

# The Corporation of the City of Kawartha Lakes

## Council Report

Report Number CORP2017-004

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**Date:** April 18, 2017

**Time:** 2:00 p.m.

**Place:** Council Chambers

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**Ward Community Identifier:**

**Subject:** Request to Rescind Financial Council Policies

**Author/Title:** Mary-Anne Dempster

**Signature:** 

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### Recommendation(s):

**RESOLVED THAT** Report CORP2017-004, **Request to Rescind Financial Council Policies**, be received;

**THAT** Council rescind the following policies and appended forms and instruct staff to update the policy section in SharePoint:

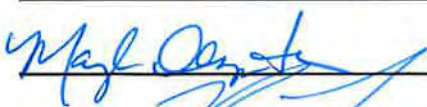
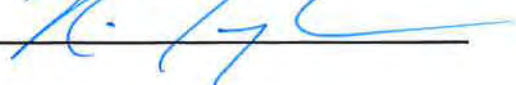
049 FIN 002	Information Systems Management
133 CAO 025	Information Technology Security
137 CAO 029	Appropriate Use of Email
138 CAO 030	Appropriate use of Software
C-136 CAO 028	Appropriate Use of Internet – Revised
C-164 FIN 015	Primary Care Medical Funding
056 FD 003	Property Tax, Water and Sewer, and Accounts Receivable Mailing Addresses
057 FD 004	Information Inserts with Finance Department Issued Invoices
099 FD 010	Release of Personal Information from the Property Tax, Water, Wastewater

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**Department Head:**

**Corporate Services Director / Other:**

**Chief Administrative Officer:**

## **Background:**

At the February 2, 2017 Executive Committee, the CAO and Director of Corporate Services requested a Council committee be established to review the existing Council Financial Policies, the following are an excerpt from the minutes of that meeting:

R. Taylor advised that each term of Council the City policies are reviewed. The review begins at the Executive Committee level with a sub-committee for each category of policy. Each sub-committee reviewing policies takes approximately two to four months but there is the odd policy that is straight forward and will require less time for review. The next two years it is expected that the following policies will be reviewed: Financial Policies (which include IT, Corporate services), General Corporate Policies, Community Services, Development Services and Public Works. Councillor P. Dunn advised that he will chair the financial sub-committee policy review and Mayor Letham will canvass Council for interest in participating in the financial sub-committee with Councillor Dunn.

**Moved By** Councillor Martin

**Seconded By** Councillor Veale

**RESOLVED THAT** the verbal update from R. Taylor be received and;  
**THAT** Mayor Letham canvass Council for interest in participation on the financial sub-committee

The Committee was established and in addition to the Chair, Councillor Elmslie, Councillor Junkin and Councillor Pollard were appointed. The Committee commenced meetings on February 21, 2017. There are 24 existing financial Council Policies for review.

## **Rationale:**

In the initial meeting, the policies recommended in this report to be rescinded were reviewed. In accordance with the new structure for Policies, Management Directives and Standard Operating Procedures the Committee and Staff agree that the existing policies are no longer required and should be recommended to Council to be rescinded.

The five (5) Council Policies on Information Technology are operational and should be included in a Management Directive approved by the Chief Administrative Officer. In addition multiple components of the policy are obsolete or no longer required due to advancements in technology. The Primary Care Medical Centre Funding Policy also falls under the definition of a management directive. Management Directives approved by the CAO establish the framework to facilitate operational expectations.

The Property Tax, Water and Sewer, and Accounts Receivable Mailing Addresses Policy, Information Inserts with Finance Department Issued Invoices Policy and the Release of Personal Information from the Property Tax, Water, Wastewater policy are no longer required as policies or management directives. The information contained in these documents is operational and will be addressed in standard operating procedures for the department and referenced in applicable management directives for the respective area.

**Other Alternatives Considered:**

No other alternatives have been considered.

**Financial Considerations:**

There are no financial implications to this report.

**Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:**

N/A

**Review of Accessibility Implications of Any Development or Policy:**

N/A

**Servicing Comments:**

N/A

**Consultations:**

Financial Policy Review Committee  
Corporate Services Staff  
Executive Committee  
CAO

**Attachments:**



056 FD 003 Property  
Tax and Utility Notice



057 FD 004



099 FD 010 Release



049 FIN 002

Information inserts wof Personal InformatiInformation Systems



133 CAO 025



137 CAO 029



138 CAO 030



C-136 CAO 028

Information TechnoloAppropriate Use of EiAppropriate Use of StAppropriate Use of Ir



C-164 FIN 015

Primary Care Medical

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**Phone: 705-324-9411 ext. 1311**

**E-Mail: [mdempster@city.kawarthalakes.on.ca](mailto:mdempster@city.kawarthalakes.on.ca)**

**Department Head: Mary-Anne Dempster**

**Department File:**

## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

**056**

**FD**

**003**

Policy Name:

**Property Tax, Water and Sewer, and Accounts Receivable Mailing Addresses**

DEVELOPED BY: **Christine Norris**

DATE: **November 1,  
2002**

DEPARTMENT: **Finance**

REVIEWED BY: **Directors**

DATE:

APPROVED BY: **Chief Administrative Officer**

DATE:

RESOLUTION  
NUMBER: **CHR2002-241**

EFFECTIVE: **Nov 26/02**

CROSS-REFERENCE: **CHR2004-66**

REVISIONS: **March 9/04**

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### **POLICY STATEMENT AND RATIONALE:**

It is important that a correct mailing address be maintained on Customer Master Files to ensure the delivery of the property tax notice, water and sewer invoice, or accounts receivable invoice to the owner, tenant, of the property or customer, as applicable.

Properties are owned by individuals, groups of individuals, organizations, and companies, just to name a few. A major reason for the late payment of property taxes and utility notices is a result of an incorrect mailing address on municipal records or unclear direction as to where the notice is to be mailed. Similarly, incorrect mailing addresses result in difficulty in the delivery and collection of accounts receivable invoices.

When a property is registered at the Land Registry Office there is only one service address listed on the Deed. Similarly, when the change of ownership is registered at the Municipal Property Assessment Corporation, and assessment notices are mailed, they are only sent to one address for each property. Hence, the City should only send the property tax and/or water and/or sewer notice to one address as directed by the owner. It is extremely important to maintain our files to clearly identify the authorization for changes to the master files have come.

## **SCOPE:**

This policy will apply to all property tax, water and sewer, and accounts receivable invoices mailed by the City of Kawartha Lakes, Finance Department.

## **DEFINITIONS:**

In reading and interpreting the *Property Tax, Water and Sewer and Accounts Receivable Mailing Addresses* policy, the following definitions apply:

- a) "City" means the Corporation of the City of Kawartha Lakes.

