



**Credit Valley  
Conservation**  
inspired by nature

**RECEIVED**  
**November 1, 2022**

REGION OF PEEL  
OFFICE OF THE REGIONAL CLERK

November 1, 2022

Arthea Adams, Regional Clerk and Director of Legislative Services  
Regional Municipality of Peel  
10 Peel Centre Drive  
Brampton, ON L6T 4B9

Dear Ms.Adams:

**Re: Appointments to Credit Valley Conservation**

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In accordance with Section 14 of the *Conservation Authorities Act*, your municipality is entitled to appoint members to Credit Valley Conservation (CVC). These appointments will commence January 1, 2023 and continue for a 4-year term (until December 31, 2026) or until a successor is appointed.

Your municipality is entitled to seven (7) appointments - four (4) representing the City of Mississauga, two (2) representing the City of Brampton and one (1) representing the Town of Caledon.

We ask, if possible, that the appointees to the CVC Board of Directors have some skills in a variety of areas of interest to the CVC. Please see attached table with the skills we are looking for.

Each appointee to the CVC Board of Directors must be willing to sign and adhere to the attached Code of Conduct.

I would appreciate receiving the names, addresses, email addresses and telephone numbers of your appointments at your earliest convenience.

Thank you in advance for your cooperation.

Yours truly,

Tamara Chipperfield  
Corporate Secretariat

Encl. CVC Code of Conduct  
CVC Board of Directors Skills Matrix Table

REFERRAL TO \_\_\_\_\_  
RECOMMENDED \_\_\_\_\_  
DIRECTION REQUIRED ☒ \_\_\_\_\_  
RECEIPT RECOMMENDED \_\_\_\_\_

<b>SKILL SETS</b>	<b>Peel (Mississauga)</b>	<b>Peel (Mississauga)</b>	<b>Peel (Mississauga)</b>	<b>Peel (Mississauga)</b>	<b>Peel (Brampton)</b>	<b>Peel (Brampton)</b>	<b>Peel (Caledon)</b>	<b>Halton (Oakville)</b>	<b>Halton (Halton Hills)</b>	<b>Orangeville</b>	<b>Erin</b>	<b>Amaranth , East Gary, Mono</b>
<b>CORE SKILLS</b>												
<b>Accounting</b> (includes auditing and reporting)												
<b>Communications and Marketing</b>												
<b>Community &amp; Stakeholder Engagement</b>												
<b>Finance</b> (includes analysis, planning, budgeting, management)												
<b>Governance</b> (includes corporate and not-for-profit)												
<b>Environmental Sector</b> (includes the sub-categories of watershed management; flood and erosion control and prevention; watershed stewardship, land use planning and management, education and recreation, climate change, etc..)												
<b>Human Resources</b>												
<b>IT / E-Commerce / Privacy Management</b>												
<b>Legal / Regulatory</b>												
<b>Management</b> (includes the sub-categories of Transformational Change Management, Executive Management, Contract Administration/Management, and Risk Management)												
<b>Public Sector Experience / Knowledge</b>												
<b>CONSTITUENCY</b>												
<b>Resides in a participating municipality within the authority's area of jurisdiction</b> (with knowledge of CVC watershed communities)												

**CREDIT VALLEY CONSERVATION AUTHORITY BOARD SKILLS MATRIX - (as of November 5, 2018)**



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BOARD OF DIRECTORS CODE OF CONDUCT POLICY  
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**INTRODUCTION**

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| <b>Purpose</b>    | <b>1.1</b> | The purpose of this policy is to establish a Code of Conduct for the members of the CVCA Board of Directors.  |
| <b>Scope</b>      | <b>1.2</b> | This policy shall apply to all individuals while they hold an active position on the CVCA Board of Directors including any subcommittees established by the Board.  |
| <b>Background</b> | <b>1.3</b> | Since its formation in 1954, the CVCA has held a minimum of 469 meetings of the Board of Directors. There is no record of the Board approving a Code of Conduct for the Board of Directors. This policy outlines the Code of Conduct to be followed by duly appointed members of the CVCA Board of Directors. |

Under Section 20 of the Conservation Authorities Act, members of the Board of Directors must be committed to upholding, implementing and protecting the Objects of a Conservation Authority:

*“20. (1) The objects of an authority are to establish and undertake, in the area over which it has jurisdiction, a program designed to further the conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals. R.S.O. 1990, c. C.27, s. 20.”*

Furthermore, under the definitions in the Municipal Conflict of Interest Act, R.S.O, 1990 (MCIA) a “local board” includes a ‘... conservation authority ...’ and therefore all responsibilities and requirements under this legislation apply.

