

Logo

Community Government Name

#	Policy Title
GA - 001	Administration in Lieu of a Policy
GA – 002	Customer Service
GA – 003	Inventory Control/Insurances
GA – 004	Long Distance Phone Calls
GA – 005	Mail Handling
GA – 006	Office Machines
GA – 007	Records Management
GA – 008	Staff Use of Vehicles
GA – 009	Media Relations

Section/Number: Governance – 001	Approval Date: (DD/MM/YY)
Subject: Administration in Lieu of a Policy	Amendment Dates:
<p>Policy</p> <p>The Mayor or Senior Administrative Officer (SAO) is authorized to act in accordance with best practices and the best interests of the Community Government in cases where a policy is not in place.</p>	
<p>Definitions</p> <p>N/A</p>	
<p>Guidelines</p> <ol style="list-style-type: none"><li>1. The Mayor or SAO is authorized to act where immediate action is required and/or there is no policy in place.</li><li>2. In taking action, the Mayor or SAO will use as a guide the following:<ol style="list-style-type: none"><li>2.1. The action is legal</li><li>2.2. The action is in keeping with Council beliefs and standards</li><li>2.3. In the opinion of the Mayor or SAO, the action reflects the best-established managerial practice appropriate to the given situation</li><li>2.4. In the opinion of the Mayor or SAO, the action appears to be in the best interests of the Community Government.</li></ol></li><li>3. The Mayor or SAO will advise Council as soon as possible after the action is taken if appropriate.</li></ol>	
<p>Attachments</p> <p>N/A</p>	
<p>References</p> <p>N/A</p>	

Section/Number: General Administration - 002	Approval Date: (DD/MM/YY)
Subject: Customer Service	Amendment Dates:
<b>Policy</b>  The Community Government is dedicated to providing professional and courteous customer service to residents, clients, suppliers and others.	
<b>Definitions</b>  N/A	
<b>Guidelines</b>  <ol style="list-style-type: none"><li>1. The Community Government is committed to providing excellent customer service.</li><li>2. In all dealings with customers or suppliers, employees are expected to behave in a professional, courteous and respectful fashion.</li><li>3. Employees are expected to provide professional and respectful in-person services.</li><li>4. Employees are expected to adhere to the following guidelines when dealing with clients on the telephone:<ol style="list-style-type: none"><li>4.1. Do not put customers or suppliers on hold for an extended period of time</li><li>4.2. Whenever possible, answer customer questions rather than transferring them to other individuals</li><li>4.3. Return all phone calls within twenty-four hours, whenever possible.</li></ol></li></ol>	
<b>Attachments</b>  N/A	
<b>References</b>  N/A	

Section/Number: General Administration - 003	Approval Date: (DD/MM/YY)
Subject: Inventory Control/Insurances	Amendment Dates:
<p>Policy</p> <p>An inventory of all property owned by the Community Government, including but not limited to real estate, buildings, vehicles and mobile equipment, other equipment, furniture, material and supplies, will be maintained by the Designated Employee.</p> <p>All property will be covered by the appropriate insurance.</p>	
<p>Definitions</p> <p>The Delegated Employee is the employee responsible for maintaining and updating the inventory and ensuring appropriate insurances are maintained, updated and renewed.</p>	
<p>Guidelines</p> <ol style="list-style-type: none"> <li>1. All real estate, buildings, vehicles and mobile equipment, other equipment, furniture, materials and supplies and other property belonging to the Community Government are to be used solely for the completion of Community Government business.</li> <li>2. The Designated Employee will ensure that each Manager maintains a current and accurate inventory of property, equipment and other items within their area.</li> <li>3. The Designated Employee will maintain a list of all property, equipment and other items and other items within the Community Government.</li> <li>4. Managers are responsible for adding acquired items to the inventory list for their area.</li> <li>5. Managers are responsible for deleting items from the inventory list for their area that are sold, discarded or transferred to other areas</li> <li>6. The Designated Employee will update the inventory list at least once each fiscal year</li> <li>7. Any Damage to, malfunction of, or other problem with property or equipment owned by the Community Government will be noted on the Inventory Control List and reported to the Senior Administrative Officer (SAO).</li> </ol>	

