

Policy Manual

TABLE OF CONTENTS as of June 2025

Legislative		
11-001	Meetings of Council	
	Schedule "A" Public Input Session: Terms of Reference	
11-002		
11-003	Governance and Appointments of Council Committees, Ad Hoc Committees and External Committees	
	Schedule "A" Council Committee Application Form	
	Schedule 'B" Youth Advisory Committee Application Form	
	Schedule "C" Committee Member Oath of Confidentiality	
	Schedule "D" Ad Hoc Culture & Events Centre Partnership/Sponsorship Committee	
11-004		
11-005		
11-006	Honorariums and Council Per Diem Compensation, Benefits, and Allowances	
11-007	Charitable Donations	
11-008	Salutes of Special Days/Weeks/Events and/or Proclamations	
11-009		
11-010	Council-Chief Administrative Officer Covenant	
	Schedule "A" Council-Chief Administrative Officer Covenant	
11-011	Council Governance	
	Schedule "A" Chief Administrative Officer Performance Appraisal Form Schedule "B" Council Evaluation Form	
11-012	Orientation of Council Members	
11-013	Public Participation	

Administrative

12-001	Policy Development and Review		
12-002	Signing Authority for the Town		
12-003	Successive Responsibility		
12-004	Legal Services		
12-005	Use of Logos and Trademark		
	Schedule "A"	Whitecourt Visual Identity Standards	
	Schedule "B"	Community Graphic Guidelines	
	Schedule "C"	Whitecourt Tourism Logo Spec Sheet	
12-006	Use of Town Owned Meeting Facilities		
	Schedule "A"	Town Owned Meeting Facilities	
12-007	Providing Use of Town Equipment		
12-008	Town Employees' Use of Town Equipment		
12-009	Competition between	n Town and Private Sector Services	



Town of Whitecourt

12-010	Town as a Collector of Relief Funds
12-010	Land Sales
12-011	Promotional Items
12-012	Support of Non-Profit Organizations' Grant Applications
12-013	• • • • • • • • • • • • • • • • • • • •
12-014	Communications and Advertising Schedule "A" Communication Tools and Channels
	5 1 7
	Schedule "C" Image Permission Release Form
10.015	Schedule "D" Social Media Comment/Posting Guidelines
12-015	Sale of Surplus and Recovered Items
12-016	Recognition of Council, Council Committee Members, and Fire Fighters
12-017	Technology Resource Use
40.040	Schedule "A" Password Procedure
12-018	Acceptance of Gifts/Items from Outside Agencies
12-019	Investing In Our Community Program
40.000	Schedule "A" Investing In Our Community Program Application
12-020	Tourism Enhancement Grant Program
	Schedule "A" Tourism Enhancement Grant Program Application Form Schedule "B" Tourism Enhancement Grant Application Poting Sheet
	Schedule "B" Tourism Enhancement Grant Application Rating Sheet Schedule "C" Tourism Enhancement Grant Final Reporting Document
10.001	· · · · · · · · · · · · · · · · · · ·
12-021 12-022	Flag Etiquette Town Branding on Community Uniforms
12-022	
12-023	Promotional Support for a Team or Individual Competing in a Sport or Cultural Event Schedule "A" Promotional Support Application Form
12-024	Tourism Product Development Grant
12-024	Schedule "A" Tourism Product Development Grant Application Form
	Schedule "B" Tourism Product Development Grant Application Rating Sheet
	Schedule "C" Tourism Product Development Grant Application Nating Gleet Schedule "C" Tourism Product Development Grant Final Reporting Document
12-025	Records Management
12-025	Schedule "A" Records Destruction Notice
	Schedule "B" Certificate of Sanitization/Destruction of Electronic Media
12-026	Sports Hosting Program
12-020	Schedule "A" Sports Hosting Program Application Form
	Schedule "B" Sports Hosting Program Application Rating Sheet
	Schedule "C" Sports Hosting Program Final Reporting Document
12-027	Whitecourt Launch
12 021	Schedule "A" Whitecourt Launch Application Form
	Schedule "B" Whitecourt Launch Final Reporting Document
12-028	Electronic Signatures
12 020	Elocationio dignicialio
Finance	
13-001	Signing Authority for Financial Purposes
13-002	Asset Management
	•



13-003	Purchasing Policy Schedule "A" Quotation Form		
	Schedule "B" Expenditure Officer Designation		
13-004	Investment		
13-005	Unbudgeted Expenditures		
	Schedule "A" Summary of Unbudgeted and Over-Budgeted Expenditure Approval Levels	Э	
13-006	Financial Reserves		
	Schedule "A" Stabilization Reserves		
	Schedule "B" Carry Forward Expenditure Reserves		
	Schedule "C" Equipment Replacement Reserves		
	Schedule "D" Major Facilities Reserves		
	Schedule "E" Off-Site Levy and Infrastructure Reserves		
	Schedule "F" Land Fund and Reclamation of Gravel Pit Reserves		
	Schedule "G" Debt Repayment Reserve		
	Schedule "H" Municipal In Lieu Reserves		
	Schedule "I" Local Improvement Reserves		
13-007	Major Facility/Equipment/Fleet Replacement Plans		
13-008	Release of Assessment Information		
13-009	Third Party Billing		
13-010	Accounts Receivable Collections		
13-011	Accounts Receivable Cancellation/Write Off		
13-012	Audit Services		
13-013	Customer Payment		
13-014	Tangible Capital Assets		
13-015	Financial Reporting		
13-016	Corporate Credit Card Use		
13-017	Municipal Property Tax Exemptions for Charitable and Non-Profit Organizations		
	Schedule "A" Application for a Property Tax Exemption		
13-018	Insurance for Additional Named Insured/Associate Membership		
13-019	Charitable Donation Receipts		
13-020	Paid Parking Levies		
Communit	ty Sarety		

23-001	Support of Town Employees as Fire Fighters	
23-002	Whitecourt Fire Department's Use of Privately Owned Vehicles/Equipment	
23-003	Peace Officer Public Complaints Process and Disciplinary Action	
23-004	Peace Officer Records Management System	
	Schedule "A" Municipal Enforcement Records Management Procedures	
23-005	Emergency Response Vehicle Operations	
23-006	Processing and Handling of Exhibits	
23-007	Community Crosswalk Grant Program	
	Schedule "A" Community Crosswalk Grant Program Application Form	



Town of Whitecourt

00.000	Schedule "B" Community Crosswalk Grant Program Final Reporting Form		
23-008	Community Peace Officer/Bylaw Officer Notebooks		
23-009	Peace Officer/Bylaw Officer Use of Defensive Weapons		
23-010	External Use of the Whitecourt Fire Department Training Grounds		
23-011	Safe Community Initiative		
23-012	FireSmart Homeowner Incentive Program		
	Schedule "A" Whitecourt Forest Area FireSmart Map		
	Schedule "B" FireSmart Homeowner Incentive Program Application Form		
23-013	Peace Officer Program Known Risks		
23-014	Municipal Enforcement Program Personal Safety Communication		
23-015	Peace Officer Program Recording Requirements		
23-016	Body Worn Cameras and In-Car Video Systems		
23-017	Encrypted Radio Communications		
	reets, Walks and Lighting		
31-001	Street Naming		
31-002	Traffic Control Device Placement		
31-003	Traffic Control Device Inspection and Maintenance		
31-004	Neighbourhood Traffic Calming		
31-005	Parades/Processions/Demonstrations/Events		
	Schedule "A" Standard Parade Route		
	Schedule "B" Remembrance Day Parade Route		
31-006	Curb and Sidewalk Inspection and Maintenance		
	Schedule "A" High Traffic Areas (HTA)		
31-007	Temporary On-Street Event Parking		
	Schedule "A" Temporary Traffic Control Permit Application		
31-008	Enhanced Driveway Crossings – Private Driveways		
	Schedule "A" Enhanced Driveway Crossing Replacement Program Application		
	Form		
31-009	Snow and Ice Control		
	Schedule "A" Route Priorities		
	Schedule "B" Directional Movement		
31-010	Community Clean Up Program		
	Schedule "A" Community Clean Up Guide		
	Schedule "B" Community Clean Up Claim Form		
31-011	Block Party		
	Schedule "A" Block Party Guide and Planning Kit		
	Schedule "B" Temporary Traffic Control Permit Application		
31-012	Regulation of Shallow Utilities Installation on Town Lands		
0. 5.2	Schedule "A" Utility Line Assignment Permit		
	Schedule "B" Utility Line Assignment Permit Application		
	Schedule "C" Temporary Traffic Control Permit Application		
	Schedule "D" Standard Terms and Conditions		
	Concade D Candard Ferms and Conditions		



Policy Manual

31-013 31-014 31-015	Pathways and Trails Inspection Schedule "A" Map of Pathways and Trails of the Town of Whitecourt Boulevard Tree Maintenance Temporary Traffic Control Permit (TTCP) Schedule "A" Temporary Traffic Control Permit (TTCP) Application Form Schedule "B" Whitecourt Traffic Accommodation in Work Zones Manual	
34-001	ion Services Transit Advertising	
34-002	Dial-A-Bus Program Schedule "A" Dial-A-Bus Program Application Form	
34-003	Transportation Grant Program Schedule "A" Application Form for Transportation Grant Program Schedule "B" Medical Confirmation Form	
Utilities		
41-001	Water Distribution System	
41-002 41-003	Sewer System Maintenance	
41-003	Water Meter Accuracy Damaged Water Meters	
41-005	Fire Hydrants	
41-006	Rural Utility Service	
	Schedule "A" Rural Utility Connection Standards	
41-007	Sump Pit Materials Testing Incentive Program Schedule "A" Sump Pit Materials Testing Program Application Form	
Municipal P	lanning & Development	
61-001	Vitalization Grant Program Schedule "A" Vitalization Grant Program Application Form Schedule "B" Vitalization Grant Application Rating Sheet Schedule "C" Vitalization Grant Program Allocation Usage Summary Form Schedule "D" Vitalization Grant Downtown Core Area Schedule "E" Vitalization Grant Highway 43 Corridor Area Schedule "F" Vitalization Architectural Wood/Stone Theme	
61-002	Residential Use of Public or Park Reserve Land	
61-003	Development Agreement	
61-004	Off-Site Levies	
61-005	Encroachments on Town Property	
61-006 61-007		
61-008	Land Development Information Signs	



	Schedule "A"	Land Development Information Sign Standards		
61-009	Election Signs			
Community				
72-001	Allan & Jean Millar Centre Memberships			
72-002	Rental of Parks	1		
72-003		Planned Giving Opportunities		
72-004	Rental of Festival Park			
		Festival Park Shallow Utilities Map		
		Festival Park "No Cooking Zone" Map		
72-005	Facility Advertising			
72-006	Community Services F	Program Registration		
72-007	School Use			
72-008	Aquatic Centre Admiss	sions		
72-009	Family Admissions			
72-010	Arenas Alcohol Enforc	ement		
72-011	Arenas Ice Allocation			
72-012	Arenas Ice Cancellation	on		
72-013	Arenas Ice Surface			
72-014	Arenas Minor Sport an	nd School Use Supervision		
72-015	Recreation Facility Suspension			
72-016	Whitecourt Splash Park Operation			
72-017	Festival Park Ice Safety			
72-018	Whitecourt River Slides and Jumbo Jumper Operation			
72-019	Protective Headgear			
72-020	Memorial Recognition			
72-021	Park Guardian Program			
		Park Guardian Program Application Form		
	Schedule "B"	Park Guardian Release and Waiver Agreement		
72-022	Allan & Jean Millar Centre Display Cabinets			
72-023	Camping in Parks, Sportsfields and Other Open Spaces			
72-024				
72-025	,	Support Services Grant Program		
		Family and Community Support Services Grant Program		
		Application Form		
	Schedule "B"	Family and Community Support Services Grant Application Rating		
70.000		Sheet		
72-026	Enhancement Grant P	· ·		
		Enhancement Grant Program Application		
70.007		Enhancement Grant Application Rating Sheet		
72-027	Fitness Centre Etiquette			
72-028	History Archival Policy			
72-029	Allan & Jean Millar Centre Concert Rental			
72-030	Community Spectrum Advertising			
72-031	Use of Disturbance De	evices at the Allan & Jean Millar Centre and Arenas		





Policy Manual

72-032 Inclusion In Sport

72-033 Under Water Hyperventilation or Extended Breath-holding

Appendix

Appendix 1 Bylaw References



Policy Manual Section: **Legislative**

POLICY

Effective Date: January 9, 1995 Amended: September 25, 2006 Amended: September 24, 2007 Amended: June 24, 2013 Amended: November 25, 2013 Amended: June 23, 2014 Amended: March 14, 2022

POLICY TITLE: Meetings of Council

POLICY NUMBER: 11-001

POLICY PURPOSE:

To establish date and time for meetings of Council.

POLICY:

Regular Meetings of Council:

- 1. Regular Meetings of Council will be held on the second and fourth Monday of each month at 4:00 p.m.
- 2. In the case where a Regular Meeting conflicts with a statutory holiday, the Regular Meeting shall be held on the first working day thereafter and will start at 4:00 p.m.
- 3. For the months of July, August and December, Regular Meetings of Council will be held on the third Monday of each month.
- 4. All Regular Meetings of Council shall include an agenda item titled Public Input Session which will provide members of the public the opportunity to voice opinions to Town Council and bring attention to pertinent local issues.

Special Meetings of Council:

5. Special Meetings of Council will be held as outlined in the Municipal Government Act.

REFERENCE:

Schedule "A" Public Input Session: Terms of Reference Bylaw 1556 – Procedure Bylaw



Policy Manual Section: **Legislative**

Policy 11-001 Council Meetings - Schedule "A" Public Input Session: Terms of Reference

The purpose of the Public Input Session is to provide a venue that allows community members the opportunity to voice opinions and to bring attention to pertinent local issues. Council may ask for clarification regarding matters presented by public members; however, this session is not intended as a forum for debate.

- 1. Members of the public wishing to address Council are asked to complete the sign-up sheet available at the delegation table with their name, address, and topic they will be addressing.
- 2. The public member shall begin comments by stating their name.
- 3. Public members shall direct comments to the Chair.
- 4. Each public member shall have 2 minutes to speak at a maximum; however, the Mayor may reduce or increase time allotments per speaker depending on the number of public members wishing to speak at each meeting.
- 5. Public members are not permitted to discuss matters that include personnel, legal matters, land issues, or other items included in Sections 16 to 29 of the Freedom of Information and Protection of Privacy (FOIP) Act. Items pertaining to a scheduled Public Hearing or appeal will also not be permitted for discussion during the Public Input Session, and will be referred to the scheduled hearing or appeal.
- 6. Public members cannot discuss matters that are already included as items on the agenda for that meeting unless permission is granted by the Chair.
 - (a) The Chair will not allow discussion on agenda items that are time sensitive in nature, or items that have previously been deferred.
 - (b) If a public member is permitted to speak on a matter that is an item on that meeting agenda, and the presentation provides new information which could result in a different course of action, the item will be deferred to a future meeting.
- 7. Public Input Session issues shall be either:
 - a. accepted as information,
 - b. referred to Administration for further information, or
 - c. deferred for further discussion.



Policy Manual Section: **Legislative**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-002

POLICY PURPOSE:

POLICY:



Policy Manual Section: **Legislative**

POLICY

Effective Date: May 8, 2023 **Amended:** September 25, 2023 **Amended:** September 23, 2024

POLICY TITLE: Governance and Appointments of Council Committees, Ad Hoc

Committees and External Committees

POLICY NUMBER: 11-003

POLICY PURPOSE:

1. To establish a process for creating and administering Ad Hoc Committees.

- 2. To establish a process for recruiting and appointing Public Members to Council Committees and Ad Hoc Committees.
- 3. To establish a process for appointing Council Members to External Committees.

POLICY:

Definitions:

Ad Hoc Committee – means a Committee established by resolution with a specific task or objective, and is dissolved after the completion of the task or achievement of the objective.

Council Committee – means a committee, board or other body as established by Council.

External Committee – means a Committee not established by or controlled by Council including, but not limited to, entities with corporate existence separate from the municipality.

Ad Hoc Committees:

- 1. Per Council Committees Bylaw 1570, Ad Hoc Committees may be formed by resolution of Council if the need arises for the purpose of reviewing a specific issue or completing a specific objective.
- 2. Under direction of Council, the Chief Administrative Officer will develop terms of reference for each Ad Hoc Committee established by Council. Ad Hoc Committee Schedules shall include the following terms of reference:
 - a. Name of the Committee: as set by Council, and to be used on all



Policy Manual Section: **Legislative**

correspondence by the Ad Hoc Committee.

- b. Purpose of the Committee: shown as a statement of the work to be undertaken or objective to be accomplished by the Ad Hoc Committee.
- c. Membership: appointments shall include a term length and show membership by source. (i.e. Council, Public, etc.)
- d. Frequency of Meetings: a statement of the frequency of regular meetings.
- e. Authority: a statement of the authority granted to the Ad Hoc Committee by Council.
- f. Administrative Liaison/Support: The CAO shall designate a position(s) to provide administrative support to the Ad Hoc Committee.
- 3. Each Ad Hoc Committee shall have a representative from a Standing Council Committee and/or Town Council. That Member shall be responsible for coordinating the communication between the Ad Hoc Committee and Standing Committee, or Council.
- 4. The procedure and conduct of Ad Hoc Committees shall follow the guidelines established in Procedure Bylaw 1556.
- Recommendations from Ad Hoc Committees are referred to Council through the Policies and Priorities Committee or to Council as approved by the Chief Administrative Officer.
- 6. Where the recommendations of an Ad Hoc Committee are required to be presented to Council, the Ad Hoc Committee shall present the recommendations to Council after review by the Chief Administrative Officer or designate. The Chief Administrative Officer, or designate, shall present their comments on the recommendations along with the recommendation of the Committee.
- 7. All Ad Hoc Committees will be reviewed annually and dissolved if deemed unnecessary by Council at the Organizational Meeting.

Recruitment and Appointment of Public Members to Council Committees and Ad Hoc Committees

- 8. The Chief Administrative Officer will:
 - a. Annually, prior to the Organizational Meeting, review memberships of all Council Committees and Ad Hoc Committees, and present to Council the names of all members whose term will be expiring within the current year.
 - b. Advertise for applicants to fill public member vacancies on Council Committees and Ad Hoc Committees.
 - c. Receive and present applications to Council for all Council Committee and Ad Hoc Committee appointments.
- 9. Applicants may be required to complete Schedule "A" Council Committee



Policy Manual Section: **Legislative**

Application Form when applying for a Public Member appointment to Council Committees. Applicants to the Youth Advisory Committee may be required to complete Schedule "B" – Youth Advisory Committee Application Form.

- 10. All appointed Public Members will be required to complete Schedule "C" Committee Member Oath of Confidentiality.
- 11. All appointed Public Members are bound to the standards of conduct outlined in Code of Conduct Bylaw 1579.