Board Members must ensure they are able to carry out their duties as duly appointed members of the Board of Directors by both meeting the Objects of the Conservation Authority Act R.S.O. 1990, c. C.27 while also meeting the requirements under the Municipal Conflict of Interest Act R.S.O. 1990, c. M.50. To help ensure members of the CVCA Board of Directors are able to meet both of these requirements the following Code of Conduct Policy has been established to provide guidance and direction.

It is recognized that currently all members of the Board of Directors are also elected members of various municipal Councils. They are required to take an Oath of Office which binds them to various legislative and regulative responsibilities. Many of the municipalities within the Credit River watershed also require their members of Council adhere to their own Code of Conduct. It is entirely possible,

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however, for a member municipality to appoint a non-elected person as their representative to the CVC Board of Directors. These individuals would not be bound by the Oath of Office.

As appointed representatives the Board Members may occasionally find themselves in a 'clash of duties' between the objectives of the CVC and their respective appointing municipal bodies. In these cases Board Members must vote with their conscience after weighing the arguments for and against each position.

The intent of this document is to provide a consistent basis upon which CVC Board Members, whether elected or non-elected, are to conduct themselves at CVC meetings and regarding other matters related to the CVC.

- Objectives**     **1.4**     The objectives are to:
- Develop clear policies that the members of the CVCA Board of Directors are expected to follow
  - Identify the contents of an education/orientation program for Board Members with respect to the Code of Conduct
  - Identify implications and procedures to effectively deal with non-compliance to the Code of Conduct

- References**     **1.5**     The following documents were referred to in the preparation of this policy document:

**Legislation**

- Conservation Authorities Act, R.S.O. 1990, c. C.27
- Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50
- Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56

**Conservation Authorities**

- Conservation Halton Board of Directors – Orientation Agenda – Board of Directors Code of Conduct, Conservation Halton, 2011-03-10
- Code of Conduct Policy for Board Members – Report No. 06-11, Niagara Peninsula Conservation Authority, 2011-01-21

**Source Protection Committees**

- Code of Conduct and Conflict of Interest Policy, Credit-Toronto-CLOCA Source Protection Committee, 2008-01-29
- Code of Conduct and Conflict of Interest Policy for Members of Halton-Hamilton Source Protection Committee, Halton-Hamilton Source Protection Committee, 2010-12-07

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- Rules of Procedure, Codes of Conduct and Conflict of Interest Policy, Lake Erie Region Source Water Protection Committee, 2008-10-16

**Municipal**

- Discussion Paper – Municipal Council Codes of Conduct, Accountability and Transparency Sub-Committee, City of Oshawa, 2007-11-14
- Code of Conduct for the Members of Council, City of Brampton
- Council Code of Practice, City of Burlington
- Code of Conduct for Council and Committee Members, City of Kingston, 2010-09-21
- Council Code of Conduct, City of Mississauga, 2011-04
- Code of Conduct for Members of Council, City of Toronto
- Council Code of Conduct, Town of Caledon, 2011-01-01
- Code of Conduct for Members of Council and Local Board Members, Town of Oakville, 2008-09-15
- Procedural By-Law No. 133-09, The Regional Municipality of Halton, 2010-12

**DEFINITIONS**

<b>“Board of Directors”</b>	Means all Board Members constituting the entire Board of Directors for the Credit Valley Conservation Authority
<b>“Board Members”</b>	Means the duly appointed representatives to the Board of Directors for the Credit Valley Conservation Authority representing the various participating municipalities within the watershed
<b>“CAA”</b>	Means the <i>Conservations Authorities Act</i> , R.S.O. 1990, c. C.27, as amended
<b>“CAO”</b>	Means the Chief Administrative Officer of the Credit Valley Conservation Authority who is also the Secretary/Treasurer
<b>“CCA Reg 102”</b>	Means the <i>Conservation Authorities Act – R.R.O. 1990, Reg. 102</i> , as amended
<b>“Complainant”</b>	Means any Board Member, CVCA staff member, or any other member of the general public
<b>“Confidential Information”</b>	Means information identified in various pieces of legislation such as, but not limited to, MFIPPA and relates to, but is not limited to: <ul style="list-style-type: none"><li>• Personal information about any individual</li></ul>

