

Policy Governance Framework		Policy No: 3.09 Supersedes: “Policy Development and Maintenance Policy” No. 3.09 (as at October 14, 2009)
Effective Date: September 26, 2023	Amended Date: N/A	Review Date: 2025
Policy Statement: <p>This Policy sets out a framework for managing the City’s policies. Namely, this Policy governs the creation of new policies, amendment of adopted policies, and assessment of whether a policy is still consistent with the City’s strategic goals or if it needs to be rescinded.</p> <p>Council Policies require approval by Council, and Administrative Policies require the approval of the Chief Administrative Officer.</p>		
Purpose: <p>The purpose of this Policy is to:</p> <ol style="list-style-type: none"> 1. provide a framework for establishing, reviewing, amending, rescinding, and maintaining Council Policies and Administrative Policies to ensure consistency and adherence to legal requirements; and 2. support the development of Operational Procedures that provide additional direction for adopted Policies. 		
Scope: <p>This Policy applies to all Council Policies under the authority of Council and all Administrative Policies under the authority of the CAO.</p>		
Definitions: <p>All definitions common to City policies are set out in Appendix A of this Policy.</p>		
Procedure: 1. Policy Tools		
Tool	Purpose	Questions to Consider
Policy	Sets out the corporate strategy or provides direction on how to implement that strategy	<p>Has direction already been provided by Council or legislation?</p> <p>What direction does City Staff need to implement these strategies?</p>

Operational Procedures	Prescribes the process to achieve a Policy's direction	Do City Staff need to identify certain processes to carry out work? What Policy is the procedure connected to?	
Standards	Indicates the quality of work expected from City Staff and suggests courses of action that City Staff should take in relation to Policies.	What does the level of acceptable work from City Staff look like to achieve something? What is required to achieve an outcome? What courses of action are available that promote consistency but also allow flexibility?	

2. *Policy Development*

a. Policy Coordinator

All proposed Policy documents must flow through the Policy Coordinator for review and feedback before the Policies are brought to Council or the CAO for approval.

b. Investigation

If an issue is identified for which a Policy is required to govern a response, the Responsible Department's Policy Designate must determine whether any existing Policies address the issue, could be amended to address the issue, or require the creation of a new Policy. Amending existing Policies is preferred to ensure that Policies continue to improve over time and account for developments in law and legislation.

c. Developing Policies

If an issue is identified for which a Policy is required to govern a response and there is an existing Policy that could be amended to address the issue, then an amendment to or replacement of that Policy is preferred. In the absence of an existing Policy, a new Policy may be created.

d. Amending Policy Development Process

Upon its review, a Policy must be amended if any of the following issues exist:

- the Policy contains incorrect definitions, terms or links;
- the Policy poses a liability risk for the City;
- the Policy does not meet current legal requirements, particularly if there are new changes to legislation or case law; or
- the Policy does not align with other policies, bylaws, or current Council strategic plan

The following process must be followed when a Policy is amended:

- i. A Policy Request Form will be filled out by the Policy Designate, which will trigger the workflow process;
- ii. The Policy Coordinator will receive the Policy Request Form and determine whether the request is for the amendment of a Policy which will require formal review and adoption;
- iii. If the request to amend a Policy is determined to be necessary by the Policy Coordinator, the Policy Coordinator will:
 - a) liaise with the Policy Designate to review the proposed amendments and provide recommendations to ensure mitigation of legal issues, consistency in content and formatting;
 - b) review the Policy Designate's draft Policy once it is complete to determine if it captures the scope and content of the proposed amendment;
 - c) ensure that the appropriate stakeholders are consulted during the development of the Policy, including other departments that the Policy may affect, so that their input can be provided during the review;
 - d) work with the Policy Designate and Responsible Department to develop a plan for consequential amendments to other Policies if it is determined that there are interdependencies with other Policies or bylaws, an implementation plan for the Policy, and a communication plan to notify the organization and stakeholders of the Policy;
 - e) ensure that the proper Policy template is used when creating the Policy to maintain consistency;
 - f) ensure the unique identifying Policy number originally given to that Policy remains the same;
 - g) upload the amended Policy to the Policy Database, linking back to the original Policy to indicate the revision, and notify the Responsible Department and Policy Designate once it is uploaded; and
 - h) track the Policy in the Policy Database to ensure that it is reviewed by its annual review deadline.

