



# Clear Hills County

Effective Date: <b>March 25, 2003</b>	Policy Number: <b>1216</b>
Title: <b>COMMUNICATIONS GOALS</b>	

## 1. Policy Statement

1.1. Clear Hills County will establish goals and targets for communications undertaken by Council and the administration.

## 2. Communications Goals and Targets

2.1. The Chief Administrative Officer shall provide procedures, systems and budget requests necessary to support the communications goals and targets established by this policy.

2.2. Council provides the following communications goals and targets:

## 3. Ensure that Council decisions are conveyed quickly and accurately to the public and the administration.

3.1 That the unratified minutes of Council, Council committee and Agricultural Service Board meetings will be made available to Council members, management, staff and the public within 48 hours of the meeting.

3.2 That the Reeve will be the contact for all questions from the media, and the Chief Administrative Officer will be the source of background information to the media.

## 4. Ensure that Council decisions are acted on quickly by the appropriate committee, board, outside agency or staff.

4.3. The Chief Administrative Officer will ensure that the Senior Management Team is briefed on Council decisions prior to 12 Noon on the next working day after a Regular or Special Council meeting.

4.4. The Directors will ensure that department staff are briefed on Council decisions prior to noon on the second day after a Regular or Special Council meeting.

4.5. Letters advising committees (other than Council committees), boards or outside agencies of a decision of Council shall be prepared for the signature of the Reeve, or in their absence the Deputy Reeve, within 3 days of the Regular or Special Council meeting.

4.6. The Chief Administrative Officer shall delegate to staff the preparation, with appropriate deadlines, of requested reports for Council committees to support a decision or direction of Council.

**5. Ensure that the public is advised of Council's goals, priorities, and budgets, given opportunities to provide input to those decisions, and be advised of the status of those goals, priorities and budgets.**

- 5.1 Following the development of the draft goals and priorities of Council in the fall of each year, the Chief Administrative Officer shall facilitate one or more Public Information Meetings to obtain input on the:
- 5.1.1 status of the current years budget and projects,
  - 5.1.2 draft goals and priorities of Council,
  - 5.1.3 administration proposed changes in mill rates,
  - 5.1.4 administration proposed changes in service levels in the following years budget, and
  - 5.1.5 administration proposed priorities on projects for the following year and future years.
- 5.2 To publish a summary of the annual financial statement and the auditor's report prior to May 1 in each year through an insert in the Fairview Post or by a special newsletter delivered to each postal address within Clear Hills County.
- 5.3 To hold one or more Public Information Meetings, facilitated by the Chief Administrative Officer, in May or June of each year to:
- 5.3.1 review a summary of the annual financial statement,
  - 5.3.2 review essential elements of the auditor's report,
  - 5.3.3 review the current year approved budget and any resulting changes in levels of service, and
  - 5.3.4 review status of approved projects for the current year and future years.

**6 Ensure that inquiries and correspondence are responded to promptly.**

- 6.1 Ensure that all telephone calls are answered by the 4<sup>th</sup> ring and that appropriate telephone conduct procedures are in place.
- 6.2 Provide telephone and fax systems that give priority to incoming calls.
- 6.3 Ensure that all correspondence requiring a response is responded to or acknowledged within 5 working days, except where the correspondence requests a Council decision.
- 6.4 The Chief Administrative Officer shall provide a communications record system that provides:
- 6.4.1 a record of complaints or comments received,
  - 6.4.2 monitoring of the promptness and completeness of responses to complaints or comments, and

6.4.3 regular reports to Council, on the numbers of complaints and comments received, analysis by subject, and reporting on trends.

**7 Ensure that information provided to Council is timely and complete.**

7.1 All reports to Council, Council committees, Municipal Planning Commission and the Agricultural Services Board shall include a 'Request for Decision' (RFD) cover page which shall include information on background, proposal, discussion, options, benefits, disadvantages, costs and source of funding as applicable, plus recommended action from the administration in the form of a resolution. All RFDs shall be reviewed and initialled by the Chief Administrative Officer to indicate his/her support of the recommended action.

7.2 For essential services a same day reporting system (reporting where approved standards of service are not being achieved) shall be provided, to immediately alert all members of Council of significant issues. Essential services include water supply and distribution services, sewage collection and treatment services, and snow and ice control services.

**8. End of Policy**

ADOPTED

Resolution# C187-03

Date: March 25, 2003

AMENDED

Resolution# C876-03

Date: November 25, 2003

AMENDED

Resolution #C213(04/10/07)

Date: April 10, 2007