

**The Corporation of the Municipality of Grey Highlands
By-Law Number 2019-004**

**Being a By-Law to amend the Code of Conduct for Council,
Committees and Volunteers as approved by by-law 2016-61**

WHEREAS the *Municipal Act 2001*, S.O. 2001, c 25, Section 11, as amended, authorizes municipalities to pass by-laws regarding accountability and transparency of the municipality and its operations; and

WHEREAS Section 223.2 (1) of the Municipal Act authorizes municipality to establish codes of conduct for members of Council, Committees and Volunteers which becomes mandatory on March 1, 2019; and

WHEREAS Section 223.3 authorizes the municipality to appoint an integrity commissioner who is responsible for the application of the Code of Conduct; and

WHEREAS the Council of the Corporation of the Municipality of Grey Highlands deems it expedient and necessary to establish a Code of Conduct for Council, Committees and Volunteers;

NOW THEREFORE the Council of the Municipality of Grey Highlands hereby enacts as follows:

1. That the Council Code of Conduct, attached to and forming part of this by-law as Schedule "A", is hereby established and adopted.
2. That the Committee and Volunteer Code of Conduct, attached to and forming part of this by-law as Schedule "B", is hereby established and adopted.
3. That this By-law shall come into force and take effect upon being passed by Council.
4. That By-law 2016-61 is hereby repealed upon the passage of this by-law.

Read a first, second, and third time and enacted this 2nd day of January, 2019.

The Corporation of the
Municipality of Grey Highlands

Original Signed by

Paul McQueen, Mayor

Original Signed by

Raylene Martell, Municipal Clerk

Council Code of Conduct

1.0 Policy Statement

The public expects the highest standard of conduct from the Members elected to local government. These leaders are expected to carry out their duties in a fair, impartial, transparent and professional manner.

2.0 Purpose

A written Code of Conduct helps to ensure a common basis of acceptable behaviour. These standards demonstrate how elected representatives conduct themselves with integrity and respect.

3.0 Scope

The Code of Conduct applies to Members of Council. It may be extended to Members of Local Boards.

4.0 Definitions

- a) “Agent” means a representative who acts on behalf of other persons or organizations, but does not include Members performing official duties.
- b) “Assets” means all property of the Municipality, including equipment, financial assets, land, vehicles, material, paper and electronic documents, inventories, tools, electronic equipment, computers, email, internet services and intellectual property.
- c) “By-Law” means a regulation passed by Council for the government of its affairs.
- d) “Chief Administrative Officer” or “CAO” means the senior executive appointed by Council who is responsible for managing the Municipality. The CAO also includes City Manager and Clerk-Administrator.
- e) “Clerk” means the person as appointed by Council pursuant to Section 228 of the Municipal Act, 2001.
- f) “Confidential Information” means:
 - i. Information in the possession of, or received in confidence by the Municipality, that it is prohibited from disclosing, or has decided to refuse to disclose, under the Municipal Freedom of Information and Protection of Privacy Act;
 - ii. A matter that has been debated or discussed at a meeting of Council closed to the public, unless the matter is subsequently discussed in Open Session, or it is authorized to be released by Council;
 - iii. Information concerning litigation, negotiation, or personnel matters; and

- iv. Reports of consultants, draft documents and internal communications, which, if disclosed may prejudice the reputation of the Municipality, its officers and employees, or its effective operation.
- g) “Employee” means a person employed by the Municipality, including those employed on a personal services contract and volunteers but does not include Members.
- h) “Family Relationship or Member” means:
 - i. spouse, including but not limited to common-law spouse and same-sex partner;
 - ii. child, mother, father, sibling, grandchild, grandparent, aunt, uncle, niece or nephew;
 - iii. parent-in-law or sibling-in-law;
 - iv. step-parent, step-sibling, or step-child;
 - v. parent or child in a relationship where the role of the parent has been assumed; or
 - vi. any person who lives with the Member on a permanent basis.
- i) “Head of Council” means the Mayor or Warden with the Deputy Head being the Deputy Mayor or Deputy Warden.
- j) “Integrity Commissioner” means a person or persons appointed by Council who is responsible for performing the functions as per section 223.3 of the Municipal Act.
- k) “Local Board” means a local board as defined in Section 223.1 of the Municipal Act, 2001.
- l) “Members” means a member of Council or a member of a Local Board.
- m) “Municipality” means any of the upper and lower-tier municipalities in the County of Grey that adopt this Code of Conduct through by-law.
- n) “Official Duties” means functions performed by Members necessary to provide responsible and accountable governance.
- o) “Personal Information” as defined in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 c, M56 (MFIPPA), means recorded information about an identifiable individual and includes:
 - i. Information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;
 - ii. Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relation to financial transactions in which the individual has been involved;
 - iii. Any identifying number, symbol or other particular assigned to the individual;
 - iv. The address, telephone number, fingerprints or blood type of the individual;
 - v. Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;
 - vi. The views or opinions of another individual about the individual;
 - vii. The individual’s name if it appears with other personal information relation to the individual

or where the disclosure of the name would reveal other personal information about the individual.