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

1. The mailing address on file is to be changed only upon receipt of one of the following:
  - A letter from the property owner, or customer in the case of accounts receivable;
  - An email from the property owner, or customer in the case of accounts receivable;
  - A land transfer deed indicating the new mailing address;
  - Documentation from a personal visit to a Municipal Service Centre that has been signed by a property owner, or customer in the case of accounts receivable; or
  - A letter from the Mortgage Holder.
2. For properties where there is more than one registered owner with different mailing addresses, the owners will be required to decide amongst themselves who is to receive the property tax and/or utility notice. This information is to be communicated to the municipality via one of the methods stated above. Unless otherwise noted, it will remain as originally established as set out in the Land Transfer Deed.
3. For property owners who travel each year and would like their property tax, water and/or sewer, or accounts receivable notice redirected, it is the property owner's responsibility to notify the municipality of the mailing address change in a timely manner, for each change requested. If receipt of the change of mailing address is received subsequent to the production of the notice, late payment charges are the responsibility of the property owner and/or tenant and will not be adjusted. Similarly, if the mailing address causes the tax and/or utility notice to be mailed outside of Canada, and it is mailed at the same time as all other tax bills, late payment charges will not be waived.
4. If a change of mailing address is outside of the control of the property owner (e.g. Canada Post changes), and the municipality has been formally notified, a letter will be sent to the property owner stating that the municipality has received notification of the pending change, and stating the municipality's understanding of the new mailing address in order to provide assurance that the municipality is updating the records. The letter will be a form letter with a tear off portion on the bottom for response only if the information provided within the letter is incorrect.

5. If a change of mailing address is outside the control of the property owner (e.g. Canada Post changes), and the municipality has not been formally notified by Canada Post, a letter will be mailed to each property owner stating that the municipality has become aware of the change, what the municipality's understanding of the new mailing address is, and a tear off portion for the customer to return to the municipality, signed, authorizing the change to the masterfile.
6. Late payment charges incurred as a result of no notification of the change of mailing address will not be waived under any circumstance.



## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

**057**

**FD**

**004**

**Policy Name:**

**Information Inserts with Finance Department Issued Invoices**

**DEVELOPED BY: Christine Norris**

**DATE: November 1,  
2002**

**DEPARTMENT: Finance**

**REVIEWED BY: Directors**

**DATE:**

**APPROVED BY: Chief Administrative Officer**

**DATE:**

**RESOLUTION  
NUMBER: CHR2002-240**

**EFFECTIVE: Nov 26/022**

**CROSS-REFERENCE:**

**REVISIONS:**

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### **POLICY STATEMENT AND RATIONALE:**

The City of Kawartha Lakes is a diversified community that is served by many different organizations, all of which may have been permitted to insert additional promotional materials in locally tax bills. Organizations that serve and benefit one area of the municipality may not be visible in another area.

In the past, local municipalities have included in the property tax bill packages, a variety of information to the public that was in addition to the municipal information.

The Corporation of the City of Kawartha Lakes is committed to ensuring that information provided in conjunction with the mailing of invoices from the City in regard to property taxes, water and sewer billing, and accounts receivable invoices, is related specifically to those areas.

### **SCOPE:**

This policy will apply to all invoices mailed by the City of Kawartha Lakes, Finance Department.



## **DEFINITIONS:**

In reading and interpreting the *Information Inserts with Finance Department Issued Invoices* policy, the following definitions apply:

- a) "City" means the Corporation of the City of Kawartha Lakes.

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

It is important to set a standard whereby strictly municipally produced information is the only information that is inserted with Finance Department issued invoices. This will ensure the property owner knows that the inserts relate strictly to municipal activities.

Any inserts must meet standards consistent with machine processing requirements.

Requests for information to be included on in the interim property tax insert, that are of a non property tax nature, are to be given to the Communications and Research Coordinator for review and coordination within a sufficient time frame to meet processing requirements. Information must be for all areas within the municipality and must not focus on any one area individually.

## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

<b>099</b>	<b>FD</b>	<b>010</b>
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Policy Name:

**Release of Personal Information from the Property Tax, Water, Wastewater or  
Accounts Receivable Systems -Revised**

DEVELOPED BY: **Christine Norris**

DATE: **November 1,  
2002**

DEPARTMENT: **Finance**

REVIEWED BY: **Directors**

DATE:

APPROVED BY: **Council**

DATE: **April 10/07**

RESOLUTION  
NUMBER: **CHR2007-050  
CR2007-358**

EFFECTIVE: **April 10/07**

CROSS-REFERENCE:

REVISIONS: **Apr 10/07**

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### **POLICY STATEMENT AND RATIONALE:**

The information within the billing systems identified above has been provided to the municipality as a result of various licensing agreements or by individuals for a specific purpose.

It is important to set a standard whereby information that is released to the public is in accordance with various legislative and licensing requirements. This will ensure the privacy of our various account holders, compliance with various agreements and limit the opportunity for risk to the municipality.

### **SCOPE:**

This policy will apply to inquiries, verbally, in person, or written, in regard to accounts with the City of Kawartha Lakes for property taxes, water and wastewater, and accounts receivable.

## **DEFINITIONS:**

In reading and interpreting the Release of Personal Information from the Property Tax, Water / Wastewater and Accounts Receivable Billing Systems policy, the following definitions apply:

- a) "Account holder" means the name in which the account with the City of Kawartha Lakes is.
- b) "Authorized agent" is a person who is acting on behalf of the "Account Holder" or "Property owner" and provides the City with satisfactory documentation that they are authorized to act on their behalf.
- c) "City" means the Corporation of the City of Kawartha Lakes.
- d) "Property owner" means the person(s) or company registered on title at the Land Registry Office for the City of Kawartha.
- e) "Satisfactory documentation" is a Power of Attorney, the Last Will and Testament, or written consent by the account holder that the "authorized agent" is acting on their behalf.

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **Property Owner, Account Holder or Authorized Agent:**

- 1. Before releasing any information to a property owner, steps need to be taken to ensure that it is in fact the property owner that is requesting the information.
- 2. Questions should be asked of the individual that can be verified by looking at the account screen. Sample questions will be provided to staff separate from the policy and may be updated at any time.
- 3. Information available to the property owner (account holder) is:
  - a. Assessed description of the property (as produced on the property tax bill);
  - b. Taxes levied on the property;
  - c. Water/ wastewater bills;
  - d. Specific details of an accounts receivable invoice; and
  - e. Balance owing on any account.
- 4. If staff is unsure that it is the account holder requesting the information, determine the information required, and mail the information to the address identified on the Financial Information System.
- 5. ~~If the information is in regard to previous taxation years, there is a cost~~ associated with production of the information. The most recent Tariff of Fees By-law needs to be referred to for applicable costs.

