

Operational Policy

Policy Title:	Applies to:	Reference #
Council Support Policy - 1998P-3	This policy applies to City of Regina Elected Officials.	2015-OCC-P0006
Approved by:	Dates:	Total # of Pages
City Council	Effective:	9
	Last Review:	
	Next Review:	
Authority: CR98-87, April 7, 1998 <i>The Cities Act</i>		

1.0 Purpose

To list business related items and services available to Councillors to assist them in carrying out their responsibilities as an elected member of City Council.

1.1 Administrative Support:

Councillors should direct any day to day enquiries concerning support services to the Councillors' Administrative Assistant.

This support shall include, but is not limited to, the following:

- Typing
- Office Receptionist
- Photocopying
- Mail Processing
- Responses to Invitations
- Filing
- Bring Forward System
- Travel Arrangements
- Stationery and Office Supplies

1.2 Christmas Cards:

Councillors will be provided with 200 Corporate Christmas Cards. The Councillor's Administrative Assistant will prepare envelopes as required. Christmas cards do not affect the monthly "Mail" limit.

1.3 Communications:

The Office of the City Clerk and the Citizen Experience Department are available to assist Councillors with communications support as outlined below.

- Co-ordination of Councillor involvement in extending greetings on behalf of the City;
- Preparation of speeches, briefing notes and greetings related to invitations to represent the City or upon receiving a personal invitation to speak at an event as a member of Council;
- Preparation of weekly activity list for members of City Council;

- Advice on community relations, communications and protocol;
- Advice about appropriate dress and ceremonial etiquette for a variety of occasions; and
- Coaching on effective media approaches and interview techniques.

The Citizen Experience Department is available to discuss corporate communication concerns or issues of the day.

Councillors are encouraged to forward public inquiries and requests for service to Service Regina for necessary action. There are procedures in place to ensure that Councillors are kept informed of the progress of their inquiries and to ensure that inquiries from the public are handled expeditiously.

1.4 **Courier Service:**

Councillors can have items sent out by courier to clients. To minimize the cost associated with making a delivery, members are encouraged to limit the use of this service to pressing items. Any items sent out by courier on behalf of a member will be counted as part of the monthly 150-letter mail limit referred to under the "Mail" section of this policy.

1.5 **E-mail:**

Councillors are responsible for their City of Regina Outlook e-mail account. The Councillor's Administrative Assistant will assist Councillors in setting up filter folders to allow for ease of viewing.

1.6 **Graduation Letters:**

Councillors may send annual graduation letters to students graduating from high schools within their wards. To minimize the impact on staff resources, a standard graduation letter template will be developed for Councillor's use. Graduation letters do not affect the monthly "Mail" limit.

1.7 **Home or Business Office Services (Including telephones):**

To facilitate communication with other members, the public and the City Administration, access to City files and records and to discharge their duties, Councillors shall be eligible to receive the following equipment at their home or place of business this allocation is subject to the annual approval by City Council of an amount in the budget for the provision of the services. The annual allowance approved by City Council may be used at the members' discretion:

- Laptop with the standard software, printer, copier, facsimile machine are available for the Councillors home or business offices.
- At City Hall a computer, photocopier (for small numbers of incidental copying) and a facsimile machine are available for use by the Councillors.
- Telephone (includes: one telephone at their home or place of business or a cellular telephone and the following items: installation and monthly charge for a telephone line, or cellular telephone service, features such as caller identification, longer cords, etc., and message manager service)
- Mobile devices available for use: These include, but are not limited to, smart phones, cellular phones, and Tablet (as per the Corporate Standard Mobile Device List)
- Internet service
- Councillors are authorized to incur telephone expenses related to city business for long distance calls or local cell phone calls. Councillors will be reimbursed for long distance telephone call expenses out of their Elected Official Travel Allowance if the expense was incurred while travelling on city business. All other city business long distance and local cell phone call expenses will be reimbursed to the member out of the general budget for City Council.

- Councillors will determine which calls are city business related and will be required to reimburse the City for personal calls in excess of \$3.00 on a monthly basis.

1.8 **Lapel Pins:**

Pins available for Councillors distribution are the: Coat of Arms pins, and the R-lapel pins.

1.9 **Mail:**

Mailing services for the Councillors to the public shall be 150 letters per month per member. In an election year, this option shall be discontinued for the period of June 1 to October 31.

1.10 **Mayoral Event Representative Requests:**

Council Support Policy – Distribution of Speaking Engagements Among Members of City Council.

