



## COUNCIL-STAFF PROTOCOL POLICY

Policy Number: P-007

<b>Section:</b>	Administration	<b>Resolution No.:</b>	6-5-16
<b>Amended by:</b>		<b>Effective Date:</b>	2016 03 09

### **Purpose:**

The purpose of this policy is to outline the roles and working relationship of Council and Staff in order to enhance good local government governance. Effective Council-Staff relations ensure both can achieve the joint mission of responding to the needs of the community in a timely and effective manner through respectful partnership and collaboration.

### **Protocols:**

#### **ONE EMPLOYEE MODEL**

Council for the Village of Salmo agrees that it functions as a “one employee” municipality. In keeping with that commitment, Council members will direct all individual inquiries to the Chief Administrative Officer (CAO) to be handled as he or she sees fit and within a reasonable period of time. All members of Council are to concurrently receive a copy of the CAO’s response and/or report.

For the purposes of this policy, all references to “Staff” refer to the CAO, who is also the Corporate Officer and Approving Officer for the Village of Salmo. The Village’s Organizational Chart is attached for reference.

#### **ROLE OF COUNCIL & STAFF**

Role clarification and sensitivity are fundamental to the success of the working relationship between Council and Staff. Understanding and respecting roles leads to good governance and public service delivery. The statutory basis for these roles is expressed in Sections 114- 116 and 145-153 of the *Community Charter*.

Village Council is the law-making body of the Village of Salmo and has a responsibility to:

- govern and provide political direction;
- establish vision, goals and general policy direction;
- focus on strategic policy matters rather than on administrative operational matters;
- determine policy and make decisions considering research provided by the CAO;
- respond to community concerns and keep the CAO informed;
- ask for clarification and/or more information when needed to inform decision making.

The CAO operationalizes and carries out the laws made by the Council body and works to:

- provide timely reports to Council outlining factors that will assist in Council decision making;
- provide sufficient information and research policy issues as required;
- act as professional advisor to Council;
- implement Council’s decisions as expressed by bylaw or resolution;
- manage and identify the means for achieving Council goals and outcomes;
- provide appropriate follow-up to Council inquiries;
- keep Council up-to-date and informed.

#### **PROFESSIONAL & RESPECTFUL WORKING RELATIONSHIPS**

A formal and professional relationship exists between Village Staff and members of Council. Wherever possible and particularly in public forum, Council members should be addressed by their appropriate titles. Village staff and

Council members may wish to communicate less formally, however all written correspondence requires the use of formal titles.

The CAO is to be received as professional advisor to Council and with the understanding that she/he has discretionary authority to perform the duties of the Village as set out by Council by bylaw or resolution. Performance feedback will be provided to the CAO utilizing professional human resource evaluations in accordance with best practices in the municipal sector.

All members of Council are to be treated equitably and without favouritism by the Mayor and the CAO. Any response to a request for information from a member of Council to the CAO will be circulated to all Council members.

#### **EXPECTATION OF OPEN COMMUNICATION**

The expectation outlined here is intended to enhance trust in Council-Staff relationships. Open lines of communication are essential. There should be no surprises.

It is expected that Council members will:

- request CAO input prior to making important policy decisions and convey feedback to the CAO;
- discuss issues with the CAO and ask questions prior to public meetings whenever possible;
- request advice from the CAO about appropriate wording of resolutions to Council;
- consult with the Mayor and CAO prior to making significant commitments to constituents;
- advise the Mayor and CAO prior to seeking to introduce late items on open and in camera agendas  
*[See Council Procedures Bylaw 663 15(1) and Village Policy CA-004 re Agenda Late Items]*

It is expected that the CAO will:

- ensure that Council is apprised of any issues that may impact upon their decision making process;
- present his or her professional advice when required or requested;
- notify Council of important changes in legislation or any unintended or unexpected impact of policy decisions through e-mail, written reports and/or verbal reports in a timely fashion;
- convey feedback to Council members of existing policy, workload demands and related operational pressures and/or issues.

#### **EXPECTATION THAT TIME IS VALUABLE**

Priorities and timelines must be respected. All are expected to make good use of time, understanding the other's demands and pressures, being well-prepared for meetings, and communicating if there are changes to the timelines. There are costs associated with staff time. Political priorities should reflect the reality of workflow, budgetary and capacity issues. Part of the CAO's role is to communicate these pressures.

