



City of Ottawa Councillors' Office Manual

Last update: December 2022

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1.0 Introduction

The Councillor's Office Manual (the Manual) is a tool that houses current policies and procedures related to the administration of Members' offices and incorporates other office-related matters including a variety of supports available.

The contents of this Manual are subject to a regular review by Council to ensure that goals are being met, gaps are identified and, where possible, systemic adjustments are made. The manual is reviewed twice a term as part of the regular governance cycle, with any substantive changes brought forward for consideration and approval by Council.

City Clerk the authority may approve administrative changes to the Manual between governance reviews, including minor changes to update terminology and references, title or organizational structure changes, changes to technology, or to reference new legislative requirements including those approved by Council.

A copy of the Manual is saved for reference by all Members of Council and staff on the [Council Administration SharePoint Site](#).

2.0 Members of Council

This section is to inform Members of their employment matters as Elected Officials of the City of Ottawa including remuneration, allowances, pension and benefits and leave provisions.

2.1 Remuneration

As Elected Officials, Members of Council's salaries are paid by the City of Ottawa and are borne from the Council Administration Budget.

Members of Council will be paid on a bi-weekly schedule through payroll administration on alternate Thursdays. A pay period covers the two-week (10 day) period commencing on a Friday and ending on the Thursday payday. Payments are made through direct deposit to the financial institution designated by the Member of Council. Payroll stubs can be obtained electronically through the Mobile Time and Pay application.

Standard deductions for income tax and Canada Pension Plan and applicable benefit and pension deductions will be made at source. Members of Council are required to complete a Canada Revenue Agency TD1 form for the purposes of income tax deduction. Members of Council may be entitled to receive other compensation with respect to various local boards in accordance with the decisions of those bodies.

The Mayor and Councillors' salaries shall be in accordance with and subject to adjustments made from time to time by City Council.

As required by the province's [Public Sector Salary Disclosure Act, 1996](#), the City of Ottawa will disclose the names, positions, salary paid and taxable benefits of Members who receive \$100,000 or more in overall compensation.

Further, and in accordance with the legislated requirements of the *Municipal Act, 2001*, a Statement of Remuneration, Benefits and Expenses Paid to Council Members and Council Appointees, and Police Services Board members, will be reported to Council each year.

2.2 Transportation Allowance/Mileage

A transportation allowance is provided to each Member of Council and is taxed in accordance with the [Income Tax Act, 1985](#). No other mileage will be paid to Councillors. The Mayor does not receive a transportation allowance. Instead, the Mayor is provided with a car and Special Assistant with driving duties.

In 2012, the Canada Revenue Agency (CRA) declared parking passes a taxable benefit, unless it could be demonstrated the pass was required for business purposes. The use of a parking pass at least 3 days a week constitutes a

requirement for business purposes; however, travel between work and home is not considered business travel.

2.3 Pension and Benefits

The Ontario Municipal Employees Retirement System (“OMERS”) is a multi-employer pension plan for employees and elected officials of Ontario municipalities and local boards and has been in place since 1962. OMERS is a contributory defined benefit pension plan with normal retirement age at 65 years.

Enrolment is mandatory for all Members of Council that are not already of retirement age. Contributions are matched by the employer and are based on the taxable portion of the Member of Council’s earnings as follows:

- 6.0% of earnings up to the Years' Maximum Pensionable Earnings (YMPE)
- 8.8% of earnings over the Years' Maximum Pensionable Earnings (YMPE)

Members of Council are entitled to the following benefits:

- health and dental care;
- life and accidental death and dismemberment insurance; and,
- long term disability.

For more information on pension and benefits, visit the [Payroll, Pension and Benefits SharePoint site on Ozone](#), or contact the Payroll, Pension and Benefits Service Centre at payroll@ottawa.ca or byphone at extension 28484. [OMERS](#) can be reached directly at 1-800-387-0813.

2.4 Leave Provisions

No formal leave provisions (i.e., vacation leave, Income Protection Plan, etc.) are provided for Members of Council. Members have the flexibility to determine their work schedules.

However, it should be noted that an absence from Council meetings for three successive months without being authorized to do so by a resolution of Council would result in the Member’s seat being declared vacant pursuant to [Section 259\(1\)\(c\) of the Municipal Act, 2001](#).

Furthermore, [Subsection 83\(14\) of the Procedure By-law](#) provides as follows with respect to attendance at committee meetings:

Should any Member of a Committee/Commission fail to attend three successive regular or Special Meetings thereof, without being authorized to do so by a resolution of the Committee/Commission, the Committee/Commission may certify such failure and thereupon the membership of such person on the Committee is terminated and the Council may appoint another Member in their place. Reception of a written notice of regret by the Committee/Commission or Council

shall constitute authorization for the purposes of this subsection.

2.5 Mandatory and Legislative Training for Members of Council

The City of Ottawa is committed to promoting a work environment that encourages continuous learning that is aligned with the achievement of its corporate, strategic and business goals. Similarly, the City of Ottawa is required to provide training and information to all its officers that meets the legislative requirements of the *Occupational Health and Safety Act* and Regulations and *the Accessibility for Ontarians with Disabilities Act* and Regulations. As such, the following mandatory and legislated trainings were developed and are to be completed by Members of Council as online training modules:

- [AODA: Accessibility for All](#)
- [Alcohol and Drugs in the Workplace](#)
- [Occupational Health and Safety Awareness Training for Supervisors](#)
- [Respectful Workplace, Violence and Harassment](#)
- [Protective Measures](#)
- [BeSecure Security Awareness](#)

Training compliance will be monitored by Council Support Services. Members can register for the mandatory trainings at the City of Ottawa's eLearning Platform: <https://learn.ottawa.ca/>.

Further, pursuant to the recommendations approved by Council on July 15, 2020, and the report entitled *Review of Recruitment and Hiring Processes for Councillors' Assistants*, Members of Council also are required to attend a mandatory Respectful Workplace Choices training session, as well as mandatory hiring and recruitment training for incoming Members-elect as part of New Council orientation.

3. Office Support Staff

Councillors have the authority to hire employees to work in their office and engage contracted vendors. This section discusses their employment status, entitlements, and terms and conditions.

3.1 Councillors' Assistants

Councillors' Assistants are employed on a temporary (full time or part time) contract basis and are non-unionized. Their employment term is tied to the term of office for the Member of Council.

Councillors' Assistants contractual relationship is with the City of Ottawa. They are eligible to receive compensation and participate in benefit and pension programs like other employee groups in the City. The work of a Councillor's Assistant is based on the Councillor's political and constituency needs.

Although the employee reports directly to an Elected Official, they are considered City of Ottawa employees and are subject to applicable employment conditions and policies for the Councillors' Assistants group.

3.1.2 Employment Contracts and Terms and Conditions of Employment

Upon hire, all Councillors' Assistants sign an Employment Contract which will not extend beyond the Term of Council. This contract is between the employee and the City of Ottawa. The Councillor, although not the employer as an Elected Official, provides direction with respect to certain terms of the assistant's employment (pay, probationary period, hours of work, start and end date, etc.).

The Employment Contract is administrated by Council Support Services.

Where not explicitly set out in the Employment Contract, this Office Manual or a Council-approved Policy, the [Terms and Conditions of Employment for Administrative Support Employees](#) shall apply to Councillors' Assistants. Where those Terms and Conditions conflict with the Provisions of the Employment Contract, this Manual, or a Council-approved Policy, they shall not apply to Councillors Assistants

3.1.3 Remuneration

Salaries for Councillors' Assistants are paid from the Councillor's Constituency Services Budget. The starting pay and any adjustments to a Councillor's Assistant's pay are at the discretion of the Councillor.

All employees will be paid on a bi-weekly schedule through payroll administration on alternate Thursdays. A pay period covers the two-week (10 day) period commencing on a Friday and ending on the Thursday payday. Payment is made through direct deposit to the financial institution designated by the employee. Employees may access their pay stubs online through the “Employee Info” section on Ozone.

Human Resources developed a salary scale guideline document for Councillors’ Assistants. The salary scale provides pay grade recommendations for various Councillors’ Assistants position levels and serves as a guideline for Councillors to administer pay rates and increases. An up-to-date salary scale document can be obtained on the [Council Administration SharePoint](#) site or by request to Council Support Services. As noted above, individual pay rates of Councillors’ Assistants are at the discretion of the Councillor.

Council Support Services may further support the Councillor in establish their salary levels for their office by providing benchmarking information and reviewing the availability of funding in the Constituency Services Budget.

When a Councillor notifies Council Support Services that they wish to grant a staff member(s) in their office with a pay increase or performance bonus as a result of their performance, the following steps are taken:

1. The Councillor may consult with Council Support Services and/or review the Salary Scale Guideline Document for Councillors’ Assistants;
2. The City Councillor notifies the Program Manager of Council Support Services in writing of the name of the employee and the dollar amount they wish to compensate;
3. The Program Manager of Council Support Services consults the budget forecast and/or verifies with the Financial Support Unit that the Councillor has sufficient funds in their constituency budget;
4. If there are insufficient funds, the Program Manager of Council Support Services notifies the Councillor;
5. If there are sufficient funds, the Program Manager of Council Support Services notifies the Manager of Council and Committee Services and requests approval for the expense; and
6. Once approved by the Manager of Council and Committee Services, in writing, the Program Manager of Council Support Services requests that Payroll, Pension and Benefits process the performance pay on the employees next pay cycle.

3.1.4 Probation

The employee may be subject to a probationary period during which the Councillor may

terminate the employment of the employee upon one week's notice in writing, based solely on the Councillors evaluation of the employee. The probationary period is predetermined in the Employment Contract, but the standard period is three months.

If the employee is terminated during the probationary period, they do not have access to the remuneration/severance outlined in the following section (3.1.5).

3.1.5 Termination and Severance

The Councillor may terminate the Employment Contract by payment to the employee of a sum of money equivalent to one month's pay for each year of service up to a maximum of six months. However, the City may discharge the employee for just cause without notice or payment in lieu of notice, or during the probation period.

Severance entitlements when a Member of Council leaves office are governed by the terms of the Severance Policy for Councillors' Assistants (attached as Appendix A of this manual).

3.1.6 Voluntary Separation

The employee may terminate the Employment Contract by giving the Councillor at least two weeks' written notice of their intention to leave their position.

