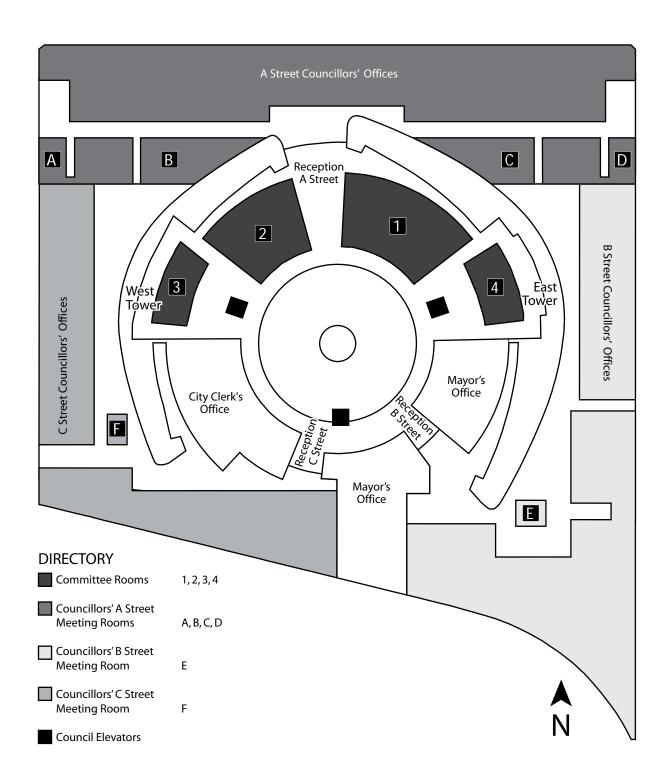
Dwaine Nichol, CPP, CSPM Manager, Security & Life Safety (Tel) 416-397-7129 (Fax) 416-397-5403 dnichol@toronto.ca Winnie Li Director, Council & Support Services (Tel) 416-392-8676 (Fax) 416-392-1870 wli@toronto.ca

SIGNATURE

Bruce Bowes, P.Eng	Ulli Watkiss	Jackie DeSouza
Chief Corporate Officer	City Clerk	Director, Strategic Communications

ATTACHMENTS

Confidential Attachment 1 Councillor Protection at City Properties – Status Update Confidential Attachment 2 Additional Recommendations for Councillor Security





Policy on Councillor Use of Civic Space

As amended and adopted by City Council at its meeting on July 11, 2012 and amended by City Council at its meeting on February 20, 2013

PURPOSE

The Policy on Councillor Use of Civic Space provides the parameters, fee structure and booking logistics whereby Councillors can book and use civic space for constituency and community events and meetings. This Policy is not for the purposes of conducting any election-related campaigns.

DEFINITIONS

"Civic Space" - means the following:

- City museums and cultural facilities managed by Economic Development and Culture
- community centres, arenas, parks and sports fields, and other purpose buildings managed by Parks, Forestry and Recreation
- City Hall, Metro Hall, civic centres and other buildings managed by Facilities Management

PRINCIPLES

City Councillors need to communicate with their constituents concerning the meetings and activities of City Council and its committees, as well as the business and services of the City.

City space should be made available for Councillor occasional use for special events and for regular Councillor meetings with constituents.

The health and safety of staff working at the facility or the safety and security of public users of the facility should not be adversely affected by the Councillor's usage of the space.

The ability of City divisions to deliver their programs and services at the facility should not be adversely affected by the Councillor's usage of the space.

SCOPE

This policy applies to facilities owned or leased and directly managed and operated by the following divisions:

- Economic Development and Culture
- Facilities Management



Parks, Forestry and Recreation

The policy does not apply to buildings owned or managed by City agencies and corporations including the Toronto Public Library Board, the Toronto Transit Commission, the Toronto Police Services Board, the Toronto Parking Authority, Association of Community Centres and Arena Boards. These agencies and corporations, however, are being requested by City Council to adopt a similar policy for City Councillors.

This policy does not apply to Councillors' continuous lease of space for constituency offices. Constituency office leases are covered by a separate policy, "Options for Constituency Offices and Reallocation of Vacant Second Floor Office Space at City Hall" approved by City Council at its meeting of January, 30, 31 and February 1, 2001.

POLICY

- Meeting rooms, auditoriums, small offices and public foyers and similar space of City of Toronto civic facilities are available to City Councillors for occasional use for community events and for regular meetings with constituents.
- Parks and sports fields are available to City Councillors for occasional use for community events.
- Councillors should be considered priority users of civic space where the space is not already booked. Councillor booking cannot bump other previously booked meetings/events.
- The fee charged for the use of space shall be in accordance with the fee structure and booking limits described in the Fee section.
- Division Heads are responsible for implementing this policy for facilities under their control and management.
- Division Heads are responsible for implementing a streamlined booking system, centralised where possible, for facilities under their control and management.
- Councillors must abide by the regular permitting policy and procedures divisions have in place for the use of their space.



FEES AND BOOKING LIMITS¹

There are two categories of fees:

- 1. One-time constituency and community events and meetings:
 - Permit fee will be waived.
- 2. Regular meetings with constituents:
 - Access will be dependent on the availability of space at the facility.
 - Rental rate will be waived.

Additional costs:

Additional costs related to the two booking categories above, including but not limited to overtime for staff, security, set-up and clean-up, equipment costs, will be charged at the regular rate for all events and meetings.

Additional fees charged by Divisions must be signed off by a Councillor and administered through the City Clerk's Office. Divisions must not directly charge against Councillor cost centres.

CONDITIONS OF USE

- All meetings/events must be related to City business and be hosted directly by a City Councillor.
- All meetings/events must be booked per normal permit timelines.
- No games of chance, including bingo and lotteries, are permitted.
- Charitable fund-raising is not permitted.
- Sales of goods are not permitted except sales of products by City divisions, such as water conservation kits.
- Councillors cannot book facilities on behalf of third parties.
- Councillors must remove all files, photographs, posters and any other materials at the end of their meetings or booking times.
- Councillors must comply with the health and safety requirements of the facility.
- Councillors must recognize that City staff must comply with the Policy on Use of City Resources during an Election.

¹ Amended and adopted by City Council at its meeting on February 20, 2013.



- No permanent signage or display board will be permitted.
- Councillors should plan to bring their own equipment required for the meeting, e.g. computers and cell phones.
- Staff may provide basic furniture, e.g. table and chairs, that would be part of the regular set-up of the space. Special set-up requirements, if needed, may incur an additional fee.

DENIAL OF USE

 Should a Councillor contravene the use of facilities policy, the Division Head will discuss the correct use of the policy with the affected Councillor².

RESOLUTION OF ISSUE

 Councillors or City staff who encounter difficulties or issues with the use of civic space under this policy should resolve these issues first with the Division Head, and if no satisfactory solution is found, with the Deputy City Manager for the cluster and if no satisfactory solution is found, with the City Manager.

² Amended and adopted by City Council at its meeting on July 11, 2012.



RUNNING YOUR OFFICE

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

5.1 Managing your information

Contact:

- Daphne Gaby Donaldson, Executive Director, Corporate Information Management Services: 416-392-9673; ddonald@toronto.ca
- Jim Suderman, Director, Information Access, Corporate Information Management Services: 416-392-5652; jsuderm@toronto.ca
- For more information: http://insideto.toronto.ca/clerks/cims/index.htm

Some helpful records management tips:

- Keep a public calendar that can be shared with the public, including the media.
- Visit the City's Management of Councillors' Records intranet site at http://insideto.toronto.ca/councillors/councillor records.htm. This site includes links to records management services available for Members and a guide to access and privacy legislation.
- Use consistent file naming practices; please see Recommended Practices for Naming of Electronic Files (Appendix 5A).



5.1.1 Freedom of Information (FOI) requests

Anybody can request City information online or by mailing a completed FOI Access Request Form (Appendix 5B) along with the statutory \$5 application fee to:

Access and Privacy Unit City Hall, 13th Floor, West Tower 100 Queen Street West Toronto, ON M5H 2N2

The form is also available at www.toronto.ca/foirequest.

The records of Members of Council may be included in such requests. Members will be notified of such requests by City Clerk's Office staff, who will also provide advice on the FOI process. Details on the handling of these requests are provided in the Procedures for Handling Freedom of Information Requests for Records of City Councillors (Appendix 5C).

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 in Appendix 5D.

5.1.2 Protecting confidential and personal information

Members of Council are accountable for protecting confidential, including personal, information from unauthorized access. Here are some good practices for protecting confidential information from unauthorized access:

- Do not store confidential information on mobile devices unless they are City-issued or have the City's Mobile Device Management software installed.
- Use only City-issued portable drives (e.g. USBs), which are encrypted, to ensure the security of information.



- Establish effective password controls on mobile devices.
- Lock up physical documents and devices containing confidential information.

Protecting confidential information

Members of Council must not disclose confidential, including personal, information unless required by law or authorized by Council.

Do not share confidential or personal information of constituents with the City unless it is essential to do so or the individual has provided written permission to do so.

Using personal information

Members of Council receive personal information from constituents, City staff, and other sources. Personal information may only be used for the purpose for which it was provided to the Member.

For example, if a constituent e-mails their opinion about bike lanes to their Member of Council, the contact information provided cannot be added to the mailing list of the Member's newsletter.



5.1.2.1 Tips on protecting personal information

Collecting personal information

- Discourage individuals from volunteering information about their personal circumstances that doesn't relate to their concern.
- Move conversations involving personal information to a separate room or area so as not to be overheard.
- Conduct interviews in an enclosed space.
- Don't leave confidential documents out on desks or copiers for others to see.
- Shred or "red bin" documents containing personal information that are not needed. Do not recycle ("blue bin") documents or put them in the garbage.

Sharing or forwarding personal information

- Only City staff who need to know in order to provide a service should receive documents containing personal information.
- Don't keep copies of documents containing personal information.

Mailing documents containing personal information

- Make copies of documents to forward to City staff. Do not retain or forward original documents.
- Place documents containing personal information in a sealed envelope within an interdivisional envelope.
- Confirm that the destination address is clear and correct.



Constituent contact information

- Clearly state the purpose of any contact information collected from constituents, e.g., to add to mailing lists.
- Clearly advise constituents that they are under no obligation to provide their contact information.

5.1.3 Managing records

Members of Council are responsible for managing their records in such a way that confidential information is handled responsibly. Records in all formats must be managed, e.g., paper or hard copy, e-mail, web content, etc., and on all platforms, e.g., smart phones, tablets, etc.

Members of Council are responsible for respecting privacy and confidentiality when posting information on social media, e.g. facebook, twitter.

5.1.4 Records of Members of Council

Members' staff are governed by the Human Resources Management and Ethical Framework for Members' Staff Policy (Appendix 3A) when it comes to managing the records of Members. Members' staff should be aware of the following types of records that are created or managed in a Member's office.

Wherever possible, these three types of records, described below, should be kept separate from each other. This will help keep access to confidential and personal information limited only to designated staff who need to see it.



Constituency records

Records that document a Member's relationship with their constituents as an elected representative are considered personal records, e.g. constituent complaints about City service or other property matters.

These records belong to the Member, regardless of whether it's the Member or their staff that collected or created the information. Often these records contain personal or sensitive information about constituents.

IMPORTANT: Contact information obtained from constituents must not be reused to communicate on other matters with the constituent without their express written consent.

Personal information contained in the Constituency Management Database cannot be provided to another Member of Council at the end of term unless explicit approval in writing has been received from the constituent to do so.

Political records

Records containing political information are likewise the personal records of the Member and generally not subject to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Political information is found in communications with persons and organizations, including other Members of Council, about matters not specifically related to ward issues.

City records

City business records are records considered under MFIPPA as being in the custody or control of the City. If a Member's staff emails City staff about an issue or forwards a constituent's e-mail to City staff for follow-up, then that e-mail becomes a City record. Items on a committee agenda are also City records.



More details and information on a Member's accountability and responsibility for managing information can be found in the City Clerk's 2013 Accountability of City Records Memorandum (Appendix 5E).

5.1.5 Accessing information

Members of Council may request City information from the appropriate Division Head or through a committee's City Clerk's Office contact.

Published information – more and more City information is published online to support the City's transparency and accountability goals. Examples include:

- Toronto Meeting Management Information System (TMMIS) - quick access to the City's legislative process and documents. (http://app.toronto.ca/tmmis/index.do)
- Municipal Licensing & Standards Investigation Activity Search – information related to by-law enforcement activity by property address (http://www.toronto.ca/investigationactivity/index.htm)
- Toronto Public Health Dine Safe inspection results of restaurants by Public Health (http://www.toronto.ca/health/dinesafe/index.htm)
- Children's Services Child Care Finder maps and listings of licensed child care centres (http://www.toronto.ca/children/index.htm)
- Transportation Services Road restrictions (http://map.toronto.ca/roadrestrictions/index.jsp)
- Open Data (http://www.toronto.ca/open)



Routinely disclosed information – Even if information is not online, it may be routinely disclosed by divisions on request. A list of records routinely available can be found at www.toronto.ca/routinedisclosures. Reproduction fees may apply for copies of documents.

FOI requests – Members of Council may themselves make FOI requests. Individual Members have the same rights of access to City records as a member of the public. A Member does not have greater rights of access to confidential information by virtue of office.

Historical information – historical information is maintained by City Archives. For more information on accessing the Archives, please see section 8.9.3.

Procurement information – See the Policy for Access to Information to Members of Council at Various Stages of the Procurement Process (Appendix 5F).

5.2 Communications

5.2.1 Communications support

Contact:

Jackie DeSouza, Director, Strategic Communications: 416-397-5277; jdesouz@toronto.ca.

Communications staff at the City of Toronto are responsible for disseminating messages to the public that are clear, consistent and support civic participation and understanding of Council priorities, emerging issues and City policies, programs and services.

Strategic Communications provides a full range of communications services to the City on corporate or cross-divisional issues, and operates an online newsroom that assists media in finding relevant media contacts, media releases and access to Council and committee agendas, reports and decisions.



The City of Toronto is an open and accountable organization that values the role the media plays in communicating, informing and engaging the public on civic issues and initiatives. There is a press gallery at City Hall made up of representatives from all major local media, with offices on the main level of City Hall. These reporters regularly cover City issues and attend committee and Council meetings. Eligible journalists may apply for accreditation with the City which allows access during business hours to the secure Councillor areas on the second floor of City Hall. This process is governed by the City Hall Press Gallery Accreditation Policy (Appendix 4G).

The communication needs of individual Councillors are managed by Councillor staff. This includes media releases issued on the Councillor's letterhead, newsletters and other constituent communications.

Councillors receive the following support from City communications staff:

- Inclusion on the distribution list of all media releases issued by the City.
- Assistance to issue their own news releases (on the Councillor's letterhead) by providing a list of press gallery members and assignment editors.
- Provision of speaking points and/or background information to Councillors who attend and speak at events that support official City programs or services. These events may be attended by the Mayor, Chair of a Standing Committee and/or the local ward Councillor.
- Clipping packages of the day's news are prepared and distributed via e-mail to all Councillors by Strategic Communications each morning.

See the City's online newsroom for news releases, media advisories and a list of City staff media contacts at www.toronto.ca/newsroom.



5.2.2 Using the City logo

Contact:

- Jackie DeSouza, Director, Strategic Communications: 416-397-5277; jdesouz@toronto.ca.
- Corporate Identity Program information: http://insideto.toronto.ca/cip/index.htm

The City has a Corporate Identity Program (CIP) that includes principles for the use of the corporate logo. Use of the City of Toronto corporate logo 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.

The Use of Corporate Logo, Donations and Sponsorships and Personal Funds by Members of Council, available at http://www.toronto.ca/legdocs/2002/agendas/council/cc021001/adm cl004a.pdf, permits Councillors to apply the City of Toronto corporate logo only to the items below, in a manner that is consistent with the requirements of the Corporate Identity Program:

- **Business cards**
- Letterhead
- Stationery including transmittal forms, envelopes, compliments slips, etc.
- Councillor 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 are inconsistent with the CIP, Councillors must seek the prior approval of City Council.



5.2.3 Your City webpage

Contact:

Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

The City provides a webpage for each Member of Council. 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 Councillor staff

5.2.4 Official portraits

Contact:

Idalina Matias, Protocol Officer, Protocol Services: 416-392-6745; photovideo@toronto.ca

Protocol Services arranges for Members of Council 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 in the term, a completed photography request form must be e-mailed to photovideo@toronto.ca. This form is available at http://insideto.toronto.ca/protocol/forms/photography-request.doc.



5.2.5 Translation and interpretation services

Contact:

Maryse Boucher, Manager, Documents/Multilingual Services, Protocol Services: 416-397-5003; mbouche@toronto.ca

Protocol Services provides assistance with obtaining multilingual services for Members of Council. 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 Constituency Services and Office Budget. More information on language services can be found at http://insideto.toronto.ca/protocol/language.htm.

Statistics and information on languages spoken in Toronto, including a ward-by-ward breakdown, are available. Please see section 8.9.4 for a description of demographics information available for the City of Toronto.

5.3 Your printing and photocopying needs

Contact:

Michael Coldwell, Business Support Assistant, Council and Support Services: 416-392-8940; mcoldwe@toronto.ca

The Information Production unit in Corporate Information Management Services, City Clerk's Office is the Printer and Copier of Record for the City.



Members of Council are not included in this policy but are encouraged, whenever possible, to direct all offset printing and high-speed copying work to the City Clerk's Office printing and copying services for either in-house service or brokering the job to an outside vendor.

5.3.1 Photocopying – self-service

Contact:

City Clerk's Office I.T.: 416-392-0473; cnlhelp@toronto.ca

The multi-functional printer/scanner/fax/copier provided in each Councillor office on the second floor of City Hall can do small volume copying jobs.

Seven photocopy stations are located on the second floor of City Hall to provide copying capability for more complex or higher volume requirements. Larger size copiers are also located at the Etobicoke, North York, and Scarborough civic centres.

These floor copiers are intended for low volume copying jobs (e.g. less than 25 copies per original). Higher volume requirements for flyers should be directed to the Central Copying Rooms located at the basement of City Hall and at civic centres.

A large-format colour printer is located off C Street in City Hall, next to C46 photocopy room. This printer can print 11x17 colour outputs. Please contact City Clerk's Office I.T. staff at 416-392-0473 so that this printer can be mapped to your office computers.



5.3.2 Photocopying - full-service

Contact:

- Michael Coldwell, Business Support Assistant, Council and Support Services: 416-392-8940; mcoldwe@toronto.ca
- Contact information for civic centres: http://insideto.toronto.ca/print-distrib/copycentres.htm

Full service copy centres are located in the Etobicoke, North York and Scarborough civic centres, City Hall and Metro Hall. Services include high speed copying, large-format copying, bindery and finishing services.

Colour copying requests are received at these locations but are sent to Metro Hall for copying.

To arrange for photocopy or print services, fax a completed requisition form to 416-392-4449 or send it by internal mail to:

Information Production

2 Hobson Avenue

A requisition form is available by contacting any copy centre as provided above. A sample requisition form can be found in Appendix 5G.



5.3.3 Print services

Contact:

Michael Coldwell, Business Support Assistant, Council and Support Services: 416-392-8940; mcoldwe@toronto.ca

Business cards, newsletters, stationery, and other offset printing products are available from the City's offset print shop at 2 Hobson Avenue.

Design, graphics, layout, bindery and finishing services are also available.

To arrange for photocopy or print services, fax a completed requisition form to 416-392-4449 or send it by internal mail to:

Information Production 2 Hobson Avenue

A requisition form is available by contacting any copy centre as provided in section 5.3.2. A sample requisition form can be found in Appendix 5G.



5.4 Mail, bulk mailings and couriers

Contact:

Mail & Courier Information Line: 416-397-7139

5.4.1 Incoming mail – internal and Canada Post

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

All incoming mail to Members' offices at City Hall is scanned and x-rayed before being delivered in a secure folder to each Member's mailbox.

Mail for Members addressed to their civic centre address is scanned and x-rayed before being delivered via internal mail directly to the Member's civic centre office.

Incoming mail is delivered and outgoing mail is picked up twice each weekday at City Hall, at about 10 a.m. and 2 p.m. Additional deliveries and pick-ups can be arranged for special circumstances.

5.4.2 Outgoing mail - Canada Post

At City Hall, outgoing mail should be separated into the two secure drop boxes located by the mailboxes. One drop box is for internal mail, the other is for Canada Post.

Large quantities of mail can be taken directly to the mailroom in the basement of City Hall if there is not enough space in a drop box.

Outgoing mail at the civic centres is picked up directly from the Members' offices or a Member can drop their mail off at the mailroom.



To help with sending mail, the mailroom is equipped with mail folding and inserting equipment and registered mail handling.

In order to allocate mail charges accurately, please only use envelopes with the Member's return address for all outgoing Canada Post mail processed through the central mailrooms.

Costs for mailing through the central mailroom are lower than purchasing individual stamps or rolls of stamps, as an organizational rate is applied.

5.4.3 Outgoing mail – internal

City Clerk's Office delivers inter-divisional mail services to approximately 250 locations across the City, including civic centres, City yards, etc.

Please use re-usable internal mail envelopes. At City Hall, internal mail should be placed in the internal drop box. At the civic centres, outgoing internal mail is picked up directly from Members' offices.

5.4.4 Bulk mailing/distribution

Bulk mailing is available through a corporate contract with Canada Post and agreements with various distribution companies that offer competitive rates. Contact Council and Support Services before arranging any distribution to ensure that your requirements are met at the best possible cost. For more information on the Canada Post Contract Number and Admail rate, visit http://insideto.toronto.ca/councillors/support mail.htm.



5.4.5 Couriers

Couriers should be directed to deliver items for Members to the mailrooms at City Hall, Metro Hall and the civic centres, as appropriate. Courier items received will be x-rayed before being delivered by mailroom staff to the appropriate office for signature.

Mail room locations:

- City Hall, Metro Hall: basement level
- North York Civic Centre: lower level
- Scarborough Civic Centre: lower level
- Etobicoke Civic Centre: 1st Floor, South Block
- East York Civic Centre: No mailroom. Courier should drop off packages at one of the public counters.
- External courier services can be arranged through the City Hall mailroom by bringing the item to be couriered to the mailroom and completing a Courier Request form. Mailroom staff will confirm that the item has been shipped.



5.5 Office supplies

Contact:

 Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

Basic office supplies such as pens, pads, paper clips, files, staplers and tape are available for pick up from Council and Support Services on the 9th Floor, West Tower, City Hall. An honour system is used to record what is taken. There is a full list available by the supply cabinet. These supplies are funded from the Council General Expense Budget and individual Members are not charged.

For other supplies or large orders, the official supplier is Staples/Corporate Express. Accounts have been set up for each Member of Council's office and online ordering is available. When you are ready to place your first order, your Council Service Representative can assist you. Supplies purchased are charged to the Councillor Constituency Services and Office Budget or the Mayor's operating budget.

Miscellaneous one-off purchases allowable under the Constituency Services and Office Budget Policy (Appendix 2A) are reimbursed in the same way as other Member expenses.





APPENDICES 5

- * Starred items link to a City or external web page
- 5A Recommended practices for naming electronic files
- * 5B Freedom of Information Request form
- 5C Procedure for Handling Freedom of Information Requests for Records of City Councillors
- * 5D A Guide to Access and Privacy for Councillors
- 5E Memorandum Accountability of City Records (June 2013)
- 5F Policy for Access to Information to Members of Council at Various Stages of the Procurement Process
- 5G Sample of Printing Requisition Form



File and folder naming

May 2007

Rules to avoid access problems

The City system has restrictions on naming file and folder names. If these restrictions are not followed, you could have trouble saving, finding, or opening a file.

Size limit

There is a size limit for the file name plus the name of the drive and all the folders that lead to the file. The full list of drive + folders + file name is called the 'path'. Sample:

 $\label{thm:comm} G: \\ \label{thm:comm} G: \\ \label{thm:comm} FSQF_application_final$

The full path should be no more than 200 characters, including spaces and slashes. A suggested formula is:

- folder names: up to 15 characters
- number of folders (depth): up to 10
- file names: up to 30 characters

Common error: do not simply hit 'Enter' after selecting the save function. If you do this, your file is saved with text from the first lines of your document. It may end up being saved in the incorrect folder, with a very long name.

Counting the characters

Over time you can quickly learn when your path is getting too long. From MSWord, here's a way to check. First, save your file, and keep it open. From within the document:

- 1. Select Insert | Auto Text, then Header/Footer | Filename and path
- 2. Highlight the text that was inserted
- 3. Select Tools | Word count
- 4. Look at the count for Characters (with spaces)

If the total is longer than 200 characters, rename your file and/or folders; delete any files that are duplicated.

