

# Corporation of the Township of Chisholm

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Gail Degagne, Mayor  
Jennistine Leblond, CAO Clerk-Treasurer

## AGENDA

### GENERAL GOVERNMENT COMMITTEE MEETING

Wednesday, June 19, 2024–7pm

#### CALL TO ORDER & ACKNOWLEDGE FIRST NATIONS PEOPLES AND LAND

*“We respectfully acknowledge that we are on the traditional territory of the Anishinaabe Peoples, in the Robinson-Huron and Williams Treaties areas. We wish to acknowledge the long history of First Nations and Metis Peoples in Ontario and show respect to the neighbouring Indigenous communities. We offer our gratitude for their care for, and teachings about, our earth and our relations. May we continue to honor these teachings.”*

#### DECLARATION OF PECUNIARY INTEREST

#### APPROVAL OF AGENDA

APPROVAL OF MINUTES – April 17, 2024

#### OPEN FORUM

#### BUSINESS ARISING FROM PREVIOUS MINUTES

1. Regulate and License Festivals
2. Review By-Law – Roadway Service Standards
3. Trailer licence by-law
4. Establish Speed Limit Guidelines (Encl.)
5. David King Recommendation – Code of Conduct Review (Encl.)
6. Media Relations Policy (Encl.)

#### NEW BUSINESS

7. Review External Complaint Policy (Encl.)
8. Procedure By-law review section 10.3 (Encl.)

#### ADJOURNMENT

**TOWNSHIP OF CHISHOLM**  
**GENERAL GOVERNMENT COMMITTEE MEETING**

**DATE:** April 17, 2024  
**TIME:** 7pm  
**LOCATION:** Council Chambers

**PRESENT:**  
Mayor Gail Degagne  
Councillor Bernadette Kerr  
Councillor Paul Sharp  
Councillor Claire Riley  
Councillor Nunzio Scarfone  
CAO Clerk-Treasurer Jenny Leblond

**REGRETS:**

**GUESTS:**

**1. CALL TO ORDER**

Chairperson Gail Degagne called the meeting to order at 7:03 pm. The land acknowledgement was read by Mayor Degagne.

**2. DECLARATION OF PECUNIARY INTEREST – None noted.**

**3. APPROVAL OF AGENDA**

**Resolution 2024-01 (GGC)**

Paul Sharp and Claire Riley: Be it resolved that the *Agenda* for this meeting be approved as amended. **‘Carried’**

**4. APPROVAL OF MINUTES**

**Resolution 2024-02 (GGC)**

Bernadette Kerr and Nunzio Scarfone: Be it resolved that the Minutes of the November 15th, 2023 General Government Committee meeting be adopted as printed and circulated.

5. **OPEN FORUM**

6. **BUSINESS ARISING FROM MINUTES**

1. Regulate and License Festivals – No discussion
2. Review By-Law – Roadway Service Standards – No discussion
3. Licence trailers by-law - No discussion
4. Communications Policy

**Resolution 2024-03(GGC)**

Bernadette Kerr and Paul Sharp: Be it resolved that General Government Committee recommend to Council to approve the Communications Policy as amended.

**‘Carried’**

Committee asked to Review External Complaint Policy. CAO will bring to future meeting.

7. **NEW BUSINESS**

Review Speed Limit By-law

**Resolution 2024-04(GGC)**

Paul Sharp and Claire Riley: Be it resolved that General Government Committee direct CAO to make changes to the draft Guidelines for Establishing Municipal Speed Limits.

**‘Carried’**

Committee discussed an example of a Code of Conduct. CAO will bring a draft to committee.

CAO informed Committee that the website would be updated to be clearer on how to make a complaint to the Integrity Commissioner.

Committee discussed a media policy example. CAO will look at further in conjunction with existing Social Media Policies.

Service Contract

**Resolution 2024-05(GGC)**

Nunzio Scarfone and Bernadette Kerr: Be it resolved that General Government Committee recommend to Council to approve the Service Contract for helping neighbouring municipalities and local road associations with equipment needs for road maintenance.

**‘Defeated’**

**Resolution 2024-06(GGC)**

Bernadette Kerr and Claire Riley: Be it resolved that General Government Committee direct CAO to amend draft service contract and seek legal advice and further bring new draft to Council directly.