3.1.7 Holidays

Full time employees are entitled to the following holidays off with pay, provided they worked the scheduled day before and the scheduled day following, or has been on authorized leave with pay:

- New Year's Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- Civic Holiday (August)
- Labour Day
- National Day for Truth and Reconciliation
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day
- Family Day

Part time employees are entitled to statutory holiday pay, at a rate of 4.4%, which is based on gross earnings and is paid bi-weekly less normal deductions.

3.1.8 Annual Leave (Vacation) Entitlements

Full time employees receive the following leave:

- 0 to 5 years of service = 3 weeks annual leave
- 5 to 16 years of service = 4 weeks annual leave
- 16 to 22 years of service = 5 weeks annual leave
- 22 to 30 years of service = 6 weeks annual leave
- 30 years of service and more = 7 weeks annual leave

Annual leave is to be taken at a time mutually agreed upon between the employee and the Councillor.

Councillors' Assistants will be encouraged to take all their entire vacation entitlement each year; however, some carry-over of the employee's unused vacation leave may be permitted by the Councillor to a maximum of the total number of days earned in that year.

Unused annual leave standing to the employee's credit on termination shall be converted into a cash equivalent and paid out to the employee within a reasonable period of time.

Part time employees are entitled to pay in lieu of vacation, at a rate of six percent (6%), which is based on gross earnings and is paid bi-weekly less normal deductions.

3.1.9 Overtime and Time Off in Lieu

Members' staff will not be paid out for overtime, however, can receive time off in lieu (TOIL) instead. All overtime hours and TOIL must be pre-approved by the Councillor and submitted in Mobile Time and Pay.

3.1.10 Time Keeping and Mobile Time and Pay

As noted in the above section (3.1.8), employees must keep their time in order by submitting leave, overtime, and TOIL in the Mobile Time and Pay system. It is imperative that staff record their time immediately following their absence as leave usage has an implication to the bottom line of the Councillor's Constituency Services Budget.

Councillors' Assistants must follow the process outlined below when submitted time requests:

1. Request time off with their Councillor or delegate in writing via email;

2. Forward their Councillor's approval to the Program Manager of Council Support Services,
3. Submit time on Mobile Time and Pay, and
4. The Program Manager of Council Support Services will approve the leave request in the system.

To bank overtime and use Time Off in Lieu:

1. Overtime is incurred at the discretion and, and with the pre-approval of the Councillor in writing by email
2. TOIL must also be approved by the Councillor in writing by email;
3. Approval from the Councillor must be forwarded to the Program Manager of Council Support Services;
4. Submit time and leave requests in Mobile Time and Pay;
5. The Program Manager of Council Support Services will approve the time and leave requests in the system.

For more information on how to use Mobile Time and Pay, please consult the [Payroll, Pensions and Benefits SharePoint Site](#).

In late September following the popular time for vacations, a vacation report will be provided to each Member advising of their staff's outstanding vacation time and its potential impact to their Constituency Services Budget.

For example, if a Member is forecasted to have a \$6,000 deficit at year end, and their staff has 20 vacation days' worth \$7,200, the Councillor's budget would show a \$1,200 surplus once the vacation has been taken.

3.1.11 Income Protection Plan (Sick Leave)

Full time employees are covered under the Employer's Income Protection Plan (IPP). IPP must be recorded and submitted to Council Support Services using the [Exception Leave Request-Time Report Employees form](#). The Councillor and/or Council Support Services may require the employee to produce a satisfactory medical certificate prior to approving payment under IPP.

If the employee works beyond age sixty-five, they will be entitled to a maximum of 17 weeks of short-term sick leave (Income Protection Plan – IPP) annually.

Part time employees are entitled to receive seven percent (7%) of hours worked as Sick Leave credits for each month worked. These credits will accrue but may not be used during the employee's first three months of service.

Councillors Assistants must record and submit their Sick Leave credits (part time) or IPP Leave (full time) to Council Support Services using Mobile Time and Pay following this procedure:

1. Request time off with their Councillor or delegate in writing via email;
2. Forward their approval to the Program Manager of Council Support Services;
3. Submit time on Mobile Time and Pay; and
4. The Program Manager of Council Support Services will approve in the system.

For more information on how to use Mobile Time and Pay, please consult the Payroll, Pensions and Benefits SharePoint Site.

3.1.12 Maternity and Parental Leave

Employees may take pregnancy and parental leave in accordance with the appropriate legislation.

Topping up is available after completing 12 months' continuous employment, and provided there has been no break in employment greater than 90 consecutive calendar days:

- an employee on pregnancy leave and in receipt of Employment Insurance Benefits shall be entitled to receive 93% of their normal wage for the waiting period for Employment Insurance Benefits, and a topping up of their Employment Insurance Benefits to a maximum of 93% of their normal wage for a maximum of 15 weeks of such leave.
- an employee on parental leave and in receipt of Employment Insurance Benefits shall be entitled to receive a topping up of their Employment Insurance Benefits to a maximum of 93% of their normal wage for a maximum of 12 weeks of such leave.

During maternity leave and/or parental leave, the employee has the option to continue their benefit plan coverage but must continue to pay their employee portion. The employee has the option to not continue benefit coverage during this time. Please refer to the Maternity and Parental Leave FAQ on SharePoint for additional information.

3.1.13 Pension and Benefits

As of January 1, 2023, full time employees will be enrolled in the Ontario Municipal Employees' Retirement System (OMERS) subject to OMERS eligibility rules. Part time employees will be offered the option to enroll in OMERS if they work less than 35 hours, subject to OMERS eligibility rules.

Part time employees will receive eight percent (8%) of salary in lieu of benefits up to age 65 and six percent (6%) of salary in lieu of benefits from age 65 to age 69. All salary in lieu of benefits will cease at the earlier of the end of the Term set out in employee's contract, an earlier termination date, or the employee's retirement.

Full time employees will receive a benefits package including but not limited to health and dental coverage. At the time of signing their contract, full time employees will have a one-time option to opt out of benefits and receive money in lieu of benefits.

For more information on pension and benefits, visit [the Payroll, Pensions & Benefits SharePoint Site](#), or contact the Payroll, Pension and Benefits Service Centre at payroll@ottawa.ca or by phone at extension 28484. [OMERS](#) can be reached directly at 1-800-387-0813.

3.1.14 Reimbursements Mileage and Parking

The Employee may be reimbursed for transportation expenses (mileage and parking) at the rates set by the City of Ottawa from the Councillor's Constituency Services Budget in carrying out their responsibilities as a Councillor's Assistant. Claims can be made by completing and submitting the [Mileage and Parking Reimbursement Form](#) available on the Employee Information SharePoint site.

3.1.15 Confidentiality & Non-Disclosure

As a Councillor's Assistant, the employee will acquire information which is confidential to the employer and/or Councillor and this information is the exclusive property of the employer or Councillor.

The employer is an institution for the purposes of the [Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#). As a condition within the Employment Contract, the employee agrees not to disclose any information except what may be necessary under MFIPPA guidelines. This provision survives the termination of the Employment Contract.

3.1.16 Codes and Policies

As per the Employment Contract, employees are to be familiar with the following policies at the City of Ottawa:

- [Employee Code of Conduct](#)
- [Responsible Computing Policy](#)
- [Workplace Violence and Harassment Policy](#)

3.2 Contracted Vendors

As directed by the Member Services Committee at its meeting February 5, 2001, service agreements can be entered into whereby contractors invoice the Councillor's office directly for services rendered. It is the responsibility of the Councillor to ensure that such agreements do not result in the creation of an "employer-employee" relationship involving the City. The costs of such services can be borne by the Councillor's Constituency Services Budget. It is recommended that contracts be awarded in compliance with the [City's Procurement By-law](#).

It is recommended that contracted vendors are hired to carry out duties that are non-routine in the office and require a specific focus such as event support, marketing, social media, or graphic design services, etc.

Once services are retained, contracted vendors must sign a Non-Disclosure Agreement with the Councillor's Office. This agreement is to be completed and submitted to Council Support Services prior to the contracted vendors commencing work.

In Accordance with Subsection 3(c) of the *Council Expense Policy*, upon signing of the Non-Disclosure Agreement, the contracted vendor must disclose the following matters:

- Prior and/or ongoing lobbying activity with the City of Ottawa;
- Any other current employment relationships; and
- Any real or potential conflicts of interest, including family members or close associates working for the City of Ottawa.

Invoices for services from contracted vendors can be submitted to Council Support Services following the procedure detailed in section 5.5 (Accounting Procedures). A Contracted Vendor Invoice Template has been created for to ensure the required information is recorded when submitted for processing and is attached to this manual as Appendix B.

Council Support Services can assist the Councillor's office in coordinating any work requirements for a Contracted Vendor such as a contractor security badge and, if required, network access.

3.3 Students, Internships, Co-op Placements, and Volunteers

The Ministry of Labour has specific requirements around unpaid student placements for high school and/or post-secondary school students. Placements can be considered if the duties meet all necessary requirements as established by the Ontario Ministry of Education or the Ontario Ministry of Training, Colleges and Universities for post-secondary programs requiring a placement as part of a degree/diploma requirement.

Document 23

If you are interested in accepting a student placement, please contact Council Support Services for more information.

Volunteers are not allowed to work in city facilities performing duties similar to paid employees.

4.0 Human Resources

Members of Council assumes the responsibility for all employment aspects of their assistants, including having the authority to hire and terminate staff, determining the hours of work and establishing the duties of the employee. However, Council Support Services and Human Resources are available to assist Members with employee relations, recruitment and hiring, training and other administrative matters.

4.1 Recruitment and Hiring of Councillors' Assistants

Each Member of Council assumes the responsibility for all employment aspects of their office including recruitment and hiring. Following the selection of a candidate, the Member submits a written request to the Program Manager of Council Support Services to arrange for a contract to be drafted, for the employee to be placed on payroll and for network access to be arranged with Information Technology Services.

Members may choose to conduct the recruitment process on their own or with the assistance from Council Support Services and/or Human Resource Services. However, on July 15, 2020, Council adopted the following mandatory procedures:

1. A third party from the Office of the City Clerk or Human Resources shall be present during all interviews for Councillors' Assistant positions;
2. All interviews for Councillors' Assistant positions shall take place in a City facility or by electronic means; and
3. The provision of mandatory prevention messaging and information for Councillors' Assistant applicants on where to seek support and redress before, during and after the interview process.

As such, each Member is asked to keep Council Support Services informed of their recruitment and hiring plans and needs to ensure the proper supports and tools are available to them.