6. Where the request has been made by an authorized agent, the documentation will be provided to the Revenue and Taxation Division for future reference and the account will be noted with the authorization for future reference.

Lawyers:

1. If a law firm has ordered a tax certificate or water certificate within the prior 3 months, they are entitled to a verbal update as to the status of the account. Information as to the date produced, and the name of the law firm that ordered the certificate is available in the property tax system currently. In regard to updating a water certificate the call should be transferred to the appropriate staff person to be handled.
2. If no tax or water certificate has been ordered, law firms are not entitled to receive any information on the account.

Mortgage Companies:

1. If a mortgage company is responsible for the payment of property taxes, and their interest appears on municipal records for the property in question, they are entitled to receive an update of the balance on the property tax account.
2. If they have not indicated their responsibility for payment of property taxes, they are not entitled to information, unless a tax certificate is ordered.

Law Enforcement Agencies (Federal, Provincial and Municipal):

1. Calls from a law enforcement agency requesting property specific information should be referred to the Manager of Revenue and Taxation or their designate.
2. Only information pertinent to the investigation will be released.

Others:

1. All other requests for information in regard to property taxes will be referred to view the Assessment Rolls during public hours, or to the Municipal Property Assessment Corporation to purchase one of the tools that have been made available for purchase.
2. Tax rate sheets for all years will be available at all Municipal Service Centres, City Hall, and on the City of Kawartha Lakes Website, under the Revenue and Taxation link.
3. Requests may be made through the Clerk's Department under the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.
4. All other requests for information will be denied.

Failure to comply with this policy may result in disciplinary action.

## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

**049**

**FD**

**002**

Policy Name:

**INFORMATION SYSTEMS MANAGEMENT**

DEVELOPED BY:	<b>John McCormack, Director</b>	DATE:	<b>18 JUL 2002</b>
	<b>Kari Meek, Manager, Information Systems/Technology</b>		
DEPARTMENT:	<b>Corporate Services</b>		
ADOPTED BY:	<b>CAO and Directors</b>	DATE:	<b>18 JUL 2002</b>
RESOLUTION NUMBER:		EFFECTIVE:	
CROSS-REFERENCE:	<b>Records Management Program and Responsibilities</b>	REVISIONS:	

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### **POLICY STATEMENT AND RATIONALE:**

Information systems are shared corporate resources and tools used to conduct the business of the City thereby achieving corporate goals. These resources are vital to the City and its citizens as a whole, and must be organized and managed as to be of maximum use to all users, when and where they need them, in a simple and cost effective manner.

### **SCOPE:**

This policy applies to all corporate information systems under the jurisdiction of the City.

The Director of Corporate Services shall be responsible to ensure compliance with this policy.

### **DEFINITIONS:**

In reading and interpreting the *Information Systems Management* policy, the following definitions shall apply:

"Director" shall mean the employee who holds the position of Director of Corporate Services of the City.

"Information Systems" shall mean all hardware and software.

"Hardware" shall mean servers; all telecommunication equipment including cabling, equipment and devices used for data or voice transmission; audio visual equipment; personal computers and peripherals; printers; scanners; facsimile machines; photocopiers; and, Personal Digital Assistants.

"Non-Records" are materials which would meet the definition of Records, but which have no documentary value. Examples of Non-Records are:

- a) extra copies for reference;
- b) working papers, preliminary drafts and similar materials, summarized and published in other forms;
- c) catalogues, trade journals, and other processed or published materials;
- d) reproduction material such as stencils and offset plates;
- e) shorthand notes or stenotype tapes which have been transcribed;
- f) stocks of publications, informational material or blank forms;
- g) computer software utilized to generate records.

"Records" are all books, papers, maps, photographs, machine readable materials or other documentary materials (except non-Records), regardless of physical form or characteristics, generated or received by the City in connection with the transaction of public business, and preserved for any period of time by the City as evidence of the organization, functions, policies, decisions, procedures, operations or other activities of this City government.

"Software" shall mean all operating systems software, server software, networking software, telecommunication software and application software.

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **1.0 Corporate Records**

- 1.01 Records in electronic format shall be acquired and stored in such a way that they can be used by all departments regardless of location, storage medium or departmental responsibility, save and except for security or privacy reasons. Access authorization will be determined in accordance with approved policy.

### **2.0 Software**

- 2.01 All corporate software shall be acquired, tested and deployed in such a way to:
- a) Conform to established business processes as required;
  - b) Fully utilize existing records and record structures as required;
  - c) Ensure fully automated transfer of records between existing systems as required;
  - d) Fully integrate with other corporate software as required;
  - e) Function in all departments regardless of location or operating system platform.
- 2.02 Proposals for the acquisition, testing, implementation and maintenance of all corporate software shall be reviewed by the Director and approved by the Chief Administrative Officer. Council shall approve all software purchases that would result in a significant redirection of the city's established business plans or processes. The Director shall maintain an inventory of all approved software for corporate use.

### **3.0 Hardware**

- 3.01 All corporate hardware shall be acquired, tested and deployed in such a way to:
- a) Fully utilize and integrate with existing hardware and software as required;
  - b) Function in all departments regardless of location or operating system platform.
- 3.02 Proposals for the acquisition, testing, implementation and maintenance of all corporate hardware shall be reviewed by the Director and approved by the Chief Administrative Officer. The Director shall maintain an inventory of all hardware in corporate use.

### **4.0 Information System Maintenance**

- 4.01 The Director shall be responsible to ensure that all information systems, once implemented, are fully functional and available for corporate use at all times, save and except those times set aside for system maintenance.

### **5.0 Security and Recovery**

- 5.01 Security, backup and recovery of all software applications and all corporate records stored in electronic format is the responsibility of the Director. The Director or his or her designate, may at any time, audit any system in any department to ensure compliance with the following:
- a) That only approved licensed software applications reside on each system operating within each department;
  - b) That all systems are properly backed up;
  - c) That persons using each system have been fully trained in accordance with the training plans developed by the Director of Human Resources;
  - d) That no employee has overridden the City's installed protection mechanisms, including but not limited to, virus protection and password protection.

### **6.0 Acquisition of Software and Hardware**

- 6.01 Departments wishing to acquire hardware and/or software shall follow the submission guidelines as outlined in Appendix "A". Funding for all software and hardware shall be designated in the Corporate Services Capital and Operation Budgets and subject to the budget approval process. Council may at any time approve hardware and software acquisition separate from the budget process.
- 6.02 A training plan must be submitted with each departmental initiative requiring new or upgraded systems. Training must take place in conjunction with the implementation of new systems. The Director of Human Resources must approve all training. The Director of Human Resources will maintain an inventory of all skills as they relate to the City's information systems and may require that training be undertaken where it is considered necessary for the overall benefit of the City.

