



COUNTY OF PERTH

Corporate Services Department

Legislative Services Division

2022-2024 Business Plan

December 2021

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Business Plan 2022-2024

Legislative Services Division

Preamble

Legislative Services Division consists of the following:

- Legislative Services/Council-Committee 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
- Commissioner of Oaths Program

Legislative Services & Service Strategy

The Clerk is a statutory position established in the *Municipal Act, 2001*, S.O.2001, c.25. All municipalities require a Clerk, as one is necessary to be present for Council to meet to conduct its business. The Clerk has legislative responsibilities in various statutes that relate to the provision of public notice, adhering to both legislative and Council enacted accountability/transparency frameworks. The Clerk performs statutory duties relating to the Head (delegated) in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c. M.56 (MFIPPA), *Commissioners for Taking Affidavits Act*, R.S.O. 1990, c. C.17, *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9, *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c.11 (AODA), and the *Planning Act*, R.S.O. 1990, c. P.13. Pursuant to statute, County policies, and municipal best practice, the Legislative Services division 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.

Legislative Services is accountable for ensuring compliance with legislation and fostering public trust and confidence in Perth County government. Legislative Services' responsibilities include promoting the County's framework of accountable and transparent governance by responding to public requests for information, ensuring opportunity to access Council, and managing corporate records appropriately. Obligations also includes 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.

Legislative Services facilitates corporate information stewardship and openness ensuring that County Council, the Chief Administrative Officer, and Senior Management Team have necessary support on protocol, and legislated and delegated requirements. Legislative Services supports 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. Legislative Services aims to assist with effective communication, including the activities of County Council. Legislative Services division supports 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.

Legislative Services provides advice and services to County Council and County departments/divisions to support the corporation in achieving legislative functions, strategic priorities, and good governance.

Key Customers

- Committee representatives
- County and Member Municipal departments/divisions, senior management teams
- Citizens of Perth County
- County Council and Lower Tier Councils
- Local Business, Agricultural, and Industrial Organizations
- Emergency Response Agencies
- Huron Perth Public Health and Hospitals Working Groups and Committees
- Neighbouring Counties, Municipalities, and Regions
- Provincial Ministries and Federal Agencies
- Non-Governmental Support Agencies
- Members of the Public
- Media

Core Businesses/Services

Legislative Services Division:

- Provide statutory duties/secretariat services for County Council and Committees
- Provide orientation and training for new 2022-26 Municipal Council, using budget review process as the foundation for broader Council orientation/leadership development program to continue over Council's term of office
- Provide updates on legislative and regulatory changes which impact on Council requirements, governance, and reporting
- Manage Accessibility program for Upper and Lower Tiers, including administration and support for Joint Accessibility Advisory Committee

- 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 administration of corporate Records Management program, including classification, retention, and Electronic Document and Records Management System (EDRMS) (FileHold)
- Manage all aspects of MFIPPA legislation and 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
- Coordinate public notices (with the exception of notices prepared under the *Planning Act* by 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 and 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 Deputy Warden
- Assist Chief Administrative Officer and Senior Management to effectively respond to complaints regarding decisions
- Track information for annual reporting to Council
- Perform emergency management duties including acting as Alternate CEMC for business continuity purposes and Emergency Control Group meeting support
- Manage Forestry program on behalf of the County, which includes managing Forestry Contractor, licencing, and other agreement renewals
- Lead accessibility training and initiatives for Perth County and Member Municipalities
- Coordinate Municipal Election Compliance Audit Committee for municipal election

Legislated Standards

- *Accessibility for Ontarians with Disabilities Act 2005, S.O. 2005, c.11 (AODA)*, and O.Reg. 191/11: Integrated Accessibility
- *Ambulance Act*, R.S.O. 1990, c. A.19
- *Commissioner for Taking Affidavits Act*, R.S.O. 1990, c. C.17
- *Coroners Act*, R.S.O. 1990, c. C.37
- *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9 and O.Reg. 380/04: Emergency Operations Centre
- *Environmental Protection Act*, R.S.O. 1990, c. E.19
- *Health Protection and Promotion Act*, R.S.O. 1990, c. H.7
- *Municipal Act, 2001*, S.O.2001, c.25 and associated regulations
- *Municipal Conflict of Interest Act*, R.S.O. 1990, c. M.50