In addition, a [Recruitment and Hiring Toolkit for Members of Council](#) has been developed to provide Members with guidelines and best practices that are in line with the organization. The toolkit is made up of 10 components:

1. General job descriptions
2. Salary schedule
3. Recruitment and Hiring Checklist
4. Mandatory prevention messaging
5. Sample recruitment and hiring communications
6. Sample interview questions

7. Virtual interview assessment guide
8. Interview rating guide
9. Interview consensus rating form
10. New Employee Checklist

4.1.1 Employment of Family Members Policy

The Employment of Family Members Policy is a requirement of [Section 270 of the Municipal Act, 2001](#). This policy applies to all City employees and Elected Officials. Elected Officials shall not employ any family member as part of their office staff or as a contracted vendor for personal services.

The purpose of this Policy is to ensure that employment-related decisions concerning existing or potential City employees are free from any real or perceived improper influence based on familial or close personal relationships; and, to maintain public confidence in the integrity of the City's hiring and employment practices.

The Policy prohibits employment situations where family members would be:

- Supervised by, or subordinate to, one another
- Given preferential treatment in being recruited and/or selected for vacancies (See Nepotism)
- Appointed to positions where job responsibilities would be incompatible with positions occupied by family members.

4.2 Mandatory and Legislative Training for Councillors' Assistants

The City of Ottawa is required to provide training and information to all workers that meet the legislative requirements of the Occupational Health and Safety Act and Regulations and The Accessibility for Ontarians with Disabilities Act and Regulations.

After being onboarded, Councillors' Assistants are required to complete the following mandatory trainings:

- New Employee Orientation
- AODA: Accessibility for All
- Alcohol and Drugs in the Workplace
- Occupational Health and Safety Awareness Training for Workers
- Respectful Workplace, Violence and Harassment
- Protective Measures
- BeSecure Security Awareness (annual requirement)

- Our City, Our Code, The Employee Code of Conduct and Ethics

Council Support Services verifies and ensures all Councillors' Assistants have completed their legislated and mandatory training. Staff should complete their training within the first three months of their employment. Afterwards if training remains incomplete, staff will receive reminders from Council Support Services regularly.

Staff can register for the mandatory trainings at the City of Ottawa's eLearning Platform at <https://learn.ottawa.ca/>.

4.2.1 Orientation and Training Plan

On July 15, 2020, Council approved the following recommendations in relation to the report on the [Review of the Recruitment and Hiring Process for Councillors' Assistants](#):

1. That staff implement mandatory individualized orientation sessions for Councillors' Assistants, as described in this report; and
2. That staff provide ongoing training to Councillors' Assistants throughout a Term of Council, as described in this report.

To ensure that Councillors' Assistants are fully aware of their rights, the Office of the City Clerk offers mandatory individualized orientation sessions for all new Councillors' Assistants. These formal, individualized sessions provide Councillors' Assistants with:

- a clear understanding of their rights;
- a detailed examination of their employee contracts;
- a clear understanding of the administration and statutory policies and procedures governing their work; and
- key contacts within the administration.

Each new Councillors' Assistant will be invited to an orientation session by the Program Manager of Council Support Services or their designate. New Assistants (except for those hired from internally) will also be enrolled in the City of Ottawa's New Employee Orientation training offered to all new hires to the City of Ottawa.

In addition to the orientation session, the Office of the City Clerk aims to provide training and information sessions for Members' staff throughout the term of Council and is developing a training plan to assist Councillors' Assistants to complete the mandatory and legislated training and recommend role-specific training or self-directed learning opportunities.

4.3 Human Resources Point of Contact for Councillors' Assistants

On August 31, 2020, Human Resources Services identified **Tracy Kam, Staffing**

Specialist in the HR Programs and Planning Branch as the Human Resources Point of Contact for Councillors' Assistants. Councillors' Assistants can direct any human resources related matters arising from their employment including but not limited to relevant provincial statutes, by-laws, policies or procedures to Tracy. Tracy has access to a range of human resources expertise and all inquiries will be responded to in an independent, impartial and confidential manner and no information will be disclosed without the express written consent of the Councillors' Assistant involved.

Tracy can be reached by email at Tracy.Kam@ottawa.ca or by phone [REDACTED].

4.4 Additional Human Resource Supports

Council Support Services in the Office of the City Clerk is a point of contact to answer routine human resource inquiries, approve time and leave requests and assists with all aspects of recruitment and hiring.

The **HR Service Centre** is available to provide assistance and answer questions around benefits, employee safety, health and wellness, rights and entitlements, job postings, learning and development and any other human resources related topics. All inquiries are treated as confidential, and no information will be shared with other employees, Managers or Councillors unless the staff member requests it. The HR Service Centre can be reached by email or by phone at 613-580-2424 extension 47411.

The **Payroll, Pension & Benefits Service Centre** is available to provide assistance and answer questions that may arise related to pay, pension eligibility, benefit entitlements, Records of Employment, and many other topics. The Payroll, Pensions, and Benefits Service Centre can be reached by email or by phone at 613-580-2424 extension 28484.

4.5 Health, Wellness and Productivity

The City of Ottawa offers a variety of programs for employees related to healthy living, wellness, and productivity, such as employee fitness memberships and the Employee and Family Assistance Program.

For additional information, visit the [Wellness for Employees SharePoint page](#).

4.5.1 Employee Fitness Memberships

City of Ottawa employees are entitled to a 20 per cent discount on fitness memberships to City facilities. All City employees and their families are eligible. Register in person at any of the City's [23 Class A and Class B facilities](#), providing photo ID and proof of employment (pay stub or City photo ID badge).

The Active Living Club (ALC) is open to current City of Ottawa employees, permanent, temporary or casual, and the spouse of a City employee ALC member. For more

information, visit the [Active Living Club SharePoint page](#).

4.5.2 Employee and Family Assistance Program (EFAP)

The City of Ottawa partnered with Morneau Shepell to provide the Employee and Family Assistance Program (EFAP) to managers, employees, and eligible family members. Morneau Shepell are industry leaders in delivering immediate and confidential EFAP support for any work, health, or life concerns. Their services span all four wellness pillars including physical, financial, social, and mental health. A wide range of supports are now available from basic financial and legal consultation to uncapped short-term counselling.

Employees and their eligible family members can choose to access these services in a way that suits them best whether that's in person or by phone, email, video, text, web, or the mobile app. The EFAP is a free, voluntary, and confidential service. No one, including the City, Canada Life, your manager, supervisor or Councillor will ever know that you have used the program unless you choose to tell them. Please visit the [Wellness for Employees SharePoint](#) page for more information, guidelines, and tools.

5.0 Finance

This section provides information on the Constituency Services Budget allocated to Members of Council and related policies, processes, and accounting procedures.

5.1 Constituency Services Budget

Each Member of Council receives a Constituency Services Budget for the calendar year (January 1 to December 31). A Constituency Services Budget is intended to provide Members of Council with the resources to:

- Administer their offices at City Hall and in their wards to support their role;
- To conduct meetings and communicate with their constituents and other stakeholders;
- Support and promote activities or community groups within their ward and in the community at large; and
- Represent the City at functions, events or conferences.

Members staff salaries and other expenses such as office supplies and services, community event expenses, special event tickets, donations, sponsorships and travel related expenses are borne from the Constituency Services Budget.

5.1.1 Budget Administration

A Member of Council is accountable to their constituents with respect to all expenditures incurred in their budgets. However, the City Clerk and his designates also has responsibility for monitoring expenditure forecasts for the Councillors' office budgets. Quarterly financial status reports will be provided to assist Members of Council in the management of their office budgets. In addition to the quarterly reports, Councillors and their staff are able to access up-to-date financial reports (including financial status and financial transaction reports) for their offices. Please contact the Program Manager of Council Support Services to set up the required access.

Where it appears that either budget may be overspent, the City Clerk or his designates will advise the Councillor in writing and will work towards resolving the matter with the Councillor. Furthermore, Councillors are personally liable for any deficit in their allocations at the end of the year or the end of their term. This is particularly important in an election year since sufficient funds must remain for the newly elected representatives to operate their offices. There will be no carry-over of deficits or surpluses into the next year.

While the Councillor's office budget is responsible for their staffs salaries, it is not responsible for their staff benefits. Benefits are covered by the Council Administration Budget, which is overseen by the Office of the City Clerk. Similarly, the Member's

salary and benefits are covered by the Council Administration Budget.

5.2 Council Administration Budget

Under the supervision of the City Clerk and his designates, the Council Administration Budget is used to finance a range of items commonly used in the operation of each office, as well as cover certain expenses involved in the operation of City Council.

The salary, benefits, and transportation allowance of all Members of Council will be drawn from the Council Administration budget.

Other items to be paid out of the Council Administrative account are as follows:

- Benefits costs associated with Councillors Assistants;
- Costs associated with Councillors' Assistants on extended leave (such as IPP, maternity or parental leave) of greater than one month;
- Travel expenses for Members of Council to out of City meetings/conferences/conventions that are approved by Council or its' Committees or where Council has appointed them to represent the City of Ottawa;
- Basic coffee supplies for the kitchens on Council Row at City Hall;
- A collection of daily and community newspapers will be available at the reception desk for shared use;
- Basic office supplies such as pens, highlighters, staples, paper clips, tape, sticky notes and file folders;
- Standard office furniture, including a desk and chair for each staff member, filing cabinets, bookcases and guest chairs;
- Corporate standard telephones, computers and a network printer;
- A cellular phone for each Member (the monthly bill will be paid by the Members Constituency Services Budget);
- Two shared printers with a photocopier and fax machine made available for use by all Members of Council and their staff on Council Row; and
- Installation and monthly charges for cable and television in the City Hall office of any Member of Council who so desires it (the purchase of a television remains the responsibility of the individual Member's budget).

See subsection 5.3.1 for more expenses covered by the Council Administration budget.

5.3 Council Expense Policy

The Council Expense Policy was adopted by Council on May 8, 2013 and may be amended by Council. The policy governs what are permissible expenses from their Constituency Services Budgets. The policy is designed to:

- Provide Members of Council with the flexibility to allocate resources in the most efficient way to meet their own particular requirements;

- Clarify the processes that Members and their staff use to administer their budgets by simplifying and outlining the rules; and
- Recognize Members' accountability for managing City resources allocated to them.

The Council Expense Policy is overseen the by Office of the City Clerk and is attached to this manual as Appendix C.

5.3.1 Budget Credits

Various departments of the City of Ottawa offer budget credits for some office-related costs, which can be applied to the Constituency Services Budget.