e. Minor Errors

If a Minor Error is made on the Policy, the Policy Coordinator will be notified by the Policy Designate to review the proposed edits and may implement these edits and re-upload the Policy. A formal amendment and approval will not be required to make Minor Error edits.

f. New Policy Development Process

To ensure consistency in the development of new Policies, the following process will be followed when a new Policy is created:

- i. A Policy Request Form will be filled out by the Policy Designate, which will trigger the workflow process;
- ii. The Policy Coordinator will receive the Policy Request Form and determine whether the request is for the development of a new Policy which will require formal review and adoption;
- iii. If the request to create a new Policy is determined to be necessary by the Policy Coordinator, the Policy Coordinator will:
 - a) ensure that there are no existing Policies that could be amended to address the issue, and if there is an existing Policy that addresses the issue, then the Policy Coordinator will:

- i. advise the Policy Designate of any existing Policies that already address the issue identified and provide recommendations on whether that Policy should be amended;
- b) if there is no existing Policy that addresses the issue, then the Policy Coordinator will:
 1. advise the Policy Designate that no existing Policies were located;
 2. work with the Policy Designate to determine the content, scope, and structure of the new Policy;
 3. ensure that the appropriate stakeholders are consulted with during the development of the Policy, including other departments that the Policy may affect;
 4. work with the Policy Designate and Responsible Department to develop a plan for consequential amendments to other Policies if it is determined that there are interdependencies with other Policies or bylaws, an implementation plan for the Policy, and a communication plan to notify the organization of the Policy;
 5. review the Policy report or briefing note that is created and provide recommendations based on the report about how the Policy should be drafted from a legislative perspective, and assist in drafting the Policy as needed to ensure consistency in content and formatting;
 6. ensure that the proper Policy template is used when creating the Policy;
 7. assign a unique identifying number to the Policy being created;
 8. monitor timelines while the Policy is being created to ensure that it is implemented in a timely manner;
 9. upload the new Policy to the Policy Database, and notify the Responsible Department and Policy Designate once it is uploaded; and
 10. track the Policy in the Policy database to ensure that it is reviewed by its annual review deadline.

3. Policy Adoption

Once a Policy has been finalized by the Responsible Department and Policy Designate, it must be adopted either by Council or the CAO, depending on whether it is a Council Policy or Administrative Policy.

The Policy Designate will keep the Policy Coordinator apprised of when the Policy is going to be brought to Council or the CAO for adoption and will notify the Policy Coordinator once adopted.

The Policy Coordinator will add the adopted Policy to the Policy Database. If the new Policy supersedes an old Policy, the old Policy will be cross-linked to the new Policy.

a. Administrative Policies

Administrative Policies must be developed through a formal review process and will be approved for adoption by the CAO. The Policy draft must be provided along with a briefing note to the CAO for review and feedback.

During the development of the Policy draft, other departments that may be impacted must also be considered and a plan must be in place to ensure that any potential negative impacts on those departments are reduced.

Upon incorporation of feedback from the CAO and before the Policy is adopted, there must also be a communications plan in place that has been vetted by the appropriate stakeholders to enact the Policy prior to adoption.

b. Council Policies

Council Policies must be developed through a formal review process and will be approved for adoption by Council. When a Council Policy is adopted, it will be posted on the City's external website. The Policy draft must be provided along with a report to Council for adoption, using the standard Council report template.

During the development of the Policy draft, other departments that may be impacted must also be considered and a plan must be in place to ensure that any potential negative impacts on those departments are reduced.

Upon incorporation of Council feedback and before the Policy is adopted, there must also be a communications plan in place that has been vetted by the appropriate stakeholders to ensure that all required key components and systems are in place to enact the Policy prior to adoption.

4. *Policy Maintenance and Review*

Once a Policy has been finalized by the Responsible Department and Policy Designate, it must be adopted either by Council or the CAO, depending on whether it is a Council Policy or Administrative Policy.

a. Periodic Review

Policies will be administratively reviewed by City Staff within 24 months of adoption to ensure they align with the City's current strategic goals.