PL/April 4, 2002/ 8,238/wjh/8,092/PL/April 26, 2002/9,317

## **APPENDIX "A"**

### **INFORMATION SYSTEMS MANAGEMENT POLICY**

#### **SUBMISSION GUIDELINES**

#### **APPLICATION SOFTWARE AND/OR HARDWARE REQUIRING CORPORATE CONNECTIVITY**

1. A description of the proposed application software or hardware requirements.
2. Reasons why the application software and/or hardware is required.
3. How the new application software/hardware will increase the City's efficiency, productivity and/or service.
4. Source of funds for proposed purchase or acquisition.
5. A training plan, as approved by the Director of Human Resources.
6. A Two-Year Forecast, to include the following:
  - a) The cost of additional application software required (2 year forecast);
  - b) The cost of additional hardware required (2 year forecast);
  - c) The cost of all installation procedures and cost associated with any consultants deemed required for installation;
  - d) The cost of all implementation procedures, and cost associated with any consultants deemed required for implementation;
  - e) The cost of all maintenance (2 year forecast);
  - f) A broad outline of future software applications, hardware and training which will extend as far into the future as can be reasonably foreseen;
  - g) The cost and method of all information collection required for the system;
  - h) The cost of any required Local Area Network or Wide Area Network infrastructure upgrades.
7. Demonstrated ability to function over existing and planned Wide Area Network.
8. Demonstrated ability to integrate with existing applications. The responsibility for integration will rest with the vendor of the proposed application. The vendor of the proposed application will provide a written agreement(s) with other firms, which licence applications that must be integrated.



## **APPENDIX "B"**

### **INFORMATION SYSTEMS MANAGEMENT POLICY**

#### **SUBMISSION GUIDELINES**

#### **APPLICATION SOFTWARE AND/OR HARDWARE – STAND ALONE SYSTEMS**

1. A description of the proposed application software or hardware requirements.
2. Reasons why the application software and/or hardware is required.
3. How the new application software/hardware will increase the City's efficiency, productivity and/or service.
4. Source of funds for proposed purchase or acquisition.
5. A training plan, as approved by the Director of Human Resources.
6. A Two-Year Forecast, to include the following.
  - a) The cost of additional application software required (2 year forecast);
  - b) The cost of additional hardware required (2 year forecast);
  - c) The cost of all installation procedures and cost associated with any consultants deemed required for installation;
  - d) The cost of all implementation procedures, and cost associated with any consultants deemed required for implementation;
  - e) The cost of all maintenance (2 year forecast);
  - f) A broad outline of future software applications, hardware and training which will extend as far into the future as can be reasonably foreseen;
  - g) The cost and method of all information collection required for the system;

## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

**133** **CAO** **025**

**Policy Name:**  
**INFORMATION TECHNOLOGY SECURITY**

**DEVELOPED BY:** **Kari Kleven, Manager of IT**  
**DEPARTMENT:**

**DATE:**

**ADOPTED BY:** **Council**

**DATE:** **May 9/06**

**RESOLUTION  
NUMBER:** **CHR2006-93  
CR2006-437**

**EFFECTIVE:** **May 9/06**

**CROSS-REFERENCE:**

**REVISIONS:**

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### **POLICY STATEMENT AND RATIONALE:**

This policy is designed to ensure that the City's information technology (hardware, software, communication equipment) is properly secured and controlled. Information technology is provided to members of Council, employees and members of Committees of the City of Kawartha Lakes to improve and enhance communication and productivity of City business activities. City users are expected to use information technology property in a legal, ethical, effective, responsible and efficient manner.

In order to fully understand the security and confidentiality of electronic data, it is necessary to consider the corporate policy entitled "Confidentiality of Information".

This policy is intended to protect both the City of Kawartha Lakes, members of Council and Committees and its employees by providing a standard by which acceptable usage of information technology shall be gauged. This policy provides operating principles, guidelines, as well as specific information with regard to electronic mail.

### **SCOPE:**

This policy applies to any person using technology provided by the City of Kawartha Lakes and applies to all elected officials and all employees hereinafter referred to as "system user". Where this policy conflicts with Policy Number 090 ADM 004 – Council Computer Policy 2004, Policy Number 090 ADM 004 – Council Computer Policy 2004 shall prevail.

## **DEFINITIONS:**

Refer to Policy Number 131 CAO 023, Definitions for Policies relating to Electronic Records and Information Technology Assets for definitions relating to this policy.

### *Other Related Policies*

This policy should be read in conjunction with the following policies:

- Electronic Records Management Program
- Records Management and Electronic Service Delivery – Privacy Standard
- Confidentiality of Information
- Appropriate Use of Internet
- Appropriate Use of Email
- Appropriate Use of Software
- Management of Email

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **1.0 Acceptable Use of information Technology**

- 1.01 Use of Information Technology within the City will be conducted in a secure environment.
- 1.02 The degree of security must be commensurate with the value of the data and the information technology facilities. Items to be considered include: value of the loss to the City, value to be gained by a potential intruder, sensitivity of personal data, and any potential embarrassment to the City.
- 1.03 Use of Information Technology is not permitted for the purpose of conducting, or contributing to a private business or any activity that could cause the City embarrassment. Information technology used on City premises or for City business must not be used in activities that violate:
- a) Any law or regulation including without limitation those at the Federal level, Provincial level, municipal level, and those by way of international treaties, and those of any foreign jurisdiction with authority; or
  - b) Any City policy.
- 1.04 No Member of Council or employee shall misuse their authority to access the computer systems, allow others to do so or attempt to defeat any of the security systems.
- 1.05 ~~At the ending of the employment relationship with the Corporation, all employees must return all City-owned IT property in their possession including, but not limited to, laptops or other computer equipment, blackberries and cell phones.~~
- 1.06 At the end of a term of Council, Council members shall follow Policy Number 090 ADM 004 – Council Computer Policy 2004 with respect to technology equipment.

- 1.07 Cost effective, current and proven contingency plans must be in place for dealing with minor incidents, emergencies and disasters relative to information technology.
- 1.08 Actions arising from this policy will be reported to the CAO on an annual basis by the responsible individual.

