



COUNTY OF PERTH

Corporate Services Department

Legislative Services Division

2021-2023 Business Plan

December 2020

Table of Contents

Business Plan 2021-2023	3
Legislative Services Division	3
Preamble.....	3
Key Customers.....	4
Core Businesses/Services.....	4
Legislated Standards.....	5
Program Maps.....	6
Key Linkages with Strategic Plan	6
Program Delivery Plan	7
Financial Allocation/Deployment Plan	8
FTE Variances	8
Training and Development	8
Achievements of 2020 Program	9
Goals of Program for 2021, 2022, 2023	10
Comments.....	10

Business Plan 2021-2023

Legislative Services Division

Preamble

Legislative Services Division consists of the following:

- Clerk Services/Council Secretariat
- Corporate Records Management
- Accessibility Act Services
- By-law Enforcement – Forest Conservation & Weed Control By-laws
- Prosecution Services (Contracted) – POA and Forest Conservation & Weed Control By-laws

Clerk Services & Service Strategy

The Clerk is a statutory position established in the Municipal Act, 2001. All municipalities require a Clerk as one is necessary to be present in order for Council to meet to conduct its business. The Clerk has legislative responsibilities in various statutes that relates to the provision of public notice, adhering to both legislative and Council enacted accountability / transparency framework. The Clerk performs statutory duties relating to the Head (delegated) in accordance with the Municipal Freedom of Information and Protection of Privacy Act, (MFIPPA), Commissioning Affidavits Act, Emergency Management & Civil Protection Act, Accessibility for Ontarians with Disabilities Act (AODA), and the Planning Act. Pursuant to these statutes, County policies and municipal best practice, the Clerk's Office provides secretariat support to Council, its Committees and various Boards, documents the official record of the actions of Council, and is mandated to manage the County's records and information holdings.

The long-term outcome for the Clerk's Office is to ensure legislative compliance with a number of Acts, and to foster public trust and confidence in Perth County government. Short and medium term outcomes include promoting the County's framework of accountable and transparent governance by responding to public requests for information, ensuring opportunity to access Council, managing corporate records appropriately, and supporting an efficient operational environment where all levels of staff have access to the information they need to perform their roles, including the provision of recommendations to Council to support informed decision-making.

The Clerk's Office also supports corporate information stewardship and openness ensuring that County Council, the CAO and Senior Management Team have necessary

support on protocol, legislated and delegated requirements.

The Clerk's Office will support County staff to assist in the management of information, in all forms, throughout its lifecycle, in an open, accountable, accessible, and transparent manner. Efforts are made to ensure that records that can be made publicly available are done so, either online or upon request. The Clerk's Office aims to assist with effective communication, including the activities of County Council. The Clerk's Office will assist the senior management team to ensure up to date and effective policies are in place to undertake administrative activities, including delegation, communications, public notice, and accountability and transparency policies, as well as a public complaints system.

The Clerk's Office will provide advice and services to County Council, County departments/divisions in an effort to support the corporation in achieving legislative functions, strategic priorities and good governance.

Key Customers

- Council and committee representatives
- County and Member Municipal departments/divisions, senior management teams
- Citizens of Perth County
- County and Member Municipality Councils
- Local Business, Agricultural, and Industrial Organizations
- Emergency Response Agencies
- Perth District Health Unit and Hospitals Working Groups and Committees
- Neighbouring Counties, Municipalities and Regions
- Provincial Ministries and Federal Agencies
- Non-Governmental Support Agencies

Core Businesses/Services

Clerk's Office:

- Provide statutory duties/secretariat services for County Council and Committees
- Provide orientation and training for new 2018-22 Municipal Council, using budget review process as the foundation of the broader Council orientation/leadership development program which will continue over Council's term of office.
- Provide updates on legislative and regulatory changes which may have an impact on Council requirements, governance, and reporting.
- Research, parliamentary procedure advice to support Council/committees;
- Participation at senior management team meetings;
- Draft reports, prepare draft by-laws, agreements, policies and procedures;
- Coordinate records management, including indexing, retention schedule;
- Manage all aspects of MFIPPA legislation, public access/appeals/complaints;

- Exercise delegated authority for the execution of documents, agreements;
- Serve as a Commissioner of Oaths under the Commissioners for taking Affidavits Act to County departments and the public;
- Co-ordinate public notices (exception - notices prepared under the Planning Act are currently prepared by the Planning Department staff);
- Provide administrative support to the Perth County Municipal Association, including event planning and organization;
- Event planning and hosting duties for Council and corporate sponsored events;
- Liaise, undertake joint research/development of projects with Area Clerks;
- Assist in communicating directly with the public and developing corporate strategies related to communications for the County;
- Conduct annual elections for Warden and Acting Warden;
- Assist CAO and directors to effectively respond to complaints regarding decisions, track information for annual reporting to Council;
- Legislative Services Staff perform Emergency Management duties including acting as, Alternate CEMC for business continuity purposes.
- Provide support to City of Stratford for accessibility guidance
- Lead accessibility training and initiatives for Perth County and Member Municipalities.