After the first administrative review, the Responsible Department will review Policies on an ongoing annual basis to ensure that Policies continue to meet strategic goals and to identify any potential gaps or issues that need to be addressed.

The Corporate Officer will submit a report to Council on an annual basis providing an overview of the Council Policies designated for review in that year. The Policy Coordinator will provide a report to Responsible Departments on an annual basis notifying them of department Policies that are due for review. The Policy Coordinator will work with the Responsible Departments to ensure that annual reviews are being conducted.

b. Interim Review

If an issue arises that can be addressed by amendment before the Periodic Review, then those related policies must be reviewed. Policies will be reviewed by the Policy Designate and the Policy Coordinator and amended as necessary through the Amending Policy Process.

The Policy Coordinator will maintain a Policy Database and review this Database on a regular basis to determine if any Policies require revision. If the Policy Coordinator believes that

there is a Policy that requires revision, they will notify the Policy Designate to commence the process.

5. *Rescinding Policies*

If a Policy is no longer required by the City, the Policy may be rescinded upon approval by Council (for Council Policies) or CAO (for Administrative Policies). If a new Policy supersedes the rescinded Policy, the new Policy will reference and link to the rescinded Policy.

The following process applies to rescinding a Policy:

- i. A Policy Request Form will be filled out by the Policy Designate, which will trigger the workflow process;
- ii. Upon receipt of the Policy Request Form, the Policy Coordinator will:
 - a. engage with the Responsible Department to confirm the reason for rescinding the Policy;
 - b. develop a plan with the Policy Designate to address interdependencies and consequential amendments to other Policies impacted by the rescission;
 - c. determine the authority to rescind the Policy, as follows:
 1. Council Policies: a report must be presented to Council outlining the reasons for rescinding the Policy and Council must issue a formal resolution to rescind the Policy;
 2. Administrative Policies: rescind the Policy by removing it from the City's Website and the Policy Database, archiving it, and linking to any superseding Policies; and
 - d. advise the Policy Designate and Responsible Department once the Policy has been rescinded and removed from the City's Website and any required consequential amendments have been made.

6. *Operational Procedures*

Any Operational Procedures created must be read in conjunction with the Policy they relate to; if there are any discrepancies between a Policy and Operational Procedures, the Policy will prevail.

Any Operational Procedures created in conjunction with a Policy must be provided to the Policy Coordinator for review and approval prior to being published. The Policy Coordinator may work with the Policy Designate and Responsible Department to create Operational Procedures that align with the respective Policy.

Operational Procedures must be reviewed concurrently with the Policy to ensure that they are accurate and consistent.

The Policy Coordinator will keep an Operational Procedures Database that links to each Operational Procedure and the Policy impacted by the Operational Procedures.

7. *Standards*

Standards may be created by departments to outline what is expected of City Staff when following a Policy and to provide further direction on how the Policy is applicable to that specific department.

Standards do not need approval prior to publishing, but they must be consistent with the Policy and any Operational Procedures that are in place. If there are any discrepancies between a Policy and a Standard, the Policy will prevail.

Administration:

	Initiation	Development	Approval	Implementation	Review & Evaluation
Role	Responsibilities				
City Council	Requests policy and identifies corporate policy priorities		Approves Council Policies		Consider the necessity and effectiveness of Council policies
CAO	Requests policy and identifies corporate policy priorities/strategic outcomes and actions		Approves Administrative Policies	Implements Administrative Policies as well as other strategic policy tools	Reviews Council Policies to ensure quality control before they go before Council
Policy Coordinator	Reviews Policy Request Forms to determine appropriate course of action in relation to the Policy	Facilitates the development and maintenance of Policies	Ensures that draft Policies align with the Policy Governance Framework	Maintains a Policy Database to ensure that Policies are tracked and reviewed as required, ensures that City Staff follow this Policy Governance Framework	Notifies the Policy Designate when Policies are outdated or require review
Policy Designate	Identifies corporate policy priorities	Submits Policy Request Form on behalf of Responsible Department to initiate Policy development, drafts Policy with assistance from Policy Coordinator		Assists in implementing Administrative and Council Policies	
City Staff				Follow this Policy to ensure proper creation and maintenance of Policies	

(Administration Only)

Resolution No.:

Signature

Date Signed

APPENDIX A – Common Policy Definitions

“Administrative Policy” means a Policy adopted by City Administration that is created to support the management of operational issues within the City, particularly those in relation to City Staff.