Characters to avoid

Many of these characters require codes or special software. While they may be needed within files, they should **not** be used to name files or folders on the City network.

Symbol	Description	Symbol	Description
&?!	Ampersand, question, exclamation marks	\rightarrow	Arrows of any type
_	em dash (using code or double hyphen)	1/4 1/2 3/4	Fractions – all types
'x' "x" <x> «x» [x]</x>	Quotation, angle marks, brackets	: ;	Colon, semi-colon
¤¢£¥\$	Currency symbols	۰.	Degree sign / middle dot
♦ ♥ ± × ÷ ¬ μ	Card suits, math, science symbols	¶ §	Paragraph / section symbols
T TM R C	Trademark, copyright symbols		Period, horizontal ellipsis
1 a o	Superscript / subscript / ordinals	l I	Vertical/broken bar / pipe symbol
% %0	per cent, per mill	All non-English language alphabets / accents	
			i ¿ÅæíÓÇþðØñÄ



City Clerk's Office Ulli S. Watkiss, City Clerk

Memorandum

City Hall, 13th Floor, West 100 Queen Street West Toronto, Ontario M5H 2N2 Tel: 416-392-8011 Fax: 416-392-4900 Email: uwatkis@toronto.ca Web: www.toronto.ca

13 December 2011

Memo To:

Members of City Council

From:

Ulli S. Watkiss

City Clerk

CC:

Daphne Gaby Donaldson

Executive Director, Corporate Information Management Services

RE:

New Procedures for FOI Requests for Councillors' Records

Attached are the procedures for responding to Freedom of Information (FOI) requests for Councillors' records.

These new procedures are needed because the Information and Privacy Commissioner has begun approaching Members directly in connection with appeals regarding some of those requests.

The accompanying Protocol describes how Members of Council will be contacted and provides guidance in responding to requests for information. The Protocol also describes the process for obtaining outside counsel in relation to any proceedings before the Information and Privacy Commissioner of Ontario (IPC) concerning access to records held by a Member of Council, a recommendation adopted by Council on October 24 and 25, 2011 (item CC13.4).

Please also note that the City will be publishing summaries of requests for information as Open Data on a quarterly basis. Members of Council from whom information was requésted will be included in this data.



City Clerk's Office

City Hall, 13th Floor, West 100 Queen Street West Toronto, Ontario M5H 2N2 Tel: 416-392-8011 Fax: 416-392-4900 Email: clerk@toronto.ca Web: www.toronto.ca

Procedure for Handling Freedom of Information Requests for Records of City Councillors

For further contact: Susan Campbell, 5-7383 Jim Suderman, 2-5652

Introduction

In a change to past practice, the Information & Privacy Commissioner (IPC) has begun approaching City Councillors directly regarding appeals related to requests for Councillor's records. This protocol outlines the process for handling requests for Councillor's records and any subsequent appeals.

Custody or Control

The City Clerk's Office routinely receives requests for records held by City Councillors. In the past, Councillors have not been approached for their records responding to the requests because the records of City Councillors are considered personal or Constituency records, not City records. Any records in the custody or control of the City and included in the Records Retention By-law are City records and subject to the *Municipal Freedom of Information & Protection of Privacy Act*, (the *Act*). The *Act* does not apply to an individual Councillor's personal or constituency records.

Recently, there have been appeals of the City's decisions regarding access to Councillor records. In response, the IPC has changed their approach and have asked Councillors directly for their views on whether their records should be released. Each request must be assessed based on the context of the request and this is not clear cut.

Personal or Constituency records

Representative democracy demands that Councillors freely interact with their constituents and keep confidential any records relating to these interactions. This principle is strongly supported by the City.

Business or Professional Records

What is considered a business or professional record of a Councillor depends on the facts of a specific situation. There may be instances where a Councillor holds records that are within the City's custody or control, for example:

- A Councillor forwards an email from a constituent for City staff to take the appropriate action
- records relating to the Councillor's responsibilities in his or her role as a Chair of a Committee.
- A Councillor's calendar detailing their professional appointments is considered a professional record and subject to MFIPPA.

Determining if records relate to City business

Councillor records may include letters, notebooks, email, faxes, telephone messages, photographs, voice recordings, databases and mailing lists. Records of a Councillor should be considered constituency or personal records when:

- the record is not integrated with City records in the Councillor's Office;
- the record was generated, received or used by a Councillor as a representative of a member of the public and not as a member of City Council representing the interests of the City of Toronto.

The City has no power to compel an individual Councillor to produce their personal records or any authority to regulate the use or disposal of the records.

In order to protect the independence of Councillor records with respect to any appeals to the IPC, City Council adopted Council Report CC13.4 Appeals of Access Decisions in Relation to Records of Members of Council and Retention of Outside Counsel, dated October 21, 2011. The report outlines how Councillors can access outside Counsel to obtain advice about IPC appeals of requests for their records.

Procedure for FOI Requests for a Councillor's Records

The Manager, Access & Privacy will notify the appropriate Councillor when a Freedom of Information Request for their records has been made. The Manager will ask if they have any records that relate to City Business (as described above) that are related to the request. The legislated time frame to respond to Freedom of Information Requests is 30 days so Councillors need to respond quickly to these requests.

If the Councillor:

 advises that they have no relevant City records, the requester will be so advised.

If the Councillor:

 advises that they hold copies of City business records responsive to the request, the Councillor's office will provide the Manager with a copy of the records.

After reviewing the records, the Manager will advise the Councillor which records are recommended for disclosure, if any, and any exemptions that might apply to the record. The Councillor and the Manager will review the records and determine if they will be released.

December 2011 2

Procedure for Appeals

If the City receives notice of an appeal for records held by an individual Councillor:

- 1. The Manager of Access and Privacy will notify the City Clerk and City Solicitor (or designate) of the appeal.
- 2. The City Clerk and the City Solicitor will determine if outside Counsel is recommended.
- 3. Where outside Counsel is recommended, staff will:
 - a) Meet with the Councillor to review the appeal and assemble copies of relevant information (request, decision letter, notice of appeal);
 - b) Confirm the Councillor's request to obtain outside Counsel and send the relevant documents to the outside Counsel;
 - c) The outside Counsel will follow up with the Councillor and may provide representation to the Councillor on the appeal.

For further information:

Susan Campbell, 5-7383

Jim Suderman, 2-5652

Daphne Gaby Donaldson, 2-9673



City Clerk's Office Ulli S. Watkiss, City Clerk

City Hall, 13th Floor, West Tel: 416:392:8011

City Hall, 13th Floor, West Tel: 416-392-8011
100 Queen Street West Fax: 416-392-4900
Toronto, Ontario M5H 2N2 Email: uwatkis@toronto.ca
Web: www.toronto.ca

June 6, 2013

To:

Mayor and Members of Toronto City Council

Mayor's Office Staff Councillors' Office Staff

City Manager and Deputy City Managers

Division Heads

From:

Ulli S. Watkiss

City Clerk

Subject:

Accountability of City Records

Yesterday, the Information and Privacy Commissioner, Dr. Ann Cavoukian, issued the results of her investigation into the indiscriminate deletion of emails by elected officials in the Ontario Government entitled, "Deleting Accountability: Records Management Practices of Political Staff".

The investigation concluded that "Without access to information held by government institutions, citizens cannot participate meaningfully in the democratic process and hold politicians and bureaucrats accountable to the people they serve." The full report of the Information and Privacy Commissioner is referenced below.

In light of recent media reports of the purported destruction of City of Toronto records, I wrote to the Mayor and Members of Council reminding them of their obligations to retain City records in accordance with the Municipal Freedom of Information and Protection of Privacy Act, Chapter 217 of the Municipal Code and the City's Record Retention By-law. On June 3rd, Dr. Cavoukian's staff attended my Office to audit the City's information management policies, practices and procedures and their implementation.

While the Commissioner was satisfied that the appropriate legislation, policies and procedures were in place, she did say that, "In order for policies to be effective, they must be operationalized within an organization – not by chance" and that, "Management needs to signal to employees that it takes the requirement to retain records very seriously." Elected Officials and Senior Staff must ensure that City records, regardless of the format ie. Paper, email, video or electronic are not improperly destroyed.

I would like to remind you of your accountability and responsibility for managing information. You are also reminded that under Section 201 of the City of Toronto Act 2006, records may only be destroyed in accordance with the City's Record Retention By-law. Please ensure that you and your staff are following the corporate information

management procedures and practices. The roles and responsibilities for City staff are outlined in the Information Management Accountability Policy attached to this memo and there are various other by-laws, policies, directives and guidelines linked below for your reference.

Corporate Information Management Services (CIMS) of the City Clerk's Office staff are available to provide advice and training on all aspects of providing access to information, protecting privacy and best practices of managing City records.

If you have any questions, please contact Daphne Gaby Donaldson, Executive Director, CIMS at 416.392.9673 or ddonald@toronto.ca or me at 416-392.8010 or uwatkis@toronto.ca

Ulli S. Watkiss City Clerk

cc Accountability Officers attach.

Information Management Resources

IPC Special Investigation Report – "Deleting Accountability: Records Management Practices of Political Staff".

http://www.ipc.on.ca/images/Findings/2013-06-05-Ministry-of-Energy.pdf

City of Toronto Act, 2006, Section 199 http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_06c11_e.htm

Destruction of Records

Municipal Code, Chapter 217 – Corporate Records (City)

"Generating Records Disposition Packages"
#4 and 5 accountability and recordkeeping.

Information and Technology - applies to City Staff and Elected Officials

- E-mail Policy http://insideto.toronto.ca/itweb/policiesstandards/pdf/emailpolicy.pdf

Information Management Framework

Information Management Framework (IMF) pdfs attached of 'IMF' and 'IMF with policies'

Information Management Accountability Policy (IMAP) pdf attached

Acceptable Use Policy (does not apply to Elected Officials)

Responsible Record-keeping Directive and Guideline

available under http://wi.toronto.ca/intra/clerks/cco policies.nsf/IntranetBrowse?OpenView see index under Promote Open Government, Lifecycle Management of City Information

 Open Data Policy and Licence pdf attached

2012 Management Responsibility Control Checklist http://insideto.toronto.ca/hrweb/pm/guide to performance management.htm

Management of Councillors' Records

Staff report on Appeals of Access Decisions in Relation to Councillor Records and Retention of Outside Counsel

http://www.toronto.ca/legdocs/mmis/2011/cc/bgrd/backgroundfile-41903.pdf

Freedom of Information (FOI) and Councillors' Records - Information session presentation to Councillors pdf attached

Procedures for FOI Requests for Councillor Records pdf attached

Council Handbook: -Elected Officials section 3.6.5.5 (Electronic mail), p. 65,

section 3.7.1 (Information and records management policies), p. 97

City Clerk's Office Information and Technology Procedures for Elected Officials

- Blackberry Support

http://wi.toronto.ca/intra/clerks/cco_policies.nsf/C025308C6DDD43A8852578AE005300

4A/\$file/blackberry_support.pdf

- Desktop Support

http://wi.toronto.ca/intra/clerks/cco_policies.nsf/EF48AA3433AB0730852578B600522A43/\$file/Desktop%20Support%20Service%20Levels.pdf

- Managing Network Drive Access

http://wi.toronto.ca/intra/clerks/cco_policies.nsf/9DE07C1654B177BC852579650071589 D/\$file/Manage%20Network%20Drive%20Access%2011-06-24%20mb%20wl%20v3.pdf

Purchasing & Materials Management Division

DATE: June 14, 2010

PAGE: 1 of 5

Policy for Access to Information for Members of Council at Various Stages of the Procurement Process

PURPOSE

The purpose of this policy is to provide new opportunities for Council to have increased oversight of staff procurement decisions and provide guidance on the implementation of the new roles and information access. These opportunities are in addition to Council's existing role and access in the procurement process.

POLICY

Approved by Toronto City Council, July 19, 20, 21 and 26, 2005, Administration Committee Report 6, Clause 9.

PROCEDURE

- 1. Effective October 1, 2005, for Requests for Proposals requiring Standing Committee approval, staff are to provide the proponents scores by criteria, price comparison (if part of the evaluation) and a staff analysis of the evaluation results in an in-camera presentation to Committee. Divisional staff are responsible for preparing and presenting this information at the Standing Committee.
- 2. There are now criteria and a process for Council input and direction into the specifications and scope of a particular procurement (see Attachment 1). Divisional staff are responsible for preparing this report in consultation with Purchasing and Materials Management (PMMD) staff.
- 3. Through the Chief Purchasing Official (CPO), individual Councilors are now allowed viewing only access to the confidential details of a particular procurement provided that a formal request has been made to the CPO using the request form (see Attachment 2). The request form will be available to Councilors on the Purchasing and Materials Management website and the viewing of this confidential information will be within the Purchasing and Materials Management offices on the 18th Floor West Tower, City Hall. It should be noted that the information is provided for viewing purposes only and copies or notes are not to be taken away by the viewer.
- 4. In instances where an industry consultation is conducted prior to a formal procurement process, the terms of reference for the particular consultation must be approved by Council and the terms of reference is to include:
 - the objective of the consultation;
 - the process and criteria used to invite the industry to the consultation;
 - staff and Councilor involvement:
 - the nature and process of City-industry information exchange;
 - the documentation and dissemination of the information exchanged; and
 - the reporting back to Council.

Divisional staff are responsible for preparing this report in consultation with PMMD staff.

The procedures for Item 1 in the Policy description above can be accessed at: http://insideto.toronto.ca/purchasing/pdf/pmmdprocedures incamera 2006.pdf

CONTACTS

Should you have any questions please contact Purchasing and Materials Management Division. In the event that further interpretation is required, please contact the Manager, Corporate Purchasing Policy & Quality Assurance at 392-0387 or the Supervisor, Policy, Training, & Technology at 392-1305.

Attachment 1

Criteria for Council Review of Procurement Call

Specifications and Scope

Introduction

The following criteria are designed to provide guidance to Council and staff as to when it would be desirable for the specifications and scope of a particular procurement to be reviewed by Council prior to the development and release of a detailed call document to the market place. These criteria require judgement and may be applied individually or as a group. They provide guidance only and they are not intended to be applied for the mandatory review of specifications and scope.

Criteria

Contract Size

The size of the risk of setting the wrong specification or scope of a project is related to the dollar value of the contract.

The recommended minimum threshold of the procurement under consideration is \$20,000,000 which is the approval threshold of Standing Committee.

Contract Term

The length of the contract also has a bearing on the risk assumed by the City.

The recommended minimum threshold of the procurement under consideration is a term of contract of five years or where the goods and services acquired are expected to be in service beyond five years.

Contract Profile

A quantitative measure cannot be applied to this criterion. However, third party interest in past procurements of a similar nature or third party interest expressed during budget deputations can provide guidance in this area.

Specification/Scope Stability

A quantitative measure cannot be applied to this criterion. Specification stability relates to the options available to satisfy a particular need and whether or not new, potentially attractive options are emerging or whether or not technological obsolescence is a concern.

Process for Council Review of Specifications and Scope

Where Council has made a specific request to review a particular procurement or where the criteria suggest that staff should seek Council's input and direction before an RFQ or RFP is issued, a report should be sent to the relevant Standing Committee to receive endorsement of the specification/scope

and the strategy for the procurement itself. At a minimum, the report should include:

- 1. The reason that the specification/scope is being brought forward to Committee.
- 2. Options considered
- 3. Options discarded and why
- 4. Whether a Fairness Commissioner should be engaged or not and the reasons therefore

Attachment 2 Councillor Procurement Information Request Form

Purpose

This form must be completed by a Councillor and submitted to the Chief Purchasing Official in instances where the Councillor is seeking access to a procurement call document before it is released publicly or where the Councillor is seeking access to a vendor's response to a City procurement call.

PLEASE QUOTE YOUR REQUISITION NUMBER WHEN ENQUIRING ABOUT YOUR JOB



MUST BE FILLED AND SIGNED

Clerk's Printing and Distribution Services PHOTOCOPY/PRINT REQUISITION

REQUI	SITION NUMBER	
	209622	

Please print and press firmly. For assistance completing this form please call 392-8940

DATE REQUESTED	DATE REQ	UIRED	DEPARTMENT	DEPARTMENT		DIVISION	
CONTACT			PHONE	PHONE		FAX	
ACCOUNT CODE/CHARGE # (Must be	Completed)		AUTHORIZED I	BY (Must be Complete	ed)		
PROJECT TITLE			F	ORM #	REFER	RENCE #	QUOTE#
# OF ORIGINALS	OTHER (cover)	SOND (Specify)	FOLDING COPY IN	SIDE CORNE TAPE BIND		□ PUN (Locatio □ PAD □ WRA	DRE IFORATE NCH: (# of holes)
SPECIAL INSTRUCTIONS:			7		☐ ART SU☐ DISK SI☐ FILM SI	UPPLIED	INK COLOURS: BLACK and/or PMS#
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					□ MUST F	RETURN	□ QUOTE REQUIRED
FOR DEPARTMENTAL USE ONLY			# OF SHE	ETS		# OF IMPRE	SSIONS
DOCKET NUMBER SHIPPIN	DATE: # OF BOX	ORIGINAL DI YES		CEIVED BY:	20131		
Copy Centre City Hall Contacts 392-7380	Metro Hall 397-7126	East York Civic Centre 397-4844	Etobicoke Civic Centr 394-8102	e North York Civil	c Centre	Scarborough (Civic Centre York Civic Centre 394-2684

White - Printer's Copy Yellow- Receipt Copy Pink - Docket Copy Golden Rod - Customer's Copy



Clerk's Printing and Distribution Services PHOTOCOPY/PRINT REQUISITION

REQUISITION NUMBER

209622

Please print and press firmly. For assistance completing this form please call 392-8940

DATE REQUESTED		DATE REQUIRED	QUIRED DEPARTMENT		DIVISION		
CONTACT		PHONE	FAX	, FAX			
ACCOUNT CODE/CHARGE # (Must be Completed)			AUTHORIZED BY (Must be Co	AUTHORIZED BY (Must be Completed)			
PROJECT TITLE			FORM#	REFERENCE #	QUOTE#		
	□ OTHE	R: WHITE BOND COLOUR BOND (Specify) (cover)	□ CERLOX □ TAPE BIN	CORNER SADDLE PI	CORE ERFORATE UNCH: (# of holes)		
TOTAL COPIES ONE SIDED T	WO SIDED	:	□ OTHER (Specify) (Location) FOLDING: □ PAD: (# Sheets pe				
□ 11 x 17	1/ ₂ × 14	(inside pages) COPY IN COPY OUT WRAP: (# Sheets p. COPY OUT ON THEE ON THEE OF THEE OF THEE OUT OF THEE OUT					
SPECIAL INSTRUC	CTIONS:		. 2	□ ART SUPPLIED □ DISK SUPPLIED □ FILM SUPPLIED □ LASER PROOF	INK COLOURS: □ BLACK and/or □ PMS# □ PMS#		
SHIP TO:			□ PICKUP □ CALL WHEN RE	COLOUR PROOF ADY DYLUX PROOF	□ PMS#_ □ 4 COLOUR PROCESS		
				☐ MUST RETURN	□ QUOTE REQUIRED		
FOR DEPARTMENTAL U	SE ONLY		# OF SHEETS	# OF IMP	RESSIONS		
DOCKET NUMBER	SHIPPING DATE:		RIGINALS ENCLOSED RECEIVED BY:				
Copy Centre City Hali Contacts 392-736	397-712	397-4844	394-8102 395-690		gh Civic Centre York Civic Centre 394-2684		







SIDE



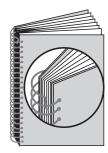
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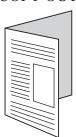


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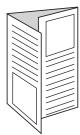


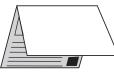
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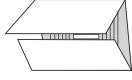


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6 INFORMATION AND TECHNOLOGY RESOURCES

The City's computer network is available seven days a week, 24 hours a day. The City Clerk's Office, Council and Support Services, provides Members of Council with support for all aspects related to their technology requirements, including any technical problems related to the computer network, computer equipment, e-mail, remote access, corporate hardware and software applications, smart phones and tablets.

6.1 Your City Clerk's Office I.T. team

Contact:

For I.T. support:

- City Clerk's Office I.T., 416-392-0473 or cnlhelp@toronto.ca Monday to Friday, 8:00 a.m. to 5:00 p.m.
- Michael Brisbin, Manager, Business & Technology Planning, Council and Support Services: 416-338-5092; mbrisbi@toronto.ca
- Andre Cappuccio, Supervisor, Business & Technology Planning, Council and Support Services: 416-392-6299; acappuc@toronto.ca

Contact the City Clerk's Office I.T. team for all aspects of technology support required for your office, including computer problems, acquisition of computer equipment, mobile devices and tablets, email, and any hardware or software issues.

All purchases of I.T. resources connected to the City's network, including computer equipment and software, must be coordinated through the City Clerk's Office I.T. staff. Repair to existing equipment must be done or coordinated by City Clerk's Office I.T. staff. Members should not bring any City- owned I.T. resource to a third-party business establishment for repair.



Technology resources available to Members 6.2

6.2.1 Computers and laptops

Each Councillor's office at City Hall is provided with five computers. These can be any combination of laptops or desktops. Any laptop provided will be accompanied with a docking station and case. Additionally, each Councillor's constituency office is provided with two computers and a docking station for a laptop.

A loan program is available to Members of Council who may have occasional short-term business need for an extra City computer for use by volunteers, students, or for special projects. Members may use a loaned computer for up to four months at a time. Members can request this resource by contacting Council and Support Services. Please see Appendix 6A for the Members of Council Loan of I.T. Asset Form.

Computers are also located at touch-down spaces at Toronto City Hall, Scarborough Civic Centre, North York Civic Centre, Etobicoke Civic Centre and York Civic Centre. For more information on touchdown spaces, please see section 4.1.4.

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. Nonencrypted USB keys are not permitted.

City Clerk's Office conducts an inventory of all Member I.T. equipment at the beginning and prior to the end of each term. Members should not relocate any I.T. resource from its inventoried location without prior consultation with the City Clerk's Office.

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

Personal computers/laptops and peripherals must not be connected to the City's network without prior review and determination by the City Clerk's Office I.T. Team so that the integrity and security of the City's network is protected.



6.2.2 Computer software

All City computers are loaded with standard City software applications, including Microsoft Word, Excel, PowerPoint and GroupWise e-mail system. Members may also choose to install a Constituency Management System.

Additional software that Members require must be acquired and installed by City Clerk's Office I.T. staff. Any installed software must not compromise the security and performance of the City's computer network.

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.

6.2.3 File storage

Members and their staff should store their computer files on the network file storage (G: Drive). The G: Drive can be accessed from any computer connected to the City's network, or remotely through a remote access token. More information on remote access tokens can be found in section 6.5.

Members should not store any computer files on the local C: drive. 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.

6.2.4 Mobile devices

Mobile devices include smart phones 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 (e.g. by methods such as "rooting" or "jail breaking").



The device must be password protected and auto-lock itself with a password or PIN within five minutes of being idle.

Please see section 5.1.2 for information on protecting confidential and personal information on your mobile devices.

6.2.4.1 Smart phones

Each Member of Council 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. A choice of different smart phone platforms is available.

Expenses related to the electronic equipment, including roaming charges will be charged to the Council General Expense Budget provided the Member has notified Council and Support Services and roaming plans have been set up for the Member, prior to leaving the City. More information on roaming can be found in section 6.2.4.4.

Eligible expenses related to a Member's smart phone 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

If a Member chooses to purchase and operate smart phones for their staff, the cost of acquiring the device and the monthly voice and data plan will be paid out of their Constituency Services and Office Budget or the Mayor's operating budget.



6.2.4.2 Tablets

Each Member is provided with a mobile tablet as office equipment. A basic data plan is included. The Member has a choice of different tablet platforms.

Expenses related to electronic equipment, including roaming charges will be charged to the Council General Expense Budget provided the Member has notified Council and Support Services and roaming plans have been set up for the Member, prior to leaving the City. More information on roaming can be found in section 6.2.4.4.

If a Member chooses to purchase and operate tablets for their staff, the cost of acquiring the device and the monthly data plan will be paid out of their Constituency Services and Office Budget or the Mayor's operating budget.

6.2.4.3 Voice and data rates and service packages

The City has special rates available for mobile devices. Members are encouraged to use the City rate plans. The City has a preferred mobile vendor but corporate plans are also available for other mobile vendors. Members can choose a vendor other than the corporate vendor based on their coverage or service preference.