**‘Carried’**

Tree Canopy and Natural Vegetation

**Resolution 2024-07GGC)**

Nunzio Scarfone and Paul Sharp: Be it resolved that General Government Committee recommend to Council to approve the Tree Canopy and Natural Vegetation Policy as mandated by the Municipal Act as amended.

**‘Carried’**

**8. ADJOURNMENT**

**Resolution 2024-08 (GGC)**

Claire Riley and Bernadette Kerr: Be it resolved that we do now adjourn to meet again at the call of the Chair.

**‘Carried’**

\_\_\_\_\_  
Chairperson

\_\_\_\_\_  
CAO Clerk-Treasurer

Policy:	<b>GUIDELINES FOR ESTABLISHING MUNICIPAL SPEED LIMITS</b>	Policy No.
Section:	Council Policies	Effective:
Approved by:	Resolution No.	Revised:
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## 1.0 PURPOSE

The purpose of the Guidelines for Establishing Municipal Speed Limits Policy is to provide a framework to standardize posted speed limits and guide Council for making decisions on establishing safe and appropriate speed limits within the township.

## 2.0 SCOPE

This policy applies to Council and will be used to determine speed limits within the township.

## 3.0 CONTENT

### 3.1 Introduction

The Township of Chisholm is a vibrant and healthy rural community with steady growth. It is a community where residents and the township work together to promote health and well-being for all. Determining safe and appropriate speed limits aligns with our guiding principle of being transparent, where transparency is defined as having open government decision making and operations, and essential in order to have positive and effective relations with our stakeholders.

To establish speed limits in our township, the methodology from the "Canadian Guidelines for Establishing Posted Speed Limits" published by the Transportation Association of Canada (TAC), has been incorporated into the township's Guidelines. There is also consideration given to the Engineering Approach from the Institute of Transportation Engineers.

### 3.2 Background

Section 128 of the Highway Traffic Act allows for a maximum speed limit of 80 km/hr in our rural area. The Township of Chisholm standardized the speed limit to be 60 km/hr for the entire township with By-Law 2021-25 and will only consider reducing speeds within designated areas based on meeting established criteria.

### 3.3 Establishing Criteria

The following criteria will be considered in deciding to reduce speed limits.

- Risk Assessment of geographical area – number of curves, hills, bridges, one lane bridges, steep drop offs, etc. within 1 km range.
- Length of speed zone and current speed limits abutting the requested change area – Frequent speed zone changes can result in driver confusion and loss of respect for the posted speed.

Policy:	<b>GUIDELINES FOR ESTABLISHING MUNICIPAL SPEED LIMITS</b>	Policy No.
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- Probability of speed limit enforcement – The township has not historically had success with being able to enforce the lower speed limits.
- Annual Average Daily Traffic Count (AADTC) – There is a direct correlation between speed limits and AADTC in the classification of roads and being able to meet the minimum maintenance standard for each of the classes.
- Speed Limit based on the 85<sup>th</sup> percentile speed – This is the speed that most drivers are comfortable driving. If the 85<sup>th</sup> percentile speed is within 10 km/hr of the posted speed limit, it is considered appropriate.
- Width of Road – some of the township roads are wider than others, none of the roads have full shoulders. Traffic tends to drive faster on wider roads.
- 40 km/hr be the lowest posted speed – As per TAC guidelines, 40 km/hr is the lowest recommended posted speed.

**3.4 Procedure**

When staff receive a request to change speed limits a preliminary report to see if request fits the guidelines of the policy will go to Council within 4 weeks of receiving the request.

If Council wishes to look into the request further, staff will collect the information using the established criteria.

Traffic data will be collected for at least 5 days to a maximum of 14 days.

Staff will prepare a more detailed report for Council for consideration. This report will be to Council within 12 weeks of the initial request.

**4.0 CONNECTIONS TO OTHER POLICIES AND BY-LAWS**

Township of Chisholm Speed Limit By-Law

**5.0 REVIEW**

This will be reviewed once per term of Council or as requested by the CAO or Council.

# Township of Chisholm Council Code of Conduct

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## 1. AUTHORITY

The Corporation of the Township of Chisholm has established this Council Code of Conduct in accordance with Part V.1 - Accountability and Transparency of the Municipal Act, 2001, S.O. 2001, c.25.

## 2. PREAMBLE

It is the goal of the Corporation of the Township of Chisholm to improve the quality of public administration and governance by encouraging high standards of conduct on the part of all government officials. In particular, the public is entitled to expect the highest standards of conduct from the members that it elects to local government. In turn, adherence to these standards will protect and maintain the Corporation of the Township of Chisholm' reputation and integrity.

