



# Hastings Highlands

Beautiful By Nature

## So You Want to Appear Before Council as a Delegation - Here is What You Need to Know

### ***How do I get on a Council agenda?***

You must submit your request to appear before Council in writing by 4pm on the Monday preceding the week of the Council Meeting (Nine days prior to the Council meeting you would like to appear on) along with any documentation or speaking notes for inclusion in the distributed Council agenda. (If the Monday is a statutory holiday, then the deadline is the previous Friday, by 4:00 p.m.)

The request is to be directed to the Municipal Clerk at the Municipal office.

[clerk@hastingshighlands.ca](mailto:clerk@hastingshighlands.ca)

If you are placed on the agenda, you will be contacted to confirm a meeting date to appear. If your request is received after the deadline or if there are already two (2) delegations or presentations scheduled, your request will be placed on the next regular Council agenda.

### ***When I submit my request, what do I need to include?***

You need to fill out the form titled *Delegation Request Form* available on our website at [www.hastingshighlands.ca](http://www.hastingshighlands.ca) found under *Municipal Services > Council > Communicating with Council and Committees*.

Please fill in your name, the reason you wish to attend and any background information along with contact information. If your submission is vague, you will be contacted for clarification. If you do not provide sufficient information or refuse to disclose the reason for your delegation you will not be permitted to appear as a delegation.

Any printed material or your script for reading to Council must be included in the Council Agenda package, which you will submit before the deadline.

No printed material may be distributed by delegates in the Chambers.

### ***My issue is urgent, why can't I be put on the agenda tomorrow?***

The Procedure Bylaw 2024-001 requires this notice period. Council also needs to know what your reasons for attending are and staff need to be provided with time to generate background information. To meet the requirements for accountability and openness, sufficient notice needs to be provided so that members of the public are aware of what will be discussed at the meeting.

***Who is in charge at the meeting and who will be there?***

The Council meeting is an open meeting, and any members of the public are welcome to listen to the meeting live-streamed on our YouTube channel. You will be making your delegation to Council, which is composed of the Mayor, Deputy Mayor and Five (5) Council members. Senior staff members may also be in attendance along with the CAO and Municipal Clerk. All comments are to be directed to the Mayor who is the head of Council. The Mayor has control of the meeting and if comments are made which are rude, insulting or grossly inappropriate you will be requested to cease this behaviour. If this behaviour continues, you will be requested to leave the teleconference.

***How many speakers at a time?***

Delegations are limited to two (2) speakers and only those persons listed on the Agenda will be permitted to speak.

***How long can I speak for?***

Delegations are limited to ten (10) minutes inclusive of both speakers in your group. Please provide the material in advance to the Municipal Clerk.  
[clerk@hastingshighlands.ca](mailto:clerk@hastingshighlands.ca) This will be placed in the Council meeting agenda.

***Can a group attend as a delegation?***

Your group can request to attend as a delegation, but only two (2) members are permitted to speak to the issue. The ten (10) minute limit applies to groups as well as individuals.

***I have a short video on my group that I want to show, can it be presented?***

You are permitted to show a video or provide a slide presentation as long as it does not exceed the time limits on delegations. Please note this in your request form. You will be required to submit your presentation electronically in advance of the meeting.

***Where do I present from?***

Please present from the podium in Council Chambers. Electronic delegations and petitions are permitted. Please contact the Clerk for further information.

***Is your issue a Customer Service Request? Or a Complaint? If so, Hastings Highlands has a process before your issue would come to Council.***

A Customer Service Requests (CSR) can be submitted for a specific service (pothole, downed tree, bylaw infraction etc.) and can be submitted in-person, by phone, email or on the Municipality's website <https://form.foreaction.cloud/submit/hastings-highlands>

A Customer Service Request does not come to Council for a delegation.

Where resolution cannot be achieved, a *Complaint Form* shall be submitted and will be processed in accordance with the Municipality's Handling of Corporate Complaints Policy.

**It shall be understood that a complainant cannot seek a remedy by calling a Council member(s).**

***What if I am denied a delegation?***

Requests for Delegation who have previously addressed Council on a topic already dealt with or have been deemed a decided topic shall not be granted, unless they can prove that they have new information not previously presented to Council.

***I am really upset about my issue and want Council to answer my questions and resolve the issue on the spot. Will this happen at the meeting?***

The purpose of the delegation is to provide **information to Council**. Council will look into your matter and may ask staff to bring back a report so that they can make an informed decision.

***I presented my issue at Council, but I would like to come back again on the same issue. Is this a problem?***

You cannot come back to Council to speak on the same issue within the council term.

Please direct questions to the Municipal Clerk's office at 613 338-2811 ext. 277 or via [clerk@hastingshighlands.ca](mailto:clerk@hastingshighlands.ca)