Legislated Standards

- Municipal Act, 2001 and associated regulations
- Municipal Freedom of Information and Protection of Privacy Act
- Accessibility for Ontarians with Disabilities Act and 191/11 (Integrated Accessibility);
- Municipal Conflict of Interest Act
- Ombudsman Act
- Emergency Management and Civil Protection Act
- Commissioner for taking Affidavits Act
- Various Case Law associated with municipal government matters
- Other Provincial and Federal Legislation & Regulations
- Perth County Strategic Plan
- Perth County Procedure By-law and Delegation of Authority By-law
- Perth County Communication's Plan and Social Media Policy
- Perth County Corporate Policies
- Roberts Rules of Order
- Emergency Management and Civil Protection Act; including Ontario Regulation 380/04 (Emergency Operations Centre)
- Incident Management System (I.M.S.) for Ontario Doctrine
- Police Services Act, R.S.O. 1990, c. P.15
- Ambulance Act, R.S.O. 1990, c. A.19
- Occupational Health and Safety Act, R.S.O. 1990, c. O.1
- Health Protection and Promotion Act, R.S.O. 1990, c. H.7

- Coroners Act, R.S.O. 1990, c. C.37
- Environmental Protection Act, R.S.O. 1990, c. E.19

Program Maps

Council Services	Clerk's Office
Manage meetings for Council, including agenda items, preparing reports, and providing support to elected officials	Responsible for recording, without note or comment, the proceedings and decisions of Council and committees of Council
Maintain schedules, draft correspondence, coordinate responses	Records management and freedom of information and protection of privacy responsibilities and duties
Undertake research and provide advice on Rules of Order, Parliamentary and Governance Issues	Commissioner of Oaths and Affidavits
Provide Council and committees with administrative support and advice (procedures, templates, meeting software, closed session advice, issues notes)	Research, Development and Assistance with Reports, Agreements, By-laws, Policies, Procedures
Assist with the development of communications from Perth County Council	Emergency Management Information Officer, Alternate CEMC
	Assist with corporate communications to staff and the public
	Centralized Corporate Reception Services

Key Linkages with Strategic Plan

The Clerk's Office is linked with every Department/Division Business Plan by providing Council services and assistance to departments and divisions in a timely and accurate manner. The Strategic Plan is a key reference Plans which provide guidance in the development of the Clerk's Office Business Plan.

The Clerk's Office priorities are linked to all five Council's adopted Goals:

- Goal 1 – Growth & Economic Development
- Goal 2 – Regionalization & Service Effectiveness
- Goal 3 – Customer Service Excellence
- Goal 4 – Community Development & Planning
- Goal 5 – Corporate Sustainability

Program Delivery Plan

How will the program be delivered and at what level?

- Manager of Legislative Services/Clerk, Legislative Services Coordinator, and Legislative Assistant, Community Emergency Management Coordinator
 - Office hours 8:30 a.m. to 4:30 p.m., Monday to Friday.

What changes will impact program delivery in the future?

- Delivery of new records management software, policies and practices
- Delivery of new meeting management software
- Requirements for service delivery and improvements on corporate communications
- Schedule and pace of projects undertaken jointly with member municipal Clerks
- Service demands from other departments
- Operating budget allocations
- Availability of training and professional development resources
- Direction received from the CAO and County Council
- Changes to Provincial or Federal statutes impacting municipal governance or introduction of new legislation or regulations
- Strengthened enforcement and interpretation of existing legislation including the separation of several county unified processes (HIRA, Critical Infrastructure, Public Education, emergency plan).
- Industry best practices and deemed standards
 - Direction Received from County Council and CAO
 - Community and elected officials expectations
 - Structure of County operations
 - Policy decisions
 - Service demands from other departments

Financial Allocation/Deployment Plan

Service	FTE Requirements by Year			
	2020	2021	2022	2023
Division - Legislative Services				
Total Program FTE Requirements	5.7	5	5	5