1. Mayor's Office receives an invitation from an organization requesting the Mayor's attendance which may include bringing greetings.
2. If the Mayor is unable to attend, the Mayor's office informs the organization and asks if they would like a City Councillor to attend.
3. If the answer is "yes", the invitation is sent to the Administrative Assistant to arrange for a City Councillor to attend.
4. The invitation is offered first to the Deputy Mayor, second to the Acting Deputy Mayor and third to the Ward Councillor if it is an obvious neighbourhood event (ie: a school event or business opening.) This changes only if the Mayor or the organization has requested a specific Councillor to attend on behalf of the Mayor. If that is the case, the requested Councillor is asked first, followed by the above procedure.
5. If none of the above is able to attend, the remaining City Councillors are contacted by e-mail with the first to respond positively being assigned to the event.
6. Once attendance is confirmed, Communications will be provided with the necessary information to provide speaking notes if required.

1.11 **Name Tags:**

Official City of Regina name tags will be made available to Councillors.

1.12 **Newsletter Advertisement:**

Councillors may use any portion of the annual allowance approved by City Council for expenses associated with advertisements in community newsletters. The content of the advertisement shall be related to the duties of a Councillor at the discretion of the individual member. In an election year, advertisement expenses can only be incurred, published and distributed up to June 1.

1.13 **Newspaper:**

A copy of the local, daily newspaper and the Globe and Mail will be made available to members, in the Councillors' office, on the 15th floor.

1.14 **Office Supplies:**

Supplies such as pens, pencils, paper, printer ink cartridges, binders, diaries, mail bags and other general office related supplies are available through the Councillors' Administrative Assistant, as required.

1.15 **Office Space:**

There are five offices in the Office of the City Clerk on the 15th floor of City Hall, which are available for the use of Councillors. These shared offices allow Councillors a private space within City Hall for their use. The City Clerk will work with the Councillors to determine which members will share offices.

From time to time Councillors may require the use of other small rooms within City Hall for appointments or meetings. The Councillors' Administrative Assistant can assist in booking an appropriate room.

Councillor Lounge is available for the Mayor and Councillors' use, located on the main floor.

1.16 Parking and Vehicle Expenses:

Councillors will be designated a parking stall on the main floor of the City Hall parkade.

Privileged Parking permits which authorize the parking of vehicles at metres without charge, will be provided to members for their vehicles. The privileged parking permit is only for metered parking and not for use in loading zones, bus lanes, etc. Special parking permits are available to members from Wascana Centre for parking in the area of Wascana Centre.

Annual parking fees for a designated parking stall in the City Hall parkade will be deducted from the members' annual allowance.

1.17 Photographs:

Individual black and white and colour photographs will be taken of all members of City Council following every election. These pictures will be made available, as required, for use in preparing annual reports, newsletters or other brochures associated with programs or events in which the Councillors may be involved.

Each member of Council shall receive a picture of all members of City Council. A picture of all members of City Council will also be placed in the City Archives.

1.18 Records Service:

Councillors will be provided, on request, a copy of any records available within the City service such as bylaws, policies, administrative reports, City Council or committee meeting minutes, maps, etc. that they may require for reference. The distribution of some items may be restricted in accordance with City Council's Access to Information Policy outlined in Schedule "B" of *City Council's Procedure Bylaw 9004*.

Assistance is available from the Councillors' Administrative Assistant and the Office of the City Clerk's staff for records searches.

Off site records storage service is available to Councillors for their work-related records.

1.19 Stationery:

Business cards, letterhead, notepaper, pens, pencils, paper, printer ink cartridges, binders, diaries, mail bags and other general office related supplies are available through the Councillors' Administrative Assistant, as required.

1.20 Ward Newsletters:

Councillors may publish e-newsletters and/or paper newsletters and use any portion of the annual allowance approved by City Council for expenses associated with the creation, printing, publishing and distribution of ward newsletters. Ward newsletters shall include city information for distribution throughout the member's ward.

E-Newsletters:

Councillors may publish ward e-newsletters. Citizen Experience Department will be available to assist members in preparing e-Newsletter articles and the City Clerk's Office will be able to assist with the publishing of the content to produce the e-Newsletter.

Paper Newsletters:

Councillors may publish three paper ward newsletters . Citizen Experience Department will be available to assist members in preparing newsletter articles and engaging a firm to produce the newsletter. Any costs other than the time of Citizen Experience Department or other staff, will be charged to the Councillor's annual allowance.

Councillors may post their newsletters on the City of Regina's website.

In an election year expenses can only be incurred for paper newsletters and e-Newsletters distributed and published before June 1.

1.21 Website Governance Policy:

To ensure content on each Council Member's webpage is managed by using best practices, to protect the integrity of City Council and the City. See Appendix A.