6.2.4.4 Roaming charges

When a Member travels out of the province or out of Canada, additional charges to their mobile device(s) will apply. Roaming charges will be paid for by the Council General Expense Budget provided the Member has notified Council and Support Services and roaming plans have been set up for the Member, prior to leaving the City. Please note:



- Members should contact City Clerk's Office I.T. staff as soon as they are aware of travel plans, or at a minimum, 24 hours ahead of travel.
- Each mobile device requires its own roaming package (for example, if a Member has both a smart phone and a tablet, two plans will need to be set up).
- A City Clerk's Office I.T. staff will e-mail a Member or their staff to confirm that the requested roaming plans have been set up.

6.2.4.5 Bring your own device (BYOD)

BYOD is defined as a personally owned mobile device used by Members of Council and their staff that will be used on a regular basis to conduct City business. BYOD is allowed for Members and their staff.

Every BYOD user must consent to have the City's Mobile Device Management (MDM) software installed on their device in order to secure, protect, manage and remove confidential corporate information

The BYOD device will have access to I.T. support and the following City services:

- Voice
- E-mail
- Contacts/Calendar
- Remote management software installed by the City

Members or Members' staff who wish to bring their own device should contact City Clerk's Office I.T. staff to discuss set-up options and details.



6.2.4.6 Apps for mobile devices

Please contact City Clerk's I.T. staff before purchasing any app or downloading any free app on a City mobile device.

The purchase and installation of some apps used for City business can be payable from the Constituency Services and Office Budget.

6.2.5 Printers

Each Member's office at City Hall is provided with one multifunctional printer that performs the functions of a printer, scanner, fax and photocopier.

Member constituency offices are provided with a printer if the office is located at leased private property. Member constituency offices located at civic centres are connected to a networked printer located inside the secure space.

Any touch-down space computer will be linked to a shared printer. Please see section 4.1.4 for more information on touch-down spaces.



6.2.6 Televisions

Contact:

Lesley Ruscica, Manager, Council and Support Services: 416-392-7038; Iruscica@toronto.ca

Each Member's office at City Hall is provided with one television connected to basic cable to allow for monitoring City Council and committee meetings.

If a Member wishes to acquire additional televisions for his or her office for staff use or for Constituency Offices, please contact Lesley Ruscica, Manager, Council and Support Services at 416-392-4038 or lruscica@toronto.ca to make arrangements. The cost of the additional televisions will be paid out of the Councillor's Constituency Services and Office Budget or the Mayor's operating budget.

6.3 Personal devices

Members may use personal I.T. devices that are not approved by City I.T. staff, if those devices do not connect to the City's network. City staff does not have expertise in these unapproved devices and will not provide support for them. In addition, City-licensed software will not be loaded onto these personal devices. Personal devices are not replenished as part of the City's I.T. Resource Sustainment Programs.

For information on how to get personal devices connected to the City network so they can be used for City business, see section 6.2.4.5.



6.4 Telephones and fax lines

6.4.1 City telephone and fax lines

The City provides each Councillor with a total of ten telephone/fax lines funded by a corporate budget. Any additional telephone or fax lines, as well as staff lines, will be charged to the Councillor's Constituency Services and Office Budget. The ten lines can be split between the City Hall office and a constituency office. Councillors determine where the ten lines are to be installed in order to best meet their operational needs.

The City Clerk's Office processes monthly charges by directly paying the telephone provider.

If a Member is claiming the cost of a telephone line in a home office, that telephone line must be dedicated for City business only. Members must declare the operation of a home office by memo to the Director, Council and Support Services. More information about home offices is available in section 4.1.3.

6.4.2 Electronic fax (XMedius)

XMedius is an online fax service that allows Members to receive and distribute faxes electronically from a centralized server without the use of a fax machine.

The central server on the City's network acts as a fax machine for multiple users by sending and receiving faxes electronically from separate phone numbers. Incoming and outgoing faxes are stored on the centralized server and are accessed through an application installed on desktop computers or by a website at: http://insideto.toronto.ca/itweb/computer-email/xmedius.htm.

XMedius provides the flexibility for Members to access their faxes away from the physical fax printer, such as at their constituency office.



XMedius is an additional fax line as a separate fax number is required. The cost of the additional line will be charged to the Councillor's Constituency Services and Office Budget if the available ten lines have already been allocated. Councillors may consider replacing the physical fax line that is connected to the printer

XMedius can be installed on all computers at a Member office, using one line connection.

Please contact City Clerk's Office I.T. staff to arrange for installation and training.

Accessing the City network from home or other locations (remote access token)

Members and approved staff can access the City's computer network from home or other locations through remote access. Once remote access has been granted, a token will be provided to Members and approved staff.

The token can be a soft version installed on the Member or staff's smart phone, or a physical token key fob.

Members/Members' staff can manage their remote access account online using the token self-administration tool which allows a Member to activate the remote access account, test the token and change their personal identification number (PIN). The selfadministration tool is available at

https://tokenadmin.toronto.ca/RSASWE/WXUserHome.do.

There is a fee associated with remote access. Remote access fees for Members are charged to the Council General Expense Budget. Remote access fees for Members' staff are charged to the Councillor's Constituency Services and Office Budget or the Mayor's operating budget.



Please submit a completed Secure Remote Access Services Request Form (Appendix 6B) to City Clerk's Office I.T. staff to request remote access. The form is also available at http://insideto.toronto.ca/itweb/computersupport/cspr-remoteaccess.htm.

6.6 Internet practices

6.6.1 Internet access

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

The City will pay for one high-speed internet access fee for a Member's constituency office located on non City-owned or non agency-owned space or home office.

If a Member is claiming the cost of internet access in a home office from the Constituency Service and Office Budget, the Member must declare the operation of a home office by memo to the Director, Council and Support Services. More information about home offices is available in section 4.1.3.



6.6.2 WiFi access

Three categories of WiFi networks are accessible to everyone (including the public) on some City-owned properties. They are:

- Public City of Toronto WiFi: No security. No password required. This is available to the public. Members of Council are advised to not send or receive confidential data on this network.
- iService: Minimum security. Members must have an account set up to access this network.
- CoT General: High security. All staff are encouraged to use this network. A remote access token is required to access this network.

All three categories of WiFi networks are currently available in the following City-owned properties:

- City Hall: committee rooms, Council Chambers and Councillor offices, first floor, second floor
- North York Civic Centre: Council Chambers. Councillor Offices
- Scarborough Civic Centre: Council Chambers, Councillor Offices. Committee Rooms 1 and 2. Central space within the Civic Centre
- Etobicoke Civic Centre: Council Chambers, Councillor Offices, basement meeting rooms 1, 2 and 3



6.6.3 Social media

City restrictions regarding access to internet sites do not apply to Members and their staff. Members and their staff have full internet access to all websites except those that distribute or promote spyware, malware or hacking tools.

All internet access activities using the City's network, including the websites visited, are logged by the system.

Members may choose to operate social media sites, such as facebook, twitter, etc.

6.7 E-mail

Members can access the City's e-mail through their mobile devices if the devices are supported by the City's I.T. infrastructure. Those Members who choose to use mobile devices not supported by the City's I.T. infrastructure will have to access their City e-mail using a remote access token. For more information on remote access tokens see section 6.5.

E-mails for Members and their staff that are older than 180 days are automatically archived by the system to a secondary online storage and are readily accessible when needed.

- E-mail for Members and their staff is stored separately from e-mail for City staff.
- E-mail for Members is backed up to tape on the same schedule as e-mail for City staff, however, it is stored in a different location.

Members are responsible for managing their use of the City e-mail system during business and non-business hours.

A Member may request to have his or her e-mail cleared at the end of term (in the case of a Member with continuous terms, 'term' refers to the Member's final term of office) or transferred to a storage device.



Members wishing to do so must provide written authorization to the Director, Council and Support Services.

Members should exercise caution and take reasonable care when receiving e-mail messages that contain attachments, regardless of their origin, to guard against the introduction of viruses. E-mails 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 the City Clerk's Office I.T. staff.

6.7.1 E-mail mailboxes

Each Member is assigned a personal and a generic mailbox. The typical use of these mailboxes is as follows:

The **generic mailbox** is used for communicating with your constituents. This e-mail 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 e-mails and respond from the generic account. The typical e-mail address for your generic mailbox is (Councillor LastName@toronto.ca) or (Mayor Lastname@toronto.ca).

The **personal mailbox** is for a Member's personal use and is normally not accessible by other staff in the Office. It is used to communicate with your staff or to receive e-mails you do not want accessible to your staff. The typical e-mail address for your personal mailbox is (FirstInitialLastName@toronto.ca).

Please set up different passwords for your generic and personal mailboxes.



6.7.2 Granting your staff access to your e-mail and calendar (proxy access)

Proxy access lets you manage another user's mailbox and calendar. It lets you perform various actions such as reading and responding to e-mails 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 e-mails and send e-mails from the account, or Read Only, which would not allow staff to send e-mails.

It is recommended that proxy access be given from the generic mailbox to the Member's personal mailbox and the Member's staff mailboxes in order that they can send and receive mail on the Member's behalf. Proxy access is given to the Member's personal mailbox so the Member can also conduct constituent business from the generic mailbox without having to go into the generic mailbox or logging out of their personal mailbox.

6.8 City applications for Members and their staff

6.8.1 Employee/ Elected Officials Self Service Portal (ESS)

Employee / Elected Officials Self Service (ESS) is a web-based portal that allows non-union City of Toronto employees and elected officials to access their pay statements, time balances (if applicable) and annual T4 statements electronically. The ESS portal can be accessed at

http://insideto.toronto.ca/pen_payroll_empl_benefits/ess/index.htm.

Members who wish to be trained on ESS should contact City Clerk's Office I.T. staff.



6.8.2 Special applications for Members

The City Clerk's Office I.T. staff has developed tools specifically designed to support Members in their operations. These tools allow Members and their staff to easily access critical information about their constituents and office operational matters.

6.8.2.1 Constituency Management System (CMS)

CMS is constituent management software developed to help manage constituent requests, track communications and provide intelligence and output reports. Every Member can set up a CMS account as an effective way to manage contact information, constituent requests, and day-to-day issues. Please contact City Clerk's Office I.T. staff for setup, training and general support on CMS.

6.8.2.2. Councillor Expense Dashboard

Members and approved staff can access the Councillor Office Expense Dashboard to view their up-to-date spending information, status of payments and copies of invoices and can print custom built reports. See section 2.5.1 for more information on the Dashboard.

6.9 Purchasing technology

All I.T. equipment connected to the City's network must comply with corporate standards and security requirements; therefore all I.T. products and services must be purchased through City Clerk's Office I.T. staff.

Prior to purchasing, Members and their staff are advised to contact and consult with City Clerk's Office I.T. staff about their intended purchases, the functionalities/equipment they require, and the desired delivery date.



To request an I.T. purchase, a Member should submit a completed Members of Council Request for I.T. Purchase (Form D), found in the forms appendix of the Constituency Services and Office Budget Policy (Appendix 2A). The form is also available at http://insideto.toronto.ca/councillors/forms/payment it.docx.

City Clerk's Office I.T. staff maintains a supply of peripherals, such as cables, keyboards, and mice. Members should contact City Clerk's Office prior to purchasing these peripherals.

6.10 Use of I.T. resources

I.T. 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 of Council prohibits the use of any City resources for election purposes, including I.T. resources.

In accordance with the Human Resources and Ethical Framework for Members' Staff (Appendix 3A):

- Members' staff are not bound by the City's Acceptable Use Policy for City staff. However, Members' staff must abide by requirements to protect and safeguard the integrity and security of the City's computer network and infrastructure.
- Members' staff must not download or upload any applications or software on City equipment without seeking the prior approval of the City Clerk's Office so that the City's computer infrastructure is not compromised.
- Members' staff must not connect any personal equipment to the City's network.
- Occasional personal use of the City's equipment is permitted during business hours provided these are not for personal gain or campaign purposes.
- Members' staff access to social media sites are subject to the Member of Council's direction and approval.



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 I.T. resources to make unauthorized, unlicensed and/or illegal copies of any software.
- Installing software licensed to the City on any I.T. resources that are not owned or provided by the City.

6.11 Security of I.T. resources

Members must ensure that each password used to connect to I.T. resources remains confidential, is changed at intervals in accordance with the requirements of the system in question, and is not left in plain sight where it can be found (e.g. taped to PC, under a keyboard). If any password is disclosed, it must be immediately changed.

Members leaving their equipment unattended must log off, use screen saver 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 passwordprotected screensavers or hardware password locks.

6.11.1 Passwords

All Members of Council 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 I.T. support staff.



Mandatory password changes:

- City desktops are set to require you to change your computer log-in password every 60 days.
- You can change your log-in password at anytime by using the password reset page on the intranet: https://equide.toronto.ca/vo/servlet/portal?render=on

E-mail passwords:

 E-mail passwords are synchronized with your network password and will expire every 60 days.

Other passwords:

 Various other computer applications, such as Council Expense Dashboard, Constituency Management System, etc., have their own security and password rules.

You have three attempts to log in to the computer network before you are locked out. Please call the City Clerk's Office I.T. staff to regain access to your accounts and the City network.

Prior to leaving on an extended vacation, it is best practice to change passwords ahead of the vacation in case they expire while away.

6.11.2 User monitoring

The City's corporate I.T. 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 I.T. resources, corporate network security staff may undertake monitoring or run reports on specific users.

User monitoring may also be conducted where they City is required to comply with legal requirements, police investigations, or for specific human resources management purposes at the request of the Member.





APPENDICES 6

6A Members of Council Loan of I.T. Asset Form

6B Remote Access Services Request Form



- Information Technology assets are available to be loaned to Members of Council for short term use (up to 4 months) on a first come first served basis.
- If the loaned Information Technology asset is not returned by the expected return date, the cost of the asset will be charged to the Member's Constituency Services and Office Budget or Mayor's Office Budget.

I.T. Asset Required							
Councillor name	Date Required						
☐ Laptop Computer	☐ Desktop Co	mputer	☐ Teleconference Unit				
☐ Projector	☐ Wireless De	evice	☐ Other:				
Description of Business Require	ments:						
Authorization							
	Date						
agree to return the loaned							
asset in its original condition on the date provided by the	Councillor/Authorized	Staff Name	Councillor/Authorized Staff Signature				
City Clerk's Office below.							
For City Clerk's Office Use			For eated Determ Dete				
Asset Tag	Loan Start Date		Expected Return Date				
	Approved for Deployment:	Manager, Business &	& Technology Planning:				



For City Employee Only Secure Remote Access Services Request Form

Information & Technology Division

Please refer to the Information Sheet attache						
If you need help completing this form, contact IT Service Desk at 338-2255 or email to itservice@toronto.ca						
Note: All mandatory boxes are marked in RED An incomplete Form will cause delays in						
Section I – User Information						
	1. First Name Last Name					
Network User ID	Network User ID					
5. Division	6. Section	7. City Pt	one No			
Section II—Remote Access Service R	equest					
8. SecuriD Token						
Software Token	Hardware Tol	en 💿	- NEW -			
Note: Software Token is designated for Mobile U	ser Only	T-1				
		Token's Serial Number: to Token Distributors				
Token Pick up/Drop off Location (Harr	(ware locat)					
703 Don Mills City Hall Metro Hall	North York Civic Centre	Scarborough Clvic C	entre Etobicoke Civic Centre			
	pre-approved division / pro		enter the tenter			
	0	0				
Council	Toronto Water	TCHIS				
10. Business Justification for Remote A	cess					
11. Remote Access Resources						
Your remote access service provides a						
 GroupWise web client – City Netstorage – Your corporate 						
City's InsideTo Intranet	THE TOTAL STATE OF THE TOTAL STA					
> Proceed to Section IV if these lists	d services meet your busines	s needs.				
 Proceed to Section III Corporate N 	tetaframe Request if you nee		services			
 List below any special resource to 	your remote access request.					
Section III – Corporate Metaltrame Rec	uest [Optional]					
corporate Metaframe extends the standard remi	ote access service by offering	applications for remote u	sers with special business needs.			
12. Application Request (see Box 13, infor	mation sheet for related inf	formation)				
ADD Default Application*						
* Default Application includes Microsoft Office (Word, Excel, Access, PowerPoint), Acrobat Reader, Windows Explorer						
ADD GroupWise Standard Client						
-						
Access to the following applications requires application owner's approval						
☐ IBMS ☐ SAP ☐ HANSEN ☐ TMMS ☐ LIVELINK ☐ GOLDCARE						
List below any special applications to your Metahame request:						
the secondary special approach to your man	and to require					
Seeken IV. Assessed						
Section IV - Approval						
14. Approver's Name		15. Approver's Title				
18. Cost Centre (\$40 per year) 17. Func	tional Area Code	18. Date of Approve	al			
To Process Your Application						
Approver email this application form to IT Service Desk						

Applicant and Approver will be notified by email when your request has been processed by Corporate Information and Technology Division



7 LEGAL AND INSURANCE

7.1 Legal advice and expenses

Contact

 Anna Kinastowski, City Solicitor: 416-392-0080; akinasto@toronto.ca

7.1.1 Legal coverage

Expenses to provide legal representation for Members are covered where the proceedings relate to activities of the Member while carrying out his or her official duties, and may include both City and ward related matters.

Coverage is provided either by the City's insurance or the City's Indemnification Policy. Coverage extends to civil suits and criminal and regulatory offences including:

- legal costs and damages if sued
- damages or costs where lawsuits are not covered by insurance if Council determines the proceeding resulted from acts or omissions in his or her capacity as a Member
- reimbursement of legal expenses related to criminal or regulatory offences if acquitted or charges are dismissed or withdrawn

The City Solicitor is required to review and report to Council on the reasonableness of Members' legal expenses.



Legal expenses that are **not** covered include:

- personal matters that are outside the duties of a Member (for example, those arising from activities of a Member while a candidate)
- criminal or regulatory matters where the Member has been found guilty
- conflict of interest proceedings where there has been a finding of a contravention of Section 5 of the Municipal Conflict of Interest Act

In addition, Members may incur legal expenses that are payable from the Council General Expense Budget. These legal expenses are outlined in the section below.

7.1.2 Legal fees

Members should always consult with the City Solicitor before incurring any legal expenses (including legal research).

The following legal fees are eligible expenses paid out of the Council General Expense Budget.

 City Council has authorized the retention of an external law firm to provide independent advice and representation from time to time to Members of Council in relation to any proceedings before the Information and Privacy Commissioner of Ontario concerning access to records held by a Member of Council.²⁹

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²⁹ Approved by City Council at its meeting of October 24 and 25, 2011, CC13.4 "Appeals of Access Decisions in Relation to Councillor Records and Retention of Outside Counsel": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2011.CC13.4. See also, "Retention of Outside Counsel for Members of Council for Freedom of Information Appeals", approved by City Council at its meeting of May 6-8, 2014, Executive Committee Report EX41.5. http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX41.5.



- The City Clerk and the City Solicitor must confirm that the proceedings pertain to the individual interests of the Member of Council prior to counsel being retained to provide advice and representation.
- Fees related to the retained external law firm will be paid from the Council General Expense Budget.
- Legal fees related to Code of Conduct investigations:
 - if the Integrity Commissioner finds that the Member has inadvertently violated the Code or violated the Code in good faith; or
 - ➢ if the Integrity Commissioner has found the Member violating the Code and City Council received the Integrity Commissioner's report for information.
- Fees related to informal complaints (part A) and formal complaints (part B) of the Code of Conduct Complaint Protocol for Members of Council.³⁰
- Fees related to judicial reviews related to Code of Conduct investigations.
- Legal fees related to complaints or investigations handled by the Lobbyist Registrar, Ombudsman or Auditor General under Part V of the City of Toronto Act, 2006.³¹
- Legal fees related to investigations conducted by the Toronto Police Service related to the Member's duties and responsibilities, excluding criminal investigations.³²

³⁰ Approved by City Council at its meeting of July 11-13, 2012, Executive Committee Report EX21.9, "Policy Changes to Facilitate Councillor Office Operations": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.EX21.9.

Approved by City Council at its meeting of June 10- 13, 2014, Executive Committee Report EX42.2, "Amendment to Legal Fees Section in Constituency Services and Office Budget Policy and Authority to Pay a Legal Invoice": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX42.2.

Approved by City Council at its meeting of June 10- 13, 2014, Executive Committee Report EX42.2, "Amendment to Legal Fees Section in Constituency Services and Office Budget Policy and Authority to Pay a Legal Invoice": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX42.2.



Legal fees that are not eligible expenses include:

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

See Appendix 1 – Resources Available / Allocated to Councillors of the Constituency Services and Office Budget Policy (Appendix 2A) for more information.

7.1.3 Legal expenses related to defamation actions brought by a Member of Council

City insurance is not available in legal actions related to defamation initiated by Members; however, City insurance is available to defend Members on such matters.

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.

7.1.4 Legal expenses related to 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 candidates, not as Members. The *Municipal Elections Act, 1996* considers compliance audit expenses to be campaign expenses.



7.1.5 Other legal advice

The City Solicitor provides legal advice to City Council on matters pertaining to City business. In some circumstances, a Member may wish to retain external legal counsel to provide a second opinion on any issue or to advance a specific position in a legal proceeding. Council approval is required before external legal counsel is retained for this purpose.

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

- conflict of interest issues (arising from the Municipal Conflict of Interest Act and Members' Code of Conduct)
- the application of the Code of Conduct to a set of facts
- how Members can avoid formal complaints
- informal complaint resolution
- appropriate steps to correct a mistake

Please see Appendix 7A, Legal Support Q&A, and Appendix 7B, Legal Fees at a Glance, for more information.

Related policies

- Constituency Services and Office Budget Policy (Appendix 2A)
- Indemnification Policy for Members of Council (Appendix 7C)
- Code of Conduct for Members of Council and Code of Conduct Complaint Protocol for Members of Council found in Volume 3 of this Handbook



7.2 Insurance coverage

Contact:

 Jeff Madeley, Manager, Insurance and Risk Management: 416-392-6301; jmadeley@toronto.ca

The City of Toronto's insurance program automatically extends coverage for all activities, programs, events, operations, etc., that are approved by or on behalf of City Council.

The City's property and casualty insurance policy documents are held by the Deputy City Manager and Chief Financial Officer in the office of the Manager, Insurance and Risk Management. Members have coverage under property and casualty insurance policies arranged by the City as described below.

7.2.1 Property insurance

The City's property insurance covers physical loss or damage to City-owned buildings, contents, furniture, fixtures, equipment, etc. Information on how to submit a claim to recover the cost for the loss or damage to City-owned property can be found on the claims process web page at

http://insideto.toronto.ca/corporate_finance/insurance/claims_process.htm#2.

Personal property owned by Members and/or their staff is not insured under the City's property insurance policy. Coverage for constituency offices can be found under section 7.2.5.



7.2.2 Commercial general liability insurance

Commercial General Liability insurance covers Members, City employees and volunteers, while they are conducting duties on behalf of the City, for third party (public) claims from property damage, bodily injury, libel, slander and defamation suits arising from their actions.

All liability insurance policies are intended to provide defense cost coverage and to pay any compensatory damages that are legally required.

Information on how a member of the public can make a claim against the City's policy can be found at http://www.toronto.ca/makingaclaim.

7.2.3 Public officials' errors and omissions liability insurance

This insurance covers Members, City employees (including Members' staff) and volunteers while conducting duties on behalf of the City, for liability arising from errors or omissions in the performance of professional duties.

It may also be referred to as the municipal form of directors' and officers' liability insurance. It applies to elected or appointed officials, officers, members of commissions, boards, units, committees and special purpose bodies operated by and under the jurisdiction of the City of Toronto.

Conflict of interest coverage is included which specifically extends coverage to Members for costs incurred in defense of legal proceedings under the *Municipal Conflict of Interest Act* for allegations of errors, omissions, misstatement or misleading statement or neglect or breach of duty by the Council Member. A Member must uphold the Duty of Member as noted in Section 5 of the Act in order for insurance to apply. Section 5 of the Act requires a Member to refrain from participation in the decision-making process on any matter before Council if the Member has a direct or indirect financial interest in a matter.



Coverage under the policy would be denied where the elected official is found by the court to have contravened the duties set out in the Act (as required under subsection 14(1) of the Act).

7.2.4 Automobile

The City of Toronto 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 own vehicles for City business would claim against their own insurer for any accidents. Members should disclose that they may be using their automobiles for business use to their personal insurer.

7.2.5 Constituency offices

Constituency offices in City-owned and non City-owned buildings:

- Under the Parameters for Councillor Constituency Offices (Appendix 4B), all leases for constituency offices must be in the name of the City of Toronto. The City maintains Commercial General Liability Insurance for Councillor's constituency offices (details of coverage provided above in section 7.2.2).
- As per the Constituency Services and Office Budget Policy (Appendix 2A) personal property, including furniture and equipment owned or leased by Members or their staff, is not covered by the City's property insurance policy. A Member may choose to insure their personal property by purchasing or extending an existing property insurance policy (on their house or apartment) to cover personal property located in their constituency office.