## **2.0 Operating Principles**

- 2.01 All information technology acquired by the City through purchase, lease or otherwise, belongs to the City of Kawartha Lakes until disposed of by the City.
- 2.02 The City of Kawartha Lakes reserves the right to monitor and audit the use of any of the City's information technology for the purposes of ensuring compliance to policies relating to Records and Information Technology.
- 2.03 City information technologies are valuable assets and must be used and handled properly. Employees are expected to exercise reasonable care with these technologies to prevent theft, abuse, damage and excessive wear.
- 2.04 Subject to reasonable permitted use, information technologies must only be used for their intended purposes.
- 2.05 The Manager of IT and IT Division staff, as system administrators, are responsible to ensure that all information technology is secure. System administrators have nearly unfettered access to all information technology that is not afforded to other system users and must therefore ensure privacy and security considerations of other users.
- 2.06 All Members of Council and staff are required to either log off or lock their assigned personal computer if they will be away from their desk for an extended period.
- 2.07 Network passwords must not be recorded either electronically or on paper.
- 2.08 Network password policy is outlined as follows:
  - a) Passwords will expire every 45 days;
  - b) Passwords must be a minimum of 8 characters (a mix of upper, lower alphanumerical characters);
  - c) Users cannot use the same password within 24 password cycles;
  - d) User accounts will be locked out after 3 incorrect login attempts;
  - e) Accounts will be locked out for a period of 10 minutes;
  - f) Password complexity rules will be enforced.
- 2.09 Application passwords must not be recorded either electronically or on paper.

- 2.10 Application passwords are to be kept secure and not shared and are to be changed regularly.

### **3.0 Improper Use of Information Technology**

- 3.01 Improper use of information technology includes, but is not limited to, the following:

- a) installing or attempting to install software;
- b) accessing or copying another user's electronic mail, data, programs, or other files without permission, except as noted for the IT Division;
- c) misrepresenting or hiding your electronic identity;
- d) accessing someone else's computer account without authority;
- e) providing unauthorized access to your account, or providing the means to do so;
- f) intercepting or altering network packets;
- g) reproducing or distributing copyrighted materials without permission;
- h) violating terms of applicable software licensing agreements;
- i) introducing worms or viruses or other code with destructive properties to information technology;
- j) unauthorized sharing of passwords;
- k) unauthorized access to the City's information stores or data;
- l) using the network to gain unauthorized access to any computer system;
- m) connecting unauthorized equipment to the City's network;
- n) attempting to circumvent data protection schemes or uncover security loopholes;
- o) activities that will interfere with the normal operation of the City's computers, terminals, peripherals, or networks;
- p) installing on any computer system or network, or giving to another user, a program intended to damage or to place excessive load on a computer system or network;
- q) deliberately wasting/overloading computing resources;
- r) accessing information technology you have not been specifically authorized to use;
- s) accessing, uploading, downloading, distributing or possessing any material that is threatening, offensive, obscene, harassing, intimidating, abusive or is contrary to any applicable statute or is wrongful at common law;
- t) unauthorized use, or infringement, or theft of data, equipment, or tangible or intangible property, or any intellectual property rights thereto; or
- u) accessing information for personal gain or advantage.

**CORPORATE POLICY AND  
PROCEDURES MANUAL**

Policy No:

**137    CAO    029**

**Policy Name:**  
**Appropriate Use of E-mail**

**DEVELOPED BY:**      **Judy Currins, Clerk**  
                                 **Kari Kleven, Manager of IT**  
**DEPARTMENT:**      **Clerk's and IT**

**DATE:**

**ADOPTED BY:**      **Council**

**DATE:**      **May 9/06**

**RESOLUTION**      **CHR2006-93**  
**NUMBER:**      **CR2006-437**

**EFFECTIVE:**      **May 9/06**

**CROSS-REFERENCE:**

**REVISIONS:**

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**POLICY STATEMENT AND RATIONALE:**

The City provides its computer users with business tools with which to manage business information electronically, to communicate with clients and staff, and to prepare and obtain useful business information. This policy is designed to:

- Emphasize the City's position with regard to ethical conduct in the use of City E-mail;
- Ensure that E-mail is used in accordance with all City policies;
- Promote understanding of responsibilities of employees, managers and HR in regard to the appropriate use of E-mail.

**SCOPE:**

This policy applies to any person using technology provided by the City of Kawartha Lakes and applies to all Members of Council, and all employees hereinafter referred to as "system user". Where this policy conflicts with Policy Number 090 ADM 004 – Council Computer Policy 2004, Policy Number 090 ADM 004 – Council Computer Policy 2004 shall prevail.

## **DEFINITIONS:**

Refer to Policy Number 131 CAO 023, Definitions for Policies relating to Electronic Records and Information Technology Assets for definitions relating to this policy.

### *Other Related Policies*

This policy should be read in conjunction with the following policies:

- Definitions for Policies relating to Electronic Records and Information Technology Assets
- Electronic Mail Protocol
- Electronic Records Management Program
- Information Technology Security
- Records Management and Electronic Service Delivery – Privacy Standard
- Confidentiality of Information
- Appropriate Use of Internet
- Appropriate Use of Software
- Management of E-mail

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **1.0 Business communications**

- 1.01 The purpose of the City's E-mail system is for City business communication. An E-mail message is a business record in the same way that a memo or letter is a business record. Therefore, E-mail business communication should be treated in the same manner as any other business correspondence i.e. communication which is inappropriate under the City's logo, is inappropriate in E-mail. Information which would not be released in hard copy form should not be released in electronic form.
- 1.02 Business communications of the City will be done only with provided City E-mail accounts. Use of personal E-mail accounts for City business is prohibited.
- 1.03 Electronic messaging is not a secure means of communication and should not be used to transmit confidential information.

### **2.0 Custody and Control of E-mail**

- 2.01 The City owns all E-mail records, whether corporate records or not, composed and sent using the City's IT infrastructure, and all E-mail records received into the City's IT infrastructure. As such, the City has the right to access any electronic documents, including E-mails, at any time. The City may establish such policies as it deems necessary to regulate access to, use, storage and retention of such records. - - - -
- 2.02 The E-mail of City system users will not be stored by them outside of the City's network E-mail system or storage area network.

- 2.03 The use and disclosure of E-mail messages shall be regulated by the provisions of the City Retention By-law, adopted City Policies and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56 (MFIPPA).
- 2.04 E-mail messages shall be considered as machine readable records owned by the City for the purposes of MFIPPA.
- 2.05 The system user has no privacy rights over any material within the E-mail system. The City may monitor the E-mail system and/or access individual E-mail as required to ensure continued operation of the system, to meet any legal obligation, to protect the City's interests in the event of reasonable suspicion of crime or abuse, to ensure the City's business can continue, where there is a reasonable belief that corporate policy has been violated, if a legal investigation has been initiated, or for any other legitimate business need.
- 2.06 When an employee leaves the City's employ, he or she has no further right to access the E-mail system. Access rights shall be terminated immediately. IT Division staff shall ensure that an appropriate auto reply is put on the account for a period of thirty days. The employee's supervisor should request access to the employee's E-mail and calendar so that business issues can continue to be dealt with. This access will be limited to a one month period. When the one month period has expired, the E-mail store will be deleted from the City's IT infrastructure.
- 2.07 The access right of members of Council shall terminate at 12 midnight on the last day of their term of Council if they have not been reelected. IT Division staff shall ensure that an appropriate auto reply is put on the account for a period of thirty days.