5.0 Policy Requirements

5.1 Statutory Provisions Regulating Conduct

- a) This Code of Conduct complements the existing legislation governing the conduct of Members. The following federal and provincial legislation governs conduct:
 - i. Municipal Act, 2001
 - ii. Municipal Conflict of Interest Act
 - iii. Municipal Elections Act, 1996
 - iv. Municipal Freedom of Information and Protection of Privacy Act
 - v. Provincial Offences Act
 - vi. Ontario Human Rights Code
 - vii. Criminal Code of Canada.
- b) Complaints regarding statutory matters outlined in 5.1 a), should be directed to the appropriate process or authority.
- c) Members will follow by-laws, policies and decisions of Council as adopted and amended from time to time.

5.2 General Principles and Values

- a) Members will respect the role of Council as set out in the Municipal Act, 2001.
- b) Members will support the mission, vision and values of the Municipality.
- c) Members will respect the decision-making process of Council by accurately communicating the decision reached by majority of Council, even if they disagree with the outcome.
- d) Members will maintain professionalism, integrity, respect, and trust.
- e) Members will promote open, accountable and transparent local government.
- f) Members will encourage public respect for the Municipality, its by-laws and policies.

5.3 Standards of Behaviour and Conduct

5.3.1 Respect and Dignity

- a) Members have a duty to treat members of the public, one another, and staff with respect and without abuse, bullying or intimidation.
- b) Members will ensure their work environment is free from discrimination and harassment.

- c) Members will conduct themselves according to legislative requirements, including the municipal workplace harassment and violence policies.
- d) Members will observe decorum and conduct themselves as outlined in the procedural by-law.
- e) Members will refrain from public criticism of other Members, staff or any other person that questions their professional reputation, competence and credibility.

5.3.2 Conduct Respecting Staff

- a) Members will be respectful of the fact that staff work for the Municipality and are charged with making recommendations and advice based on political neutrality that reflects their professional expertise and objectivity, without undue influence from any individual member or group of members.
- b) Members acknowledge that only Council as a whole, in a duly called meeting with a quorum present, has the capacity to direct staff members.
- c) Members recognize that the Chief Administrative Officer is the only staff person directly reporting to Council. Members will direct any concerns respecting staff through the Chief Administrative Officer.
- d) Members of Council will not:
 - i. Maliciously or falsely injure the professional or ethical reputation of staff;
 - ii. Compel staff to engage in partisan political activities or be subjected to threats or discrimination for refusing to engage in such activities; or
 - iii. Use, or attempt to use, their authority or influence for the purpose of intimidating, threatening, coercing, commanding or influencing any staff member with the intent of interfering in staff's duties.

5.3.3 Gifts, Benefits and Hospitality

- a) Members will not accept a fee, advance, gift or personal benefit connected directly or indirectly to the performance of duties, unless permitted by law.
- b) Members will make decisions free from the influence of gifts, favours, hospitality, and entertainment.
- c) Members will decline any personal gift where the acceptance of such gift may imply a contractual agreement with or obligation to the donor.
- d) Notwithstanding a), b), and c), Members may accept tokens, mementoes, souvenirs, or such gifts or benefits up to and including a value of \$300.00 that are received as a result of the responsibilities of the office. Tokens, mementoes, souvenirs or gifts with a value greater

than \$300.00 shall be the property of the Municipality.

- e) Exceptions outlined in Section 5.3.3 d) must be reported to the Clerk by the Member in writing using Form 2. These exceptions will be reported to Council on an annual basis.
- f) Members will not seek or obtain by reason of their office any personal privilege or advantage with respect to municipal services not otherwise available to the general public and not following as a result of official duties.

5.3.4 Use of Municipal Assets

- a) Members may only use municipal property, equipment, services or supplies of consequence for official duties or associated community activities, unless previously approved by Council.
- b) Members will comply with corporate policies related to the use of municipal assets, including but not limited to municipal vehicles, municipally owned computers, internet and email.
- c) Members will not seek or gain personal benefit from the use of municipally developed intellectual property, computer programs, technological innovations or other patentable items, while an elected official or thereafter. All such property remains the exclusive property of the Municipality.

