

Elected Officials' Office Manual
December 2024

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1 Introduction Section

The Elected Officials' 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 manual is reviewed twice per Term of Council as part of the regular governance cycle, with any substantive changes brought forward for consideration and approval by Council.

The City Clerk has delegated authority to 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 Members' Compensation

2.1 Introduction

Members of Council receive compensation paid by the City of Ottawa subject to adjustments by City Council from time to time. In accordance with the legislated requirements of the *Municipal Act, 2001*, a Statement of Remuneration, Benefits and Expenses Paid to Council Members, Council Appointees and Police Services Board members is reported to Council each year.

As required by the province's *Public Sector Salary Disclosure Act, 1996*, the City of Ottawa publicly discloses the names, positions, salary paid and taxable benefits of Members who receive \$100,000 or more in overall compensation.

This section discusses the following:

- Salary administration
- Benefits and pension
- Transportation allowance
- Provision of parking passes
- Provision of transit passes
- Maternity and parental leave
- Other leave provisions
- Employee resources available to Members

2.2 Salary Administration

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 the source. Members of Council are required to complete a Canada Revenue Agency TD1 form for the purposes of income tax deduction.

2.3 Cost of Living Adjustments

On February 13, 2013, Council approved the Mid-Term Governance Review, which included amendments to Council remuneration policies, namely “that an annual cost of living [economic] increase for Members of Council be established at the same rate as for the Management and Professional Exempt staff”. As Management and Professional Exempt (MPE) staff receive economic adjustments that mirror those awarded to CIPP, Members of Council will receive economic increases in line with those awarded by the arbitration panel to CIPP.

Economic increases for 2022-2026 Members of Council:

- Effective 1 January 2023 – 2.50%
- Effective 1 January 2024 – 2.50%
- Effective 1 January 2025 – 2.50%

2.4 Benefits

Members of Council are entitled to the following benefits:

- Health and dental care
- Life and accidental death and dismemberment insurance
- Long term disability.

For more information on pension and benefits, visit the Payroll, Pension and Benefits SharePoint site, or contact the Payroll, Pension and Benefits Service Centre at payroll@ottawa.ca or by phone at extension 28484.

2.5 Pension

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. OMERS can be reached directly at 1-800-387-0813.

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)

2.6 Transportation Allowance

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.

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.

2.7 Parking Pass

Members of Council may wish to sign-up for a free parking pass for use at City Hall, 110 Laurier Avenue West. A designated area on P1 has been reserved for Member parking, immediately on the right-hand side when entering the parking garage from Elgin Street.

While the pass is free, the Canada Revenue Agency (CRA) considers employer provided parking to be a taxable benefit, unless both of the following conditions are met:

- The employer provides parking to the employee for business purposes; and
- The employee regularly has to use his or her own automobile or one usually supplied by the employer to do his or her duties.

If Member travels at minimum three days per week for business purposes and can prove that they will not have a taxable benefit applied. The CRA does not consider travel between home and work as travel for business purposes. Therefore, Members are encouraged to track their appointments and meetings through their Outlook Calendar, including meeting locations, in the event they are ever required to demonstrate their pass was a requirement for business use.

2.8 Transit Pass

The Presto pass (OC Transpo) is free for Members of Council and valid from November 15, 2022, to November 14, 2026. The CRA considers this a taxable benefit.

Therefore, should a Member receive the pass, there are associated income tax and OMERS implications. If a Member would like to opt-in to receive a parking pass or a Presto pass, contact the Program Manager, Council Support Services.

2.9 Maternity and Parental Leave

In accordance with *Section 270 of the Municipal Act, 2001*, City Council has adopted a [Pregnancy and Parental Leave for Members of Council Policy](#).

The Policy provides the following guiding principles as it relates to a Member's pregnancy and/or parental leave:

1. A Member of Council is elected to represent the interests of their constituents.
2. A Member's pregnancy and/or parental leave does not require Council approval and their office cannot be declared vacant as a result of the leave.
3. Legislative and administrative matters requiring action during a Member's pregnancy and/or parental leave should be addressed in a manner that is consistent with the Member's wishes.
4. A Member of Council on pregnancy and/or parental leave shall reserve the right to exercise their delegated authority at any time during their leave.

Where a Member of Council will be absent due to a pregnancy and/or parental leave, subsection 83(14) of the Procedure By-law sets out the process for the temporary assignment of the Member's concurrence under the Delegation of Authority By-law and the Member's committee membership(s) in accordance with the Member's wishes and the delegation of routine, administrative and human resources matters of the ward office, to the City Clerk.

Notwithstanding, at any point in time during a Member's pregnancy or parental leave, the Member reserves the right to exercise their delegated authority on matters within the Ward. The Member shall provide written notice to the City Clerk of their intent to lift any of the Council-approved, temporary delegations and exercise their statutory role or delegated authority.

2.10 Other Leave Provisions

As elected officials, Members of Council are not party to the [Employment Standards Act 2000 \(ESA\)](#), meaning they are exempt from certain leave standards affecting the rest of the public service in Ontario. No formal leave provisions (i.e., vacation leave, Income Protection Plan, etc.) are provided for Members of Council, as 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 the following 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.

2.11 Employee Assistance Plan

The "[Employee Assistance Program \(EAP\)](#)" and is available through Telus Health. It is a confidential, free service to provide immediate help for any work, health, or life concern(s), including legal advice; finding child and elder care; mental health and addictions support; relationship management; advice on managing work stress, etc. Employees and their immediate family members are eligible to access the service at any time via phone, web, or mobile app.

There are many options when accessing this service. Please choose from the options below that best suit your needs:

- Call the Care Access Centre toll free at: 1-844-880-9142 TTY: 1-877-338-0275
- Visit <https://one.telushealth.com/> (**username:** cityofottawa **password:** wellbeing) to access hundreds of articles, tools, and resources
- Download the Telus Health app (available through Android or iOS - simply search for "TELUS Health One" and login using **username:** cityofottawa **password:** wellbeing)

2.12 Employment Documents

All employment documentation including tax forms and pay stubs can be found under the "Mobile Time and Pay" section of the City of Ottawa's SharePoint site.