Appointment of Council Representatives to External Committees

- 12. Council Members may be appointed as Council Representatives to the following External Committees established by outside agencies. Information on the objective, role and authority of External Committees is provided at the discretion of the outside agencies.
 - a) Canfor Western Public Advisory Committee
 - b) Capital Region Assessment Services Commission
 - c) Chamber of Commerce Liaison/Board of Directors
 - d) Community Futures Yellowhead East
 - e) Golden Triangle Trail Partnership Committee
 - f) Lac Ste. Anne Foundation
 - g) Northern Alberta Mayors and Reeves Caucus
 - h) Northern Alberta Elected Officials Caucus
 - i) Whitecourt Airport Advisory Committee
 - j) Whitecourt Business Support Network
 - k) Whitecourt Mountain Bike Association
 - I) Whitecourt Regional Forest Advisory Committee
 - m) Whitecourt & District Health Partnership Team
 - n) Whitecourt & District Heritage Society
 - o) Whitecourt & Woodlands Performing Arts Society
 - p) Whitecourt & Woodlands Winter Recreation Park Society
 - q) Yellowhead Regional Library Board
- 13. All External Committees that are established as non-profit societies under the Societies Act are required to provide proof of Director's and Officer's insurance coverage to the Town of Whitecourt prior to the annual Organizational Meeting.
- 14. The role of Council Representatives on External Committees is that of business, and does not require the appointed Council Representative to take part in sub-Committees, scheduled work-bees, etc.



Policy Manual Section: **Legislative**

REFERENCE:

*Ad Hoc Committee Schedules will be included as a reference for this policy when established by Council and will be withdrawn when dissolved by Council.

Schedule "A" Council Committee Application Form

Schedule "B" Youth Advisory Committee Application Form Schedule "C" Committee Member Oath of Confidentiality

Schedule "D" Ad Hoc Culture & Events Centre Partnership/Sponsorship

Committee

Policy 11-006 – Honorariums and Council Per Diem Compensation, Benefits, and Allowances

Bylaw 1579 - Code of Conduct Bylaw

Bylaw 1556 - Procedure Bylaw

Bylaw 1570 - Council Committees Bylaw





COUNCIL COMMITTEE APPLICATION FORM

PLEASE RETURN COMPLETED FORM AND ATTACHMENTS TO: 5004 52 AVENUE, WHITECOURT, AB T7S 1N6 OR ADMINISTRATION@WHITECOURT.CA

First Name: Address: Town/Province: Home Phone: Email Address: Length of Residence in Whitecourt: Academic/Professional Qualifications: You are encouraged to enclose a copy of your resume or a synopsis outlining any additional information you deem important. COUNCIL COMMITTEE INFORMATION		
Address: Town/Province: Home Phone: Cell Phone: Email Address: Length of Residence in Whitecourt: Academic/Professional Qualifications: You are encouraged to enclose a copy of your resume or a synopsis outlining any additional information you deem important.		
Home Phone: Email Address: Length of Residence in Whitecourt: Academic/Professional Qualifications: You are encouraged to enclose a copy of your resume or a synopsis outlining any additional information you deem important.		
Email Address: Length of Residence in Whitecourt: Academic/Professional Qualifications: You are encouraged to enclose a copy of your resume or a synopsis outlining any additional information you deem important.		
Length of Residence in Whitecourt: Academic/Professional Qualifications: You are encouraged to enclose a copy of your resume or a synopsis outlining any additional information you deem important.		
Academic/Professional Qualifications: You are encouraged to enclose a copy of your resume or a synopsis outlining any additional information you deem important.		
You are encouraged to enclose a copy of your resume or a synopsis outlining any additional information you deem important.		
important.		
important.		
important.		
important.		
COUNCIL COMMINITIEL IN CINMATION		
What Council Committee are you interested in serving on?		
What skills do you feel you could contribute to this Committee?		
What goals do you hope to achieve by being a member on this Committee?		
Miles to the second section of the second section of the second section of the second		
What type of volunteer activities have you been involved with over the past 5 years?		
Are you currently serving on a Whitecourt Council Committee?		
□Yes □No		
If yes, which Committee are you serving on and when does your current term expire?		
in you, which committee are you conving on and which acce your current term expire.		
Have you served on a Whitecourt Council Committee or other municipal board/committee in the past?		
☐ Yes ☐ No		
If yes, what Committee did you serve on and what was the last year served? Please indicate the name of the		
municipality in which you served where necessary.		
manorpanty in which you convol whore hecocoury.		
SIGNATURE		
Applicant's Signature: Date:		
- This		

Personal information on this form is being collected for the purpose of determining eligibility of an applicant to serve as a member on a Town of Whitecourt Council Committee. This information is collected under the authority of Section 33 of the Freedom of Information and Protection of Privacy Act. The name of successful applicants will be provided to the public. Questions regarding the collection of this information can be directed to the Town of Whitecourt Legislative Manager at 780-778-2273, 5004 52 Avenue, Whitecourt, AB, T7S 1N6.





YOUTH ADVISORY COMMITTEE APPLICATION FORM

PLEASE RETURN COMPLETED FORM AND ATTACHMENTS TO: 5004 52 AVENUE, WHITECOURT, AB T7S 1N6 OR ADMINISTRATION@WHITECOURT.CA

PERSONAL INFORMATION		
First Name:	Last Name:	
Address:		
Town/Province:	Postal Code:	
Home Phone:	Cell Phone:	
Email Address:		
Date of Application:	Current Grade:	
QUESTIONS		
Why do you want to be on the Youth Advisory Committee	∍?	
How do you spend your time outside of school? List all a you are currently involved in.	activities, volunteer activities, and employment postings	
After submitting your application, those shortlisted will be provided prior to the		
APPLICANT CONSENT		
By signing below, I,, agree to make any reasonable efforts to attend all scheduled Youth Advisory Committee meetings and to represent the ideas and opinions of my peers at the meetings.		
Applicant's Signature: Date:		
PARENT/GUARDIAN CONSENT		
By signing below, I,	, agree consent to my child's contact r Youth Advisory Committee Members and other relevent	
I understand that photo images may be taken of my child at promotional purposes, and grant the Town of Whitecourt full		
I also consent to Town staff transporting my child for Committee related events.		
Parent or Guardian Signature: Date:		
of the Freedom of Information and Protection of Privacy A	is information is collected under the authority of Section 33 ct (FOIP Act). The name of successful applicants will be no of this information can be directed to the Town of	



Youth Advisory Committee Reference #1

To be completed by the individual providing the letter of reference.

Reference Information:	
Name:	
	First
Contact Information:	
Home Telephone	Cell
Email Address	
Relationship to applicant:	
Number of years known for:	
Signature:	
Advisory Committee, and that to the best of my	is a suitable candidate for the Youth knowledge the individual named above will make a bry Committee meetings and represent his/her peers.

Please attach a letter of reference outlining the reasons you believe the candidate would be a good choice as a member of the Youth Advisory Committee. The letter should outline a list of strengths/skills the applicant possesses as well as leadership abilities and/or relevant experience.



Youth Advisory Committee Reference #2

To be completed by the individual providing the letter of reference.

Reference Information:	
Name:	
Last Firs	t
Contact Information:	
Home Telephone	Cell
Email Address	_
Relationship to applicant:	
Number of years known for:	
Signature:	
By signing above I believe thatAdvisory Committee, and that to the best of my known reasonable effort to attend scheduled Youth Advisory Committee Letter of Reference (attached)	wledge the individual named above will make a

Please attach a letter of reference outlining the reasons you believe the candidate would be a good choice as a member of the Youth Advisory Committee. The letter should outline a list of strengths/skills the applicant possesses as well as leadership abilities and/or relevant experience.



Council Committee Member Oath of Confidentiality

I understand that, through my role as a Committee Member for the Town of Whitecourt, I may deal with information that is confidential.

Examples of confidential information include:

- Discussions held during a Closed Meeting.
- Information about a business, organization, Committee Member, grant applicant, etc. as defined in the Freedom of Information and Protection of Privacy Act of Alberta.
- Any other information which would be reasonably regarded to be confidential.

I pledge not to discuss or disclose any confidential information to any other persons or organizations outside of the Committee, in any form, except as authorized by the Town of Whitecourt.

As a Committee Member, I agree to the following:

That any written or oral information disclosed to me as confidential and/or at Closed Meetings during your term will remain in confidence.

That confidential information will not be publicized in any aspect; including any form of written word, vocally, or any other form of communication.

That I will demonstrate professionalism, good judgment, and care at all times in handling any information related to my role as a Committee Member to avoid unauthorized or improper disclosures of confidential information.

I have read the Council Committee Member Confidentiality Agreement and agree to abide by the requirements; and further agree to inform the Town of Whitecourt immediately if I believe any violation, unintentional or otherwise, of this agreement has occurred.

Witness Name

Committee Member Name

Committee Member Signature

Signed and witnessed the day of , 20 .



Policy Manual Section: **Legislative**

Policy 11-003 Council Committees – Schedule "D" Ad Hoc Culture & Events Centre Partnership/Sponsorship Committee

As established by resolution.

Committee Objective:

To promote sponsorship opportunities and secure sponsors for the proposed Culture & Events Centre on behalf of the Town of Whitecourt.

Committee Roles:

- 1. To work with Administration to create sponsorship packages and agreements.
- 2. To meet and negotiate with potential partners regarding partnership opportunities.
- 3. To meet and negotiate with potential sponsors regarding sponsorship opportunities.

Meeting Frequency:

As required. Time and location to be determined.

Membership:

The Committee consists of three (3) members:

- Mayor of the Town of Whitecourt;
- 2 Council Representatives

The Director of Community Services will provide administrative support, research and advice to the Committee.

The Committee may invite members of the public at large, or other members of Council and Administration from time to time to participate and/or assist with partnership/sponsorship meetings and negotiations.

Council Representatives' Role:

- 1. To encourage decisions of the Committee that are consistent with the Town's goals and objectives.
- To report actions of the Committee to Town Council.
- 3. To participate in meetings with potential sponsors/partners.

Reports are made to Council via:

- 1. The Committee providing updates at Council meetings.
- 2. Council representative's reports during the "Councillor Reports" item at Regular Council Meetings.



Policy Manual Section: **Legislative**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-004

POLICY PURPOSE:

POLICY:



Policy Manual Section: **Legislative**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-005

POLICY PURPOSE:

POLICY:



Policy Manual Section: **Legislative**

POLICY

Effective Date: January 1, 2002 Amended: September 25, 2006 Amended: September 24, 2007 Amended: November 26, 2007 Amended: April 26, 2010 Amended: February 28, 2011 Amended: June 27, 2011 Amended: December 12, 2011 Amended: June 24, 2013 Amended: September 23, 2013 Amended: April 28, 2014 Amended: April 13, 2015 Amended: November 23, 2015 Amended: December 19, 2016 Amended: October 10, 2017 Amended: November 27, 2017 Amended: October 22, 2018 Amended: September 28, 2020 Amended: October 26, 2020 **Amended:** May 23, 2023 Amended: October 23, 2023 Amended: October 28, 2024

POLICY TITLE: Honorariums and Council Per Diem Compensation, Benefits, and

Allowances

POLICY NUMBER: 11-006

POLICY PURPOSE:

To establish reasonable compensation in the form of honorariums, per diem, benefits, and allowances for Mayor, Council, and appointed members.

POLICY:

Honorariums:

- 1. Council Members shall receive a monthly honorarium for the performance of their duties as elected officials, in accordance with the Municipal Government Act and the Federal Income Tax Act, as follows:
 - a. The Mayor will be paid a monthly honorarium. The monthly honorarium compensates for full-time commitment and attendance at:
 - i. local meetings held with ratepayers and community stakeholders within business hours;
 - ii. meetings with the media;
 - iii. community resident birthdays;
 - iv. Council/Committee Agenda reviews;
 - v. charitable events or non-profit fundraisers;
 - vi. non-local golf tournaments unless authorized by Council to attend;
 - vii. general public appearances; and,
 - viii. ribbon cutting events within business hours.



Policy Manual Section: **Legislative**

- b. The Deputy Mayor will be paid a monthly honorarium. The monthly honorarium will include attendance at:
 - i. meetings with the media;
 - ii. community resident birthdays;
 - iii. Council/Committee Agenda reviews;
 - iv. charitable events or non-profit fundraisers;
 - v. non-local golf tournaments, unless authorized by Council to attend;
 - vi. general public appearances; and,
 - vii. ribbon cutting events within business hours.
- c. Councillors will be paid a monthly honorarium. The monthly honorarium will include attendance at:
 - i. charitable events or non-profit fundraisers;
 - ii. non-local golf tournaments, unless authorized by Council to attend; and
 - iii. general public appearances.

However, this monthly honorarium does not include any meetings or other commitments Council Members have been authorized to attend, and as such the position is authorized to claim in accordance with meeting per diem rates.

Monthly honorariums shall be adjusted yearly and should be equal to the cost of living adjustment provided to staff.

Business hours are defined as the Town Office business hours.

- 2. Public appointed members shall receive a meeting honorarium per the guidelines outlined in the Town of Whitecourt Permanent Employee Policy Manual for attending the following:
 - a) Meetings of Council,
 - b) Community Services Advisory Board,
 - c) Economic Development Committee,
 - d) Municipal Planning Commission,
 - e) Protective Services Committee,
 - f) Subdivision Development Appeal Board,
 - g) Other Ad Hoc Committees established by Council and expressly authorized for payment.

Public appointed members that act as the Chair shall receive an extra \$50.00 per meeting to compensate for additional duties and responsibilities. Public appointed members that attend all day planning/training sessions shall receive a per diem rate of \$300.00.

4. Town Staff shall receive an honorarium per the guidelines outlined in the Town of Whitecourt Permanent Employee Policy Manual.



Policy Manual Section: **Legislative**

5. Council members appointed to committees organized by outside agencies may receive an honorarium from that organization, which falls outside this Town policy. All appointments to external committees require Council approval prior to appointment, and all appointments will be reviewed at the annual Organizational Meeting of Council. If honorariums are not paid to Council members by outside agencies, then per diem rates shall be paid in accordance with Clause 12 of this policy.

Council Per Diem:

- 6. Half-day compensation, equal to or less than a 4-hour time commitment, is \$150.00. Full-day compensation, greater than a 4-hour and less than an 8-hour time commitment, is \$300.00. A time commitment greater than 8 hours will be compensated up to a maximum of \$450.00 per day. Per diems shall be adjusted yearly and should be equal to the cost of living adjustment provided to staff.
- 7. Per diem compensation shall be reimbursed upon submission and approval of a Council Per Diem Claim Voucher.
 - a) Claim Vouchers shall be submitted bi-monthly.
 - b) The Mayor shall be responsible for approving Councillors' claims, and the Deputy Mayor shall be responsible for approving the Mayor's claims.
 - c) A claim or portion thereof not approved may be taken to Council to appeal the decision.
 - d) Council remuneration budgets are approved in the annual budget.
 - e) Approved monthly per diem compensation for each member of Council will be made public via postings on the Town's website.
- 8. Per diem compensation will be provided to Council Members who attend events/business sessions, training sessions or participate in an organizing role including, but not restricted to, the following:
 - a) Regular and Special Meetings of Council as outlined in Policy 11-001 Council Meetings,
 - b) Council Committees as outlined in Council Committees Bylaw 1570,
 - c) External Committees as outlined in Policy 11-003 Governance and Appointments of Council Committees, Ad Hoc Committees and External Committees.
 - d) Council Planning Sessions,
 - e) Alberta Municipalities Conference,
 - f) Federation of Canadian Municipalities Conference,
 - g) Party In The Park, Canada Day, and local parades,
 - h) Town hosted presentations and workshops.

Per diem compensation will be provided to Council Members who have received Council's authorization to attend:



Policy Manual Section: **Legislative**

- i) public events hosted by the Town (ex. Street Fest, Fall Fest),
- j) meetings with Provincial/Federal ministers and representatives,
- k) Town hosted special events (ex. Yubetsu Banquet, Fire Department Awards Night, RCMP Regimental Ball).

When Council Members attend such functions, members must provide a report to all of Council during the Councillor Reports item during Regular Meetings of Council.

- Mayor, Deputy Mayor and/or Town Representative that act as the Chair shall receive an extra \$50.00 per meeting/day to compensate for additional duties and responsibilities with the exception for the Chair of closed meetings at the Regular meetings of Council.
- 10. Mayor and/or Deputy Mayor may claim per diem compensation to attend grand openings, anniversary celebrations, retirement events, welcome/greeting engagements, media engagements, Remembrance Day ceremonies, and sponsorship events that are scheduled outside of business hours as the Town's official representative.
- 11. Mayor, Deputy Mayor and or Town Representative may claim per diem compensation to attend Alberta Municipalities leader's caucus meetings, and other functions outside the community when attendance is beneficial to the community (i.e. functions for elected officials, and provincial advocacy groups such as Cariboo Task Force).
- 12. Councillors may claim per diem compensation to attend local events on behalf of the Mayor and/or Deputy Mayor (i.e. ribbon cutting ceremonies, meetings with the media, seniors birthday events, Remembrance Day ceremonies) as Town's official representative.
- 13. Council members who are required to attend Committee Meetings out of the community, and are not already receiving an honorarium, may submit a claim to receive per diem compensation. The following meetings qualify:
 - a) Provincial Boards approved by Council that do not offer an honorarium but membership provides substantial benefit to the community,
 - b) Any other committees approved by Council.

Per diem compensation will be provided to Council Members who have been authorized by motion to attend conferences/events, to those participating in special projects or in a sub-committee for the Town of Whitecourt.

Generally recommended that two Council members are authorized to attend non-sanctioned Town events unless otherwise authorized by Council motion.



Policy Manual Section: **Legislative**

Expenses:

- 14. Expenses shall be reimbursed upon submission and approval of a Council Travel and Sundry Expense Claim.
 - a) Expense claims shall be submitted bi-monthly.
 - b) Councillor expense claims will be reimbursed for meals, mileage, and accommodations per the guidelines outlined in the Town of Whitecourt Permanent Employee Policy Manual or per accompanied detailed receipts and/or documentation
 - c) The Mayor shall be responsible for approving Councillors' claims, and the Deputy Mayor shall be responsible for approving the Mayor's claims.
 - d) A claim or portion thereof not approved may be taken to Council to appeal the decision.
 - e) Council expense budgets are approved in the annual budget.
- 15. Subject to plan availability, individual Council Members may join the Town of Whitecourt Sunlife Benefit Plan provided they incur 35% of benefit plan costs.
- 16. All personnel attending a political fundraiser must pay the registration cost directly and may be reimbursed only for the amount as an expense, as per the Election Finances and Contributions Disclosure Act.
- 17. Council member's spouse/partner ticket will be paid for by the Town if attending a banquet (Regimental Ball, Fireman's Awards Night and Conference banquet).
- 18. Council members will be provided with a mobile phone and a computer (laptop or tablet) or receive \$100 monthly allowance for mobile devices (where this equipment is made available there will be no allowance).
- 19. Council members will be provided the following services through the Town:
 - a) Internet (for internet connectivity where WiFi is not available):
 - b) Mobile phone plan.
- 20. The Town is responsible for supplying work related/Town endorsed applications and programs to mobile devices.
- 21. Council members have the option to purchase the computer/tablet and cell phone at the end of their active service at the depreciated value as determined by the Corporate Services Department.