Subsection 223.2 of the Municipal Act, 2001 requires the Municipality to establish a code of conduct for members of Council. It is intended to supplement and be compatible with the laws governing the conduct of members.

The key statements of principle that underlie the Corporation of the Township of Chisholm Code of Conduct are as follows:

- Members of Council shall serve and be seen to serve their constituents in a conscientious and diligent manner.
- Members of Council should be committed to performing their functions with integrity and to avoiding the improper use of the influence of their office, and conflicts of interest, both apparent and real.
- Members of Council are expected to perform their duties in office and arrange their private affairs in a manner that promotes public confidence and will bear close public scrutiny; and
- Members of Council shall seek to serve the public interest by upholding both the letter and the spirit of the laws of the Federal Parliament and Ontario Legislature, and the laws and policies adopted by Council.

## 3. DEFINITIONS

In the Code of Conduct, the terms "child", "parent" and "spouse" have the same meanings as in the Municipal Conflict of Interest Act:



“child” means a child born within or outside marriage and includes an adopted child and a person whom a parent has demonstrated a settled intention to treat as a child of his or her family;

“parent” means a person who has demonstrated a settled intention to treat a child as a member of his or her family whether or not that person is the natural parent of the child; and

“spouse” means a person to whom the person is married or with whom the person is living in a conjugal relationship outside marriage.

#### **4. STATUTORY PROVISIONS**

This Code of Conduct operates along with and as a supplement to the existing statutes governing the conduct of members. The following provincial legislation governs the conduct of members of Council:

- the Municipal Act, 2001;
- the Municipal Conflict of Interest Act;
- the Municipal Elections Act, 1996; and
- the Municipal Freedom of Information and Protection of Privacy Act.

The Criminal Code of Canada also governs the conduct of members of Council.

#### **5. REGULATING CONDUCT APPLICATION**

This Code of Conduct applies to the Mayor and all members of Council.

#### **6. GIFTS AND BENEFITS**

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 below.

For these purposes, a fee or advance paid to or a gift or benefit provided with the member's knowledge to a member's spouse, child, or parent, or to a member's staff that is connected directly or indirectly to the performance of the member's duties is deemed to be a gift to that member.

**The following are recognized as exceptions:**

- (a) compensation authorized by law;

- (b) gifts or benefits that normally accompany the responsibilities of office and are received as an incident of protocol or social obligation;
- (c) a political contribution otherwise reported by law, in the case of members running for office;
- (d) services provided without compensation by persons volunteering their time;
- (e) a suitable memento of a function honouring the member;
- (f) food, lodging, transportation and entertainment provided by provincial, 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;
- (g) food and beverages consumed at banquets, receptions or similar events, if:
  - attendance serves a legitimate business purpose;
  - the person extending the invitation, or a representative of the organization is in attendance; and
  - the value is reasonable and the invitations infrequent;

In the case of categories (b), (e), (f) and (g) if the value of the gift or benefit exceeds \$100.00, or if the total value received from any one source during the course of a calendar year exceeds \$100.00, 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 disclosure statement must indicate:

1. the nature of the gift or benefit;
2. the source and date of receipt of the gift or benefit;
3. the circumstances under which the gift or benefit was given or received;
4. the estimated value of the gift or benefit;
5. what the recipient intends to do with any gift; and
6. whether any gift will at any point be turned over to the municipality.

Any disclosure statement will be a matter of public record.

On receiving a disclosure statement, the Integrity Commissioner shall examine it to ascertain whether the receipt of the gift or benefit might, in her or his opinion, create a conflict between a private interest and the public duty of the member. If the Integrity Commissioner makes that preliminary determination, he or she shall call upon the member to justify receipt of the gift or benefit.

Should the Integrity Commissioner determine that receipt was inappropriate, he or she may direct the member to return the gift, reimburse the donor for the value of any gift or

benefit already consumed, or forfeit the gift or remit the value of any gift or benefit already consumed to the Municipality.

Except in the case of categories (a), (c), and (f), a member may not accept a gift or benefit worth in excess of \$300.00 or gifts and benefits from one source during a calendar year worth in excess of \$300.