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- Personnel matters
- Labour relations
- Litigation
- Project tendering and requests for proposals (RFP)
- Property acquisitions
- Security of CVCA property
- Statistical data required by law not to be released (e.g. certain census or assessment data)

***“Corporate Resource”***

Means, but is not limited to, CVCA equipment, supplies, services, tools, property (both physical and intellectual), systems, software systems, website(s), domain name(s), logo(s), blackberry devices, cell phones, phones, address, voice-mail, email, facility and staff while undertaking duties as an employee.

***“CVCA”***

Means the Credit Valley Conservation Authority and for the purposes of this policy includes both the duly appointed members of the Board of Directors and all staff

***“MFIPPA”***

Means the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56*, as amended

***“MCIA”***

Means the *Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50*, as amended

## **POLICIES**

### **GENERAL CONDUCT**

**General**

**1.0 All Board Members are to conduct themselves at all times in a manner which reflects positively on the CVCA**

Board Members represent the CVCA at many meetings and functions. It is the responsibility of each Board Member to act in such a manner as to portray a positive image of the Authority.

**Borrowing of Money**

**1.1 Board Members shall not borrow money from any person who does business with the CVCA**

Board Members should not become involved directly or indirectly in financial transactions with persons or companies who deal with CVCA due to the inherent danger of conflict of interest.



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**Matters  
Affecting CVCA**

**1.2 Board Members shall bring forward matters relating to CVCA to the Board of Directors**

Board Members are to bring any matters directly associated with the CVCA to the Board of Directors as soon as is practical. It is recognized, however, that various circumstances, such as the timing of meetings, may prevent this from occurring. As a general principle, however, Board Members shall endeavour to bring matters of direct interest to the CVC Board of Directors prior to having these matters discussed and debated by other organizations such as municipal Councils. This will allow the Board of Directors the opportunity to discuss and address these matters through an open, transparent process prior to the matters being discussed in other forums.

**INTERPERSONAL BEHAVIOUR**

**General**

**2.0 Board Members are required to conduct themselves in a manner which reflects respect and professional courtesy**

Board Members are to conduct themselves in a polite, courteous and professional manner whenever dealing with:

- Other Board members
- Conservation Authority staff
- Other elected officials
- Members of special interest groups
- Lobbyists
- Delegates
- Members of the general public

**Harassment and  
Discrimination**

**2.1 Board Members shall not engage in any form of harassment or discrimination**

Board Members must refrain from all forms of harassment and discrimination as defined under all applicable legislation and regulations including, but not limited to:

- Human Rights Code, R.S.O. 1990, c. H.19
- Occupational Health and Safety Act, R.S.O. 1990, c. O.1
- CVC Harassment and Discrimination Policy (HR-009)
- CVC Workplace Violence and Harassment Policy Statement

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**CONFIDENTIALITY**

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| <b>General</b>  | <p><b>3.0 Board Members shall respect and adhere to all applicable legislation and regulations which deal with confidential information</b></p> <p>Members of the Board of Directors are expected to be knowledgeable of and take appropriate actions to ensure that various pieces of legislation are adhered to including, but not limited to:</p> <ul style="list-style-type: none"><li>• Conservation Authorities Act, R.S.O. 1990, c. C.27, as amended</li><li>• Municipal Conflict of Interest Act, R.S.O. 1990, c. M.50, as amended</li><li>• Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56, as amended</li></ul> |
| <b><i>In Camera Sessions</i></b>                              | <p><b>3.1 Board Members shall not disclose the content of a matter that has been discussed or the substance of deliberations of a closed session, except for content that has been authorized by the Board of Directors to be released to the public</b></p> <p>All discussions held in camera by the Board of Directors are to be considered confidential and be treated as such. Only the Board of Directors may authorize, through resolution, the release of any information, at its sole discretion, where it is not in contravention of any existing statute or regulation.</p>   |
| <b>Release of Confidential Information not Allowed</b>        | <p><b>3.2 Members shall not disclose or release, by any means or in any format, any confidential information acquired by being a Board Member except when required by law or authorized by the Board of Directors</b></p> <p>Confidential information includes any information that is of a personal nature to CVCA employees, clients or information in the custody of or under the control of the CVCA including the Board Members that is not available to the public and that, if disclosed, could result in loss or damage to the CVCA or could give the person to whom it is disclosed an advantage.</p>  |
| <b>Members not to Seek Access to Confidential Information</b> | <p><b>3.3 Board Members shall not access, or attempt to gain access, to confidential information in the possession of the CVCA unless it is necessary for the performance of their duties and not prohibited by law or Council policy.</b></p> <p>Board Members shall not be given access to confidential information held by CVCA except where it has a direct bearing on any matter for which they are directly responsible as a member of the Board of Directors.</p>  |