- *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56 (MFIPPA)*
- *Occupational Health and Safety Act, R.S.O. 1990, c. O.1*
- *Ombudsman Act, R.S.O. 1990, c. O.6*
- *Planning Act, R.S.O. 1990, c. P.13*
- *Police Services Act, R.S.O. 1990, c. P.15*
- *Public Sector and MPP Accountability and Transparency Act, 2014, S.O. 2014, c. 13 - (Bill 8)*

Additional Standards

- Other Provincial and Federal legislation and regulations
- Case law associated with municipal government matters
- 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
- Incident Management System (I.M.S.) for Ontario Doctrine
- Forest Conservation By-law

Program Maps

Council Services	Legislative Services
Manage meetings for Council, including preparing agenda items, preparing reports, and providing support to elected officials	Record, without note or comment, the proceedings and decisions of Council and Committees (Joint Accessibility Advisory Committee, Perth Municipal Association, Municipal Shared Services Committee, Senior Management Team, Emergency Control Group, Committee on Affordable and Attainable Housing, Land Division Committee, Planning Public Meetings)
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, and 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
	Forestry Services (NOI's, Application administration)
	Providing support for accessibility services to County and Lower Tier partners

Key Linkages with Strategic Plan

Legislative Services is linked with every Department/Division by providing Council services and assistance in a timely and accurate manner. The Strategic Plan is a key reference which provides guidance in the development of the Legislative Services Business Plan.

The Legislative Services 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, Front Counter Coverage (Occasional/Temporary)
 - 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 Chief Administrative Officer 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 (Hazard Identification Risk Assessment, critical infrastructure, public education, emergency plan)
- Industry best practices and deemed standards
- Direction received from County Council and Chief Administrative Officer, community members, and elected officials' expectations, including
 - Structure of County operations
 - Policy decisions
 - Service demands from other departments
- Program documents inclusive of standard operating procedures.

Financial Allocation/Deployment Plan

Service	FTE Requirements by Year			
	2021	2022	2023	2024
Division - Legislative Services				
Total Program FTE Requirements	5.46	5.15	4.15	4.15

FTE Variances

- In 2021, the role of the CEMC was moved into its own division, reducing the FTE Allocation by 1.0.
- The Director of Legal/Corporate Services role adds 0.54 for 2022 to the 0.46 allocation in 2021, for a total FTE of 1.0.
- Legislative Services applied for a modernization grant to cover a records intern. If the application is accepted, the Province will cover 65% of the intern's salary. Legislative Services will cover the remaining 35%. Because this is a temporary position, it is recommended that the 35% be funded from reserves.
- The Legislative Assistant has been performing receptionist duties for the County. Anecdotal evidence shows that 85% of the public entering the building are doing so for Provincial Offences matters. This role was already accounted for in the 2021 Budget, but it proposed that the salary should be apportioned 85% to Court Services and the remaining 15% to Legislative Services.

Training and Development

- **Manager of Legislative Services/Clerk**
 - Various software updates as required
 - Access and privacy freedom of information training
 - Corporate communications training
 - Emergency management training
 - AMCTO training sessions
 - Program Evaluation Certificate
 - Accessibility WCAG Training
 - Records Management Training
- **Legislative Services Coordinator**
 - Records management training
 - Various software updates as required
 - Access and privacy freedom of information training
 - Corporate communications training
 - Emergency management training
 - Accessibility WCAG Training
 - Public Administration Graduate Diploma
- **Legislative Assistant**
 - Records Management and Privacy Training
 - Electronic records training
 - AMCTO training sessions
 - Various software updates as required

- Access and Information Training
- Customer Services Training
- Accessibility WCAG Training
- AMCTO Municipal Administrative Professional Program

