



Level of Service Policy

Township of the North Shore

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1. Statement of Principle

To establish a policy related to service levels and to confirm to the public that the Township of the North Shore (the "Township") is accountable, transparent and committed to a professional service level while balancing the needs of the ratepayers in the community.

2. Purpose

The purpose of this policy is to provide guidance for the delivery of the Township's activities and services with the principles outlined herein.

3. Policy Statement

Council of the Township of the North Shore acknowledges that it is its responsibility to provide good government for its stakeholders in an accountable and transparent manner by:

- (a) encouraging public access and participation to ensure that decision making is responsive to the needs of its constituents;
- (b) delivering high quality services to the ratepayers of the Township; and
- (c) promoting the efficient use of public resources, including the human resources of the Township.

4. Communication

Internal communication between Council and staff

Council:

- (a) will be open to discussion with staff;
- (b) will keep staff informed of residents' concerns when and where appropriate; and
- (c) will consult with staff when necessary to ensure thorough and correct response to residents' communications.

Staff:

- (a) will communicate all necessary communication to Council to aid them in determining corporate policy and decision making;

- (b) will be open to decision making with Council; and
- (c) will have as a mandate the professional execution of the will of Council as appropriate.

Internal communication between staff members

Staff meetings will be held regularly as determined by the senior municipal staff person. Staff meeting minutes shall be kept and circulated electronically to all staff in attendance at the staff meeting.

External communication between residents and Council

Council's contact information shall be provided on the Township's website, interim and final tax notices and at Town Hall. Council shall respond to residents' communications when it is deemed appropriate.

Residents communicating orally with any member of Council shall be considered general in nature and shall not receive a formal response unless specifically so requested in writing.

Residents communicating with any single member of Council in writing is also considered general in nature and shall not receive a formal response unless specifically requested in writing or unless specifically directed to the CAO/Clerk, Mayor and all members of Council.

Residents requesting action from the Township or wishing to ensure their communication is addressed formally by all members of Council must send communication to the Township's CAO/Clerk for dissemination.

External communication between residents and staff

Staff shall respond to telephone and email messages from residents in a reasonable time period but in any event not to exceed three (3) days.

Staff shall respond to written inquiries from residents in a reasonable time period but in any event not to exceed ten (10) days.

If a response is not possible with the aforementioned time periods, staff shall advise the resident of the delay, the reason for the delay and when a response may be expected.

Staff shall make information resources available to residents to provide them with a clear understanding of the services and responsibilities of the Township, including any pre-printed forms or pamphlets available through the Township.

5. Anti-Harassment/Anti-Violence

The Township is committed to providing a safe workplace, free of all forms of harassment, including sexual harassment and free from all forms of aggression and violence in accordance with the *Occupational Health and Safety Act*.

Workplace harassment is defined as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought to be reasonable known to be unwelcomed.

Workplace violence is defined as the exercise of physical force by a person against a worker in a workplace that causes or could cause physical injury to the worker. Workplace violence also includes an attempt to exercise physical force against a worker in a workplace that could cause injury to the worker and a statement or behaviour that a worker could reasonably threat to exercise physical force against the worker in a workplace that could cause physical injury to a worker.

Where the conduct of any person toward a staff member, any member of Council or the Mayor is harassing the following steps shall be implemented as appropriate in the circumstances:

1. Advise the individual that the conduct is not acceptable and must stop.
2. Advise the individual that if the conduct continues the individual will be asked to leave the premises.
3. If the conduct continues the individual will be directed to leave.
4. If the individual refuses to leave the individual may be removed with police assistance if necessary.
5. If the behaviour is violent or constitutes a pattern of behaviour that is threatening the security, safety or ability of a worker to complete their duties the individual may be subject to a trespass order.
6. Depending on the circumstances, future communication from the individual may be restricted. Restricted communications may include communication by electronic form only or the individual may be subject to a communication protocol.
7. Communication protocol may include a pre-determined response time to the individual's communication, a limit on the number of communications to be

reviewed and/or a review of the communications by a panel as determined by the CAO/Clerk and Council of the Township. If a communication protocol is employed, it shall be implemented for a set period of time, such period not to exceed ninety (90) days. After the ninety (90) day period, the communication to date shall be reviewed by a communication panel and the communication protocol may be lifted, amended or extended as determined by the panel. If the individual is not accepting of the determination, the matter may be brought before Council for final determination.

6. Review

This policy shall be reviewed once per term of Council.