- |  |
|--|
| <p>8. The Designated Employee will update and renew a general insurance policy with coverage for all Community Government property and equipment.</p> <p>8.1. The general insurance policy must include damage, theft and personal liability insurance.</p> <p>9. The Designated Employee will update and renew vehicle insurance covering all Community Government owned vehicles and mobile equipment.</p> |
| Attachments  |
| N/A  |
| References   |
| N/A  |

Section/Number: General Administration - 004	Approval Date: (DD/MM/YY)
Subject: Long Distance Telephone Calls	Amendment Dates:
<p>Policy</p> <p>Long distance telephone calls are only to be made in completion of Community Government business.</p>	
<p>Definitions</p> <p>N/A</p>	
<p>Guidelines</p> <ol style="list-style-type: none"><li>1. Employees are only to make or receive long distance telephone calls for Community Government related business.</li><li>2. When deemed necessary by the Senior Administrative Officer, employees will be provided with a long distance calling card number and all long distance telephone calls made by the employee from a third number will be charged to the card.</li><li>3. Long distance telephone calls of a personal nature must not be charged to the Community Government.</li></ol>	
<p>Attachments</p> <p>N/A</p>	
<p>References</p> <p>N/A</p>	

Section/Number: General Administration - 005	Approval Date: (DD/MM/YY)
Subject: Mail Handling	Amendment Dates:
<p>Policy</p> <p>The Administrative Assistant is responsible for administering all incoming and outgoing mail on behalf of the Community Government.</p>	
<p>Definitions</p> <p>N/A</p>	
<p>Guidelines</p> <ol style="list-style-type: none"><li>1. The Administrative Assistant is responsible for receiving, entering and distributing all mail received including mail for Council, Committees and Administration.</li><li>2. The Administrative Assistant will receive, open, date stamp and log in all incoming mail including mail for Council, Committees and Administration.</li><li>3. Items marked personal and confidential will not be opened<ol style="list-style-type: none"><li>3.1. The Secretary will date stamp the envelope and forward the item to the individual.</li></ol></li><li>4. Each item will be forwarded to the appropriate individual</li><li>5. A copy of specified items will be maintained on file as appropriate.</li><li>6. Copies of all outgoing mail must be provided to the Secretary for filing.</li></ol>	
<p>Attachments</p> <p>N/A</p>	
<p>References</p> <p>N/A</p>	

Section/Number: General Administration - 006	Approval Date: (DD/MM/YY)
Subject: Office Equipment	Amendment Dates:
<b>Policy</b>  The Administrative Assistant is responsible for the maintenance and operation of all office equipment including computers, fax machines, photocopiers and telecommunications equipment.	
<b>Definitions</b>  N/A	
<b>Guidelines</b>  <ol style="list-style-type: none"><li>1. The Administrative Assistant is responsible for the maintenance for all general office equipment including computers, fax machines, photocopiers and telecommunications equipment.</li><li>2. All problems associated with general office equipment must be reported to the Administrative Assistant.</li><li>3. The Administrative Assistant will arrange for repairs to the office equipment and/or order new equipment with the proper authorization.</li></ol>	
<b>Attachments</b>  N/A	
<b>References</b>  N/A	

