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|  | Town Policies, Procedures, and Directives Policy |
| | Council Approved |
| | Council (CL) #1106 |
| | Approved November 20, 2018 |
| | Next Review Date November 20, 2021 |

1.0 POLICY STATEMENT

- 1.1 The Municipality will operate a standardized system of developing, recording, approving, distributing, and implementing Guiding Documents that serve to govern the operations of the Municipality.

2.0 PURPOSE

- 2.1 This Policy serves to ensure that Guiding Documents are developed, recorded, approved, distributed, and implemented in a manner that is effective and consistent.

3.0 SCOPE

- 3.1 This Policy applies to all Town of Hinton Guiding Documents and to any member of Administration involved with the development or distribution of Guiding Documents.

4.0 GUIDING DOCUMENTS

- 4.1 Guiding Documents must uphold the values of the Municipality.
- 4.2 All Guiding Documents must be compliant with relevant federal and provincial legislation and regulations, as well as Town Bylaws and Policies.
- 4.3 Policies form the written basis of operations, secondary to legislation and Bylaw, serving as a guide to decision-making, prescribing limits, and assigning responsibilities within the Municipality; they serve to address recurring issues with guidelines or boundaries within the parameters of the values and expectations set by the Municipality and consistent with best practices:

4.3.1 Policies must be approved by Council.

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- 4.4 Procedures provide direction for the implementation of a Policy. They serve to advise Employees on the steps they are expected to take and the sequence in which the steps should be taken to ensure Policies are made effective, enacted, and enforced by relevant Employees:
- 4.4.1 Procedures relate to a specific Policy; and
 - 4.4.2 Procedures must be approved by the CAO.
- 4.5 Directives provide direction to Employees regarding operational matters and internal administration:
- 4.5.1 Directives relate to a specific Policy;
 - 4.5.2 Directives must be approved by the CAO.
- 4.6 Standard Operating Procedures outline the steps required to implement a Health and Safety Directive.
- 4.6.1 Standard Operating Procedures relate to a specific Directive;
 - 4.6.2 Standard Operating Procedures are approved by the CAO; and
 - 4.6.3 Standard Operating Procedures are to be utilized exclusively by the Health and Safety Department.
- 4.7 Standard Operational Guidelines outline the steps required to implement a Protective Services Directive.
- 4.7.1 Standard Operational Guidelines relate to a specific Directive;
 - 4.7.2 Standard Operational Guidelines are approved by the CAO; and
 - 4.7.3 Standard Operational Guidelines are to be utilized exclusively by the Protective Services Department.
- 4.8 Guiding Documents must be developed, stored, and distributed in a manner that ensures the intent of each document is known, understood, and implemented correctly and completely.
- 5.0 RESPONSIBILITIES**
- 5.1 Council must:
- 5.1.1 Approve Policies; and
 - 5.1.2 Consider the allocation of resources for successful implementation of Policies in the annual budget process.

5.2 The CAO must:

- 5.2.1 Approve Procedures, Directives, Standard Operating Procedures, and Standard Operational Guidelines;
- 5.2.2 Ensure the implementation of Guiding Documents;
- 5.2.3 Ensure Guiding Document reviews occur on a regularly recurring basis; and
- 5.2.4 In the event of an emergent or other situation where it is in the best interest of the Municipality to do so, the CAO may take immediate action on a Policy matter in the absence of any specific Policy that precisely addresses the particular situation.

5.3 Division Directors must:

- 5.3.1 Ensure their Employees have reviewed and understand Guiding Documents;
- 5.3.2 Initiate or support the implementation and review of Guiding Documents; and
- 5.3.3 Make recommendations to the CAO for necessary Guiding Document implementations or updates.

5.4 Supervisors must:

- 5.4.1 Ensure Employees are aware of and understand all relevant Guiding Documents.

5.5 The Legislative and Administrative Assistant must:

- 5.5.1 Support the development and review of Guiding Documents; and
- 5.5.2 Store Guiding Documents.

5.6 All Employees must:

- 5.6.1 Review relevant Guiding Documents, as instructed by their Supervisors;
- 5.6.2 Clarify any questions, concerns, or issues they have concerning any Guiding Documents; and
- 5.6.3 Agree that they understand and will comply with Guiding Documents.

6.0 PROCESS

- 6.1 Guiding Documents must be drafted and approved to comply with the Reference Manual for the Development of Policies, Procedures, and Directives.

- 6.2 Development of Guiding Documents should include consultation and participation of relevant departments, Employees, affected groups, committees, and/or the public, depending on the scope and number of areas impacted by the Guiding Document.
- 6.3 Approved Policies will be made accessible to Council, Employees, and the public for information.
- 6.4 Procedures, Directives, Standard Operating Procedures, and Standard Operational Guidelines will be made available to Employees; the public's access will be in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act*.

7.0 RELATED MATTERS & REFERENCES

- 7.1 Reference Manual for the Development of Policies, Procedures, and Directives.

8.0 DEFINITIONS

- 8.1 **Administration:** the administrative and operational arm of the Municipality, comprised of the various divisions and including all Employees who operate under the leadership of the CAO.
- 8.2 **Bylaw:** approved by Council; public regulatory laws that restrict or regulate actions within the Town of Hinton, which may impose penalties.
- 8.3 **CAO:** the person appointed by Council to the position of chief administrative officer of the Town of Hinton, or his/her designate.
- 8.4 **Council:** the municipal Council of the Town of Hinton, including the Mayor and six Councillors.
- 8.5 **Directive:** approved by the CAO; provides direction to Employees regarding operational matters and internal administration.
- 8.6 **Employee/Worker:** Any person that is directly employed, on a full-time or part-time basis, whether union or salaried, with the Town of Hinton.
- 8.7 **Guiding Documents:** include Policies, Procedures, Directives, Standard Operating Procedures, and Standard Operational Guidelines.
- 8.8 **Municipality:** the municipal corporation of the Town of Hinton.

- 8.9 **Policy:** approved by Council; a statement of commitment, position, or overall intent of Council to provide direction and guidelines for Administration; Policies set expectations for program decisions, service levels, and financial considerations. Topics to be addressed through a Policy include, but are not limited to:
- 8.9.1 Where authority is being delegated in accordance with legislation;
 - 8.9.2 Where access to and/or provision of service is being determined;
 - 8.9.3 Where matters have inherent liability risks such as road and infrastructure construction, design standards, maintenance and repair, provision of fire services, and the operation of public facilities;
 - 8.9.4 Management of the budget process;
 - 8.9.5 Direction on Council roles, responsibilities, and conduct;
 - 8.9.6 Where Council is providing an official position on plans to govern; and
 - 8.9.7 To provide directions for carrying out Council's strategic plan, priorities, and goals.
- 8.10 **Procedure:** approved by the CAO; administrative Standard Practice and Procedures (SPP) outlining the process to operationalize a corresponding Policy, outlining the steps to attain desired outcomes.
- 8.11 **Standard Operating Procedure (SOP):** approved by the CAO; set Health and Safety procedures Accompany Directives when necessary; only for usage by the Health and Safety Department.
- 8.12 **Standard Operational Guidelines (SOG):** set Protective Services guidelines; approved by the CAO. Accompany Directives when necessary; only for usage by the Protective Services Department.

9.0 REVISION CONTROL

| Date | Revision |
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