



# Town of Whitby Policy

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<b>Policy Title:</b>	Standards for Town Policies and Procedures
<b>Policy Number:</b>	CA 080
<b>Reference:</b>	Municipal Act, 2001, Council Resolution #52-13, #42-17, and #123-18, #106-23
<b>Date Originated:</b>	February 11, 2013
<b>Date Revised:</b>	May 31, 2023
<b>Review Date:</b>	As required
<b>Approval:</b>	Council
<b>Point of Contact:</b>	Town Clerk

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## Policy Statement

The Corporation of the Town of Whitby is committed to developing and maintaining Town Policies, Procedures and Standard Operating Procedures that contribute to the achievement of its goals and priorities and provide transparency, clarity, fairness and consistency in decision making related to the operations at the Town of Whitby.

## Purpose

The purpose of this policy is to provide consistent approach to the development, management, revision and approval of all Town Policies, Procedures and Standard Operating Procedures.

## Scope

This policy applies to all Town Policies, Procedures and Standard Operating Procedures.

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## 1 Definitions

- 1.1 Corporation** means The Corporation of the Town of Whitby.
- 1.2 Department Head** means an officer or employee of the Town who will generally hold the title of 'Commissioner', appointed by the Chief Administrative Officer or Council, as required, to oversee a department, or a person appointed or designated to act in place of the Commissioner when the Commissioner is absent or refuses to act.
- 1.3 Standard Operating Procedure (SOP)** means a document containing detailed instructions pertaining to a certain department or business unit, approved by a Department Head, that states clearly and precisely what must be done, who is to do it, how it is to be done, and when it is to be done (job and task specific).
- 1.4 Town Policy** means a document containing general statements of the Town's intentions or objectives in various matters under its control, for the purpose of providing consistent and fair practices for present and future decisions.
- 1.5 Town Procedure** means a document providing general instruction to all Town employees on an administrative practice. A Town Procedure may also be linked to a Town Policy for the purpose of providing further clarification and specific details of administrative practices based on intentions or objectives set forth in a Town Policy. Town Procedures are approved by the Chief Administrative Officer and are applicable to the entire Corporation.

## 2 Responsibilities

- 2.1 Council to:**
- a) Approve Town Policies and amendments to Town Policies.
- 2.2 Chief Administrative Officer (CAO) to:**
- a) Approve Town Procedures and amendments to Town Procedures;
  - b) In conjunction with the appropriate Department Head, maintain the relevancy of Town Policies and Procedures; and,
  - c) Ensure adherence to all Town Policies and Procedures and remedy any deviations as they occur.
  - d) Notwithstanding Section 2.1 (a), approve HR policies in accordance with the authority delegated by Council as per Appendix 1 of this Policy.
- 2.3 Senior Leadership Team to:**
- a) Advise the Chief Administrative Officer on implications of policy and policy changes.
- 2.4 Department Head to:**

- a) Approve Standard Operating Procedures and amendments for their respective department or business units;
- b) Ensure adherence to all Town Policies and Procedures; and,
- c) Maintain the relevancy of Town Policies and Procedures related to their areas of responsibility.

**2.5** Town Clerk to:

- a) Maintain a master listing of Town Policies and Procedures.

**2.6** Town Staff to:

- a) Adhere to all Town Policies, Procedures and Standard Operating Procedures.

### **3 Framework for Town Policies, Procedures and Standard Operating Procedures**

**3.1** Policy Categories

Town Policies and Procedures will be assigned in the following classifications:

- a) **Corporate Administration (CA)** - Includes policies related to the administration of the Corporation, including but not limited to those related to accessibility, handling of complaints, and communications.
- b) **Governance (G)** - Includes policies related to the operation or conduct of Council, including but not limited to those related to Council expenses, accountability, and elections.
- c) **Finance (F)** - Includes policies relating to the financial control of the Town, including but not limited to those related to budget approval, management of municipal funds, insurance, purchasing, and audits.
- d) **Human Resources (HR)** - Includes policies related to the management or well-being of employees, including but not limited to those related to health and safety, conduct, labour relations, pay, recruitment and benefits.
- e) **Municipal Services (MS)** - Includes policies related to the provisions of municipal services and programs, including but not limited to those related service levels or operational matters.

**3.2** Approval Authorities

Town Policies, Procedures and Standard Operating Procedures shall be approved by the following authorities listed below:

- a) Council will approve Town Policies;
- b) Chief Administrative Officer will approve HR policies in accordance with Appendix 1 attached to this Policy and Town Procedures; and,
- c) Department Heads will approve Standard Operating Procedures.

## **4 Policy Requirements**

- 4.1** Town Policies, Procedures and Standard Operating Procedures shall be researched and drafted by the department that will be responsible for the administration and interpretation of the Policy, Procedure or Standard Operating Procedure. In some instances, cross-departmental committees may be established for the development of Town Policies or Procedures.
- 4.2** Town Policies and Procedures shall receive input from a Policy Coordinating Committee and the Senior Management Team prior to approval.
- 4.3** A Procedure on a matter when there is no relevant Policy pertaining to that matter may only be approved if the Procedure is regarding the internal functioning and operations of the Town and will not impact service levels or significantly alter the governance framework of the Town.
- 4.4** Town Policies, Procedures and Standard Operating Procedures shall be written using basic writing style and printed on the templates prescribed by the Town Clerk.
- 4.5** The Town Clerk shall maintain the master Corporate Policy Manual and make all Town Policies and Procedures available on the Town's website, unless the matter is related to human resources management or there are reasonable grounds not to for such purposes as public safety or liability. Department Heads shall be responsible for maintaining a list of Standard Operating Procedures for their respective areas of oversight.