3 Budgets and Financial Disclosure

3.1 Introduction

This section will cover:

- Constituency Services Budgets
- Council Administration Budget
- Committee Chair Credits
- Budget Credits
- Contracted Vendor Payments
- Financial Reporting
- Public Disclosure

3.2 Constituency Services Budget

Each Member of Council receives a Constituency Services Budget for the calendar year (January 1 to December 31). The 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;
- 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.

Each Member of Council is accountable to their constituents with respect to spending. However, the City Clerk and designates also have responsibility for monitoring expenditure forecasts for the Members' office budgets. Regular financial status reports are provided to assist Members of Council in the management of their office budgets. In addition to the budget reports, Members and their staff can access up-to-date financial reports (including financial status and financial transaction reports) for their offices. Please contact the Program Manager, Council Support Services to set up the required access.

Where it appears that the budget may be overspent, the City Clerk or designates will advise the Member in writing and will work collaboratively towards resolving the matter. Members are personally liable for any deficit in their Constituency Services Budget at the end of the year or the end of their term.

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.

3.3 Council Administration Budget

Under the supervision of the City Clerk and 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 are drawn from the Council Administration budget.

Other items drawn from the Council Administration budget 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 attend out of City meetings/conferences/conventions that are approved by Council or its Committees, or where Council has appointed a Member to represent the City of Ottawa;
- Basic beverage supplies for the kitchens on Council Row at City Hall;
- 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 Member's Constituency Services Budget);
- Two shared printers with a photocopier and 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).

3.4 Committee Chair Credits

Additional support, funded from the Council Administration Budget, is provided to certain Committee Chairs as follows:

Equivalent of 1 FTE position:

- Planning and Housing Committee

Equivalent of 0.5 FTE position:

- Agriculture and Rural Affairs Committee (ARAC)
- Community Services Committee (CSC)
- Emergency Preparedness and Protective Services Committee (EPPS)

- Environment and Climate Change Committee (ECCC)
- Transit Commission
- Transportation Committee
- Ottawa Board of Health (BOH)
- Ottawa Police Services Board

Please note that the Chairs of the Audit Committee, Debenture Committee, and Finance and Corporate Services Committee do not receive any additional funding.

3.5 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 of each ward. Credits are either cumulative (for the entire Term of Council) or annual (per calendar year).

From the Office of the City Clerk

\$1,000 Printing Credit (Cumulative):

- Is for the entire term of Council, can be used at any time
- Applied at the request of the office
- Costs are absorbed by Council Admin
- Tracked by Council Support Services
- Is charged to the office budget internally when a request is made through the printing portal. A journal entry is performed by FSU to transfer to Council Admin to apply the credit

\$1,000 Training Credit (Annual):

- Each Councillor can take one training session per year from a municipal association
- Applied at the request of the office
- Costs are absorbed by Council Admin
- Tracked by Council Support Services
- The unused portion of the credit is not transferable to the following year
- Is charged to the office budget and then a journal entry is performed by FSU to transfer to Council Admin to apply the credit
- Refer to the *Travel & Training Protocol Report* submitted to the March 3, 2008 Member Services Sub-Committee

\$250 Budget Consultations Credit (Annual):

- For any public meetings or consultations put on by Members of Council leading up to the tabling of next years budget
- Costs are absorbed by Council Admin
- The unused portion of the credit is not transferable to the following year
- Tracked by Council Support Services
- Refer to the yearly memo issued by the City Treasurers' Office

From Finance and Corporate Services Department

\$15,000 IT Credit (Cumulative):

- Is only during a short-determined period at the beginning of each term of council
- Is used to purchase eligible IT equipment for the office
- Applied at the request of the office
- Costs are absorbed by ITS
- The unused portion of the credit is not transferable to the following year/term
- Tracked in a joint effort between ITS and Council Support Services

\$900 ITS MFD Printing Credit (Annual):

- This credit is for printing on the office printers and is automatically applied. This credit covers black-and-white and colour printing.
- When the office exceeds \$900 in charges, charges will begin to be applied to the office's Constituency Services Budget
- Each office will be charged \$0.04 per B/W copy and \$0.10 per colour copy (double for ledger format). The cost-per-page includes standard paper, toner and servicing that will be provided by ITS
- The unused portion of the credit is not transferable to the following year
- Costs are absorbed by ITS and tracked by ITS

From the Recreation, Cultural & Facility Services Department

\$350 Rentals - Credit for Community Events:

Community event credits and waived rental fees

What is a community event credit and how can it be used?

A community credit is a Council approved offset to the rental fees charged for the use of City Recreation and Cultural facilities. To a maximum of \$350 per calendar year, the credits can be used for community special events and recreation activities that are open to the public. The credit is intended to facilitate the hosting of community participatory events, and not to offset rental fees for meetings or ongoing programs. The credit is only intended to offset rental fees for space use, not for extra services such as extra cleaning, security, equipment rentals, licensing fees, insurance, SOCAN fees, etc.

Who is eligible?

- Mayor and Councillors are eligible for a credit of up to \$350 per calendar year which can be used to host an event they are organizing directly, or at their discretion the credit can be allocated, to a non-profit group to host a qualifying public event. Credit is non-transferable to the following year.
- Community or Recreation Associations that represent a geographic area or neighbourhood, are governed by democratically elected boards or steering committees, and host an annual general meeting are eligible for a \$350 annual credit to host qualifying events. Community Houses serving a neighbourhood or housing cluster are also eligible.

Requirements for community event credit:

- Must be in good financial standing with the City.
- Must be a not-for-profit association/organization.
- Event must be a not-for-profit special event or recreation activity and be open to the community at large.
- Event must be held in a municipal Recreation or Cultural facility where the rental revenue goes to the department and the booking is administered by a department employee. The credit does not apply to City facilities managed by community partners.