Other:

22. A review of Council honorariums, per diem compensation, benefits, and allowances will be conducted by the Council Compensation Committee by December 31 of the year prior to a general municipal election or as required.



Policy Manual Section: **Legislative**

- 23. Per Policy 12-012 Promotional Items, each member of Town Council will be allocated \$500.00 annually for the purchase of promotional materials that clearly depict the Town of Whitecourt logo per the visual identity standards outlined in Policy 12-005 Use of Logos and Trademark.
- 24. Per Policy 12-016 Recognition of Council, Council Committee Members, and Fire Fighters, members of Council shall receive a recognition gift valued at \$300.00 at the end of each term that is suitably embossed or engraved with the Town's logo when possible.

REFERENCE:

Bylaw 1570 – Council Committees

Policy 11-003 – Governance and Appointments of Council Committees, Ad Hoc

Committees and External Committees

Policy 12-005 – Use of Logos and Trademark

Policy 12-012 – Promotional Items

Policy 12-016 – Recognition of Council, Council Committee Members, and Fire Fighters



Policy Manual Section: **Legislative**

POLICY

Effective Date: January 13, 1986 Reaffirmed: February 12, 2001 Amended: September 25, 2006

POLICY TITLE: Charitable Donations

POLICY NUMBER: 11-007

POLICY PURPOSE:

Establish how Council addresses financial requests for support from charities.

POLICY:

1. Council will deny requests for financial support for charities.



Policy Manual Section: **Legislative**

POLICY

Amended: October 27, 2014 **Amended:** October 10, 2017

POLICY TITLE: Salutes of Special Days/Weeks/Events and/or Proclamations

POLICY NUMBER: 11-008

POLICY PURPOSE:

To set guidelines for recognition of special days/weeks/events and/or proclamations.

POLICY:

- Council will recognize local (or local chapters of national or provincial associations), charitable or benevolent, non-profit agencies or groups, who through the use of volunteers provide a service to the community.
- Any group wishing to have a special day/week/event recognized or proclaimed by the Town must submit a written request for Council's consideration. The request must identify the event and what type of service the organization provides to the community.
- 3. Upon approval by Council, an advertisement for the local newspaper and social media will be prepared by Administration based on the information submitted in the written request.
- 4. The Mayor of the Town of Whitecourt may endorse proclamations that are time sensitive, and forward to Council to ratify.



Policy Manual Section: **Legislative**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-009

POLICY PURPOSE:

POLICY:



Policy Manual Section: **Legislative**

POLICY

Effective Date: August 21, 2006

POLICY TITLE: Council-Chief Administrative Officer Covenant

POLICY NUMBER: 11-010

POLICY PURPOSE:

To clarify the roles of, and strengthen the relationships between, Town Council and the Chief Administrative Officer.

POLICY:

1. All members of Council and the Chief Administrative Officer will commit to and sign a Council-Chief Administrative Officer Covenant at the beginning of each term of office.

REFERENCE:

Schedule "A" Council-Chief Administrative Officer Covenant



Policy Manual Section: **Legislative**

Policy 11-010 Council-Chief Administrative Officer Covenant - Schedule "A"

We, as members of Council, will:

- 1. Carry out our responsibilities as set out in the applicable legislation to the best of our abilities.
- Make decisions that we believe to be in the best interests of the citizens of the Town of Whitecourt.
- 3. Review the background information and advice made available to us by the administration prior to rendering a decision.
- 4. Seek further input when we are unsure of the issues or uncertain as to the preferred course of action.
- 5. Refer any significant complaints, either written or verbal, about the decisions of Council or the actions of administration, to the Chief Administrative Officer for review, comment and follow-up (as appropriate).
- 6. Refrain from making any commitments on behalf of Council to individual citizens or groups other than to take the request up with the Council or Chief Administrative Officer and to respond appropriately.
- 7. Seek to participate actively in the decision-making process.
- 8. Refrain from any public or private criticism of our administration wherein individual employees are identified.
- 9. Act as good stewards of the Town and as public servants of our citizens through ethical conduct.
- 10. Provide effective leadership through guiding the corporation and the municipality through annual or longer term goals and priorities, through the budget approval process and by agreeing to reasonable policies which reflect, in our views, the best interests of a majority of our citizens.
- 11. Ensure that we formally evaluate the performance of the Chief Administrative Officer at least once annually and involve the Chief Administrative Officer in this process so as to ensure a full understanding of the Council's candid assessment.

Mayor	
Councillor	
•	



Policy Manual Section: **Legislative**

I, the Chief Administrative Officer will:

- 1. Conduct myself as your chief policy advisor in an honest and ethical manner.
- 2. Ensure that the Mayor and Councillors are accorded respect in all of my personal and public comments.
- 3. Provide advice (on all issues) which is professionally sound, ethical, legal and in accordance to the policies and objectives of Council.
- 4. Guide the actions of the administration so that they are in accordance with the policies and objectives of Council.
- 5. Act only on the will of Council as a whole as established by the resolutions, policies and bylaws of Council of the Town of Whitecourt.
- 6. Forward any complaints or concerns of Council to the appropriate department and individual so that reasonable and prompt follow-up is assured.
- 7. Ensure that Council is made aware of the full picture with regard to each issue at least to the extent that the administration is aware of such information and ensure that Council has access to the reasonable decision options as well as my recommendation as your Chief Administrative Officer.
- 8. Seek to ensure that Council is aware of any key issues as they arise and thus avoid the problems associated with surprises.
- 9. Maintain a current understanding of the applicable legislation as well as relevant programs, policies and initiatives of the Provincial and Federal governments.
- 10. Admit to any mistakes of substance made by myself or my staff and take corrective action.
- 11. Listen carefully to the concerns of Council vis-à-vis my performance and seek to improve any deficiencies on an ongoing basis.
- 12. Ensure that all major issues are tracked in sufficient detail so as to advise Council of any progress, anticipated problems or decision points.

Chief Administrative Officer	



Policy Manual Section: **Legislative**

POLICY

Effective Date: September 25, 2006 Amended: September 24, 2007 Amended: October 27, 2014 Amended: October 22, 2018 Amended: October 11, 2022 Amended: October 28, 2024

POLICY TITLE: Council Governance

POLICY NUMBER: 11-011

POLICY PURPOSE:

To clarify roles and responsibilities of Council and the Chief Administrative Officer.

POLICY:

- 1. The Town of Whitecourt is committed to following good governance principles and practices.
- 2. Code of Conduct Bylaw 1579 details expectations of members and is to be used to guide Council behaviour.
- 3. Members of Council are required to only hold membership or act in support of those organizations whose mandate is to further the well-being of the community and which do not result in direct conflict with the policies or actions of Town Council.
- 4. (a) Within six (6) months of a municipal election, Council will annually adopt a Strategic Plan that identifies the goals and priorities of the current Council. Administration is to be involved in the process, and an external facilitator should be retained to assist with this process.
 - (b) Each successive year thereafter, Council will meet to update the strategic priorities and reflect on the accomplishments of those re-established priority targets.
 - (c) The Chief Administrative Officer will develop a corporate-wide Strategic Plan that will be guided by the priorities and direction established by Council. The Chief Administrative Officer will provide quarterly updates to Council that outline steps and major milestones Administration will work through in order to reach Council's priorities and goals.



Policy Manual Section: **Legislative**

- 5. Council will complete an annual Performance Assessment for the Chief Administrative Officer position.
- 6. Council will complete an annual self-evaluation.

REFERENCE:

Schedule "A" Chief Administrative Officer Performance Appraisal Form Schedule "B" Council Evaluation Form Bylaw 1579 – Code of Conduct



Policy Manual Section: **Legislative**

Policy 11-011 Council Governance - Schedule "A" Chief Administrative Officer Performance Appraisal Form

Name of Chief Administrativ	e Officer (CAO):
Date Appointed to Position:	
Date of Appraisal Meeting:	
Current Salary:	
Date of Last Revision:	- <u>-</u>

Purpose of a Performance Evaluation Process

This performance evaluation of the CAO is a valued instrument of this Council and is used in order to:

- Underline the importance which the Council places on its relationship to CAO
- Ensure that both the Council and CAO understand essential components/competencies of this position
- Provide a balanced format that is deemed acceptable and useful to both parties and one that serves the purpose of outlining requirements and ensuring sound and regular feedback
- Provide the CAO with a forum for outlining and discussing annual objectives and an assessment of the results
- Establish any needed changes in the criteria for future evaluation.

Performance Evaluation Content

A review of the CAO's performance should embrace a number of areas. These include the following:

- Assistance to Council in understanding its governance role
- Relationship building with the Mayor
- Policy advice and leadership on the key issues
- Fiscal management
- Leadership of the administrative team



Policy Manual Section: **Legislative**

- Team selection, assessment, training, mentoring
- Development of community relationships
- Accomplishment of goals
- Areas for improvement

Guidance to Performance Assessment Factors

Rate each factor according to your perception of the performance of the CAO in the past year.

Please provide narrative comments or examples to illustrate, if possible.

RATING CRITERIA:

- 1. Outstanding
- 2. Above Standard
- 3. Standard
- 4. Below Standard

1. Assistance to Council in understanding its governance role

- a) Taking all available and prudent steps to ensure that this Council is aware of its role as governors of the system.
- b) Preparing an orientation program and suitable materials for a new Council.
- c) Identifying the needs/priorities of this Council.
- d) Committing to equal treatment/courtesy/assistance.
- e) Providing advice on potential areas of conflict/pecuniary issues.
- f) Seeking to develop a relationship based on mutual respect, trust and integrity.
- g) Ensuring access to relevant training programs for Council members.
- h) Being responsive to the feedback and input received from members of Council.
- i) Communicating advice to Council that will assist it in its governance responsibilities.
- j) Communicating any issues of concern to Council impacting its relationship to the administration.
- k) Monitoring legal implications of issues; being aware of Council's legal and legislative requirements.
- I) Ensuring ready access to useful, policy-based information.
- m) Maintaining appropriate boundaries; assuring equal treatment.
- n) Providing quality control on advice going forward.



Policy Manual Section: **Legislative**

		reasonable and professional views in a straight-forward yet pleasant manner Rating:
Cc	mm	nents:
_		
_		
2.	Re	elationship building with the Mayor
	a)	Meeting with new Mayor immediately following election.
	b)	Identifying concerns of the Mayor; addressing expectations, style and needs issues.
	c)	Ensuring the apolitical nature of the relationship is clear (including no personal
		connection to the outgoing Mayor).
	d)	Identifying areas of potential overlap & strategies to address.
	e)	Ensuring the Mayor is prepared for any engagements/speeches.
	f)	Ongoing briefings and meetings held on scheduled basis. Rating:
Cc	mm	nents:
_		

o) Ensuring an ongoing degree of open communication with Council; presenting



Policy Manual Section: **Legislative**

3.	Po	licy advice & leadership on the key issues
	a)	Assistance in identifying key issues; offering strategic advice addressing such issues.
	b)	Ensuring both Council and administration are aware of importance of policy development.
	c)	Providing quality advice and guidance to Council on identified issues.
	d)	Coordination and preparation of draft policy statements.
	e)	Strength of administrative leadership as observed in terms of the CAO's
		decision-making ability (e.g. decisiveness, quality of decisions).
	f)	Advice to Council on the importance of strategic planning as a leadership tool;
		assistance to Council in planning/designing a strategic planning session.
	g)	Implementing approved policy; monitoring policy implications.
	h)	Reviewing/monitoring of financial controls/audit reports/business plan and
		budget.
		Rating:
Cc	omm	ents:



Policy Manual Section: **Legislative**

4. Fiscal management

- a) Ensuring the development of a comprehensive, inclusive and transparent process of business planning and budgeting.
- b) Ensuring that Council provides guidance to the administration in the development of both plans and budgets.
- c) Providing Council with accurate, comprehensive advice on the current status of the fiscal condition of the Municipality.
- d) Advising Council on the status of any changes required by the external auditor; acting promptly on audit recommendations.

	Rating:			
Comments:				
-				

5. Leadership of the administrative team

- a) Providing ongoing, consistent leadership to department heads and through them to the full administration.
- b) Communicating effectively and regularly; providing ongoing guidance/direction.
- c) Making administrative decisions within constraints of bylaw/policies.
- d) Providing inspiration and modeling of a desire to be the best.
- e) Delegating/empowering within reasonable limits.
- f) Supervising direct reports and expecting results.
- g) Disciplining behavior and correcting promptly.
- h) Ensuring sound corporate communications plan.
- i) Ensuring that senior staff are involved in the process of developing Municipality goals and priorities; providing a forum for Council and senior staff to engage in discussions relative to the Town's strategic plan.



Policy Manual Section: **Legislative**

		Rating:
Сс	mm	nents:
6.	Di	scharge of all legislative and bylaw requirements
	a)	Determining changes to the organizational structure.
	b)	Continually assessing the needs of the system; seeking the advice of senior staff
		in this process.
	c)	Developing a sound, policy-based and cross-organizational approach to recruitment & selection.
	d)	Ensuring a planned approach to training/development.
	e)	Attending suitable conferences/courses as an example.
	f)	Establishing mechanisms for mentoring other supervisory staff.
	g)	Fulfilling all Act and bylaw requirements.
		Rating:
Cc	mm	nents:
_		

7. Development of community relationships

a) Maintaining a positive profile in the Municipality's jurisdiction as the senior administrative spokesperson and leader.



Rating:

Town of Whitecourt

Policy Manual Section: **Legislative**

- b) Ensuring that Council members and the Mayor have access to sound advice on how to engage the public (community communication plan).
- c) Maintaining contact with other administrative leaders in the region and with other key administrative leaders throughout the Province.
- d) Developing a positive/constructive rapport with media.
- e) Ensuring the development of administrative protocol to develop courteous relationships with the public.

Comments:	
Annual Objectives/Key Results These should be developed by the CAO and rev	riewed with the Mayor and Council.
From previous evaluation:	
Key Objectives	Key Results



Policy Manual Section: **Legislative**

For this evaluation:	
Key Objectives	Key Results
Overall impression of performance and requite of	achieved
Overall impression of performance and results a	ichieved.
Accomplishment of Goals	
Comments:	
-	
	



Policy Manual Section: **Legislative**

	eas for Improvement
1.	Assistance in the Council's governance processes
2.	Relationship building with the Mayor
3.	Policy advice & leadership on the key issues
4.	Fiscal management
5.	Leadership to the administrative team
6.	Discharge of all legal/ordinance requirements
7.	Development of community relationships
cor cor tru: Do	is section encourages members of Council to reflect on whether or not they have a fidence in the CAO to carry out their role and responsibilities. You are asked to meet on whether or not you respect and trust the CAO: is the CAO a person you st whether or not you agree with their reports all of the time or just some of the time, they keep their word? Do they do as they say they will do? Do you think the CAO is spected by their colleagues?
_	
_	
	·



Policy Manual Section: **Legislative**

	e those measures or steps which should be taken by the CAO over the course of
	xt appraisal period to improve his performance, e.g. types of external or internal pment courses/seminars, changes in management practices, etc.
Sign C	<u>Off</u> Signatures of the Mayor and CAO to indicate completion of the process.
	Signature of the CAO
	Signature of Mayor (or designate)
	Signature of Mayor (or designate)
Data	
Date	



c. Public

Town of Whitecourt

Policy Manual Section: **Legislative**

Policy 11-011 Council Governance - Schedule "B" Council Evaluation Form

Indicate on the space provid Disagree 1 (low)	ded by assessing with POINTS. Agree 5 (high)
1.0 COMMUNITY LEADER1.1 Through your interactionCouncillors as the lead	ons with the public, does the community view the Mayor and
1.2 Do you feel Council has determine its wants/nee	s established a mechanism to reach out to the community and eds/preferences?
a. Are these used to gu	uide the Council's sense of its priorities?
process? (Examples of	encourage the citizens to be involved in its decision-making practices used in Whitecourt include: Council and Policies 8 Public Input Sessions, budget public input, round table
	es the Council designate/approve internal resources (i.e., staff its messages are being conveyed to the public?
1.5 Do you feel Council havisibility, support, award	as assessed its relationship with the community in terms of eness of issues, etc.?
2.0 CORPORATE LEAD2.1 Are the priorities of the process?	DERSHIP e Council established annually in order to guide the budge
2.2 Do you feel Council's d	ecision-making process is clear to all of the key participants:
a. All members of Coul	ncil
b. Management	



Policy Manual Section: **Legislative**

2.3	Council and its senior management?
2.4	Is there a corporate policy "mindset" on Council and within the ranks of senior management? (ex. capital and financial planning)
2.5	Does Council utilize thoughtful, planned mechanisms to evaluate organizational (Council and Administration) effectiveness?
3.0 3.1	RELATIONSHIPS Has Council met as a group to discuss its relationships and how they might be corrected or strengthened?
3.2	Does Council assess its relationship to the Chief Administrative Officer in a planned way and on a regular basis?
3.3	Does the Mayor accurately represent Council?
3.4	Does the Mayor accurately represent policy decisions made by Council?
3.5	Do relationship issues get addressed by the Council before they erupt into much larger issues?
4.0 4.1	ROLE CLARITY Was an orientation process conducted for all members of Council following the last Council election?
4.2	Are all members of Council and senior management reasonably clear about the role distinctions between the roles of Council, the Mayor, and the Manager?
4.4	Do Council members respect the structure (i.e. going through the CAO) when accessing staff for information or when passing along (or making) requests?
4.5	Does this municipality have a code of conduct that is current and followed by members of Council?



Policy Manual Section: **Legislative**

5.0 5.1	RESULTS Did the Council develop a list of expected results at the outset of the Council term or on a year to year basis? (i.e. strategic planning, priorities)
5.2	Has management developed a process of tracking Council objectives?
5.3	Has the Council made observable progress on its key objectives?
5.4	Has Council been able to successfully foster relationships with its key neighbours?
5.5	Has this term of office been rewarding?
	TOTALS
(27	responses x 5 points each)
Res	sults:
135	- Perfection!
135	-110 - Very Good
110	-95 - Good

Less than 95 - Time to review what should be done!



Policy Manual Section: Legislative

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: June 27, 2011 Amended: June 24, 2013 Amended: November 23, 2015 Amended: October 10, 2017 Amended: October 22, 2018 Amended: September 28, 2020 Amended: October 23, 2023

Amended: October 28, 2024

POLICY TITLE: Orientation of Council Members

POLICY NUMBER: 11-012

POLICY PURPOSE:

The Town of Whitecourt will ensure that a comprehensive briefing of elected municipal officials is undertaken in order to provide information on all aspects of the municipality's operations, policies and procedures, as well as outstanding issues and concerns.