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| <b>Responsibility Carries Forward Appointment to the Board of Directors</b> | <p><b>3.4 The obligation to keep information confidential is a continuing obligation even after the Board Member ceases to be a part of the Board of Directors</b></p> <p>Upon being duly appointed by a Municipality, a Board Member shall be bound by this Code of Conduct. The elements of this Code of Conduct carry with the Board Member even after they cease to be a duly appointed member of the Board of Directors. This is particularly related to any confidential information the individual may have had access to while carrying out their role and duties as a duly appointed member of the Board of Directors.</p> |
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**CONFLICT OF INTEREST**

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| <b>General</b>  | <p><b>4.0 Board Members will recognize their obligations to follow and respect the provisions of the <i>Municipal Conflict of Interest Act</i></b></p> <p>Under definitions of the Municipal Conflict of Interest Act (MCIA) a “local board” includes “... conservation authority”. As a result, representatives duly appointed to the CVCA Board of Directors are bound by this legislation.</p> |
| <b>Declaration of pecuniary interest</b>              | <p><b>4.1 Board Members must publicly declare any direct or indirect pecuniary interests</b></p> <p>Under MCIA it is the responsibility of all Board Members to declare direct or indirect pecuniary interest when one exists or may exist.</p>   |
| <b>Withdrawal from direct involvement and comment</b> | <p><b>4.2 Board Members must withdraw from direct and indirect involvement and refrain from any comment on an issue which might influence the decision when a pecuniary interest exists</b></p> <p>Where a pecuniary interest exists, direct or indirect, Board Members are required to withdraw from all direct and indirect involvement and refrain from any comment on the subject matter.</p> |
| <b>Eligibility to vote</b>                            | <p><b>4.3 Board Members are not eligible to vote on the matter when a pecuniary interest exists</b></p> <p>When involved in a matter of pecuniary interest, Board Members are not allowed to participate in voting or discussion on the subject matter.</p>   |

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| <b>Attendance while matter being discussed</b>             | <p><b>4.4 Board Members shall not participate in any discussion held during a CVCA Board of Directors meeting when a matter in which they have declared a direct or indirect pecuniary interest is debated</b></p> <p>Board Members need not physically remove themselves from the Board of Directors table, but shall not participate in any discussion held during a portion of a Board of Directors meeting while a matter in which they have declared a pecuniary interest is being discussed.</p> |
| <b>Attendance while a confidential matter is discussed</b> | <p><b>4.5 Board Members shall temporarily leave a CVCA Board of Directors meeting if the matter is of a confidential nature and for which they have declared a direct or indirect pecuniary interest</b></p> <p>Board Members shall physically remove themselves from the room in which the Board of Directors is meeting when the meeting is not open to the public and the matter being discussed is one in which they have declared a pecuniary interest.</p>                                       |
| <b>Board Member may rejoin meeting</b>                     | <p><b>4.6 Board Members may rejoin a Board of Directors meeting once a matter for which they had direct or indirect pecuniary interest has been dealt with</b></p> <p>Once a matter in which a Board Member has identified a pecuniary interest has been discussed the Board Member shall be invited to rejoin the meeting in progress.</p>  |