How to apply the credit to your event:

- Connect directly with staff at the facility required to host the activity.
 - **Exceptions:** City of Ottawa Administration Buildings, Fire halls, Libraries, Theatres, Britannia Park, Mooney's Bay Park, Andrew Haydon Park, Westboro Beach, Petrie Island, Pools, Arenas, Halls A, B, C and D at the Nepean Sportsplex, Terry Fox Athletic Facility, sports fields, and Lansdowne Park
 - Credit balances are applied against rental permits and use is tracked by Recreation, Cultural and Facility Services. The Department can advise members of Council on available credit balance throughout the year.

Facility rentals for community and recreation associations

- Rental fees can be waived for up to one meeting per month and one Annual General Meeting, for a maximum of 13 meetings per calendar year.

Who is eligible?

- Community or Recreation Associations that represent a geographic area or neighborhood. The community organization must be listed on the [Partners and community organization page](#). Organizations not on the list or with outdated information can fill in a [form](#).

Eligible activities:

- A meeting for the community organization with membership open to the community.
- A maximum of 4-hours in length (per) meeting, including set up and takedown.
- Meetings must be scheduled during the host facilities budgeted operating hours.

How to apply:

- Connect directly with the staff at the intended host facility.
 - **Exceptions:** facilities operated and managed by a community partner that administers bookings, City Hall, Council Chambers at Ben Franklin Place, theatres, pools, arenas, gyms, specialized studios, slabs, sports fields, and ball diamonds, halls A and B at the Nepean Sportsplex, and Lansdowne Park. Consideration to these facilities and amenities may only be given in certain instances.

Rentals at City Hall

Rentals for indoor space at City Hall:

- **Honeywell, Richmond, Colonel-By, & Billings** are meeting rooms prioritized for city business and city run events. Rental by Members of Council is not permitted on behalf of community groups or external parties.
- **Champlain** room may be considered for City business, on a case-by-case basis, that requires a large auditorium setting and in consultation with the Office of the City Clerk. Rental is not permitted on behalf of community groups or external parties.
- **Council Chambers** is reserved strictly for Legislative Agenda or upon request by City senior leadership, if available. Rental is not permitted on behalf of community groups or external parties.
- **Councillor's Lounge** is prioritized for elected officials, City senior leadership for special receptions or city run events only. Rental is not permitted on behalf of community groups or external parties.
- **Jean Pigott Place** is prioritized for city business and city run events.
 - If available, can be booked for external not-for-profit users as defined below. Associated costs will be applicable for the use of the space.

- *Not-for-profit activity*: An activity that is not intended to generate a profit. This activity must be open to everyone.
- *Private activity*: A not-for-profit activity that is intended for select members of the community.

NOTE:

- For city run events during regular working hours, Monday to Friday between 8 am and 5 pm, there are no charges.
- If a city run event is outside regular working hours, or weekends, associated costs to support the event will be applicable (i.e. event support, equipment, security, cleaning, etc. as necessary).

Outdoor events

Rentals for outdoor space at City Hall:

- The use of **Marion Dewar Plaza** is prioritized for municipal business during regular working hours, Monday to Friday, between 8 am and 5 pm, but can be booked for festivals, not-for-profit and charitable groups. Furniture and equipment is not provided.
 - Commercial activities must be negotiated with the special events supervisor and may be subject to additional City processes and approvals.
- The **Rink of Dreams** is not available for rentals.

All City Hall booking requests must be sent to ochbookings@ottawa.ca.

3.6 Delegation of Signing Authority

A Delegated Signing Authority form must be filled out and submitted to Council Support Services prior to signing off on any expenses. Members are provided with this form at the beginning of the term and can request a copy for their staff anytime from the Program Manager of Council Support Services. This documentation ensures that only authorized individuals will be able to sign off on expenses, thus limiting the potential for unauthorized or otherwise inappropriate expenditure.

3.7 Contracted Vendor Payment

A vendor (corporate or individual) can use the Request for Vendor Payment by Direct Deposit form to have the payment of amounts owing by the City deposited directly into a bank account. A payment advice showing payment details will be sent by email.

3.8 Public Disclosure

As part of the City Council’s commitment to accountability and transparency, City Council members disclosure their individual office expenses monthly 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 are listed in Public Disclosure on an annual basis.

More information can be found in the Accountability Framework.

4 Members' Expenses

4.1 Introduction

This section covers:

- Council Expense Policy
- Spending Guidelines
- Methods of Payment
- Restrictions and Requirements
- Community Fundraising and Special Events Policy

4.2 Guiding Principles and Governance

The Council Expense Policy provides guidance on how Members of Council can spend their Constituency Services Budget. It sets out some restrictions on the types of expenses Members can incur, provides conditions and requirements for public disclosure of Members' expenses, and reinforces election year budget restrictions as set out in the Election-Related Resources Policy (ERRP).

The Council Expense Policy is based on the following principles:

Autonomy of Council

- Council, as the decision-making body of the City, is separate and distinct from the City administration.

Integrity of Council

- The integrity of Council must be protected and interests of Council as a whole take precedence over the personal interest of individual Members.

Accountability

- Members are stewards of City resources and are ultimately accountable to the public.
- The public expects public funds to be used solely for fulfillment of public duties.
- Members' expenses must be reasonable and reflect what the public expects of an elected official.
- Members' business and personal expenses must be kept separate.

Transparency

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

Flexibility and Limits

- Members require flexibility to perform their roles and operate their offices.
- Each Member engages her or his community in a different manner.
- Expenditures must comply with other related legislation and policies (e.g., the EERP)
- All accounting, audit and Income Tax rules must be followed (e.g., as set out in the Income Tax Act)

4.3 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 available at Ottawa.ca.

4.4 Spending Guidelines

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;

- 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;

4.5 Methods of Payment

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.

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.

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 than Wednesday by 3:00 p.m. for it to be printed and delivered to the office on Thursday by 3:00 p.m.

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.

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.

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.

4.6 Restrictions and Other Requirements

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:

- 5.3.2.1 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
- 5.3.2.2 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.

4.7 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.

5 Member Travel

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.

6 Employment in a Member's Office

6.1 Introduction

Members of Council may hire employees to work in their office. These employees are generally known as Councillors' Assistants.