From the Office of the City Clerk:

- **\$1,000 Printing Credit per Member per Term of Council:** This credit is to cover statutory printing requests to startup the Members office such as business cards, letterhead, and envelopes. This credit is offered for the entire term of Council and can be used at any time at therequest of the office to Council Support Services. Costs are absorbed by the Council Administration Budget.
 - **\$1,000 Training Credit per Member per year:** The Council Administration account will cover the cost of the first \$1,000 in training and development costs incurred by each Councillor's office yearly. This funding is for the Member only and includes external as well as internal training courses. The credit will be applied at the request of the office and unused portions are non-transferable to following years.
 - **\$750 Postage Credit per Member per year:** The Council Administration account will cover the cost of the first \$750 in postage charges incurred in each calendar year (adjusted accordingly in an election year). Any amount more than \$750 per year will be charged to the Member's individual office allocation. All postage costs are initiallycharged to the Councillor's office budget; a year-end adjustment is done to transfer the costs (to the \$750 maximum) to Council Administration.
- \$250 Budget Consultations Credit per Member per year:** This credit is offered yearly to cover cost associated with public meetings or consultations put on by Members of Council up to the tabling of the next year's budget. Costs are absorbed by the Council Administration Budget and will be applied at the request of the office.Any unused portion of the credit is not transferable to the following year.
- **\$10,000 fund to provide Accessible Formats and Communication Supports to residents with disabilities:** This credit is offered on a first-come-first-served basis to assist Members of Council to provide accessible formats and communication supports when corresponding with their constituency.

From Innovative Client Services Department:

- **\$15,000 IT Credit per Member at the beginning of the Term:** During a designated period at the beginning of each new term, IT provides Members with a large credit to purchase office equipment to setup their offices for the term. The costs are absorbed by IT and are applied at the request of the office at the time of orders. The unused portion of the credit is not transferable to the following year/term.
- **\$900 MFD Printing Credit per office per year:** This credit is yearly and toward internal printing on the office printers. This credit is automatically applied and when the office exceeds \$900, charges will begin to be applied to their office budget. The unused portion of the credit is not transferable to the following year.

From the Recreational, Cultural & Facility Services Department:

- **\$350 Rental Credit for Community Events:** The Mayor and Councillors are eligible for a credit up to a maximum of \$350 per calendar year (January to December) to be used for event(s) they host in their ward. Alternatively, the Mayor and Councillors may pass this credit on, at their discretion, to a non-profit group that may or may not meet the eligibility criteria but wishes to host a community event(s). The unused portion of the credit is not transferable to the following year. The event must be held in a RCFS department facility where the rental revenue goes to the Recreation, Cultural and Facility Services department of the City of Ottawa.

5.3.2 Election Year Restrictions

During a municipal election year, the Constituency Services Budgets for the period of January 1 to Voting Day shall be restricted to a pro-rated portion of the approved budget amount to November 14 (end of the Term of Council), with the provision that, subsequent to Voting Day:

- New Members of Council are allocated a pro-rated budget amount to cover their expenses for the period of November 15 to the end of the calendar year; and
- Re-elected Members of Council will have available to them the balance of funds remaining as of Voting Day.

In relation to a municipal election year and any by-election, certain restrictions are placed on Members' office budgets and the allowable expenses that can be incurred. These restrictions are set out in the Council-approved [Election-Related Resources Policy](#) (ERRP) and [ERRP Blackout Procedures](#).

5.4 Accounting Procedures

As noted above, all expenditures are governed by the policies and procedures prescribed in the Council Expense Policy. Council Support Services oversees all

financial documents submitted by Councillors' offices for processing. Members of Council and their staff are asked to submit all financial documents along with any supporting documentation required by the Council Expense Policy to Council Support Services.

As described in more details below, expenses may be paid directly to the vendor, reimbursed to the Councillor or staff member, applied to a City-issued corporate card or purchasing card, or paid by internal transfer for City services.

All budget expenses require a cost centre and cost element. The cost centre is the account number assigned to the Councillor's Constituency Services Budget and a cost element categorizes the expense type for budgeting and report purposes. Council Support Services ensures all expenses are allocated to the correct cost centre at the time of processing. See Appendix E for a list of cost elements.

5.4.1 Delegated Signing Authority

A Member of Council and or their staff must have delegated signing authority in order to sign off on expenses to their cost centre. A [Delegated Signing Authority form](#) must be filled out and submitted to Council Support Services. Members are provided with this form at the beginning of the term.

5.4.2 Vendor Accounts

Vendor accounts are profiles that are created with Accounts Payable and have the necessary information to make payments to vendors used by Members of Council and their staff. All new vendors are required to complete and submit a [Request for Vendor Payment by Direct Deposit form](#) to Accounts Payable. Once set up, the vendor will be able to receive direct deposit payments for invoices submitted to a Member of Council's office.

Council Support Services can assist in determining if a vendor is already in the City's finance system for payment purposes.

5.4.3 Payment Without Reference (PWR)

With a vendor account, payments can be made directly to vendors for goods and services. Invoices from vendors can be paid by filling out a [Payment Without Reference \(PWR\) form](#) and attaching the necessary supporting documentation. Likewise, a PWR stamp can be used in place of the form on detailed invoices to fill out the necessary accounting information.

Reimbursements to Members and their staff for office related expenses can be processed by filling out a PWR form.

Once submitted, PWR's will be reviewed by Council Support Services, and sent to the Finance Support Unit (FSU) for payment processing.

5.4.4 Daily Cheques

Daily cheques can be requested through Council Support Services with a PWR form to have a cheque issued instead of direct deposit. The cheque can be delivered to the office or placed in the mail to be send directly to the vendor.

Cheques are printed weekly by Accounts Payable. Daily cheques must be requested and received by Council Support Services no later then Wednesday by 3:00 p.m. for it to be printed and delivered to the office on Thursday by 3:00 p.m.

5.4.5 Petty Cash Reimbursements

Reimbursements to Members and their staff are available through petty cash up to a maximum of \$75. [Petty Cash Voucher](#) must be filled out and submitted with the appropriate supporting document to Council Support Services. Once received, Council Support Services will process and deliver the petty cash to the requester.

5.4.6 Travel Claims

Members of Council may be required to travel on City business by participating at various conferences, conventions, seminars, workshops, and meetings outside the municipality. In some scenarios, trips may be approved by Council and/or the Finance and Economic Development Committee, Standing Committees, or Members of Council.

The Council Expense Policy sets out the required details for travel related expenses. Members can be reimbursed for per diem, mileage, registration and other travel related expenses and accommodations. After returning from business related travel, Members must complete a [Travel Authorization/Claim form](#) to be reimbursed for expenses.

5.4.7 Reimbursements to the Councillor's Office Budget

Reimbursements can be made to the Constituency Services Budget in the form of cash, or a cheque made out to the City of Ottawa and submitted to Council Support Services. A reimbursement can only be made to offset an existing expense.

5.4.8 Corporate Credit Card Reconciliation

Members of Council can obtain a Corporate Card or a Purchasing Card (for their staff), which provides more flexibility with respect to purchasing goods and services, including travel expenses. Both cards are accompanied with specific reporting and accountability requirements set out in the [Purchasing Card Policy](#) and [Purchasing Card Procedures](#).

Like other financial forms, Council Support Services oversees the reconciliation of all corporate cards. Staff will receive an email from Council Support Services detailing the expenses on card for the month, what is missing and the deadline to submit receipts and documentation.

Once complete, the corporate card statement will be reconciled and circulated to the cardholder for signature before being sent to Finance for processing and budget allocation.

A corporate card can be requested by contacting Council Support Services.

5.5 Public Disclosure of Office Expenses

As part of the City Council's commitment to accountability and transparency, City Council members disclose their individual office expenses on a monthly basis on Ottawa.ca. The proactive and routine disclosure of office expenses enhances the transparency of the administration of each Member's office budget.

Expense reports are prepared monthly for each Member of Council and are posted online. The reports are broken down into a series of categories and an itemized report is provided for expenses related to hospitality, donations and sponsorships, special events and travel.

Council Support Services prepares the expense report for each office based on information provided by the Member of Council. All Members of Council have the opportunity to review the expense report before it is posted online and can recommend changes at such a time. To ensure accurate and complete reporting, Members of Council are required to provide all information pertaining to an expense, in accordance with the Council Expense Policy, when it is submitted to Council Support Services for processing. Special event accounts (Section 5.6) are listed in Public Disclosure on an annual basis.

More information can be found in the Accountability Framework section (6.0) of this manual.

5.6 Community Fundraising and Special Events Policy

The [Community Fundraising and Special Events Policy](#) governs scenarios where Members of Council may seek and receive donations or sponsorship to organize events that benefit their Ward, the City or a local charity.

Special Events are included in the Public Disclosure of Office Expenses on an annual basis. More information can be found in the Accountability Framework section (6.0) of this manual.

6.0 Accountability Framework

The City of Ottawa is committed to ensuring that all municipal governance follows the principles of accountability and transparency. As such, City Council is guided by the following policies, procedures, and principles.

This section seeks to provide Members with the most essential information on the policies, codes, tools and Officers that comprise the City of Ottawa's Accountability Framework. The aim of this section is to provide an overview of the Accountability Framework, as well as a summary of its background and implementation.

6.1 Accountability Framework – Overview

Members of Council's responsibilities with respect to accountability are encoded in [Section 224 of the Municipal Act, 2001](#), the key piece of legislation governing municipalities in Ontario (emphasis added):

Role of council

224. It is the role of council,

- (a) to represent the public and to consider the well-being and interests of the municipality;
- (b) to develop and evaluate the policies and programs of the municipality;
- (c) to determine which services the municipality provides;
- (d) to ensure that administrative policies, practices and procedures and controllership policies, practices and procedures are in place to implement the decisions of council;
 - (d.1) to ensure the accountability and transparency of the operations of the municipality, including the activities of the senior management of the municipality;
- (e) to maintain the financial integrity of the municipality; and
- (f) to carry out the duties of council under this or any other Act.

The City of Ottawa is committed to promoting accountable and transparent municipal governance. Just as City Council as a whole must ensure the accountability and transparency of City operations, an individual Member of Council, must make every effort to ensure that decision-making is open and transparent, and that municipal operations are conducted in an ethical and accountable manner.

The fundamental components of the [City of Ottawa's Accountability Framework](#) are detailed in the following subsections.

