

1. Policy Statement

Successful relationships involve mutual understanding of roles and responsibilities, two-way communication, and clarity in reporting relationships. These principles can be achieved when high standards of conduct form the basis of all Council and Staff interactions.

The Municipality of Trent Lakes will promote a respectful, tolerant and harassment-free relationship and workplace between Members and Staff, guided by the Code of Conduct for Members of Council and Local Boards, the Procedure By-law, the Delegation of Powers and Duties By-law, the Employee Code of Conduct, and the Respect in the Workplace Policy, as well as other relevant policies, regulation and statutes.

2. Purpose

This policy has been prepared in accordance with Section 270 of the Municipal Act which requires Council to adopt and maintain a policy with respect to the relationship between Members of council and the officers and employees of the municipality.

The purpose of the policy is to ensure that the relationship between Council and Staff is co-operative and supportive and that Council and Staff share a common understanding of their respective roles and responsibilities.

This policy is not intended to restrict Members from seeking information or communicating with Staff, which is necessary for the discharge of normal Council duties.

3. Definitions

Council means the Council of the Corporation of the Municipality of Trent Lakes.

Member means a Member of Council.

Municipality means the Corporation of the Municipality of Trent Lakes.

Staff means the officers and employees of the Municipality of Trent Lakes.

4. Scope

This policy applies to all Members and Staff.

5. Policy

5.1. Clarifying Roles

Role clarification is fundamental to the success of the working relationship between Members and Staff. Both Members and Staff shall endeavor to enhance public education and understanding of the political and legislative process.

5.1.1. Role of Members and Staff

It is the role of all Members and Staff to:

- Demonstrate commitment to communication and consultation among ourselves and with members of the public and our community partners;
- Demonstrate leadership, relying on our knowledge and sound judgment, in the provision of information within our collective and individual areas of expertise; and
- Maintain confidentiality and, where appropriate, ensure that all confidential matters are discussed or communicated in the proper forum.

5.1.2. Role of Members

It is the role of all Members to:

- Conduct themselves in an ethical, respectful and professional manner at all times;
- Act in a manner consistent with the effective and responsible governing of the Municipality in a transparent and accountable manner;
- Set and clearly articulate strategic goals and objectives for the Municipality based on consultation with Staff and, where applicable, members of the broader community;
- Render decisions regarding matters of service level delivery and corporate policy based on consultation with Staff and, where applicable, members of the broader community;
- Respond to concerns from the public and, where appropriate, refer the concerns to Staff for action;
- Only give direction to Staff through resolution by Council as a whole;
- Be aware they have no greater access to records or information held by the Municipality than any member of the public and that they cannot access records

for information otherwise protected from disclosure by the Municipal Freedom of Information and Protection of Privacy Act, except records provided to Members necessary to carry out their duties;

- Recognize that certain Staff are statutory officers (e.g. Clerk, Chief Building Official, Fire Chief, Treasurer, etc.) and have specific statutory authorities, duties, powers and responsibilities that cannot be interfered with or deviated from;
- Be open to discussion with and to seek clarification from Staff as required while using Staff time effectively; and
- Be respectful of the role of Staff pertaining to their administration or management of the day-to-day operations of the Municipality.

5.1.3. Role of Staff

It is the role of all Staff to:

- Conduct themselves in an ethical, respectful and professional manner at all times;
- Provide timely, well researched, accurate reports to Council and Committees of Council based on professional expertise and judgement to assist in the decision-making process;
- Effectively implement, impartially, all decisions and directions received from Council in a timely and professional manner;
- Manage and identify effective means for achieving corporate goals and objectives as set by Council;
- Refrain from speaking publicly on any decision or direction from Council, including publicly criticizing any decision or direction;
- Develop and implement operational policies and procedures to ensure the effective, efficient, transparent and accountable management and operation of the Municipality;
- Ensure that Members are kept up-to-date and informed;
- Be open to discussion and seek clarification as required; and
- Refrain from engaging in, or assuming, a political role within the discharging of

their assigned duties.

5.2. Working Relationship

Members and Staff commit to the following to achieve a highly effective working relationship.

Where appropriate, or deemed necessary, Members shall:

- Request Staff input and advice prior to making important policy decisions and clearly convey feedback to Staff;
- Discuss issues with appropriate Staff and, whenever possible, advise Staff of questions prior to meeting of Council or Committees of Council;
- Request advice from the Clerk, and where applicable the municipal solicitor, regarding the appropriateness of wording for proposed motions, amendments and formal directions to Staff in accordance with the Municipality's Procedure By-law; and
- Prior to providing information to constituents regarding operational or corporate policy matters, confirm the details with the appropriate Staff.

Staff shall:

- Ensure that Members are apprised of issues that may directly, or indirectly impact their constituents and/or their decision-making process;
- Present balanced and consistent input and advice to Members;
- Notify Members of legislative changes, including the identification of direct or indirect impacts on existing budgets, policies and procedures;
- Notify Members of changes to municipal policies that may directly or indirectly impact the delivery of municipal services or change regulatory requirements; and
- Through the Chief Administrative Officer or senior management, as appropriate, convey feedback to Members of existing policies or other workload demands and related issues.

5.3. Guiding Principles

- Members and Staff shall treat each other in a respectful, professional and courteous manner at all times while understanding and respecting each other's roles, including respect for the private lives of each.

- Members and Staff shall demonstrate integrity and community and corporate leadership at all times in the discharging of their respective duties and shall work together to further the common goal of serving the public good and enhancing public confidence in local government.
- The provision of advice and guidance by Staff and the rendering of decision by Council should be based on complete, balanced, consistent and accurate information for the betterment of the community as a whole.
- The Chief Administrative Officer or their designate is responsible for the overall administration and management of Municipal operations and the performance and, where required, the discipline of all Staff.
- All inquiries, written and verbal, from Members concerning municipal operational or administrative matters should be directed either to the Chief Administrative Officer or the appropriate senior staff, as deemed appropriate.
- Staff and Members shall not be targets of derogatory behavior or conduct towards each other.
- Members shall not permit Staff to be subjected to derogatory behavior of conduct by members of the public or individuals conducting business with the Municipality.
- Members and Staff shall recognize that positive internal relations are central to the collective ability to provide good governance and instill a high level of public confidence in the administration of the Municipality.
- Members and Staff shall at all times comply with any policies relating to Staff or Council that Council may implement from time to time.

6. Contraventions

When a contravention of this policy is suspected or alleged, a complaint should be submitted in writing in a timely manner:

- In the case of Staff, to the Staff's supervisor or the Chief Administrative Officer.
- In the case of the Chief Administrative Officer, to the Clerk.
- In the case of Members of Council, to the Integrity Commissioner.

Should a complaint or concern be received, upon the receipt of the consent of the affected parties, the Chief Administrative Officer may first facilitate an informal resolution to the matter

or conduct that are the subject of the complaint between the parties. Should a complaint or concern be received regarding the Chief Administrative Officer, upon the receipt of the consent of the affected parties, the Clerk, in consultation with Human Resources, may first facilitate an informal resolution to the matter or conduct that are the subject of the complaint between the parties.

Should the matter not be resolved through an informal complaint process, the matter shall be referred to a formal complaint process.

7. Review Cycle

This policy will be reviewed every term of Council.

8. Repeals

This Policy repeals a previous version, and all revisions.

This Policy was previously referred to as AD-63.

9. Related Information

Revisions to this document may impact the following policies, procedures, and/or by-laws.

#	Document Title
N/A	No related documents were identified at the time the policy was passed

10. Policy Revisions

Version	Date Approved	Council Resolution
1	August 9, 2022	B2022-087