Councillors' Assistants are City of Ottawa employees. The Terms and Conditions of their employment with the City of Ottawa are established by way of individual employment contracts that stipulate salary, hours of work, start and end date, leave and benefits, among other matters. The contractual relationship is between the employee and the City of Ottawa as the employer; however, certain rights are afforded to the hiring Councillor as outlined in the employment contract.

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.

Employment contracts are administered by Council Support Services.

In this section, Members will find information on hiring staff and related HR topics, including:

- Recruitment and hiring
- Employee status
- Salary administration
- Payroll, pension and benefits
- Leave provisions
- Probation
- Resignation and employee movements
- Termination
- Severance
- Workplace violence and harassment
- Equity, diversity, inclusion and belonging
- Workplace accommodations
- City-paid parking for employees

6.2 Recruitment and Hiring

Members of Council are responsible for the recruitment and hiring of Councillors' Assistants with the support of Council Support Services. Members may choose to appoint an individual to a role in their office (non-competitive process) or may initiate a recruitment process (competitive process) either by posting the opportunity to the City of

Ottawa's online job portal or by selecting resumes from the Councillors' Assistant candidate inventory and conducting interviews.

Members may select the recruitment approach of their choice; however, on July 15, 2020, Council adopted the following mandatory procedures:

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

Members are asked to inform Council Support Services of their recruitment and hiring requirements to ensure the proper supports and tools are made 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 for Councillors Assistants

Members may consult with the Program Manager, Council Support Services, or their designate, to discuss their unique requirements and seek advice on best approach, job descriptions and interview strategy.

Upon selection of a candidate, the Member, or their delegate, must complete the Request to Hire form which can be accessed on the Council Administration SharePoint site, and submit the form to the Program Manager, Council Support Services to initiate the hiring process. Council Support Services will draft and coordinate the employment contract, request the creation of the employee profile for payroll purposes and request network access and other permissions through IT Services.

6.3 Family Member Employment

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.

6.4 Hours of Work and Employee Status

Councillors' Assistants are hired on a temporary contract basis generally terminating on the last day of the Term of Council (November 14 of an election year) unless otherwise specified. Members may hire full-time and/or part-time employees according to their office requirements. Most employees are hired full-time at 35 hours/week (7 hours/day), although any schedule of 25 hours/week or more is considered full-time, while 24 hours/week or less is considered part-time.

Employees must be assigned a work schedule outlining the days of the week and daily hours they will work *on average* upon hire or if the hours/week change. The work schedule does not need to specify start and end times or breaks.

Common work schedules include:

- 35 hours/week, Monday to Friday (most full-time employees)
- 30 hours/week, Monday to Friday
- 28 hours/week, four-day week
- 14 hours/week, two-day week (part-time)

The work schedule is used for payroll purposes to ensure employees are paid accurately, including for statutory holidays, and receive the correct leave and benefit entitlements.

6.5 Salary Administration

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

All employees will be paid on a bi-weekly schedule 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 paystubs online through the ["Employee Info" section on SharePoint](#).

Council Support Services and HR Services have developed a recommended salary schedule for Councillors' Assistants. The salary schedule establishes pay grades for various Councillors' Assistants position levels and serves as a guideline for Councillors to administer pay rates and increases over the course of an employee's tenure. The salary schedule can be found on the [Council Administration SharePoint](#) site or by request to Council Support Services.

As noted above, individual pay rates for Councillors' Assistants are at the discretion of the Member. Council Support Services may consult with the Member upon request and provide assistance in establishing salary levels for their office based on benchmarking information and upon review of available funding in the Member's Constituency Services Budget.

Councillors' Assistants may be awarded an annual cost-of-living adjustment (COLA) subject to the Member's approval. COLA is established at the rate provided by the CUPE 503 Inside/Outside collective agreement. Where the collective agreement has expired, COLA will be retroactively paid upon ratification of the new collective agreement should negotiations between the union and the City be delayed.

Members may also provide their employees with a performance "bonus" at their discretion and subject to budget availability. Bonus payments are issued on an employee's regular pay and may be requested up until the second Friday of December to ensure the payment is made from the year-in-progress budget.

6.6 Staff Salary Increases

When a Member notifies Council Support Services that they wish to grant an employee in their office with a pay increase or performance bonus as a result of their performance, the following steps are taken:

1. The Member may consult with Council Support Services and/or review the Salary Schedule for Councillors' Assistants;
2. Member 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;

6.7 Payroll, Pension and Benefits

Employees are encouraged to visit the "[Payroll, Pension, and Benefits](#)" SharePoint site for assistance with their pay, taxes, benefits, and related matters.

6.8 Leave Provisions

Fulltime (35 hours/week) employees are entitled to statutory holidays, vacation leave, special leave, and sick leave. Part-time employees earn 6% in lieu of vacation leave and 8% in lieu of benefits.

Statutory holidays:

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

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

Vacation leave:

The Employee shall earn the following annual leave:

- 0 to 5 years service = 3 weeks annual leave;
- 5 to 16 years service = 4 weeks annual leave;
- 16 to 22 years service = 5 weeks annual leave.
- 22 to 30 years service = 6 weeks annual leave
- 30 years and beyond = 7 weeks annual leave

Annual leave is to be taken at a time mutually agreed upon between the Employee and the Councillor. Any unused vacation leave will automatically carry over to the new year, however staff are strongly encouraged to take leave in the year it is earned to avoid a financial pressure on the Constituency Services Budget. Any 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.

Pregnancy and Parental leave:

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

Sick leave/Income Protection Plan (IPP):

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.

Length of Continuous Service	Entitlement (weeks)	
	Full Salary	2/3's Salary
Less than 3 months	1	0
3 months but less than 6 months	1	1
6 months but less than 12 months	1	16
1 year but less than 2 years	2	15
2 years but less than 3 years	3	14
3 years but less than 4 years	4	13
4 years but less than 5 years	5	12
5 years but less than 6 years	7	10
6 years but less than 7 years	9	8
7 years but less than 8 years	11	6
8 years but less than 9 years	13	4
9 years but less than 10 years	15	2
10 years or more	17	0

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](#).

6.9 Probation

Councillors' Assistants shall be subject to a three (3) month probationary period during which the Member may terminate the employment of the Employee upon one (1) weeks' notice in writing, based solely on the Member's evaluation of the Employee. If terminated during this probationary period the employee is not entitled to have access to the remuneration/severance package.