6.1.1 Key documents:

- [Code of Conduct for Members of Council](#): Outlines the ethical behaviour expected of Members of Ottawa City Council;
- [Complaint Protocol](#): Outlines the procedures for filing an informal or formal complaint. Members of the public, City staff, Members of Council and Council as a whole can file a complaint if they believe a contravention of the Code of Conduct has occurred;
- [Lobbyist Registry By-law 2012-309](#): Establishes a lobbyist registry and establishes the position and duties of the Lobbyist Registrar of the City of Ottawa;
- [Lobbyist Code of Conduct](#): Outlines the standards of behaviour for lobbyists and the conduct of lobbying activities;
- [Council Expense Policy](#): Provides guidance to Members of Council on expenditures that support the Member in fulfilling their duties as an elected official;
- [Community, Fundraising and Special Events Policy](#): Outlines rules for the involvement of Members of Council in Council-Member organized community events, and in providing support for benevolent activities;
- [Accountability and Transparency Policy](#): Provides a listing of various principles, policies, procedures and practices by which the City of Ottawa promotes accountable and transparent municipal governance; and
- [Delegation of Powers Policy](#): Provides for the City of Ottawa to delegate its powers and duties to provide efficient management of municipal operations. The policy requires, among other principles, that every delegation of power or duty of Council shall be accompanied by a corresponding accountability and transparency mechanism.

6.1.2 Key reports:

- [Lobbyist Registry](#) (Joint meeting of the Finance and Economic Development Committee and the Governance Renewal Sub-Committee, December 1, 2011)
- [Lobbyist Registry – Update](#) (City Council July 11, 2012)
- [Integrity Commissioner](#) (City Council July 11, 2012)
- [Code of Conduct for Members of Council and Gifts Registry](#) (City Council May 8, 2013)
- [Council Expense Policy and Community, Fundraising and Special Events Policy](#) (City Council May 8, 2013)
- [Annual Reports of the Integrity Commissioner](#)

6.1.3 Statutory officers:

[Part V.1 \(“Accountability and Transparency”\) of the *Municipal Act, 2001*](#) sets out the integrity officers that municipal councils have the express authority to appoint. As of March 1, 2019, the Act will require municipalities in Ontario to appoint an Integrity Commissioner or provide for the services of an Integrity Commissioner of another municipality. Part V.1 also provides municipalities with the discretionary authority to appoint a Lobbyist Registrar and Auditor General. The City of Ottawa has appointed all three officers:

- The [Integrity Commissioner](#) applies the Code of Conduct for Members of Council, and provides Members of Council with confidential advice on its application. The City’s Integrity Commissioner, Karen Shepherd, also serves as Lobbyist Registrar and Meetings Investigator.
- The Lobbyist Registrar is responsible for ensuring lobbyists’ compliance with the Lobbyist Registry By-law and Lobbyist Code of Conduct, in addition to the oversight and administration of the Lobbyist Registry. The Registrar also seeks to provide education to lobbyists and public office holders alike, by holding stakeholder sessions, issuing [Interpretation Bulletins](#), and maintaining open communication to ensure understanding of the By-law and Lobbyist Code of Conduct.
- The [Auditor General](#) carries out financial, compliance and performance audits of programs, activities and functions of City departments, agencies, boards, commissions, and corporations. The Auditor General may also conduct audits of the offices of the Mayor and Members of Council.

[Section 239.1 of the *Municipal Act, 2001*](#) provides that anyone who wishes to question the appropriateness of a meeting of Council, its committees or local boards that was closed to the public in full or in part may request an investigation. Under the *Municipal Act, 2001*, the municipality may use the [Ontario Ombudsman](#) as investigator for this purpose, or may appoint an investigator who has the function to investigate in an independent manner on a complaint made to him by any person. The City of Ottawa has opted to appoint a [Meetings Investigator](#). As stated above, Integrity Commissioner

Karen Shepherd performs this function.

6.1.4 Public disclosure tools:

- [Public disclosure of office expenses](#): This pro-active and routine disclosure, posted on Ottawa.ca, provides transparency of the administration of each Member's office budget;
- [Gifts Registry](#): Members of Council provide quarterly reports disclosing the gifts, benefits, hospitality and tickets they have received that individually exceed \$100 from one source in a calendar year. The reports are posted on [Ottawa.ca](#);
- [Lobbyist Registry](#): The Lobbyist Registry is a bilingual online tool that documents instances of substantive communication that occur between lobbyists and public office holders. The onus for reporting is on lobbyists, who must disclose lobbying activity within fifteen business days of the communication taking place;
- [Disclosure of executed contracts](#): As part of the [2010-2014 Mid-Term Governance Review](#), Council adopted an amendment to the *Accountability and Transparency Policy* to require the pro-active disclosure of contract awards that have a value of \$100,000 or more that were not the result of public procurement, as well as contracts resulting from a public procurement exercise that are of significant public interest;
- [Disclosure of MFIPPA requests](#): The Access to Information and Privacy Office (ATIP) compiles a list of requests received under the *Municipal Freedom of Information and Protection of Privacy Act* that could be of public interest. Every quarter, the ATIP Office publishes a list of requests that were closed during the previous fiscal quarter; and
- [Office of Protocol - Public Disclosure of Expenses](#): The Office of Protocol manages the coordination and delivery of events and receptions hosted by the Mayor, or the Mayor's designate, on behalf of the City of Ottawa. As part of the [2010-2014 Mid-Term Governance Review](#), Council approved a recommendation that the Office of Protocol produce an annual public disclosure of all events and gifts presented.

6.2 Accountability Framework – Background

“The City of Ottawa’s Accountability Framework is unique in several respects. First, Council opted not only to proactively invoke discretionary tools regarding accountability and transparency set out in the Municipal Act, 2001, (“the Act”) but it has done so in a timely manner and in the absence of a scandal. Second, Ottawa is first municipality in Ontario to integrate roles of three integrity officials provided for in the Act. Further, Ottawa is the second Canadian municipality to establish a formal lobbyist registry and the first to do so voluntarily. This accomplishment was realized both in record time, and

by re-purposing existing database resources.”¹

Council derives its authority to implement the Accountability Framework from [Part V.1 \(“Accountability and Transparency”\) of the *Municipal Act, 2001*](#).

Specifically, as of March 1, 2019, the *Municipal Act, 2001* requires the municipality to:

- Establish codes of conduct for members of council and local boards of the municipality;
- Appoint an Integrity Commissioner, or provide for the services of an Integrity Commissioner, to carry out the following functions:
 - Application of codes of conduct for members of council and members of local boards;
 - Application of any other procedures, rules and policies governing the ethical behaviour of members of council and members of local boards;
 - Application of sections [5, 5.1 and 5.2 of the *Municipal Conflict of Interest Act, 1990*](#) to members of council and of local boards;
 - Provide advice to members of council and of local boards respecting their obligations under the code of conduct applicable to the member;
 - Provide advice to members of council and of local boards respecting their obligations under any other procedure, rule or policy of the municipality or local board governing the ethical behaviour of members;
 - Provide advice to members of council and of local boards respecting their obligations under the *Municipal Conflict of Interest Act, 1990*; and
 - Provide educational information to members of council and of local boards, the municipality, and the public about the municipality’s codes of conduct for members of council and members of local boards and about the *Municipal Conflict of Interest Act, 1990*.
 -

The Act also authorizes the municipality to:

- Appoint an Auditor General who holds council and city administration accountable for the quality of its stewardship over public funds; and
- Establish and maintain a lobbyist registry, require lobbyists to file returns, establish a code of conduct for lobbyists and appoint a Lobbyist Registrar.

As part of the 2010-2014 Governance Review, City Council endorsed an Accountability Framework that included a Code of Conduct for Members of Council, the appointment of an Integrity Commissioner, the public disclosure of office expenses, a low-cost lobbyist registry and a public registry of gifts received by Members of Council. These new accountability measures complemented the existing *Accountability and Transparency Policy*, the *Delegation of Powers Policy*, and the statutory provisions that

¹ Robert Marleau, City of Ottawa Integrity Commissioner. “A Commitment to Integrity and Transparency: The City of Ottawa’s Accountability Framework.” *The Guardian* (publication of the Council on Governmental Ethics Laws) Vol. 35, Issue 1 (18 June 2014)

were already in place regarding the Office of the Auditor General and the position and operations of the City's Meetings Investigator.

As of January 2011, Members of Council, as well as each member of the Executive Committee, disclose their monthly office expenses [online on Ottawa.ca](#).

At its meeting of July 11, 2012, Council approved the establishment of the Lobbyist Registry and the [Lobbyist Code of Conduct](#), as part of its Accountability Framework. On August 29, 2012, Council enacted and passed [By-law 2012-309](#) establishing both the Registry, and the position and duties of the Lobbyist Registrar. On the same day, Mr. Robert Marleau was appointed Integrity Commissioner, Lobbyist Registrar and Meetings Investigator.

The Lobbyist Registry was launched shortly thereafter on September 1, 2012. The Lobbyist Registry application was developed in-house by City Information Technology staff. No hardware or software was required, as IT repurposed an existing application to create a very simple lobbyist registry system, with a focus on user-friendliness, simplicity, and transparency.

In 2013, the last two pieces of the Accountability Framework were put in place. On May 8, 2013, Council adopted the Code of Conduct for Members of Council, as well as the Council Expense Policy and the Community, Fundraising and Special Events Policy. All three items were enacted on July 1, 2013.

Finally, in October 2013, Council undertook its first proactive disclosure of all gifts, benefits, hospitality, and tickets captured by the Code and received by Members of Council that individually exceeded \$30 for the period of July to September 2013. As part of the 2014-2018 Governance Review, the monetary threshold for gifts, benefits and hospitality was raised to \$100. The \$30 monetary threshold for tickets remained in effect. Disclosure is ongoing on a quarterly basis.

With the Accountability Framework in place, the Integrity Commissioner turned his focus on providing timely advice on ethical matters and interpretations of the Code of Conduct in response to inquiries from Members of Council and their staff. In his capacity as Lobbyist Registrar, the Integrity Commissioner's focus has been on education, outreach, and encouraging greater compliance on the part of lobbyists with the Lobbyist Registry By-law and the Lobbyist Code of Conduct.

On May 30, 2017, Bill 68 received Royal Assent and included 43 pages of amendments to the *Municipal Act, 2001* (and the *City of Toronto Act, 2006*), the *Municipal Conflict of Interest Act* and the *Municipal Elections Act, 1996*, as well as approximately 12 other pieces of legislation. These changes relate to the general themes of accountability and transparency, municipal finance, and service delivery.

