



The Corporation of the Town of Milton

as the author's own opinion. This policy does not condone the making of defamatory statements or statements based on conjecture.

6. Communications made in the course of a matter before a committee or local board, or before Council, shall be done in compliance with the applicable procedure by-law.

Part B

Members of Council communications with staff:

1. When a member of Council desires to bring a matter to the attention of staff, the member of Council shall communicate only with a member of LMT, SMT or the Executive Assistant for the Mayor/CAO. Routine matters received by LMT or SMT or the Executive Assistant for the Mayor/CAO from members of Council will receive the same priority as those received directly from members of the public.
2. When a member of Council is uncertain or requires assistance to determine which member of LMT or SMT would be most appropriate to address a matter, the member of Council may contact the CAO or Town Clerk for advice.
3. Members of Council shall respect the role of staff and shall refrain from engaging in administrative matters. When a matter has been forwarded to staff, the member of Council shall refrain from interfering with staff's carriage of the matter.
4. This policy is not intended to inhibit a member of Council from carrying out their duties. It does require however that prior to communicating directly with a member of LMT, SMT or the Executive Assistant for the Mayor/CAO on behalf of a member of the public, the member of Council give consideration to the following preferred courses of action:
 - (a) It is preferred that the member of the public be referred to the appropriate online service tool, department or member of staff by providing contact information or reference to established corporate or departmental procedures. This helps ensure that any complaint or request for service is undertaken by staff in the most expedient manner possible.
 - (b) For routine matters, where it is necessary to do so in order to provide an appropriate level of customer service to a member of the public, the member of Council may attend at a public counter or provide a personal introduction to a department or a member of staff normally accessible to members of the public.



The Corporation of the Town of Milton

CORS-014-19
Report #:
CORS-014-19
Page 9 of 10

In so doing, the member of Council should not interfere with staff nor attempt to influence an outcome.

- (c) For matters that have been referred to an appropriate department or member of staff, staff will communicate directly with the member of the public if status updates are requested by the member of the public. Having obtained the consent of the member of the public involved, the member of Council may request from a member of LMT, SMT or the Executive Assistant for the Mayor/CAO, status updates as well.

5. Members of Council are prohibited from soliciting donations for any cause from staff members.

Part C

Staff communications with members of Council:

1. When a request involving a routine or non-routine matter is received by a member of LMT, SMT or the Executive Assistant for the Mayor/CAO from a member of Council, the member of Council should be advised of the approximate time for response or resolution based on the type of response required and operational priorities.
2. Routine matters from members of Council will receive the same priority as those received directly from members of the public and should be responded to in accordance with the department's standard operating procedures or conventions.
3. For routine matters staff may, where the consent of the member of the public involved has been obtained, provide status updates to the member of Council for tracking purposes and for communicating with the member of the public. This policy however does not override confidentiality or privacy requirements that may otherwise apply.
4. Matters brought directly by a member of Council to the attention of staff that are not members of LMT, SMT or the Executive Assistant for the Mayor/CAO shall be referred by staff to the appropriate member of LMT, SMT or the Executive Assistant for the Mayor/CAO, with the member of Council being so advised.
5. Staff are prohibited from soliciting donations for any cause from members of Council.



The Corporation of the Town of Milton

CORS-014-19
Report #:
CORS-014-19
Page 10 of 10

Part D Meetings:

1. Requests for staff attendance at meetings organized by a member of Council shall be made to the appropriate member of SMT or the Executive Assistant for the Mayor/CAO. Notice of at least 3 business days should be provided except in urgent circumstances.
2. Members of Council shall not attend a meeting organized by staff, without permission to attend from the appropriate member of SMT.

Part E Policy management

1. Staff are authorized and directed to take the necessary action to give effect to this policy.
2. This policy forms part of the ethical framework for members of Council and the Integrity Commissioner may at any time be consulted by a member of Council with regard to interpretation or compliance.
3. The Director, Human Resources shall be responsible for receiving complaints and/or concerns related to this policy from members of Council regarding staff. The Integrity Commissioner shall be responsible for receiving complaints and/or concerns related to this policy from staff regarding members of Council.
4. The Town Clerk is delegated the authority to make administrative changes to this policy that may be required from time to time due to legislative changes, Council decisions, or if, in the opinion of the Town Clerk, the amendments do not change the intent of the policy.

Legislative Reference:

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