### **3.0 Privacy and Confidentiality**

- 3.01 System users should be aware that their messages are not completely private. System users who wish their communications to remain completely private should consider another medium.
- 3.02 Information which is sensitive or confidential in nature should not be sent via E-mail, since absolute privacy cannot be guaranteed. When it is necessary to send sensitive or confidential messages via E-mail, both the sender and the receiver must exercise a high degree of caution and are responsible for safeguarding the information:
- The message should be sent, or forwarded, only to those having a legitimate business need to know the information
  - Once the message has been sent or dealt with, it should be printed and filed and deleted from the system.
- 3.03 To guard against unauthorized disclosure of confidential information, system users should not access E-mail messages in the presence of others.



#### **4.0 User Privacy and Access to Employee E-mail**

- 4.01 *Privacy* - It is recognized that people expect privacy regarding the electronic mail messages they send or receive, even when those messages involve City business. No one may access the electronic communications of others except as expressly provided in paragraphs 5.02 through 5.06 of this policy.
- 4.02 *Authorization for Access to E-mail Accounts* - The Mayor and CAO (for members of Council), the CAO or an employee's Director and the Director of Human Resources (for employees) shall provide written authorization for the Manager of IT to access and disclose the contents of a system user E-mail message(s), if there is a legitimate need to do so. These circumstances are the same as would be expected in the case of other types of business correspondence. The Manager of IT shall not delegate this responsibility to another staff member; however, in the absence of the Manager of IT, the CAO may delegate this responsibility.
- 4.03 *Business Requirement* – There may be a business requirement to access an employee's E-mail. Administrative procedures will be put in place to ensure privacy to the degree possible.
- 4.04 *Protect Integrity of Messaging System* - The Manager of IT has the right to access E-mail accounts if they pose a threat to the integrity of the messaging system or to facilitate the resolution of problems with the E-mail store.
- 4.05 *Suspected Misuse and Violation of Appropriate Use of E-mail Policy* - The Corporation has the right to access E-mail messages and file attachments when investigating suspected misuse and violations of the City's by-laws, policies or legal proceedings.

The Mayor will notify the Member of Council and the CAO or the Director of Human Resources will notify the employee and the CAO of the disclosure as soon as it is reasonably possible, except where suspected misuse and violation of City by-laws or policies are being investigated or in the event where there may be a police investigation requiring such access.

- 4.06 *Personal Messages* - Personal messages will be treated no differently from other messages in terms of privacy.

#### **5.0 Appropriate Use of E-mail**

- 5.01 The E-mail system is accessed with a City network account. Therefore, E-mail users must comply with The Information Technology Security Policy which sets out the provisions governing the safeguarding and use of network passwords and network security.
- 5.02 All City E-mail users are expected to use the system appropriately, exercise good judgment and demonstrate a sense of responsibility when using E-mail which will ensure that their messages are courteous, professional and businesslike.

- 5.03 In the event that the E-mail system is used inappropriately, disciplinary action, in accordance with the particular circumstances, may be taken up to and including dismissal. In the event of Council members, the issue will be brought to the attention of the Mayor.
- 5.04 Reasonable personal use of the email system shall be limited, occasional and must not be abused or detrimentally affect employee productivity nor compromise the IT infrastructure. Reasonable personal use shall be determined by the employer.
- 5.05 Only the IT Division, Communications Division, Mayor or CAO shall be authorized to send urgent network-wide E-mail messages. IT or Communications staff may require prior approval of the specific message by the CAO or their Director before transmitting an electronic mail message to all or most network users. The use of the Employee Newsletter for sharing information with all staff and council should be considered as a preferred alternative to network-wide E-mail messages.
- 5.06 The sending of large attachments to internal E-mail recipients and/or distribution lists of internal E-mail users shall be avoided and alternative methods of sharing information investigated by exploring the issue with the IT Division.
- 5.07 The City shall not allow the storage of large numbers of E-mail messages and requires system users to promptly delete E-mail messages that no longer require action by either deleting non-record E-mails or by saving record E-mails on the network in accordance with the Corporate Records Retention By-law and adopted policies.
- 5.08 System users shall use the available features of our E-mail system in a responsible manner in accordance with the Management of E-mail Policy.
- 5.09 If a system user has a business requirement to routinely forward confidential E-mail to personal external E-mail accounts, the Manager of IT should be contacted for alternative solutions or exemption from this policy requirement. E-mails to and from lawyers are all to be considered privileged and confidential and are subject to solicitor-client privilege.
- 5.10 While it is not possible to provide an all-inclusive list of inappropriate E-mail communication, there are certain types of information which shall not be communicated via E-mail. The City of Kawartha Lakes electronic mail system may not be used for the following uses which includes but are not limited to:
- a) Messages that encourage discussion or debate of personal opinions or positions which should more appropriately be discussed in an open Council session and/or reflect the personal opinions or biases of individual members of council;
  - b) Messages that encourage discussion or debate of controversial and/or personal information and/or contain personal opinions or positions of employees or groups of employees which would more productively be done through a meeting, and that do not reflect official City policy;

- c) Information shared which is, or may be considered offensive, or disruptive or may be alleged to constitute workplace harassment – refer to Corporate Policy Number **042 HR 021**);
- d) Information which is derogatory to any individual or group, or which is defamatory or threatening in nature;
- e) Information which is disseminated for a purpose which is illegal, or for a purpose which contravenes the City's policies or which is not in the interest of the City of Kawartha Lakes;
- f) Information which is disseminated for the purpose of promoting or advertising a business unless it relates to a partnership of a City business unit;
- g) Messages that possess, send, forward inappropriate graphics, inappropriate sound files or inappropriate E-mail;
- h) Initiate or propagate electronic chain letters;
- i) Send E-mail that includes digitized signatures (unless authorized by other policies of the City);
- j) Send E-mail that includes abusive or otherwise objectionable language including suggested or partial words using dashes.

- 5.11 E-mail shall not be sent from another employee's E-mail account.
- 5.12 E-mail stored within other system users accounts may not be deleted or modified without the user's consent.
- 5.13 Anonymous Message - Transmission of an anonymous electronic mail message is not permitted. The person accountable for the contents of an electronic mail message created within the Corporation shall always be fully identified. Users may not, under any circumstance, disguise their identity when sending E-mail.
- 5.14 Forging Messages - Forging any part of an electronic mail message is explicitly prohibited. This includes, but is not limited to: using an unauthorized ID to send mail; using a false name and/or ID to send mail; altering any part of a message, header or envelope; constructing a message with false envelope or header information; altering any part of a status response or constructing a false status response.
- 5.15 Ethical and Lawful Use - Users are responsible for abiding by all of the City's by-laws and policies, including but not limited to the City's Harassment Policy and Procedures, Privacy policies, and any copyright laws when transmitting electronic messages to any recipient within the Corporation, or transmitting to electronic mail systems outside of the Corporation and for ensuring that their use is ethical and lawful.