As a result of Bill 68, Council's Accountability Framework will evolve to include a code of conduct for members of local boards, which will be overseen by the Integrity Commissioner, as well as a new municipal conflict-of-interest regime. The new provisions come into effect on March 1, 2019.

7.0 Other Corporate Services and Procedures

7.1 Council Support Services

Operating within the Office of the City Clerk, the Council Support Services branch provides all Members of Council with a high standard of administrative service in all matters related to the operation of each Councillor's office. The aim of Council Support Services is to provide the elected representatives with an environment in which they and their staff can focus on their political responsibilities, both to Council and more broadly to the citizens of the City of Ottawa, and not be overburdened by basic administration and logistical concerns.

Council Support Services staff is available to assist Members of Council and their staff in a number administrative areas as noted throughout this manual, and in the following matters:

Reception

The Councillors' Reception desk located at City Hall offers reception services for all Member of Council, their staff, and their guests. Reception services include:

- Bilingual reception service to receive visitors/calls
- Mail and fax distribution
- Ordering and distribution of office supplies through ArtWoods accounts
- Maintenance of shared daily newspaper subscriptions
- Supplies stationary City of Ottawa envelopes and printer paper
- Meeting room and audiovisual equipment bookings
- Actions all facility request matters
- Adequate first aid supplies
- Ordering of coffee supplies
- Confidential document shredding
- Maintenance of a secure workplace on the row

Budget Administration

- Processing finances and expenses
- Providing quarterly budget forecasts
- Reconciling monthly public disclosure of office expenses

Human Resources

- Processing time and leave requests
- Providing new hire orientation sessions
- Assisting with all aspects of recruitment and hiring

Information Technology

- On-site assistance for computer hardware and software troubleshooting and support
- Ordering of required software and hardware for Members of Council
- Coordinating more extensive computer repairs and installation requests
- Suggests and organizes specialized training requirements

Council Support Services staff will work in partnership with other departments service areas, such as Information Technology Services, Human Resources Services and Finance Services to ensure the provision of these services. As a result, these matters will be dealt within a timely and efficient manner by staff familiar with the specific requirements of Members of Council and their service expectations.

All Council Support Services staff can be relied upon to fully understand the confidential nature of the information that comes to them during the course of a working day and are fully committed to maintaining confidentiality as an essential element of their duties.

7.2 Council and Committee Services

Council and Committee Services provides support to City Council meetings, [Standing Committees](#), [Advisory Committees](#) as well as several boards, pursuant to the *Municipal Act, 2001*, the *City of Ottawa Act, 1999* and related provincial statutes.

Members of Council and their staff may contact Committee Coordinators or the Manager of Council and Committee Services for procedural advice in accordance with the [Procedure By-law](#), assistance in drafting and submitting motions, and other assistance related to Council and Committee meetings or the legislative process.

Council and Committee meeting schedules, agendas, minutes and Committee Coordinator contact information can be found on the Council and Committee Meetings Portal at www.ottawa.ca/agendas. All Council and Committee documents are also saved to the [Ottawa City Council SharePoint Site](#).

7.3 City Intranet – Employee Information SharePoint Site (formerly Ozone)

The City of Ottawa intranet is based on the Microsoft SharePoint platform. The City's [Employee Information SharePoint Site](#) (formerly known as Ozone) can be accessed

from a computer or mobile device without needing to be connected to the City's network onsite or by VPN. The site's main page is the default browser home page on most employees' computers.

The [Employee Information SharePoint Site](#) is an important tool that houses information related to employment, internal services, resources, and other departmental information. The Site provides employees with the ability to:

- Search policies, forms, and by-laws,
- Search the employee directory and view the organization structure chart,
- Submit print, IT, security, and translation requests,
- Access links to mandatory trainings and other important HR information,
- Access corporate information on services such as the EFAP and the Active Living Club, and
- Read employee news and information shared by the City Manager.

The Council [Administration SharePoint Site](#) is as a resource for Members of Council and their staff to access the most current version of forms, documents, policies, and procedures relevant to City Councillors and Councillors' Assistants.

Members may contact Council Support Services to have additional reference information added to the Council Administration SharePoint Site.

7.4 Information Technology Services (ITS)

Information Technology Services (ITS) is responsible for the provision, installation and maintenance of a complex computer network, telephone systems, and applications. ITS is also responsible for the provision and maintenance of user equipment including desktop and laptop computers, printers, telephone sets, and cellular phones.

Members of Council and their staff can contact ITS directly by phone at extension 26001 (a priority line for Councillors' offices) or by visiting the IT Service Counter at City Hall or at 100 Constellation for immediate, hands-on assistance with IT-related issues, questions, or concerns. Council Support Services can also be reached for any IT matter.

In addition, ITS covers the costs of printer paper and ink ordered by Council Support Services for use by Members and their staff.

7.4.1 Procurement of IT Assets

Members of Council may purchase, with their office budget, any other corporate standard IT assets over and above the current allocation of IT equipment. Please contact Council Support Services to initiate these requests. IT assets include

software, computers, laptops, printers, scanners, cameras, personal digital assistants, cellular phones, and telephone equipment.

7.5 Security Services

Any staff member, who has reason to believe that their safety or security is at risk, or who has reason to believe that property has been stolen or vandalized, should contact Corporate Security at extension 21990 to report the incident. For emergency cases or where staff are being directly threatened, [REDACTED]

[REDACTED]

[REDACTED]

The City of Ottawa has also implemented security measures to ensure a safe and secure environment for Council and Committee meetings in Council Chambers – Andrew S. Haydon Hall at City Hall.

7.6 Translation Services

All City departments benefit from centralized translation, revision and proofreading services offered by the Translation Services unit of the French Language Services branch. Translation, revision, or proofreading requests can be submitted to Translation Services through an [online request](#). Councillors' Constituency Services Budgets will not be charged for any translations completed through Translation Services.

7.7 Mail and Printing Services

The [Printing Solutions Unit](#) offers the following services:

- Stationery (City standard letterhead and business cards)
- Book assembly
- Stock items (such as media kits and envelopes)
- Miscellaneous services – including finishing services (such as folding, stapling drilling), scanning and DVD/CD creation

Like other Internet shopping sites, the [Printing Solutions Storefront](#) provides price estimates, online proofs, and can track your printing requests. Please contact them at extension 21247 for more information.

The [Mail Services Unit](#) is responsible for the coordination of delivery and pick-up of internal and external mail for the City of Ottawa. There are three main services that may be accessed through the Unit:

- Interdepartmental Mail Services

- Courier Services, including same-day and overnight deliveries
- Canada Post Services

7.8 ServiceOttawa – 3-1-1 Call Centre

ServiceOttawa is your first stop for City services, such as:

- ✓ Reporting a pothole or a slippery sidewalk
- ✓ Requesting a garbage / recycling collection calendar
- ✓ Requesting a review of parking tickets
- ✓ Paying your property tax bill
- ✓ Requesting trial dates and other court services
- ✓ Registering for classes and activities
- ✓ Information on all City services

ServiceOttawa adds and updates information and services on Ottawa.ca. If residents don't find what they need online, they can call 3-1-1 or visit one of the Counter Service locations. Staff can answer questions in more than 170 languages.

The request for services (such as missed garbage/recycling collection or reporting a pothole) is part of a collaborative effort of City staff. The entry point for making that request is ServiceOttawa, through one of our four channels: web, phone, email or counter. When a service request comes in through the front door of ServiceOttawa, staff ensure that the correct department(s) receive the request for completion. When there are questions as to the status of the request, staff are able to provide that detail to the resident or to put the resident in communication with the correct staff in the servicing department.

Best Way for Citizens to access City Services

Residents can report a pothole, pay a parking ticket, register for a dance class and track the status of their service request online at ottawa.ca/311.

Tools for Councillors and their offices:

The ServiceOttawa [Councillors' Portal](#) provides Members of Council and Councillors Assistants with quick links to some of the top types of service requests which the assistant can access to submit service requests on behalf of constituents.

[Knowledge Based Articles](#) are regularly updated with information to assist 3-1-1

agents and Councillors' staff answer questions from constituents.

Councillors and their staff can notify ServiceOttawa if they notice any issues or pages on Ottawa.ca that should be updated by emailing soweb@ottawa.ca.

There is a priority line, which is for City staff requiring urgent contact with 3-1-1 (such as requesting the dispatch of urgent resources in an emergency). This number is available to Councillors for urgent matters. Note, this number is *not* for public use. There is also an e-mail address for Council use only, however, this is the least timely way to access services. While ServiceOttawa endeavours to have a "same day" response time during business days, the same resources that answer 3-1-1 calls also respond to emails so it could occur that resources are unavailable during very high call volumes.

ServiceOttawa has a relationship manager, Michael Ouellet (613-580-2424 x29022). If you have any questions or concerns with issues raised by constituents, please contact them and they will work with departments to provide clarification on the issue. If you are unsure how to access services in ServiceOttawa, they can also help with this.

7.9 Ward Office Space

The Member Services Committee approved the following regarding ward office space on May 17, 2001:

1. All Councillor's are entitled to minimal ward office space, where desired;
2. Ward space must be within existing city facilities and must utilize existing spaces;
3. Ward space should be located within administration buildings wherever possible;
4. Minimal financial costs will be incurred for construction within ward space, i.e.; change locks, replace carpets, minor alternations, patch and paint walls, etc.
5. All ward space to be approved and implemented by the Corporate Accommodations Project;
6. Councillor's are entitled to book meeting space within any city facility without cost.

Please contact Council Support Services for more information.

7.10 Commissioner of Oath

The function of the Commissioner for taking Affidavits/Oaths is to provide formality to the occasion of signing the document in question so that the person swearing or affirming to the document is agreeing that their conscience is bound and is making an express statement binding in law that that the contents of the document and signature are true. Swearing a false affidavit can result in legal proceedings under various provincial legislation and could constitute perjury under the *Criminal Code of Canada*. Furthermore, a Commissioner who fails to properly administer the taking of an oath is also subject to prosecution.

It is important to note that some government applications are to be executed by persons other than a Commissioner for taking Affidavits/Oaths such as notaries, lawyers, or guarantors. A passport application for example, requires a guarantor to attest to the identification of the applicant. A guarantor is a person who has known the applicant for at least two years and is also of a certain occupation/profession. Attesting to the identification of a passport applicant is the function of a guarantor, not a Commissioner of Oaths. Accordingly, it is important that the Commissioner of Oaths satisfy themselves that the function is in fact one that is within the jurisdiction of the Commissioner of Oaths. An examination of the document, including the “jurat” which is the signature block setting out when, where and before whom the document is to be sworn or affirmed will indicate whether a Commissioner of Oaths can commission the document.