## **7. CONFIDENTIAL INFORMATION**

Confidential information includes information in the possession of or received in confidence by the Township of Chisholm that the Township of Chisholm is either prohibited from disclosing, or is required to refuse to disclose, under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) or other legislation.

Generally, MFIPPA restricts or prohibits disclosure of information received in confidence from third parties of a corporate, commercial, scientific or technical nature, information that is personal, and information that is subject to solicitor-client privilege.

The Municipal Act, 2001 allows information that concerns personnel, labour relations, litigation, property acquisitions, the security of the property of the Municipality or a local board, and matters authorized in other legislation, to remain confidential. For the purposes of the Code of Conduct, "confidential information" also includes this type of information.

No member shall disclose or release by any means to any member of the public, any confidential information acquired by virtue of their office, in either oral or written form, except when required by law or authorized by Council to do so. Nor shall members use confidential information for personal or private gain, or for the gain of relatives or any person or corporation.

In accordance with Procedural By-law No. 2023-16, a matter that has been discussed at an in-camera (closed) meeting remains confidential. No member of Council shall disclose the content of such matter, or the substance of deliberations, of the in-camera meeting until the Council or committee discusses the information at a meeting that is open to the public or releases the information to the public.

The following are examples of information that a member of Council must keep confidential:

- items under litigation, negotiation, or personnel matters;
- information that infringes on the rights of others (e.g., sources of complaints where the identity of a complainant is given in confidence);
- price schedules in contract tender or Request for Proposal submissions if so specified;
- information deemed to be "personal information" under MFIPPA; and

- statistical data required by law not to be released (e.g. certain census or assessment data).

Members of Council should not access or attempt to gain access to confidential information in the custody of the Municipality unless it is necessary for the performance of their duties and not prohibited by Council policy.

## **8. USE OF MUNICIPAL PROPERTY, SERVICES AND OTHER RESOURCES**

No member of Council should use, or permit the use of municipal land, facilities, equipment, supplies, services, staff or other resources (for example, municipal-owned materials, websites) for activities other than the business of the Corporation. Nor should any member obtain personal financial gain from the use or sale of municipal-developed intellectual property (for example, inventions, creative writings and drawings), computer programs, technical innovations, or other items capable of being patented, since all such property remains exclusively that of the Municipality.

## **9. ELECTION CAMPAIGN WORK**

Members are required to follow the provisions of the Municipal Elections Act, 1996. No member shall use the facilities, equipment, supplies, services or other resources of the Municipality (including newsletters and websites linked through the municipal website) for any election campaign or campaign-related activities. No member shall undertake campaign-related activities on municipal property during regular working hours unless permitted by policy (e.g. all candidates meetings). No member shall use the services of persons for election-related purposes during hours in which those persons receive any compensation from the Municipality.

## **10. IMPROPER USE OF INFLUENCE**

No member of Council shall use the influence of her or his office for any purpose other than for the exercise of her or his official duties.

Examples of prohibited conduct are the use of one's status as a member of Council to improperly influence the decision of another person to the private advantage of oneself, or one's parents, children or spouse, staff members, friends, or associates, business or otherwise. Also prohibited is the prospect or promise of future advantage through a member's supposed influence within Council in return for actions or inaction.

For the purposes of this provision, "private advantage" **does not include** a matter:

- (a) that is of general application;
- (b) that affects a member of Council, his or her parents, children or spouse, staff

members, friends, or associates, business or otherwise as one of a broad class of persons; or

(c) that concerns the remuneration or benefits of a member of Council.

## **11. BUSINESS RELATIONS**

No member shall act as a paid agent before Council, its committees, or an agency, board or commission of the Municipality except in compliance with the terms of the Municipal Conflict of Interest Act.

A member shall not refer a third party to a person, partnership, or corporation in exchange for payment or other personal benefit.

## **12. CONDUCT REGARDING CURRENT & PROSPECTIVE EMPLOYMENT**

No member shall allow the prospect of his or her future employment by a person or entity to detrimentally affect the performance of his or her duties to the Municipality.

## **13. CONDUCT AT COUNCIL AND COMMITTEE MEETINGS**

Members shall conduct themselves with decorum at Council and committee meetings in accordance with the provisions of By-Law 2023-16 Being a by-law to govern the calling, place and proceedings of meetings of Council and its Committees, the conduct of its members and public notice of meetings.