6.10 Termination and Severance Entitlements

The Member may terminate the employment agreement at any time by paying a sum of money, equivalent to one month's remuneration for each year of service (pro-rated as appropriate) to not exceed a lifetime total of eighteen (18) months however, that the Member may discharge the Employee for just cause without notice or payment in lieu of notice, or during the three (3) month probationary period.

6.11 Resignations and Employee Movements

The Employee may terminate their contract with the Member by providing at least two (2) weeks' written notice of their intention to leave the employment. In this case, severance is not provided to the employee.

6.12 Workplace Violence and Harassment

The City of Ottawa is committed to preventing, protecting against, and addressing workplace violence and harassment in order to ensure a safe, healthy and respectful workplace free from all forms of violence and harassment.

The City of Ottawa prohibits workplace violence and harassment directed at employees by members of the public, customers, contractors, or between employees.

This includes a prohibition of workplace violence and workplace harassment, including on the grounds of discrimination under any of the categories defined in the Ontario Human Rights Code, and the Canadian Human Rights Act.

6.13 Equity, Diversity, Inclusion and Belonging

The City provides a workplace that ensures equal opportunity, free from discrimination based on age, race and related ground, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex (including pregnancy), sexual orientation, gender identity, gender expression, genetic characteristics, record of offences, marital status, family status and disability.

The City commits to provide equitable treatment with respect to employment when accommodating employees, potential employees and job applicants as required under the Ontario Human Rights Code, the Canadian Human Rights Act, the Accessibility for Ontarians with Disabilities Act, the Accessibility Canada Act and the Employment Standards Act, unless to do so would cause undue hardship, as defined by the legislation.

6.14 Workplace Accommodations

Workplace accommodations are provided in accordance with the principles of dignity, individualization and inclusion, and will support a person's ability to compete for jobs, perform their work and meet their full potential in current and future employment opportunities at the City to the point of undue hardship, considering health, physical and psychological safety and cost. Managers will work cooperatively, and in a spirit of respect, with all partners in the accommodation process.

The City recognizes its duty to accommodate to the point of undue hardship and commits itself to an accommodation process that respects the principles of dignity, diversity, equity and inclusion, and individualization.

Respect for dignity: Job candidates and employees must be accommodated in a way that most respects their dignity including their privacy, confidentiality and autonomy.

Diversity, equity and inclusion: Achieving integration and full participation requires barrier-free and inclusive design. Preventing and removing barriers means all employees should have access to their work environment and face the same duties and requirements with respect and without impediment.

Individualization: There is no set formula for accommodation. Each employee's needs are unique and must be considered afresh when an accommodation request is made and/or revised.

Workplace accommodation is where adjustments to the workplace are made for an employee as a result of a characteristic protected under human rights legislations, e.g., disability, health-related conditions, family status, gender needs and the like, that allow them to fully perform the duties of a position.

Workplace accommodation seeks to integrate individuals into the workplace by allowing adjustments to the physical workspace, the individuals schedule and by removing non-essential job elements when appropriate, without causing undue hardship to the City.

Workplace accommodations may result from non-occupational or occupational illness or injury.

6.15 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 assist 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.

6.16 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.

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](#).

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 Bicycle Users Group (BUG Laurier) membership is open to all City of Ottawa employees who cycle to work at City Hall or nearby City offices. BUG Laurier provides information about cycling, it's an advocacy group for commuter cyclists and a facilitator for cycling-related issues. Contact BUG-GUVLaurier@ottawa.ca with any questions.

7 Learning and Development

7.1 Introduction

The City of Ottawa is committed to promoting a work environment that encourages continuous learning aligned with 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.

7.2 Mandatory and Legislative Training

The City requires all employees to complete a collection of critical courses as part of their orientation as a new employee. These courses outline expectations the City has of employees regarding conduct and provide critical information on how to stay safe in both the physical and digital workplaces.

Workplace Violence and Harassment and BeSecure Security Training need to be completed annually. On occasion, a course may be updated with significant changes which may require employees to complete the new version.

- **Alcohol and Drugs in the Workplace**
The legalization of recreational cannabis highlighted the need to review the workplace responsibilities of employers and employees in providing and maintaining a safe and healthy workplace. This training provides information about the City's workplace policies and procedures related to impairment.
- **AODA: Accessibility for All**
This legislated course covers the *Accessibility for Ontarians with Disabilities Act, 2005* and the Act's Integrated Accessibility Standards Regulation. This includes customer service, information and communication, transportation, built environment, employment and The Ontario Human Rights Code as they relate to the treatment of people with disabilities.
- **Basics of Internal Controls – New in 2024**
The Basics of Internal Controls course is designed to help increase the awareness of internal controls and enhance compliance to the City's policies and procedures. This course is meant to complement the BeSecure Security Awareness Training program and contribute to the prevention and detection of fraud. This course only needs to be completed once.
- **Occupational Health and Safety Awareness Training for Supervisors (Members of Council)**
This training introduces Supervisors to the *Occupational Health and Safety Act*. It focuses on the health and safety rights and responsibilities of workers,

supervisors and employers. It also serves as a general introduction to workplace health and safety.

- **Protective Measures**

The City of Ottawa Protective Measures Program aims to minimize or eliminate the risk of danger, injuries or accidents to elected officials, employees and visitors during a security or emergency situation affecting a City facility. After reviewing the online modules, you will understand your roles and responsibilities during an emergency and how to access additional information about this program.

- **Workplace Violence and Harassment – New in 2024**

In this eLearning, learners are brought through a fulsome understanding of harassment and violence in the workplace, are provided with education on what they can do to prevent violence and harassment including being an ‘upstander’. It also contains specific information about the process to report and resolve complaints reflecting major changes to the Policy introduced in 2021.

- **BeSecure Security Awareness**

This training reminds staff of the importance of security on the City of Ottawa network.

7.3 The Learning Centre

Members of Council and their staff have access to the City of Ottawa Learning Centre and all the training they offer. Members’ budgets are not charged when their Assistants take part in these training courses

The Learning Centre provides a wide range of training topics geared toward employees, as well as through a Supervisor/ Manager lens.