“Business Days” means days other than a Saturday or Sunday or a statutory or civic holiday in British Columbia.

“CAO” means the City’s Chief Administrative Officer, also referred to as the City Manager, or their designate.

“City” means the City of Maple Ridge.

“City Facilities” means any Park, Public Place, or Recreation Facility as defined in the current Maple Ridge Public Places, Parks, and Recreation Facilities Regulation Bylaw, as amended from time to time.

“City Staff” means any person employed by the City or any person who has been assigned or hired to act on the City’s behalf.

“City’s Website” means the primary public-facing website hosted by the City that is used for distributing information about the City.

“Corporate Officer” means the definition of ‘Corporate Officer’ set out in the *Community Charter*, and also refers to the City Clerk.

“Council Policy” means a Policy adopted by City Council that guides City operations in order to promote transparency, accountability, and responsible government, and to address issues related to City Council’s strategic goals.

“FOIPPA” means British Columbia’s *Freedom of Information and Protection of Privacy Act*, RSBC 1996 c 165, which governs the protection of privacy and Personal Information held in the custody and control of local public bodies, including the City.

“Minor Error” means a typographical error that is inconsequential in nature and does not change the scope, purpose, or nature of the Policy, including but not limited to errors in formatting, font size or type, grammatical or spelling errors, or inadvertent omission of information.

“Operational Procedures” means a document containing guiding principles, instructions and procedures meant to provide additional direction for upholding the objectives and implementation of adopted Policies.

“Personal Information” means recorded information about an identifiable individual other than contact information, as defined under FOIPPA, including but not limited to an individual’s name, address, phone number, race, religion, age, sex, sexual orientation, health care history, education or employment history, or their personal views and opinions.

“Policy” means a plan of action or framework that informs the decision-making of the City. It is a formally adopted document that sets out principles, objectives, and expectations that are consistent with the City’s values and strategic plan.

“Records” means Records held by the City, including but not limited to books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by graphic, electronic, mechanical or other means, but does not include a computer program or any other mechanism that produces records, as defined under FOIPPA.

“Working Hours” means the regularly scheduled hours of work by City Staff for City business.

APPENDIX B – Policy Template



mapleridge.ca

[COUNCIL OR ADMINISTRATIVE] POLICY

<p>Title [must be related to the Policy being adopted and must include “Policy” at the end of the title]</p>		<p>Policy No: [sequential number assigned by Policy Coordinator]</p> <p>Supersedes: [old Policy number if new Policy is superseding an old Policy]</p>
<p>Effective Date: [date Policy is formally adopted or later date if specified]</p>	<p>Amended Date: [date Policy is formally amended]</p>	<p>Review Date: [date the Policy will be reviewed by administrative staff 2 years after adoption]</p>
<p>Policy Statement: [a concise statement that sets out provisions the City must adhere to and the City’s strategic goals]</p>		
<p>Purpose: [outlines the rationale for the Policy’s implementation, including reference to any legislation governing the Policy and how it will align to the City’s strategic goals]</p>		
<p>Scope: [details who or what the Policy pertains to define the extent of its application]</p>		
<p>Definitions: [defines explicit terms in the Policy to ensure they are used consistently]</p>		
<p>Procedure: [sets out how the Policy will be executed]</p>		
<p>Administration: [details who administers and maintains the Policy]</p>		
<p>Consequences: [outlines the consequences for breaching the Policy]</p>		
<p>Accommodations: [sets out the provisions for accommodations in the event specific sections of the Policy are unable to be followed]</p>		
<p>(Administration Only) Resolution No.:</p>	<p>Signature (Council or CAO) _____</p>	<p>Date Signed _____</p>