Achievements of 2021 Program

Council/Legislative Services

- Reviewed and renewed the commissioning program
- Legislative Services team restructuring inclusive of Manager of Legislative Services, Legislative Coordinator, Legislative Assistant and occasional Central Reception Staff
- Creation of a standardized checklist for the Joint Accessibility Advisory Committees sub-committees for reviewing site plans
- Creation of program documents for programs within Legislative Services, including Commissioning, Forestry, Accessibility. Program documents also include newly created standard operating procedures.
- iCompass training for all new staff hires

Forestry

- Updated the Forestry By-law and program to complete the transfer of service from the Planning department to Legislative Services.
- Held a Forestry By-law information session for logging contractors and other stakeholders – December 10, 2021.

Records Management

- Started digitizing active and inactive agreements
- Provided administrative setup for all users, metadata, and library configuration.
- Scanned all 2012-2018 By-laws into FileHold
- Created a Records Management Policy
- Establishing a comprehensive records management program inclusive of staff training, public access to records, and digitization.

Accessibility

- Completed quarterly training with Lower Tiers and provided training to internal staff
- Biannual Compliance report submitted on behalf of Corporation
- Created standardized checklists for site plan reviews
- Managed administration of New Horizons Grant fund in relation to Accessibility program and engaged JAAC in the event planning

- Provided administrative support to the Joint Accessibility Advisory Committee and assisted with all initiatives brought forward by the Committee
- Completed 11 site plan reviews with Subcommittees (as of November 2021)
- Drafted, published, and circulated Annual Accessibility Update Report on behalf of Perth County and Lower Tier Municipalities

COVID-19 Mass Vaccination Clinic

- Assisted Huron Perth Public Health with the organization of the mass vaccination clinic for 2 months
- Staffed and occasionally worked at Clinic in Volunteer Coordinator role during hiring process for additional Volunteer Coordinators
- Established process mapping for attendees
- Developed training procedures and administered training for all municipal staff hired
- Coordinated municipal staff and volunteers for vaccination clinics (Stratford, St. Mary's, Listowel)
- Assisted with transition and training of Community Emergency Management Coordinator to manage program

Goals of Program for 2022, 2023, 2024

Council/Legislative Services

- Work with staff to improve efficiency in reports to Council
- Review report writing timelines, with a view to creating protocols for timely submissions
- Strong focus on developing a comprehensive workplan and formation of program documents, with an emphasis on program evaluation
- Continuation of staff training and professional development to increase bench strength
- Internal audit of all committees to ensure consistency and compliance

Records Management

- Implementation of records management program and re-evaluate for future efficiencies
- Migration of department and division records to FileHold for both digital and physical files
- Decrease office storage of physical files, moving files to out of office storage
- Research and develop workflows within FileHold for submission of Agreements and determining bring forward dates and alerts for renewal/review/expiration/destruction

Accessibility

- Outreach to municipal partners to investigate document remediation tools

- Prepare and implement the 2023-2027 Multi-year Accessibility Plan
- Standardize forms in collaboration with Corporate Communications
- Provide continued administrative support to the Joint Accessibility Advisory Committee and assist with Subcommittee reviews, as needed
- Train all staff internally (with focus on Planning) to ensure divisions are aware of their unique responsibilities with regard to accessibility at the County of Perth
- Research and apply for any grants that may be applicable to the Accessibility program
- Provide support to Facilities and Public Works as renovations to the Courthouse continue (elevator, Level 2 security, etc.)
- Review existing corporate website content for accessibility and assist Communications with enhancing overall accessibility of website content

Grant Program

- Review current grant program and conduct an environmental scan of similar municipalities
- Transition to a revamped “Cultivating Opportunities” Community Grant program

Comments

Records management will be a focus for the upcoming three to five years for Legislative Services and all departments. The *Public Sector and MPP Accountability and Transparency Act, 2014*, S.O. 2014, c. 13 - Bill 8 introduced amendments to the *Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)* which require the establishment of measures to securely retain records. 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, establish consequences for individuals maintain records, and add obligations to ensure that corporate records are securely maintained. The development and implementation of a records management plan for both electronic and physical files will require resources from all County departments.