



REPORT

ADMINISTRATIVE SERVICES COMMITTEE

MEETING DATE: JUNE 18, 2018

FROM: Clerk's Department

DATE: May 17, 2018

SUBJECT: Corporate Policy and Procedure Update Report

LOCATION:

WARD:

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RECOMMENDATION:

1. That updated Corporate Grants, Sponsorship, Naming Rights and Advertising Sales Policy A-GEN-001 be approved and that the following updated related procedures be received:
 - a. Corporate Sponsorship Procedure A-GEN-001-002;
 - b. Naming Rights Procedure A-GEN-001-003; and
 - c. Advertising Sales Procedure A-GEN-001-004.
2. That updated Information Technology General Use and Practices Policy A-ISS-001 be approved and that the following related procedure be received:
 - a. Updated Information Technology General Use and Practices Procedure A-ISS-001-001;
 - b. New Information Technology Public WiFi Usage and Disclaimer Procedure A-ISS-001-002;
 - c. Updated Equipment & System Access Requests Procedure A-ISS-001-003; and
 - d. Updated User Security Settings and System Configurations Procedure A-ISS-001-004.
3. That updated Online Communications Policy G-COM-002 be approved and that the following updated related procedures be received:
 - a. Website Content Procedure G-COM-002-001; and
 - b. Social Media Guidelines Procedure G-COM-002-002.
4. That updated Respectful Conduct Policy HR-MNG-008 be approved and related updated Respectful Conduct Procedure HR-MNG-008-002 be received.

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5. That updated Achievement Recognition Procedure MS-SPR-001-001 be received.

KEY FACTS:

The following are key points for consideration with respect to this report:

- The corporate policy and procedure review is an ongoing process facilitated by the Clerk's department to assist departments in bringing policies forward for Council review as part of Council's governance initiatives.
- All policies and procedures listed for receipt in this report have been reviewed by the Policy Review Administration Group.
- Updated policies and procedures included in the appendix of this report have tracked changes in order to easily identify updates made.

BACKGROUND:

In accordance with Council direction from December 19, 2005 and as part of the ongoing policy and procedure review, staff continue to present reports to introduce new policies, update and reconfirm current policies, and recommend the replacement or rescinding of former policies. Current policies and procedures introduced since 2005 are reviewed in accordance with established review periods and updates are provided to Council, as required. All policies are submitted to Council for approval. With the exception of those procedures relating specifically to Council and requiring its approval, procedures are submitted for receipt to enable revisions to be implemented as required, to address program changes or administrative requirements.

This report addresses the policies and procedures which have been addressed by the Policy Review Administration Group since the last report to Council in March 2018. All departments are continuing to address policy requirements. Future policy reports will be coordinated through the Clerk's department or submitted departmentally, as required.

COMMENT/OPTIONS:

Administration

General

Corporate Grants, Sponsorship, Naming Rights and Advertising Sales Policy A-GEN-001 and related procedures outlined in the staff recommendation have been

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updated to reflect impending changes to federal legislation as well as recent changes made to the town's sign by-law.

Information Systems and Solutions

Information Technology General Use and Practices Policy A-ISS-001 has been reviewed and no updates are required. Related Information Technology General Use and Practices Procedure A-ISS-001-001 has been reviewed and updates have been made related to ownership, personal use, and monitoring of information technology. Equipment & System Access Requests Procedure A-ISS-001-003 has been reviewed and minor updates made. User Security Settings and System Configurations Procedure A-ISS-001-004 has been reviewed and updates made relating to password selection guidelines.

The new Information Technology Public WiFi Usage and Disclaimer Procedure A-ISS-001-002 has been established to define the public access procedure and associated public WiFi use disclaimer for the public connecting to the Oakville public WiFi at any town facility.

Governance

Communications

Online Communications Policy G-COM-002 has been updated to stay consistent with the town's Use of Corporate Resources during Municipal Elections Procedure. In addition, definitions have been removed from the policy and moved into the appropriate related procedures. Website Content Procedure G-COM-002-001 has been updated to include definitions previously referenced in the parent policy. Social Media Guidelines Procedure G-COM-002-002 has been updated to stay consistent with the changes made to the town's sign by-law and definitions have been included that were previously referenced in the parent policy.

General

A report has been prepared by the Human Resources department and forms part of the ASC agenda of June 18, 2018. The report titled '2019 Remuneration for Elected Officials' recommends changes to Council Remuneration, Resources and Expenses Policy G-GEN-005 and related Council Remuneration, Allowances, Benefits, Expenses, Conferences and Seminars Procedure G-GEN-005-001.

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Human Resources

Manage

Respectful Conduct Policy HR-MNG-008 has been reviewed and minor updates made to clarify who the policy applies to. Related Respectful Conduct Procedure HR-MNG-008-002 had more extensive updates made, including updates made to the language and terminology due to legislative changes. Updates have also been made as a result of feedback received from third party investigators where gaps have been identified in the procedure, including enhancing the section on confidentiality and privacy.

Municipal Services

Special Requests

The Achievement Recognition Procedure MS-SPR-001-001 has been updated to stay consistent with other procedures.

CONSIDERATIONS:

(A) PUBLIC

Corporate policies and related procedures are posted to the town website for public information. Public notification is issued prior to Council's consideration of policies and procedures having a direct impact on the public.

(B) FINANCIAL

There are no financial considerations with respect to the consideration of policies and procedures. The administration of procedures which relate to financial matters, grants and financial incentives will be subject to annual budget approval.

(C) IMPACT ON OTHER DEPARTMENTS & USERS

Corporate policies and procedures impact all members of Council and staff. Departments are continuing to review existing policies within their departments to ensure, where applicable, that a corporate view is presented in all new or revised policies and procedures.

(D) CORPORATE AND/OR DEPARTMENT STRATEGIC GOALS

This report addresses the corporate strategic goal to:

- continuously improve our programs and services
- provide outstanding service to our residents and businesses
- be accountable in everything we do
- be fiscally sustainable

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(E) COMMUNITY SUSTAINABILITY

Reviewing and establishing policies and procedures affects all four pillars of sustainability as policies and procedures address the social, economic, environmental, and cultural aspects of the community.

APPENDICES:

Appendix A – Policies and procedures as detailed in this report.

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