5.3.5 Confidentiality, Privacy and Use of Information

- a) All information, documentation or deliberations received, reviewed or taken in closed session meetings are confidential, except as otherwise directed by Council.
- b) Members will not disclose or release by any means to any Member of the public either in verbal or written form any confidential information acquired by virtue of their office, except when required by law to do so.
- c) Requests for information should be referred to the Clerk to be addressed in conformity with the Municipal Freedom of Information and Protection of Privacy Act.
- d) Members will follow the established practices within the municipality for closed meeting materials.
- e) Members will not use information gained in the execution of their duties that is not available to the general public for any other purpose.

5.3.6 Personal and Political Interests

- a) Members will not use municipal facilities, services or property for personal business gain.
- b) Members will not use the services of employees for personal business during the hours

in which the employees are in the paid employment of the Municipality.

- c) Members will not use municipal resources for political purposes, including re-election, in conformity with municipal policy and in compliance with the Municipal Elections Act.
- d) Members will not borrow money from any person who regularly does business with the Municipality unless such person is an institution or company whose shares are publicly traded and who is regularly in the business of lending money.
- e) Members will not act as a paid agent before Council or its committees, agencies or boards.
- f) Members will recognize their obligations to follow and respect both the letter and the spirit of the provisions of the Municipal Act, 2001 as amended and the Municipal Conflict of Interest Act, or successor legislation, or successor legislation.
- g) Members shall not attempt to influence any outcome or decision regarding or based on a family relationship or member.

6.0 Implications

This policy supports open, transparent, accessible and accountable government providing clear guidance on Council conduct and mechanisms to bring forward complaints.

7.0 Complaints Protocol

7.1 Informal Complaint

Any individual who identifies or witnesses behaviour or activity by a Member that appears to breach the Code of Conduct may pursue the following informal complaint process or proceed directly to 7.2:

- i) Advise the Member that the behaviour or activity appears to breach the Code of Conduct;
- ii) Encourage the Member to acknowledge and agree to stop the prohibited behaviour or activity and to avoid future occurrences of the prohibited behaviour or activity;
- iii) Document the incidents including dates, times, locations, other persons present, and any other relevant information;
- iv) Request the Head of Council or designate to assist in informal discussion of the alleged complaint with the Member in an attempt to resolve the issue;
- v) If applicable, confirm satisfaction with the response of the Member, or if applicable, advise the Member of dissatisfaction with the response; and
- vi) Consider the need to pursue the matter in accordance with the formal complaint procedure outlined in 7.2, or in accordance with any other applicable process or complaint procedure put in place by either the municipality or the Integrity Commissioner.

7.2 Formal Complaint

Any individual who identifies or witnesses behaviour or an activity by a Member that they believe is in contravention of the Code of Conduct may file a formal complaint in accordance with the following:

- i) All formal complaints shall be made in writing either by using Form 1, or by providing all of the information requested therein and filed with the Clerk or the Integrity Commissioner. All complaints filed with the Clerk will be forwarded directly to the Integrity Commissioner.
- ii) The complaint must set out reasonable and probable grounds for the allegation that the Member has contravened the Code of Conduct.
- iii) The identity of the complainant shall be protected.
- iv) The Integrity Commissioner shall follow a process similar to that depicted in diagram 1 for all complaints received.
- v) If a report is warranted by the Integrity Commissioner, the Clerk will protect any personal information about the complainant.
- vi) Council will review the report of the Integrity Commissioner in closed session due to personal matters about an identifiable individual being the complainant.
- vii) Determination of any reprimand will be completed in open session. Council will report out in open session and Council will state its reasons for the decision. If Council decides there was a breach in the code of conduct, Council will decide if there will be a penalty.

8.0 Sanctions

- a) If Council determines that a breach has occurred under the Municipal Act, 2001 Council may impose the following:
 - i. Issue a reprimand; or
 - ii. Suspend the remuneration paid to the Member in respect of his or her services as a Member of Council or of the local board, as the case may be, for a period of up to 90 days.
- b) Council may also require:
 - i. A written or verbal apology;
 - ii. Return of property or reimbursement of the property's dollar value;
 - iii. Removal from membership of a committee or board; and/or
 - iv. Removal as chair of a committee.
- c) If an apology is required, the apology shall be presented at a regular open meeting of Council and shall include statements related to the occurrence, the relevant sections of the Code, and an acknowledgement of the findings.