- 1. Orientation sessions will be arranged for members of Council as outlined in the Town of Whitecourt Code of Conduct Bylaw 1579.
 - a. The Town of Whitecourt will contract an external resource(s) to provide Town Council with such a governance overview after a general election (every four years).
 - b. The Chief Administrative Officer will assist and participate in the orientation session as deemed appropriate.
 - c. Information covered during the session should include an overview of the:
 - governance model and the decision-making process;
 - primacy of Council;
 - roles, responsibilities and relationships of appointed and elected municipal officials;
 - legislation of which Council should be made aware;
 - policies of the Town of Whitecourt;
 - operating structure of the municipality;



Policy Manual Section: **Legislative**

- · municipal budgeting process;
- · Council Meeting procedures;
- terms of reference for all departments, boards, authorities and committees and information on the operation of each;
- technology resource training; and
- · areas, concerns, issues outstanding or anticipated.
- 2. As part of the Orientation Package, all members of Town Council will be provided with copies of the following:
 - · Municipal Government Act (MGA);
 - · Bylaw 1556 Procedure Bylaw;
 - Bylaw 1579 Code of Conduct;
 - Bylaw 1570 Council Committees;
 - Conflict of Interest Guidelines for Municipal Councillors (developed by the Alberta Ministry of Municipal Affairs)
 - Now That You Have Been Elected A Handbook For Newly Elected Councillors (developed by the Alberta Ministry of Municipal Affairs)
 - · Town of Whitecourt Policy Manual;
 - Town of Whitecourt Operating and Capital Budget; and
 - Other general resource material of which Council members should have knowledge (i.e. Organizational Chart, Community Development Plan; Recreation Master Plan; Land Use Bylaw, Municipal Development Plan, Municipal Emergency Management Plan, Freedom of Information and Protection of Privacy (FOIP) Act, etc.).
- Within forty-five (45) days of an election or by-election, the Chief Administrative Officer will provide a tour of Town facilities and operations to members of Town Council.

REFERENCE:

Bylaw 1556 – Procedure Bylaw

Bylaw 1579 - Code of Conduct Bylaw

Bylaw 1570 - Council Committees Bylaw



Policy Manual Section: **Legislative**

POLICY

Effective Date: May 28, 2018

POLICY TITLE: Public Participation

POLICY NUMBER: 11-013

POLICY PURPOSE:

In accordance with Section 216.1 of the Municipal Government Act, this Public Participation Policy has been developed to recognize the value of public participation and create opportunities for meaningful public participation in decisions that directly impact the public. This policy applies to both staff and external consultants.

This Public Participation Policy is in addition to and does not modify or replace the statutory public hearing requirements in the Municipal Government Act.

<u>Definitions</u>

Public Participation is the process of informing, gathering information from, consulting with, involving and/or partnering with the community.

Stakeholders, for the purpose of this policy, are defined as anyone (person or group of people) who can impact or can be impacted by the results of a decision made by the Town of Whitecourt, and may include: citizens, the public, customers, businesses, community organizations and partners, other government agencies and any other body interacting with the Town of Whitecourt.

- 1. Public Participation efforts will reflect the core values upon which the Town's operations are based. Accordingly, the Town of Whitecourt:
 - a) Believes that involving stakeholders through public participation processes leads to increased understanding and more informed decisions.
 - b) Will provide public participation opportunities that are open, accountable, and transparent.
 - c) Will provide stakeholders with appropriate information and tools to engage in meaningful participation.
 - d) Will take a proactive approach and initiate public participation processes that are inclusive, and that provide reasonable opportunity for the public and stakeholders to contribute and impact the decision making process.
 - e) Will give consideration to input gathered in public participation processes.



Policy Manual Section: **Legislative**

- 2. All Public Participation will be undertaken in accordance with the Municipal Government Act, the Freedom of Information and Protection of Privacy Act and any other applicable legislation. All Public Participation will be undertaken in accordance with all existing municipal policies.
- 3. This Policy shall be available for public inspection and will be posted to the Town of Whitecourt website.
- 4. This Policy will be reviewed at least once every four years.

Public Participation Circumstances

- 5. Public participation is required when:
 - a) Legislation requires it;
 - b) Council or Town Administration requests it.
- 6. Public participation may be required when:
 - a) Citizens or stakeholders request it;
 - b) Citizens' quality of life may be affected;
 - c) The natural environment may be affected;
 - d) Geographical communities or communities of interest may be affected;
 - e) There are already strong views on the issue;
 - f) Many people will be affected.
- 7. Public participation is not required when:
 - a) The decision has already been made;
 - b) The project or issue-related decision has already been made;
 - c) The issue relates to the development of an administrative policy that does not require or involve public consultation;
 - d) Stakeholder input will not be considered.

Public Participation Approaches

8. The Town of Whitecourt recognizes there are varying levels of influence found within public participation processes. The public participation continuum gives guidance to Town staff to determine the level of engagement for a particular project. Not all projects require the same extensive stakeholder consultation, and the appropriate approach will be selected on a project-by-project basis. The levels represent increasing degrees to which the public can impact the decision or outcome.



Policy Manual Section: **Legislative**

Inform/Educate

Clear, concise, non-biased information is the basis for all public participation processes. The Town of Whitecourt will provide context and background information (for all levels of engagement) to assist citizens and stakeholders in understanding issues, problems, alternatives and/or solutions, and services the municipality provides.

	Listen and Learn	Involve	Collaborate	Empower
Strategy	The Town of Whitecourt and stakeholders will listen to and learn about each other's views, plans, concerns and expectations.	Stakeholder feedback is obtained through consultation to analyze issues and build alternatives, and thereby make constructions to the decision-making process. Consulting with stakeholders ensures issues and concerns are understood and considered.	Stakeholders are considered partners in the decision-making process, including collaboration on analyzing issues, building alternatives, identifying preferred solutions and making recommendations.	Aspects of the decision-making process are delegated to stakeholders.
Example Techniques	Public Comments/Feedback Forms, Focus Groups, Surveys, Public Meetings	Workshops, Deliberative polling	Citizen Advisory Committees, Participatory Decision-Making, Workshops, Charrettes	Ballots, Plebiscites



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006 **Amended:** September 24, 2007

POLICY TITLE: Policy Development and Review

POLICY NUMBER: 12-001

POLICY PURPOSE:

To establish procedures for the development of policies for the Town of Whitecourt.

- 1. The Town of Whitecourt will maintain a Policy Manual to serve as an operational guide for Council, staff, and public. The Policy Manual will be regarded as a continuously developing and changing document to meet the needs of a changing community and changing circumstances.
- 2. Policies will be initiated by:
 - a) Council requesting a draft to be prepared; or,
 - b) Administration preparing a draft.
- 3. The Policies and Priorities Committee is responsible for recommending draft policies for Council's consideration.
- 4. The Policies and Priorities Committee will review the Policy Manual at least annually.
- 5. Approved policies will be inserted into the master manual and the Chief Administrative Officer will be responsible to ensure that all employees are aware of policies affecting their work. The master manual will be available for public review during normal business hours at the Town Administration Office.
- 6. Administration will ensure that a current copy of the Policy Manual is publicly accessible on the Town's website.



Policy Manual Section: **Administrative**

POLICY

Effective Date: June 22, 1998 Amended: September 25, 2006 Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 22, 2018

POLICY TITLE: Signing Authority for the Town

POLICY NUMBER: 12-002

POLICY PURPOSE:

POLICY PURPOSE:

To designate appropriate signing authorities for contracts and other municipal agreements on behalf of the Town of Whitecourt.

- 1. The Chief Administrative Officer, Acting Chief Administrative Officer, and Director of Corporate Services are authorized to have signing authority on behalf of the Town.
- 2. The Mayor, Deputy Mayor and/or appointed Councillor are authorized to have signing authority on behalf of the Town.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: June 27, 2011 Amended: November 23, 2015

POLICY TITLE: Successive Responsibility

POLICY NUMBER: 12-003

POLICY PURPOSE:

To determine successive responsibility in the absence of the Chief Administrative Officer.

- 1. In the absence of the Chief Administrative Officer, directive duties assigned to the Chief Administrative Officer will be the responsibility of one of the following:
 - a) Director of Community Safety,
 - b) Director of Community Services,
 - c) Director of Corporate Services,
 - d) Director of Infrastructure Services, or
 - e) Director of Planning and Development.



Policy Manual Section: **Administrative**

POLICY

Effective Date: January 14, 1985 **Amended:** September 25, 2006 **Amended:** September 24, 2007 **Amended:** October 11, 2022

POLICY TITLE: Legal Services

POLICY NUMBER: 12-004

POLICY PURPOSE:

To identify when legal service may be utilized.

- 1. The use of solicitor firms will be left to the Chief Administrative Officer's, or designate's, discretion on an "as required basis."
- 2. The Town shall utilize legal solicitors appointed through the Alberta Municipalities (AM) for casual legal services.
- 3. On a project basis, legal solicitor appointment will be left at the discretion of the Chief Administrative Officer.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006

Amended: April 27, 2010 Amended: November 23, 2015 Amended: October 22, 2018 Amended: September 28, 2020 Amended: September 27, 2021

POLICY TITLE: Use of Logos and Trademark

POLICY NUMBER: 12-005

POLICY PURPOSE:

To set guidelines for use of the Town's brand, coat of arms, community graphic and logo; the Allan & Jean Millar Centre's brand and logo; the Whitecourt Tourism brand and logo; and the "Snowmobile Capital of Alberta" trademark.

- The Town logo is a unique logotype designed to communicate the corporate name the "Town of Whitecourt." As the most important visual element for identification, it functions to build awareness of the Town as a professional corporation; to act as a unifying visual device relating all departments and services to the corporation; and to clearly identify programs, services and facilities that the Town provides to the residents of Whitecourt.
- 2. In order to fulfill these functions, the Town logo must be used consistently and correctly at all times per the "Visual Identity Standards."
- 3. In order to protect the integrity of the Town, Whitecourt Tourism, and Allan & Jean Millar Centre brands, and maintain the Town's identity as the "Snowmobile Capital of Alberta", organizations, businesses, or individuals wishing to use the logo(s) and trademark must receive written approval from the Town of Whitecourt.
- 4. Use of the above mentioned logos and/or trademark cannot be used for profit or souvenir manufacturing unless exception has been made by the Chief Administrative Officer and written approval has been granted.
- 5. The Town of Whitecourt Community Graphic is publicly available to Whitecourt based community organizations and businesses to use on promotional products and merchandise. Guidelines on eligibility, use, print size and colour usage are detailed in Schedule "B" - Community Graphic Guidelines.



Policy Manual Section: **Administrative**

REFERENCE:

Schedule "A" Whitecourt Visual Identity Standards
Schedule "B" Community Graphic Guidelines
Schedule "C" Whitecourt Tourism Logo Spec Sheet



VISUAL IDENTITY STANDARDS

Logo Design Files Explained

What you need to know about your logo files. Contained on your logo package cd are different formats of your logo with an assortment of file tags like AI, EPS, PSD, PNG, TIFF, and JPG which can be confusing to the uninformed.

Common Questions about the Graphic files prepared on this cd:

Which graphics files am I supposed to use for what?

Which are best for printing?

Which are best for on-screen uses such as websites and PowerPoint presentations?

Al files

Al stands for Adobe Illustrator, the program used to create the design. Al files can only be opened in Adobe Illustrator. This file contains the original artwork incase you need your design modified or updated.

EPS files

EPS stands for Encapsulated PostScript. Postscript is the universal language used by computer and professional printers. This type of file can be opened in almost any other application. It can easily be enlarged or reduced without loss of resolution.

TIFF files

TIFF stands for Tagged Image File Format. This type of graphics file can be opened in almost any other application. A TIFF file is not normally compressed but it can be. A TIFF file cannot be enlarged without loss of resolution but it can be reduced.

• JPG files

This graphics file is compressed and can open into almost any other application. JPG files are typically used for on screen purposes such as on Web sites and Power Point presentations because the files are smaller. They are not ideal for printing and cannot be resized without significant loss of resolution.

LOGO STANDARDS - COLOURS

Two specific colours make up the Whitecourt logo. Using these colours for all applications will help express Whitecourt's look and will enhance recognition of the visual identity.

The colours are:

- Pantone 356
- Pantone 369
- Pantone 660

These colours make up the official colour version of the logo. The full colour version may be used on a black or white or a light solid background.



C 95% R 0 M 0% G 133 Y 100% B 63 K 27%

PANTONE 369

C 59% R 190 M 0% G 192 Y 100% B 194 K 0% PANTONE 660

C 90% R 5 M 57% G 108 Y 0% B 182 K 0%



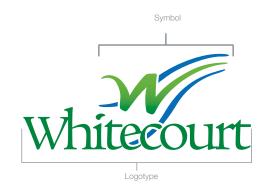
LOGO STANDARDS - USE

We are pleased to introduce the new brand identity for Whitecourt. With this new identity comes the responsibility of promoting Whitecourt in a manner that is both consistent and coordinated. This manual is specifically designed to communicate the standards that will give Whitecourt a consistent visual identity in all its public applications—from stationery, to signage, advertising and websites. The strength of the organization's identity and effectiveness of its communications are dependent upon the consistent usage of the logo as outlined in this manual.

The Logo

The Whitecourt logo is composed of the "Whitecourt" logotype with the Whitecourt symbol.

The logo may only be used in the formats shown. All elements of the logo are locked together and should not be used on their own.



Logo Standards - Colour Variations

Colour Variations

Only use the greyscale version if colour reproduction is not available. Alternate colours cannot be substituted for the colours specifed in this manual.

The Whitecourt logo is always to be used on a background that will not impede its readability.





Logo Standards - Restrictions

Minimum Size

The minimum width of the horizontal logo is 1.5 inches.

Proportions

The Whitecourt logo is always to be used in its original proportions. Never condense, expand or distort the logo beyond its original proportions.

Enlarge or reduce the logo proportionately using hard copy or the electronic reproduction art provided. It is important not to change the logo in any way. Do not screen back the logo or reproduce it on an angle.





Logo Standards - Type (Logo)

Font

The Whitecourt logo uses the font Legacy Serif for the text

Substitutions

A "similar" typeface cannot be substituted for any of the letters within the logo. Always use the complete logo as supplied in this manual for all your logo application requirements.





Examples of Improper Use of Fonts within the Logo

WHITECOURT COMMUNITY GRAPHIC GUIDELINES

Proudly Whitecourt identifies businesses, non-profit organizations and community groups in Whitecourt.

The Whitecourt Community Graphic is available to all businesses, non-profit organizations and community groups in Whitecourt for use on promotional products or merchandise for sale. To be eligible, your company/organization must be based in Whitecourt, have more than 50% active members residing in Whitecourt, or/or be an accredited and legitimate organization.

STYLE A - Circle



STYLE B - Wordmark





- The Whitecourt Community Graphic MAY NOT BE USED in a manner that disparages or in any way negatively represents the Town of Whitecourt, the community, residents and/or organizations that operate here.
- Use of the Whitecourt Community Graphic MAY NOT BE USED in a way that implies financial support, sponsorship, or partnership with the Town of Whitecourt.

Minumum Print Size





Colour Usage









Correct

Correct

Incorrect

The Whitecourt Community Graphic must appear in ONE COLOUR and not a mix of colours. Ex. all white, all black, all grey, etc.

Typeface Information

proudly / made in Font: Helvetica Bold at 90% horizontal scale abcdefghijklmnopqrstuvwxyz1234567890

Whitecourt Font: Legacy Serif

abcdefghijklmnopqrstuvwxyz



Please contact the Economic Development Officer at 780-778-2273 or administration@whitecourt.ca for guidance and proper use of the Whitecourt Community Graphic.

One Colour & Knockout \downarrow







BLACK

C0 M0 Y0 K95 R51 G49 B50 HEX #333132 **PANTONE** PROCESS BLACK

Greyscale / Light igspace



WHITECOURT TOURISM

LIGHT GREEN

C59 M0 Y100 K7 R108 G179 B63 HEX #6CB33F PANTONE 360

GREEN GRADIENT

MARKER LOCATION AT 20% DARK TO LIGHT

Full Colour / Light & Dark





DARK GREEN

C95 M0 Y100 K27 R0 G133 B63 HEX #00853F PANTONE 348

Fonts ****



FONT: BRUSHUP TRACKING: CUSTOM

TOURISM

FONT: DIN PRO COND BOLD TRACKING: 100

Colour Usage



Correct WHITEGOURT Correct HITEGOURT Incorrect



Policy Manual Section: **Administrative**

POLICY

Effective Date: November 22, 1993 **Amended:** September 25, 2006 **Amended:** September 24, 2007 **Amended:** April 26, 2010

Amended: June 27, 2011 Amended: June 24, 2013

POLICY TITLE: Use of Town Owned Meeting Facilities

POLICY NUMBER: 12-006

POLICY PURPOSE:

To establish guidelines for the rental of Town owned meeting facilities.

POLICY:

- 1. The Town Administration Office boardrooms and Fire Hall Training Room will only be rented out to groups affiliated with the Town of Whitecourt.
- 2. Town Council and any other Committees established by Council will have full access to meeting spaces noted in Schedule "A" at no charge. This includes Town Council and any committee or other body established by Council under the Municipal Government Act.
- 3. Groups with direct affiliation to the Town shall have full access to the meeting spaces noted in Schedule "A" at no charge; provided such use does not interfere with regular functioning of the Town Office or Town staff. Groups with direct affiliation shall be defined as those groups or committees that have a Council or Committee Member(s) appointed to sit as a member of that group, or as a group meeting as part of a Town sponsored event or program.

REFERENCE:

Schedule "A" Town Owned Meeting Facilities



Policy Manual Section: **Administrative**

Policy 12-006 – Use of Town Owned Meeting Facilities Schedule "A" Town Owned Meeting Facilities

The following meeting facilities are owned and operated by the Town of Whitecourt:

- · Allan & Jean Millar Centre Meeting Rooms
- · Carlan Services Community Resource Centre
- · Fire Hall Training Room
- Forest Interpretive Centre
- · Arenas
- · Town Administration Office Boardrooms



Policy Manual Section: **Administrative**

POLICY

Effective Date: May 25, 1999 **Amended:** September 25, 2006 **Amended:** September 24, 2007 **Amended:** April 26, 2010 **Amended:** June 27, 2011

POLICY TITLE: Providing Use of Town Equipment

POLICY NUMBER: 12-007

POLICY PURPOSE:

Establish a procedure to provide use of Town equipment.