2.0 Scope

This Policy applies to all Elected City Councillors

3.0 Definitions:

“City” means the municipal corporation of the City of Regina, or where the context requires, the geographical area within the city limits of Regina;

“Council” means the elected officials of the City of Regina;

“Community newsletters” means any newsletter that is distributed in the ward of a member who is placing the advertisement or the newsletter of any other non-profit group that holds meetings in the ward of the member and where the newsletter is distributed primarily within the boundaries of the ward.

4.0 Policy

- 1) Subject to budget approval by City Council. Councillors will be provided with the items and services outlined in this policy.
- 2) All Councillors shall be eligible to receive the items and services outlined in this policy when carrying out their responsibilities as an elected member of City Council.
- 3) Any equipment provided in accordance with this policy is considered City property on loan to the members and must be returned within thirty days of their departure from City Council for whatever reason.

5.0 Roles & Responsibilities

Councillors:

- Shall be responsible for the proper use of support services in carrying out their responsibilities as elected members of City Council.
- Shall make recommendations through the City Clerk, to the Finance and Administration Committee on changes to the policy.
- Shall be responsible for the cost of any items or services that are not provided for in this policy.
- Shall be responsible for any expenditures that may be incurred on their behalf for the services listed in this policy that are in excess of the specific annual budget amount approved by City Council.

City Clerk:

- Shall co-ordinate the provision of support services to Councillors and review of this policy every three years.

City Council:

- Shall approve the Council Support Policy and annual budget.

6.0 Related Forms

None with respect to this policy.

7.0 Reference Material

- Elected Officials Travel Policy
- *The Cities Act*
- City Councillor's Manual
- Mayor and City Councillor Parking Guidelines
- City of Regina Pin Policy
- Mobile Device Support Policy (Corporate Standard Mobile Device List)

8.0 Revision History

Date	Description of Change	(Re)-Approval Required (y/n)
19-May-1998	SEC98-5	
22-Mar-1999	CR99-60	
17-Jan-2000	SEC00-1	
19-Mar-2001	SEC01-5	
15-Aug-2001	SEC01-7	
15-Mar-2002	SEC02-4	
19-Apr-2002	SEC02-7	
11-Mar-2003	SEC03-2	
28-Jul-2003	SEC03-6	
21-Feb-2005	SEC05-2	
21-Feb-2005	SEC05-4	
8-Dec-2005	SEC05-7	

8-Dec-2005	SEC05-8	
8-Dec-2005	SEC05-10	
24-Jul-2006	CR06-102	
9-Mar-09	CR09-36	
15-Apr-15	Formatting	No
16-Dec-15	Edit	No
26-Mar-19	Edit and Formatting	No

Appendix A

City Council Website Content Governance Policy

Purpose

To provide a website governance policy through which the City of Regina Administration can ensure content on each Council Member's webpage is managed by using best practices, to protect the integrity of City Council and the City.

Policy

The process for publishing content to a Councillor's webpage on Regina.ca will be managed as follows:

1. Council Members will provide the Office of the City Clerk with the content they would like placed on their individual Regina.ca webpage.
2. The content will be reviewed by the City Clerk/Deputy City Clerk to ensure it meets the following criteria:

Acceptable Content

- Ward or City news
- Information on community engagement opportunities or events
- Council Member's views on City programs and services or current Council or committee agenda reports
- Matters impacting or affecting areas of municipal jurisdiction

Unacceptable Content

- Statements, information or remarks that are non-factual, racially or sexually offensive, defamatory, discriminatory, disparaging or harassing
- Statements that may prejudice a municipal decision-making process
- Endorsing political candidates or parties, third parties or business enterprises
- The release of personal information or confidential information in contravention of *The Local Authority Freedom of Information and Protection of Privacy Act*

3. If a Council Member disagrees with the decision of the City Clerk/Deputy City Clerk to disallow certain information or materials to be published on the website based on this policy, the member may appeal the decision to the Integrity Commissioner and his or her decision on the matter will be final.

4. Once the content has been approved, the Council Member will be advised that their content can be published. The Office of the City Clerk can support those Members with publishing their content to their webpages on Regina.ca.
5. Links to Council Member's independent social media channels and website can be placed on the Member's individual Regina.ca webpage. A disclaimer will be posted advising the user that they are about to leave the City's website. The City does not monitor and is not responsible for any information that a Council Member posts on their independent social media channels or websites.
6. The Councillor's Administrative Assistant will provide quarterly analytics of the individual Council Member's webpage to each respective Member. This will allow each Member to review what content is being accessed by their viewers and how often it is being accessed.
7. No material will be posted on a Councillor's webpages on Regina.ca after June 1 in an election year to ensure that city resources are not used to support specific candidates.