Intact training:

The City can offer any course from the Learning Centre’s catalogue as Intact training for Members of Council and their staff. The Intact team can assist with learning development plans, if requested through Council Support Services.

Corporate upskilling:

These courses focus on key knowledge/competency areas that improve overall business operations across departments or align with corporate priorities. These courses are open to all City employees to complete. Some of these courses complement in-class offerings.

- Public Engagement at the City
- Pathway to Indigenous Learning
- Enterprise Risk Management
- Conflict Management

- Mental Health Awareness in the Workplace

7.4 Language Training

The purpose of the City's corporate Language Training Program is to assist employees to develop, improve and maintain their English or French language proficiency skills to offer quality services in both English and French to internal and external clients.

Participation in the Language Training Program is considered work time, and employees are not required to make up the time.

A placement interview is conducted once an employee is approved for training. The placement interview is mandatory for all new participants or returning participants who have not attended training in the last 12 months. Employees continuing their training or returning to training after less than one year will be placed based on the outcome of the previous training session.

7.5 Corporate Programs

Mentoring Program:

The Corporate Mentoring Program matches employees with specific development goals with those who are willing to share their knowledge and expertise and are a specialist in those fields. The Program is designed to help employees achieve their professional development goals, enhance their skill sets, learn from new perspectives and build leadership capability in the organization.

The purpose of the mentoring program is to:

- Enhance professional development: The program provides mentees with the opportunity to learn new skills, gain new perspectives, and expand their professional networks through their interactions with mentors.
- Improve cross-functional collaboration: The program connects mentors and mentees from different departments or teams within the organization in order to foster greater collaboration and understanding across functional areas.
- Foster a positive and inclusive culture: The program reinforces a positive and inclusive work environment where employees feel supported and valued by their peers and mentors.
- Increase employee engagement and satisfaction: The program improves employee engagement and satisfaction by providing mentees with meaningful opportunities to grow and develop professionally.
- Knowledge transfer: The program supports the continued success of the organization by transferring knowledge and expertise from experienced employees to less experienced employees.

- Develop leadership skills in mentees: The program provides mentees with the opportunity to learn and practice leadership skills through guidance and feedback from experienced mentors.
- Encourage mentor's personal and professional growth: The program provides mentors with the opportunity to develop their own leadership skills and deepen their understanding of their own industry/career path.
- Increase retention of underrepresented groups: The program aims to provide mentees from underrepresented groups with the support and resources they need to succeed in their careers.

Coaching Services:

Coaching [Request for Coaching Services \(office.com\)](#) is a collaborative and goal-oriented process that empowers individuals to maximize their potential. Through active listening, questioning, and guidance, a coach supports clients in clarifying goals, overcoming challenges, and developing actionable plans.

LinkedIn Learning:

The Learning Centre's new [LinkedIn Learning](#) platform grants employees access to over 16,000 expert-led self-directed courses on many topics, including the health and safety of employees.

8 Contracting Vendor Services

8.1 Introduction

At its meeting of June 23, 2021, Council approved Motion 56/4 directing the City Clerk in consultation with the Integrity Commissioner, City Solicitor and City Manager to, among other matters:

“Review and make recommendations for enhancing the procedure for the procurement of consultants by Members of Council, including developing criteria which Members are required to consider before entering into a contract with a consultant, and enforcing the requirement that consultants sign a non-disclosure agreement before work commences under each contract.”

On December 7, 2022, during consideration of the report entitled “2022-2026 Council Governance Review” (ACS2022-OCC-GEN-0030), Council approved three measures to address the Council direction, which included updating the Council Expense Policy with new disclosure requirements for contracted vendors.

This section covers definitions of contracted vendors, non-disclosure agreements, and network access and office equipment for contractors.

8.2 Definition of Contracted Vendor

The City of Ottawa's Payment to Vendors Policy defines "vendor" as "a person or organization from whom the City purchases a good or service..." In this sense, any payment made by a Member of Council to an external third party is deemed to be made to a vendor.

For the purposes of the disclosure requirements, a "contracted vendor" in the context of a Member's office has been understood in practice to mean a vendor who provides "unique" services to a Member on a one-time or recurring basis, in contrast to a vendor who provides "off the shelf" goods or services such as software licensing or subscriptions, office supplies or catering for a community event.

The following criteria have been developed to assist Members of Council in determining if a third party is a "contracted vendor".

A contracted vendor:

- Provides services to a Member of Council and will be paid by the Member's Constituency Services budget in exchange.
- Is external to the City of Ottawa and not an employee of the City acting in the capacity of their job description.
- Has access to, or can potentially have access to, internal or confidential information that is not publicly available, or intended for future public consumption. This could include constituent information and communications, employee or financial records, conversations with City staff, or draft reports or plans that have not been finalized for the public.

In addition, many (but not all) contracted vendors have an ongoing or recurring relationship with a Member of Council. Ongoing relationships are constant and consistent; for example, someone coming in to do office administration every two weeks. Recurring relationships are infrequent but repetitive; for example, someone hired to run an annual communications campaign. Some contracted vendors can be hired for a one-time engagement to complete a project or provide professional advice.

Examples of contracted vendors may include:

- Individuals or firms that provide professional services such as planners, strategic advisors, consultants and project managers.
- Individuals or firms that provide administrative services and are hired to support the Member in administering their office and constituency.
- Individuals or firms that provide services such as managing a Member's social media platforms or other communication channels (website content development, newsletters, etc.).

8.3 Non-Disclosure Agreement and Conflict of Interest

The Council Expense Policy has been updated to include the requirement that, when a Member of Council procures the services of a contracted vendor, the vendor shall 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.

To date, a non-disclosure agreement (NDA) has been required for any third-party who is granted access to the City's computer network for the purposes of completing work for a Member of Council to protect the confidentiality of information they may have access to. This has been applicable to contracted vendors, unpaid students, and volunteers. The City Clerk and Integrity Commissioner revised the NDA to incorporate a section for conflict-of-interest disclosures. The "extended" NDA form was implemented on July 4, 2023, and is applicable to contracted vendors. In contrast, the original, or "short", NDA remains in place for unpaid third parties such as students or volunteers.

