

## VILLAGE OF LYTTON COUNCIL POLICY

<b>TITLE: Council/Administration Protocol Policy</b>	<b>NO: 2022-04</b>
<b>AUTHORITY: Administration</b>	<b>Section: Administration</b>
<b>APPROVAL DATE: March 9, 2022</b>	<b>Resolution: 22-075</b>

### **Policy Statement:**

The Council for the Village of Lytton wishes to ensure clear transparent, effective communication within the municipality. In order for the effective management and operation of the municipality, Council and Administration must have a clear understanding of their respective roles and responsibilities as well as a comprehensive framework that guides their interaction with one another.

### **1. Purpose:**

- 1.1. This policy will:
- a) Establish a framework to clarify the roles of Council and Administration.
  - b) Set out communication standards between Council and Administration.
  - c) Establish a regime of protocol for regulating relations and communication between Council and Administration.
  - d) Promote sound working relations between Council and Administration.
  - e) Guide both administrative and operational interaction between Council and Administration.

### **2. Definitions**

- 2.1. **Administration** – means the employees of the Village of Lytton.
- 2.2. **Chief Administrative Officer (CAO)** – means the individual appointed by Council to the position of CAO as per the *Community Charter* Section 147, or designate of the CAO. The CAO is the head of Administration.
- 2.3. **Citizen** - A person of the Village of Lytton, entitled to enjoy its privileges.

- 2.4. **Communications** – under section 6 and 7 means correspondence or communication from both written and unwritten sources, including but not limited to letters, emails, voicemail messages and phone calls.
- 2.5. **Councillor** – means any member of Council except the Mayor
- 2.6. **Council** – means the duly elected officials for the Village of Lytton also known as the Mayor and Councillors.
- 2.7. **Mayor** – means the chief elected official of the Village of Lytton.
- 2.8. **Protocol** – means both written and unwritten conventions, ethics, and /or rules of interaction and communication between Council and Administration.
- 2.9. **Village** – means the Village of Lytton
- 2.10. **When Appropriate** – when referenced in section 6 and 7 includes but is not limited to situations that are politically sensitive or situations when Council requests to be cc'd on correspondence.

### 3. Municipal Governance Framework

- 3.1. The Council constitutes the political component of the Village, whilst the Administration constitutes an administrative and operational arm of the Village.
- 3.2. The legal responsibilities, functions and powers of the Council and Administration are both inter-dependent and interrelated. The statutory powers of Council and Administration are set out in the *Community Charter* Section 114 and Section 147 respectively.
- 3.3. Council is led by the Mayor who is the Chief Elected Official as defined in the *Community Charter* Section 116.
- 3.4. Administration is led by the Chief Administrative Officer as defined in the *Community Charter* Section 147

### 4. Roles and Responsibilities

- 4.1. The Mayor coordinates Council decisions, acts as Council spokesperson, facilitates the Council/Administrative interface, and performs the duties of the Chief Elected Official as per the *Community Charter* Section 116 (2).
- 4.2. Council provides direction, makes strategic policy decisions, represents the public interest, and performs the duties of a Councillor as per the *Community Charter* Section 115.

- 4.3. Council is responsible to hire, supervise, and terminate the CAO. Council has one employee; the CAO.
- 4.4. The CAO coordinates the organization's systems, manages organizational resources, facilitates the Administrative/Council interface, performs the duties of Chief Administrative Officer as outlined in the *Community Charter* Section 147.
- 4.5. The CAO is responsible for the hiring, managing and terminating of all the employees of the Village.
- 4.6. Administration implements Council's directions and the corporate business plan, provides decision-making advice, and communicates customer needs under the direction of the CAO.

## 5. General Protocol

- 5.1. Council and Administration will treat each other with integrity and respect.
- 5.2. The Mayor will advise the Councillor and /or Council when a Councillor's activities are affecting Administration's performance.
- 5.3. Council will deal with performance concerns of the Administration by communicating them through the Mayor to the CAO.
- 5.4. The CAO will provide information to all of Council when deemed appropriate in responding to a request from one member of Council.
- 5.5. Administration will advise the CAO if a request for information from a member of Council will create a significant impact on performance/workload.

## 6. Communication

- 6.1. The CAO will forward correspondence directed to Council without delay.
- 6.2. Administration will enter external communications that come as a request for service into the Village's customer service system.
- 6.3. The CAO will coordinate and direct Administration regarding the action and response to be taken by Administration to written or verbal communications. The CAO will also coordinate these actions and responses with Council when appropriate.
- 6.4. Notwithstanding section 7, the Mayor will coordinate and advise the members of Council regarding the action and response to be taken by members of Council to verbal or written communications received.
- 6.5. Council will provide direction to the CAO through a resolution of Council.

- 6.6. Council has a responsibility to make information requests of Administration with the following understanding:
- a) Information that is readily available to the public can be requested from the appropriate member of Administration directly.
  - b) All other information requests will be directed to the CAO.
- 6.7. When approached by a member of Administration with an operational issue or concern, Council shall encourage the employee to use appropriate channels within the organization. Depending on the nature of the request, these channels may include the Village's customer service system or the employee talking with their supervisor.

## **7. Citizen Communication**

- 7.1. Council will direct requests from citizens for services or information to the CAO.
- 7.2. The CAO will coordinate actions and responses and will inform Council of the outcome of the requests when appropriate.
- 7.3. A member of Council may choose to respond to requests for information from a citizen that is routine in nature where the information is readily available to the public. Such responses shall be shared with the Mayor and CAO.

## **8. Organizational Tools**

- 8.1. The following organizational tools contribute to a successful working relationship between Council and Administration:
- a) Reports to Council regarding Administration's activities (usually provided by the CAO at Council meetings).
  - b) Requests for Decision which provide the information required for decision-making.
  - c) Clear and concise direction to Administration through resolutions made at Council meetings.
  - d) Updates from the Council appointed Committees or Regular Council meetings.
  - e) A clear understanding of Administration's role, activities, and capacity.
  - f) An up-to date organizational chart which shows a clear chain of command and indication of who has duties in which areas.
  - g) Bylaw No. 692, 2017, Council Procedure Bylaw provides the framework for parliamentary procedure, current legislation, and the specific governance

preferences of Council.

- h) A corporate strategic planning process which implements the strategic direction set by Council.

## 9. Success Indicators

9.1. The following are indicators of the success of this policy:

- a) Excellent customer service.
- b) Flexibility in organizational hierarchy to deal with urgent matters.
- c) No direct supervision of Administration by individual members of Council.
- d) A clear chain of command.
- e) Higher employee satisfaction.
- f) Achieving corporate priorities.
- g) Timely communication, both internal and external.
- h) An informed and involved Council.

### **Authority:**

Council

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Dated: 2022-03-09  
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