- Content of a Member's constituency office that is provided by the City is covered by the City's property insurance policy (details of coverage provided above in section 7.2.1).
- If a Member is requested by the owner or landlord of a non City-owned building to provide evidence of insurance in the form of a Certificate of Insurance, the Member should contact Corporate Finance, Insurance & Risk Management Services.

7.2.6 Special events

- City insurance coverage automatically extends to a Member's special events held on behalf of the City and in the Member's capacity as an elected official (versus serving a private interest).
- A "City event" qualifying for coverage under City insurance is generally one that is consistent with City of Toronto divisional programming, sanctioned, authorized or organized by City Council or its divisions, agencies and corporations, employees, volunteers, or Members for the benefit of the municipality or its constituency. 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 Toronto 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 interest groups.
- If a Member chooses to participate in community events derived from or originating from private, community or special interest groups not having their origin from a City municipal initiative, then evidence of private insurance coverage will have to be provided to the facility owner as part of the normal permit or application process.



 If the special event takes place on non-City or Agency or Corporation-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 Corporate Finance, Insurance and Risk Management Services.

7.2.7 Member indemnification

A Member may, while acting in the scope of his or her duties, commit acts for which there is no insurance. For these instances, a Member may be eligible under the Indemnification Policy for Members of Council for payment of costs.

The Indemnification Policy for Members of Council³³ can be found in Appendix 7C.

More information on insurance and risk management forms and procedures can be found at http://insideto.toronto.ca/corporate_finance/insurance/index.htm.

³³ Approved by City Council at its meeting of July 15-17, 2008, Executive Committee Report EX22.8, "Review of Indemnification Policy for Members of Council": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2008.EX22.8.



7.2.8 Indemnification Policy for Council Members **Serving on External Boards without City Council Approval**

The Indemnification Policy for Council Members Serving on External Boards without City Council Approval provides an indemnification for Members of Council who sit on the boards of external bodies in their capacity as Council Member but where there has been no appointment approved by the City. There are three ways that liability claims made against Council Members can be covered. They are:

- from the Directors & Officers Liability Insurance provided by the external board;
- from the City's liability insurance if coverage is not available from the external board; or
- at the discretion of Council, from the City's indemnification policy covering City Council Members where neither the external body's nor the City's insurance is available.

In order to ensure that coverage is effective, a protocol is in place. The protocol requires Council Members to conduct due diligence before serving on an external board, including determining whether the external body has its own Director's Liability Insurance in place. In addition, coverage for any claims arising through Council Members serving in a board member capacity must first be pursued through the insurance coverage of the external body.

The City Clerk's Office will be canvassing Members in the new term of Council to obtain information on Members' membership on external boards where appointments were not made by Council.





APPENDICES 7

7A Legal Support Q & A

7B Legal Fees at a Glance

7C Indemnification Policy for Members of Council

7D Indemnification Policy for Council Members Serving on External Boards without City Council Approval

Legal Support - Q&A

Legal advice

Q1. How do Councillors access legal advice?

Individual Councillors can access legal advice on matters pertaining to City business, including ward related matters, from the City Solicitor. The Integrity Commissioner can also provide advice, although not specifically legal advice, to Councillors on a range of Code of Conduct related matters, including conflict of interest issues, confidential information, contact with lobbyists, and gifts and benefits.

Q2. Can the City Solicitor advocate for individual Councillors in matters involving the public, the City of Toronto and its ABCCs, other orders of government and external organizations?

No, the City Solicitor cannot advocate for individual Councillors in this capacity. City Council is the City Solicitor's client. The City Solicitor is responsible to provide legal advice to City Council as a whole and protect the interests of the corporation. This responsibility extends to advocating Council's position, not those of individual Councillors. The City Solicitor must also comply with Law Society requirements to avoid a conflict.

Q3. If Councillors do not agree with the advice of the City Solicitor can they seek a second legal opinion?

Yes, individual Councillors may request external legal counsel to provide a second opinion on any issue or to advance a specific position in a legal proceeding. However, the Councillor Expense Policy requires Council approval where Councillors wish to receive a second opinion respecting advice that the City Solicitor has already provided.

Q4. What should Councillors do if they are served with a summons or notice of legal action against them?

If City insurance coverage is applicable, the Councillor must send the summons or notice of legal action immediately to the City's Insurance and Risk Management unit and contact them at 416-392-6301. The Councillor may contact the City Solicitor at 416-392-0080 for matters involving legal advice or legal action.

Coverage of legal expenses for proceedings brought against a Councillor

Q5. What legal expenses are covered for Councillors?

Councillors' legal expenses for proceedings brought against them are covered where the proceedings relate to activities while carrying out official duties, including ward-related matters. Protection extends to criminal and regulatory offences if the Councillor has been found not guilty. Protection related to defamation actions is addressed in Question 15.

Q6. What legal expenses are not covered for Councillors?

There are very few legal matters involving Councillors that are not covered. The current exceptions to legal coverage include:

- personal matters that are outside their duties as a Councillor (for example those arising from activities of a Councillor while a candidate)
- criminal or regulatory matters where the Councillor has been found guilty
- conflict of interest proceedings where there has been a finding of a
 contravention of the *Municipal Conflict of Interest Act*, which prohibits the
 reimbursement of legal costs where there has been a finding that the Act
 has been contravened.

Q7. Do Councillors have to cover their own legal costs arising from civil, criminal or regulatory proceedings and then apply for reimbursement?

The Indemnification Policy allows for the reimbursement of funds to cover certain legal costs incurred during any applicable proceeding. Civil claims made against a Councillor that are covered under City insurance do not have a claim maximum.

Q8. What can Councillors do if damages or costs are not covered by the City's insurance?

Damages or costs arising from lawsuits not covered by the City's insurance (for example, an allegation of deliberate rather than negligent acts or omissions by a Councillor) may be paid by the City if Council determines the lawsuit resulted from acts or omissions in his or her capacity as a Councillor.

Matters related to Code of Conduct complaints

Q9. If a Councillor is concerned that he or she is being asked to do something that is in breach of the Code of Conduct where can Councillors turn for advice?

The Integrity Commissioner will provide confidential written or informal advice to Councillors on the Code of Conduct.

Q10. Who provides legal advice to Councillors on Code of Conduct complaints?

The Councillor Expense Policy allows Councillors to charge their office budget for the payment of legal fees up to \$500 for an initial consultation with external legal counsel on a Code of Conduct complaint. This expense can be charged against a Councillor's office budget regardless of the outcome of an Integrity Commissioner investigation.

Q11. What legal expenses are covered if a Councillor is subpoenaed to testify at a Public Inquiry or judicial review before Divisional Court?

The Code of Conduct Complaint Protocol for Members of Council provides for reimbursement of legal expenses up to a maximum of \$20,000 in cases where the Integrity Commissioner exercises the powers of a commissioner or in cases involving judicial review. Council can consider higher limits for reimbursement of legal expenses on a case-by-case basis.

Matters related to conflict of interest issues

Q12. Who advises Councillors about conflict of interest issues?

Councillors must seek their own legal opinions on such issues but can seek advice, including written advice, from the Integrity Commissioner.

Q13. Will the City pay for Councillors to seek external legal advice on conflict of interest issues?

No, external legal opinions on conflict of interest issues are not paid by the City because they involve personal matters.

Q14. Can funds be advanced to a Councillor for legal representation in a conflict of interest proceeding?

No. The City's policy on advancing funds does not apply to conflict of interest proceedings. The *Municipal Conflict of Interest Act* requires that there must be a finding of noncontravention before a municipality can pay these expenses.

Matters related to defamation

Q15. What legal expenses are covered if a Councillor launches legal action against someone for defamation?

Council may approve reimbursement of a Councillor's legal expenses on a case-bycase basis for actions brought by a Councillor to address matters of reputational harm. A key factor in Council's decision-making will be whether the expense can be characterized as one incurred in relation to the office of Councillor

Members of Council and Legal Fees – Quick Reference Guide

Role	Issue Example	Funding	Reference/Contact
Member of Council as Member of Council	Legal Fees related to insurance claims, director liability, defamation or human rights tribunal cases	City Expense City of Toronto Insurance Policy	City of Toronto Insurance & Risk Management Policy Manual http://insideto.toronto.ca/corporate_finance/pdf/irm manual.pdf Contact: Jeff Madeley, Manager, Insurance and Risk Management, 416-392-6301
	Legal fees related to City Council Members serving on External Boards without City approval	City Expense City of Toronto Insurance Policy	EX16.5 " Indemnification for City Council Members Serving on External Boards without City Approval", approved by City Council at its meeting on March 5, 2012. http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.EX16.5 Contact: Jeff Madeley, Manager, Insurance and Risk Management, 416-392-6301
	Legal Fees for FOI requests for Councillor records	City Expense Council General Expense Budget	CC13.4 , "Appeals of Access Decisions in Relation to Councillor Records and Retention of Outside Counsel" approved by City Council at its meeting on October 21, 2011 http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2011.CC13.4
			Contact: Susan Campbell, Manager, Access and Privacy, City Clerk's Office, 416-395-7383
	Legal Fees for Integrity Commissioner formal or informal investigations	City Expense – Council General Expense Budget	EX21.9 "Policy Changes to Facilitate Councillor Office Operations" approved by City Council at its meeting on July 11, 12 and 13, 2012. http://www.toronto.ca/city_council/pdf/offhttp://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2012.EX21.9ice-budget-policy
			Contact: Winnie Li, Director, Council and Support Services, 416-392-8676
	Legal Fees for complaints or investigations of Lobbyist Registrar, Ombudsman or Auditor General	City Expense – Council General Expense Budget	EX42.2 "Amendment to Legal Fees Section of Constituency Services and Office Budget Policy and Authority to Pay a Legal Invoice", approved by City Council at its meeting on June 10, 2014. http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX42.2
			Contact: Winnie Li, Director, Council and Support Services, 416-392-8676
	Legal Fees related to investigations conducted by the Toronto Police Service related to the Councillors duties and responsibilities, excluding criminal investigations	City Expense – Council General Expense Budget	EX42.2 "Amendment to Legal Fees Section of Constituency Services and Office Budget Policy and Authority to Pay a Legal Invoice", approved by City Council at its meeting on June 10, 2014. http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX42.2 Contact: Winnie Li, Director, Council and Support Services, 416-392-8676

Role	Issue Example	Funding	Reference/Contact
	Legal Fees for Criminal or Civil Cases when found not guilty or not liable	City Expense Council General Expense Budget	EX22.8, "Review of Indemnification Policy for Members of Council", approved by City Council at its meeting on July 15, 16 and 17, 2008. http://insideto.toronto.ca/councillors/pdf/indemnification.pdf Contact: Anna Kinastowski, City Solicitor, 416-392-0080
Member of Council as a candidate	Campaign related issues within campaign period	Campaign Expense	Compliance with all requirements of <i>Municipal Elections Act</i> . Contact: Bonita Pietrangelo, Director, Elections and Registry Services, 416-392-8019
	Legal expenses for compliance audit, recount and controverted election beyond campaign period		Candidates must comply with the requirements of the <i>Municipal Elections</i> Act. Depending on timing of events, they can extend campaign and fundraise during the extended campaign period, they can use surplus from the campaign or the courts could award costs. After the campaign period, these are individual costs and no longer candidate costs. Contact: Bonita Pietrangelo, Director, Elections and Registry Services, 416-392-8019
Member of Council as an individual	Conflict of Interest consultations or legal fees related to conflict of interest legal proceedings and appeals if member is found to be in contravention	Personal expense	Cannot fundraise. Personal contributions from friends or relatives may be permitted in limited circumstances. Consult with the Integrity Commissioner. Contact: Valerie Jepson, Integrity Commissioner, 416-397-7770
	Legal fees related to conflict of interest legal proceedings and appeals if member is successful.	City Indemnification Policy or Personal expense	Councillor may apply for reimbursement under the City's Indemnification Policy if there is finding of no contravention. See section above. Cannot fundraise. Personal contributions from friends or relatives may be permitted under limited circumstances. Consult with Integrity Commissioner. Contact: Valerie Jepson, Integrity Commissioner, 416-397-7770



Indemnification Policy for Members of Council

As amended and adopted by City Council at its meeting on July 16, 2008 on EX22.8, "Review of Indemnification Policy for Members of Council" ¹

- 1) Where a Member of Council ("Member") is charged with an offence under the *Criminal Code*, or under any other statutes(s), arising out of an act done in the performance of his/her official duties:
 - a) The Member shall, in the first instance, be responsible for his/her own defence including the retaining of legal counsel or a paralegal.
 - b) Where the Member is acquitted and is seeking reimbursement for legal expenses, the matter shall be referred to the Executive Committee and City Council for their consideration on advice from the City Solicitor.

Interpretation Notes:

- (i) The term "acquitted" shall be taken to be the same as a dismissal of the charge(s) and may, in appropriate circumstances, include the withdrawal of the relevant charge(s).
- (ii) Section (1) shall not be read so as to preclude the reimbursement of funds in circumstances where no charge has been laid and where independent legal advice is necessary, except for a proposed application alleging a Member has contravened the *Municipal Conflict of Interest Act*.
- 2) Where a civil action or proceeding, which is not covered by the City's insurance policy, is brought against a Member, which in the opinion of City Council arises out of acts or omissions done or made by such Member in his/her capacity as a Member of Council, the City may pay damages or costs awarded against such Member or legal expenses incurred by him/her as may be determined by City Council on advice from the City Solicitor, as provided for by section 218 of the City of Toronto Act, 2006, as amended. Whenever a civil action or other proceedings is brought against a Member, the Member is to advise the Insurance and Risk Management Section of the Corporate Finance Division immediately with respect to such action proceeding.
- 3) Upon the approval of the Executive Committee and Council, Members may be reimbursed for legal expenses in matters covered by sections (1) and (2) above to a maximum of \$25,000, where the reimbursement of funds is warranted upon consideration of all the circumstances. In the event that the initial reimbursement is exhausted before the matter is concluded, any further financing shall be referred to the Executive Committee for its consideration and recommendation to Council.



- 4) Section (3) does not apply to an application alleging a Member has contravened the *Municipal Conflict of Interest Act*.
- 5) Where a request for reimbursement of legal expenses has been made under this policy, the City Solicitor shall provide a report and a recommendation to the Executive Committee and to City Council for their consideration. In appropriate circumstances, or when requested by the Councillor involved, the City Solicitor shall consult with the Integrity Commissioner and/or external counsel in the preparation of the report.
- 6) Where a Member of Council is eligible for the reimbursement of legal expenses, the City Solicitor's report shall include an assessment of the reasonableness of the lawyer's account, having regard to the factors ordinarily considered by a court, including, but not limited to, the experience, skill and competence of the lawyer, the complexity of the issues, the importance of the matter and the time expended by the lawyer.

¹ EX22.8, report titled "Review of Indemnification Policy for Members of Council" amended and adopted by City Council at its meeting of July 15, 16 and 17, 2008 http://www.toronto.ca/legdocs/mmis/2008/cc/minutes/2008-07-15-cc23-mn.pdf

² While City Council considered EX33.6, report titled "Indemnification Policy for Members of Council and Defamation" at its meeting of August 5 and 6, 2009, this report was received. Therefore, the Indemnification Policy for Members of Council, approved by City Council at its July 15, 16 and 17, 2008 meeting still applies and is the current policy. http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2009.EX33.6

Indemnification Policy for City Council Members Serving on External Boards without City Council Approval

- 1. When asked to sit or participate on the board of an external body where City Council does not appoint them, City Council members, prior to accepting the appointment, shall conduct due diligence and shall:
 - (i) Review and consider whether the external body's mandate is within their role as a City Council member;
 - (ii) Request the external body to provide written proof and details of their director's liability insurance and confirm that the appointed City Council member is included as an insured;
 - (iii) Ensure that the external body has sound governance practices in that it follows rules of procedure, recording of decisions, adoption of meeting minutes at board meetings, and has adequate governance policies for matter such as conflict of interest and procurement of goods and services.
 - (iv) Determine that the external body is a not-for-profit body, whether formally incorporated or not; and
 - (v) Document answers provided to the questions asked of the external body, and where possible, have the external body provide adequate documentation.
- 2. Where a City Council member is not satisfied the criteria above are met, they are encouraged to decline the offer to sit as a member of the external board. Their refusal of the offer should be provided to the external body in writing.
- 3. Should the City Council member elect to sit on the board of the external body, the board shall be required to provide the Council member a board minute indicating that the Council member's appointment was approved, and the length of the term should be indicated. The City Council member shall forward the board minute to the City Clerk.
- 4. The City Clerk shall circulate an initial declaration form to City Council members to identify which external bodies City Council members sit on as a board member where there was no appointment by City Council.
- 5. City Council members shall complete the declaration and provide it to the City Clerk within the time period indicated by the City Clerk.
- 6. The City Clerk will submit a report to City Council through the Executive Committee indicating which external bodies have been identified as part of the declaration process.

- 7. Following City Council's consideration, the City Clerk willprovide the list of external bodies created from the declaration to the Manager of Insurance and Risk Management who in turn will inform the City insurer of the external bodies on which City Council members sit as board members and were not appointed by City Council. The names of the City Council members and their appointments to external bodies will be added to the named insured in the City's insurance coverage to a limit of \$5 million per occurrence.
- 8. Annually, after the initial declaration, City Council members will be circulateda declaration form by the City Clerk in order to add/delete names of theexternal bodies on which they are a board member and where there was no appointment by the City.
- 9. When a claim is made by a City Council member in their role as a board member on an external body, they will first pursue the claim against the director's liability insurance of the external body. Only if the director's liability insurance of the external body will not cover the claim shall the City's insurance coverage be invoked through a claim by the City Council member using the City's Claims Administration Procedures by notifying the Manager, Insurance and Risk Management.
- 10. Where a claim is made against a City Council member in their capacity as an external board member and the City Council member has not named the external body as part of the declaration circulated by the City Clerk, the external body's insurance denies the claim, or the claim is not insurable under the City's insurance, the City Council member may request City Council to cover their legal expenses and/or damages pursuant to Section (2) of the City of Toronto's Indemnification Policy for City Council Members (EX 33.6, adopted by City Council on August 5, 2009)
- 11. For clarity, this policy only applies to City of Toronto Council members who are board members on external not-for-profit bodies that make binding decisions for their organizations, and excludes external bodies that are advisory or for-profit entities. The policy only applies to board members of the external bodywho are members of Toronto City Council, and not to other board members or the external body itself.



8 SERVING YOUR CONSTITUENTS

8.1 Your role as a Commissioner for Taking Affidavits (Commissioner of Oaths)

Contact:

 Anna Kinastowski, City Solicitor: 416-392-0080; akinasto@toronto.ca

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

Each Member of Council 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 statement confirmed or declaration of facts that are sworn or affirmed to be true. A Commissioner's stamp is provided by Council and Support Services.

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 (O.Reg 386/12).

Once a Member of Council leaves office, the commission is no longer in effect. Members should not charge a fee for this service unless specifically set out in the fees by-law.³⁴ Members may only commission documents within the City of Toronto.³⁵

³⁴ Please see Municipal Code Chapter 441, Fees and Charges at http://www.toronto.ca/legdocs/municode/1184 441.pdf.

³⁵ Section 2 of Ontario Regulation 386/12 *Commissioners and Other Persons Who May Take Affidavits*. http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_120386_e.htm.



8.1.1 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 or declaration without satisfying himself or herself 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 <u>before</u> 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 him or her when:

- The writing was not so sworn or declared; or
- The person knows that he or she has no authority to administer the oath or declaration.

8.1.2 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 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 available in Appendix 8A or at http://www.attorneygeneral.jus.gov.on.ca/english/courts/not-ary-public/guide-for-newly-appointed-commissioners-for-taking-affidavits.pdf.
- 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 licence or passport), if the Member does not know the person.
- 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 he or she wishes to swear, affirm or declare its contents. A Bible is 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 the person must place their initials beside each change.



8.1.3 Examples of what you can and cannot commission

It is entirely at the discretion of Members of Council whether or not they wish to commission documents. The following are examples of affidavits that Members of Council 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 affidavits
- 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 of Council 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.

8.1.4 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:

- Affidavits to the Integrity Commissioner
- Alive and well letters
- Assessment rolls
- Candidate nomination papers and financial statements
- Council, committee and Community Council 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 may contact a Member of Provincial Parliament, legal clinic, lawyer or non-profit organization (dial 211 or visit www.211toronto.ca and enter "commissioner of oaths" in the search field).



8.2 When emergencies occur

Contact:

Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The City of Toronto may from time to time encounter emergency situations, such as the 2013/2014 winter ice storm and the 2013 summer flood. This section outlines how the City of Toronto generally manages the notification of and ongoing communications with Councillors during an emergency.

8.2.1 City of Toronto emergency management framework

Emergency management in the City of Toronto is overseen by the Toronto Emergency Management Program Committee (TEMPC): the Mayor is the chair of TEMPC but City Council may designate another Member of Council as the chair. The Mayor or designate may delegate the role of the Chair to the City Manager. The City of Toronto Emergency Plan establishes the framework to ensure the City is prepared to deal with emergencies. This framework is governed by provincial legislation and the City's Emergency Management By-law.

Management of an emergency is coordinated at the Emergency Operations Centre (EOC) at 703 Don Mills Road. The emergency framework outlines four levels of incidents:

- normal operations (Level 0)
- minor incident (Level 1)
- major incident (Level 2) and
- emergency (Level 3)



Normal operations (Level 0) are managed on a routine basis by Toronto's emergency services staff. Examples are house fires or motor vehicle incidents. Minor incidents (Level 1) are managed by Emergency Services and City Divisions, for example a localized power failure. Major Incidents (Level 2) may lead to the activation of the EOC. Examples are the Wellesley high-rise fire, or the Queen Street West fire. Emergencies (Level 3) require the activation of the EOC. Examples include the Sunrise Propane explosion and the 2013/2014 ice storm.

City of Toronto Emergency Plan: www.toronto.ca/emergencyplan

City of Toronto Emergency Management By-law: http://www.toronto.ca/legdocs/municode/1184 059.pdf

8.2.2 Notifying Councillors of an emergency

There are different procedures for notifying Councillors for the four levels of incidents as described in the Councillor Notification and Roles in an Emergency (Appendix 8B).

During a major incident (Level 2), Strategic Communications staff will notify the Mayor and affected Members of Council of the incident, and will provide updates as needed. During an emergency incident (Level 3), the City Clerk's Office will notify affected City Councillors. If the Mayor declares an emergency or if the incident involves multiple wards, the City Clerk's Office will notify all Members of Council.

An automated notification system is one tool that may be used to notify Councillors of an emergency. The system delivers basic messages or instructions quickly and simultaneously to all Councillors, by telephone and/or e-mail. City Clerk's Office staff will collect emergency contact information at the beginning of the term. It is critical that Councillors advise Winnie Li, Director, Council and Support Services anytime there is a change to their contact information.



8.2.3 Communication with Councillors during an emergency

Channels for regular updates to Councillors are established when the EOC is activated for a level 3 emergency. Ongoing communications to Councillors may be in the form of the automated notification system, e-mails, conference calls or other mechanisms. These will be clearly communicated to Councillors.

As an outcome of the 2013/2014 ice storm, City Council directed City staff to develop a new Councillor Coordination Operational Support Function (OSF)³⁶ to support the role of Councillors during an emergency. 37 This new OSF will include protocols for the coordination and dissemination of information to Councillors and the development of appropriate processes for training. Consultation with Councillors for this OSF will take place in the first quarter of 2015.

8.2.4 Councillors' roles during an emergency

Councillors have an important role to play during an emergency, gathering ground level intelligence from constituents and communicating City of Toronto's emergency responses and key messages. Councillors' roles in an emergency are described in section 6.8 of the City of Toronto Emergency Plan, and include:

- Assisting to relay information to area residents
- Attending community or evacuee meetings
- Reassuring constituents
- Supporting action taking place in the community

³⁶ Operational Support Functions are supporting documents to the Emergency Plan. They contain the structure and framework for integrated support. The OSFs can be stand alone or grouped depending on the nature of the emergency.

³⁷ Approved by Council at its meeting of July 8-11, 2014, Executive Committee Report EX43.3, "Review of the City of Toronto's Emergency Response to the December 2013 Ice Storm": http://app.toronto.ca/tmmis/viewAgendaltemHistory.do?item=2014.EX43.3.



- Liaising back through the Chair of TEMPC of concerns within wards
- Following leadership and request of the chair of TEMPC

With respect to supporting actions taking place in the community, Councillors can expect that residents will often respond with offers of support and assistance. In such situations, the Toronto Emergency Management Program Committee can activate the Emergency Donations Management OSF to manage donations and coordinate a public appeal. Unless specified, only financial donations are accepted.