9.0 Authority

Section 223 of the Municipal Act, 2001

10.0 Contact

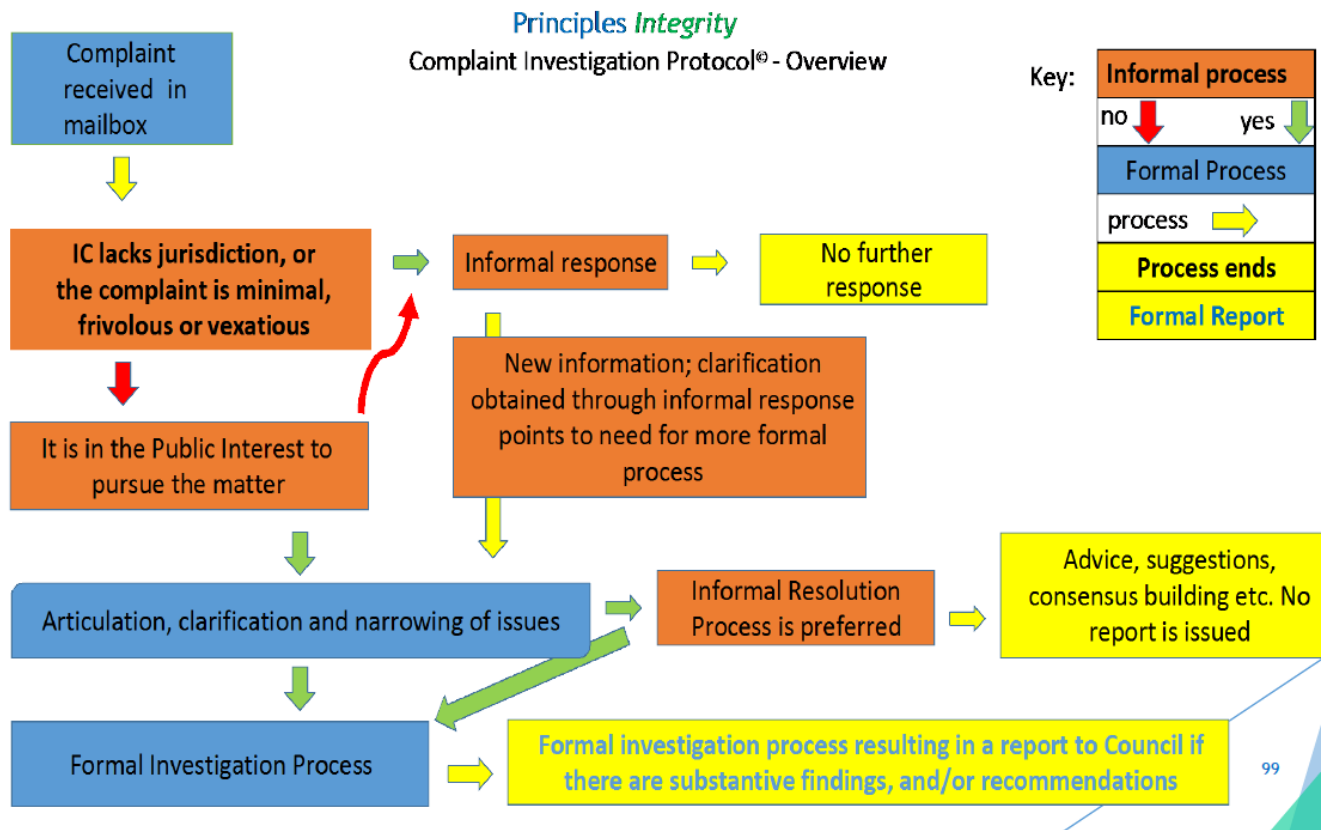
Questions pertaining to the Code should be directed to the Integrity Commissioner who will review all inquiries in an independent manner.

11.0 Change History

Date	By-law No.	Explanation
2016-06-27	2016-61	New Council Code of Conduct
2019-01-02	2018-004	Updates due to Integrity commissioner appointment

Housekeeping amendment: 2022 - update diagram

Diagram 1 – Complaints Protocol



Council Code of Conduct

Formal Complaint Form 1

Please complete the following fields with as much information as possible regarding your complaint. Please note that you must complete all fields, including personal details, in order for your complaint to be investigated.

Complainant Details

Name: _____

Address: _____

Telephone: _____

E-Mail: _____

Complaint Details

Who is your complaint about? _____

Which category(s) does your complaint fall under?

- | | |
|--|--|
| <input type="checkbox"/> Respect and Dignity | <input type="checkbox"/> Use of Municipal Assets |
| <input type="checkbox"/> Conduct Respecting Staff | <input type="checkbox"/> Confidentiality, Privacy and Use of Information |
| <input type="checkbox"/> Gifts, Benefits and Hospitality | <input type="checkbox"/> Personal and Political Interests |
| <input type="checkbox"/> Other: _____ | |

Have you attempted to resolve your complaint through the informal process?