- 1. The Town will not provide Town equipment to community groups, with the exception of:
 - a. The Whitecourt Golf and Country Club;
 - b. Other organizations/groups as otherwise authorized through agreements;
 - c. Other government agencies as designated by Administration;
 - d. Other organizations/groups as designated by Town Council;
 - e. Other organizations/groups as designated by Administration in an emergency situation.
- 2. Any organization requiring use of Town equipment must have written permission of the Chief Administrative Officer or designated representative.
- 3. Only Town employees who operate the equipment as part of their normal employment duties will operate Town equipment provided to outside agencies.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006 Amended: September 24, 2007

Amended: April 26, 2010 **Amended:** June 24, 2013

Amended: September 28, 2020

POLICY TITLE: Town Employees' Use of Town Equipment

POLICY NUMBER: 12-008

POLICY PURPOSE:

To identify normal practices for the use of Town vehicles and equipment.

POLICY:

Vehicles:

- 1. Vehicles and equipment are generally provided for Town business, not for personal use.
- 2. Employees provided with Town vehicles for use outside of normal working hours, including those on-call, will use the vehicles only for Town business including driving to and from work. Short stops for personal use are permitted when traveling to or from work, or at lunch. Vehicles may be parked at a personal residence. An employee who has use of a vehicle will pass the vehicle to his/her replacement during any absence.
- 3. For out of town trips, limited use of Town vehicles at the destination is permitted. Personal stops on route to or from the destination may be permitted depending upon the additional distance required to make the stop. Any travel away from the direct route must be approved in advance by the employee's supervisor.
- 4. Town vehicles shall not be used for travel from the workplace for lunch. An employee may stop for lunch near the work place with a Town vehicle instead of returning to the work place, as long as the work is in the same area as the lunch stop.
- Passenger carriage shall be limited to Town staff, contractors, volunteers, or customers of the Town, unless the Chief Administrative Officer has provided permission. Passengers not listed above shall not be carried in a Town vehicle while it is being used on Town business.



Policy Manual Section: **Administrative**

Vehicle Exceptions:

- 6. For on-call emergency responses required by the Whitecourt Fire Department, the on-call vehicles will be driven by the person who is on-call at all times, including for personal business. The response time required makes it impractical for an individual to drive a personal vehicle and return to a residence to pick up a response vehicle. Personal passengers shall not be carried during emergency responses.
- 7. The Chief Administrative Officer's car is intended for personal and business use, and is not covered by this policy.

Mobile Equipment:

8. Mobile equipment, such as the skid steer, loader, backhoe, and grader, will not be used for personal use.

Small Equipment:

- 9. Small equipment may be borrowed for personal use at the discretion of the supervisor responsible for the equipment. Included in this category are hand tools.
- 10. All equipment removed or borrowed shall be signed out on designated sign out sheets.

Small-Motorized Equipment:

- 11. Small-motorized equipment, being equipment under 10-horse power (i.e. chainsaw), can be borrowed for personal use at the discretion of the supervisor responsible for the equipment.
- 12. The following conditions apply to the use of small motorized equipment:
 - Equipment must be used on Town premises that the equipment is normally located.
 - b. The borrower must be qualified to use the equipment.
 - c. The borrower uses the item at his/her own risk.
 - d. The equipment will be returned in the same condition as it was leant.
 - e. If the equipment is damaged, the employee is responsible for replacing or restoring the equipment.
 - f. All consumables will be supplied or replaced with identical items by the borrower.
 - g. The employee will not use the borrowed item for any business activity.

Use of Wash Bay and Servicing Bays:

- 13. Use of Town Shop space must be approved in writing by the responsible supervisor.
- 14. Use will not be permitted if it interferes with Town operations, regardless of the time of day.



Policy Manual Section: **Administrative**

POLICY

Effective Date: June 8, 1992 Amended: September 25, 2006

POLICY TITLE: Competition between Town and Private Sector Services

POLICY NUMBER: 12-009

POLICY PURPOSE:

To address the Town's involvement in the provision of services available by other service providers. Note, for this policy, private sector shall also include non-profit societies.

POLICY:

- 1. The existing Town philosophy should be maintained; that of providing services for the common good and in the public's best interests. (i.e. water and sewer, road maintenance, administration, etc.)
- 2. At the same time, it is recognized that the private sector and non-profit societies can play a strong role in the provision of service. The Town realizes that a strong business community assists in creating a healthy community.
- 3. It is recognized that the Town is not generally concerned with which organization provides a service, as long as appropriate services are provided that residents require or want.
- The Town will continue with its role as a facilitator and will assist the private sector and non-profit groups to meet service criteria, where feasible. Co-operation will be encouraged.
- 5. The Town may modify a program at the request of the private sector if the private sector can demonstrate that it can meet set criteria in the provision of the service. The criteria shall be based upon the decision that the Town wishes to maintain the integrity of a service to meet is operational philosophy.
- 6. The private sector must satisfy Administration, who will then make recommendations to Council, that it meets all of the following criteria in order to initiate changes:
 - qualified personnel;
 - adequate facility and/or equipment;
 - costs and scheduling; and,
 - administrative abilities.



- 7. By voluntarily ceasing to offer a service, or by not commencing to offer a service, the Town does not absolve itself of the responsibility to ensure that the level of service being provided is consistent with the goals and philosophies of the Town. Therefore, the service provider will be subject to an ongoing evaluation process to ensure the quality of the service.
- 8. The Town reserves the right to provide a service if it deems it is in the public's best interest to do so.



Policy Manual Section: **Administrative**

POLICY

Effective Date: February 14, 1994

Amended: April 26, 2010 Amended: December 19, 2016

POLICY TITLE: Town as a Collector of Relief Funds

POLICY NUMBER: 12-010

POLICY PURPOSE:

To establish guidelines for the Town in the event that it acts as a collector for relief funds.

POLICY:

- 1. That the Town act as a collector of relief funds for specific local incidents/tragedies. Donations must be of monetary nature and in accordance with Revenue Canada.
- 2. For non-local or international events, Council will determine if the Town will act as a collector of relief funds.



Policy Manual Section: **Administrative**

POLICY

Effective Date: March 25, 1999 Amended: September 25, 2006 Amended: September 24, 2007 Amended: April 26, 2010 Amended: June 27, 2011 Amended: October 28, 2019

Amended: October 28, 2024

POLICY TITLE: Land Sales

POLICY NUMBER: 12-011

POLICY PURPOSE:

To establish guidelines for which the Town sells Town owned property.

POLICY:

- 1. The first offering of Town land for sale will be done through a public process, excluding easements, right of ways, and road allowances, or as otherwise approved by Council.
- 2. For subsequent sales, any individual or company may make an offer to purchase any Town owned real property, with any resulting sale to reflect market value.
- The Town will sell land at market value. In certain circumstances, Council may choose to sell land for less than market value, as outlined in the Municipal Government Act.
- 4. Offers to purchase land parcels that exceed the developer's ability to reasonably develop within 24 months, must submit a development schedule to be approved by Town Council.
- 5. The Town reserves the right to require a development deposit to ensure the development schedule is met.
 - a. Offers to purchase must be accompanied by a deposit of 10% of the offer in cash, certified cheque, money order, or credit card payment up to the maximum outlined in Policy 13-013 Customer Payment. Deposits will be applied to accepted offers or refunded if the offer is refused.
 - b. Default or purchaser cancellation shall result in forfeit of the deposit.
- 6. The Chief Administrative Officer, or designate, has authority to approve land transactions that are at or above market value.



Policy Manual Section: **Administrative**

- 7. Land purchases from the Town are for development and not for land banking as determined by the Chief Administrative Officer.
- 8. Payment of an agent commission on the sale by tender of Town owned property shall be:
 - 5% on the first \$100,000.00 or part thereof;
 - 3% on the next \$900,000.00 or part thereof;
 - 2% for all property sales in excess of \$1,000,000.00.

REFERENCE:

Policy 13-013 – Customer Payment



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006 Amended: September 24, 2007 Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 22, 2018

POLICY TITLE: Promotional Items

POLICY NUMBER: 12-012

POLICY PURPOSE:

To achieve consistency and provide structure for the use of promotional items.

POLICY:

Definitions:

Giveaways mean those items that are low cost quality items for distribution at meetings, conferences or as donations to other organizations seeking the Town's support in an external activity.

Gift/Retail Items mean those items that are higher quality which are kept in stock to provide as gifts to guest speakers, dignitaries, and representatives of partnership agencies with the Town or Council Committees wishing to recognize external members to the Town or where the exchange of gifts is customary.

Executive Items mean quality items that would be kept in limited stock and provided as more exclusive forms of recognition, and are distributed at the discretion of Council and the Chief Administrative Officer.

- 1. The ordering, inventory, and distribution of promotional items will be the responsibility of Administration.
- 2. All novelties and merchandise will carry the Town of Whitecourt logo or other appropriate identification.
- 3. Promotional items may be available not only as giveaways and gifts, but also for purchase by the public at the Allan & Jean Millar Centre and Forest Interpretive Centre.
- 4. Where the giving of promotional items is deemed appropriate or customary, items may be given at no charge to the following:



Policy Manual Section: **Administrative**

- a. Persons who have direct municipal business dealings with the Town of Whitecourt.
- b. Members of Councils and officials of other municipalities.
- c. Individuals participating in official functions and ceremonies attended by the Town of Whitecourt.
- 5. Each member of Town Council will be allocated \$500.00 annually for the purchase of promotional material.

Promotional Items Framework

Category	Suggested Promotional Item
Giveaway	Pencils, pens, pins, etc.
Gift/Retail Item	Mugs, key rings, caps, watches, clothing, golf ball sets, etc.
Executive Item	Clocks, glasses, pen sets, plaques, high-end clothing

^{*}All items are subject to availability.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006

Amended: June 27, 2011

POLICY TITLE: Support of Non-Profit Organizations' Grant Applications

POLICY NUMBER: 12-013

POLICY PURPOSE:

To determine guidelines of supporting non-profit groups for grant applications.

POLICY:

1. If a non-profit organization applies for a grant that requires a letter of support from the Town of Whitecourt, the Town may provide a support letter if, in the opinion of Administration, the project does not conflict with projects or programs provided by the Town.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006

Amended: September 24, 2007
Amended: June 24, 2013
Amended: October 10, 2017
Amended: October 28, 2020
Amended: October 23, 2023

Amended: June 27, 2011
Amended: November 23, 2015
Amended: October 22, 2018
Amended: October 11, 2022

POLICY TITLE: Communications and Advertising

POLICY NUMBER: 12-014

POLICY PURPOSE:

The Town of Whitecourt is committed to developing information channels to enhance communication within the organization and with the community, media, and other municipalities; and to ensuring that information is provided effectively, efficiently, accurately, consistently, and professionally.

POLICY:

External Communications:

General Communication

- 1. All written correspondence from the Town will be sent on identifiable Town of Whitecourt stationery.
- Requests for information from citizens will be handled within 10 business days. If requests for information have been forwarded to any other public body, Whitecourt Town Council will be forwarded the citizen's request letter. Other requests may be forwarded to Town Council at the discretion of the Chief Administrative Officer.
- 3. Comments and complaints received regarding services provided by the Town of Whitecourt will be recorded and communicated to the appropriate Director and Manager. Complaints will be dealt with in a timely manner.
- 4. When using photographs in advertisements, in promotional items, or on the Town's website, consent and authorization to use the photograph must be granted from the person in the picture, as well as the photographer. Staff will ensure that the Schedule "B" Photography Release Forms and Schedule "C" Image Permission Release Forms are completed as necessary.
- 5. The Legislative Manager shall be consulted when designing public information documents, surveys and questionnaires to review documents to ensure consistency in design, content and tone to enable branding and corporate identity development.



Policy Manual Section: **Administrative**

Media Relations

- 6. Media calls will be given high priority and will be dealt with efficiently at all levels of the organization.
- 7. Staff receiving requests from the media for interviews must receive authorization from the Chief Administrative Officer or Department Director prior to providing information.

Press Releases

- 8. Press releases are encouraged to promote municipal activities, decisions, projects, and services.
- 9. The Town of Whitecourt will use a standard format for press releases for distribution to the media and community.
- 10. Press releases will be published after each Regular Meeting of Council to review agenda items and highlight decisions and activities of Council. Distribution of press releases that promote community events, projects, programs, services, and successes are encouraged.
- 11. The Chief Administrative Officer will approve all press releases prior to publication and an external distribution list will be utilized.

Advertising

- 12. The Town of Whitecourt will advertise in at least one local newspaper as the primary advertising medium. Other advertising/communication mediums, such as the radio or other print media will be used when appropriate.
- 13. Department Directors will approve all advertisements pertaining to their department prior to the advertisements being submitted. All advertisements, with the appropriate coding and size specifications, will be ready for submission by 12:00 noon on the Wednesday of each week, with the exception of advertisements resulting from Municipal Planning Commission decisions.
- 14. All advertisements and publications created by the Town of Whitecourt will include the Town logo.
- 15. Non-routine advertisements (i.e. special features, promotions) will be published as deemed necessary, upon the approval of the Chief Administrative Officer and/or Department Directors.

Website

16. The Town of Whitecourt will maintain an up-to-date, user-friendly, website to inform residents, the media, and others, about Town business, programs, procedures, activities, policies, and vision to increase knowledge and understanding.



Policy Manual Section: **Administrative**

17. Requests for posting information to the website will be coordinated through the Legislative Manager.

Social Media

- 18. For purposes of this policy, "social media" defined as website and applications that enable users to create and share content or to participate in social networking. Social media tools turn communications into an interactive dialogue, and allow the creation and exchange of user-generated content to share opinions, information, promote discussion, and build relationships. Social media platforms include, but are not limited, to Facebook, Instagram, and YouTube.
- 19. The Town of Whitecourt's website <u>www.whitecourt.ca</u> will remain the Town's primary and predominant internet presence. Wherever possible, Town social media sites should link back to the official Town of Whitecourt website for forms, documents, online services, and other information necessary to conduct business with the Town of Whitecourt.
- 20. The Town of Whitecourt will build its presence on social media sites and use social media tools with adequate consideration given to:
 - a. Ensuring efforts align with the Town's Strategic Plan, corporate values, and policies;
 - b. Identifying the fit within business and communications/marketing plans and objectives;
 - c. Understanding the benefits, implications, and risks in using social media.
- 21. The establishment and use by any Town department of social media sites are subject to the approval by the Chief Administrative Officer.
- 22. Social media accounts for specific facilities, initiatives, or projects (i.e. Allan & Jean Millar Centre) will be clearly linked to the Town's main social media account.
- 23. Administration will maintain a list of all social networking application domain names in use, the names of all employee administrators of these accounts, as well as the associated user identifications and passwords currently active.
- 24. Town of Whitecourt social media sites should make clear that they are maintained by the Town of Whitecourt and shall be branded consistent with the Town of Whitecourt visual identity standards. The Legislative Manager and other appointed staff members will act as forum moderators, and as such will monitor and populate content, on a daily basis during regular business hours, on Town social media sites to ensure appropriate use, message, and branding consistent with the Town of Whitecourt.
- 25. The focus of the Town's social media is on Town of Whitecourt news, events and activities. The Town of Whitecourt social media accounts may share or like posts, or follow social media pages, of organizations or stakeholders that partner with the Town on the delivery of services or programs to the community. Members of Council



Policy Manual Section: **Administrative**

and appointed members of Council Committees may be asked to participate in communication initiatives.

- 26. Code of Conduct Bylaw 1540, Section 5, outlines Council communication roles and guidelines on behalf of the municipality. Town of Whitecourt social media sites and pages shall not be used for campaigning or self-promotion.
- 27. Social media tools permit and encourage two-way dialogue. The Town's social media sites will permit comments by the public when appropriate, and the Town's forum moderators will respond to relevant and appropriate questions posted on the Town's social media sites or networks, in a timely manner, with factual information. To maintain trust and transparency, the Town will monitor but not engage in online debate and discussions on its own or any other forums. The Town reserves the right to respond to comments that are not factual.
- 28. It is recognized that social media presents both new possibilities as well as challenges. The various platforms of social media carry the risk of being a format for inappropriate comments (including information, articles, pictures, videos or any other form of communicative content posted on a Town of Whitecourt social media site) or activity. Each social media site will include comment/posting guidelines (where appropriate) as noted in Schedule "D".
- 29. Should a comment/post contravene any of the guidelines listed in Schedule "D", the forum moderator shall make a copy of the comment for the record and delete the post. The offending user may be blocked from the Town's social media channels at the discretion of the forum moderator.

Internal Communications:

- 30. Individual requests from members of Town Council will be directed to the Chief Administrative Officer.
- 31. Committee members, including Council Members, with individual requests pertaining to a Council Committee will communicate directly with the responsible administrative support staff member.
- 32. Staff members are encouraged to promote communication within the organization. Meetings, from informal to large groups, will be the primary basis of communication.

Emergency Communications:

33. In the event of an emergency, the Town's website and social media accounts will be used to reach citizens quickly and effectively. Information posted on social media will direct people to the Whitecourt website which allows for further explanations and links that can be explained more described in detail.



Policy Manual Section: **Administrative**

- 34. In the event of an emergency and the Emergency Coordination Centre (ECC) is activated, at least one Public Information Officer will be assigned to the ECC. The team member will manage and monitor the website and the main Town of Whitecourt social media accounts, providing updates and issuing press releases as approved by the Director of Emergency Management or their designate.
- 35. If the emergency situation is escalated, the main Town of Whitecourt social media accounts will provide appropriate messaging, focusing exclusively on the emergency and the Town's response (i.e. all other corporate messaging will be temporarily paused).
- 36. In the event a public emergency alert or order is issued, the Town of Whitecourt will utilize Alberta Emergency Alert. In addition, social media posts will be made, and push notifications will also be issued on the Town's website and app.