The originator of any message, whose contents are unethical and/or unlawful is fully responsible for the content of the message and will bear the same consequences as if the message content had been sent in a written document on corporate stationary. Any violation of this policy may result in disciplinary action up to and including dismissal.

## **6.0 Responsibilities**

- 6.01 All system users are responsible for:
- a) Using E-mail appropriately;
  - b) Ensuring that confidential information is handled appropriately, including limited proxy access as required;
  - c) Providing proxy access to their supervisor or designated individual during extended absences;
  - d) Adhering to established guidelines regarding passwords and access rights; - see Information Technology Security Policy;
  - e) Purging messages that are no longer required;
  - f) Ensuring that electronic calendars are kept up-to-date;
  - g) Advising Information Technology of any changes to their network profile information including, name, location, phone numbers; and
  - h) Reporting any abuses of the E-mail system to their supervisor and/or to the Manager of Information Technology.
- 6.02 CAO/Directors/Managers/Supervisors are responsible for:
- a) Ensuring that employees under their supervision are aware of this policy;
  - b) Ensuring that access rights of employees whose working relationship with the City ends are rescinded immediately upon termination; and
  - c) Arranging with the IT Division for proxy access to former employees' E-mail systems to ensure that issues are addressed.
- 6.03 Information Technology staff are responsible for:
- a) Ensuring that the City's E-mail system is efficient and appropriate for the needs of the City;
  - b) Providing E-mail training in conjunction with the Human Resources Department; and
  - c) Providing guidance and assistance to users on efficient E-mail practices.
- 6.04 Human Resources staff are responsible for:
- a) Providing on-going E-mail training; and
  - b) Providing E-mail and records training as part of the Orientation Program; and
  - c) Providing support for any necessary investigations relative to disciplinary action.
- 6.05 Clerk's Office staff are responsible for:
- a) investigating any breach of the records retention by-law or other applicable legislation.



## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

<b>138</b>	<b>CAO</b>	<b>030</b>
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Policy Name:

**Appropriate Use of Software**

DEVELOPED BY: **Kari Kleven, Manager of IT**  
DEPARTMENT:

DATE:

ADOPTED BY: **Council**

DATE: **May 9/06**

RESOLUTION  
NUMBER: **CHR2006-93  
CR2006-437**

EFFECTIVE: **May 9/06**

CROSS-REFERENCE:

REVISIONS:

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### **POLICY STATEMENT AND RATIONALE:**

The City of Kawartha Lakes will acquire software only by acquiring it from authorized software distributors and in accordance with Policy 049 FD 002. For further information regarding acquisition of software, please refer to the previously mention policy.

It is the City's policy to respect all computer software copyrights and to adhere strictly to the terms of all software licenses to which it is a party. The City of Kawartha Lakes will take all steps necessary to prohibit users from duplicating any licensed software or related documentation for use either on City premises or elsewhere unless the City is expressly authorized to do so by agreement with the licensor. Unauthorized duplication of software may subject user and/or the City to both civil and criminal penalties under the Copyright Act. The City of Kawartha Lakes will make every effort to ensure that any member of Council or employee will not use software in any manner inconsistent with the applicable license agreement, including giving or receiving software or fonts from clients, contractors, customers and others.

### **SCOPE:**

This policy applies to any person using technology provided by the City of Kawartha Lakes and applies to all elected officials and all employees hereinafter referred to as "system user". Where this policy conflicts with Policy Number 090 ADM 004 – Council Computer Policy 2004, Policy Number 090 ADM 004 – Council Computer Policy 2004 shall prevail.

## **DEFINITIONS:**

Refer to Policy Number 131 CAO 023, Definitions for Policies relating to Electronic Records and Information Technology Assets for definitions relating to this policy.

### *Other Related Policies*

This policy should be read in conjunction with the following policies:

- Definitions for Policies relating to Electronic Records and Information Technology Assets
- Electronic Mail Protocol
- Electronic Records Management Program
- Information Technology Security
- Records Management and Electronic Service Delivery – Privacy Standard
- Confidentiality of Information
- Appropriate Use of Internet
- Appropriate Use of Email
- Management of Email

## **POLICY, PROCEDURE AND IMPLEMENTATION:**

### **1.0 User Education**

- 1.01 The City must provide a mandatory software education program for all its software users in cooperation with the Human Resources Department.
- 1.02 Upon completion of the education program, users are required to sign the City's Personal Computer Software Use Acknowledgement. New users will be provided the same education program within ten (10) days of the commencement date of their employment.

### **2.0 Installation of Software**

- 2.01 All software will be installed by the IT Division staff. Including, but not limited to, commercial, freeware, shareware and public domain software. Once installed, the original media will be kept in a safe storage area maintained by the IT department. User manuals, if provided, will reside either the IT Division or at the department who requested the software at their discretion

### **3.0 Non-City Owned (Home) Computers**

- 3.01 All City software has been licensed exclusively for City equipment, and cannot be transferred to non-City owned computers. If a user needs to use software at home, and such use has been authorized by the user's Director or CAO as the case may be, the user must consult with the IT Division to determine if appropriate licenses permit home use and make arrangements accordingly.

#### **4.0 Audits**

- 4.01 Software usage metrics are taken on all City's owned equipment. Audits will be performed at the IT Division's discretion. The IT Division reserves the right to remove any and all software deemed unapproved.

#### **5.0 Penalties**

- 5.01 According to the Copyright Act, illegal reproduction of software is subject to civil damages, criminal penalties including fines and possible imprisonment. A City user, who makes, acquires or uses software in violation of the aforementioned Copyright Act will be disciplined as appropriate under the circumstances. Such discipline may include termination of employment. The City does not condone the illegal duplication of software and will not tolerate it.