8.3 Meeting accessibility requirements

Contact:

 Winnie Li, Director, Council and Support Services: 416-392-8676; wli@toronto.ca

The City is required to comply with the standards and regulations established under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), which came into force in 2010.

Members' staff can access the City's e-learning module (ELI) on the *Integrated Accessibility Standard* Regulation (O.Reg 191/11) (IASR) for AODA. Learn more about ELI courses at http://insideto.toronto.ca/learning/eli.htm.

In particular, Members must ensure that their staff are trained and familiar with AODA standards in Customer Service and Information and Communication.

The AODA Information and Communication Standard applies to the City's websites and web content including text, images, forms and sounds. Resources are available at

http://insideto.toronto.ca/accessibility/aoda-info-communication.htm.



Councillors are entitled to an AODA allowance of up to \$1,000 each year for expenses related to providing/enhancing accessibility for their constituents for meetings/events. Please see section 2.2.5 for more information on this entitlement.

People with disabilities are entitled to be treated in a way that respects their dignity and independence. They are entitled to the same opportunity to access services in the same place, and in a similar way, as other people.

8.3.1 General guidelines

- Communicate with people with disabilities in ways that take into account their disability; for example, email, TTY, face-to-face or other methods.
- Do not prevent a person with a disability from having access to his or her support person or service animal, except in matters of health and safety.
- Give notice when services are disrupted or facilities closed in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities.
- Provide training to employees in the use of assistive devices and interacting with people with disabilities who may be accompanied by a support person or a service animal.



Where to get more information

Planning accessible meetings and events: http://insideto.toronto.ca/accessibility/meeting-event-planning/index.htm

More intranet resources for City divisions: http://insideto.toronto.ca/accessibility/

Online learning module for Accessible Customer Service: http://insideto.toronto.ca/hrweb/training/aoda_module/flash/index.html

8.4 List of community associations/ratepayer groups

Contact:

Scarborough Community Council staff: 416-398-7287;
 scc@toronto.ca

The City currently has no official procedures for how a community association/ratepayer group is formed. There is, however, an official process if an association or group wants to be added to the City's list of associations.

The list is maintained by City Clerk's Office staff and is used to advise associations of matters being considered by City Council, community councils, or other committees of Council, that may be of interest to these groups. The list is also used by City divisions. The information is collected and used under the *Municipal Freedom of Information and Protection of Privacy Act*.

An association may request that their contact information not be shared with anyone outside of the City Clerk's Office.

To be added to the list, associations should contact Yvonne Davies at 416-396-7288 or scc@toronto.ca.



Recognizing and celebrating individuals and 8.5 community groups

8.5.1 Official proclamations, messages and scrolls from the Mayor

Contact:

- Maryse Boucher, Manager, Documents/Multilingual Services, Protocol Services: 416-397-5003; mbouche@toronto.ca
- Protocol Services website: www.toronto.ca/protocol

Proclamations

Proclamations are ceremonial documents issued by the Mayor to designate a special day, week or month, or to recognize the value and importance of an event, campaign or organization that is significant to Toronto. Proclamations are not part of the Council agenda or read aloud at City Council meetings but are posted at www.toronto.ca/proclamations.

Proclamations are issued for public awareness campaigns, charitable fundraising campaigns and arts and cultural celebrations. Proclamations are not issued for matters of political controversy, ideological or religious beliefs, or individual conviction; events or organizations with no direct relationship to the City of Toronto; campaigns or events contrary to City policies or by-laws; national, independence or republic days; and campaigns intended for profitmaking purposes.

Requests for proclamations must be submitted in writing each year on a registered non-profit organization's letterhead, with suggested wording and information about the event/issue, a minimum of four weeks before the proclamation date. Requests must clearly identify the significance and connection to the mandate and strategic goals of the City of Toronto. The online request form is available at https://wx.toronto.ca/inter/clerks/procgreet.nsf/proclamation?openfor m.



Letters of greeting

Letters of greeting are signed by the Mayor and issued to groups, institutions or organizations for conventions, trade shows, festivals, city-wide sports tournaments, cultural celebrations and charity fundraising galas taking place in Toronto. 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 Toronto; and anything that contravenes City policies or by-laws.

Requests for a letter of greeting must be submitted in writing on an organization's letterhead a minimum of four weeks in advance of the print deadline using the online request form available at https://wx.toronto.ca/inter/clerks/procgreet.nsf/letter?openform.

Congratulatory scrolls

Scrolls are issued by the Mayor to Toronto celebrants and organizations for anniversaries, birthdays, outstanding community service and special achievements including:

- 80th birthday and every five years thereafter
- 40th wedding anniversary and every ten years thereafter
- 50th anniversary of private companies and every ten years thereafter
- 25th anniversary of registered non-profit organizations, social clubs and religious groups and every five years thereafter
- Military retirement 15 years of services or more



A Councillor may request to co-sign a scroll. The Mayor must agree to the co-signing. Requests for scrolls should be submitted a minimum of four weeks prior to the event using the online request form at https://wx.toronto.ca/inter/protocol/requests.nsf/ ScrollRequest?OpenForm.

When a scroll request is received from an MP or MPP and if the request meets the criteria, a scroll will be signed by the Mayor and ward Councillor.

More information on proclamations, letters of greeting and congratulatory scrolls can be found at www.toronto.ca/protocol.

8.5.2 Congratulatory scrolls issued by Councillors

Members of Council may choose to send to their constituents a scroll under their signature that is not an official City of Toronto document. Samples of wording can be found in Appendix 8C. Scroll paper is available from Council and Support Services and frames/folders can be purchased from City Stores. Please see section 8.5.4 where Presentation Items are discussed for how to order items from City Stores.

Protocol Services is not involved in the preparation of these scrolls. The following wording is reserved for the official scrolls and should not be used by a Member of Council, including the Mayor:

"On behalf of Toronto City Council or Members of Toronto City Council(...)"

"Mayor and Members of Toronto City Council(...)"



8.5.3 Flag raisings and half-masting

Contact:

- **Flag Raisings**: Protocol Officer at 416-392-7805; protocol@toronto.ca.
- Half-masting: Barbara Sullivan, Director, Protocol Services (Chief of Protocol): 416-392-4273; bsulliv2@toronto.ca

Flag raisings

The City of Toronto will fly, on existing courtesy flag poles, flags of nations recognized by the Federal Department of Foreign Affairs, on their national day or on the anniversary of a special occasion, or flags of non-profit or charitable organizations.

Requests to use the courtesy flagpole are submitted in writing by organizations on their letterhead and are confirmed by Protocol Services on a first-come first-served basis. For more information on what should be included in a request, see www.toronto.ca/protocol. Requests should be sent to protocol@toronto.ca.

Requests will not be approved for political parties or organizations; religious organizations or in celebration of religious events; commercial entities or in celebration of corporate events; intent that is contrary to City policies or by-laws; or organizations requesting flag raisings that espouse hatred, violence or racism.

Flags at half-mast

Protocol Services coordinates the half-masting of flags. Flags may be lowered to half-mast to commemorate special dates such as Remembrance Day or as a measure of respect and condolence when a high profile official passes away. Canadian flags at City Hall, Metro Hall and civic centres are generally half-masted until sunset on the day of the funeral or memorial, unless other arrangements have been specified.



For other commemorations, flags may be half-masted at City Hall only or a combination of City Hall, civic centres and other buildings. The guidelines³⁸ for when a flag may be half-masted can be found in Appendix 8D. For more information, see www.toronto.ca/protocol.

8.5.4 Official gifts, presentation items and City logo pins

Contact:

Barbara Sullivan, Director, Protocol Services (Chief of Protocol): 416-392-4273 or bsulliv2@toronto.ca

Official gifts for presentation by Members of Council

Protocol Services maintains a gift bank of official gifts to be presented by Members of Council to visiting dignitaries.

Members of Council may request an official gift from the gift bank by completing the Official Gift Request Form (Appendix 8E). Requests must include the name, title, affiliation of the recipient and the purpose of the visit. The request is reviewed by Protocol Services and if it meets the criteria, Protocol Services provides one gift for the delegation lead and City logo pins for all delegation members. Gifts are appropriately wrapped. Protocol Services maintains a list of what gifts are presented to whom.

³⁸ Approved by City Council at its meeting of February 2-4, 1999, Strategic Policies and Priorities Committee Report 2, Clause 4, "Official Flag for the City of Toronto": http://www.toronto.ca/legdocs/1999/agendas/council/cc/cc990202/sp2rpt/cl004.htm.



Official gifts criteria:

- Visiting dignitaries who have a connection with the City of Toronto
- Dignitaries involved with the City's International Alliance Program
- National or international outbound visits/conferences by Members of Council on official City of Toronto business

Presentation items

City Stores maintains an inventory of City of Toronto presentation items. Presentation items include various City logo items (e.g. pins, hats, lanyards, etc). To order items from City Stores, contact your Council Service Representative (CSR) for the appropriate form. The City Stores website is http://insideto.toronto.ca/purchasing/citystores.htm.

Presentation items purchased by Councillors are charged to their Constituency Services and Office Budget. Councillors must delegate appropriate signing authority to their staff to enable them to sign for presentation items. Please see section 2 for more information on delegation of signing authority.

City logo pins

Protocol Services provides each Councillor with 500 City of Toronto corporate logo pins each year at no cost. The unit also provides up to 100 pins to individuals or organizations participating in exchanges, national or international events, tournaments, or representing the City of Toronto.

Requests for logo pins from external organizations or individuals must be submitted in writing by the requesting organization and are limited to one request for each organization. Requests can be sent to Protocol Services at protocol@toronto.ca or via fax at 416-392-1247.



8.5.5 Official visits: courtesy calls and study tours

Contact:

Protocol Officer, Protocol Services: 416-392-8191 or protocol@toronto.ca

Protocol Services assists with official visits and delegations to the City of Toronto that range from a brief courtesy call to a multifaceted information program spanning a number of days.

8.5.5.1 Courtesy calls

Courtesy calls are formal meetings with the Mayor or a designated Councillor that are primarily diplomatic or ceremonial. Official gifts are often exchanged and the official visitors' book signed. Courtesy calls are normally from national or international dignitaries or celebrities and elected officials from other jurisdictions. All requests for courtesy calls should be sent by e-mail to protocol@toronto.ca. Include the date of the visit and the name and CV of the dignitary. The City Clerk's Office Policy and Procedure for Courtesy Calls can be found in Appendix 8F.

International Alliance Program

Official visits from designated Partnership and Friendship cities are coordinated by Economic Development, International Alliance Program (IAP). For more information contact Vanna Petropoulos, Senior Policy Advisor, at 416-397-5409 or vpetropo@toronto.ca or visit www.toronto.ca/iap.



8.5.5.2 Study tours

Study tours offer an in-depth look into how Toronto's government works and offer onsite learning opportunities that may include visits to City Council, technical visits and visits to a number of City of Toronto locations. These tours offer visiting delegations an improved awareness and understanding of the City's government and present them with the opportunity to adopt best practices from other jurisdictions.

Protocol Services is the first point of contact for all study tours in the City of Toronto. Protocol staff tailor the study program to the objectives of the delegation and develop it through a network of divisional contacts and elected representatives. Study tours range from a one-hour meeting to a maximum two-day program.

Criteria for study tours

The request for a study tour must be received by Protocol Services, in writing, at least four weeks in advance of the event to allow sufficient time for all arrangements to be made. All study tour requests must be accompanied by an official letter of request from the level of government or organization sponsoring the visit.

The City of Toronto reserves the right to decline requests. No arrangements will be made by Protocol Services until all of the necessary information is provided. Requests that inappropriately divert divisional resources from core business will be declined.

Fees are charged for visits by international delegations booked through tour operators/ private organizations. There is no fee for official government requests that come through certain organizations, like the Federation of Canadian Municipalities and Canadian International Development Agency. The fee structure and list of organizations, along with more information about study tours, can be found in Appendix 8G, the City Clerk's Office Policy and Procedure on Study Tours.

For educational programs for teachers and students please see section 8.9.6.



8.5.6 Funerals and condolence books

Contact:

Barbara Sullivan, Director, Protocol Services (Chief of Protocol): 416-392-4273 or bsulliv2@toronto.ca

From time to time, funerals are held for high profile officials or City of Toronto employees who passed away in the line of duty. Protocol Services may help facilitate arrangements to varying degrees of involvement, judged on a case-by-case basis. Protocol Services will notify Members of Council of funeral information and any special arrangements that have been made (e.g. condolence books).

For information on half-masting flags, please see section 8.5.3.

8.5.7 Event support

Contact:

Barbara Sullivan, Director, Protocol Services (Chief of Protocol): 416-392-4273 or bsulliv2@toronto.ca

Protocol Services in the City Clerk's Office facilitates official City of Toronto ceremonies and events. Official events have a City-wide impact and significance, and include representatives from Toronto City Council as part of the formal program.

Protocol Services is able to offer advice and direction on matters of protocol and ceremonial etiquette for constituency/ward-based events planned by a Member's office.

As well, Protocol Services maintains an inventory of ceremonial tools that Members of Council may borrow. The inventory includes: ceremonial scissors, City of Toronto ribbon, various sizes of unveiling cloths, ceremonial shovels and City of Toronto flags, poles and bases.



A generic event checklist can be found in Appendix 8H to help a Member when planning constituency/ward-based events.

Please see section 4.5 for information on booking civic space in City Hall, Metro Hall and civic centres and permit information for Parks, Forestry and Recreation (PF&R) space.

These sources may also be helpful in planning a constituency/ward event:

Temporary street closures:

http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=26b7a84c 9f6e1410VgnVCM10000071d60f89RCRD&vgnextchannel=378c407 4781e1410VgnVCM10000071d60f89RCRD

City of Toronto Special Events Planning Guide: http://www1.toronto.ca/wps/portal/contentonly?vgnextoid=c3e0d080 99380410VgnVCM10000071d60f89RCRD

Planning Accessible Meetings and Events Guide (AODA): http://insideto.toronto.ca/accessibility/meeting-event-planning/

8.6 Helping community groups book civic space

Contact:

- Douglas Reid, Manager Customer Support, Facilities Management: 416-397-0808; dreid2@toronto.ca
- Daniel Picheca, Supervisor Customer Support, Facilities Management: 416-397-7215; DPicheca@toronto.ca
- Pam Hodgson, Supervisor, 311: 416-971-4984; phodgso@toronto.ca

Community groups in the City of Toronto that are non-profit and/or charitable may use designated City space for meetings and events with sponsorship of a City of Toronto Member of Council.



A group must provide a detailed request on their letterhead to a Member. If the Member agrees to sponsor the group, they must fill out a Sponsorship Registration Form (Appendix 81). The group must then submit the request and the completed sponsorship form to Facilities Management's Customer Support Booking Centre. The phone number for the Booking Centre is 416-397-7220.

More details on this process can be found at http://www.toronto.ca/311/knowledgebase/73/101000039173.html

For details on how Members can book civic space, please see section 4.5.

8.7 Questions about working for or doing business with the City

8.7.1 Job applications

Contact:

Barbara Shulman, Director, Strategic Recruitment and **Employment Services, Human Resources:** 416-392-7987; bshulman@toronto.ca

If a constituent asks for a Councillor's assistance in securing a City position, the constituent should be advised that:

- The City only accepts online applications/resumes through TalentFlow for posted job opportunities
- Job opportunities and support for using TalentFlow can be found at www.toronto.ca/jobs
- The above website lists employment opportunities for the Toronto Public Service only. Other City agencies and corporations (e.g. Toronto Police Services, Toronto Transit Commission, Toronto Public Library) advertise employment opportunities on their own websites.



8.7.2 Providing letters of reference

Contact:

 Valerie Jepson, Integrity Commissioner: 416-397-7770; vjepson@toronto.ca

In July 2006, Council adopted recommendations from the Integrity Commissioner that place restrictions on whether a Councillor can provide a reference letter in support of an applicant for a City job. The rationale and details of the restrictions can be found in the consolidated Providing Letters of Reference report³⁹ (Appendix 8J).

A Member of Council shall not provide a reference in support of an applicant for employment with the City of Toronto or appointment to a City Agency or Corporation, or any other position or office with the City of Toronto, unless that Member of Council has had 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 of Council shall not provide a reference for any person (a) who is a relative of the Member of Council as defined in the City of Toronto's October 2005 policy regulating the hiring of relatives of other employees or (b) whose only relevant relationship with the Member of Council has been as a member of the public service of the City of Toronto or a City of Toronto Agency or Corporation (with the exception of a Member's own staff).

http://www.toronto.ca/legdocs/2006/agendas/council/cc060725/pofcl017a.pdf.

³⁹ Approved by City Council at its meeting of July 25-27, 2006, Policy and Finance Committee Report 5, Clause 17a, "Recommendations on Members of Council Providing Letters of Reference":



In the case of City of Toronto Agencies or Corporations (and any other situations in which Members of Council participate as decision-makers in a City of Toronto hiring or appointment process), no participating Member of Council shall act as a reference for a candidate for appointment or hiring, and, where a participating Member of Council would otherwise be eligible to act as a reference, the Member of Council 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. However, it does not extend to sending on (without comment) letters of inquiry about possible positions with the City of Toronto to the relevant hiring authority.

Please see the consolidated Providing Letters of Reference report⁴⁰ (Appendix 8J) for more information. Members should consult the Integrity Commissioner if they have questions related to this matter.

⁴⁰ Approved by City Council at its meeting of July 25-27, 2006, Policy and Finance Committee Report 5, Clause 17a, "Recommendations on Members of Council Providing Letters of Reference":

http://www.toronto.ca/legdocs/2006/agendas/council/cc060725/pofcl017a.pdf.



8.7.3 Doing business with the City

Contact:

- Michael Pacholok, Chief Purchasing Official and Director, Purchasing and Materials Management Division: 416-392-7312; mpachol@toronto.ca
- Purchasing and Materials Management Customer Services Line: 416-392-7353; citybids@toronto.ca

If a constituent requests a Councillor's assistance on how to get City contracts to provide goods and services, professional services, construction services, or to purchase materials such as recyclables, or to sell a new idea to the City of Toronto, the constituent should be advised that:

- All purchases are made through the Purchasing and Materials Management Division (PMMD), which publishes 'call documents' online for all such opportunities at www.toronto.ca/purchasing.
- The City has regular information sessions to explain the purchasing process.
- PMMD customer service staff can also provide information about call documents and doing business with the City – call 416-392-7353.

If a constituent requests a Councillor's assistance with respect to an active procurement, the Councillor must also be aware that during an active procurement underway, the caller may be prohibited from communicating with you. No lobbying is permitted about a City procurement process from the time the procurement is issued until its award. See the Office of the Lobbyist Registrar's Interpretation Bulletin on Lobbying and Procurement at http://www1.toronto.ca/city of toronto/lobbyist registrar/files/pdf/int erpretation-bulletin lobbying-procurements.pdf.



The constituent should be advised to contact the official point of contact in Purchasing and Materials Management Division as noted in the call document or the Chief Purchasing Official and Director of Purchasing and Materials Management Division as noted above. You should also refer the caller to the Office of the Lobbyist Registrar for information and advice on registration as a lobbyist and the restrictions on communications during an active procurement process.

8.8 **Provincial Offences Court**

Contact:

Anna Kinastowski, City Solicitor: 416-392-0080; akinasto@toronto.ca

The City of Toronto operates the Ontario Court of Justice (Provincial Offences Courts). Members of Council are prohibited from interfering with or attempting to influence any case.

These requirements are outlined in greater detail in the Conflict of Interest Standards for Members of Council and Employees in Relation to Administration of the Provincial Offences Courts⁴¹ (Appendix 8K) and are supplemental to and consistent with the Code of Conduct for Members of Council, the Municipal Conflict of Interest Act, City of Toronto Act, 2006 and the Criminal Code of Canada.

⁴¹ Adopted by Council at its meeting of April 11-13, 2000, Administration Committee Report 8, Clause 3, "Initiation of the Provincial Offences Court Transfer": http://www.toronto.ca/legdocs/2000/agendas/council/cc/cc000411/adm8rpt/cl003.pdf.



8.9 Resources to assist serving your constituents

The City has a number of resources that Members and their staff may use to serve their constituents or to advise their constituents to directly access these resources.

8.9.1 311

Contact:

 Therese Damaso, Acting Director, 311: 416-392-3696; tdamaso@toronto.ca

Public contacts for 311:

Phone within Toronto city limits: 311

Phone outside Toronto: 416-392-CITY (2489) – this can

also be used in Toronto if required

TTY: 416-338-0TTY (0889)

Fax: 416-338-0685 E-mail: 311@toronto.ca

Website: www.toronto.ca/311/

311 Toronto provides one-stop customer service for City of Toronto's programs and services. The 311 contact centre is open 24 hours a day, seven days a week to serve Toronto's residents, businesses and visitors with easy access to non-emergency information and services by phone, e-mail or through online self-serve options. Service can be provided in more than 180 languages using a telephone interpretation service. The contact centre also has an active twitter account through which it responds to general inquiries and promotes selected City services and information.



The 311 contact centre is located at Metro Hall. State-of-the-art technology is used to initiate service requests on behalf of City divisions and track them for customers. With its fully integrated system that links to work-order systems used by selected divisions, 311 Toronto's customer service system is the largest of its kind in North America. 311 Toronto is a resource for Members and staff:

Online service requests: Members of Council and their staff may use 311 Toronto online services to create and initiate a wide variety of service requests on behalf of their constituents. It is also possible to track service requests in progress.

Service requests that can be processed via 311 include:

- Reporting of potholes
- Forestry tree trimming
- Solid waste missed garbage/recycling/yard waste pick-up
- Request for new garbage/recycling/organic waste bins
- Reporting of graffiti
- Reporting driveways blocked by ploughed snow

Knowledge Base: 311 Toronto's Knowledge Base contains more than 15,000 answers to a possible 13,800 questions. It is available online to City staff and elected officials to help respond to resident questions directly. It is easy to search for information from the City's myriad of services and programs. The Knowledge Base is also available to the public.

Reports: 311 Toronto reports its performance metrics on the City's intranet site. A restricted access site is available to Members and their staff to view data on 311-initiated service requests, offering the opportunity to see city-wide or ward-by-ward activity. 311 Toronto staff will offer training to Members and their staff on the use of this portal.

To submit or track online service requests and to access reports and the 311 Knowledge Base visit www.toronto.ca/311 or use the direct link from the Resources for City Councillors page on the intranet.



8.9.2 211: Guide to social services in Toronto

Public contacts for 211:

Phone: 211

Phone outside Toronto: 416-397-4636; this can also be

used in Toronto if required

TTY: 1-888-340-1001
Fax: 416-392-4404
E-mail: info@findhelp.ca
Website: http://211toronto.ca/

211 is a first-stop reference service providing information about community, social, health and government services in Toronto. By calling 211 in the 416 and 647 area codes, callers' inquiries are assessed by a trained information and referral specialist who helps find answers to questions and provide options and appropriate referrals. The 24-hour-a-day service is free, confidential and available in many languages.

<u>www.211Toronto.ca</u> is the public, online version of the database of community, social, health and government services used by 211 staff for the telephone service.

8.9.3 Archival research facilities and services

Contact:

 Reference Desk: 416-397-0778 to discuss research projects or for more information

The City Archives acquires, preserves and makes available government and non-government records that contribute to an understanding of the City's history, its natural and built environment, and its people. Among its holdings are Council and committee minutes, reports, by-laws, assessment rolls, and selected programspecific records that reveal the decisions, policies, and activities of Council and the City administration.



The Archives also has records created by City agencies, boards, and commissions such as the TTC. A diverse collection of nongovernment records complement the government records and help create a more complete view of Toronto's history.

Members may use the Archives' database and research hall services, which are also available to the public, for items such as pre-amalgamation Council minutes or photographs for a constituency newsletter or holiday greeting cards. The online database describes the records in the Archives, and provides views of more than 96,000 photographs.

To view paper records and other items, Councillors must visit the research hall in person. Archives staff can provide advice on effective research strategies, but they are unable to perform the actual research. The Archives can provide digital copies and prints of images in its holdings, subject to the Copyright Act. Digital reproduction fees start at \$25/image for a high resolution TIFF file or an 8 x 10 inch print. Researchers are asked to complete a form to describe how images will be used.

Online archives database: www.toronto.ca/archives/photographs/index.htm

8.9.4 Ward and community profiles

The Toronto Demographics portal allows the public to access and browse demographics information from a variety of sources such as Statistics Canada's Census and the City's own divisions. Many reports, mapping tools and key surveys for the City of Toronto are available on topics like population groups, housing characteristics, languages, income and health. Portraits of demographics are available by Community Council, ward and neighbourhood.

Visit the Toronto Demographics portal at www.toronto.ca/demographics.



