



Introduction

Legislative Services Division is responsible for providing secretariat services to Council and Committees, Corporate Records Management and public requests for information, Accessibility Act Services for the County and Lower Tier Municipalities, By-law Enforcement and Prosecution Services – POA Forest Conservation & Weed Control By-laws, the Commissioner of Oaths Program, administering the County’s Community Grant Program, and Central Reception services at the Courthouse.

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, Legislative Services 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 include supporting an efficient operational environment where all levels of staff have access to the information that 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 Council, the Chief Administrative Officer, and Senior Management Team have necessary support on protocol, legislated responsibilities, and delegated duties. 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 provided either online or upon request. Legislative Services aims to assist with effective communication, including the activities of Council. The Legislative Services division supports the 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 advisory services to Council and County departments/divisions to support the corporation in achieving legislative functions, strategic priorities, and good governance.



Key Customers and Stakeholders



Core Business Services

- Provide statutory duties/secretariat services for 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 Council and organizational/administrative requirements, governance, and reporting
- Manage Accessibility program for Upper and Lower Tiers, including administration and support for Joint Accessibility Advisory Committee, lead organization training and initiatives
- Research and provide parliamentary procedure advice to support Council/Committees
- Participation and administrative support at 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 and 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/implementation of projects with Area Clerks
- Collaborate with Corporate Communications to assist in communicating directly with the public and developing corporate strategies related to division services
- Conduct annual elections for Warden and Deputy Warden
- Track information for annual reporting to Council
- Perform emergency management duties including acting as Alternate CEMC and assisting with scribing duties for business continuity purposes and Emergency Control Group meeting support
- Manage Forestry program on behalf of the County, which includes managing Forestry Contractor, licensing, processing notices of intent, responding to general public inquiries and other agreement renewals
- Coordinate Municipal Election Compliance Audit Committee for municipal election
- Assist with administration of the County Grant Program inclusive of program promotion, receiving applications and providing applicant information to Council for review

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 and other County Corporate Policies
- Roberts Rules of Order
- Forest Conservation By-law

Key Linkages with the Strategic Plan and Achievements of the 2022 Program

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

2022 Achievements

Council/Legislative Services

- Updated program documents for programs within Legislative Services, including Commissioning, Forestry, and Accessibility. Program documents also include newly created standard operating procedures
- Maintained Council follow-up items in iCompass to ensure consistent action is taken on Council decisions that provide direction to Staff
- Created program document for Grant Program.
- iCompass training for all new staff hires
- Coordinated Municipal Election Compliance Audit Committee recruitment
- Coordinated Joint Orientation session
- Passed Records Retention By-law and Policy for Records Management program

Forestry

- Amended ash tree diameter and circumference limits in Schedule A of By-law
- Weed and Tree Inspector contract renewal



Records Management

- Started digitizing active and inactive agreements
- Scanned all Agenda's, Minutes, By-laws from 2012-2022
- Established a comprehensive records management program inclusive of staff training, public access to records, and digitization
- 3 buckets clean up process for electronic records implemented
- Developed and delivered training to records liaisons, managers/supervisors
- Continued program implementation support for County divisions
- Documented records stored in records center, implemented destruction of records past their retention and transfer to archives of permanent records
- Many SOPs drafted and program document development underway
- Utilized modernization funding for Records Management Intern; completed reporting requirements; optimized funding and resources

Accessibility

- Completed quarterly training with Lower Tiers and provided training to internal staff
- Created standardized checklists for site plan reviews
- Provided administrative support to the Joint Accessibility Advisory Committee and assisted with all initiatives brought forward by the Committee
- Completed 13 site plan reviews with Subcommittees (as of November 2022)
- Drafted, published, and circulated Annual Accessibility Update Report on behalf of Perth County and Lower Tier Municipalities
- Coordinated and drafted new Perth County Joint Accessibility Plan (2023-2027)

Grant Program

- Developed Cultivating Opportunity Grant Program policy
- Coordinated promotional strategy in conjunction with Communications Officer
- Developed dedicated webpage on County website
- Created standardized eligibility criteria and scoring matrix

Major Initiatives for 2023, 2025, and 2025

Council/Legislative Services

- Work with staff to improve efficiency in reports to Council
- Develop and deliver program related orientation/education to Council
- Continue developing and updating the division's comprehensive workplan and program documents, with an emphasis on program evaluation
- Continuation of staff training and professional development to increase total bench strength
- Internal audit of all committees to ensure consistency and compliance

Records Management

- Continued implementation of records management program and re-evaluation for future efficiencies



Legislative Services Division

- Migration of department and division records to FileHold for both digital and physical files
- Increase and provide staff support and training in records management practices to ensure consistency corporately
- Decrease office storage of physical files, moving files to out of office storage
- Research and develop workflows within FileHold for corporate processes
- Implement centralized file labelling processes, including bar code scanning
- Creation of public portal for access to public records through iCompass website

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 grants that may be applicable to the Accessibility program
- Provide support to Facilities and Public Works divisions 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

- Compile applications and coordinate administrative processes (in conjunction with Council) for successful applicants
- Roll out new acknowledgement and completion reporting requirements
- Review program, identify areas of improvement

Program Delivery Plan

How will the program be delivered and at what level?

- Manager of Legislative Services/Clerk, Legislative Services Coordinator/Deputy Clerk, and Legislative Assistant, Front Desk Reception (Part-Time), Records Management Intern (until Feb 2023)
 - Office hours 8:30 a.m. to 4:30 p.m., Monday to Friday.

What changes will impact program delivery in the future?

- Continued implementation of new records management software, policies and procedures
- Requirements for service delivery and improvements to corporate communications
- Schedule and pace of projects undertaken jointly with Lower Tier Clerks
- Service demands from other departments
- Operating budget allocations



- Administrative requirements of installing the 2022-2026 Joint Accessibility Advisory Committee
- Availability of training and professional development resources
- Direction received from the Chief Administrative Officer and Council
- Changes to Provincial or Federal statutes impacting municipal governance or introduction of new legislation or regulations (including accessibility)
- 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 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

Service	FTE Requirements by Year			
	2022	2023	2024	2025
Division - Legislative Services				
Total Program FTE Requirements	5.15	3.75	3.75	3.75

FTE Variances

- The Director of Legal/Corporate Services role equals 0.6 for 2023. This is based on allocation of Director time to the Legislative Services division.
- Legislative Services applied for a modernization grant to cover a Records Management Intern for 2022. The application was accepted, the Province covered 65% of the intern's salary. The remaining 35% was covered from levy stabilization, carrying forward until February 28, 2023.
- The Front Desk Receptionist 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 2022 Budget, but it proposed that the salary should be apportioned 85% to Court Services and the remaining 15% to Legislative Services.
- Proposed is the addition of a 0.50 Records Assistant Role to assist the corporation with all records related duties inclusive of data entry, destruction list creation and providing access to the public. This role would be added to the 0.50 Front Desk Reception position creating the combined role of "Central Receptionist/Records Assistant" and will provide reception duties, in addition to filling responsibilities related to records management upon completion of modernization funding in February 28, 2023.



Training and Development

- Various software updates as required
- Corporate communications training
- Emergency management training
- AMCTO training sessions
- Accessibility WCAG Training
- Records Management Training
- Public Administration training
- Records Management and Privacy Training
- Access and Information Training
- Customer Services Training
- AMCTO Municipal Administrative Professional (MAP) 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 reduced paper dependency.

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.

In addition to the focus on the records management program, Legislative Services will concentrate on increasing the accessibility of information and records. It is imperative that the County's information that is available on our public facing platforms be compliant with all accessible standards.