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**Date** November 14, 2023 **Report No.** 2023-382  
**To** Chair and Members  
Committee of the Whole - Planning and Administration  
**From** Joelle Daniels  
Commissioner of Corporate Services

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### 1.0 Type of Report

Consent Item   
Item For Consideration

### 2.0 Topic **Condolence Procedure [Financial Impact: \$1,500]**

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### 3.0 Recommendation

- A. THAT Report 2023-382 entitled “Condolence Procedure” BE RECEIVED;  
and
- B. THAT the necessary By-Law to repeal Corporate Policy-002 Memorial Donations/Tributes BE PRESENTED to Council for adoption

### 4.0 Executive Summary

Human Resources (HR) Department Staff is in the process of reviewing policies that fall within the HR procedure framework. The City’s current Memorial Donation Policy (Corporate-002) is outdated. Responsibility for coordinating memorial donations on behalf of the City is more appropriately a Human Resources Department rather than a Clerks Department function. A Condolence Procedure has been developed under the Working Environment pillar of the HR Procedure framework. The Condolence Procedure provides direction in the event of the death of a current employee or a retiree of the City of Brantford, an immediate family member of a current active employee or a contracted vendor.

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The implementation of the Condolence Procedure effective January 1, 2024 requires the Corporate-002 Memorial Donations/Tributes policy be repealed.

## 5.0 Purpose and Overview

The purpose of this report is to seek City Council's approval to repeal the current Memorial Donations Policy (Corporate-002) as it will be replaced with the new Condolence Procedure under the HR Procedure framework. The new Condolence Procedure demonstrates the City's compassion and empathy to employees who are impacted by the death of a colleague or loved one. The Human Resources Condolence Procedure establishes a process, which will guide City staff to provide support to employees during a difficult time of bereavement.

## 6.0 Background

In August 2020 City Council approved [Report 2020-145](#) that established the new Human Resources Overarching Policy Framework. The Human Resources Department has initiated a comprehensive policy review since that time. The current version of the Memorial Donations/Tributes Policy was last reviewed in 2010 as part of the Policy Consolidation project undertaken by the Clerks Department and was to be reviewed again in 2014. The City of Brantford engaged the services of Ward and Uptigrove ("the Consultant") to conduct a review of current Human Resources Policies and Procedures, recommend revisions and update current procedures while also proposing new procedures for City consideration. City Staff are currently working through the various HR Procedures for implementation in the new framework.

## 7.0 Corporate Policy Context

City Council's 2023-2026 Strategic Theme One (1):

- Develop strategies to build trust amongst Council, while evolving the corporate culture.
- The Condolence Procedure falls under the Human Resources-019 Work Environment Policy.

## 8.0 Input From Other Sources

Input for the Condolence Procedure was gathered through various sources; including the Consultant, City's Senior Leadership Team, Communications,

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Legal and Community Engagement & Customer Service Department staff as well as staff from the Human Resources Department. In addition, Human Resources conducted research with other comparator municipalities on best practices regarding employee condolence procedures and allotment amounts for donations.

## **9.0 Analysis**

Based on the Consultant review, and input from other sources outlined above, several amendments and additions are being included in the new Condolence Procedure (attached as Appendix A for information purposes).

In the past there was no consistent process for condolence notification or memorial donations, which has caused confusion among staff. The new Condolence Procedure reflects our current corporate environment and also ensures expressions of sympathy are made within a timely manner when City Staff are affected by the passing of a family member, a retiree or a contracted vendor. Staff from the Communications Department will assist Department Management with appropriate messaging for the circumstance given the difficult and sensitive nature associated with condolences. In addition, as outlined in the Condolence Procedure, Human Resources staff will arrange to make a donation on behalf of the City. Staff are recommending the donation amount increase from \$50 to \$100, which is consistent with many municipalities. The Condolence Procedure now provides a clear and consistent outline to staff of the proper process to follow to ensure expressions of sympathy are extended to staff during a difficult time.

## **10.0 Financial Implications**

The financial implications are to increase the memorial donation amount from \$50.00 to \$100.00. The Memorial Tributes account of \$1,000 (approximately 20 donations per year) was in the CAO's/Mayor's Office budget and expenditures were coordinated through the Clerk's Department. The 2024 budget submission will reflect the transfer of this account to the Human Resources Department at an additional \$1500 (approximately 25 donations per year).

## **11.0 Climate and Environmental Implications**

There are no environmental implications associated with this report or the recommended changes to the Condolence Procedure.

## **12.0 Conclusion**

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Corporate-002 Memorial Donations Policy should be repealed as it is being replaced with the Condolence Procedure. The Condolence Procedure will provide direction to staff to support employees who are impacted by the death of a colleague or loved one.



Joelle Daniels,  
Commissioner of Corporate Services

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Attachments (if applicable)

Appendix A – Condolence Procedure

Copy to:

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required  yes  no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk  yes  no

Is the necessary by-law or agreement being sent concurrently to Council?  yes  no