FTE Variances

- The 5.7 FTE staffing will reduce to 5.0 FTE staffing in 2021 as the Corporate Records Management Clerk is a 3 year term. A Deputy Clerk position was planned for in 2018 following a review of the Clerk's Office functions and the impacts of combining the roles of Clerk and Director of Corporate Services. The Deputy Clerk position was paused in 2018 to allow the Clerk to review the portfolio and confirm position. Additional oversight responsibilities were added to the portfolio associated with Corporate Emergency Management (September 2018), the Weed and Tree By-law Enforcement activity, and prosecutions. (Planning Department restructuring November 2018).
- In 2018, intern students were used in both the Clerk's Office and in the CEMC's Emergency Management Program. Intern duties included research, work on policy review project, emergency management programs.
- The assistance of a 3-year Records Management Clerk is part of the 5.7 FTE county 2018-2020, with specific responsibilities to lead the implementation of records management program, including the development of standard operating procedures, policies and TOMRMS classification system for paper and electronic records (move to paperless operational environment). Staffing will remain the same FTE in 2021 as Corporate Records Program Clerk position is converted to a Legislative Coordinator Position.

Training and Development

- Clerk
 - Various Software Updates as required
 - Program Evaluation Training

- Ontario West Municipal Conference
- Access & Privacy FOI Training
- Corporate Communications Training
- Municipal Law Training
- Emergency Management Training
- Legislative Services Coordinator
 - Records Management Training
 - Various Software Updates as required
 - Access & Privacy FOI Training
 - In-house management training
 - Corporate Communications Training
 - Municipal Law Training
 - Accessibility Train the Trainer
 - Emergency Management Training
- Legislative Assistant
 - Records Management & Privacy Training
 - Electronic Records Training
 - AMCTO training sessions
 - Various software updates as required
 - Access and Information Privacy Training
 - Customer Services Training
 - Emergency Management Training

Achievements of 2020 Program

Council/Legislative Services

- Meeting management: implementation of iCompass software.
- Legislative Services team creation inclusive of Manager of Legislative Services, Legislative Coordinator and Legislative Assistant.
- Integration of virtual meeting procedures and tools. Pivoting on past practices to accommodate new practices with COVID-19.
- Creation of accessibility training for Perth County and member municipalities.

Central Reception Installation

- Facilitated the installation, migration, and launch of “Central Reception” area in the Courthouse.
- Ensured accessibility wayfinding, accessible counters, and waiting areas were installed and reported on to stakeholders (ex. Perth County Accessibility Advisory Committee, Perth County Council, etc.).
- Developed schedule and processes by which central reception area staff will

- operate, manage customers, handle payment, process mail, etc.
- Began work on SOPs and program documents for central reception to ensure that staff changeover/varying demands will not affect the processes by which the area operates day to day.
- Centralized mail and package pickup/delivery for Courthouse and 1 Ontario staff.

Records Management

- Purchased a scanner specific for digitation of records.
- Utilization of records management software FileHold.
- Scanned all 2018-2020 By-laws
- Scanning in 2020 Council Minutes, and active agreements at the County.

Goals of Program for 2021, 2022, 2023

Council/Legislative Services

- Work with staff to improve efficiency in reports to Council.
- Hold a Forestry By-law information session for logging contractors and other stakeholders
- Strong focus on developing a comprehensive workplan and formation of program documents. Highlighted throughout process is an emphasis on program evaluation.
- Staff continuation of training increasing the legislative bench strengths.

Records Management

- Evaluation of records management program and adjust accordingly for efficiencies.
- Migration of departments to FileHold with digital files.
- Research workflows within FileHold specific to agreements to set reminders for various departments when their contracts are coming up for renewal/review.

Accessibility

- Develop an in-depth training program for county staff and lower tier municipalities.
- Work with departments across the County of Perth and the City of Stratford to ensure compliance in policy requirements, including working with Human Resources to incorporate the new Accessibility Standards Policy and Procedure Manuals into new employee orientation training.

Comments

Records management will be a focus for the upcoming three to five years for the Clerk's

Office and all departments. Legislative changes in 2016 as a result of the Public Sector and MPP Accountability and Transparency Act, 2014 (Bill 8) introduced amendments to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). Moving forward, the focus will be to shift records management towards electronic means to achieve paper reduction.

Additions to MFIPPA increase the responsibility to the head of an institution and sets out consequences for individuals and adds obligations to ensure that corporate records are maintained according to statute, by-laws and policies. Prior to the changes, only the organization responsible for the records could be held liable for offences under the Act. The amendments expand the liability to those individuals who handle records regulated by MFIPPA. The development and implementation of a records management plan for both electronic and physical files will require resources from all County departments.