Section/Number: General Administration - 007	Approval Date: (DD/MM/YY)
Subject: Records Management	Amendment Dates:
<p>Policy</p> <p>The Community Government will ensure that records are maintained in a secure and confidential manner as appropriate.</p>	
<p>Definitions</p> <p>N/A</p>	
<p>Guidelines</p> <ol style="list-style-type: none"> <li>1. The Community Government is legally and ethically responsible for all related records including employee, financial, operational and contractor information.</li> <li>2. A file management system will be established and regularly maintained.</li> <li>3. A review of the overall management of the system must be conducted at least every three years.</li> <li>4. The original copies of records will be retained in the Community Government Administrative Offices.             <ol style="list-style-type: none"> <li>4.1. Personnel Files will be maintained in a locked and secure filing cabinet under the care and control of the Employee Designated for Personnel Files.</li> </ol> </li> <li>5. The Community Government will retain payroll records for seven years after an Employee's last date of employment or the time period dictated by the Income Tax Act, whichever is greater.</li> <li>6. The Community Government will retain financial records for eight years.</li> <li>7. The Community Government will permanently retain administrative records such as Council minutes, incorporation documents, policies and procedures, personnel files, audited financial statements, and statistical reports.</li> <li>8. Items which should NOT be retained in a filing system include:             <ol style="list-style-type: none"> <li>8.1. Drafts.</li> <li>8.2. Presentation materials.</li> <li>8.3. Extra copies of documents (keep only originals/clean copy in files).</li> <li>8.4. Photocopied material from journals, publications or Internet.</li> </ol> </li> </ol>	

<p>8.5. Federal resource materials.</p> <p>8.6. Guidelines or information newsletters.</p> <p>8.7. Information from other jurisdictions/associations, etc.</p> <p>8.8. Information of interest (e.g. keep relevant information in a working file for program area).</p> <p>9. All employee, financial, and administrative records are confidential and must be stored securely on-site.</p> <p>10. All records must be stored in a secure, locked area.</p> <p>11. All stored information must be contained in a secure area in boxes or cabinets labeled with contents, storage date and particulars related to destruction (if appropriate).</p> <p>12. All permanent files must be marked "DO NOT DESTROY".</p> <p>13. Only employees requiring the information to perform his/her duties will have access to confidential records.</p> <p>14. Only the Senior Administrative Officer (SAO) can authorize the removal or destruction of records in accordance with current legislation.</p> <p>15. File destruction must be conducted in a manner which will render the files destroyed beyond recognition.</p> <p>16. When dealing with issues related to access to information, the SAO must refer to any relevant applicable Access to Information and Privacy Act (ATIP) for guidance.</p>
<p>Attachments</p> <p>N/A</p>
<p>References</p> <p>Access to Information and Privacy Act</p> <p>Cities, Towns and Villages Act</p> <p>Income Tax Act</p>

Section/Number: General Administration - 008	Approval Date: (DD/MM/YY)
Subject: Use of Community Government Vehicles	Amendment Dates:
<p>Policy</p> <p>Community Government Vehicles must only be used by authorized Community Government employees or other authorized persons for Community Government business.</p> <p>All vehicle operators must have a valid driver's license or operator's certificate appropriate to the class or type of vehicle.</p> <p>All vehicle operators must be eligible to be covered by the Community Government's insurance policy.</p>	
<p>Definitions</p> <p>N/A</p>	
<p>Guidelines</p> <ol style="list-style-type: none"> <li>1. The Senior Administrative Officer (SAO) will maintain a list of persons who are eligible to drive a Community Government vehicle and/or operate Community Government mobile equipment.</li> <li>2. All drivers/operators must have a valid driver's licenses and/or operator's certificate appropriate to the class or type of vehicle.</li> <li>3. All drivers/operators must submit a driver's abstract demonstrating that they have a valid and current driver's license and are legally eligible to operate the vehicle.</li> <li>4. Only "On Call" vehicles are permitted to be used outside of the normal hours of work and these are as listed:             <ol style="list-style-type: none"> <li>4.1. Duty "On Call" Fire Vehicle</li> <li>4.2. Utilities Operations Vehicle</li> <li>4.3. Works Foreman Vehicle</li> <li>4.4. SAOs' Vehicle.</li> </ol> </li> <li>5. All other Community Government owned vehicles are available and insured to be driven by licensed and authorized Community Government staff and other authorized persons during normal working hours after which they must be parked at either the Public Works Garage or the Town Office.</li> <li>6. In certain circumstance, the SAO may authorize the use of Community Government vehicles outside of the normal hours of work.</li> </ol>	

Logo

Community Government Name

Attachments
N/A
References
N/A