Who are Commissioners for taking Affidavits/Oaths?

Generally speaking, a person can become a Commissioner for taking Affidavits/Oaths in Ontario in the following two ways:

1. by virtue of office;
2. by appointment.

Commissioners by virtue of office.

The following are, by virtue of their office/position, commissioners for taking affidavits:

- Mayor and City Councillors - can only take commissions within the municipal territory;
- City Clerk, Deputy City Clerk, and Treasurer -can only take commissions within municipal territory;
- Members of the Provincial Parliament (MPP's);
- judges and justices of the peace;
- lawyers entitled to practice law in Ontario (e.g. Legal Services);
- certain City staff such as administrative heads and deputy administrative heads for City departments relating to building standards, welfare, assessment or planning, and the medical officer of health – for purposes of the affairs of the City only.

No stamp is required for Members of Council. However, it is a good practice for the Commissioner to indicate their office underneath the jurat (e.g., City Councillor, City Clerk, or Solicitor).

Duties of Commissioners and the Commissioning Process

The Ministry of the Attorney General publishes a [Reference Guide for Newly-appointed](#)

Document 23

[Commissioners for Taking Affidavits](#), that may be consulted for current information and guidance for commissioners and the process for commissioning documents, including responsibilities as a Commissioner of Oaths and Steps for Taking Written Declarations and Affidavits, which apply to appointed commissioners as well as commissioners by virtue of office.

Councillors should read carefully and review the *Commissioners for Taking Affidavits Act* and Ontario Regulation 431/20, Administering Oath or Declaration Remotely, **before** commissioning any documents.

Appendix A – Severance Policy for Councillors’ Assistants

(Approved by the Member Services Committee on July 11, 2001.)

Purpose

The purpose of this Policy is to establish a fair and equitable severance policy process for Councillors’ Assistants. Based on a formula equal to one month’s remuneration for each year of service, up to a lifetime maximum of eighteen (18) months, this policy also adheres to the principle against “double-dipping”.

1. Definitions

In this Policy,

- a) “City Clerk” means the person appointed to the statutory position of Clerk of the City of Ottawa, or authorized representative;
- b) “Contractual Agreement” means the binding employment contract between the City and the Councillor’s Assistant that stipulates the details relevant to remuneration, benefits and duration of the employment period;
- c) “Council” means the Council of the City of Ottawa;
- d) “Councillor’s Assistant” means the person appointed by the Councillor, to be a City employee through a contractual agreement, to perform specific functions within the office of that Member of Council, but does not include a consultant or contractor;
- e) “General Manager, Human Resources” means the person appointed to the position of General Manager, Human Resources Department;
- f) “Member” means a Member of Council of the City of Ottawa;
- g) “Person/year” means the number of days a Councillor’s Assistant is required to work to attain the value equivalent to a complete annual salary on the basis of a 7.0 regular hour working day and at the rate of remuneration contained in the contractual agreement within a term of Council.

2. Eligibility

Where a Member of Council:

- a) retires from the office of the Member of Council;
- b) dies during the term of office of Member of Council;

- c) becomes disabled so as to be unable to perform the duties of a Member of Council;
- d) is defeated in an election for the office of Member of Council;
- e) becomes disqualified from holding the office of Member of Council pursuant to any Act of the Parliament of Canada or Act of the Legislature of the Province of Ontario; or
- f) has their office declared vacant by virtue of the application of any Act of the Parliament of Canada or Act of the Legislature of the Province of Ontario, each of their Councillor's Assistants, who lose their employment as a result, may be eligible to severance pay in accordance with provisions of this Policy.

3. Entitlement

(1) Where one or more of the provisions contained in Section 2 apply, a Councillor's Assistant may be entitled to severance pay if that person:

- a) had a contractual agreement in effect at the time the Member ceased to hold office; and
- b) has not secured alternate employment with the City within forty-five (45) calendar days of the date the Member ceased to hold office.

(2) Within forty-five (45) calendar days of the events described in Section 2, a Councillor's Assistant shall apply, in writing, to the City Clerk, for a severance payment in accordance with this Policy.

4. No Entitlement

Severance pay shall not be available to any Councillor's Assistant who:

- a) voluntarily leaves their position as a Councillor's Assistant;
- b) leaves their position as a result of their own death or disability;
- c) is discharged for just cause; or
- d) accepts an offer of reasonable alternate employment with the City within the appropriate prescribed time period.

5. Compensation

(1) The amount of severance pay shall:

- a) be a one-month regular pay for each continuous person/year of service as a Councillor's Assistant within one or more terms of Council based on

the rate of pay in effect on the date of termination; and

- b) not exceed a life time total of eighteen (18) months of remuneration in total.

(2) Where the Councillor's Assistant held two or more positions during one or more terms of Council, severance pay shall be calculated in a pro-rated fashion on the basis of:

- a) the time period the person held each such position; and
- b) the effective rate of remuneration during the last month of each position.

6. Authorization

(1) The General Manager, Human Resources, shall be authorized to approve and provide for the issuance of severance pay in accordance with provisions of this Policy.

(2) The expenditure in providing severance pay shall be charged to the corporate account established for this purpose.

7. Reimbursement

Where a person, having received severance pay in accordance with the provisions of this Policy,

- a) becomes employed with the City; or
- b) otherwise does work for the City for which financial compensation is paid,

prior to the expiry of the equivalent number of months of severance pay, such person shall reimburse a pro-rated amount of severance pay to the City, calculated from the time the person commenced employment or was engaged to do work for the City.

8. Member Services Committee

Any unresolved issues regarding the application of this Policy will be submitted to the Member Services Committee for final resolution.

9. Effective Date

For purposes of calculating severance pay, this Policy shall take effect on January 1, 2001.

Appendix B – Contracted Vendor Invoice Template

[Name of Individual or Company Name]
 [Street Address]
 [City, Postal Code]

INVOICE
 INVOICE #[0]
 DATE: [DATE]

TO:

[Councillors Name]
 City of Ottawa
 110 Laurier Avenue West
 ON, K1P 1J1

DESCRIPTION OF SERVICES	HOURS WORKED	HOURLY RATE	AMOUNT
Enter description 1	Hours	Rate	Amount
Enter description 2	Hours	Rate	Amount
Enter description 3	Hours	Rate	Amount
Enter description 4	Hours	Rate	Amount
Enter description 5	Hours	Rate	Amount
Enter description 6	Hours	Rate	Amount
Enter description 7	Hours	Rate	Amount
Enter description 8	Hours	Rate	Amount
Enter description 9	Hours	Rate	Amount
Enter description 10	Hours	Rate	Amount
Enter description 11	Hours	Rate	Amount
Enter description 12	Hours	Rate	Amount
Enter description 13	Hours	Rate	Amount
Enter description 14	Hours	Rate	Amount
Enter description 15	Hours	Rate	Amount
TOTAL			AMOUNT DUE

Appendix C – Council Expense Policy

Approved By: City Council

Category: City Clerk

Approval Date: May 8, 2013

Effective Date: July 1, 2013

Revision Date: February 1, 2021 (Housekeeping revisions)

Policy Overview

The Council Expense Policy provides guidance to Members of Council on expenditures that support the Member in fulfilling their statutory duties as an elected official. A Constituency Services Budget is intended to provide Members of Council (Members) with the resources to:

- Administer their offices at City Hall and in their wards to support their role;
- To conduct meetings and communicate with their constituents and other stakeholders;
- Support and promote activities or community groups within their ward and in the community at large; and
- Represent the City at functions, events or conferences.

The policy is intended to:

- Provide Members of Council with the flexibility to allocate resources in the most efficient way to meet their own particular requirements;
- Clarify the processes that Members and their staff use to administer their budgets by simplifying and outlining the rules; and
- Recognize Members' accountability for managing City resources allocated to them.

The following principles should be applied when interpreting this policy:

1. Autonomy of Council

- City Council, as the decision-making body of the City, is separate and distinct from the City administration; and
- The autonomy of Council is provided for in the *Municipal Act, 2001*.

2. Integrity of Council

- The integrity of City Council as a whole and the offices of the Members must be protected; and
- The interest of City Council as a whole takes precedence over the personal interest of individual Members of Council.

3. Accountability

- Members are the stewards of City resources and are ultimately accountable to the public and their constituents for the type and level of expenses they incur;
- Since Members use public funds when they perform their duties, the public expects public funds to be used solely for fulfillment of their public duties;
- Members' expenses should be reasonable and reflect what the public expects of an elected official; and
- Members' business expenses and personal expenses must be kept separate.

4. Transparency

- The public has a right to know how public funds allocated to Members are spent; and
- The public's right to Members' expense information must be balanced against the need to protect privacy and personal information, and allow time for proper accounting and reconciliation of expenses.

5. Flexibility and Limits

- Members require flexibility to perform their roles, operate their offices and pursue their public interests;
- Members engage their communities differently;
- Expenditures must not conflict with rules set out in other related legislation and policies (e.g. Election-Related Resources Policy); and
- All accounting, audit and *Income Tax Act* principles and rules must be followed.

Exemptions to this Policy may be granted in writing by the City Clerk, in consultation with the Integrity Commissioner as necessary.

Guiding Legislation

The guiding legislation for the Council Expense Policy is the *Municipal Act, 2001*. Section 224 of the Act describes the role of City Council:

- To represent the public and to consider the well-being and interests of the municipality;
- To develop and evaluate the policies and programs of the municipality;
- To determine which services the municipality provides;
- To ensure that administrative policies, practices and procedures and controllership policies, practices and procedures are in place to implement the decisions of council;
- To ensure the accountability and transparency of the operations of the municipality, including the activities of the senior management of the

municipality;

- To maintain the financial integrity of the municipality; and
- To carry out the duties of council under this or any other Act.

Section 225 further describes the role of the Mayor as Head of Council:

- To act as Chief Executive Officer of the municipality;
- To preside over council meetings so that its business can be carried out efficiently and effectively;
- To provide leadership to the council;
- To provide information and recommendations to the council with respect to the role of council to ensure administrative, accountability and transparency policies are in place;
- To represent the municipality at official functions; and
- To carry out the duties of the head of council under this or any other Act.

