

Town of Greater Napanee Policy Suite Administration Policy



Approval Date: July 9 2022	Resolution #	353/22
Revised Date:	Resolution #	
Review Scheduled: Once per Council Term		
Department: LS	Contact:	Clerk
Approval Authority: Council	Policy No:	LS-2022-02

1. Introduction

The Town of Greater Napanee is committed to formalizing a well-defined and transparent process for the creation, management, retention and review of Corporate Policies, Management Directives and Standard Operating Procedures.

2. Purpose

Section 224 of the Municipal Act, 2001 requires Council to “develop and evaluate the policies and programs of the municipality” and “ensure that administrative policies, practices and procedures and controllership policies, practices and procedures are in place to implement the decisions of Council”. Furthermore, section 270 of the Municipal Act, 2001 requires the municipality to adopt and maintain certain mandatory policies.

3. Scope

This policy applies to all members of the Town’s organization including members of Council, full, part-time and contract staff, members of Advisory Boards and Committees and volunteers engaged in the process of creating, reviewing or amending corporate policies, management directives or standard operating procedures. This Policy does not apply to the Official Plan or Strategic Plan.

4. Definitions

4.1. **Town** shall mean the Corporation of the Town of Greater Napanee.

4.2. **Corporate Policy** shall mean a document which requires the approval of Council, and which relates to the following:

- the subject matter/issue has a direct impact on a reduction or increase of service delivery or defining the level of service;
- the subject matter/issue has significant material financial implications;
- there is a desire for Council support of the policy for sound Risk Management and/or accountability reasons;
- the policy deals with governance issues not specifically addressed through the procedural by-law;

- the scope of the policy applies to Council; and/or
- there is a requirement by legislation to have a Council approved policy.

4.3. **Management Directive** shall mean a document that does not require the approval of Council and that is issued by the CAO or delegated individual. A management directive relates to the following:

- defined authorities and accountabilities for staff;
- general operational guidelines which are deemed to be required to ensure a consistent level of service and/or decision-making by staff within the context of Council-approved policies, budgets or defined services;
- general operational guidelines that set out a consistent set of rules for staff to operate within to ensure consistent application for all staff; and/or
- legislated policies or SOPs mandated by another level of government where the program has been approved by Council through the budget process or by way of an agreement.

4.4. **Department Standard Operating Procedures (SOPs)** shall mean a document that requires the approval of the Senior Manager of the relevant department and relates to the following:

- work instructions for staff to implement an approved program, service, Corporate Policy, legislative requirement or Management Directive;
- general operational procedures or guidelines which are deemed to be required to ensure a consistent level of service and/or decision-making by staff within the context of Council-approved policies, budgets or defined services.

5. Responsibilities

5.1. Council is responsible for:

- final approval of all Corporate Policies for the Town of Greater Napanee;
- complying with approved Corporate Policies.

5.2. The Chief Administrative Officer is responsible for:

- final approval of all Management Directives except where these have been delegated, or where they can be defined as work instructions, or where legislative requirements assign responsibility to a Senior Manager or Clerk or a specific titled position;
- assigning and/or developing Corporate Policies and Management Directives which cover more than one Department and/or have corporate implications;
- delegating appropriate authority for approval of Management Directives; and

- Ensuring council is aware of the structure of Directives as they relate to the policy suite and subsequent changes to the directives themselves.

5.3. All Senior Management are responsible for the following within their scope of authority:

- ensuring their Departments and Divisions are in compliance with Corporate Policies, Management Directives and SOPs;
- delegating appropriate authority for approval of Department SOPs;
- developing Corporate Policies, Management Directives and Department SOPs;
- ensuring that the creation and revision of Corporate Policies and Management Directives is compliant with this policy;
- obtaining approval of Management Directives from the CAO prior to implementation except those where they may have legislative responsibilities which supersede the CAO and/or as delegated by the CAO;
- initiating and implementing new Corporate Policies and Management Directives in a timely manner;
- reviewing all Corporate Policies and Management Directives and SOPs to ensure information is current, timely and relevant;
- obtaining appropriate stakeholder input and sufficient consultation when developing Corporate Policies or Management Directives;
- effective communication and training of staff who will be affected by the new or revised Corporate Policies, Management Directives and Department SOPs;
- recommending removal of obsolete Corporate Policies and Management Directives and removing Department SOPs;
- where hard-copies exist, removal of obsolete Corporate Policies, Management Directives and Department SOPs to prevent inadvertent use;
- retaining obsolete Department SOPs in accordance with the Records Retention By-law;
- ensuring the notification to the Legislative Services Department of any changes/revisions/ replacements to Corporate Policies or Management Directives; and
- checking applicable legislation and regulations to verify, and reference the most recent version. The Corporate policy should reference the legislation only and not include a copy of the legislation. Paraphrasing of legislation is not permitted.

