



REPORT

TO: Mayor Bonnette and Members of Council

FROM: Susan Silver, Senior Advisor, Strategic Initiatives

DATE: May 24, 2022

REPORT NO.: ADMIN-2022-0026

SUBJECT: Public Conduct Policy

RECOMMENDATION:

THAT Report No. ADMIN-2022-0026 dated May 24, 2022, regarding the Public Conduct Policy be received;

AND FURTHER THAT Council approves the Public Conduct Policy, attached as Appendix A to this report;

AND FURTHER THAT staff be directed to communicate the Public Conduct Policy to staff and provide training as appropriate;

AND FURTHER THAT information regarding the Public Conduct Policy be posted on the Town's website.

KEY POINTS:

The following are key points for consideration with respect to this report:

- The corporate wide Public Conduct Policy is being introduced to support town staff and volunteers.
- This policy is meant to complement, not replace, the policies, codes of conduct and other documents already in place.
- Communication and training will be offered to staff in support of implementing this policy.

BACKGROUND AND DISCUSSION:

The Town currently has a number of policies, codes of conducts and other documents that reference behaviour by members of the public (including but not limited to residents, individuals, businesses, not-for-profit organizations, stakeholders, and community or corporate organizations).

In some cases, these documents are applicable to specific program areas, services, facilities, or other such conditions. These documents remain in place unless otherwise replaced or revised and are an important foundation to support customer service and protect everyone's health and safety.

It is recognized that the majority of the public accessing Town facilities or services or interacting with staff or other members of the public, conduct themselves in a reasonable manner. However, evolving service models required during the pandemic, increasing demand and changes in attitudes and behaviours of some has necessitated a need to review existing policies.

Development

The Public Conduct Policy is being introduced to ensure there is a corporate wide policy that can be applied as necessary and provides protections that may not otherwise be found in existing documents.

The policy statement and content assists in this regard by clearly indicating:

- a) what constitutes unreasonable behaviours or requests;
- b) possible consequences and enforcement; and
- c) responsibilities.

While developing this policy, examples from other Ontario municipalities were examined and used to create a 'made in Halton Hills' policy. Input was gathered from staff across multiple departments and senior management team provided guidance and feedback throughout the process. In addition, the policy has been reviewed by legal counsel and their input has been incorporated.

Implementation

Upon Council's approval, this policy will be communicated to staff. Customer service de-escalation training will be offered to staff as required based on position and experience. Information regarding this policy and expectations will be posted on the Town's website.

STRATEGIC PLAN ALIGNMENT:

This report aligns to the Town's Strategic plan recognizing the value to provide responsive, effective municipal government and strong leadership in the effective and efficient delivery of municipal services.

and to foster a healthy community that provides a clean environment and range of economic and social opportunities to ensure a superior quality of life in our community.

This report also identifies fiscal and corporate management as one of the Town's Strategic priorities.

RELATIONSHIP TO CLIMATE CHANGE:

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

PUBLIC ENGAGEMENT:

Public Engagement was not needed as this report is administrative in nature.

INTERNAL CONSULTATION:

A cross departmental staff focus group was convened to provide input on the initial draft of the policy. A draft copy of the policy was provided to the Joint Health and Safety committee. Senior Management Team was consulted to review and provide feedback on drafts and to guide the implementation.

FINANCIAL IMPLICATIONS:

This report will be funded through an existing approved budget source. The Corporate HR training operating budget will be used to complete Customer Service and De-escalation training for 2022. The need for future training sessions will be assessed and referred to Budget Committee for consideration in the 2023 budget process.

Reviewed and approved by,

Rick Cockfield, Director of Strategic Planning

Chris Mills, Chief Administrative Officer