## **5 Administrative and Housekeeping Amendments**

- 5.1** In accordance with Council Resolution #106-23, the Commissioner of Financial Services/Town Treasurer has the authority to approve administrative housekeeping changes to F 100 Investment Policy.
- 5.2** In accordance with Council Resolution #527-17, the Town Clerk has delegated authority to make administrative amendments to Town Policies to ensure compliance as a result of changes to statute or regulations.
- 5.3** In accordance with Section 8 of the Town's Procedure By-law, the Town Clerk shall be authorized to make minor corrections to any By-law, Motion, Resolution, minutes or other Council document to eliminate technical or typographical errors.

## **Appendices**

### **Appendix 1 – Delegation of Authority to Approve HR Policies**

**This Policy is hereby approved by Council Resolution #123-18 on this 16<sup>th</sup> day of April, 2018.**

## Appendix 1 to Standards for Town Policies and Procedures CA 080

### Delegation of Authority to Approve Policies

- 1 Council has provided for the delegation of authority to the Chief Administrative Officer to approve HR policies, where such HR policies are required by statute or are otherwise necessary for the proper administration of the Town and its employees. Any reference to the CAO within shall also include delegation to a person designated by the CAO to exercise the delegated authority.
  
- 2 Unless the delegation is restricted as per Column III of Table 1, the delegation of authority to the CAO to approve HR Policies includes all policy matters listed in Column II of Table 1.
  
- 3 Collective agreements provide the ‘policy’ language for unionized employees; however, they do not always provide the ‘procedural’ language. Where there is no policy or procedural language contained in collective agreements, an HR policy approved by the CAO would apply to all staff. When policy or procedural language is contained in collective agreements, an HR policy respecting that matter would apply to exempt group and non-unionized staff
  
- 4 Council has provided the delegation of authority to the Commissioner of Financial Services and Town Treasurer to approve housekeeping amendments to F 100 Investment Policy as recommended by ONE JIB/ONE Investment

**Table 1 to Appendix 1, Standards for Town Policies and Procedures CA 080**

I	II	III
<b>Policy Section</b>	<b>Description of Policies to be Included</b>	<b>Delegation of Authority</b>
100- Recruitment	Policies and procedures related to hiring, including, for example, pre-employment assessments, onboarding, orientation, accommodation in hiring process, under filling, reference checks, criminal reference checks, and recruitment and selection	All aspects delegated to the CAO, subject to Council budget approval and where legislation or collective agreements require.
200-Total Rewards	Policies and procedures related to compensation administration including, for example, compensation philosophy, market review policy, salary administration policy, promotion, benefits, overtime practices, vacation entitlements, EAP program, stand-by, call-in, and perquisites	All aspects delegated to the CAO, subject to Council budget approval and where legislation or collective agreements require.  Delegation Restrictions: <ul style="list-style-type: none"> <li>• Compensation Philosophy</li> <li>• Market Review policy</li> </ul>

## Appendix 1 to Standards for Town Policies and Procedures CA 080

### Delegation of Authority to Approve Policies

I	II	III
<b>Policy Section</b>	<b>Description of Policies to be Included</b>	<b>Delegation of Authority</b>
300-HRMS and Payroll	Policies and procedures related to payroll administration, including, for example, tracking of payroll related data, reporting requirements to various regulatory bodies, separation of duties, employee record management, position control, payroll processing periods, and HRMS matters	All aspects delegated to the CAO, subject to Council budget approval and where legislation or collective agreements require.
400-Employment	Policies related to employment, including, for example, recognition awards, leaves of absence, bereavement, jury duty, email and internet acceptable use, attendance support program, early and safe return to work, permanent accommodation, vacation carry over, acceptable business attire, flexible work arrangements, hiring approval, termination of employment, talent management, succession planning, performance management, coaching, mentoring, and emerging leaders programs	All aspects delegated to the CAO, subject to Council budget approval and where legislation or collective agreements require.  Resides with Council: <ul style="list-style-type: none"> <li>• Hiring/termination approval subject to CAO by-law.</li> </ul>
500-Health, Safety and Wellness	Policies related to health, safety and wellness, including, for example, health and safety guiding principles, joint health and safety committee, accident investigations, confined space, alcohol and substance abuse, respect in the workplace, employee code of conduct, reimbursement of ambulance costs resulting from workplace injury, heat stress, lock-out/tag-out, WHMIS	All aspects delegated to the CAO, subject to Council budget approval and where legislation or collective agreements require.
600-Training and Development	Policies related to training and development, including, for example, educational reimbursement, conferences and seminars, professional development	All aspects delegated to the CAO, subject to Council budget approval and where legislation or collective agreements require.

**Appendix 1 to Standards for Town Policies and Procedures CA 080**  
 Delegation of Authority to Approve Policies

I	II	III
<b>Policy Section</b>	<b>Description of Policies to be Included</b>	<b>Delegation of Authority</b>
F 100 Investment Policy	Policies which provide investment guidelines which govern the investment of the Town's Long-Term Money or "Money that is Not Required Immediately" ("MNRI") and also Short-Term Money or "Money that is Required Immediately" ("MRI"). It is intended, among other things, to direct the Treasurer in the investment of MRI and to direct ONE Joint Investment Board ("ONE JIB") in the investment of MNRI.	Commissioner of Financial Services/Town Treasurer