5.4. The Clerk is responsible for:

- maintaining a current central repository of Corporate Policies, Management Directives and Department SOP's;

5.5. All staff members are responsible for:

- regularly reviewing Corporate Policies, Management Directives and Department SOPs for their respective department;
- complying with Corporate Policies, Management Directives and Department SOPs;
- ensuring the use of the most current version of a Corporate Policy, Management Directive or Department SOP;
- notifying Senior Management of obsolete Corporate Policies, Management Directives and Department SOPs;
- reporting occurrences of non-compliance to practice standards to their immediate supervisor.

6. Policy**6.1. Corporate Policy, Management Directives and SOP's Manual**

The Legislative Services Department will maintain the master list and manual and assign document numbers organized under the following six categories:

Human Resources	HR
Community and Corporate Service	CC
Finance	FN
Growth and Development	GD
Infrastructure Services	IS
Emergency Services	ES
Legislative Services	LS

6.2. Naming Convention

The Naming Convention will be Dept/Year/# For example HR-2022-01

6.3. Policy Maintenance

Corporate Policies, Management Directives and SOP's shall be reviewed as required to ensure they continue to meet the needs of the Town. Each document shall include a review time period. The originating departments are responsible for ensuring documents are kept current and relevant.

7. Related Documents**7.1. Appendices**

The Policy template attached as Appendix A shall be used for all Corporate Policies. The template attached as Appendix B shall be used for all Management Directives and Department SOPs.

Town of Greater Napanee
[Name] Policy



Approval Date:	Resolution #	
Revised Date:	Resolution #	[if applicable]
Review Scheduled: [Next Review Date]		
Department:	Contact:	[Position]
Approval Authority: Council	Policy No:	XX-YYYY-01

1. Introduction

[Optional] Any guiding principles or commitments behind the policy.

2. Purpose

[Required] Identify briefly why the policy has been written and what activities it relates to.

3. Scope

[Optional] Indicate who the policy applies to – i.e. which employees, volunteers, functional areas, or services are affected by the policy.

4. Definitions

[Optional] Listed in alphabetical order. Define any technical terms, words used to shorten a term (for example, 'Town' means the Corporation of the Town of Greater Napanee), or terms which have specific parameters within the policy.

5. Responsibilities

[Required] Identify who is responsible for (and has the authority to) oversee, amend, enforce, and follow the policy. May include Council, CAO, Senior Management, Department Staff, Employees.

6. Policy

6.1. Sub-Heading

Policy should use clear, concise wording. If required, numbering format to follow:

- a) Clause
 - i. Sub-clause

6.2. Sub-Heading

Policy statements.

7. Enforcement

Appendix A – Template for Policies

[Optional] If applicable, outline any measures for enforcement or for response to non-compliance with the policy, who is authorized to enforce the policy, and to what extent.

8. Related Documents

[Required] Note any intersecting policies, procedures, standards, by-laws, or provincial or federal legislation. State N/A if there are none.

Appendices

Any forms, agreements or supplemental documents may be attached as appendices.

Town of Greater Napanee
[Name] Management Directive



Approval Date:
Revised Date:
Review Scheduled: [Next Review Date]
Department: Contact: [Position]
Approval Authority: CAO Number: XX-YYYY-01

1. Introduction

[Optional] Any guiding principles or commitments behind the directive.

2. Purpose

[Required] Identify briefly why the directive has been written and what activities it relates to.

3. Scope

[Optional] Indicate who the directive applies to – i.e. which employees, volunteers, functional areas, or services are affected by the policy.

4. Definitions

[Optional] Listed in alphabetical order. Define any technical terms, words used to shorten a term (for example, 'Town' means the Corporation of the Town of Greater Napanee), or terms which have specific parameters within the directive.

5. Responsibilities

[Required] Identify who is responsible for (and has the authority to) oversee, amend, enforce, and follow the directive. May include CAO, Senior Management, Department Staff, Employees.

6. Directive

6.1. Sub-Heading

Directive should use clear, concise wording. If required, numbering format to follow:

- a) Clause
 - i. Sub-clause

6.2. Sub-Heading

Directive statement.

7. Enforcement

Appendix B – Management Directive Template

[Optional] If applicable, outline any measures for enforcement or for response to non-compliance with the directive, who is authorized to enforce the directive, and to what extent.

8. Related Documents

[Required] Note any intersecting policies, directives, procedures, by-laws, or provincial or federal legislation. State N/A if there are none.

Appendices

Any forms, agreements or supplemental documents may be attached as appendices.

Note: For Standard Operating Procedures, the sections in this template may be revised or removed as necessary, but the heading indicating the revision history and approval authority should be consistent with this format.