



County of Wetaskiwin No. 10 Municipal Policy

Department:	Policy No.	Title
11.0 Council	11.0.8	Provision of Information to Council

1. POLICY STATEMENT:

1.1. Upon request, staff will provide information directly to Council or information and reports for Council or Standing Committees when preparation does not require substantial staff time or costs. However, if it requires substantial staff time or costs, an authorized Council resolution may be necessary.

1.2. This Policy is to ensure that:

- (a) routine requests from Council Members are facilitated and Council is kept informed;
- (b) if staff are to undertake work of a substantial nature at the request of a Council Member, they are doing so with the authorization of Council recognizing that a Council Member cannot direct the work of staff without Council authority;
- (c) there is a clear understanding between Council and staff regarding the supply of information from staff to individual Council Members; and
- (d) individual Council Member's requests for information are dealt with in a respectful, responsive, timely and efficient manner by staff consistent with the County's policies and procedures, corporate values and Freedom of Information and Protection of Privacy legislation.
- (e) staff resource allocation is in line with the approved work plan and priorities, as approved by Council.

2. DEFINITIONS:

- 2.1. "Administrative Inquiry" is a written request from a Council Member directed to Administration through the CAO for the future provision and report of information to Council as a whole.
- 2.2. "Chief Administrative Officer (CAO)" shall mean the person appointed by Council to the position of Chief Administrative Officer or an individual designated to perform the required duties of the CAO.
- 2.3. "Council" shall mean the duly elected Reeve and Councillors of the County of Wetaskiwin currently holding office.
- 2.4. "Council Member" shall mean the duly elected representative from one of the seven (7) electoral divisions within the County of Wetaskiwin.

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3. RESPONSIBILITIES:

3.1. Individual Council Member's Requests for Information

- (a) For routine information, facts and/or documents which are readily available and the staff member is authorized to release, Council Members may approach appropriate staff at any level in the organization. Requests for non-routine information or information which is not readily available, is sensitive, or requires interpretation of County policies or procedures should be directed to the appropriate Supervisor, who will then respond to the request in the most expedient and efficient manner possible. Where, in the opinion of the Supervisor, preparation of the information requires substantial staff time or cost, the requesting Council Member and the CAO will be advised that a Council resolution directing that the requested information be provided is required.

3.2. Requests for Information dealing with Complaints by or to Council Members

- (a) Requests for Information or follow up from Council Members dealing with complaints by them or complaints they have received must be directed to the appropriate Supervisor, and copied to the CAO, who will take the information, initiate any necessary investigative or follow up action and provide a response to Council in a timely manner. If the Council Member is dissatisfied with the response they should refer the matter to the CAO who will follow up on the matter and provide a response in a timely manner. If the Council Member continues to be dissatisfied with staff's response, they should contact the Reeve, and if necessary, subsequently submit an Administrative Inquiry to be dealt with at a future Closed to the Public meeting of Council.

4. GUIDELINES:

- 4.1. Staff receiving requests for information from individual Council Members must determine what information is being requested, if possible why it is being requested, if it is routinely available and releasable. If the requested information requires no interpretation of policy or procedure, the information should be provided as expediently as possible and the staff member's Supervisor and CAO should be advised that the information has been provided. In the event the information is not readily available, releasable or requires policy or procedure interpretation, the staff member should politely advise the Council Member requesting the information that the request is being referred to the appropriate Supervisor and the CAO to handle.

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- 4.2. In the event a staff member feels the Council Member's request for information is being submitted or conveyed in an inappropriate manner, the staff member is to advise the Council Member that they are referring the matter to the appropriate Supervisor to handle. The Supervisor is expected to follow up with the Council Member as quickly as possible, with a copy to the CAO.
- 4.3. Where a Supervisor has received information regarding a complaint from an individual Council Member they should note the matter and inform their Supervisor and the CAO of the matter, any follow up action taken, and information provided to Council.
- 4.4. Any non-routine information in written form provided to one member of Council will be provided to all members of Council, particularly if there is a likelihood that the matter will be discussed by Council in the foreseeable future or, in the opinion of senior staff, all Council Members should receive the information. In order to respect the right to privacy, information provided to an individual Council Member regarding a complaint will not be distributed to all members of Council unless it is deemed appropriate by a Supervisor or the CAO.

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