8.9.5 Toronto Progress Portal

Contact:

 Lorne Turner, Manager, Performance Management, City Manager's Office: 416-397-0533; lturner@toronto.ca

The Toronto Progress Portal website provides a centralized destination accessible by staff, Members of Council and the public that consolidates existing performance measures, indicators and supporting information that can be used to inform and assess how well Toronto is doing and progressing. It includes:

- Summaries on the performance of 35 different service areas showing both internal multi-year trends and benchmarked results in comparison to other Canadian municipalities.
- A quarterly Management Information Dashboard that can be used to assess trends and directions of key indicators for Toronto as a whole and for City of Toronto services, in areas such as economic and social indicators, key city revenue sources, crime rates and other divisional statistics.
- Toronto's placement in international ranking studies of cities on economic competitiveness and quality of life that are conducted by third parties such as the Economist Magazine and KPMG.

The measures and indicators in the Toronto Progress Portal are at a city-wide level and are complemented by information available at the neighbourhood level through Wellbeing Toronto.

Work is underway to report on customer service related information such as 311 performance results, as well as volumes and timeliness of resolving complaints received by City divisions.

The scope of the performance measures and indicator data included in the Progress Portal will continue to evolve as additional data and information is developed and becomes available.

Toronto Progress Portal: www.toronto.ca/progress

Wellbeing Toronto: www.toronto.ca/wellbeing



8.9.6 Educational programs about the City

Contact:

- Municipal Education Program: 416-392-0558 or archives@toronto.ca
- Civic Engagement, City Manager's Office: engagement@toronto.ca

The City offers public educational programs about City government. School group programs are directly related to the Ontario school curriculum. These programs include:

The Municipal Education Program is offered to grade 5 students studying local government and grade 10 civics students. The City also hosts visits for English as a Second Language (ESL) classes and newcomer groups.

The program includes a presentation on the structure of local government as well as an overview of the services provided by the City of Toronto. The focus is on discussing how people can become involved in the decision-making process.

Following the presentation, classes have the opportunity to visit the Council Chamber and the Mayor's Office (based on availability). Members of Council are notified approximately two weeks ahead of time when a school group from their ward will visit, so they can greet the group. Contact Toronto Archives for more information at archives@toronto.ca.

Civic Engagement: The City's engagement website, *Get Involved* (www.toronto.ca/involved) includes a list of current and past public consultations, online discussions and guides on how the City works.

The public can search for opportunities to participate in the City's engagement activities by date, location and issue.

Introductory guides include information on decision-making, the role of Council and the Toronto Public Service, urban planning, accountability, agencies and corporations and elections. Social media feeds and links are also available for up-to-date consultation listings.



APPENDICES 8

* Starred items link to a City or external web page

- 8A Guide for Newly Appointed Commissioners for Taking Affidavits
- 8B Councillor Notification and Roles in an Emergency
- 8C Sample wording for Congratulatory Scrolls
- 8D Guidelines regarding half-masting flags at the City of Toronto
- 8E Official Gift Request Form
- **★** 8F City Clerk's Office Policy and Procedure for Courtesy Calls
- ★ <u>8G City Clerk's Office Policy and Procedure for Study</u>
 Tours
- 8H Event Planning Checklist
- 8I Sponsorship Registration Form
- 8J Members of Council Providing Letters of Reference Report
- 8K Conflict of Interest Standards for Members of Council and Employees in Relation to Administration of the Provincial Offences Courts



Guide for Newly Appointed Commissioners for Taking Affidavits

Congratulations on your appointment as a commissioner for taking affidavits! This guide outlines your new powers and responsibilities.

Please read this guide carefully and review the <u>Commissioners for Taking Affidavits Act</u> <u>before</u> you do any work as a commissioner.

GENERAL

The Ministry of the Attorney General does not provide legal advice or opinions to commissioners for taking affidavits. If you have a question about how this information applies to your circumstances, please consult a lawyer.

Subject to any limitations specified in your Appointment Certificate, as a commissioner for taking affidavits you may administer oaths and take affidavits, declarations and affirmations where permitted or required by law.

- Limitations on your appointment must be indicated by means of a stamp approved on behalf of the Attorney General. An imprint of the stamp must be affixed under your signature on every document that you sign as a commissioner for taking affidavits.
 - The approved wording of your stamp is located on the *Instructions and Notice of Approval* document that was sent to you. You may not add to or alter your stamp in any handwritten way.
 - You must obtain a new stamp after every renewal of your commission to reflect the new expiry date. A new stamp is also required to reflect any change requested by you and approved by the Legal Appointments Office.
- Your appointment as a commissioner DOES NOT authorize you to act or hold yourself out as a lawyer or provide legal advice.
- You must not use the authority of a commissioner after the expiry date noted on the attached Notice of Approval and on your stamp.
- Any change of employment, address or to the name of the business during the period for which the commission is held must be reported to the Legal Appointments Office of the Ministry of the Attorney General. In some cases, such changes will require a change to your stamp.

- The Commissioners for Taking Affidavits Act does not itself authorize commissioners
 to certify true copies of documents. However, other legal instruments may exist that
 confer this authority onto commissioners. Commissioners who plan to certify true
 copies should consult their lawyers to ensure that they have the legal authority to
 perform this function.
- The Attorney General may revoke the appointment of any commissioner.

INQUIRIES

For more information, please visit our website.

If you have a question about the appointment of commissioners for taking affidavits, please contact:

Ministry of the Attorney General Legal Appointments Office c/o Ministry of Government Services 77 Wellesley St W, BOX 720 Toronto ON M7A 1N3

Phone: (416) 326-4064 Fax: (416) 326-4065

Toll-Free: 1-800-518-7901 (ask for the Legal Appointments Office)

E-mail: appointments@ontario.ca

RENEWAL OF APPOINTMENT

Your appointment is for three years and may be renewed. To renew, please notify the Appointments Office at least three months prior to the expiry of your present commission. A new application form is not needed but you must pay the <u>renewal fee</u>. You must also advise the Ministry if any of your information has changed since the original appointment was granted.

RESPONSIBILITIES

Section 9 of the *Commissioners for Taking Affidavits Act* provides:

Duty of commissioner, etc., in administration of oath

Every oath and declaration shall be taken by the deponent in the presence of the commissioner, notary public, justice of the peace or other officer or person administering the oath or declaration who shall satisfy himself or herself of the genuineness of the signature of the deponent or declarant and shall administer the oath or declaration in the manner required by law before signing the jurat or declaration. R.S.O. 1990, c. C.17, s. 9.

The duties identified in section 9 must be followed. Failure to adhere to section 9 or to the limits of your appointment may threaten the legal validity of the declaration or affidavit that you commission.

As a commissioner, you may be called into court to establish that the oath, affirmation or declaration was administered properly. You may also be personally liable for improperly taking affidavits or declarations. Section 10 *Commissioners for Taking Affidavits Act* makes it an offence, punishable by a fine of up to \$2000, for a commissioner to:

- sign a jurat or declaration without satisfying himself or herself 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 <u>before</u> signing the jurat or declaration.

Additionally, section 138 of the *Criminal Code of Canada* makes it an indictable offence, 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 before him or her when:

- the writing was not so sworn or declared; or
- the person knows that he or she has no authority to administer the oath or declaration.

Your commission may be revoked if you break these laws or fail to comply with your duties under the *Commissioners for Taking Affidavits Act*.

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 therefore be signed in your presence and the deponent/declarant must provide proof of identity.

2. Administer the Declaration, Oath or Affirmation

Declarations

The Ontario *Evidence Act* and the Canada *Evidence Act* both prescribe the following form for solemn declarations (italicized words added):

"I, <u>(name of the declarant)</u>, solemnly declare that (*state the fact or facts declared to*), and I make this solemn declaration conscientiously believing it to be true, and knowing that it is of the same force and effect as if made under oath.

Declared before me <u>(signature of commissioner)</u> at <u>(city or town)</u> this <u>(date)</u> day of <u>(month)</u>, 20 <u>(year)</u>."

Oaths and Affirmations

The Ontario *Evidence Act* requires the commissioner to take oaths and affirmations in a manner that the deponent (the person taking the oath or making the affirmation) declares to be binding on the deponent's conscience. Examples could include making an oath, with or without a religious text or icon, or affirming solemnly.

There is no prescribed wording for oaths in the way that there are for declarations. Common formulations of oaths and affirmations are listed below. After administering the affidavit, you may also wish to confirm with the witness, "Are you bound by this oath/affirmation?"

i. Oath

"Do you swear that the contents of this affidavit as subscribed by you are true, so help you God?"

ii. Affirmation

"Do you solemnly affirm and declare that the contents of this affidavit as subscribed by you are true?"

iii. Where the deponent requires an interpreter

"Do you swear / solemnly affirm and declare that you understand the <u>(name of interpreted language)</u> language and the english language, that you shall well and truly interpret the oath to the deponent and all other matters and things as shall be required of you, to the best of your skill and understanding, so help you God?"

3. Completing the Jurat

The jurat is the part of the document where you certify when and where you took the affidavit or declaration. It is usually written at the foot of the document. A common form of jurat:

Sworn (<i>or</i> Affirmed <i>or</i> Declared) before me at the (City, Town, <i>etc.</i>) of in the (County, Regional Municipality, <i>etc.</i>) of(<i>date</i>).	., on
Commissioner for Taking Affidavits	
(AN IMPRINT OF YOUR STAMP MUST BE PLACED HERE)	

Signing the jurat is the final step in the process. The affidavit or declaration is now complete.

SPECIAL CASES: ADDITIONAL RULES FOR TAKING AFFIDAVITS

The various rules of court may contain specific additional requirements for taking affidavits that will be used in proceedings to which those rules apply. These rules are available online through the Ontario Courts <u>website</u>.

For your information, certain commonly used rules are highlighted below. However, it is your responsibility to determine what your obligations are in any specific instance. If you are uncertain about how the rules may apply in your case, you should consult a lawyer.

Exhibits Attached To Affidavits

Rules of Civil Procedure, R. 4.06(3) Criminal Proceedings Rules, R. 4.06(3) Rules of the Ontario Court of Justice in Criminal Proceedings, R.4.06(3)

Under these rules, an exhibit that is referred to in an affidavit shall be marked as such by the person taking the affidavit.

Before marking the exhibit, it is useful to confirm with the deponent: "Is this the document referred to in your affidavit?"

One common way of marking the exhibit is to write the following above your signature:

"This is exhibit 'A' referred to in the affidavit of <u>(name of the deponent)</u> sworn before me this <u>(date)</u> day of <u>(month)</u>, 20<u>(year)</u>."

Many commissioners will also initial each page of the exhibit to illustrate that no pages were added after the fact.

Affidavit by Two or More Deponents

Rules of Civil Procedure, Rule 4.06(4)
Criminal Proceedings Rules, R. 4.06(4)
Rules of the Ontario Court of Justice in Criminal Proceedings, R.4.06(4)

Under these rules, where an affidavit is made by two or more deponents, there shall be a separate jurat for each deponent, unless all the deponents make the affidavit before the same person at the same time, in which case one jurat containing the words "Sworn (affirmed) by the above-named deponents" may be used.

Affidavit for a Corporation

Rules of Civil Procedure, Rule 4.06(5)
Criminal Proceedings Rules, R. 4.06(5)
Rules of the Ontario Court of Justice in Criminal Proceedings, R.4.06(5)

Where these rules require an affidavit to be made by a party and the party is a corporation, the affidavit may be made for the corporation by an officer, director or employee of the corporation.

Affidavit for a Partnership

Rules of Civil Procedure, Rule 4.06(6)

Where rules require an affidavit to be made by a party and a party is a partnership, the affidavit may be made for the partnership, by a member or employee of the partnership.

Affidavit By A Person Who Is Blind Or Cannot Read

Rules of Civil Procedure Rule, 4.06(7)

Where it appears to a person taking an affidavit that the person is illiterate or blind, the person shall certify in the jurat that the affidavit was read in his/her presence to the deponent, and that the deponent appeared to understand it, and that the deponent signed the affidavit or placed his or her mark on it in the presence of the person taking the affidavit.

Affidavit By A Person Who Does Not Understand The Language

Rules of Civil Procedure, Rule 4.06(8)

Where it appears to a person taking an affidavit that the deponent does not understand the language used in the affidavit, the person shall certify in the jurat that the affidavit was interpreted to the deponent in the person's presence by a named interpreter who took an oath or made an affirmation before him or her to interpret the affidavit correctly.

Alterations To An Affidavit

Rules of Civil Procedure, Rule 4.06(9) Criminal Proceedings Rules, R. 4.06(6) Rules of the Ontario Court of Justice in Criminal Proceedings, R.4.06(6)

Under these rules, any alteration in an affidavit shall be initialed by the person taking the affidavit and, unless so initialed, the affidavit shall not be used without leave of the presiding judge or officer.

In the below example, a commissioner demarcates the changes by placing his initials (A.B.) next to each change and a check mark at the beginning and end of each change.

A.B. fifth June A.B. I served the affidavit on the √fourth-√ day of √ May√, 2011.

Some commissioners will ask the deponent to also initial any changes.

OATHS AND AFFIRMATIONS NOT RELATED TO AFFIDAVITS

Below are examples of oaths and affirmations that are commonly used when taking oaths other than for affidavits. As above, it is your responsibility to inquire with the deponent as to what kind of oath or affirmation will bind his or her conscience.

To a witness in an examination for discovery -- "Do you swear / solemnly affirm that the evidence that you are about to give shall be the truth, the whole truth and nothing but the truth?"

To an interpreter -- "Do you swear/ solemnly affirm that you understand the <u>(name of interpreted language)</u> language and the English language, that you shall well and truly interpret the oath to the deponent and all other matters and things as shall be required of you, to the best of your skill and understanding?"



Memorandum

John W. Livey, F.C.I.P. Deputy City Manager Office of Emergency Management

6th Floor

703 Don Mills Road Toronto, Ontario M3C 3N3 **Loretta Chandler**

Director

Tel: 416-338-8746

Fax: 416-392-3833 E-mail: lchandl@toronto.ca

TO:

Mayor Rob Ford and Members of Council

FROM:

John W. Livey, Deputy City Manager

DATE:

January 10, 2012

SUBJECT:

Councillor Notification and Roles in an Emergency

At the City's Executive Committee Meeting on May 24th, and on June 14th and 15th, 2011, Councillor Berardinetti moved a motion on "Aftermath of Japanese Earthquake" which prompted the following City Council decisions:

- 1. City Council request the Director of the City of Toronto's Office of Emergency Management, to review any changes to protocols and action plans made by Emergency Management Ontario since undertaking the review directed by the Ministry of Energy.
- 2. City Council request the Acting Deputy City Manager, Cluster B to develop a communications protocol to be used by City Councillors, that would identify how the public would receive communications during an emergency.

In response to Decision 1, Emergency Management Ontario continues to investigate the lessons learnt from the events of Japan. The Office of Emergency Management anticipates the release of those findings and subsequent action plans at the Nuclear Emergency Management Coordinating Committee in April of 2012 of which the City of Toronto is a member.

In response to Decision 2, I am pleased to enclose the "Councillor Notification and Roles in an Emergency" Protocol and Briefing Note. The Protocol outlines:

- ► How Councillors will be notified during emergencies
- ▶ Roles of the Mayor and Councillors during an emergency in its initial and subsequent stages

Members of Council are encouraged to please review these protocols and become familiar with them as they are currently being followed by our emergency services, operational Divisions, Strategic Communications and the Office of Emergency Management as they apply to the Emergency Levels of an Incident.

If you have any questions or need more information, please contact Loretta Chandler at the Office of Emergency Management (416)338-8746 / lchandl@toronto.ca).

John Livey, F.C.I.P.

Deputy City Manager, Cluster B

Encl.

Emergency Levels	Operational Implications	Notifications	Roles	Sample Events - Severity
LEVEL 0 NORMAL	Business as Usual Normal Operations	Division(s) on Site will continue to follow established Internal Notification / Escalation Procedures	No Action required	House Fire Vehicle Accident Road Closure
LEVEL 1 MINOR INCIDENT	• Site: Managed by Emergency Services / Divisions	Division(s) on Site will continue to follow established Internal Notification / Escalation Procedures	Generally No Action required	Localized Power Failure Yonge & Gould Fire (2011)
LEVEL 2 MAJOR INCIDENT	Site: Managed by Emergency Services / Divisions Site: Site Incident Commander (IC) may request support from Office of Emergency Management (OEM) 'On-Call' Site: May request the Activation of the Emergency Operations Centre (EOC) EOC: May be Activated	Division(s) to Notify Deputy City Managers (DCMs) of the incident and confirm Direction and Future Notifications Division(s) to Notify Strategic Communications of incident Strategic Communications to Notify Mayor and Members of Council of Incident	Strategic Communications to Notify Mayor and affected Members of Council of Incident Site to provide updates to Councillors and 311 Toronto as needed Councillor Roles: Assist with relaying information to Ward residents Attend Community or Evacuee Meetings (Reception Centre) Reassure constituents Support action taking place in the community Liaise back through Mayor concerns from within your Ward Follow the leadership and requests of the Mayor	• Queen Street West Fire (2008) • H.S.E. Hickson Fire – Chemical Court (1998) • Finch Avenue Bridge Washout (2005) • 2 Secord Avenue (2008) • Wellesley High-Rise Fire (2010)
LEVEL 3 EMERGENCY INCIDENT	• Emergency Operations Centre (EOC): is Activated Emergency poses a danger of major proportions to life and property, and / or threatens social order and ability to govern, and / or a declaration of an emergency by another level of government	Office of Emergency Management (OEM) to Notify Deputy City Manager (DCM), Cluster 'B' who in turn Notifies the City Manager and Mayor Deputy City Manager (DCM), Cluster 'B', City Manager and Mayor discuss Direction and Next Steps City Clerk's Office to Notify affected City Councillors, as required Deputy City Manager, Cluster 'B' and Office of Emergency Management (OEM) to Notify Members of Control Group / Emergency Management Working Group If Mayor declares an emergency, City Clerk's Office to Notify Members of Council	Strategic Communications communicates critical information from the Emergency Operations Centre (EOC) and City officials to Members of Council, 311 Toronto, City staff, community leaders, residents, businesses and the media. If Mayor declares an emergency, City Clerk's Office to Notify Members of Council	• G-20 Summit (2010) • Sunrise Propane Explosion (2008) • Northeast Power Outage (2003) • SARS (2003)



Office of Emergency Management Loretta Chandler, Director

703 Don Mills Road 6th Floor

Toronto, ON M3C 3N3

Tel: 416-338-8746
Fax: 416-392-3833
E-mail: lchandl@toronto.ca

BRIEFING NOTE

Date: December 14, 2011

Office of Emergency Management

Councillor Notification & Roles in an Emergency

Issue/Background:

Most emergencies are managed at the Site by Emergency Services and City Divisions and are considered routine operations. Some Divisions already have pre-established notification procedures with Councillors. For example, Toronto Fire Services and Shelter, Support and Housing Administration (Emergency Human Services) have canvassed Members of Council to develop pre-established notification protocols for routine operations.

Emergencies of greater magnitude do happen from time to time and require an emergency management response structure beyond Normal Daily operations. The response required by City of Toronto Councillors must be appropriate to the magnitude of the incident as defined in the Emergency Levels classification. It is important for Councillors to understand and support the coordinated and timely management of information.

Every effort should be made to maintain a streamlined information management process and avoid the passing of inaccurate, conflicting and/or misleading information to the Public, City Staff, and the Media. At the City's Executive Committee Meeting on May 24th, and on June 14th and 15th, 2011, Councillor Berardinetti moved a motion on Aftermath of Japanese Earthquake which prompted the following City Council decision:

1. City Council requests the Acting Deputy City Manager, Cluster 'B' to develop a communications protocol to be used by City Councillors that would identify how the public would receive communications during an emergency.

The City of Toronto's Office of Emergency Management (OEM) recently conducted a review of Toronto's Emergency Plan including its Notification Levels Operational Support Function (OSF). At the most recent September 8th meeting of the Toronto Emergency Management Program Committee (TEMPC), Loretta Chandler, Director, Office of Emergency Management (OEM) presented the Draft *Councillor Notifications – Emergency Levels* and *Councillor Roles and Emergency Information* tables.

- Page #1 of 2: Councillor Notifications Emergency Levels
- Page #2 of 2: Councillor Roles & Emergency Information

These two tables outlined:

- 1. How Councillors will be notified during emergencies.
- 2. Roles of the Mayor and Councillors during an emergency in its initial and subsequent stages.

Key Points:

Further to the Emergency Management Working Group (EMWG) meeting held on June 27th, 2011 and comments received as well as discussions which were held at the September 8th TEMPC meeting, a consolidated table was developed. This one page *Councillor Notification & Roles in an Emergency* table was also reviewed, revised and approved at the EMWG meeting held on October 31st. The approved table is attached with the following columns:

COLUMN #1: Emergency Levels

Four Emergency Levels

- Level 0 (Normal)
- Level 1 (Minor Incident)
- Level 2 (Major Incident)
- Level 3 (Emergency Incident)

COLUMN #2: Operational Implications

Operational implications at the Site and/or Emergency Operations Centre escalated through the four Emergency Levels.

COLUMN #3: Councillor – Notification Protocol

Outlines the usual Councillor Notifications that would occur during the communications outlined in the <u>Emergency Levels</u> "heat table" which was approved by EMWG (February 28th, 2011).

• City Clerk's Office to Notify Mayor and affected Members of Council of Incident as required (If Mayor declares an emergency, City Clerk's Office to Notify Members of Council)

COLUMN #4: Councillor – Roles in an Emergency

Outlines the specific information that Councillors would be provided through notifications from Strategic Communications.

In addition, this column details the key roles that elected officials have during an emergency incident, in particular the link between the community and our emergency services:

- Assist with relaying information to Ward residents
- Attend Community or Evacuee Meetings (i.e. Reception Centre)
- Reassure constituents
- Support action taking place in the community
- Liaise back through Mayor concerns from within the Ward
- Follow the leadership and requests of Mayor

COLUMN #5: Sample Events – Severity

Examples of events by Emergency Level severity.

Summary:

The Emergency Management Working Group completed its review and approved the attached *Councillor Notification & Roles in an Emergency* table on October 31st, 2011. This table was presented to the Toronto Emergency Management Program Committee for final approval on Nov. 24 and subsequent circulation to the City's elected officials. Details found within this table will also be incorporated into the Notification Levels Operational Support Function and the City's Emergency Plan.

Prepared by: John Livey, Deputy City Manager,

Loretta Chandler, Director, Office of Emergency Management

Arts Event Sample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to the

Name of Organization

on the (Name of Arts Event).

The core of Toronto's success and energy lies in its creative centre where a passion for the arts is valued by its residents and the talented artists from around the world who have made this city their home.

Events such as (Arts Event) are encouraged in Toronto as they showcase the talent and creativity of our diverse communities. The arts contribute to our city's energetic and entertaining cultural landscape.

I am pleased to extend my best wishes for a wonderful event.

BirthdaySample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Recipient

on your (Year) birthday.

Birthdays are joyous celebrations that provide a glimpse into the highlights of one's life. As each birthday passes, you can proudly reflect on many experiences and look with excitement to the promise of the year ahead.

As you celebrate with friends and family, I hope that the memories and relationships made throughout your years bring you much happiness.

I extend warm congratulations once again and wish you all the best in the years to come.

Business AnniversarySample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Business

on its (Year) anniversary.

Business is an integral part of Toronto's socio-economic growth and success. It is the result of preparation, determination and the hard work of individuals who aim to thrive in a significant market.

The success of your business over the last (Year) years is a testament to the hard work, dedication and professionalism of your entire team in providing clients with the services you offer.

Anniversaries present a wonderful opportunity to reflect on past successes, set future goals and explore new and exciting opportunities.

I once again extend warm congratulations and best wishes for continued success.

Business OpeningSample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Business

on its official opening.

Business is an integral part of Toronto's socio-economic growth and success. It is the result of preparation, determination and the hard work of individuals who aim to thrive in a significant market.

The opening of (Name of Business) is an exciting addition to the city and will provide clients with the (Service and/or Products) they seek.

I extend warm congratulations once again on your opening and wish you much success.

ConferenceSample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Organization

on your (Name of Conference)

This conference provides an important opportunity for people to gather as a group in a professional development setting, while networking and learning from their peers.

I welcome all of the conference participants to Toronto and encourage you to explore the sights and scenes that make our city unique.

Best wishes for a successful conference.

Cultural EventSample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Organization

on the (Name of Cultural Event).

Our city flourishes because of the diversity of people who have chosen to make Toronto their home. Toronto's diverse communities share and celebrate their cultures and traditions with residents in every corner of our city.

As a city proud of its multiculturalism, each and every community plays a part in enhancing Toronto's social and cultural landscape.

