

## POLICY #105C

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| <b>Policy Title:</b>          | <b>Communication and Response</b>                        |
| <b>Policy Number:</b>         | <b>105C</b>  |
| <b>Approval:</b>              | <b>Town Council April 14, 2025, <u>Motion 25-114</u></b> |
| <b>Review Date:</b>           | <b>March 2025</b>  |
| <b>Review Date:</b>           | <b>September 14, 2020, <u>Motion 20-329</u></b>          |
| <b>Review Date:</b>           | <b>May 23, 2017, <u>Motion 17-222</u></b>                |
| <b>Review Date:</b>           | <b>February 22, 2016, <u>Motion 16-78</u></b>            |
| <b>Approved Date:</b>         | <b>June 25, 2012, <u>Motion 12-181</u></b>               |
| <b>Supersedes Policy No.:</b> | <b>New</b>   |

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### Policy Statement:

The Town of Olds is committed to responding to public inquiries promptly, ensuring excellent customer service and upholding professional business practices.

**Purpose:** To provide standards on the response to communications for the public, other organizations, and employees.

### Standards:

All communication must comply with the Town of Olds Brand Standards. This allows for a consistent visual identity through all aspects of communications.

Public response requirements set by federal and provincial legislation, Town of Olds bylaw or specific policy, take precedence over the standards provided within this policy.

1. Inquiries must meet the following criteria to receive a response:
  - a. Be legible and understandable;
  - b. Be signed by at least one person (or provided a printed name) and address; and
  - c. Not be libelous, slanderous or defamatory.
  - d. Not spam or a sales inquiry
2. General inquiries (letter, phone, email) must be acknowledged by the applicable department, within three business day of the date received.
3. All requests for service or reporting of issues shall be directed to the Town's 'Report A Problem' system, instead of communicated by staff or elected officials.
4. Due to the complexity of timeliness of an inquiry, it may not always be possible to provide all the information requested within the required timeframes. In these circumstances, an acknowledgement of receipt of the inquiry shall be provided (generally via email), within the timelines set by this policy and should include an explanation as to how and when the Town will be responding to the original inquiry.

5. A response to be answered by the Mayor, CAO or designate, shall be completed within five business days, whenever possible..

**Council Decisions:**

6. Council decisions, key issues and status, shall be conveyed quickly and accurately to the public and town employees.
  - a) The Town's website shall be the primary method of providing access for the public to Town of Olds documents.
  - b) Council meeting highlights are to be released within three days of the meeting.
  - c) Council meeting minutes are to be available for circulation or access within seven days of the meeting.