REFERENCE:

Schedule "A" Communication Tools and Channels

Schedule "B" Photography Release Form

Schedule "C" Image Permission Release Form

Schedule "D" Social Media Comment/Posting Guidelines

Bylaw 1579 - Code of Conduct Bylaw

Bylaw 1555 - Advertising Bylaw



Policy Manual Section: **Administrative**

Policy 12-014 - Communication And Advertising Schedule "A" - Communication Tools and Channels

WEBSITE			
MEDIUM	DETAILS	TARGET AUDIENCE	LINK
Town of Whitecourt	All Town information.	Residents, Businesses, Tourists, Staff	www.whitecourt.ca
Website Portals			
Community Program Registration	Online registration portal linked through Whitecourt website.	Residents	rec.whitecourt.ca
Geographic Information System (GIS)	Online public access portal for Whitecourt's datasets.	Residents, Businesses	Via www.whitecourt.ca
Virtual City Hall	Online payment portal for taxes, utilities, dog licences.	Residents, Businesses	Via www.whitecourt.ca
Staff Vault	Employee only portal with forms, information and staff directory.	Staff	Via www.whitecourt.ca

APPS		
MEDIUM	DETAILS	TARGET AUDIENCE
Loop for Municipalities	Developed through website content; includes direct links to business directory and trail modules.	Residents, Businesses, Tourists
TransLoc	Whitecourt Transit route schedule and tracker.	Whitecourt Transit Riders



SOCIAL MEDIA			
MEDIUM	DETAILS	TARGET	LINK
		AUDIENCE	
Facebook Pages			
Town of Whitecourt	General Town	Residents,	/TownofWhitecourt
	Information.	Businesses	
Tourism Whitecourt	Tourism related	Tourists	/TourismWhitecourt
	information (events,		
	attractions, activities, etc.).		
Whitecourt	Promotes business and	Businesses	/WhitecourtEcDev
Economic	investment related	Dusinesses	/ / WilliecoultEcDev
Development	information to engage		
Botolopinion	the business		
	community.		
Allan & Jean Millar	Facility related	Residents,	/MillarCentre
Centre	information, programs	Facility	
	and services.	Members	
Whitecourt Area	Support program	Residents	/WhitecourtAreaFamilyS
Family Support	related information.		upportProgram
Program		D : 1 (/ 1 // / / /
Whitecourt Communities in	Communities in Bloom related activities and	Residents, Businesses	/whitecourtcib
Bloom	initiatives.	businesses	
Whitecourt Fire	Department related	Residents,	/WhitecourtFD
Department	programs and	Businesses	/Winteddarti B
B opair in ionic	initiatives.	2400000	
Instagram Accounts			
Town of Whitecourt	General Town	Residents,	@townofwhitecourt
	information.	Businesses	
Tourism Whitecourt	Tourism related	Tourists	@tourismwhitecourt
	information (events,		
	attractions, activities,		
Allen 9 Jean Miller	etc.).	Dacidonto	@allaniaanmillanaantra
Allan & Jean Millar Centre	Facility related information, programs	Residents, Facility	@allanjeanmillarcentre
Cerille	and services.	Members	
Whitecourt Fire	Department related	Residents,	@whitecourtfire
Department	programs and	Businesses	
'	initiatives.		
Youth of Whitecourt	Youth Advisory	Residents –	@youthofwhitecourt
	Committee related	youth	
	initiatives; updates	demographic	
	specific to the youth		



	demographic.		
YouTube Channels			
Town of Whitecourt	Whitecourt promotional videos.	Residents, Businesses, Tourists	@whitecourtab
Allan & Jean Millar Centre	Facility related initiatives and promotional videos.	Residents, Facility Members	@millarcentre

3 rd PARTY WEBSITES			
MEDIUM	DETAILS	AUDIENCE	LINK
Alberta Emergency Alert	Website, and related app, alerting system hosted by the Province for authorized users to distribute emergency related information.	Residents, Businesses, Tourists	www.alberta.ca/emerg encyalert
Alberta Purchasing Connection	Advertise tenders/RFPs as required.	Businesses	www.purchasingconn ection.ca
Alberta Regional Dashboard	Updated as necessary (by economic development staff).	Businesses	www.regionaldashboa rd.alberta.ca
Travel Alberta	Updated as necessary (by economic development staff members).	Tourists	www.travelalberta.ca

LOCAL MEDIA		
MEDIUM	FREQUENCY	DETAILS
Whitecourt Press	As required.	Ads published using standard template. Advertisements published per Advertising Bylaw and Communications Policy.
Whitecourt Star	As required.	Offers digital only news format; utilized per Advertising Bylaw and Communications Policy.
XMFM 105.3	As required.	Budget dependent; program specific.
The Boom 96.7	As required.	Budget dependent; program specific.



PRINT PUBLICATIONS			
MEDIUM	FREQUENCY	DETAILS	
Press Releases	As required.	On various Town projects/initiatives/services.	
Council/Council Committee Agendas and Minutes	Per meeting schedule	Current Council minutes and packages are loaded to the website.	
Information Sheets/Brochures	As required.	Posted online and available in print on a variety of topics.	
Utility Inserts	As required.	Circulated in print and digital copy with monthly utility bill.	
Welcome to Whitecourt Package	Updated as required.	Available in print and online; local information targeted to new residents to the community.	
Economic Development Package	Updated as required.	Available in print and online to promote investment and business attraction in Whitecourt.	
Newsletters	As required.	Published in print and online to promote programs and services targeted to specific demographics. Example: Making Connections Seniors Newsletter; Talk of the Town Employee Newsletter; Family Support Program Newsletter; Economic Development Newsletter.	
Community Spectrum	Published quarterly.	Published in print and online to promote local programs and services.	
Budget Report (Final and Interim)	Published annually.	Published annually and available in print and online.	
Whitecourt Tourism Guide	Published annually.	Published in print and online to promote Whitecourt as a tourism destination. Paper copies also distributed to Alberta Visitor Information Centres.	

SIGNAGE		
MEDIUM	FREQUENCY	DETAILS
Regional Billboards	Updated as required.	Partnership initiative with regional municipalities to advertise community events and programs. Board located on the west end of Whitecourt along Highway 43.
Trail Maps/Way	Updated as required.	



Finding Signs		
Planning &	As necessary.	Per Land Use Bylaw, to notify area
Development		property owners of
Roadside/Park/Site		applications/permits; land for sale
Signs		signs; LUB/ASP site postings, etc.

IN PERSON		
MEDIUM	FREQUENCY	DETAILS
Community Group Engagement/ Consultation	As necessary.	Council are appointed to local societies/organizations as liaisons. Staff participate in and represent the Town on a number of community groups as liaisons.
Council/Council Committee Meetings	Per meeting schedule.	Notices posted online and at the Town Office; open to the public. Council Committees may include public member appointments in order to gain perspective from the community at large.
Public Input Sessions	Every Council and Policies and Priorities Committee Meeting	Per policy, agenda item to allow members of the public to bring Council's attention to relevant issues.
Public Information Meetings prior to Public Hearings	As required.	Hosted by Administration prior to Public Hearings to provide members of the public with information and clarification on issues to be discussed at the Public Hearing.
Local and Regional Business Visitation Program	Ongoing	Conducted by Economic Development and Planning staff members.
Other Engagement Activities – Open House, Round Table, Meet & Greets, Appreciation Events, etc.	As required.	Project/initiative specific; guided by Policy 11-013 – Public Participation.



TOWN OF WHITECOURT

5004 52 Avenue P.O. Box 509 Whitecourt AB T7S 1N7 Telephone: 780-778-2273 Fax: 780-778-4166

Help promote our community

PHOTOGRAPHY RELEASE FORM

artwork ("Materials") in one or more of its WHITECOURT permission to use, copy promotions and advertising. I acknowle	hereby authorize the TOWN OF permission to use my image, photograph, or other is promotions and advertising. I give the TOWN OF or modify such Materials for one or more of its edge that I have received consent and permission depicted in the Materials for this purpose.			
	T from any claims or actions of liability that may Materials for the Town of Whitecourt promotions			
I, hereby waive any right that I may have to inspect and/or approve the photographs or electronic matter that may be used in conjunction with them now or in the future, whether that use is known to me or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the photographs.				
provisions contained above, have caref	ficient time to review and seek explanation of the fully read and understand them, and agree to be cably give my consent and agree to this Release			
Executed this day of	, 20			
SIGNATURE:				
ADDRESS:				
PHONE:				



I am 18 years of age and older

TOWN OF WHITECOURT

5004 52 Avenue P.O. Box 509 Whitecourt AB T7S 1N7 Telephone: 780-778-2273 Fax: 780-778-4166

Help promote our community

IMAGE PERMISSION RELEASE FORM

I, the undersigned give the TOWN OF WHITECOURT full permission to use the images taken of me, my dependent(s) and/or my property with unlimited usage and format (in print or digital form) for an unlimited duration of time.

In signing below, I also give the TOWN OF WHITECOURT publishing rights of the said images with no financial implications.

ram re years or age and e	
Executed this day of	, 20
NAME	
ADDRESS:	~
SIGNATURE:	
In the case of granting permission for a minor, please fill in below:	
DEPENDENT(S) NAME:	~
NAME OF PARENT/ GUARDIAN	



Policy Manual Section: **Administrative**

Policy 12-014 – Communications and Advertising Schedule "D" Social Media Comment/Posting Guidelines

The Town of Whitecourt welcomes your comments! Our goal is to share ideas and information with citizens, businesses, organizations, and visitors. We accept the majority of comments made on this page, but it is important for you to know that this is a moderated online discussion site and not a public forum.

- 1. As a public entity the Town of Whitecourt must abide by certain standards to serve all its constituents in a civil and unbiased manner.
- 2. The intended purpose behind the Town of Whitecourt's social media sites is to provide information from the Town, about the Town, to its citizens.
- 3. A comment posted by a member of the public on any Town of Whitecourt social media site is the opinion of the commentator or poster only, and publication of a comment does not imply endorsement of, or agreement by, the Town of Whitecourt, nor do such comments necessarily reflect the opinions or policies of the Town of Whitecourt.
- 4. The Town of Whitecourt will readily disclose its identity on social media sites. Town spokespeople involved in communicating Town business will disclose their employment or association with the Town.
- 5. We encourage comments that:
 - a. Relate to the subject matter of the page;
 - b. Respond to comments of other readers;
 - c. Are brief and have a positive, constructive tone;
 - d. Are open to being contradicted by other readers;
 - e. Might disagree with a comment without insulting the author of the comment.
- 6. We discourage and may delete comments, content, or links that:
 - a. Are off-topic:
 - b. Are offensive, profane, abusive, or sexually explicit;
 - c. Promote, foster, or perpetuate discrimination;
 - d. Insult or attack specific individuals or organizations;
 - e. Comments in support of, or in opposition to, any political campaigns or ballot measures;
 - f. Advertise or market commercial activity or link to non-related sites;
 - g. Are in violation of federal, provincial or municipal law;
 - h. Suggest or encourage illegal activity;
 - i. Could invade personal privacy;
 - j. Could compromise the safety or security of the public or public systems;



- k. Violates a legal ownership interest, such as a copyright, of any party; or
- I. Any other content that the forum moderator deems unsuitable for the social media site.
- 7. If anyone continually violates this policy, we may limit his/her ability to comment in the future or block him/her from the site.
- 8. This site is not monitored on a 24/7 basis.
- 9. If you have any questions about this guide please contact us at administration@whitecourt.ca.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006 Amended: September 24, 2007 Amended: June 27, 2011 Amended: October 27, 2014 Amended: October 10, 2017 Amended: October 11, 2022 Amended: October 23, 2023

POLICY TITLE: Sale/Disposal of Surplus Assets and Recovered Items

POLICY NUMBER: 12-015

POLICY PURPOSE:

To allow for the disposal of surplus assets and recovered items at fair market values.

POLICY:

- 1. Assets that no other departments required can be declared surplus and disposed of at the discretion of the Chief Administrative Officer and Department Directors.
- 2. Surplus assets and items may be sold by the following methods:
 - a. tendered sale,
 - b. sale through an auction mart,
 - c. sale by consignment,
 - d. commercial yard sale, and
 - e. sale by other methods approved by the Chief Administrative Officer.
- 3. Assets and items declared as surplus may be disposed of by other means, such as trade in kind, when authorized by Council.
- 4. A list of all assets disposed of, including serial number, make and model if applicable, must be forwarded to the Director of Corporate Services in order to remove the asset from the Town of Whitecourt's capital asset schedule.
- 5. Prior to selling or disposing of any computer equipment, IT staff must ensure that the item has been properly prepared for sale or recycling in accordance with Policy 12-025 Records Management.
- 6. A Council Member or employee may offer to purchase any asset and/or item offered to the public for sale by third party public auction or tender.
- 7. Council reserves the right to dispose of assets or items to non-profit organizations.



Policy Manual Section: **Administrative**

- 8. Council will set reserve bids through budget or on an individual basis for tendered or consigned assets and/or items valued at over \$10,000.00.
- 7. Administration will set reserve bids for tendered or consigned assets and items valued between \$501.00 and \$9,999.00 as approved by the Chief Administrative Officer.
- 8. Assets and items valued under \$500.00 may not have set reserve bids.
- 9. Assets and items that have no resale value will be disposed as waste, or donated.

REFERENCE:

Policy 12-025 – Records Management



Policy Manual Section: **Administrative**

POLICY

Effective Date: December 19, 1983

Amended: October 11, 1988
Amended: September 25, 2006
Amended: April 26, 2010
Amended: June 24, 2013
Amended: October 23, 2015
Amended: October 10, 2017
Amended: October 22, 2018
Amended: September 28, 2020
Amended: October 23, 2023
Amended: October 23, 2023

POLICY TITLE: Recognition of Council, Council Committee Members, and Fire

Fighters

POLICY NUMBER: 12-016

POLICY PURPOSE:

Establish a procedure for recognizing Council, Council Committee Members, and Fire Fighters for service to the community.

POLICY:

- 1. Volunteer Fire Fighters, after five years and retirement from service, shall receive a recognition gift. The gift will be valued at \$50.00 per year of service.
- Council Appointed Committee Members (excluding those serving on the Youth Advisory Committee) upon retirement and a minimum completion of one full appointment on the following Council Committees, shall receive a recognition gift valued at \$150.00 that is suitably embossed or engraved with the Town's logo:
 - a. Community Services Advisory Board,
 - b. Economic Development Committee,
 - c. Health Professionals Attraction and Retention Committee,
 - d. Municipal Planning Commission,
 - e. Protective Services Committee,
 - f. Subdivision and Development Appeal Board,
 - g. Town of Whitecourt Library Board.

Upon dissolution of an Ad Hoc Council Committee, Council may decide to recognize members on long-standing Ad Hoc Committees with a recognition gift valued at \$150.00 that may be embossed or engraved with the Town's logo.

3. Members of Town Council shall receive a recognition gift valued at \$300.00 at the end of each term that is suitably embossed or engraved with the Town's logo when possible.



Policy Manual Section: **Administrative**

- 4. Town Council and Council Committees Members may contribute the value of their recognition gift as a donation in kind to a suitable non-profit organization of their choice.
- 5. The Town of Whitecourt will host an annual appreciation event in recognition of appointed Council Committee members.
- 6. The Town of Whitecourt will host an annual Fire Department Awards event in recognition of those serving on the Whitecourt Fire Department.

REFERENCES:

Bylaw 1570 - Council Committees Bylaw Policy 11-003 – Governance and Appointments of Council Committees, Ad Hoc Committees and External Committees



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 25, 2006

Amended: June 22, 2020 Amended: October 28, 2024

POLICY TITLE: Technology Resource Use

POLICY NUMBER: 12-017

POLICY PURPOSE:

The Town of Whitecourt (the "Town") provides access to computing devices, information, and network resources for users to assist them in the performance of their responsibilities. This policy defines acceptable uses for the technology resources provided to users in completion of their duties including but not limited to: computer systems and attached peripherals, personal digital assistants (PDAs) (ex. smartphones, cellular phones, tablets, etc.), faxes, voice mail systems, email systems, network resources, Internet resources, pagers, radios, and other communication devices (collectively the "Technology Resources").

POLICY:

General Access

- 1. The Town provides Technology Resources in order to provide timely and efficient services. This is the primary function of the Technology Resources and any activity or action that interferes with this purpose is prohibited. Failure to adhere to this policy places the Town and the individual at risk for legal and financial liabilities, potential embarrassment, or other consequences.
- Users of Technology Resources attached to the Town's network shall uphold the
 reputation of the Town, conduct themselves in a professional manner, and have a
 common responsibility to uphold security procedures to protect the network. This
 includes adhering to virus scan procedures, refraining from visiting risky websites,
 and following other security based instructions issued by Information Technology (IT)
 Support.
- The level of access users have to Technology Resources is based upon specific job
 requirements or functions for the Town. Users must have approval of their
 Department Director and/or the appointed system administrator in order to gain
 access to the Town's Technology Resources.
- 4. When using Town provided Technology Resources users must recognize that the source of the communication is the Town.



Policy Manual Section: **Administrative**

- 5. Individuals who have been assigned an email and/or computer account have a responsibility to maintain the integrity of all systems; and therefore, will not share their access with anyone else, even for the sake of convenience.
- 6. Technology Resources are to be used for business purposes, and should be business-like in format and tone. Any use of the Town's Technology Resources for private financial gain, commercial advertising or solicitation purposes is prohibited. Occasional limited, appropriate personal use of the electronic system is permitted when the use does not:
 - a. Interfere with the user's work performance;
 - b. Interfere with any other user's work performance;
 - c. Have undue impact on the operation of the Technology Resources;
 - d. Violate any other provision of this policy or any other policy or procedure of the Town.

No Expectation of Privacy

- 7. The Town and specially authorized individuals reserve the right to access, use and disclose contents of the Technology Resources at any time and review, use, and disclose communications within the Technology Resources, without notice to users of the Technology Resources, whether the Technology Resources contain business or personal information as per legislation (FOIP). No one may access or attempt to access another's electronic communications without appropriate authorization from management. The reasons the Town may access the Technology Resources include but are not limited to: system maintenance; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; ensuring that the Town's operations continue appropriately during a user's absence; investigating alleged user misconduct; and any other purpose deemed appropriate by the Town. Users should not expect the use of the Technology Resources to be private.
- 8. Email and voicemail messages, a history of Internet domains accessed, and preliminary drafts of word processing documents may be electronically stored even after they have been deleted from your computer or telephone.

Security

- The Town employs various measures to protect its Technology Resources and data from deliberate or inadvertent destruction or misuse. Such measures include designation of individual accounts, log-ins, and passwords.
- 10. Administration monitors the use of Town networks and may monitor Internet traffic and/or block access to Internet sites without notice.
- 11. The Town provides the use of a Virtual Private Network (VPN: the ability to provide a secure connection through an otherwise insecure network, Internet, to a secure



Policy Manual Section: **Administrative**

network) for users to access the Town's Technology Resources. Access will only be provided on an as required basis. Only Town approved users may access the Town network from an external resource.

12. Computer viruses reside on the Internet. Do not download program or executable (".exe") files without the prior approval of the Director of Corporate Services. All software used by the Town is specially licensed. Users must not duplicate copies or download software from their computer to other computers or vice versa.

Passwords

- 13. Technology Resources must be password protected.
- 14. Passwords help protect against misuse by seeking to restrict use of the Town's systems and networks to authorized users. Each authorized user (specific individual) is assigned a unique password that is to be protected by that individual and not shared with others, and follows the rules governed by the password procedure as outlined in Schedule "A" Password Procedure. Passwords shall be safeguarded and not divulged. If it is necessary to maintain a written copy of a password, that copy shall be placed in a secure location. When a user is required to choose a password, they shall refrain from selecting a password that may easily be linked to the user such as birth dates, children's names, etc.

Data Access

- 15. Town data store on electronic and computing devices whether owned or leased by the Town, the employee, or a third party, remains the sole property of the Town. You may access, use, or share this information only to the extent it is authorized and necessary to fulfill your assigned job duties.
- 16. The Town reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.
- 17. No one may access confidential data unless specifically authorized to do so. Even authorized individuals may use confidential data only for authorized purposes.
- 18. The Town has an obligation to preserve and protect confidential data. The confidentiality of data (including email messages) sent via the Internet cannot be assured. The transmission of sensitive material, trade secrets or any other proprietary information, without permission and/or approval from management, is prohibited and may result in discipline, including termination of employment for cause.