Events like (Cultural Event) play an integral role in making Toronto a vibrant and welcoming city and one where everyone is welcome.

I extend my best wishes for a successful event.

Festival Sample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Organization

on the occasion of (Name of Festival).

Festivals are an opportunity for the people of our city to come together to celebrate Toronto's wonderful diversity and culture.

A city proud of its multiculturalism, each and every festival is integral to enhancing Toronto's social and cultural landscape.

Events like (Name of Festival) play an integral role in making Toronto a vibrant and welcoming city and one where everyone is welcome.

I extend my best wishes for a successful event.

Fundraising Event Sample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Organization

on your (Name of Fundraising Event) in support of (Fundraising Cause).

Fundraising events like these help to raise awareness, rally communities around a common goal and inspire people to give from the heart.

Everyone involved in this fundraising event can take pride in knowing their efforts are making a difference for a good cause.

I congratulate the organizers of this fundraiser and offer best wishes for a successful event.

Retirement Sample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Person

on your retirement.

The city of Toronto is proud of individuals who have made a difference in their communities through their unique skills and talents, touching the lives of others and making a tremendous difference.

Over the years you have earned the respect of everyone who has had the pleasure of working with you.

(Name of Person), congratulations on a job well done and best wishes for a long, happy and healthy retirement.

Sporting Event Sample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend heartfelt congratulations to

Name of Organization/Host

on the (Name of Sporting Event).

Sports provide an avenue for individuals to learn about teamwork, sportsmanship, physical fitness and organized competition in a safe and welcoming environment. Sports have the power to break barriers, bridge divides and bring entire communities together.

Events like (Name of Sporting Event) allow athletes to participate in exciting competition while striving for personal and team success. All of the hard work, training and dedication athletes have put into preparing for this competition will make for a rewarding and successful event.

I extend warm congratulations once again and extend best wishes for the future.

Wedding Anniversary Sample wording for Congratulatory Scrolls

Councillor (Name of Councillor) would like to extend warmest congratulations to

Names of Recipients

(Ex. Jim & Joan Smith)

on your (Year) Anniversary.

The achievement of this significant anniversary is a time of great joy and an excellent occasion to reflect on many years of memories.

(Names – Jim and Joan), as you celebrate your anniversary you commemorate many years of love, trust, respect and partnership.

It is a wonderful opportunity to reflect on your accomplishments as a couple, as you look forward to many more years of happiness together.

Best wishes for a memorable celebration.

Guidelines regarding half-masting flags at the City of Toronto¹

	Toronto City Hall & Civic Centres	Additional Location(s) - to be determined in consultation with Toronto Protocol and the Department Head
Mayor (in office)	Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.	All Department, Agency, Board & Commission headquarters Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.
Member of Council (in office)	Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral	Protocol to make recommendations on additional sites. eg. civic properties in that Councillor's ward Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.
Former Mayor or Chairman	Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.	Protocol to make recommendations on additional sites. eg. civic property named after that Mayor or Chairman Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.
Former Member of Council	Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.	Protocol to make recommendations on additional sites. eg. civic property named after that Councillor Half-masting will occur from sunrise

¹ Approved by City Council at its February 2-4, 1999 meeting, Strategic Policies and Priorities Committee Report 2, Clause 4, "Official Flag for the City of Toronto."

http://www.toronto.ca/legdocs/1999/agendas/council/cc/cc990202/sp2rpt/cl004.htm.

		to sunset on the day of the funeral.
City of Toronto Employee (in a work related incident) including Agency, Board or Commission Employees	Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.	Department headquarters if different from the seat of government Employee work site if applicable Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.
Toronto Member of Federal or Provincial Government in office	Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral	Protocol to make recommendations on additional sites. eg. civic facilities named after that member of government Half-masting will occur immediately upon notification of a death until sunset on the day of the funeral.



Official Gift Request

Please read the following:

As of December 1, 2014 Protocol Services will maintain an official gift bank for use by Members of City Council to present to visiting dignitaries and delegations.

For delegations, one gift will be provided to the lead, and all members of the delegation will be provided with City logo pins. The following criteria must be met in order to obtain an official gift from the gift bank.

Criteria:

- 1. Visiting dignitaries who have an official connection with the City of Toronto
- 2. Visiting dignitaries involved with the City's International Alliance Program

3. National or international outbound visits/conferences by Members of Council on official City of Toronto business Send the completed request form to: Protocol Services protocol@toronto.ca Name and title of visiting dignitary: City, Country: Organization: Purpose of visit/travel: Date gift required: Click here to enter a date. Location of visit/meeting: Time of visit/meeting: Date of visit/meeting: Click here to enter a date. Reason for gift: Number of delegates: Visiting dignitaries with connection to the City of Toronto Dignitaries involved with the City's International Alliance Program National/international outbound visits/conferences, official City of Toronto business Other Member of Council: Phone: Signature: Please list all members of the visiting delegation (or attach a list): Shaded area for Protocol Services Use: Approved by: Phone:

EVENT PLANNING CHECKLIST

The following check list contains general categories and tasks material related to planning a special event divided into four areas: Programming, Facilities & Logistics, Promotions, and Finance & Administration.

This general Event Planning Checklist covers many, but not necessarily all, of the key items that need to be considered when organizing an event.

1. Program

Pre-E	vent			
	□ Brainstorm/Develop Activities:			
	 Refreshments (use environmental friendly materials) , Alcohol 			
	 Entertainment / Games 			
	 Ceremonies 			
	 Amusements 			
	 Vendors 			
	Contests & Prizes			
	 Prizes secured, delivered 			
	Is there fun for everyone?			
	 Pre-schoolers, children 			
	Teens, adults			
	 Seniors, disabled 			
	Rainy day alternatives			
	Volunteer and staff requirements			
	o recruitment, training, uniforms, badges			
	Equipment and supply requirements			
	o Tables, chairs, stage, tents, sound system, etc.			
	Performer/participant requirements			
	Prepare a detailed schedule of events			
	Design feedback/participant survey			
Event	Day			
	Station volunteers, staff			
	Signage, permits, maps and schedules posted			
	Run/supervise activities			
	Info/registration booth set up			
	Equipment at proper places			
	PA system, 2-way radios, megaphones			
	Prizes (awards, ribbons, etc.)			
Post-Event				
	Clean-up for each area			
	Return equipment			
	Thank you's to all involved			
	Evaluation survey analysis			

2. Facilities & Logistics

Pre-E	vent
	Review all site facilities/locations meeting needs Check availability Check accessibility Assess parking capability and transit access Explore costs Learn permit requirements and conditions Create site plan Book facilities, rain-day facility Identify public service needs (police, fire, EMS, traffic services, etc) Identify volunteer and staff requirements
Permit	s /Planning
	Location: Street Event permits, Parks permit, City Squares permit, private property permission Food & Beverage: Public Health Temporary Food Vendors, Special Occasions Permit (Alcohol) Building permits for temporary structures Sign permits Noise (amplified music) permission Raffle or lottery permit Waste Management Plan Risk Management Assessment/Emergency Plan Traffic Management Plan
Faciliti	es Amenities / Equipment / Logistics
	Refreshments areas Toilets and hand-washing stations Lost and found area First Aid station(s) Stage(s), structures, tents, Plan for electricity, water, phone line, sound equipment, generators Order tables, chairs and linens Order sound system Order 2-way radios, cellular phones Order golf carts Order/set up extra garbage bins, recycling stations, dumpsters Order bike racks Signage, barricades, traffic cones, safety equipment
Event	: Day
	Set up event site Reserve parking for officials, participants, exhibitors Put up signage

	Safety inspections and checks Set up waste receptacles		
Post-	Event		
	 □ Clean-up for each area □ Return equipment □ Thank you's to all involved 		
3. Pro	omotions		
Pre-E	vent		
Establi	sh Identity		
	Letterhead, logos Info kits prepared and distributed Orientation workshop for:		
Marke	ting		
	 Determine design and distribution of promotional materials Website creation, social media accounts Develop and distribute promotional material to local businesses, neighbourhoods, participating organizations, schools, city departments, elected officials Calendars of events Posters, flyers Restaurant placements Bridge banners and Hydro pole banners Advertisements Prepare newsletter for participating organizations, staff and volunteers Secure permission to display at other events, malls, etc. 		
Media			
	Prepare media kits, media releases Publicize rainy day alternatives Prepare public service announcements for radio, the press, television Distribution to the media Arrange interview between key participants and media Submit feature articles on event Contact media celebrities to participate in event (hosting, contests, challenges) Increase promotions two weeks prior to event Book photographer and videographers for event for feature shots		

Day o	of Event
	Media Kits - news release, information, photos, biographies Media meeting location – media passes Provide an interview area
Post-	event
	Send final media release to let sponsors, participants know what happened Send thank you's to all media Gather all articles, photos for final report Post event follow up: How did event go? Prepare a final report with recommendations and ideas for next year
4. Fir	nance & Administration
Pre-E	Event
	Prepare budget Establish financial protocols/signing authority, accounts, etc. Obtain event liability insurance Identify fundraising, grants and sponsorship opportunities Solicit "in-kind" goods and services donations in lieu of money Prepare an equipment needs inventory – obtain quotes Arrange all payments well in advance. Apply for petty cash and floats for the day of the event
Day o	of Event
	Ensure all vendors have small change Ensure all cheque payments are available for entertainers, sound equipment etc. Ensure there is a secure cash box in place for any activity which costs money Ensure money is picked up where there is incoming money. Account for all money spent and received Allocate funds or food vouchers for volunteers
Post-	-Event
	Audit funds Review budget estimates and actual amounts Review unexpected expenses Obtain receipts for value of donated goods and services Send thank you's to sponsors



Facilities Management Customer Support Services Unit Toronto City Hall, Basement, East Tower Email: Toronto, Ontario M5H 2N2

Phone: 416-397-7220 Fax: 416-397-0825

facilities_customer_support@toronto.c

PUBLIC SPACE REGISTRY SPONSORSHIP REGISTRATION FORM

EXTERNAL NON-PROFIT/CHARITABLE INFORMATION

Organization					
Addre	Address				
Ph. #	Fax#				
Registered/Charitable Organization License Number					
SPONSORSHIP INFORMATION					
Name	Name				
Ward/Department					
Address					
Ph. #	Fax#				
Contact Name					
	I wish to sponsor the above-mentioned organization to hold one (1) event within Facilities and Real Estate Civic Centres. I have reviewed their status to ensure their eligibility.				
	I wish to sponsor the above-mentioned organization to hold events within Facilities and Real Estate Civic Centres during my current term of office – December 1, 2014 to November 30, 2018. I have reviewed their status to ensure their eligibility.				
If any concerns arise during the planning of the event, my office is willing to assist as required;					
Signa	ture Date				

M Toronto

CITY CLERK

Consolidated Clause in Policy and Finance Committee Report 5, which was considered by City Council on July 25, 26 and 27, 2006.

17a

Recommendations on Members of Council Providing Letters of Reference

City Council on July 25, 26 and 27, 2006, amended this Clause by deleting the following Parts (a), (b), (e) and (f) of Recommendation (2) contained in the Recommendations Section of the report (April 27, 2006) from the Integrity Commissioner:

- "(a) do not provide "To Whom It May Concern" references;
- (b) confine any references to the qualifications for the particular position, grant, or other form of preferment that the requestor is seeking;
- (e) send any written reference directly to the addressee; do not give it to the candidate; and
- (f) do not provide the candidate with a true copy of any written reference; rather, if you are providing the candidate with a copy, do so on non-copiable paper or indicate in the body of the letter that it is not to be copied; and",

so that the Recommendations adopted by Council now read as follows:

"It is recommended that:

- (1) Council adopt the following rules governing Members of Council providing references for those applying for employment with the City of Toronto or appointment to a City agency, board or commission, or any other position or office with the City:
 - (a) a Member of Council shall not provide a reference in support of an applicant for employment with the City of Toronto or appointment to a City agency, board or commission, or any other position or office with the City of Toronto, unless that Member of Council has had an employment or other relevant relationship (such as that of teacher or volunteer group supervisor) with the person requesting the reference;
 - (b) even where there is such a relevant relationship, a Member of Council shall not provide a reference for any person (a) who is a relative of the Member of Council as defined in the City of Toronto's October 2005, policy regulating the hiring of relatives of other employees or (b) whose only relevant relationship with the Member of Council has been as a

member of the public service of the City of Toronto or a City of Toronto agency, board or commission (with the exception of a Member's own staff);

- (c) in the case of City of Toronto agencies, boards and commissions (and any other situations in which Members of Council participate as decision-makers in a City of Toronto hiring or appointment process), no participating Member of Council shall act as a reference for a candidate for appointment or hiring, and, where a participating Member of Council would otherwise be eligible to act as a reference, the Member of Council shall declare that fact to the appointing authority;
- (d) 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. However, it does not extend to sending on (without comment) letters of inquiry about possible positions with the City of Toronto to the relevant hiring authority;
- (2) Council approve the following guidelines for Members of Council providing letters of reference in any context in their capacity as Members of Council:

Unless the circumstances clearly indicate otherwise:

- (c) do not provide references where the only basis for doing so is to use the influence of your office or to help someone you know merely as a constituent, friend or relative; and
- (d) confine the provision of references to situations where you have relevant personal experience with the candidate; and
- (3) Council refer to the Bellamy Recommendations Steering Committee the question whether there should be an addition to the Code of Conduct for the Members of Council of a provision to the effect that it is a violation of that Code of Conduct to act in contravention of any City policy applicable to Members of Council."

This Clause, as amended, was adopted by City Council.

City Council on June 27, 28 and 29, 2006, postponed consideration of this Clause to its next regular meeting on July 25, 2006.

Council also considered additional material, which is noted at the end of this Clause.

The Policy and Finance Committee again recommends that:

- (1) City Council adopt the staff recommendations contained in the Recommendations Section of the report (April 27, 2006) from the Integrity Commissioner; and
- (2) the City Manager be requested to prepare a plain language pamphlet outlining the City's policy on providing letters of reference for persons seeking employment with the City of Toronto in a form suitable for distribution to the public.

Action taken by the Committee

The Policy and Finance Committee requested the Integrity Commissioner to consult with Councillor Sylvia Watson respecting this matter, and submit a report thereon directly to Council for its meeting to be held on June 27, 2006.

The Policy and Finance Committee submits the communication (June 1, 2006) from the City Clerk:

City Council on May 23, 24 and 25, 2006, referred Clause 2 of Report 4 of the Policy and Finance Committee entitled "Recommendations on Members of Council Providing Letters of Reference", back to the Policy and Finance Committee for further consideration.

Clause 2 of the Policy and Finance Committee Report 4, entitled "Recommendations on Members of Council Providing Letters of Reference" which was considered by City Council on May 23, 24 and 25, 2006.

City Council on May 23, 24 and 25, 2006, referred this Clause back to the Policy and Finance Committee for further consideration.

The Policy and Finance Committee recommends that:

- (1) City Council adopt the staff recommendations contained in the Recommendation Section of the report (April 27, 2006) from the Integrity Commissioner; and
- (2) the City Manager be requested to prepare a plain language pamphlet outlining the City's policy on providing letters of reference for persons seeking employment with the City of Toronto in a form suitable for distribution to the public.

The Policy and Finance Committee submits the report (April 27, 2006) from Mr. David Mullan, Integrity Commissioner:

Purpose:

To report on Members of Council providing references.

Financial Implications and Impact Statement:

There are no financial implications arising from this report.

Recommendations:

It is recommended that:

- (1) Council adopt the following rules governing Members of Council providing references for those applying for employment with the City of Toronto or appointment to a City Agency, Board or Commission, or any other position or office with the City:
 - (a) a Member of Council shall not provide a reference in support of an applicant for employment with the City of Toronto or appointment to a City Agency, Board or Commission, or any other position or office with the City of Toronto, unless that Member of Council has had an employment or other relevant relationship (such as that of teacher or volunteer group supervisor) with the person requesting the reference;
 - (b) even where there is such a relevant relationship, a Member of Council shall not provide a reference for any person (a) who is a relative of the Member of Council as defined in the City of Toronto's October 2005, policy regulating the hiring of relatives of other employees or (b) whose only relevant relationship with the Member of Council has been as a member of the public service of the City of Toronto or a City of Toronto Agency, Board or Commission (with the exception of a Member's own staff);
 - (c) in the case of City of Toronto Agencies, Boards and Commissions (and any other situations in which Members of Council participate as decision-makers in a City of Toronto hiring or appointment process), no participating Member of Council shall act as a reference for a candidate for appointment or hiring, and, where a participating Member of Council would otherwise be eligible to act as a reference, the Member of Council shall declare that fact to the appointing authority;
 - (d) 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. However, it does not extend to sending on (without comment) letters of inquiry about possible positions with the City of Toronto to the relevant hiring authority;

(2) Council approve the following guidelines for Members of Council providing letters of reference in any context in their capacity as Members of Council:

Unless the circumstances clearly indicate otherwise:

- (a) do not provide "To Whom It May Concern" references;
- (b) confine any references to the qualifications for the particular position, grant, or other form of preferment that the requestor is seeking;
- (c) do not provide references where the only basis for doing so is to use the influence of your office or to help someone you know merely as a constituent, friend or relative;
- (d) confine the provision of references to situations where you have relevant personal experience with the candidate;
- (e) send any written reference directly to the addressee; do not give it to the candidate; and
- (f) do not provide the candidate with a true copy of any written reference; rather, if you are providing the candidate with a copy, do so on non-copiable paper or indicate in the body of the letter that it is not to be copied; and
- (3) Council refer to the Bellamy Recommendations Steering Committee the question whether there should be an addition to the Code of Conduct for the Members of Council of a provision to the effect that it is a violation of that Code of Conduct to act in contravention of any City policy applicable to Members of Council.

Background:

The basis for this Report:

On September 30, 2005, the Mayor asked me to provide advice to Council on the "practice of Members of Council providing references for employment with the City" and to address the question whether Council should amend the Code of Conduct for Members of Council ("Code of Conduct") to include a provision regulating this activity. In the letter of request, he suggested that I take into account:

- (i) the nature of the position being sought;
- (ii) the nature of the hiring process;
- (iii) whether your recommendations are affected by the nature of the person applying (i.e., constituent, friend, family member, employee, relative):
- (iv) whether the recommendations are affected by the position of the Member of Council (i.e., a committee chair); and

(v) any other consideration you deem appropriate.

Subsequently, at its meeting of October 7, 2005, the Administration Committee dealt with a motion submitted by Councillor Soknacki requesting me to report to Council "as soon as possible with guidelines on":

- (a) appropriate responses to requests for letters of recommendation and requests for employment at the City of Toronto;
- (b) the appropriateness of family members of Members of Council being hired by the City, and if so, what disclosure ought to be provided; and
- (c) how Members of Council ought to respond to City business decisions where the City employs family members.

In this report, I respond to the Mayor's request and to Part (a) of the Administration Committee's motion. I will deal with the issue of the hiring of relatives of Members of Council in a separate report. In the interests of completeness I have, however, in both reports, interpreted my mandate to include appointments to City of Toronto Agencies, Boards and Commissions and appointees to other City positions, which do not come within the normal reach of the term "Public Service".

As well as consulting with members of Staff and reviewing other relevant policies and statements on the issue of references, I sent a memorandum to all Members of Council asking them for their views on what should be the policy for Members of Council providing references for those seeking City Hall positions (and also on City hiring of relatives of members of Council). That produced a number of responses, both oral and written. In addition, I received a few unsolicited communications from members of the public.

The Current Rules:

At present, there are no policies dealing directly with Members of Council providing references for those seeking City of Toronto positions. It is also clear that the practice among Members of Council varies dramatically from those who never provide references through to those who have no inhibitions in responding to requests from friends and family members as well as constituents who want their Member of Council to support them in their endeavours to obtain work or preferment with the City.

However, the use of such references is currently regulated. Most significantly, written references are not part of the formal hiring and preferment process within the City of Toronto. Rather, the City's hiring procedure calls for the seeking of verbal references only and then only at the point at which those responsible for hiring and preferment decisions or recommendations have either come up with a preferred candidate or established a short list. Prior to that point, unless by some chance the names of referees are embedded in a candidate's dossier, those involved in the hiring decision do not even have the names of potential referees before them.

As well, there are rules in place as to who within this process qualify as appropriate referees. The current guidelines provide:

References and reference letters are only considered when they are from employers and other appropriate sources, e.g., teachers in the case of students with no previous work experience.

In a presentation to the Policy and Finance Committee on October 20, 2005, Human Resources also provided another example, that of a "volunteer coordinator". This has been added to the list of appropriate references contained in the December 8, 2005, City of Toronto Hiring Guide.

As a consequence, Members of Council are not permissible referees unless they come within the accepted categories, such as where the Member of Council has been an employer, teacher or supervisor of the individual applicant. Being a friend, relative or constituent is not enough and references based on those factors alone will not be relied upon even where the Member of Council (as some do) has actually interviewed the applicant with a view to familiarizing herself or himself with the applicant's qualifications and personality.

This does not mean that Members of Council do not write letters of support for candidates for particular positions or for those whose names are on file within the Application Section of Human Resources in anticipation of the posting of positions. However, they play no role in the process of hiring for an already advertised position or in determining which résumés are forwarded to a unit when a position comes to be advertised. For already advertised positions, Human Resources does not forward the letter as part of the candidate's dossier (save perhaps when it is embedded in the candidate's résumé). In the case of unsolicited dossiers that are retained in the pool of potential candidates for future positions, the letters are now removed and Human Resources sends a letter to the Member of Council simply acknowledging receipt of the attached résumé. (This also applies to summer hiring now that this exercise is also part of Resumix, the City's computerized hiring system.) Similarly, the staff of Human Resources and the relevant HR Unit do not respond to in person interventions from Members of Council and, in particular, do not convey any such intervention to those responsible for the hiring decisions.

This Report is also informed by the position taken by the Ontario Integrity Commissioner on Cabinet Ministers, Parliamentary Assistants and Members of the Legislative Assembly "providing letters of reference for individuals seeking employment in the public and private sector." In his 2004-2005 Annual Report to the Legislative Assembly of Ontario, the Honourable Coulter Osborne (at pages 13-14) identifies a series of considerations that Cabinet Ministers, Parliamentary Assistants and Members should address before agreeing to a request and urging that, if there is any doubt, the Integrity Commissioner should be consulted.

Of the considerations identified, the following are the most pertinent to the situation of Members of Council providing references for those seeking positions with the City of Toronto:

(1) Ministers, Parliamentary Assistants and Members should not provide letters of reference for those of whom they have no personal knowledge even if the applicant or candidate is a constituent;

- (2) Ministers and Parliamentary Assistants by convention are not permitted to advocate on behalf of a private party with any agency, board or commission over which the relevant Minister has jurisdiction, and advocacy is interpreted to include supporting anyone's candidacy for a position with the agency, board or commission;
- (3) Provided there is a direct reporting relationship in the Ministry between a civil servant and the relevant Minister, Ministers and Parliamentary Assistants may provide references as employers for those seeking other employment in the public sector;
- (4) Letters of reference should never be "To whom it may concern" because of loss of control;
- Once again to avoid the use of references for other purposes, letters of reference should focus on the position being sought;
- (6) In general, letters of reference should be sent to the prospective employer and not given to the applicant.
- (7) Copies should not be given to the applicant.

Comments:

There are reasons for concern about Members of Council providing references for those seeking employment with the City (and, for that matter, many of the same reasons hold for those seeking appointment to a City Agency, Board or Commission). In Appendix I to this report, I outline some of the problems that can arise where Councillors regularly and without regulation act as referees for candidates for municipal positions.

However, what is clear is that these problems should not arise if a system such as that currently in place at the City of Toronto is working properly. This is a system where references are sought only at the back end of the hiring process at a point where the preferred candidate has already been identified or a short list developed. It is also a system that relies solely on verbal, not written references from only those who have relevant experience with the applicant for the position. Indeed, on its face, it already applies to Members of Council. As a consequence, all that is really required at this stage is that it be made abundantly clear that Members of Council come within the existing policy and should not be attempting to act as references for those seeking City positions outside the existing regulations.

For reasons identified more fully in Appendix 1, I do not favour excluding Members of Council who otherwise qualify as references from the process. To disqualify Members of Council where they have relevant information to provide about a candidate can be both unfair to the candidate and indeed to the City in its search to find the most suitable person for all advertised positions. The only qualifications that I would attach to that are that Members of Council should not be able to provide references for relatives. Also, they should not be acting as a reference (save in the case of their own office personnel) for a member of Staff or an Agency, Board or Commission seeking preferment within the City even where the Councillor has had what would otherwise be a relevant working relationship with that Staff member. That might in certain instances create an incentive for members of Staff to curry favour at the expense of the independence of judgment

expected of public servants in the advice they provide to Members of Council and actions they take as part of their responsibilities.

