

**ACCESS TO
INFORMATION**

500

Town of Olds

POLICY STATEMENT

Title: Communication Response	Policy No: 501
Authority: Council	Supersedes: n/a
Approval: Motion 99-476 August 23, 1999	Effective Date: August 23, 1999
Amendment: Motion 03-13 January 13, 2003	January 13, 2003
Policy Statement: Council of the Town of Olds recognizes the importance of communications to an effective organization. The Town of Olds will ensure that communications received from the public, other organizations and staff are handled promptly and appropriately. Council will provide direction on communication standards to be maintained through a Council approved Communication Response Strategy.	
Purpose: To provide for standards on the response to communications for the public, other organizations and staff.	

Communication Response Strategy

GOAL NO. 1

To ensure that Council decisions are conveyed quickly and accurately to the public and administration.

Strategy:

- (a) All minutes of Council regular and special meetings will be available for circulation or access to Council members, the public and all staff as an "unconfirmed" copy within 24 hours of the meeting.
- (b) All minutes of committees to which Council appoints members shall be received by the CAO as an "unconfirmed" copy within five (5) working days of the committee meeting.
- (c) The Internet shall be the primary method of providing access for the public to minutes, policies, procedures and public Town documents.

GOAL NO. 2

To ensure that all Council decisions are acted on quickly by appropriate staff.

Strategy:

- (a) The CAO will ensure that department heads are briefed by 10:30 a.m. of the day following a Council meeting.
- (b) All department heads will brief their staff as to necessary actions prior to 10:00 a.m. of the second day following a Council meeting.
- (c) The CAO will provide appropriate systems to designate those staff responsible to follow up Council decisions and to monitor progress.

GOAL NO. 3

To ensure that the public is advised of Council's key issues and its status on these issues.

Strategy:

- (a) The CAO will ensure that a newsletter, which highlights key issues, is prepared and circulated with utility bills.
- (b) The Mayor will author a regular column in the local papers to address the direction being taken by Council.
- (c) The CAO will publicize the dates, location and purpose of all Town of Olds meetings.

GOAL NO. 4

To enable the public to be involved in the development of community priorities.

Strategy:

- (a) Council will hold a community "issues planning session" every year, preferably with the first within three months of any general municipal election.
- (b) Council will publish the results of these sessions and seek wider public feedback.
- (c) Community focus group sessions hosted by a Public Advisory Committee will be held to address specific issues identified by Council. Participation will be sought from a cross-section of the community most impacted by the issue.
- (d) Ensure the appropriate use of the "public advisory committee" process.

GOAL NO. 5

To respond to all citizen enquiries and staff communications promptly and sensitively according to current policy.

Strategy:

(a) The CAO will ensure that:

- (i) All telephone calls are answered before the 4th ring.
- (ii) All calls are referred to the appropriate department or person for response, and ensure that each telephone message is responded to by the next working day.
- (iii) All external and internal mail requiring a response is responded to by one or more of the following:
 - (1) a response in detail within seven (7) days,
 - (2) an acknowledgement letter immediately if a detailed response will take more than seven (7) days or if the letter is to be forwarded to a Council or committee agenda, or
 - (3) a response in detail the day following the Council or committee meeting if the letter was forwarded to a Council or committee agenda.
- (iv) All verbal requests are recorded, where necessary, and responded to by the same criteria as for mail.
- (v) All e-mail received requiring a response is before the end of the next working day and responded to by the same criteria as for mail.

(b) Ensure that all mail to the "Mayor", "Council", or the "Mayor and Council" is:

- (i) Immediately forwarded to the Mayor's office, the Council Reading File and the CAO
- (ii) Reviewed by the CAO to see if administrative analysis and report is required,
- (iii) Placed on the Council agenda "For Information" where it pertains to any matter of substance, policy or current concern, and
- (iv) Where the mail requires a response, is answered to by signature of the Mayor.

(c) Ensure that all mail marked "*Private*," "*Confidential*", etc. is forwarded unopened.

GOAL NO. 6

To provide communications that are recognizable as originating from the Town and also reinforce a positive image for the Town of Olds.

Strategy:

- (a) Ensure consistent and appropriate use of the Town of Olds logo.
- (b) Ensure a consistent and quality image is presented through all aspects of communications including advertising, brochures, correspondence and signage.

GOAL NO. 7

To ensure that all complaints received from citizens are dealt with promptly and appropriately.

Strategy:

- (a) The CAO will provide a system to record all complaints received and monitor that they are responded to appropriately.
- (b) Any complaint not resolved in 14 days will be referred to the CAO.
- (c) Any complaint that is not able to be resolved, shall under the direction of the CAO, be referred to Council for resolution.

GOAL NO. 8

To ensure that communications between departments and functions within the organization are timely and effective.

Strategy:

- (a) The CAO will provide a system of regular staff meetings accessible to all staff.
- (b) Designated notice boards will be provided in each building where staff are based and a system of ensuring the distribution, posting and removal of notices shall be provided.
- (c) Electronic access to policies, procedures, published Town documents and meeting minutes shall be provided.

Town of Olds

PROCEDURE

<p>Title: Communication Response</p> <p>Administrative Procedure: Request for Quality Service</p>	<p>Policy No: 501</p> <p>Procedure: 501-02</p> <p>Supersedes: n/a</p>
<p>Authority: Chief Administrative Officer</p> <p>Approval: March 27, 2006 Motion 06-146</p>	<p>Effective Date: Immediately</p>
<p>1.0 Policy Statement: The Town of Olds will ensure that communications received from the public, other organizations and staff, are handled promptly and appropriately.</p> <p>2.0 Purpose: In keeping with the Town of Olds Communication Response Strategy the following process has been developed to: document Quality Service Requests; to follow-up and to inventory Request for Quality Service for future reference.</p>	
<p>3.0 Procedure</p> <ol style="list-style-type: none"> 1) In the mail room located at the Town Office is a supply of Request for Quality Service forms. 2) Each Request for Quality Service Form is numbered. When taking from the Quality Service Stock, the beginning and ending numbers are to be recorded along with the name of the person who is receiving those numbered forms. 2) When a complaint is received: <ol style="list-style-type: none"> a) Fill-out the request form with as much detail as you can to sufficiently identify the quality service concern. b) Provide the White and Canary copy to the primary person the request is being referred to. c) When referring to more than one person (ie: Mayor; Director "X" etc) photocopy the form and distribute by providing a photocopy to those additional persons. d) Always send the Pink copy to the CAO's Office. The Pink copy will form the basis of the Request For Quality Service Form Inventory. 	<p><u>Responsibility:</u></p> <p>Supply Clerk</p> <p>All Employees</p> <p>CAO, Directors, Employees</p>

3) To complete a Request for Quality Service Form fill in:

- a) the 'ACTION TAKEN' portion of the form.
- b) the 'DATE'.
- c) the 'COMPLETED BY'.
- d) retain the CANARY copy for your records.
- e) send the WHITE copy to the CAO's Office.

4) The CAO will review the WHITE copy and when satisfied that the matter has been resolved to the standard of the Town of Olds Communication Response Strategy, the CAO shall initial the WHITE copy and direct the WHITE copy be filed with the PINK copy, creating the Request for Quality Service Inventory.

CAO & Council Assistant