## **Appropriate Use of Software Policy Acknowledgement**

Name of Member of Council or Employee: \_\_\_\_\_

Department: \_\_\_\_\_

Division: \_\_\_\_\_

Telephone#: \_\_\_\_\_

Payroll#: \_\_\_\_\_

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### **DECLARATION**

1. I have read and understand the Appropriate Use of Software Policy.
2. I acknowledge that I am aware that the Policy is located on the shared drive within the Policies Folder and Numbered (to be completed when adopted)
3. I acknowledge that I am aware that updates to this Policy will be posted there.
4. I acknowledge that I am responsible for complying with this Policy.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor's Name (Please Print)      Immediate Supervisor's  
Signature

**\*\*\*TO BE INCLUDED IN EMPLOYEES PERSONNEL FILE\*\*\***





## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

**C -136**

**CAO**

**029**

**Policy Name:**

**Appropriate Use of Internet - Revised**

**DEVELOPED BY:** Judy Currins, Clerk  
Kari Kleven, Manager of IT  
**DEPARTMENT:** Clerk's and IT

**DATE:** May 8/07

**ADOPTED BY:** Council

**DATE:** May 8/07

**RESOLUTION  
NUMBER:** CHR2007-061 CR2007-459

**EFFECTIVE:** May 8/07

**CROSS-REFERENCE:**

**REVISIONS:** May 9/06

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### **POLICY STATEMENT AND RATIONALE:**

The City provides Internet Access to members of Council, and employees to enhance communication and to facilitate the collection and dissemination of information relevant to City business. The Information Technology Services Division administers this service. This policy is designed to:

- Emphasize the City's position with regard to ethical conduct in the use of the City's Internet Access
- Ensure that technology is used in accordance with all City policies

### **SCOPE:**

This policy applies to any person using technology provided by the City of Kawartha Lakes and applies to all elected officials, all employees hereinafter referred to as "system user". Where this policy conflicts with Policy Number 090 ADM 004 – Council Computer Policy 2004, Policy Number 090 ADM 004 – Council Computer Policy 2004 shall prevail.

### **DEFINITIONS:**

Refer to Policy Number 131 CAO 023, Definitions for Policies relating to Electronic Records and Information Technology Assets for definitions relating to this policy.

### *Other Related Policies*

This policy should be read in conjunction with the following policies:

- Definitions for Policies relating to Electronic Records and Information Technology Assets
- Electronic Mail Protocol
- Electronic Records Management Program
- Information Technology Security
- Records Management and Electronic Service Delivery – Privacy Standard
- Confidentiality of Information
- Appropriate Use of Email
- Appropriate Use of Software
- Management of E-mail

### **POLICY, PROCEDURE AND IMPLEMENTATION:**

#### **1.0 Conditions of Use**

- 1.01 Internet access is provided to employees to facilitate and enhance communication with the public, vendors, contractors and other sources of information relevant to City business, and to provide interaction among staff.
- 1.02 Any electronic transaction is the property of the City of Kawartha Lakes.
- 1.03 No information shall be distributed over the internet which would not be distributed on the City's letterhead or logo, and no information shall be viewed, copied or saved which is not related to City business.
- 1.04 Users shall avoid accessing sites containing sensitive information, or which might bring the City into disrepute, such as those which carry inappropriate or offensive material. Any exception to this practice shall be approved by the Director after sufficient justification has been received. The Director shall notify IT when such approval has been granted.
- 1.05 No member of Council or any employee shall use the internet to knowingly acquire and/or transmit copyright protected material, pornographic, inappropriate or offensive materials in any format.
- 1.06 The City provides internet access for legitimate city business purposes. Limited personal use will be permitted. However, personal use must not detract from working time nor from IT resources. Any personal use must comply with this and all other policies of the City. Management specifically reserves the right to determine what is and what is not appropriate personal use.
- 1.07 Information Technology Services is responsible for ensuring adherence to this policy. Users must assume that records of all Internet access are being logged. Review of these records may be undertaken by the IT Division at the request of a given user's supervisor, manager or Director. The IT Division also reserves the right to review these records to ensure system and network integrity. Alleged

inappropriate use of the internet will be reviewed on a case-by-case basis and may lead to disciplinary action up to and including dismissal in the case of employees. Managers and supervisors are responsible for taking disciplinary action when required.

- 1.08 Business credit card information should never be entered on the Internet, unless the site is secure.
- 1.09 Unexpected disclosure of personal information by way of use of the City's Internet infrastructure is solely the responsibility of the end user and the City cannot be held liable.
- 1.10 Under no circumstances may any Member of Council or Employee use the Corporation's Internet access to gain unauthorized access to another organizations computer/network infrastructure.
- 1.11 At no time may any Member of Council or Employee attempt to gain unauthorized remote access of the Corporation's Computer/Network resources by means of the Corporation's Internet access. This includes, but not limited to, unauthorized penetration testing by third party vendors without the written knowledge and consent from the IT Division.

## **CORPORATE POLICY AND PROCEDURES MANUAL**

Policy No:

**164**

**FIN**

**015**

**Policy Name:** Primary Care Medical Centre Funding Policy

**DEVELOPED BY:** Sara Beukeboom

**DATE:** August 25,  
2009

**DEPARTMENT:** Finance

**ADOPTED BY:** Council

**DATE:** August 25,  
2009

**RESOLUTION NUMBER:** CR2009-970

**EFFECTIVE:** August 25,  
2009

**CROSS-REFERENCE:**

**REVISIONS:**

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### **POLICY STATEMENT AND RATIONALE:**

This policy establishes a process to evaluate and make decisions concerning one-time unsolicited funding requests from primary care medical centres serving the City of Kawartha Lakes.

This will be on the basis of supporting physician recruitment and retention efforts within the City of Kawartha Lakes as part of Council's "Community Building" Strategic Priority.

### **SCOPE:**

This policy will apply to any primary care medical centre within the City of Kawartha Lakes or outside the City of Kawartha Lakes that may serve the constituents of Kawartha Lakes.

### **POLICY, PROCEDURE AND IMPLEMENTATION:**

#### **1.0 Processing Requests for Medical Centre Funding**

All requests for Medical Centre Funding shall be made to the City of Kawartha Lakes no later than September 1<sup>st</sup> of each year. These requests may be forwarded to the Kawartha Lakes Health Care Initiative (KLHCI), for comments.

The KLHCI will submit their comments to City of Kawartha Lakes Council no later than October 31st of each year in order to be considered during the City's preparation of the Proposed Operating Budget. KLHCI comments will be provided as decision units for Council's consideration as part of the Proposed Operating Budget. All requests for funding under this policy shall be considered on a one-time basis only.

## **2.0 Criteria**

To be considered for funding applicants must:

- Be a medical centre which is either located within and serves the City of Kawartha Lakes or is located outside of the City, but as a substantial part of its approved mandate, delivers primary health care services to residents within the city not delivered by other agencies;
- Demonstrate the immediate need for the service and the need for the funding;
- Submit a detailed funding request to the City's Manager of Budget & Financial Planning
- Demonstrate that once CKL funding is exhausted the agency has the capacity to maintain or manage their services without causing hardship to the centre or that there are reasonable prospects for other funding to support the services
- Demonstrate that all alternative funding sources have been exhausted

## **3.0 Approval Process**

Funding requests will become part of a decision unit package presented with the annual City of Kawartha Lakes Operating Budget.

The following criteria will be considered in determining funding allocations:

- Location of the agency and service area: medical centres located within the City of Kawartha Lakes will be a priority
- The percentage of City of Kawartha Lakes residents served by the medical centre be considered
- City Council will consider comments received by the KLHCI Board of Directors in the annual budget process