I therefore recommend that Council should adopt the following policies with respect to Members of Council providing references within the City hiring and appointment processes:

When a Member of Council is asked to provide a reference in support of an applicant for employment with the City of Toronto or appointment to a City Agency, Board or Commission, or any other position or office with the City, the Member of Council shall refuse to do so unless he or she has had 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 of Council shall not provide a reference for any person (a) who is a relative of the Member of Council as defined in the City of Toronto's October 2005 policy regulating the hiring of relatives of other employees or (b) whose only relevant relationship with the Member of Council has been as a member of the public service of the City of Toronto or a City of Toronto Agency, Board or Commission (with the exception of a Member's own staff).

In the case of City Agencies, Boards and Commissions (and any other situations in which Members of Council participate as decision-makers in a City hiring or appointment process), no participating Member of Council shall act as a reference for a candidate for appointment or hiring, and, where a participating Member of Council would otherwise be eligible to act as a reference, the Member of Council shall declare that fact to the appointing authority.

I also believe that there is merit in establishing a set of usually applicable guidelines for Members of Council writing references in their capacity as Members of Council and/or on City Council letterhead, whether those references are for employment with the City or in any other context. These guidelines would be along the lines (though with some modifications) of those that the province's Integrity Commissioner has established for Ministers, Parliamentary Assistants, and Members. The primary objective of these guidelines is to prevent Members of Council being embarrassed by the use in any context of references that they have written:

Unless the circumstances clearly indicate otherwise:

- (1) Do not provide "To Whom It May Concern" references.
- Write references that speak to the qualifications for the particular position, grant, or other form of preferment that the requestor is seeking.
- (3) do not provide references where the only basis for writing is to use the influence of your office or to help someone you know merely as a constituent, friend or relative;
- (4) confine the writing of references to situations where you have relevant personal experience with the candidate;

- (5) send any reference directly to the addressee; do not give it to the candidate; and
- (6) do not provide the candidate with a true copy of the reference; rather, if providing the candidate with a copy, do so on non-copiable paper, or indicate in the body of the letter that it is not to be copied.

In the Mayor's letter requesting me to report to Council, he raised the subsidiary question whether any rules restricting Members of Council from writing references for City positions should be made part of the Code of Conduct for Members of Council ("Code of Conduct"). My initial reaction to that is that it would make for a very unwieldy Code of Conduct if all policies binding on Members of Council were included in the text of the Code of Conduct. That specificity should probably be reserved for the most significant of the obligations of Members of Council and those that overarch or transcend specific policies. As a consequence, my preference is that, if this policy is adopted, it not be added to the Code of Conduct. Rather, the Code of Conduct should be amended to contain a residual catchall provision making it a violation of the Code of Conduct to act in disregard of Council policies.

However, I also understand that the provisions of the existing Code of Conduct will be the subject of a comprehensive review as part of Council's reaction to the Bellamy Commission Report. In those circumstances, this issue may better be referred to the body that will be responsible for that review.

Conclusions:

The City of Toronto already has in place a general policy on references in hiring and appointment processes that limits the impact of references in the selection process and restricts the providing of references to those who have relevant experience with the candidate. On its face, that policy applies to Members of Council. However, to make that abundantly clear, there should at least be an explicit rule to that effect. However, to move beyond that to a complete ban on Members of Council acting as references within the City would in some instances deny the City access to someone who may be in an excellent, if not the best position to provide relevant information on the candidate's abilities and qualifications for the position.

As a consequence, my recommendations are based principally on the notion that Members of Council are eligible references but only for applicants and candidates where they are qualified in terms of the general rules governing the use of references by the City of Toronto in hiring, preferment and appointment processes. The thrust of those rules is to restrict the use of references to situations where the reference has relevant experience as an employer, teacher, or similar setting. Where, however, the candidate is also a relative of the Member of Council, the probity of the system demands that the Member of Council abstain even if otherwise eligible. The same is true of situations where the only relevant experience has been in the context of the candidate's performance as a Staff or Agency, Board or Commissioner member, save in the case of the Member's own staff. I am also making recommendations for regulating the extent to which Members of Council act as referees for those seeking positions and appointments outside the City of Toronto. It is not appropriate for Members of Council to lend the support of their office to candidates for external positions where they are not qualified to do so.

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Appendix 1

Significant Member of Council influence in the choice of those whom the City hires, particularly for high-level positions, can have an adverse impact, both in perception and potentially in reality, on the independence of the Public Service (and Agencies, Boards and Commissions). Member of Council involvement in the selection of public servants and members of Agencies, Boards and Commissions can translate into a sense that those personnel will see themselves as in some way in the debt of or beholden to the recommending Member of Council. Consciously or unconsciously, this may potentially have an impact on the way in which those public servants or members perform their functions. At the higher levels of the Public Service and within Agencies, Boards and Commissions, this influence may be in matters of policy choice. Even at lower levels of job, it may lead the employee to favour the recommending Member of Council in responding to calls for action or in giving priority to certain tasks.

More commonly, it is also likely to have a distorting effect or impact on the hiring process. The fact that a Member of Council is recommending a particular candidate may influence, once again, consciously or unconsciously, those making the selection. Even if that influence is not present in reality, the very hiring of someone recommended by a Member of Council, once that becomes publicly known (as a result of boasting by the successful candidate or otherwise), can easily lead to perceptions of inappropriate influence in the hiring process. Indeed, the media coverage, which led in part to the requests for a report by the Integrity Commissioner, demonstrates graphically how such perceptions (often without factual foundation) can come about.

Aside from possible impact on Public Service and Agency, Board and Commission policy choices or job performance, Members of Council can also benefit in other ways from their influence in or even the perception of their influence in the selection of those for Public Service positions. Most notably, a reputation as someone who is able to secure positions for constituents can have a positive impact on reelection prospects. It translates into votes on Election Day. At one level, of course, this may seem quite benign and a reward for working hard and effectively in the interests of the residents of the Ward. Indeed, for some, it is clearly part of the history or tradition of Ward politics. It is an essential aspect of the Member of Council's role as grass roots facilitator and promoter of the interests of her or his constituents.

However, if the hiring process is meant to be above the interference or influence of politicians, it is a reward that is achieved illegitimately. At its worst, it also leads to situations where certain jobs are seen as the preserve of the Member of Council. Obtaining the Member of Council's endorsement becomes the *de facto* location of the real hiring decision. Thereafter, the process is a sham. It can also lead to a situation where there is a hierarchy of Members of Council exercising such influence, dependent, for example, on factors such as seniority, chairing of a key Committee, or general affability with staff who do the hiring. In such an environment, there can

be no guarantee that talents, abilities, and qualifications will be the prime considerations for employment. Rather, the dictating factors may be extraneous considerations such as familial and other connections with the Member of Council, including a payback for past favours.

Given these considerations, there are strong reasons for regulating carefully and closely the extent to which Members of Council play a role in hiring Public Service staff (and members of City Agencies, Boards and Commissions), including the provision of references. This does not mean that Members of Council should never be able to provide a reference for someone applying for a City position. An outright ban would be inappropriate and counter-productive. In setting the rules for acceptable references, the current guidelines for the hiring of employees require that the person providing the reference be an employer, teacher or have some other relevant connection with the applicant. The basis of that policy is that the appropriate role for references in the job selection process is to speak to the candidate's ability to perform a job, and that ability is best captured in situations where the reference has had ample opportunity to observe the performance of the candidate in relevant situations.

Of course, the current policy does not speak specifically to Members of Council as references in such situations. It therefore becomes a question whether the concerns identified above about Member of Council involvement in the hiring process should prevent Members of Council being references even when they otherwise qualify in terms of the current policy. On balance, it is my view that, in those cases, the specific qualifications of the Member of Council to act as an appropriate reference should prevail over the general concerns with any degree of Member of Council involvement. In many instances, to disqualify the Member of Council may be to disqualify someone with highly relevant, if not the most relevant information about the job candidate (as, for example, in the case of a former political staff member). It is in the interests of the process that those reviewing the applicants have the best possible information. Indeed, it is so unfair to candidates to prevent them from using as references those who have highly relevant information to provide. \(^1\)

Reconciling these conflicting considerations may, however, have a different dimension in the case of committees selecting members of Agencies, Boards and Commissions, committees that are either comprised entirely of Members of Council or have significant Member of Council membership. Members of Council who serve on such Committees should not be providing references for candidates for appointment and, indeed, should disclose the fact if they come within the category of those who would otherwise be entitled to act as a reference for a candidate. A much more difficult dilemma is posed by the question whether non-member Members of Council should be able to provide references to such committees on behalf of candidates. Here too, my preference would be to allow Members of Council who otherwise qualify as references to write on behalf of candidates for appointment to Agencies, Boards and Commissions. However, both the Member of Council writing the reference and the committee in determining whether to entertain it should be especially careful in ensuring that the Member of

As noted below, I would not however extend the benefit of this provision to situations where the Member of Council, while coming within the policy, is also a relative of the prospective employee or appointee. In that situation, the probity of the selection process demands that the Member of Council not be involved as a reference.

Council's reference is based on personal experience with the candidate in a context that is directly relevant to the candidate's qualifications for the position in question.

If Members of Council are to be bound by the same constraints as apply to the use of references in the hiring process generally, what, if anything should be done to make that clear? There is an argument that there is no need for any further regulation. If a Member of Council provides a reference in a capacity other than one of those currently permissible the current policy is that it will not be part of the candidate's dossier or otherwise considered. Is anything more required beyond this instruction to those involved in the selection of candidates?

Given that the current policy does not speak explicitly to Members of Council and given that Members of Council and those seeking references from Members of Council may not be aware that it applies to Members of Council, I believe that there should be an explicit rule for Members of Council spelled out in those terms. That rule should cover the particular problem of Members of Council providing references for family members, a practice that should be prohibited even if the Member of Council is otherwise eligible (e.g., as a former employer or teacher) to provide a reference. There also should be a policy filling the regulatory void that exists in the case of appointments to Agencies, Boards and Commissions.

Reports on Hiring of Relatives of Members of Council and on Members of Council Acting as References for Person Seeking Positions with City of Toronto

Summary of Principal Points:

<u>Function</u>	<u>Proposal</u>	Scope
Hiring	Limited Prohibition on hiring of relatives of Members of Council	List of Senior Management Positions Parent, child, spouse (Human Rights Code)
Decision-Making	Declaration of conflict of interest and non-participation where interests of relatives at stake	Collective bargaining and other personnel matters Policy and other reports were relative had lead or significant role Parent, child, spouse (Human Rights Code, <i>Municipal Conflict of Interest Act</i>)
Providing References	(a) Outright ban in case of relatives	(a) Relatives defined in policy applicable to hiring of relatives of staff (Human Rights Code, plus siblings, nieces and nephews, and those living in Member's household)
	(b) Prohibition with limited exceptions in all other situations	(b) Exceptions: Where relevant past relationship – employer, teacher, supervisor in volunteer setting

City Council - June 27, 28 and 29, 2006

Council also considered the following:

- Report (June 27, 2006) from the Integrity Commissioner [Communication 25(a)]:

Subject: Report in Response to Request from Policy and Finance Committee re Report on

Members of Council Providing Letters of Reference

Purpose:

To respond to a request from the Policy and Finance Committee made at its meeting of June 20, 2006 that I consult with Councillor Sylvia Watson respecting my report on Members of Council providing references, and report directly to Council.

Financial Implications and Impact Statement:

There are no financial implications arising from this report.

Recommendations:

It is recommended that Council receive this report.

Background:

In my report dated April 27, 2006 making recommendations on Members of Council providing letters of reference, I recommended that Council adopt a set of guidelines for Members of Council giving references for persons seeking positions outside of City Hall in both the public and private sector. That set of guidelines was an adaptation of the guidelines established by the provincial Integrity Commissioner for Cabinet Ministers, Parliamentary Assistants, and Members. Included in those guidelines was one to the effect that those governed by them should not provide "To Whom It May Concern" references. The concern which gave rise to this guideline was the loss of control that those writing such references have over their future use. This could potentially lead to embarrassment for the Cabinet Minister, Parliamentary Assistant, or Member at some point in the future. To me, that consideration seemed as valid in the case of Members of Council and I included it in the recommended set of guidelines.

Councillor Watson was concerned about that particular recommendation at least in so far as it restricted her in providing references to students working in her office on a short term basis. She also questioned the potential for embarrassment particularly if the "Too Whom It May Concern" reference was simply a straight recitation of the duties of the employee along with the Member of Council's assessment of the quality of performance.

Comments:

After considering the Councillor's objections, I have decided not to delete this particular provision in the guidelines. The overall thrust of the guidelines is to encourage Members of Council to restrict the writing of references to situations involving those about whom they have

directly relevant information seeking a specific position. The harm to be avoided is the potential misuse of more general letters of endorsement and the embarrassment that that can cause. The warning against "To Whom It May Concern" references is part of that whole package.

In contrast to the recommendations in the report with respect to providing references internally, these are guidelines, not rules. Failure to observe them is not intended to give rise in and of itself to an infringement of the <u>Code of Conduct for Members of Council</u>. On their own terms, the guidelines allow for exceptions "where the circumstances clearly indicate".

Conclusions:

On balance, I see considerable merit in the various components of the package of guidelines and the overall integrity of that package. Despite Councillor Watson's reservations, I would urge Council to adopt the entire package and not remove the restriction on "To Whom It May Concern" references.

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CITY OF TORONTO CONFLICT OF INTEREST STANDARDS FOR MEMBERS OF COUNCIL AND EMPLOYEES IN RELATION TO ADMINISTRATION OF THE PROVINCIAL OFFENCES COURTS

(Adopted by Toronto City Council, April 14, 15 & 16, 2000)

Purpose:

The administration of the Provincial Offences Courts by the City of Toronto pursuant to the Transfer Agreement under Part X of the Provincial Offences Act (hereinafter referred to as the Transfer Agreement) must be conducted such that the integrity of the administration of justice is upheld and public confidence in the justice system is ensured and maintained.

These Conflict of Interest Standards are for Members of Council and employees of the municipality and other persons who are involved in performing duties under the Transfer Agreement. They are intended to provide clarity and positive direction in the proper conduct of those identified persons for matters relating to the administration and prosecution functions of the Provincial Offences Courts in the City of Toronto. The Standards are supplemental to and consistent with the Code of Conduct for Members of Council and any other codes of conduct for employees of the City of Toronto. In turn, the policies of the City of Toronto are consistent with all statutes governing the conduct of members of Council, such as the Municipal Conflict of Interest Act, the Municipal Act and the Criminal Code of Canada.

1.0 Principles

The Conflict of Interest Standards are informed by the following key principles:

- (i) The fundamental tenets of procedural fairness and natural justice shall be affirmed and upheld;
- (ii) Judicial and prosecutorial independence shall be preserved;
- (iii) The justice process is to operate independently and free of political intervention;
- (iv) Prosecutions are to be conducted separate from policing functions and with fairness and impartiality, competence and integrity; and
- (v) Accessibility and a fair and timely process shall be assured.

2.0 Definitions

"Senior Court Administrator" means a person who, in the execution of his or her office or employment, is engaged in the administration of court functions, including the performance or supervision of the functions of the clerk of the court, clerk monitor, trial co-ordinator, office administrative functions, and other employees or persons, other than prosecutors, who are involved in performing duties under the Transfer Agreement.



"Prosecutor" means a person acting on behalf of the municipality pursuant to the Transfer Agreement in prosecuting proceedings before the courts under the Provincial Offences Act or the Contraventions Act (Canada).

3.0 General Guidelines

- 3.1 Members of Council and staff and agents of the municipality who are involved in performing duties under the Transfer Agreement shall act in a manner that is consistent with the key principles and that upholds the integrity of the administration of justice.
- 3.2 No employee or other person who is involved in performing duties under the Transfer Agreement may engage in any action or activity that will conflict with the proper performance of his or her responsibilities and duties under the Transfer Agreement.

Operational illustrations of actions or activities that will conflict with the performance of duties under the Transfer Agreement include but are not limited to the following:

- (i) Giving preferential treatment to relatives, friends or organizations in which the employee or his or her family or friends have a financial interest;
- (ii) Deriving or conveying to relatives, friends or organizations, any benefit from confidential information; and
- (iii) Demanding, accepting, offering or agreeing to accept a fee, gift or benefit, personally or through family or friends, for their benefit or for the benefit of the employee or agent, which fee, gift or benefit is in any way connected with the performance of the duties of the employee or other person under the Transfer Agreement.
- 3.3 No person shall attempt to influence or interfere, financially, politically or otherwise, with employees or other persons performing duties under the Transfer Agreement.
- 3.4 The Municipal Freedom of Information and Protection of Privacy Act governs all information and records held by the City of Toronto. Employees and other persons who are involved in performing duties under the Transfer Agreement are expected to ensure that information is handled in compliance with this Act.

4.0 Prosecution Guidelines

Prosecutors shall adhere to the following guidelines:

- 4.1 A prosecutor shall not also be employed as an enforcement officer;
- 4.2 A prosecutor shall not hold or have held a municipal political office within the preceding twelve (12) months;
- 4.3 A prosecutor shall not, personally or through any person with whom they are associated in the practice or business of law, act or be involved in any way as counsel or solicitor for another



person in respect of any offence charged against the person under the laws in force in Ontario, except where the Local Side Agreement provides otherwise.

4.4 A prosecutor shall not place him or herself, or permit him or herself to be placed, in a position where the integrity of the administration of justice could be compromised.

Operational illustrations where a prosecutor may place him or herself in a position where the integrity of the administration of justice may be compromised include but are not limited to the following:

- (i) Attempting to influence the decisions or actions of a court or any of its officials by any means except open persuasion as a prosecutor;
- (ii) Giving preferential treatment to relatives, friends or organizations in which the employee or his or her family or friends have a financial interest;
- (iii) Deriving or conveying to relatives, friends or organizations, any benefit from confidential information;
- (iv) Demanding, accepting, offering or agreeing to accept a fee, gift or benefit, personally or through family or friends, for their benefit or for the benefit of the employee or agent, which fee, gift or benefit is in any way connected with the performance of the duties of the employee or other person under the Transfer Agreement; or
- (v) Appearing before a judicial officer with whom the prosecutor has business or personal relationships, such that the impartiality of that judicial officer may reasonably seen to be affected.

These examples are not exhaustive, and where a prosecutor has a concern that he or she may be placed in a position where the integrity of the administration of justice could be compromised, that prosecutor should immediately consult with the City Solicitor or other lawyer designated for that purpose.

5.0 Obligation to Report

5.1 An employee or other person performing duties under the Transfer Agreement shall immediately report any attempt at improper influence or interference, financial, political, or otherwise to the City of Toronto and to the local Crown Attorney.

A municipal prosecutor shall report any such attempt to the City Solicitor or other lawyer designated for that purpose. All other employees or persons performing duties under the Transfer Agreement shall report any such attempt to the Senior Court Administrator.

No action shall be taken against an employee or person for making any such report in the honest belief that there has been an attempt at improper influence or interference.

5.2 A prosecutor shall disclose any actual or apparent conflict as soon as possible to the City of Toronto. Disclosure shall be to the City Solicitor or other lawyer designated for that purpose.



Generally, a conflict occurs when a prosecutor acts in a matter where that prosecutor's objectivity is impaired to the extent that the prosecutor would be unable to properly, competently and impartially carry out his or her duties under the Transfer Agreement. Operational illustrations of conflicts include but are not limited to the following:

- (i) Acting against a former client;
- (ii) Acting when the prosecutor, or a relative, partner, employer, employee, business associate or friend of the prosecutor has a direct or indirect interest in the proceeding which would reasonably affect the prosecutor's professional judgement; or
- (iii) Prosecuting a matter where a related person is acting for the defendant.

These examples are not exhaustive, and where a prosecutor has a concern that an actual or apparent conflict exists, that prosecutor shall immediately seek advice from the City Solicitor or other lawyer designated for that purpose.

5.3 Where a prosecutor is charged with an offence under the Criminal Code of Canada or any other federal statute or regulation that is dealt with under the Criminal Code of Canada, such charge shall be immediately disclosed by the prosecutor to the City Solicitor or another lawyer designated for that purpose; and

Where a prosecutor is charged with an offence under other federal statutes or regulations or provincial statutes or regulations, and where continuing to perform his or her duties may erode public confidence in the administration of justice, the charge shall be disclosed to the City Solicitor or another lawyer designated for that purpose.

It is strongly recommended that a prosecutor who is charged with an offence under any federal statute or regulation or provincial statute or regulation consult with the City Solicitor or other lawyer designated for that purpose to determine if continuing to perform his or her duties may result in any erosion of public confidence in the administration of justice.

The City Solicitor, or other lawyer to whom the prosecutor reports, shall determine if any actual or perceived conflict exists and, if so, shall take the following action. After consideration, a response will be provided to the prosecutor in writing. If it is decided that no conflict exists, or that the conflict is of such minor nature that there will be no erosion of public confidence in the administration of justice if it is tolerated, then the prosecutor will be advised that he or she may continue to perform his or her duties under the Transfer Agreement in relation to that matter. If it is decided that a conflict of interest exists, the procedure to be followed will be specified in a written response.

Where an employee or other person performing duties under the Transfer Agreement and being other than a municipal prosecutor has been charged with an offence created under a federal statute or regulation or a provincial statute or regulation, and where continuing to perform his or her duties may erode public confidence in the administration of justice, the charge shall be disclosed to the Senior Court Administrator.

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It is strongly recommended that an employee who is charged with an offence under any federal statute or regulation or provincial statute or regulation consult with the Senior Court Administrator to determine if continuing to perform his or her duties may result in any erosion of public confidence in the administration of justice.

The Senior Court Administrator shall determine, in consultation with the City Solicitor, if any actual or perceived conflict exists and, if so, shall take the following action. After consideration, a response will be provided to the employee or other person performing duties under the Transfer Agreement in writing. If it is decided that no conflict exists, or that the conflict is of such minor nature that there will be no erosion of public confidence in the administration of justice if it is tolerated, then the employee or other person performing duties under the Transfer Agreement will be advised that he or she may continue to perform his or her duties under the Transfer Agreement in relation to that matter. If it is decided that a conflict of interest exists, the procedure to be followed will be specified in a written response.

5.5 Any decision reached by the Senior Court Administrator or the City Solicitor or other designated lawyer and arising from an obligation to report under this section may be appealed to the Chief Administrative Officer.

6.0 Oath of Office

- All employees and other persons performing duties under the Transfer Agreement and involved with the administration of the Provincial Offences Courts in the City of Toronto shall swear or affirm the oath as set out in schedule A of these Standards.
- All municipal prosecutors engaging in prosecutions under the Transfer Agreement shall swear or affirm the oath as set out in schedule B of these Standards.

7.0 Implementation

- 7.1 Members of Council of the City of Toronto shall be provided with a copy of these Standards immediately after taking office and shall be advised that they pertain specifically to the duties of the City of Toronto in administering the Provincial Offences Act. They shall also be advised that these Standards are in addition to their other responsibilities as elected officials contained in the approved Code of Conduct for Members of Council.
- 7.2 These Standards shall be provided to all current and new municipal officials, prosecutors, and employees performing duties under the Transfer Agreement and shall form part of their orientation or training in relation to those duties.
- 7.3 These Standards shall also be provided to all persons contracting with the City of Toronto to perform services in connection with the administration of justice.



8.0 Breach

- As a result of a breach of these Standards by a Member of Council, or by an employee or other person performing duties under the Transfer Agreement, the City of Toronto may be in breach of the Memorandum of Understanding with Her Majesty the Queen in Right of Ontario as represented by the Attorney General.
- 8.2 Although these are Standards, actions that are contrary to the Standards may also by their nature give rise to charges under the Criminal Code of Canada or provincial statute or to other disciplinary action.

Schedules

Schedule A

All employees and persons performing duties under the Transfer Agreement, except municipal prosecutors, shall swear or affirm the following oath:

I swear (or affirm) that I will faithfully discharge my duties, and will observe and comply with the laws of Canada and Ontario, and except as I may be legally authorized or required, I will not disclose or give to any person any information or document that comes to my knowledge or possession by reason of my employment, so help me God (omit last four words in an affirmation).

Schedule B

All municipal prosecutors engaged in prosecutions under the Transfer Agreement shall swear or affirm the following oath:

I swear (or affirm) that I will truly and faithfully, according to the best of my skill and ability, execute the duties, powers and trusts of a prosecutor, as an officer of the Court, without favour or affection to any party, so help me God (omit last four words in an affirmation).

I also swear (or affirm) that I will faithfully discharge my duties as a prosecutor, and will comply with the laws of Canada and Ontario, and except as I may be legally authorized or required, I will not disclose or give to any person any information or document that comes to my knowledge or possession by reason of my being a prosecutor, so help me God (omit last four words in an affirmation).)