**STAFF RELATIONS**

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| <b>General</b> | <p><b>5.0 Board Members will respect the role and function of CVCA employees</b></p> <p>Board Members may be elected municipal legislators who are duly appointed to the CVCA Board of Directors. CVCA employees are accountable to the Chief Administrative Officer (CAO) and are responsible for:</p> <ul style="list-style-type: none"><li>• Upholding applicable federal and provincial legislation, regulations, policies, and directives</li><li>• Implementing the formal decisions made by the Board of Directors</li><li>• Ensuring the efficient and effective operation of CVCA programs, projects, and services</li></ul> |
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| <b>Board Members not to influence Employees</b>                           | <b>5.1 Board Members shall acknowledge and respect the fact that CVCA employees work for the CVCA as a corporate body and are responsible for making recommendations that reflect their professional expertise and corporate objectives, without undue influence from any Board Member</b><br>In order to maintain their professional credibility, CVCA staff must be free of political influence when it comes to the administration of their duties. Board Members are therefore not allowed to try to exert any undue influence on the recommendations or decisions of CVCA employees. As such, Board Members may only give direction through formal directives or approved resolutions made at CVCA Board of Director meetings. |
| <b>Staff Responsible for Carrying out Direction of Board of Directors</b> | <b>5.2 Board Members shall respect the fact that CVCA employees carry out the directions of the Board of Directors as a whole and administer the policies of the CVCA</b><br>CVCA employees are required to carry out the formal directions of the Board of Directors and the CAO where such direction is not in contravention of any existing policy, legislation, regulation, Ministerial Order, legal judgement or resolution. Staff are not required to carry out any requests made by a Board Member that is not part of an official direction from the Board of Directors as reflected in the meeting minutes.  |
| <b>Board Members not to influence staff decisions for personal gain</b>   | <b>5.3 Board Members shall refrain from using their position to improperly influence employees in their duties or functions to gain an advantage for themselves or others</b><br>Board Members shall not attempt to exert any influence on staff in carrying out their professional duties or functions so as to gain any personal advantage or for the advantage of others.  |
| <b>Board Members to publicly support efforts of staff</b>                 | <b>5.4 Board Members shall refrain from publicly criticizing CVCA employees, in a way that casts or implies aspersions on their professional competence and credibility</b><br>CVCA staff are responsible for administering the policies, programs, projects, and services on behalf of the Board of Directors. This can not be done effectively without full public support of the Board of Directors.   |

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| <b>Staff involvement<br/>in political<br/>activities</b> | <b>5.5 Board Members shall not compel CVCA employees to engage in partisan political activities</b><br>CVCA staff must always appear to be objective and unbiased while carrying out their professional duties. As a result staff shall not become involved in any partisan political activities that would jeopardize these duties.   |
| <b>Legal Actions /<br/>Pending Actions</b>               | <b>5.6 Board Members are prohibited from bringing legal action, or be involved in a legal action, against the CVCA while duly appointed to the CVCA Board of Directors</b><br>Board Members must undertake their roles and duties unencumbered by any involvement in current or pending legal action(s) against the CVCA.  |
| <b>Conflict</b>  | <b>5.7 A Board Member shall weigh the merits of an issue and vote accordingly when they find themselves in a conflict between the CVC and their responsibilities to their respective organization</b><br>On occasion, there may be a clash between CVC's objectives and those of one or more other organizations. In these cases Board Members shall carefully weigh the arguments and vote (or abstain from voting) according to what they, as public officials, think is the best decision given the unique circumstances of each situation. |

**GIFTS AND BENEFITS**

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| <b>General</b>   | <b>6.0 Board Members may only accept gifts and benefits according to prescribed rules outlined in this Code of Conduct</b><br>To ensure impartial and transparent decision-making, Board Members may only accept gifts and benefits under certain conditions.  |
| <b>Perceived<br/>obligation or<br/>special<br/>consideration</b> | <b>6.1 Board Members shall not accept gifts that may be perceived to create any obligation or special consideration</b><br>Board Members shall not accept any gift, benefit, service, entertainment or hospitality which could be seen to compromise their decision on a matter or create any obligation or special consideration by an individual, group or organization. |