☐ Yes

☐ No

Disclaimer:

This information is collected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. The Clerk will protect any personal information about the complainant. The identity of the complainant shall be protected through a closed session meeting of Council due to personal matters about an identifiable individual.

Council Code of Conduct

Form 2 – Gifts, Benefits & Hospitality

Name: _____

Date	Gift/Benefit	Donating organization / individual	Value	Explanation

Signature: _____

Date: _____

5.3.3 Gifts, Benefits and Hospitality

- a) Members will not accept a fee, advance, gift or personal benefit connected directly or indirectly to the performance of duties, unless permitted by law.
- b) Members will make decisions free from the influence of gifts, favours, hospitality, and entertainment.
- c) Members will decline any personal gift where the acceptance of such gift may imply a contractual agreement with or obligation to the donor.
- d) Notwithstanding a), b), and c), Members may accept tokens, mementoes, souvenirs, or such gifts or benefits up to and including a value of \$300.00 that are received as a result of the responsibilities of the office. Tokens, mementoes, souvenirs or gifts with a value greater than \$300.00 shall be the property of the Municipality.
- e) Exceptions outlined in Section 5.3.3 d) must be reported to the clerk by the Member in writing using Form 2. These exceptions will be reported to Council on an annual basis.
- f) Members will not seek or obtain by reason of their office any personal privilege or advantage with respect to municipal services not otherwise available to the general public and not following as a result of official duties.

Council & Local Board Code of Conduct
Form 3 – Code of Conduct Acknowledgement

I, _____, acknowledge the receipt of a copy of the Municipality of Grey Highlands Council & Local Board Code of Conduct. I agree to be bound by the terms of the Code of Conduct as a member of Council or Local Board.

Signature: _____

Date: _____

To be signed in duplicate.

Committee and Volunteer Code of Conduct

1.0 Policy Statement

The Municipality of Grey Highlands values the important contribution of its volunteers, including Advisory Committee Members, which are appointed by Council. Volunteers are expected to carry out their duties in a manner consistent with the Municipality of Grey Highlands' values of respect, integrity and community.

2.0 Purpose

A written Code of Conduct helps to ensure a common basis of acceptable behaviour. These standards demonstrate how volunteers conduct themselves as ambassadors of the Municipality of Grey Highlands.

3.0 Scope

The Code of Conduct applies to persons who volunteer with the Municipality of Grey Highlands in a formal way, including Advisory Committee, sub-committees Task Force and Working Group members. This policy does not apply to Council, Local Boards, the Grey Highlands Public Library Board, the Grey Highlands Police Services Board, staff or volunteer firefighters, who must adhere to their own Codes of Conduct.

4.0 Definitions

- a) "Advisory Committee" means a body, primarily made up of citizen appointees with one member of Council serving as Liaison. Providing advice to Council and staff on an area of expertise. The work of the advisory committee is undertaken in keeping with Terms of Reference adopted by Council.
- b) "By-Law" means a regulation passed by Council for the government of its affairs.
- c) "Chief Administrative Officer" or "CAO" means the senior executive appointed by Council who is responsible for managing the Municipality. The CAO also includes City Manager and Clerk- Administrator.
- d) "Clerk" means the person as appointed by Council pursuant to Section 228 of the Municipal Act, 2001.
- e) "Confidential Information" means:
 - i. Information in the possession of, or received in confidence by the Municipality, that it is prohibited from disclosing, or has decided to refuse to disclose, under the Municipal Freedom of Information and Protection of Privacy Act;

- ii. A matter that has been debated or discussed at a meeting of Council closed to the public, unless the matter is subsequently discussed in Open Session, or it is authorized to be released by Council;
 - iii. Information concerning litigation, negotiation, or personnel matters; and
 - iv. Reports of consultants, draft documents and internal communications, which, if disclosed may prejudice the reputation of the Municipality, its officers and employees, or its effective operation.
- f) "Employee" means a person employed by the Municipality, including those employed on a personal services contract and volunteers but does not include Members.
- g) "Family Relationship or Member" means:
- i. spouse, including but not limited to common-law spouse and same-sex partner;
 - ii. child, mother, father, sibling, grandchild, grandparent, aunt, uncle, niece or nephew;
 - iii. parent-in-law or sibling-in-law;
 - iv. step-parent, step-sibling, or step-child;
 - v. parent or child in a relationship where the role of the parent has been assumed; or
 - vi. any person who lives with the Member on a permanent basis.
- h) "Head of Council" means the Mayor or the Deputy Mayor in the absence of the Mayor.
- i) "Integrity Commissioner" means a person appointed by Council to carry out the duties of the Integrity Commissioner as per section 223 of the Municipal Act.
- j) "Local Board" means a local board as defined in Section 223.1 of the Municipal Act, 2001.
- k) "Municipality" means the Municipality of Grey Highlands.
- l) "Official Duties" means functions performed by volunteers sanctioned by the Municipality of Grey Highlands.
- m) "Personal Information" as defined in the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 c, M56 (MFIPPA), means recorded information about an identifiable individual and includes:
- i. Information relating to the race, national or ethnic origin, colour, religion, age, sex, sexual orientation or marital or family status of the individual;
 - ii. Information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relation to financial transactions in which the individual has been involved;
 - iii. Any identifying number, symbol or other particular assigned to the individual;
 - iv. The address, telephone number, fingerprints or blood type of the individual;
 - v. Correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence;
 - vi. The views or opinions of another individual about the individual;