#### **COUNCIL REVIEW**

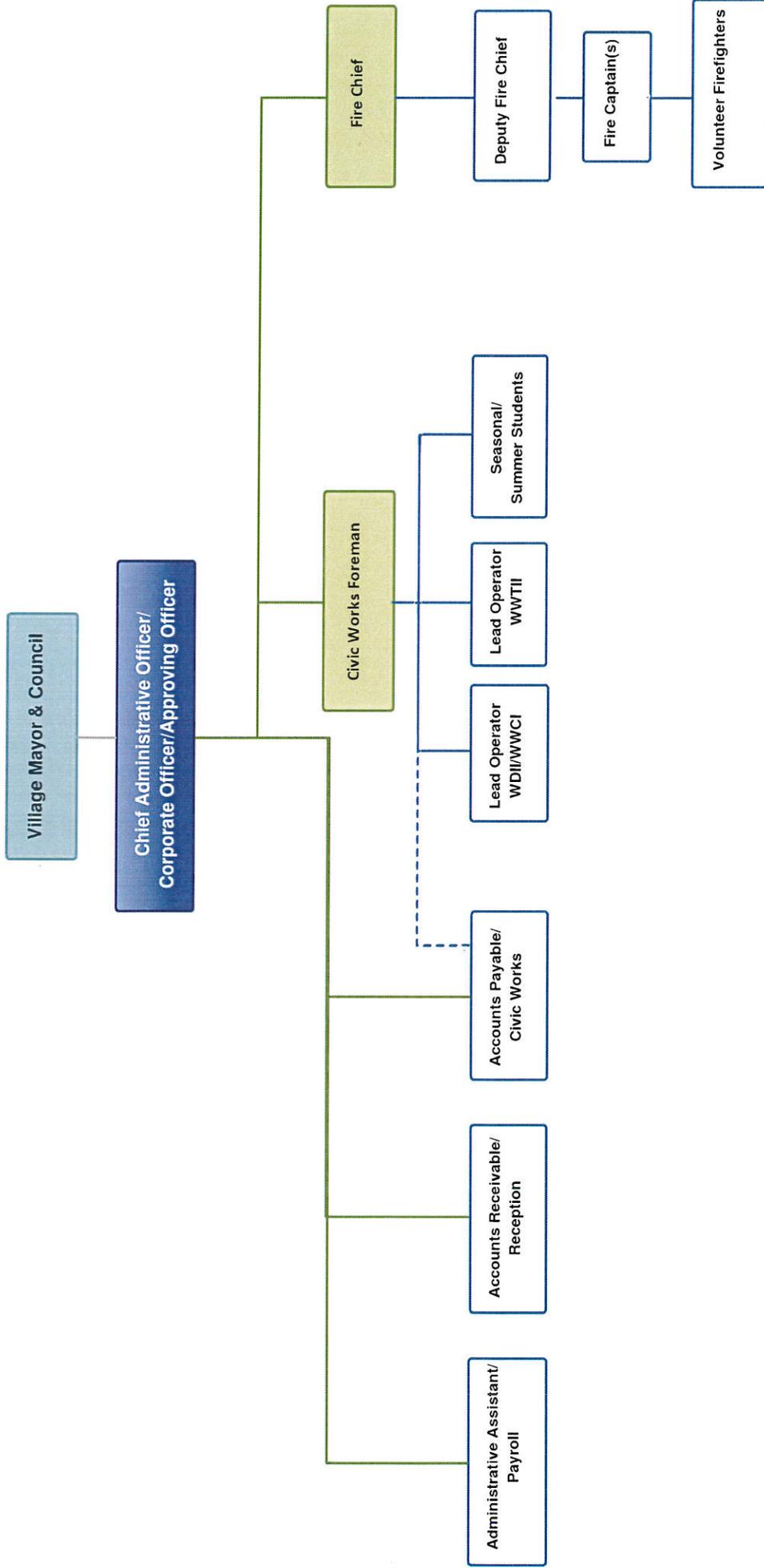
Good governance check-in sessions with Council will be conducted at least twice a year to ensure compliance with this policy, the *Community Charter* and best practices in the municipal sector.

This policy is to be reviewed at the beginning of each term of a new Council as part of Council orientation.

*Initially approved on March 8<sup>th</sup>, 2016*



# VILLAGE OF SALMO ORGANIZATIONAL CHART



Note: The statutory position of Chief Financial Officer is provided through a financial services agreement with the City of Nelson