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| <b>Gifts through protocol or social obligation</b> | <b>6.2 Board Members may only accept gifts that are received as part of normal protocol or social obligation</b><br>Board Members may only receive a gift, hospitality or entertainment that is received as an incident of protocol or social obligation that normally accompanies the responsibilities of being a member of the CVCA Board of Directors. For example, if a Board Member is asked to speak at a meeting or function as a representative of CVC, the Board Member may accept a gift given as a gesture of thanks for their time and effort. In these cases, there would be no perceived obligation or special consideration being placed on the Board Member. |
| <b>Gifts received not in keeping with policy</b>   | <b>6.3 A Board Member who receives a gift while acting as a representative of the CVC that does not meet the tests in 6.1 and 6.2 must submit the gift to the CAO for further consideration</b><br>When a Board Member receives a gift while acting as a representative of the CVC that does not meet the test in 6.1 or 6.2, the Board Member will forward the gift to the CAO. The CAO will: <ul style="list-style-type: none"><li>• direct the gift to a local charity</li><li>• log the gifts received</li><li>• send a letter of appreciation to the donor, where appropriate, advising their gift will benefit a local charity.</li></ul>                              |
| <b>Expense claims</b>                              | <b>6.4 Board Members are required to submit written expense claims with the necessary accompanying documentation</b><br>Board Members may claim expenses normally incurred in the conduct of their responsibilities at events which are supported by the CVCA Board of Directors upon submission of acceptable expense receipts.   |

**COMMUNICATIONS AND MEDIA RELATIONS**

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| <b>General</b> | <b>7.0 Members of the Board of Directors are expected to represent the CVCA in a fair and balanced manner</b><br>Board Members both represent and are ambassadors for the CVCA. They are expected to portray the corporation in a positive and professional manner. |
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<b>Respect for Decision-Making Process</b>	<b>7.1 Board Members shall show respect for the decision-making process of the Board of Directors</b> Information concerning the adoption of policies, procedures and decisions of the CVCA Board of Directors shall be conveyed openly and accurately.
<b>Accurate Representation of Board Decisions</b>	<b>7.2 Board Members shall accurately communicate the decisions of the Board of Directors even if they disagree with the decision</b> Board Members are expected to provide a fair and balanced account of the issues, the discussion surrounding them, and the reasons certain decisions were made.
<b>Confidential Information Released only with Board Approval</b>	<b>7.3 Confidential information may be communicated only when approved by the Board of Directors</b> Board Members are bound by the Municipal Freedom of Information and Protection of Privacy Act and therefore must not communicate any confidential information until the Board of Directors has approved its release.

**CORPORATE RESOURCES**

<b>General</b>	<b>8.0 Board Members may only use corporate resources for official CVCA business</b> Board Members may only use Corporate Resources for: <ul style="list-style-type: none"><li>• activities connected with the discharge of their official CVCA duties</li><li>• associated community activities having the sanction of the Board of Directors or any of its subcommittees</li></ul>
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**COMPLAINT PROCEDURE**

<b>General</b>	<b>9.0 Complainants may use two different complaint procedures to indicate concerns regarding perceived breaches of the policies of the Code of Conduct</b> The Code of Conduct provides for two complaint procedures: <ol style="list-style-type: none"><li>1. Informal Complaint Procedure</li><li>2. Formal Complaint Procedure</li></ol>
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**Informal  
Complaint  
Procedure**

**9.1 Informal Complaint Procedure is designed to provide an opportunity to immediately identify and address behaviours and activities which are considered to be in contravention of the Code of Conduct**

The Complainant shall:

1. Advise the Board Member that his/her behaviour or activity contravenes the Code of Conduct;
2. Request that the Board Member immediately discontinue the prohibited behaviour or activity;
3. Keep a written record of the incident including date, time, location, other persons present, and any other relevant information;
4. If applicable, advise the Board Member regarding his/her satisfaction with the response, or, if applicable; advise the Board Member of his/her dissatisfaction with the response; and,
5. Consider the need to pursue the matter in accordance with the formal complaint procedure outlined in Option B, or in accordance with an applicable judicial process.

An individual is encouraged to initially pursue the informal complaint procedure as a means of stopping and remedying a behaviour or activity that is prohibited by the Code. However, it is not a precondition or a prerequisite that the informal complaint procedure be initiated or completed prior to pursuing the formal complaint procedure as described in the Formal Complaint Procedure option.

**Formal  
Complaint  
Procedure**

**9.2 A Formal Complaint Procedure will be used in situations where the Informal Complaint Procedure does not result in a satisfactory resolution to the issue surrounding the Board Member(s) behaviour or activities in relation to the Code of Conduct or to stop a behaviour or activity that is prohibited by the Code of Conduct.**

The Complainant shall submit:

1. A completed signed form as provided by the CAO of CVCA;
2. The Complaint Review Request form shall be submitted to the CVCA CAO by mail or personal delivery.

