The Corporation of the District of North Vancouver

CORPORATE POLICY

Title	Councillor Access to General Services and Information
Section	Corporate Administration

POLICY

It is the policy of Council that Councillors are provided with the appropriate degree of administrative and research support as well as the timely access to relevant information necessary for the performance of their duties of office.

Policy approved on: December 5, 2022
Policy amended on:

PROCEDURE

1. The Council Support/Liaison Officer (CLSO) position has been created as a dedicated resource to be the preferred single point of contact for Councillor's administrative and research needs as well as for their information requests. The CLSO is intended to act as primary interface between Councillors and District staff on routine matters which may include:

    - Asking questions of staff regarding District programs, activities, policies or practices that the Councillor may have or may be asking on behalf of a resident;
    - Requesting information from staff so that the Councillor may better understand District programs, activities, policies or practices;
    - Requesting meetings with staff on behalf of a Councillor to discuss District matters; or,
    - Collecting, assembling and conveying to Councillors information or documents provided by staff either in response to a Councillor's request or at the initiative of staff.

    The CLSO may also provide administrative support to Councillors, such as preparing correspondence, calendar/email management, registering Councillors for conferences, coordinating hotel and travel arrangements, ordering stationery and

business cards, or liaison with Integrated Technology Services on provision technology needs.

The CLSO may also work collaboratively with a Councillor on researching, drafting and submitting a report by the Councillor for consideration on an council agenda. Reports from Councillors will conform with the Council Reports Corporate Policy and be in the format prescribed in the Council Reports: Deadlines and Format Administrative Policy.

2. For non-routine, complex, sensitive or confidential matters, Councillors may deal directly with management staff, defined as the Chief Administrative Officer (CAO), General Managers, Directors and Managers.

3. For support or information requests that require a significant allocation of staff resources or other cost to the District beyond the scope of the CLSO resource, the CAO may require that the Councillor's request, recognizing that a Councillor cannot direct the work of staff without Council authority, be referred to Council for direction in accordance with the Council Reports Corporate Policy.

   Where a request for a report from staff is approved by Council, the report, when available, will be handled in the manner outlined in the request, be that as an information report or report for consideration at a regular meeting, workshop or closed meeting.

4. In all cases, whether a Councillor request through the CLSO or a referral from Council for a report, staff will endeavour to respond to the request or direction in a respectful and timely manner with a concise, thorough and professional response.

5. As a general rule, information provided to one Councillor, other than that of a purely routine nature, will be shared with all members of Council.

6. In any correspondence on District letterhead or other correspondence purporting to be official business, no Councillor shall claim to speak on behalf of the District unless authorized by Council to do so. All correspondence prepared on behalf of a Councillor shall include the disclaimer:

   > "The views and/or opinions represented in this correspondence are my own and do not necessarily represent those of the District of North Vancouver Council."

7. District staff, including the CLSO, will not facilitate requests, nor prepare correspondence or reports in relation to, that are made or brought forward for personal or inappropriate purposes, contain defamatory statements, or are of a disrespectful nature as to offend any individual, group or class of people.

8. The following have bearing on a Councillor's access to administrative and research support, and access to information:

   - *Freedom of Information and Protection of Privacy Act* – as it relates to the right to access information, the statutory exemptions that may be applied to information, and the protection of privacy with respect to any personal information involved;

   - *Community Charter* s. 117 Duty to Respect Confidentiality – as it applies to any confidential information provided to a Councillor necessary for the performance of their duties of office; and,

   - District of North Vancouver Code of Ethics – as all the various aspects apply to the conduct of a Councillor but specifically in the treatment of other members of Council, District staff and the public under this policy.