Cybersecurity Awareness

19. Cybercriminals exploit human and technical weaknesses. To manage these risks, The Town requires each user to successfully complete cybersecurity awareness



Policy Manual Section: **Administrative**

training. Certain staff may be required to complete additional training modules depending on their specific job requirements. Employees will be given a reasonable amount of time to complete each course so as to not disrupt business operations.

- 20. Updated training will be sent out periodically that employees are required to complete. This may include educational information to all employees and/or random compliance testing.
- 21. Failure to stay up-to-date on training, any compliance testing issues, or a cyber-infraction would require the user to repeat the training.

Managing Personal Digital Assistants (PDAs)

- 22. Personal Digital Assistants (PDAs) have become important tools to a mobile workforce. They support a mobile workforce by enabling communications, sharing of documents, and web functions at anytime, anywhere.
- 23. Most PDAs are enabled to browse the Internet and to send and receive email. Personal use of a PDA is permitted, provided that the use is consistent with professional conduct and does not detract from the performance of municipal duties during work hours.
- 24. Synchronization of email occurs immediately with the Town's email server, so users must be aware that any and all created, deleted or modified content within the PDA occurs with the email server.
- 25. Text messages are not captured during synchronization of the PDA with the server; therefore, users should not use text messaging to convey decisions, approvals, directions and other substantive business associated to the Town.
- 26. One of the most significant threats involves the loss of the PDA. Since these devices are small, loss is a definite concern. Users should keep track of the PDAs at all times whether inside or outside of the office. Power on password protection (login password) on the PDA should be used at all times. In this way any loss that occurs would not permit an outside user to access the system. Should loss of a PDA occur, immediate notification will be sent to the Director of Corporate Services and/or Chief Administrative Officer or Information Technology (IT) Support.
- 27. Records retained in a PDA may be governed by the rules of FOIP. No information that may be responsive to a FOIP request may be deleted after the request has been received until the request has been completed and all applicable review periods have expired or upon direction of the FOIP Coordinator. Users need to understand that use of the PDA is governed by the Town's Records Management Bylaw and policies.



Policy Manual Section: **Administrative**

Reporting

- 28. If a user believes that a security incident has occurred, they will immediately notify IT Support and either the Director of Corporate Services or the Chief Administrative Officer. Working in conjunction with IT Support, an assessment of the level of incident will take place and a determination of what action is deemed necessary. Security incidents include when:
 - a. Sensitive Town information is lost, disclosed to unauthorized parties, or suspected of being lost or disclosed;
 - b. Unauthorized use of the Town's systems is suspected of taking place;
 - c. Passwords or other system access controls are lost, stolen, or disclosed or are suspected of being lost, stolen or disclosed;
 - d. Unusual system behaviour such as missing files, system crashes, or misrouted messaging occurs.
- 29. Security issues will not be discussed widely, but will be shared on a need- to-know basis.

Email/Account Management

- 30. The Town provides users with the capability to send and receive electronic mail (email), all in order to assist users in carrying out the Town's business. Email has been provided to assist and enhance communication.
- 31. All e-mail accounts must be approved by the Department Director or Chief Administrative Officer generally via an employment offer.
- 32. Human Resources is responsible for notifying IT Support when employees are hired, terminated or change positions, with reasonable notification of such changes.
- 33. A user's access to email systems shall be terminated with the user's employment status or relations with the Town ends. The account of a terminated user who has had access to email systems shall remain active for a reasonable amount of time so that traffic can be redirected by automatic reply/forwarding to a successor or alternate contact.
- 34. Supervisors or system specific administrators are responsible for authorizing and updating access to Technology Resources prior to the effective date of such changes or whenever first access is needed. Users shall only have access to Technology Resources they need in order to fulfill their employment obligations. It shall be the responsibility of the supervisor or system specific administrators involved to ensure that the access privileges of a user who transfers from one unit to another are modified to reflect the requirements of the new position.
- 35. When the unexpected or prolonged absence of a user is likely to have an adverse effect on business operations and access to email/voice mail is necessary to sustain



Policy Manual Section: **Administrative**

routine operation of the unit, access to the account shall be granted to the immediate supervisor or designated individual. Depending on the situation the supervisor may:

- a) Set up an automatic reply to messages sent to an absent user so that the sender is redirected to a temporary replacement.
- b) Change the account so that a temporary replacement has full access to the address of the absent user.
- c) Automatically forward all messages sent to an absent user to the temporary replacement.
- d) Copy needed messages or information saved in the absent users account and provide them to the temporary replacement.
- e) Suspend all account activity and Technology Resources access until the return of the user.

A review of all access to Technology Resources and action will be provided to IT support prior to the leave of absence.

- 36. Users shall not use personal email accounts to conduct official Town business unless directed by a Department Director, Chief Administrative Officer or IT Support.
- 37. It is not necessary for an email to contain an attachment in order to deliver a virus. Viruses can be transmitted simply by opening infected mail. Users should not open mail from sources unfamiliar to them.
- 38. Users are cautioned that email is considered a public record and is governed by the FOIP Act. Users should assume that any email may be deemed "public information" and treated the same as any other written communication.
- 39. Users are cautioned to avoid using email and other mediums to promote, advocate or communicate personal views or the views of other individuals or organizations that could be perceived as an endorsement by the Town when no such endorsement has been provided.
- 40. Users shall not make the name and email addresses of other users available to those whose intent is to communicate with users for purposes unrelated to the job responsibilities.
- 41. Users shall routinely identify, separate and remove unwanted and unneeded junk mail, non-records, and transitory information from the system per the Records Management Bylaw and policies.
- 42. Internet access is provided primarily for assisting with a user's specific job duties. Users are reminded that the use of the Internet must not interfere with a user's job duties. Every Internet site visited is capable of determining the user's and the Town's identity. Users are encouraged to exercise care in selecting websites to visit on the Internet, including sites received in, or linked from, email. Viruses can be transmitted simply by viewing a site that contains computer code written to transmit



Policy Manual Section: **Administrative**

viruses to others. Users shall limit their use of Internet services and access for streaming media applications. Permission may only be granted on a limited basis for limited durations.

Prohibited Use

- 43. Any use that is determined to be inconsistent with this policy or other policies, bylaws, rules or regulations of the Town of Whitecourt is prohibited. In addition to the prohibited uses cited throughout this policy, other prohibited uses include but are not limited to:
 - a) Any use that is illegal.
 - b) Any use involving materials that are obscene, sexually explicit or sexually suggestive.
 - c) Any use that represents personal views as the views of the Town of Whitecourt.
 - d) Malicious use or deliberate disruption of the Town's computers, networks, internet services, or email services and/or breach of security features.
 - e) Misuse or deliberate damage to the Town's computer systems and/or components.
 - f) Copying, downloading, installing/removing software or applications without approval of the system administrator.
 - g) Failing to report a known breach of computer security to a system administrator or supervisor.
- 40. Violations of this policy may subject a user to lose his/her technology resource(s) and/or necessitate disciplinary action.

REFERENCE:

Schedule "A" Password Procedure
Bylaw 1579 - Code of Conduct Bylaw
Bylaw 1492 Retention and Destruction Bylaw
Policy 12-025 – Records Management
Freedom of Information and Protection of Privacy (FOIP) Act



Policy Manual Section: **Legislative**

Policy 12-017 Technology Resource Use - Schedule "A" Password Procedure

Passwords used within the Town's information systems shall be single user, non-trivial, hard-to-guess, and non- repetitive. Passwords shall have no direct relationship to the user and/or creator.

- 1. Keep your password secure, do not share it with anyone. Computers can only verify the legitimacy of the password, not the legitimacy of the user. Most computer attacks originate from trusted people.
- 2. All network passwords shall be at least eight characters long and must contain at least one characters from each of the following four classes:
 - a. upper case (A,B,C,...Z);
 - b. lower case (a,b,c,...z);
 - c. numeric characters (0,1,2,3,...9); and/or
 - d. non-alphanumeric (special characters) (^,@,+,&, etc.)
- 3. Passwords shall not be inserted into email messages or other forms of electronic communication.
- 4. Users shall not re-use an expired password within the most recent five password changes.
- Users may use wording or characters that are meaningful to them but must not contain any part of their name, user ID, address, birth date, etc. This information is often available to an intruder and can be quickly added to a program for guessing passwords.
 - a. Characteristics of a good password:
 - i. meaningful to the user and, therefore, easier to remember;
 - ii. contains as many characters as possible.
 - iii. use replacement characters (e.g. 3 instead of E, 1 instead of I,! instead of I, 0 instead of O, + instead of T).
 - iv. The following are sample valid passwords. Note: do not use these samples for your actual password:
 - 5amplePwd;
 - B3agles!;
 - Go+Promo+ed;
 - GottagoShOpp!ng
 - Ih8R@inyD@ys
 - b. Characteristics of a weak password:
 - i. contained in a dictionary, including foreign dictionaries; and



Policy Manual Section: **Legislative**

- ii. a pet's name or a form of your own name. Computer attackers include or form their own dictionaries that contain or try variations of dictionary words (e.g., John, John1, !John!, 12j0hn, etc.).
- 6. Refrain from using dictionary words from any known language. Password hackers often use multiple dictionary files (of various languages) to crack passwords.
- 7. Do not change your password remotely.
- 8. Passwords shall be changed periodically as determined by the password schedule for each system or program, typically every 90 days. On automated systems with the capability, users will receive notice that their password is about to expire providing ample opportunity to change their password.
- Authorized users shall protect their passwords from any and all other individuals. Users shall also respect this requirement of co-workers. This includes such things as:
 - a. disclosure of a user's password to any person, is prohibited;
 - b. a user shall not enter their password if someone is watching;
 - c. users shall not watch or record any other user enter their password;
 - d. passwords shall not be programmed into any computer system for recall or display (e.g. "remember password" feature of applications); and
 - e. passwords shall not be stored in a file on any computing device, including smartphones or similar, without encryption.
- 10. In the event of a password being compromised, suspect or verified, the user shall notify IT Support immediately and request a password change. IT Support shall change the password or submit a password change request to the appropriate system administrator.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 24, 2007

POLICY TITLE: Acceptance of Gifts/Items from Outside Agencies

POLICY NUMBER: 12-018

POLICY PURPOSE:

To provide guidance as to the permissible acceptance of gifts as an employee and representative of the Town of Whitecourt.

POLICY:

- 1. If a Town employee receives a gift valued at \$25.00 or more, the gift will be placed in a draw for which all employees will be included.
- 2. Employees may personally accept gifts or items from outside agencies valued at under \$25.00. (i.e. golf balls, hats, travel mugs, etc.)
- 3. Employees may accept gifts or items won randomly at a conference or seminar and are not obliged to submit the items to Administration for an organization-wide draw.



Policy Manual Section: **Administrative**

POLICY

Effective Date: March 25, 2008 Amended: April 26, 2010 Amended: June 28, 2010 Amended: June 24, 2013 Amended: October 11, 2022

POLICY TITLE: Investing In Our Community Program

POLICY NUMBER: 12-019

POLICY PURPOSE:

To establish terms of reference for the Investing In Our Community Program.

POLICY:

Part A: General Provisions

- 1. The Investing In Our Community Program was established to enhance and encourage partnerships with local non-profit organizations. The program is intended to provide financial assistance in the form of loans to community organizations to assist in leveraging their resources for community capital investments that will benefit the community.
- 2. This policy contains three parts which are intended to apply as follows. Part A (General Provisions) is intended to contain general provisions which are generally applicable to the whole of this policy. Part B (Interest Free Loans) is intended to set out certain parameters which will apply to the majority of loans granted pursuant to this policy. Part C (Extraordinary Loans) is intended to apply to loans which are outside the parameters set out in Part B of this policy. Stricter requirements will be imposed upon Part C loans. Each application will require a specific agreement to address the Town's provisions requiring security and default conditions.
- 3. Applications to the Investing In Our Community Program will be considered on a case-by-case basis, and Whitecourt Town Council must formally accept all applications and authorize Administration to proceed. Once all procedures and requirements under the Municipal Government Act are met, applications will be submitted for final approval by Town Council (including bylaw approval when necessary). The Town reserves the right to refuse any application. The Town also reserves the right to impose conditions on a loan, of whatever nature or kind that the Town deems appropriate.
- 4. Only non-profit, community organizations providing services to the community through volunteer resources may apply to the program for financial support to be used for a capital purpose that will benefit the municipality.



Policy Manual Section: **Administrative**

- 5. In considering an application Council will have general regard for, but not be bound by the following considerations:
 - a. the benefit to the public;
 - b. the capacity of the borrower to repay the loan;
 - c. protection of the Towns investment, including adequate security and legal documentation;
 - d. whether the Town should have the ability to appoint one or more persons to the borrowers Board of Directors:
 - e. the Town's debt limit financial obligations and financial statue. Generally, Council will not approve a loan if it causes the totality of loans under this program to exceed 10% of the Town's debt limit.
- 6. The Town reserves the right to limit financial support based on project benefits and outstanding program commitments already approved, or such other considerations that the Town deems appropriate or desirable.
- 7. The Town reserves the right to assess the reasonableness of costs and which costs are eligible under the terms of the program.
- 8. The Town may request security for a loan, including but not restricted to: lien or encumbrance on real property (including a charging agreement or mortgage), personal property security; promissory note; or such other security as the Town may deem appropriate in the circumstance.
- 9. Loan funding will be made available after all necessary advertising, approvals, bylaws, and securities are completed and in place.
- 10. For smaller amounts, the Town may utilize funds from the Town reserves, and borrowing from the Alberta Capital Financing Authority may not be required.
- 11. All requirements of the Municipal Government Act shall be followed. Any requirements of the Government of Alberta Treasury and Risk Management: Local Authority Loans regarding loans for this program shall be dealt with by the municipality.
- 12. All submissions must be completed in the prescribed application format and include all required supplementary documentation. The Town may request additional information in support of the project.
- 13. The Town will periodically review the terms and the duration of the program and make appropriate revisions as per the direction of Town Council.
- 14. Organization's that receive funding through the Investing In Our Community Program agree to submit annual financial statements to the Town of Whitecourt for the duration of the agreement period.



Policy Manual Section: **Administrative**

- 15. All loans are in the discretion of the Council of the Town of Whitecourt, and may be refused for any reason. Council may also impose whatever condition it thinks appropriate as a condition of any loan.
- 16. All applicants must receive approval by the Town of Whitecourt prior to incurring other debts once approved under this grant program.

Part B: Interest Free Loans

17. Acting as a lender, the Town will consider providing support based on a sliding scale of the total amount of the project less government grants.

Amount of Capital Project (Less Provincial and Federal Grant Contributions)	\$5,000,000.00 \$1,000,000.00 \$ 250,000.00 \$ 100,000.00				
		25%	20%	15%	10%

Percentage of Town Partnership

For example:

Golf Course Club House	e Project:	
Total Project Cost		4,000,000.00
Less Provincial/Federal	Grant	
Contributions		1,300,000.00
Total Eligible Project Co	sts	2,700,000.00
	Project	Town Partnership
25%	100,000.00	25,000.00
20%	250,000.00	50,000.00
15%	1,000,000.00	150,000.00
10%	1,350,000.00	135,000.00
	2,700,000.00	360,000.00

- 18. The interest rate of a loan under this program, while in good standing, will normally be from the Government of Alberta Treasury and Risk Management: Local Authority Loans (or another source) to fund the project, the Town will normally absorb interest costs incurred.
- 19. The maximum loan term is ten (10) years (subject to prior termination for default).



Policy Manual Section: **Administrative**

20. Principal is repayable in monthly or quarterly amounts as stated in the agreement signed by the Town and funding recipient. Payments will commence one year following disbursal of funds.

Part C: Extraordinary Loans

- 21. In extraordinary circumstances, Council may consider providing loans that exceed the financial limits (margins) set out in Part B of this Policy. The general considerations contained in Part A of this Policy will apply. However, in addition thereto, Council will only consider a Part C loan when they are convinced that: it is in the public interest to do so, the borrower has the capacity to repay the loan, the Town's investment is adequately protected by security based on 100% of the Town's investment and appropriate loan documentation and conditions, the loan documentation sets out adequate remedies upon default including, if deemed necessary, the Town's ability to appoint a majority of the borrowers Directors.
- 22. The Town will charge interest on Part C loans as it deems appropriate. Without restricting the generality of the foregoing, the interest charged shall be adequate to cover the Town's cost of borrowing for such funds.

REFERENCE:

Schedule "A" Investing In Our Community Program Application



TOWN OF WHITECOURT INVESTING IN OUR COMMUNITY PROGRAM APPLICATION FORM

APPLICANT CONTACT INFORMATION:

Name	of Applicant Organization:				
Mailing	g Address:				
Contac	ct Person: Mr./Mrs./Ms.				
Home	Phone Number:	_ Work Phon	e Number:		
Email:		_ Fax Numbe	er:		
PROJ	ECT INFORMATION:				
Name	of Project:				
	Address or Legal Description:				
Regist	ered Holder of Land Title:				
	y Operator/Leaseholder:				
	e of Project:				
	Project Cost: \$				
Applyii	ng for the following Investing In Our Co	ommunity Prog	ram compo	onent:	
	Interest Free Loan				
	Extraordinary Loan				
	e complete the following che nentation:	cklist, and	include	the	supporting
	Project Description/Details: Provided out, community benefit of the may provide drawings, photographs, documentation as you see fit.	project and w	hy is shou	ld be f	funded. You
	Project Cost: Details regarding exproject quotes and sources of estimates	,		t. You	ı may attach
	Project Funding Sources: A compamounts.	lete breakdow	n of all rev	/enue	sources and

Public Accessibility: Details on who will use this facility, and how residents of the Town of Whitecourt will access the facility.
Organizational Business Plan: A plan of the project objectives and details on how project activities will be implemented to meet the identified goals (minimum five year period).
Financial Statement: Your organization's latest financial statement. Please ensure the statement is dated and signed.

The Town of Whitecourt may request additional information in regards to the project or organization if deemed necessary.

Submit your completed application to:

Town of Whitecourt Investing In Our Community Program Box 509, 5004 52nd Avenue Whitecourt AB T7S 1N6 Email: administration@whitecourt.ca

Attn: Whitecourt Town Council

I DECLARE THAT:

- I AM A DULY AUTHORIZED REPRESENTATIVE HAVING LEGAL AND/OR FINANCIAL SIGNING AUTHORITY FOR THE ABOVE-MENTIONED ORGANIZATION.
- The information contained in this application and supporting documents is true and accurate and endorsed by the above-mentioned organization.
- · An accounting of spending, showing compliance with donations of the grant shall be provided (including a project assessment and financial accounting summary) no later than 90 days following the project completion date.
- Any grant awarded shall be used solely for the purposes stated within this application and according to program parameters.
- As a condition of accepting financial assistance, access to all financial statement s and records having any connection with monies received is hereby granted to the Town of Whitecourt.