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3. The Complaint Review Request shall be issued a file number by the CVCA CAO for tracking purposes. The number shall consist of the year the request was received followed by a consecutive number as assigned to complaint review requests for that year.
4. Upon receipt of a complete Complaint Review Request, the CVCA CAO shall prepare an information package that shall include the following:
  - a. The Complaint Review Request form;
  - b. A copy of the Code of Conduct;
  - c. Such other information or documentation that the CAO deems relevant.
5. A Special Committee made up of three (3) members of the Board of Directors not directly involved in the complaint shall be formed by the Chair to address the complaint. In the case where the Chair is involved in the complaint, one of the Vice-Chairs of the Board of Directors will form the Special Committee.
6. The members of the Special Committee will be selected, in alphabetical order by last name, from the full Board of Directors roster. If one or more of these Board Members cannot, or does not wish to be a member of the Special Committee, the next Board Member (alphabetically) will be appointed to the Special Committee. Subsequent Special Committees for this purpose will be selected similarly from the next three (3) members alphabetically.
7. The information package referred to above shall be forwarded to the Special Committee in hard copy format by courier or first class mail, whichever is deemed appropriate under the circumstances.
8. The CVCA CAO shall submit a report to the Board of Directors in open session at a regularly scheduled Board meeting advising that a complaint review request has been received, providing the following information:
  - a. Name of Alleged Offender
  - b. Name of Complainant
  - c. The provision of the Code allegedly contravened
  - d. Facts constituting the alleged contravention
  - e. File number of the request
  - f. Date of request

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9. The Special Committee shall meet within thirty (30) days of receipt of the information package and make written recommendations as to the appropriate measures to be taken by the Board of Directors and to be tabled in open session at the next regularly scheduled Board of Directors meeting.
10. The Board of Directors shall receive the recommendations from the Special Committee and make an official, recorded determination of the appropriate action(s) to be taken, if any.

**IMPLEMENTATION**

**General**

- 10.0 The CAO will develop an education/orientation program designed to inform Board Members of their roles and responsibilities with respect to the Code of Conduct**  
The CAO will ensure Board Members are made fully aware of the roles and responsibilities with respect to various applicable legislation and regulations as well as that contained in this Code of Conduct through an education/orientation program. Each Board Member is required to sign the Code of Conduct acknowledgement form.

**Education**

- 10.1 The CVCA CAO will ensure members of the Board of Directors are aware of their obligations and responsibilities under the Municipal Conflict of Interest legislation and the CVCA Code of Conduct Policy.**  
At the beginning of each term, and upon appointment of a new/replacement member of the Board of Directors, the CVCA CAO will provide each Member of the Board of Directors with:
1. a copy of this Code of Conduct policy;
  2. a copy of the Municipal Conflict of Interest legislation;
  3. an oral overview of the Board of Directors responsibilities under the legislation and the CVCA Code of Conduct as part of the orientation process; and
  4. an "Agreement to Adhere to the Code of Conduct" form (attached Appendix 1) to be signed by each member of the Board of Directors indicating that they have read, understood, and will abide by the Code of Conduct.

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**NON-COMPLIANCE**

**General**

**11.0 Failure to comply with these policies may result in one or more reprimands, actions, or sanctions**

A series of escalating reprimands, in the order listed below, may be undertaken where a majority vote of the members in attendance at the Board of Directors meeting where the report of the Special Committee is received and discussed:

1. Repayment or reimbursement of moneys received, where applicable.
2. Return of property or reimbursement of its value, where applicable
3. A request for an apology to the Board of Directors, the Complainant, or both
4. A verbal reprimand by the Board of Directors
5. A written reprimand by the Board of Directors
6. A written reprimand with copies sent from the Board of Directors to the Clerk of the Municipality for which the member is the representative
7. Suspension of the remuneration paid to the member of the Board of Directors for a period of up to 90 days
8. A written petition to the Council of the Member's Municipality to have the Member removed from the CVC Board of Directors

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**Appendix 1**

**Agreement to Adhere to the  
Credit Valley Conservation Authority  
Board of Directors Code of Conduct**

I, \_\_\_\_\_, as duly appointed to the Board of  
Directors for the Credit Valley Conservation Authority representing the Municipality(s) of  
\_\_\_\_\_

for the period of my appointment commencing \_\_\_\_\_(date)

do hereby agree to comply with the Code of Conduct.

**Board Member**

**Witness**

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Name (print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date