- vii. The individual's name if it appears with other personal information relation to the individual or where the disclosure of the name would reveal other personal information about the individual.
- n) "Task Force or Working Group" means a body of limited duration established by Council through Terms of Reference to produce recommendations for Council's consideration.
- o) "Volunteer" means a person who freely offers to take part in an activity, body or undertake a task on behalf of and sanctioned by the Municipality of Grey Highlands.

5.0 Policy Requirements

5.1 Statutory Provisions Regulating Conduct

- a) This Code of Conduct complements the existing legislation governing municipalities. The following federal and provincial legislation also governs conduct:
 - i. Municipal Act, 2001
 - ii. Municipal Conflict of Interest Act
 - iii. Municipal Elections Act, 1996
 - iv. Municipal Freedom of Information and Protection of Privacy Act
 - v. Provincial Offences Act
 - vi. Ontario Human Rights Code
 - vii. Criminal Code of Canada.
- b) Complaints regarding statutory matters outlined in 5.1 a), should be directed to the appropriate process or authority.

5.2 General Principles and Values

- a) Volunteers will support the mission, vision and values of the Municipality.
- b) Volunteers will respect the decision-making process of Council.
- c) Volunteers will maintain professionalism, integrity, respect, and trust.
- d) Volunteers will promote open, accountable, and transparent local government.
- e) Volunteers will encourage public respect for the Municipality, its by-laws and policies.

5.3 Standards of Behaviour and Conduct

5.3.1 Respect and Dignity

- a) Volunteers have a duty to treat members of the public, one another, Council, and staff with respect and without abuse, bullying, or intimidation.

- b) Volunteers will ensure their work environment is free from discrimination and harassment.
- c) Volunteers will conduct themselves according to legislative requirements, including the municipal workplace harassment and violence policies.
- d) Volunteers will observe decorum and conduct themselves as outlined in the procedural by-law and/or Terms of Reference.
- e) Volunteers will refrain from public criticism that questions the professional reputation, competence, and credibility of Council, other volunteers, staff, or any other person.
- f) Volunteers will protect and not divulge personal and confidential information obtained or encountered in the course of volunteering.

5.3.2 Conduct Respecting Staff

- a) Volunteers acknowledge that only Council as a whole has the capacity to direct staff members.
- b) Volunteers will be respectful of the fact that staff work for the Municipality and are charged with making recommendations and advice based on political neutrality that reflects their professional expertise and objectivity.
- c) Volunteers will not:
 - i. Maliciously or falsely injure the professional or ethical reputation of staff;
 - ii. Compel staff to engage in partisan political activities or be subjected to threats or discrimination for refusing to engage in such activities; or
 - iii. Use, or attempt to use, their influence for the purpose of intimidating, threatening, coercing, commanding, or influencing any staff member with the intent of interfering in staff's duties.

5.3.3 Conduct Respecting Advisory Committees, Sub-Committees, Task Forces and Working Groups

- a) Volunteers shall, when conducting committee business, preparing written correspondence, interacting with Members of Council, the media, the public or staff, act in a manner that:
 - i. Fulfills the mandate and Terms of Reference of the body;
 - ii. Respects due process and the authority of the Chair and Council;
 - iii. Demonstrates respect for all fellow members, Council, the public, and staff;
 - iv. Respects and gives fair consideration to diverse and opposing viewpoints;
 - v. Represents the community and works with community members to bring forward their views;
 - vi. Demonstrates professionalism, transparency, accountability, and timeliness in completing any tasks or projects undertaken by the body;