Upon the communication of the extended NDA to Members of Council by the City Clerk on June 28, 2023, several Members and staff have requested clarification to better understand the definition of "contracted vendor" and the applicability of the disclosure requirements. Rather than establish a firm definition, the guidelines provided below seek to clarify the nature of a "contracted vendor" by proposing clear criteria and examples of when an "extended" disclosure form is required, and when it is not. This approach seeks to balance the disclosure requirements with the flexibility to accommodate various scenarios for which a Member of Council requires services.

8.4 Interpretation and Advice

Examples of vendors that may be exempt from the disclosure requirements include:

- Individuals or firms who provide "off the shelf" goods or services that are available to all consumers such as web hosting, software licensing or subscriptions, office supplies, photography or catering.
- Individuals or firms who receive an honorarium in exchange for their participation in a community event.
- Individuals or firms who support a Member of Council with community events in a logistical capacity. For example, a community member who is hired to help set up for an event.
- Organizations that receive donations or sponsorship contributions from a Member of Council, or who sell tickets to special community-based events or fundraisers.
- Co-op students or interns who receive an honorarium at the end of a learning placement in a Member of Council's office.

Additional Considerations

Unpaid co-op students, interns and volunteers would generally be exempt from completing the “extended” NDA as they are unpaid. These individuals would nonetheless be required to sign a “short” NDA that does not include the conflict-of-interest disclosures as has been the practice to date in Members’ offices. Members may also request that these unpaid resources complete the “extended” NDA at their discretion, if they intend on paying an honorarium, or upon advice from the Integrity Commissioner.

8.5 Office Equipment and Network Access

Members of Council and their staff are responsible for requesting any network access and/or office equipment needed for external contractors.

9 Provision of Office Space, Security, Translation, and Other City Services

9.1 Introduction

This section covers:

- Office Space at City Hall
- Ward Office Space
- Secure Access to City Facilities
- Corporate Security
- Facility Requests
- Translation Services
- Mail and Print Services
- Service Ottawa – 311 Call Centre

9.2 Office Space at City Hall

Every Member of Council has an assigned office space on Council Row at Ottawa City Hall.

9.3 Ward Offices

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. Councillors are entitled to book meeting space within any city facility without cost.

Please contact Council Support Services for more information.

9.4 Standard Furniture and Equipment

Each City Hall and Ward office is equipped with standard office furniture, including desks, chairs, and filing cabinets.

Requests for additional furniture require review and approval by Corporate Accommodations to ensure compliance with AODA standards and building codes. Any approved items will be charged to the office budget.

Ergonomic assessments are available upon request, and the cost of ergonomic chairs will also be charged to the office budget.

9.5 Corporate Art and Décor

The Corporate Art Team offers Art Request Services to enhance livable spaces in all City buildings. Art from the City of Ottawa Art Collection is available for office spaces, including boardrooms and client service areas. To request, update, or remove artwork, please complete the **Art Request Form** available through SharePoint. Artwork is installed with security hardware and must be handled by Public Art Program staff.

During office transitions, the Corporate Art Team organizes an in-person showcase at City Hall for staff to select or update artwork.

For questions, contact the Public Art Program at publicartprogram@ottawa.ca or **613-244-4434**.

9.6 Secure Access

Councillors' Offices at City Hall are in a secured area with access limited to Members, their staff, support services and select City officials.

- Councillors' Reception is staffed Mon-Fri during the day to welcome guests and gather information from "drop-in" visitors before advising Members' offices of their request. In certain circumstances, Councillors' Reception may seek support from Corporate Security if visitors are in distress or if no further assistance can be provided.
- As enhanced security measures, the doors to Councillors' Reception are also locked. Guests are allowed in by staff at the Reception desk. Alternative, guests may use the courtesy phone at the Reception doors to call a Members' office if Reception is closed or no staff is available immediately to let them in.
- [REDACTED]

9.7 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]

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.

9.8 Facility Requests

All questions regarding City Hall, ward offices, and/or other City of Ottawa properties can be directed to the Facility Service Desk at extension 29999 or via email at FacilityServiceRequests@ottawa.ca.

9.9 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.

9.10 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

9.11 ServiceOttawa – 311

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.

10 Cybersecurity, Digital Tools and IT Support

ITS is responsible for the provision, installation, and maintenance of City computer networks, telephone systems, and applications. ITS is also responsible for the provision and maintenance of technological equipment including computers, laptops, printers, telephones, and cell phones.


This section covers:

- Cyber security
- Purchasing technology
- Contacting ITS
- Cellphones
- SharePoint and Microsoft 365 products

10.1 Cyber security



b. Cyber Security Best Practices:

- Never share passwords.
- Lock unattended devices (example: Ctrl + Alt+ Del).
- Never leave unattended devices in a public place.
- Use multi-factor authentication (MFA) whenever possible.
- Use a password manager, 

- Only share documents and give access permissions to people who need it. Review access regularly and remove people who no longer need it.
- Slow down when dealing with suspicious emails, phone calls, text messages.
- Trust your instincts if something feels off.
- Look for the Yellow Banner (external email). There should never be a Yellow Banner on email from a City employee (internal email).
- Report suspicious emails in Outlook using the [Report Message button](#).

10.2 Purchasing Technology

Before purchasing any technology, please contact the Program Manager of Council Support Services.

10.3 Contacting ITS

- For non-urgent matters, book a phone or in-person appointment using the [online booking system for Elected Officials](#).
- For urgent matters, please contact ext. 26001 or 613-580-2601.
- Council Support Services can also be contacted for any IT matter.

