



**TOWN OF BLACKFALDS
REGULAR COUNCIL MEETING
REQUEST FOR DECISION**

MEETING DATE: June 22, 2021
PREPARED BY: Myron Thompson, CAO
SUBJECT: Office Hours Policy Update

BACKGROUND:

Administration is in the process of examining and bringing up to date its policies. The Office Hours Policy was last revised in 2011 and therefore there have been minor changes made to update it. This Policy was reviewed at the Standing Committee Meeting on June 14 with no recommended changes.

DISCUSSION:

The Office Hours Policy was created in order to be accountable to the public, by setting consistent hours (8:30 a.m. – 4:30 p.m.) in which the Civic Centre will operate and provide services. It also notes the exceptions such as weekends, statutory holidays, and additional holidays such as Easter Monday and Christmas Eve. The Policy outlines that changes to normal operating hours will only be given with permission of the CAO and should not be less than 24 hours.

ADMINISTRATIVE RECOMMENDATION:

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| <ol style="list-style-type: none">1. That Council accept the recommendation of Standing Committee of Council in the approval of Office Hours Policy 153.21 as presented. |
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ALTERNATIVES

- a) That Council refers this item back to Administration for further information.

Attachments:

- 153.21 Office Hours Policy
- 2011 Office Hours Policy

Approvals:



CAO Myron Thompson

<p>Policy No.: 153.21</p> <p>Policy Title: Office Hours Policy</p> <p>Department: Administration</p> <p>Effective Date:</p> <p>Revised: June 2021 June 8, 2011</p> <p>Supersedes Policy/Bylaw: 2011 Office Hours Policy</p> <p>Review Date: June 2024</p>	<p>Council Approval:</p> <p>Resolution No.</p> <p>Date:</p>
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Policy Statement

Municipal office hours at the Civic Centre are 8:30 a.m. to 4:30 p.m. for service to the public at large.

1. Reason for Policy

1.1 To be accountable to residents in setting and offering consistent hours by which the Civic Centre will operate and provide services.

2. Responsibilities

2.1 Municipal Council to:

2.1.1 Approve by resolution this policy, procedure and any amendments.

2.2 Chief Administrative Officer to:

2.2.1 Implement this policy and approve procedures.

2.2.2 Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.

3. End of Policy

PROCEDURE

Policy No.: 153.21 Policy Title: Office Hours Policy Department: Administration	
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1. General Specifications

1.1 The front doors of the Civic Centre will be unlocked and reception services available at 8:30 a.m. weekday mornings and will close at 4:30 p.m.

2. Exceptions

2.1 The following are exceptions to the regular operating hours:

2.1.1 The Civic Centre will be open on weekdays as noted above with the exception of days deemed a statutory holiday.

2.1.2 On Easter Monday and Christmas Eve the Civic Centre will also be closed.

3. Changes to Operating Hours

3.1 Changes to operating hours may occur in special circumstances and will be subject to the following requirements:

3.1.1 Changes to the normal operational hours must be posted and advertised with as much advance notice as is possible and should not be less than 24 hours.

3.1.2 Changes to the normal operational hours must be authorized by the Chief Administrative Officer or their designate.

4. End of Procedure

Approval

Chief Administrative Officer

Date



Town of Blackfalds Municipal Policy Handbook

Policy Name: Office Hours

Date of Approval by Council: February 22, 1994

Resolution No.: 211/11

Last Review Date: June 28, 2011

Next Review Date: As Needed

Special Notes:

Policy Statement:

Municipal Office Hours are 8:30 a.m. to 4:30 p.m. for service to the public at large commencing April 1, 1994.

General Specifications:

The front doors of the municipal office will be unlocked and the reception services available at 8:30 am weekday mornings, excepting those days that are deemed a statutory holiday and will close at 4:30 pm.

Changes to the normal offices hours must be authorized by the Chief Administrative Officer or their designate.

Any changes to the normal operational hours must be posted and advertised with as much advance notice as is possible and should not be less than 24 hrs.

APPROVED BY:

Mayor Melodie Stol

Acting CAO Sean Barnes