- vii. Conforms with all relevant legislation, by-laws, policies, and guidelines;
 - viii. Contributes in a meaningful manner, offering constructive comments to Council, staff, and fellow members; and
 - ix. Supports committee recommendations.
- b) A member of an Advisory Committee, Sub-Committee, Task Force or Working Group shall not:
- i. Place themselves in a position where they could derive any direct personal benefit or interest from any matter about the member can influence decisions;
 - ii. Accord preferential treatment to relatives, or to organizations in which the member or a family member have an interest, financial or otherwise.
 - iii. Deal with an application to the Municipality for a grant, award, contract, permit or other benefit involving the member or a family member;
 - iv. Place themselves in a position where the member is under obligation to any person who might benefit from special consideration or favour or who might seek preferential treatment in any way;
 - v. Benefit from the use of information acquired during the course of his or her official duties which is not generally available to the public; and
 - vi. Accept gifts, hospitality, or entertainment that could reasonably be construed as being given in anticipation or recognition of special consideration.
- c) An Advisory Committee, Sub-Committee, Task Force or Working Group member shall disclose immediately to the Clerk or Recording Secretary, any potential pecuniary interest.
- d) Despite b) and c), the Municipality acknowledges that certain advisory committees are intentionally comprised of citizens representing business interests, organizations, or specific sectors. Therefore, a member's interest that arises as a result of this connection does not constitute a breach of b) or c).
- e) Where a Member believes they have a conflict of interest in a particular matter, they shall:
- i. Prior to any consideration, disclose their interest and the general nature thereof;
 - ii. Leave the room for the duration of time that the matter is being considered;
 - iii. Not take part in the discussion of, or vote on, any question or recommendation in respect of the matter; and
 - iv. Not attempt in any way, whether before, during or after the meeting, to influence the voting on any such question or recommendation.

6.0 Implications

This policy supports open, transparent, accessible and accountable government providing guidance to volunteers and mechanisms to bring forward complaints.

7.0 Complaints Protocol

7.1 Informal Complaint

Any individual who identifies or witnesses behaviour or activity by a volunteer that appears to breach the Code of Conduct may pursue the following informal complaint process or proceed directly to section 7.2:

- i) Advise the volunteer that the behaviour or activity appears to breach the Code of Conduct;
- ii) Encourage the volunteer to acknowledge and agree to stop the prohibited behaviour or activity and to avoid future occurrences of the prohibited behaviour or activity;
- iii) Document the incidents including dates, times, locations, other persons present, and any other relevant information;
- iv) Request the CAO, Head of Council, Chair of the body or designate to assist in informal discussion of the alleged complaint with the volunteer in an attempt to resolve the issue;
- v) If applicable, confirm satisfaction with the response of the volunteer, or if applicable, advise the volunteer of dissatisfaction with the response; and
- vi) Consider the need to pursue the matter in accordance with the formal complaint procedure outlined in 7.2, or in accordance with any other applicable process or complaint procedure.

7.2 Formal Complaint

Any individual who identifies or witnesses behaviour or an activity by a volunteer that they believe is in contravention of the Code of Conduct may file a formal complaint in accordance with the following:

- i) All formal complaints shall be made in writing using either Form 1 or a version thereof that contains all of the requested information, and filed with the Integrity Commissioner. The Clerk may receive the complaints and forward them immediately..
- ii) The complaint must set out reasonable and probable grounds for the allegation that the volunteer has contravened the Code of Conduct.
- iii) The identity of the complainant shall be protected in as much as possible.
- iv) The Integrity Commissioner shall follow a process similar to that depicted in diagram 1 for all complaints received.
- v) If a report is warranted by the Integrity Commissioner, the Clerk will protect any personal information about the complainant in providing the report to Council.
- vi) Council will review the report of the Integrity Commissioner in closed session due to personal matters about an identifiable individual.
- vii) Determination of any reprimand will be completed in open session. Council will report out in open session on any decision regarding penalty.

8.0 Sanctions

If the Council determines that a breach has occurred Council may impose the following:

- i. Issuance of a reprimand;
- ii. Requirement for a written or verbal apology;
- iii. Return of property or reimbursement of the property's dollar value; and/or
- iv. Removal from membership of a committee or local board.

9.0 Authority

Section 223.2 (1) of the Municipal Act, 2001 authorizes the Municipality "to establish codes of conduct for Members of Council of the Municipality and of local boards of the Municipality."

10.0 Contact

Questions pertaining to the Code should be directed to the Integrity Commissioner.