## **14. CONDUCT RESPECTING STAFF**

Under the direction of the CAO, staff serve the Council as a whole, and the combined interests of all members as evidenced through the decisions of Council. Council members shall be respectful of the role of staff to provide advice based on political neutrality and objectivity and without undue influence from any individual member or a faction of Council.

Accordingly, no Council member shall maliciously or falsely injure the professional or ethical reputation, or the prospects or practice of staff, and all members shall show respect for the professional capacities of staff.

No Council member shall compel staff to engage in political activities or be subjected to threats or discrimination for refusing to engage in such activities. Nor shall any Council member use, or attempt to use, their authority or influence for the purpose of

intimidating, threatening, coercing, commanding, or influencing any staff member with the intent of interfering with that person's duties.

## **15. DISCREDITABLE CONDUCT**

All members of Council have a duty to treat members of the public, one another, and staff appropriately and without abuse, bullying or intimidation, and to ensure that their work environment is free from discrimination and harassment. The Ontario Human Rights Code applies as well as the Occupational Health and Safety Act.

## **16. FAILURE TO ADHERE TO COUNCIL POLICIES AND PROCEDURES**

Several of the provisions of this Council Code of Conduct incorporate policies and procedures adopted by Council. As a result, members of Council are required to observe the terms of all policies and procedures established by the Township of Chisholm.

## **17. REPRISALS AND OBSTRUCTION**

Members of Council should respect the integrity of the Council Code of Conduct and investigations conducted under it. Any reprisal or threat of reprisal against a complainant or anyone for providing relevant information to the Integrity Commissioner is prohibited. It is also a violation of the Council Code of Conduct to obstruct the Integrity Commissioner in the carrying out of her or his responsibilities, as, for example, by the destruction of documents or the erasing of electronic communications.

## **18. ACTING ON ADVICE OF INTEGRITY COMMISSIONER**

Any written advice given by the Integrity Commissioner to a member binds the Integrity Commissioner in any subsequent consideration of the conduct of the member in the same matter if all the relevant facts known to the member were disclosed to the Integrity Commissioner.

## **19. COMPLIANCE WITH THE COUNCIL CODE OF CONDUCT**

Members of Council are accountable to the public through the four-year election process. Between elections they may, for example, become disqualified and lose their seat if convicted of an offence under the Criminal Code of Canada or for failing to declare a conflict of personal interest under the Municipal Conflict of Interest Act.

In addition, subsection of the Municipal Act, 2001, authorizes Council to impose either of two penalties on a member of Council following a report by the Integrity Commissioner that, in her or his opinion, there has been a violation of the Code of Conduct:

1. A reprimand; or
2. Suspension of the remuneration paid to the member in respect of his or her services as a member of Council or a local board for a period of up to 90 days.

**Other Actions:**

The Integrity Commissioner may also recommend that Council or a local board take the following actions:

1. Removal from membership of a Committee or local board.
2. Removal as Chair of a Committee or local board.
3. Repayment or reimbursement of moneys received.
4. Return of property or reimbursement of its value.
5. A request for an apology to Council, the complainant, or both.

**20. REVIEW**

To proactively manage policy review, it is desirable to set a review date. Therefore, a review of this policy shall be performed in the year of a Municipal Election in order to maintain its accuracy and applicability. Should legislation that governs this Council Code of Conduct change prior to the year of a Municipal Election, the policy shall be reviewed and revised accordingly.

## Media Relations Policy – Township of Chisholm Draft

### 1.0 PURPOSE

The purpose of the Media Relations Policy is to ensure professionalism and consistency in how the municipality communicates and collaborates with the media to manage proactive and reactive media relations activities. This policy outlines who can interact with the media in an official capacity on behalf of the Municipality. The Chief Administrative Officer (CAO) and the Mayor lead official media relations activities on behalf of the municipality, but all Council members and departments have a role to play in building cooperative and mutually beneficial relationships between the Municipality and the media.

### 2.0 SCOPE

This policy applies to all forms of media communications between staff and members of Council with the media.

### 3.0 DEFINITIONS

#### **Media**

Media includes traditional news media (print, radio and television) and online channels such as websites and blogs that publish news, investigative reports, analysis, events and/or general information.

#### **Media Advisory**

A media advisory is used to invite reporters to cover an upcoming event such as a press conference, meeting, or open house. The goal of the media advisory is to make the event sound interesting and newsworthy so that the event receives media coverage.



