

# Corporate Policy & Procedure



**Policy Title: Civic Protocol**

**Policy Number: 06-02-01**

Section:	<b>Public Relations</b>	Subsection:	<b>Events</b>
Effective Date:	<b>March 28, 2018</b>	Last Review Date:	<b>October 2017</b>
Approved by:	<b>Council</b>	Owner Division/Contact:	<b>Communications Division Corporate Services Department</b>

## Policy Statement

City staff who organize City-hosted corporate events involving the Mayor or Members of Council shall observe the rules of protocol as outlined in this policy.

## Purpose

The purpose of this policy is to outline current procedures and provide direction to staff to ensure consistency of events, activities, programs and services that will enhance the image of the City of Mississauga. City events which have a significant profile will be executed according to the standards established by this policy.

## Scope

This policy applies to City-hosted events. For non-City-hosted events this policy is offered only as a guideline on acceptable protocol. Elected officials may request the planned protocol for an event from the organizer.

## Related Policies

Refer to the following Corporate Policies and Procedures for additional information on:

- Event categories and the roles and responsibilities of staff – Public Relations – Official City Openings/Events
- Flag etiquette and half-masting – Public Relations - Flag Protocol at City Facilities

## Definitions

For the purposes of this policy:

“Official City Openings/Events” are held in Mississauga and have a City-wide impact; are identified in a project work plan/charter and/or are endorsed by the Leadership Team and/or Council. An Official City Opening/Event includes an opening ceremony component, followed by the main public program. The ceremony must include:

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- An official invitation sent to the approved guest list using the City's official invitation template
- All or some of the following elements: agenda, speakers, plaque wording, speaking notes, ribbon cutting, plaque unveiling, etc.

"Protocol" means the official procedure or system of rules governing City-wide events and other official functions associated with the Mayor's office, such as diplomatic occasions.

### **Mayor's Attendance**

All requests for the Mayor's attendance at, or participation in, functions associated with the Mayor's office, must be submitted in writing to the Mayor's office. If the Mayor is not able to attend an Official City Opening/Event, the Mayor shall ask, with the permission of the event organizer, the Acting Mayor to attend in their place. If the Acting Mayor is unable to attend, the Mayor shall ask the councillor for the ward where the event is being held to attend. This process shall repeat until a councillor is able to attend as Acting Mayor. If no councillor is able to attend as Acting Mayor, the Mayor's Office will inform the event organizer accordingly.

When the Mayor attends a function that is of concern to the ward councillor, the councillor is also asked to attend. Mayor and Members of Council require a minimum of six weeks' notice for these events, when possible.

### **Visitors to Council**

The Mayor or Chair of the Committee in session may officially welcome persons or groups to Council. In addition, in the event that a group visits Council, the councillor representing the ward in which the group resides may also welcome them.

### **Consultations/Visits by Other Levels of Canadian Government**

Should the current Canadian Head of State, Prime Minister of Canada, Lieutenant Governor, Governor General and/or the Premier of Ontario request a visit or consultation with the Mayor, the Mayor's Office may advise the Members of Council and other City staff, as required (e.g. Security Services, senior management). The visiting delegation will be provided with this policy and requested to consult with the Mayor's Office if any modifications to the City's protocol are required.

Should the Canadian Head of State, Prime Minister of Canada, Lieutenant Governor, Governor General and/or Premier of Ontario attend an event, their placement and participation is controlled by protocol associated with the offices they hold. Staff from their respective offices will assist with proper arrangements and identify any special requirements.