11.0 Change History

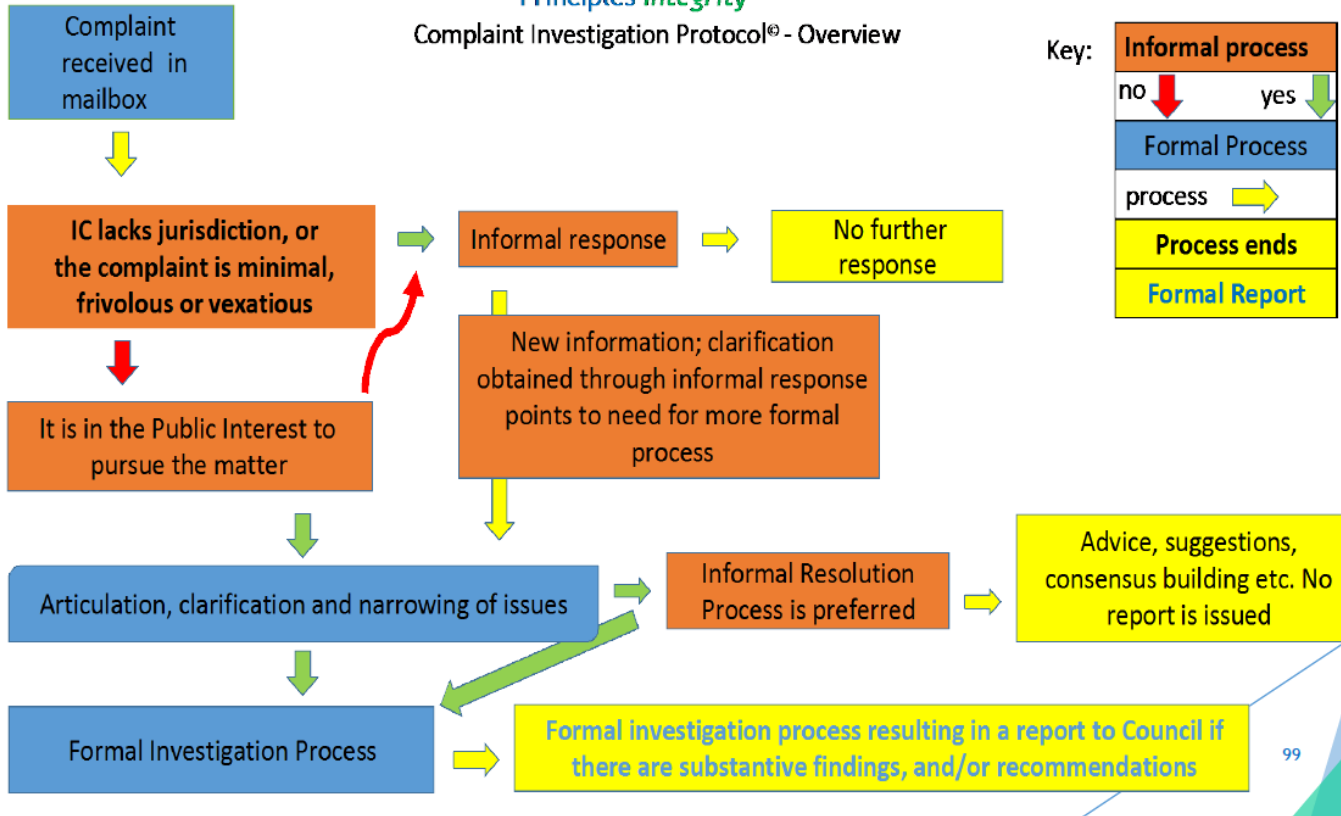
Date	By-law No.	Explanation
2016-06-27	2016-61	New Committee and Volunteer Code of Conduct
2019-01-02	2019-004	Amendments required due to Integrity Commissioner Appointment

*Housekeeping amendment 2022 - update process diagram

Diagram 1 – Complaints Protocol

Principles *Integrity*

Complaint Investigation Protocol® - Overview



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Committee and Volunteer Code of Conduct

Formal Complaint Form 1

Please complete the following fields with as much information as possible regarding your complaint. Please note that you must complete all fields, including personal details, in order for your complaint to be investigated.

Complainant Details

Name: _____

Address: _____

Telephone: _____

E-Mail: _____

Complaint Details

Who is your complaint about? _____

Which category(s) does your complaint fall under?

☐
☐
☐

Respect and Dignity

Conduct Respecting Staff

other _____

☐
☐

Use of Municipal Assets

Confidentiality, Privacy and Use of Information

☐

Personal and Political Interests

Have you attempted to resolve your complaint through the informal process?

☐ Yes

☐ No

Disclaimer:

This information is collected in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. The Clerk will protect any personal information about the complainant. The identity of the complainant shall be protected through a closed session meeting of Council due to personal matters about an identifiable individual.

**Committee & Volunteer Code of Conduct
Form 2 – Code of Conduct Acknowledgement**

I, _____, acknowledge the receipt of a copy of the Municipality of Grey Highlands Committee & Volunteer Code of Conduct. I agree to be bound by the terms of the Code of Conduct as a member of a committee or in another municipal volunteer position.

Signature: _____

Date: _____

To be signed in duplicate.