## **Press Release**

A press release is used to communicate official municipal activities, decisions, projects, or services, or for use as official statements during Emergency Operations.

## **Spokesperson**

A spokesperson is a Township employee or Council member who is authorized to make official statements to the media on behalf of the corporation in accordance with Sections 4.3 and 4.4 of this Policy. Unless otherwise authorized, the Municipality's spokespeople are:

- Mayor
- Chief Administrative Officer
- Fire Chief

A spokesperson may be represented by a delegate as indicated in the Policy.

## **4.0 CONTENT**

### **4.1 Introduction**

Promoting effective communications and relations with the media aligns with our guiding principle of being transparent, where transparency is defined as having open government decision making and operations, and is essential in order to promote public awareness and understanding of initiatives, programs and services, issues facing the municipality, corporate policies and Council decisions.

### **4.2 Background**

The Municipality has never had a Media Relations Policy. This policy was developed by conducting a scan of various media relations policies being utilized in other municipalities. These plans were identified by availability on municipal websites.

The Township of Chisholm does have a Social Media Corporate Policy and a Social Media – Personal Use Policy.

### **4.3 Municipal Initiated Communications with Media**

#### **Media Advisories and Press Releases**

It shall be the policy of the Municipality that all official press releases and media advisories be released by the Chief Administrative Officer (CAO) except for Emergency Operations related releases which will be released in accordance with the Township of Chisholm Emergency Plan.

All press releases and media advisories shall be posted on the municipal website and Facebook page after releasing the information to the media.

#### **4.4 Media Initiated Communications with Municipality Requests for Information – Authorized Spokespersons**

Mayor - The Mayor is the official authorized spokesperson to speak with the media on behalf of Council and the Municipality. In the Mayor's absence, the Deputy Mayor or the Mayor's designate will assume the role of spokesperson.

CAO - The CAO is the official authorized spokesperson for the municipality to speak with the media on administrative, litigation, and human resource matters (non-Council-related). In the CAO's absence, the Mayor will assign a delegate.

Fire Chief - The Fire Chief is authorized to provide information to the media about public safety and/or specific fire-related incidents. Inquiries that are administrative in nature pertaining to the Fire Department shall be referred to the CAO. During a crisis or major emergency (i.e. flooding, tornado, mass casualty incident, etc.), the procedure for communicating with the media is highlighted in the *Township of Chisholm Emergency Plan*.

All other media enquiries must be referred to the CAO.

#### **Non-Spokespeople**

Employees - Employees who are not authorized spokespeople must refer media inquiries to the CAO. Municipal staff who are not designated spokespeople are not authorized to make statements to the media and/or in public discussion on behalf of the municipality.

Council Members - Council members have been elected to represent the residents of our community and are free to speak to the media on any subject matter but not in the capacity as authorized spokesperson (except for the Mayor). Council members have the right to express personal opinions on any issue but must make it clear that they are speaking for themselves and it is not an official Council position unless they are speaking of a decision made by Council.

## **Known or Potentially Contentious Issues**

All requests for information regarding known or potentially contentious issues must be immediately referred to the CAO.

## **Emergencies**

In the event of an emergency situation, the Mayor will act as the primary media contact in accordance with the *Township of Chisholm Emergency Plan*.

## **Personal Point of View**

All employees have the right to express personal points of view and, at times, their opinions may conflict with the Municipality's official position. Employees' opinions must not be expressed using Municipal letterhead, email accounts, social media accounts or online accounts.

If an employee expresses his or her personal opinion during a public discussion, he or she must identify himself or herself as a municipal employee, and state that his or her views do not represent the views of the Municipality, but rather, are the employee's personally held opinions.

During public discussions and media interviews, employees acting as authorized spokespeople are expected to convey the official position of the Township of Chisholm rather than personal points of view.

### **4.5 Inaccurate Media Coverage**

Inaccurate media coverage should be brought to the CAO's attention.

## **5.0 COMMUNICATION OF POLICY**

This policy will be communicated to Council and staff of the Township of Chisholm and will be made available to the public on the municipal website.

## **6.0 CONNECTIONS TO OTHER POLICIES AND BY-LAWS**

Township of Chisholm Emergency Plan

Social Media – Personal Use Policy

Social Media Corporate Policy

Municipal Freedom of Information and Protection of Privacy Act

## **7.0 REVIEW**

This Media Relations Policy will be reviewed once per term of Council or as requested by the CAO or Council.

