

# Corporate Policy and Procedure



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Policy:	Council-Staff Relations Policy
Category:	Corporate
Authority:	Human Resources
Related policies:	Code of Conduct for Members of Council and Local Boards; Employee Code of Conduct, Procedural By-law, Information Flow Protocol, Accountability and Transparency Policy, Harassment and Discrimination Policy, Violence in the Workplace Policy
Approved by:	Council
Effective date:	November 19, 2018
Revision date:	Not applicable

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## Policy Statement

The City of Guelph will promote a respectful, tolerant and harassment-free relationship and workplace between members of Council and the officers and employees of the Corporation, guided by the Code of Conduct for Members of Council and Local Boards, the Employee Code of the Conduct, the Violence in the Workplace Policy, the Harassment and Discrimination Policy, Information Flow Protocol and the Procedural By-law.

## Purpose

In keeping with the City of Guelph's Corporate Values, the purpose of this policy is to outline the roles and working relationship that exists between Council and staff.

This policy applies to all City of Guelph full-time, part-time, contract, casual and temporary employees and members of Council. This may include off-site job related functions and social events related to work and employment.

## Roles

Role clarification and sensitivity are fundamental to the success of the working relationship between Council and staff. Both Council and staff are expected to enhance public education about the political and legislative process by providing context and process information about decision making. Policy making and implementation move along a continuum, with different roles at different times. Both Council and City staff are required to have a solid understanding of the following:

### Roles of Council and Staff

- Demonstrate commitment to communication and consultation among ourselves and with the public;

- Show leadership, relying on our knowledge and judgment, and respond based upon our areas of expertise; and
- Maintain confidentiality and, when appropriate, address confidential matters in “closed session” at Committee and Council meetings.

### **Council Role**

- To govern and provide political direction;
- To ensure that management systems work properly, establishing vision, goals, determining needs and outcomes to be achieved, and empowering effective staff performance;
- To determine corporate policy and make decisions about issues following consultation with City staff and community residents;
- To respond to constituent concerns, to keep City staff informed, to be open to discussion, and to ask when clarification is needed; and
- Elected representatives do not have an administrative or managerial role in the day to day business of the organization.

### **City Staff Role**

- To provide timely reports to Council outlining factors that will assist in their decision making process, research policy issues as required, provide sufficient information based upon analysis and best professional expertise and judgment;
- To implement Council’s decisions;
- To manage and identify the means for achieving corporate goals and outcomes;
- To provide appropriate follow-up to Council inquiries, to keep members of Council up-to-date and informed, to be open to discussion, and to ask when clarification is needed; and
- City staff do not have a political role.

### **Relationship**

We commit to the following requirements (Corporate Values) of a highly effective working relationship together:

#### **Integrity**

To achieve this, we will be:

- Accountable
- Professional
- Honest
- Understanding

- Ownership of issues
- Transparent
- Committed
- Trustworthy
- Ethical

### **Excellence**

To achieve this, we will be:

- Innovative
- Strategic
- Efficient
- Fiscally responsible
- Responsive
- Adaptable
- Customer service focused
- Effective communicators
- Team focused
- Committed to public service

### **Wellness for People**

To achieve this, we will:

- Recognize each other's contributions
- Encourage development
- Seek life balance (health/well-being)
- Interact respectfully
- Commit to a safe environment
- Support each other
- Take pride in what we do
- Be enthusiastic

### **No surprises**

Open lines of communication are essential.

### **It is expected that Council members will**

- Request staff input prior to making important policy decisions and convey feedback to staff;
- Discuss issues with staff and advise staff of questions prior to Committee and Council meetings whenever possible;

- Request advice from the City Clerk about the appropriate wording of motions, amendments, and formal staff directions in accordance with the Procedural By-law; and
- Consult with staff prior to making commitments to constituents.

**It is expected that staff will**

- Ensure that Council is apprised of any issues that may impact their decision making process;
- Present a corporate and community perspective to Council;
- Notify Council of changes to legislation and any unintended or unexpected impacts of policy decisions through written reports and/or presentations in a timely fashion;
- Notify Council of media inquiries or news releases; and
- Through senior staff at the CAO, Deputy CAO and General Manager level, convey feedback to Council members who may not be aware of existing policy or other workload demands and related issues.

**Monitoring/Contraventions**

The City Clerk shall be responsible for receiving complaints and/or concerns related to this policy. Upon receipt of a complaint and/or concern, the City Clerk shall notify:

1. In the case of officers and employees of the Corporation, the CAO, Service Area DCAO, General Manager responsible for the employee and the General Manager, Human Resources; or
2. In the case of Council, the Integrity Commissioner.

Where there is a discrepancy between the Council-Staff Relations Policy and the Code of Conduct for Members of Council and Local Boards or the Employee Code of Conduct, the language of the applicable Code of Conduct prevails.

**Legislative Authority**

This policy is made pursuant to s. 270(1) (2.1) of the Municipal Act.