### **Order of Precedence for Parades/Processions**

Elected officials appear in parades/processions in the following order:

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- Mayor or Acting Mayor
- Members of Council (appearing in order of the wards they represent)
- Regional Chair
- Federal government representative, and
- Provincial government representative

## City Events

### Speaking Order at Official City Openings/Events

The Mayor and Members of Council are hosts for Official City Openings/Events, with the councillor for the ward in which the property is located chairs the opening. All other councillors attending the event are recognized as special guests, as are other dignitaries in attendance. Elected officials speak before other speakers, in the following order:

- Mayor or Acting Mayor – brings greetings from the City (the Mayor may defer to the local ward councillor)
- Regional Chair
- Area MP, and
- Area MPP
- Other speaking guests (non-elected officials)

Note: Federal and Provincial Government representatives will only be invited to speak when there is a partnership/funding agreement in place. In this case no more than one federal representative and one provincial representative will speak at the event. In cases where there is no partnership/funding agreement in place the Mayor and/or ward councillor may choose to make an exception and invite the Federal and/or Provincial Government representative to speak.

### Ward-Specific Events

The ward councillor handles all aspects of ward-specific events and is the host and master of ceremonies and brings greetings from the City. Other speaking guests will follow the ward councillor. These events are less formal than Official City Events and the program agenda and invitees are at the discretion of the ward councillor. The Mayor and Members of Council and the Leadership Team may be invited guests.

### Traditional Events

Traditional events include the Mayor's Levee, Civic Recognition, Canada Day, Remembrance Day and Light-Up the Square. For City-hosted, City-wide events, the role of Master of Ceremonies (MC) is not fulfilled by the ward councillor.

## External Partner Events

The City or the external partner may be the lead host at external partner events. These events celebrate facility/site openings or promote programs which were constructed, developed or significantly funded through a partnership with an outside organization or government entity. Where the Mayor and Members of Council are hosts of partnership events, the Mayor will bring greetings from the City (the Mayor may defer greetings to the ward councillor). As the facility's or program's purpose is to serve the needs of the community, the applicable ward councillor may be the master of ceremonies for the event, depending on the event's City-wide impact. A representative of the partnership organization will then formally welcome the guests. Other speaking guests will follow the Mayor, councillor and partnership organization representative.

Partnership events where the City is not the host may follow City Protocol; however, the opening ceremony varies in accordance with the partnership agreement.

## Community Events

Community Events are funded by an external organization where the Mayor and Members of Council are invited guests. Generally, the Mayor brings greetings from the City (the Mayor may defer greetings to the ward councillor) and speaks immediately after the master of ceremonies' opening remarks and introductions, followed by the ward councillor, if applicable, and then other speaking guests. However, the program agenda is at the discretion of the community event organizer.

## Banquets

The Mayor, Acting Mayor or designated councillor is located at the head table and is called upon to bring greetings from the City of Mississauga.

When the Mayor, Acting Mayor or designated councillor is also the main speaker at the banquet, he/she is located in the centre of the head table adjacent to the podium location.

## Flags

Flags of Canada, Ontario and Mississauga are flown at all official functions weather and available space permitting. Viewers of the ceremonies will see the flag of Canada in the centre, Ontario on the left and Mississauga on the right.

## Chain of Office

The Mayor's Chain of Office is worn during Council meetings, official openings, parades, etc., as often as possible, at the discretion of the Mayor.

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## Security Protocol

Security for senior levels of government, including the current Canadian Head of State, Prime Minister of Canada, Lieutenant Governor, Governor General and/or the Premier of Ontario, attending an event at the City or whose visit will include a public-facing element (photo opportunity, brief address to the public) will be the primary responsibility of the visiting party.

Security Services, Corporate Services Department, will consult with the party's security detail to coordinate operational plans and ensure that all needs are met. Security Services will continue to perform their normal duties unless requested to do otherwise. Any significant impacts to stakeholder operations will be communicated by Security Services to the affected parties on an "as required" basis. Operational and informational security considerations will take precedence over informing stakeholders of potential impacts.

## Revision History

Reference	Description
1974 12 09; Resolution 43 1976 01 26	
2009 06 03	Housekeeping change to clarify last sentence
GOV-0012-2017	
GC-0754-2017 – 2017 12 13	
GC-0178-2018 – 2018 03 28	Revised to align with new policy Official City Openings/Events.