Policy:	<b>EXTERNAL COMPLAINTS</b>	Policy No.	<b>3.09</b>
Section:	<b>EMPLOYEE RELATIONS</b>	Effective:	October 9, 2007
Approved by:	Resolution No. <b>2014-210</b>	Revised:	
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## 1 POLICY

- 1.01 It is the policy of the Township of Chisholm to administer a formal Customer Complaints Process to ensure that all customer complaints are recorded and dealt with in a consistent, efficient, effective and timely manner.

## 2 PURPOSE

- 2.01 The purpose of the policy and procedure is to provide a formalized procedure for recording and handling customer complaints; and to increase the level of customer satisfaction by dealing with all complaints in an expedient and effective manner.

## 3 PROCEDURE

- 3.01 All complaints (verbal or written) are to be directed to the appropriate Department Head.
- 3.02 In instances when the Department Head is not available, the staff member receiving a verbal complaint shall give the customer the name of the person who will be handling the complaint (i.e. the Department Head) and a time frame of when they can expect a response.
- 3.03 Every effort shall be made to contact the complainant within five (5) business days following receipt of the complaint.
- 3.04 A Complaint Register shall be maintained by the Department Head who shall record the name and address of the complainant, the time and date of the complaint, the nature of the complaint; and the resolve or a description of the remedial action taken, where applicable.
- 3.05 If the Department Head is unable to resolve the complaint, an explanation shall be provided to the complainant who shall be advised of his/her right to submit the matter for Council's consideration.
- 3.06 The Complaint Register shall be available for review by the Mayor and/or Councillors, upon request.
- 3.07 A summary of complaints received is provided to Council every month.

# Procedure Bylaw 2023-16<sub>7</sub>

## 10. REGULAR MEETINGS OF COUNCIL

- 10.1 The Council shall hold its regular meetings on the second and fourth Tuesday of each month commencing at 7:00 p.m. (except July, August and December).
- 10.2 During the months of July, August and December, Council shall hold one (1) meeting which will be held on the second Tuesday of the month, commencing at 7:00 p.m.
- 10.3 Meetings of the Council shall be held at the Township's Municipal Office at 2847 Chiswick Line, Township of Chisholm, Ontario, and/or electronically. If the Township's Municipal Office is not available, a meeting of Council may be held at another location within the township or in an adjacent municipality at the call of the Chair.
- 10.4 Council from time to time may call additional meetings pursuant to Public Notice By-law and the *Municipal Act*, as amended.
- 10.5 Where a regular meeting of the Council is to be held at a time or day other than as set out in Sections 10.1, 10.2, 10.3 above, the Clerk shall make his/her best efforts to provide as much Notice as is reasonable under the circumstances.

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## 11. SPECIAL MEETINGS OF COUNCIL

- 11.1 The Mayor may at any time call a special meeting.
- 11.2 Upon receipt of a petition of the majority of the members of council, the clerk shall call a special meeting for the purpose and at the time mentioned in the petition.
- 11.3 Notwithstanding Sections 11.1 and 11.2, the Clerk shall provide Notice prescribed in Section 22 of this by-law.
- 11.4 No business may be transacted at a special meeting of Council other than that specified in the Notice or Agenda, unless the matter is of a time-sensitive nature.

## 12. THE CALLING OF MEETINGS TO ORDER AND QUORUM

- 12.1 The Chair shall call the members to order as soon after the hour of meeting as there shall be a quorum present.
- 12.2 If a quorum for a regular/special Council meeting is not present within thirty (30) minutes of the time fixed for the commencement of the meeting, the Mayor or Deputy Mayor or designate shall indicate that no quorum is present and the meeting shall stand adjourned until the next meeting of Council called in accordance with the provisions of this by-law.
- 12.3 Where the number of members who are unable to participate in a meeting by reason of the provisions of the *Municipal Conflict of Interest Act*, R.S.O. 1990, such that, at that meeting the remaining members are insufficient to constitute quorum, the remaining members shall be deemed to constitute a quorum, provided such number is not less than two (2).
- 12.4 The Mayor, except where otherwise provided, shall preside at all meetings of the Council. In the absence of the Mayor, the Deputy Mayor shall chair the Council meeting. In the absence of the Mayor and the Deputy Mayor, and if a quorum is present, the Clerk shall call the members to order. An Acting Head of Council shall be chosen from the members, by