Budget Allocation and Administration

Constituency Services Budget for Members of Council

Members of Council are provided with a Constituency Services Budget with which to run their offices. Expenses include items such as: community events, contributions, donations and sponsorship, office supplies and staffing. Members of Council cannot exceed their annual Constituency Services Budget. Any over-expenditure is the personal responsibility of the Member and to be paid personally by the Member. There is no carry-over of deficits or surpluses from one year to the next. This is particularly important in an election year since sufficient funds must remain for the newly elected representatives to operate their offices.

Where it appears that a Member's Constituency Services Budget may be overspent, the City Clerk or designate will advise the Member in writing as soon as a risk is identified and, in conjunction with the Program Manager, Council Support Services or the Program Manager, Mayor Support Services, as appropriate, work towards resolving the matter with the Member.

Council Administration Budget

The budget for the Elected Officials is overseen by the City Clerk. Under the supervision of the Manager, Council and Committee Services, the Council Administration Budget is used to finance a range of items commonly used in the operation of each Office, as well as cover certain other expenses supporting the Council or required by the *Municipal Act, 2001*.

The salary, benefits and transportation allowance of all Members of Council will be drawn from the Council Administration Budget. The Council Administration Budget may also fund travel by Members of Council to conferences, Board or committee

meetings of municipal organization or similar events in accordance with relevant, approved policies and procedures.

Spending Guidelines and Accounting Procedures

Members' claims for expenses must follow basic accounting and audit principles and the following guidelines:

- Expenses must relate to the business of the City of Ottawa; Members and their staff cannot claim expenses of a personal nature;
- Expenses must be consistent with what is permitted in the Councillors' Office Manual;
- No expense shall create a conflict of interest, or the appearance of such a conflict, that may arise through the purchase of goods or services from a family member or a family member of one of a Member's staff;
- Members or their staff must incur the expenses. Expenses incurred by third parties cannot be claimed;
- Members' budgets shall not be used to provide a personal benefit to specific individual citizens or businesses (i.e. payment of tax penalties, parking tickets, sponsorship of personal travel, etc.);
- Members and their staff must provide proper documentation, including detailed original receipts and a breakdown of taxes, for all expense claims. Credit card receipts or statements alone are not sufficient and will not be accepted. In the case of any on-line purchases, a copy of the confirmation must be attached to the claim. Members or their authorized staff must sign off on all receipts or invoices with original signatures. Documentation with only signature stamps or electronic signatures will not be accepted;
- Delegation of signing authority to staff must be documented on the appropriate form and remitted to the Program Manager, Council Support Services or the Program Manager, Mayor Support Services with samples of signatures prior to the transaction;
- Invoices must include a description of the goods purchased or services rendered, the cost, applicable taxes and GST Registration Number. In the event a GST Registration Number is not provided, Members' Assistants are required to contact the vendor to obtain the information;
- The City of Ottawa is exempted from GST. GST paid to vendors will not be included in the amount charged to the Member's Constituency Services Budget;
- Any material and intellectual assets purchased through the use of the Constituency Services Budget are the property of the office, not the Member. Original receipts and a photograph of the purchase are required for inventory purposes;
- All donations to charities funded by the Constituency Services budget shall be accomplished by means of a cheque, direct deposit or purchasing card payment and any charitable receipt shall be made out to the City of Ottawa. Charitable receipts shall be given to the Program Manager, Council Support

Services or the Program Manager, Mayor Support Services. Neither Members nor their staff will be reimbursed for charitable donations provided in cash unless accompanied by the charitable receipt;

- Direct mail and direct marketing expenses for a geographic area outside of a Member's ward will not be permitted without prior approval from the City Clerk, in consultation with the Integrity Commissioner. Notwithstanding, it is recognized that advertising in mass media and broader circulation publications and some unaddressed postal walks will cross ward boundaries and these are exempt where outside the control of the Member seeking to direct mail/direct market to his/her ward residents;
- Expenses must be charged to the year in which they occurred. Expenses cannot be carried forward to different years;
- Members who charge for goods against the current year must have received the goods and/or services from the vendor before December 31 of that year;
- Original receipts must be submitted within 90 days of purchase and no later than the final date for processing payments within a budget year as determined by the Finance Services Department;
- At the end of the year, when expenses have been incurred but invoices are not yet received, Members must inform the Program Manager, Council Support Services or the Program Manager, Mayor Support Services, as appropriate, so that a proper liability can be set up. Invoices from previous years that have not been set up as liabilities will not be paid or reimbursed from the previous year's budget. Payment may be made against the current year's budget;
- To ensure financial integrity, Members of Council must sign off on disbursements/reimbursements directly payable to their staff. Further, the City Clerk or designate must sign off on disbursements/reimbursements directly payable to Members of Council;
- Where a Member of Council or their staff is requesting reimbursement for an expense, proof of payment must also be submitted; and
- Members of Council can obtain a Corporate Card or a Purchasing Card, which provides more flexibility with respect to purchasing goods and services, including travel expenses. Both cards are accompanied with specific reporting and accountability requirements;

Public Disclosure

Expense reports are prepared on a monthly basis for each Member of Council. The reports are broken down into a series of categories for ease of reference. An itemized report is provided for expenses related to donations and sponsorships, hospitality, special events and travel. Members of Council must take note of the specific documentation requirements of certain allowable expenses and ensure that the appropriate details are provided. An annual release of each Member of Council's final budget figures will also be disclosed.

Further, and in accordance with the legislated requirements of the *Municipal Act*,

2001, a Statement of Remuneration, Benefits and Expenses Paid to Council Members and Council Appointees, and Police Services Board members, will be reported to Council each year.

In the spirit of accountability and transparency, the individual office expenses for Members of City Council are publicly disclosed on the City's website.

Conditions and Requirements for Public Disclosure

Contributions and Sponsorship

- Contributions must be accompanied by a request from the organization with details about the group and the purpose of the contribution

Hospitality offered by Members

- Identify business purpose and date for the meeting expense;
- Original itemized receipt indicating items consumed and total cost;
- The name and location of establishment; and
- Full name of all participants attending meeting must be provided, as well as their affiliation if they are representing an organization or business. The names of individuals receiving hospitality are not confidential.
- Members are not required to list the names of attendees for community events of a social, protocol or ceremonial nature or events involving large groups (over 10 people), school events or similar events where no City business is transacted or the names of any minors receiving hospitality.

Special Events attended by Members

- Exact name of event must be provided;
- Date and location of the event;
- The name of any individual who attended with the Member must be provided;
- Detailed receipts and invoices of any expenses incurred; and
- A copy of tickets purchased.

Travel

- Identify all City-funded travel, including travel funded by the City's Boards and Agencies, as well as Members' travel funded by external bodies such as boards, conservation authorities and municipal associations;
- Identify where the meeting was held, the duration, and the purpose;
- Travel reimbursement must include any itinerary confirming travel dates and airline booking, an original hotel invoice itemizing room costs and other incidentals, conference brochure confirming the cost and conference date and taxi / parking receipts;
- Members must report to the Integrity Commissioner, before the first date of

travel, all travel costs funded by an eligible body under the Code of Conduct; and

- Members who undertake City-funded travel must submit a report detailing their experiences, what they learned at the conference and how the City's position or interests were advanced. The report shall be accomplished in writing, either as an information report or as an Information Previously Distributed report, listed on the agenda for the appropriate Standing Committee.

Restrictions on Expenses

Contributions

- Unless otherwise approved by motion of Council, contributions are limited to 3.5% of the Members annual Constituency Services Budget;
- Contributions shall be made via City of Ottawa cheques, direct deposit or purchasing card payment to a community group or organization, not by a Member of Council or staff personal cheques;
- Unless otherwise approved by motion of Council, contributions to individuals, businesses or City funded services and departments are prohibited; and
- The purchase of material assets as contributions is prohibited.

Expenses

- No expense shall create a conflict of interest, or the appearance of such a conflict, that may arise through the purchase of goods or services from a family member;
- Alcohol is not a permitted expense;
- Personal expenses (i.e. clothing, etc.) are not eligible expenses; and
- Gifts for Members' staff or other employees of the City, its agencies, boards, commissions and special purpose bodies are not eligible expenses.

Interpretation and Exemptions

The City Clerk and Members of Council may consult with the Integrity Commissioner for guidance with respect to individual Member expenses or any interpretation on the application of this policy.

Where the City Clerk and the Integrity Commissioner have been consulted and a determination has been made that expense is appropriate, an exemption may be granted in writing.

Election Year Budget Restrictions

Document 23

In a municipal election year, and in relation to a municipal by-election, certain restrictions are placed on Member's Office Budgets and the allowable expenses that can be incurred. These restrictions are set out in the *Election-Related Resources Policy*.

Appendix D – Cost Elements and Definitions

Cost Elements by Public Disclosure Category

Itemized Categories for Public Disclosure	
Cost Element	Definition
<i>Special Events, Community Reception and Hospitality</i>	
502394	Receptions / Luncheons / Hospitality
502912	Licences & Permits
502928	Community Events
505100	Food & Beverages
505101	Food
<i>Donations, Sponsorships and Memberships</i>	
502395	Corporate Memberships
507197	Donations/Sponsorships
City-Related Business Travel	
502111	Conferences & Conventions
502119	Business Travel and Expenses
Summarized Categories for Public Disclosure	
<i>Constituent Communications and Web Services</i>	
502113	Local Transportation
502115	Non-Taxable Car Mileage
502121	Postage
502122	Freight/Courier/Service
502131	Cablevision & Communications
502132	Voice/Data Network Charges
502134	Cellular Phone
502210	Advertising / Promotion
502338	External Data Processing
502396	Outside Printing and Photography
502692	Parking
502933	Elected Officials - Website Services
<i>External Services</i>	
502123	Brokerage Services
502311	Translation Fees
502329	Non-Professional Services
502330	Professional Service
502379	Security Services
502392	Consultants

<i>Materials, Office Supplies and Related Services</i>	
502397	Janitorial & Laundry Services
502445	Repair & Maintenance - Systems
502619	Rental Buildings
502640	Record Storage & Handling (Quick Messenger)
502650	Rentals - Miscellaneous
502660	Rentals - Equipment and Tools
502710	Recreation Activities
502901	Moving Expenses
502938	Landfill Operating & Monitoring
503501	Contracts
505106	Production For Inventory
505345	Lubricants & Other Fuels
505478	Safety Supplies
505980	Paper Products
505984	Program Supplies
505985	Contraception Supplies
505989	Publications & Subscriptions
505990	Office Supplies
505995	Miscellaneous Supplies
505996	Promotional Items
506173	Office Furniture & Equipment
506175	Computer Hardware / Peripherals
506185	Computer Software