10.4 Self-Serve Options

- The [ITS Self Help SharePoint site](#) provides how-to and troubleshooting guides for common issues.
- The [Software Catalogue](#) provides an overview of approved available software.
- The [IT Ordering portal](#) shows approved IT equipment available for purchase.
- Visit [City Tech Centre - Elected Officials / Centre de technologie - représentants élus - Home \(sharepoint.com\)](#)

10.5 City issued cellphones

- Cellphones are available to purchase through the [IT Ordering portal](#). In addition to the initial cost of purchasing a phone, a minimum monthly Rogers plan of \$21.65 (plus tax) is required. The cost of City issued cellphones and accompanying phone plans are assumed by the requesting Councillor's office.
- You are allowed to tether (hotspot) your cellphone to other devices. This is helpful in emergency situations and serves as a backup internet connection.

Please keep in mind that depending on data use, the monthly Rogers plan may increase up to \$40.75 (plus tax), at which point data is unlimited.

- An additional backup data plan for existing tablets, laptops, and Wi-Fi hotspot is available from Rogers at a monthly base rate of \$8 (plus tax). Depending on data use, the plan may increase to \$22 (plus tax) at which point data is unlimited.

10.6 Business Continuity with Technology

Developing a business continuity plan for your office in case of a prolonged outage of the City's network, internet, or power is important. ITS recommends that you have a robust plan in the event of outage.

To help minimize disruptions during an outage you should:

- Know how to [tether \(hotspot\)](#) or connect to a backup internet source.
- Know what business activities can be completed without an internet connection.
- Print key contact information and resources.
- Know how to access accurate and up-to-date information.

10.7 SharePoint and Microsoft 365

SharePoint is a secure centralized platform for storing and sharing information. Each Council Office has its own SharePoint site. Some key benefits include:

- Accessing your files anywhere
- Sharing and collaborating on files
- Using version history
- Searching for City resources
- Discovering internal news items and communications

To access SharePoint and the web versions of Microsoft 365 products on a personal or City issued device:

1. Open a web browser.
2. Go to [office.com](#).
3. Sign in with your City username and password.
4. Select Apps then All Apps.

For City-issued cell phones and tablets, you can access the mobile versions of Microsoft products through the Company Portal app.

The [SharePoint Resources and Information SharePoint site](#) has additional resources including job aids and how-to videos.

11 Council Support Services

11.1 Introduction

CSS works collaboratively with many City services such as Finance, HR, Payroll, Pension and Benefits, Legal and IT to ensure a seamless office experience for Members.

11.2 Areas of Support

CSS plays an important role within the organization by tailoring and streamlining strategic business and administrative support services to the unique requirements of Members of Council and their staff – a client group consisting of approximately 125 individuals. CSS works collaboratively with many City services such as Finance, HR, Payroll, Pension and Benefits, Legal and IT to ensure a seamless office experience for Members. CSS also provides support to the organization by freely sharing their insights, political acumen and organizational expertise with colleagues.

Key value-added functions include:

- Employee management and leadership support
- Learning and development
- Governance and policy development (e.g., Council Expense Policy)
- Internal communication and engagement
- Financial planning, forecasting and budgets
- Expenses and public disclosure
- Reception and general administration
- Special projects (e.g., Council Transition, governance review, etc.)

11.3 Councillors' Reception

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

- Welcoming visitors/calls to the Row with Bilingual reception
- Liaising with corporate security to ensure a secure workplace
- Distributing mail
- Ordering and distributing of office supplies, including City of Ottawa branded stationary, envelopes, and printer paper
- Booking meeting rooms and audiovisual equipment
- Administering requests for ITS hardware and software needs, and support
- Assisting with travel expenses
- Handling facility requests, including corporate accommodations.
- Providing basic first aid supplies
- Shredding of confidential documents
- Organizing parking forms and validators

- Coordinating Photo ID and keys for new additions to the Row.

11.4 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](#).

12 Voluntary Donations Procedures for Members of Council and Memorandum of Understanding templates

12.1 Introduction

On October 2, 2024, Council considered the report titled, “Policy Framework for Voluntary Donations for Community Benefits – Working Group Report,” and approved a recommendation establishing a pilot project that permits Members to solicit and/or facilitate donations to the City for community benefit in accordance with:

- Donation Procedures for Members of Council
- Related amendments to the existing Council-approved Donations to the City for Community Benefit Policy
- Code of Conduct for Members of Council

The procedures provide guidelines and requirements to ensure Members’ donation-related activities are separate from decision-making processes and provide for fairness, consistency, transparency and flexibility, while mitigating any potential risk.

These procedures ensure that donations to the City may only be accepted at arm’s length from decision-making processes by establishing specific “blackout period” restrictions for planning and procurement decision-making processes and requiring Members of Council to seek pre-approval from the Integrity Commissioner if a Member has a current or foreseeable role in any decision-making process that involves the donor.

12.2 Donation Procedures

These procedures apply to **all Members of Council** when soliciting and/or facilitating a donation to the City for community benefit. The procedures also apply to **all City employees** when assisting and supporting a Member's donation-related activities. Briefly, the new Procedures include provisions relating to the following:

- **Staff concurrence** is required to accept a proposed donation solicited and/or facilitated by a Member. Prior to providing or declining to provide concurrence, staff must assess any effect(s) that accepting the donation may have on various matters such as work plan, budgets and resourcing. Staff must also ensure that a source of funding is identified and in place for any one-time or ongoing costs to the City (Section 8).
- All donations solicited and/or facilitated by a Member must be finalized and accepted through a templated **Memorandum of Understanding** that is reviewed and executed by staff, and disclosed on ottawa.ca (Section 12).
- **Blackout period restrictions** may require Members to consult with Planning/Procurement staff to determine whether a potential donor has any outstanding planning/procurement processes, and whether the Member will play a role in approving any outstanding planning/procurement matter related to a potential donor (Sections 3 and 4).
- **Staff have delegated authority to allocate and manage donations** in accordance with specific requirements for in-kind/service donations and cash donations (Sections 10 and 11). Staff also have delegated authority to address matters related to **donation receipt requirements and recognition standards** (Section 13).
- Information regarding donations solicited and/or facilitated by Members must be maintained in **donations logs** and **reports to Council**. Staff must also provide all Members with status updates twice per year regarding donated projects, assets or activities that were solicited and/or facilitated by Members (Section 12).

12.3 Memorandum of Understanding – Donations to the City for Community Benefit

English and French PDFs are available on the [Council Administration SharePoint site](#).