Signature:				
Date:				
Print Name:			 	
Title:				
Contact Phone	Number:			

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Investing In Our Community Grant Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 27, 2010

Amended: June 24, 2013 Amended: October 27, 2014 Amended: October 10, 2017 Amended: April 23, 2019 Amended: March 22, 2021 Amended: October 11, 2022 Amended: October 28, 2024

POLICY TITLE: Tourism Enhancement Grant Program

POLICY NUMBER: 12-020

POLICY PURPOSE:

To establish terms of reference for the Tourism Enhancement Grant Program.

POLICY:

- 1. The Tourism Enhancement Grant Program was established to enhance and encourage partnerships with local non-profit organizations to enhance tourism related events and/or products. The program is intended to create a partnership in promoting local events to potential audiences outside the local area and/or to provide financial assistance to help develop projects and initiatives that enhance the experience of tourists and/or increase tourism in the area.
- 2. Funds can be applied for by any non-profit organization that is enhancing tourism in the area. Applications must be submitted using Schedule "A" Tourism Enhancement Grant Program Application Form and provide all required information.
- 3. Applications to the Tourism Enhancement Grant Program will be considered on a case-by-case basis. The Economic Development Committee (herein referred to as the Committee) reserves the right to refuse any application. The Committee also reserves the right to impose conditions of whatever nature or kind that they deem appropriate.
- 4. In considering an application, the Committee will have general regard for, but not be bound by the following considerations:
 - the ability to draw visitors to Whitecourt;
 - the feasibility of the project, and;
 - the Committee's existing budget.
- 5. Funds can be used to market and/or advertise an event that will promote Whitecourt.



Policy Manual Section: **Administrative**

- 6. All advertising must include the Whitecourt and Whitecourt Tourism logos recognizing the grant contribution from the municipality. An electronic file which includes the logos will be provided to approved recipients which is to be used on promotions to meet this requirement.
- 7. The Committee reserves the right to limit financial support based on project benefits and outstanding program commitments already approved.
- 8. The Committee reserves the right to assess the reasonableness of costs and which costs are eligible under the terms of the program.
- 9. All submissions must be completed in writing and include all required supplementary documentation including budget. The Committee may request additional information in support of the project.
- 10. Organizations that receive funding through Tourism Enhancement Grant Program agree to submit a wrap up report and a final financial report to the Committee within 90 days after the event or project is completed.
- 11. All grants are at the discretion of Town Council, and may be refused for any reason. The Committee and Council may also impose conditions it thinks appropriate with the granting of funds.
- 12. Organizations that have overdue or incomplete reporting relating to a previously approved Town of Whitecourt grant project will be considered ineligible.
- 13. The Committee will consider any applications by organizations, including non-profits that will enhance existing grounds or locations. The organizations will be required to provide business and marketing plans, and financial statements as outlined in Schedule "A" Tourism Enhancement Grant Program Application Form.
- 14. Signage must be placed at the site noting Whitecourt's partnership.

REFERENCE:

Schedule "A" Tourism Enhancement Grant Program Application Form Schedule "B" Tourism Enhancement Grant Application Rating Sheet Schedule "C" Tourism Enhancement Grant Final Reporting Document



amounts.

TOURISM ENHANCEMENT GRANT PROGRAM APPLICATION FORM

APPLICANT CONTACT INFORMATION:

Na	ame of Applicant Organization:				
Ma	ailing Address:				
Cc	ontact Person:				
Hc	ome Phone Number:	Work Phone Number:			
En	nail:	Fax Number:			
PF	ROJECT INFORMATION:				
Na	ame of Project:				
Stı	reet Address or Legal Description:				
Re	egistered Holder of Land Title:				
Fa	cility Operator/Leaseholder:				
Nature of Project:					
То	Total Project Cost: \$				
То	tal Grant Request: \$				
	ease complete the following che ocumentation:	ecklist, and include the supporting			
	carried out, community benefit of the	de a detailed description of work to be e project, and why it should be funded. aphs, letters of local support and other of fit.			
	Project Cost: Details regarding ex attach project quotes and sources of	penditures for your project. You may estimates if available.			
		mary of the project objectives and details aplemented and promoted to meet the			

□ Method of Funding: A complete breakdown of all revenue sources and

- □ **Public Accessibility:** Details on who will use this facility, and how residents of the Town of Whitecourt will access the facility.
- □ **Financial Statement:** Your organization's latest financial statement. Please ensure the statement is dated and signed.
- □ **Proof of Non-Profit Status:** Please enclose proof of non-profit status with your application form.

Submit your completed application to:

Town of Whitecourt Tourism Enhancement Grant Program Box 509, 5004 52nd Avenue Whitecourt, AB T7S 1N6

Email: tourism@whitecourt.ca

Attn: Whitecourt Economic Development Officer

I DECLARE THAT:

- I AM A DULY AUTHORIZED REPRESENTATIVE HAVING LEGAL AND/OR FINANCIAL SIGNING AUTHORITY FOR THE ABOVE-MENTIONED ORGANIZATION.
- The information contained in this application and supporting documents is true and accurate and endorsed by the above-mentioned organization.
- An accounting of spending, showing compliance with donations of the grant shall be provided (including a project assessment and financial accounting summary) no later than 90 days following the project completion date.
- Any grant awarded shall be used solely for the purposes stated within this application and according to program parameters.
- As a condition of accepting financial assistance, access to all financial statements and records having any connection with monies received is hereby granted to the Town of Whitecourt.

Signature:	
Date:	
Print Name:	
Title:	
Contact Phon	ne Number:

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Tourism Enhancement Grant Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.



Policy Manual Section: **Administration**

Policy 12-020 – Tourism Enhancement Grant Program Schedule "B" – Tourism Enhancement Grant Program Application Rating Sheet

Score	Scoring Criteria
30 Total	Project Description and Details
/5 /5 /5 /5 /5 /5	Has the project been described clearly and concisely? Does the project include a name and purpose? Is this a new application or has the project grown from the previous year? Will this development have the potential to increase tourism in the area? Does this project have the ability to accomplish the goals set forth in the application? Is the project unique to the area?
10 total	Project Costs
/5 /5	Does the project include an itemized budget for the entire event? (Rate the overall budget) Is the budget realistic? Can the project proceed without grant funding?
20 Total	Duainaga 9 Markating Dian
/5 /5 /5 /5 /5	Business & Marketing Plan Does the project have a detailed marketing plan? Is the marketing plan realistic and effective in reaching the target audience? Does the application have a summary of the project objectives? Does the project provide details on how the project activities will be implemented?
40 Total	Tourism Benefits
/20 /5 /5 /5 /5	Does the application explain how the project will: a) Draw more people or attract visitor audience? • Less than 50 visitors (5) • 50 to 100 visitors (10) • 100 to 500 visitors (15) • Greater than 500 visitors (20) b) Generate non-local press coverage for the event? c) Generate overnight stays? d) Increase retail, food, beverage expenditures in Whitecourt? Will the project development enhance the experience of tourists and visitors drawn to the community?
□ Yes □ No	Does the applicant have overdue or incomplete reporting related to a previously awarded Town grant allocation? If the answer is yes, this project is ineligible for funding.
5 Point Rating System Guide 1 = Poor 2 = Fair 3 = Good 4 = Very Good 5 = Excellent	Project Name: Total Score: /100 Grant Amount Requested: \$ Amount Recommended: \$



TOURISM ENHANCEMENT GRANT FINAL REPORTING DOCUMENT

Organization Name _____

Phone				
Total Grant Amou	nt Expended			
Expense Type	Vendor	Detail/Description	Amount*	Elig
			(without GST)	
		Total		
What projects wer	re completed using gr	ant funds?		

How did the Tourism Enhan	cement Grant program assist with this project?
*Original receipts are requ	ired to accompany this form.
	ts are due within 90 days of project completion.
Please submit to:	Town of Whitecourt, Attn: Economic Development Officer
	5004 - 52 Avenue, Box 509 Whitecourt, AB T7S 1N6
	Email: tourism@whitecourt.ca
	Fax: 780.778.2062
	Phone: 780.778.2273
or Town Use Only	
Approved eligible expenses	\$
ignature	Date



Policy Manual Section: **Administrative**

POLICY

Effective Date: June 27, 2011 **Amended:** June 24, 2013 **Amended:** October 23, 2023

POLICY TITLE: Flag Etiquette

POLICY NUMBER: 12-021

POLICY PURPOSE:

To establish guidelines for flags displayed at Town of Whitecourt buildings and the appropriate occasion in which flags are lowered to half mast as a sign of respect and mourning for dignitaries, or other individuals significant to Town of Whitecourt, the Province, or Canada.

POLICY:

Displaying the Flag:

- 1. Flags flown at Town of Whitecourt facilities may be flown at night as well as by day.
- 2. The Town shall ensure all flags are displayed in a well maintained and proper condition.

Position of Honour:

- 3. Due consideration should be given to flag etiquette and precedence whenever the National Flag of Canada or other sovereign national flags or provincial/territorial flags are displayed.
- 4. The location of the position of honour depends on the number of flags flown and the chosen configuration. For the purposes of this policy, the position of honour of the National Flag of Canada shall be in the top position on a flag pole. In Council Chambers, the National Flag of Canada shall be on the viewer's left side.

Precedence:

- 5. The order of precedence for flags is:
 - a. The National Flag of Canada.
 - b. The flags of other sovereign nations in alphabetical order (if applicable).
 - c. The flags of the provinces of Canada (in the order in which they joined Confederation).
 - d. The flags of the territories of Canada (in the order in which they joined Confederation).
 - e. The flags of municipalities.
 - f. Banners of organizations.



Policy Manual Section: **Administrative**

Half-Masting for Mourning:

- 6. Flags are flown at half-mast position as a sign of mourning.
- 7. The flag is brought to the half-mast position by first raising it to the top of the mast then immediately lowering it slowly to the half-mast position.
- 8. The position of the flag when flying at half-mast will depend on the size of the flag and the length of the flagstaff. It must be lowered at least to a position recognizably "half-mast" to avoid the appearance of a flag which has accidentally fallen away from the top of the mast owing to a loose flag rope. A satisfactory position for half-masting is to place the centre of the flag exactly half-way down the staff.
- 9. The Chief Administrative Officer or designate may cause flags on Town of Whitecourt buildings or property to be lowered to half mast (when flag poles are equipped for half-masting) on the following occasions:
 - a. Across Canada and abroad, on the death of the Sovereign or a member of the Royal Family related in the first degree to the Sovereign (spouse, child, father, mother, brother or sister), the Governor General, the Prime Minister, a former governor general, a former prime minister, or a federal cabinet minister;
 - b. Within Alberta, on the death of the Lieutenant Governor, the Premier or another person similarly honoured by the province;
 - c. Within the Town of Whitecourt's riding, on the death of the Member of the House of Commons, or the Member of the Provincial Legislature;
 - d. On the death of a past or present Town of Whitecourt Mayor or present member of the Town of Whitecourt's Town Council;
 - e. On the death of a present member of Town of Whitecourt staff;
 - f. On the death of any volunteer Fire Fighters of the Town of Whitecourt or Woodlands County;
 - g. On the death of any R.C.M.P. member serving the Town of Whitecourt detachment when the death occurs in the line of duty.
- 10. A committee comprised of the Mayor and Chief Administrative Officer (or designate) may elect flags to be flown at half-mast in other circumstances as they deem appropriate.
- 11. "Death" may be taken to include the day of death and up to and including the day of the funeral.
- 12. On occasions requiring that one flag be flown at half-mast, all flags flown together should also be flown at half-mast. Flags will only be half-masted on flagpoles fitted with halyards and pulleys.
- 13. Half-masted flags are raised to full-mast following a death by 12:00 noon the day following interment. Where neither a funeral, memorial service or celebration of life are to be held, the Mayor and Chief Administrative Officer (or designate) will



Policy Manual Section: **Administrative**

determine the duration of the half-masts, taking into account any particular sensitivities with regards to the family of the deceased and flag etiquette protocols.



Policy Manual Section: **Administrative**

POLICY

Effective Date: May 24, 2011 Amended: October 11, 2022

POLICY TITLE: Town Branding on Community Uniforms

POLICY NUMBER: 12-022

POLICY PURPOSE:

Branding has been an integral part of the Town and economic development business plan. The business concept is to have a consistent message and symbol in circulation that will be seen and identified by as many people as possible. The intent of the proposal is to give local minor and adult teams the opportunity to add the brand to their own uniforms.

POLICY:

- 1. All teams, recreation groups, or youth clubs and organizations will be encouraged to imprint the Whitecourt logo on a clothing item of their choice.
- 2. The logo must be imprinted per Policy 12-005 Use of Town Logo and Trademark with the addition of the following:
 - a) The logo may be created in colour variations outlined in the Whitecourt Visual Identity Standards.
 - b) There must be a minimum of a 5.08 centimeter (2 inch) perimeter around the logo to ensure that it maintains its integrity.

Recommended Sizes and Placement

- 3. The Town logo shall be branded on jerseys as follows:
 - a) The minimum recommended size for adult or youth shirt or jersey is 8.86cm x 3.78 cm (3.49" x 1.49") with placement on the chest or back;
 - b) The minimum recommend size for a child shirt or jersey is 5.48cm x 2.87cm (2.16" x 1.13") with placement on the chest or back;
 - c) The minimum recommended size for the sleeve is 5.48cm x 2.87cm (2"16 x 1.13").
- 4. While this is the recommended placement it is understood that the placement of the logo in these areas may not be possible and this policy will rely on the expertise of the embroidery companies to determine the best display area.

Application

5. The logo may be created in a crest, thermal film, silk screened or directly embroidered on the clothing item of the team/groups choice. It is expected that the embroidery company will recommend the best application to the team/group. For



Policy Manual Section: **Administrative**

example: hockey teams may choose to have the logo installed on their jackets in which case the company would recommend the crest, while minor soccer teams would have the recommendation to have the logo silk screened when the t-shirts are originally screened with the team name on them.

6. Each group may have the logo installed once per year at the Town of Whitecourt's cost.

<u>Approval</u>

7. Teams and groups will approach a local embroidery company with the request for the Whitecourt logo application. The embroidery company will then submit a request detailing the team/groups name, number of clothing items and description of installation for approval to Administration before the actual installation.

REFERENCE:

Policy 12-005 Use of Town Logo and Trademark



Policy Manual Section: **Administrative**

POLICY

Effective Date: September 24, 2012

POLICY TITLE: Promotional Support for a Team or Individual Competing in a

Sport or Cultural Event

POLICY NUMBER: 12-023

POLICY PURPOSE:

To acknowledge the important role and contribution that amateur and professional sport and culture plays in terms of community and economic development, and on the health and well-being of our residents.

POLICY:

- 1. The Town of Whitecourt will recognize the sport or cultural contribution of individual participants, athletes or teams, who are competing at a provincial or higher level by offering promotional items that carry the Town of Whitecourt logo or other appropriate identification.
- 2. In order to qualify, the individual or team must be sanctioned by their provincial sport/cultural governing body, where a formal selection process and/or a series of qualifying competitions have been completed.
- 3. The individual or team representative must make a written request stating details regarding the competition they are participating in.
- 4. The Town of Whitecourt, in discussion with the individual or team representative, will choose the promotional items that would best suit the participant(s), athlete(s) or team requirements.
- 5. The Town of Whitecourt will order and supply the chosen item(s). Promotional items may include track suits, jackets, hats or similar type clothing; sport bags, briefcases, water bottles, towels, etc.
- 6. The Town of Whitecourt, upon written request, will allow a team/individual the option of receiving a cash value instead of a promotional item if the cash goes towards the purchase of a higher priced item, with the requirement that the Town's logo be included.
- 7. Promotional items will be supplied per team member or individual, per event, per annum; using a two-tiered system, as follows:



Policy Manual Section: **Administrative**

	Level of Competition	Support Amount
Tier 1	Provincial	\$25.00
Tier 2	National or higher	\$100.00

- 8. Allocation of funding for the Promotional Support for a Team or Individual Competing in a Sport or Cultural Event Policy will be to a maximum as determined by annual budgets.
- 9. Any allocation made to the community will be approved by Administration, and forwarded to the Community Services Advisory Board as information.

REFERENCE:

Schedule "A" Promotional Support Application Form Policy 12-005 Use of Town Logo and Trademark Policy 12-022 Town Branding on Community Uniforms



Promotional Support for a Team or Individual Competing in a Sport or Cultural Event - Application Form

Legal Name of Organiz	ation or Individual:			
Mailing Address:				
Daytime Phone:		Evening Phone:		
Fax:	E-Mail:			
Website Address (if ap	plicable):			
Individual? or	Team/Group?	Number of Pa	articip	ants Attending:
Are you applying for su	upport for a Sport	Competition?	or	Cultural Event?
Name of event:				
Is the event being atte	nded Provincial	? National?	•	International?
Provincial sport/cultura	al governing body:			
Describe the Qualifying Event / Formal Selection Process:				
Date(s) of Qualifying Event / Formal Selection Process:				
Please provide details regarding the competition / event being participated in:				

Please send your completed application to: Town of Whitecourt Economic Development Dept. 5004 - 52 Ave., Box 509 Whitecourt, AB T7S 1N6
Email: administration@whitecourt.ca Fax: 780.778.2062
For inquiries, please call 780-778-3433



Policy Manual Section: **Administrative**

POLICY

Effective Date: January 24, 2022 **Amended:** October 11, 2022 **Amended:** October 28, 2024

POLICY TITLE: Tourism Product Development Grant

POLICY NUMBER: 12-024

POLICY PURPOSE:

To establish terms of reference for the Tourism Product Development Grant Program.

POLICY:

- The Tourism Product Development Grant Program was established to provide support in the development of tourism-based products and services. The program is intended to create a partnership in enhancing local tourism services and products, and to provide financial assistance to help develop projects that will benefit the community.
- 2. Applications to the Tourism Product Development Grant Program will be considered on a case-by-case basis and administered by the Economic Development Committee. The Committee reserves the right to refuse any application, and also reserves the right to impose conditions of whatever nature or kind that it deems appropriate.
- 3. Funds can be applied for by any individual, or business, that is developing tourism-based products. Letters of interest must be accompanied by a detailed project description and outline of what the funds will be used for. Submissions must include all required supplementary documentation, including a project budget. Applicants must be 18 years of age for legal purposes, or have a guardian's signature. The Committee may request additional information in support of the project.
- 4. Funds can be used to offset a variety of startup costs, including but not limited to: advertising, capital items, wages, or other related costs.
- 5. In considering an application, the Committee will have general regard for, but not be bound by, the following considerations:
 - The ability to draw visitors to the community;
 - The feasibility of the project; and,
 - The Committee's existing budget.
- 6. The Committee reserves the right to limit financial support based on project benefits and outstanding program commitments already approved.



Policy Manual Section: **Administrative**

- 7. The Committee reserves the right to assess the reasonableness of costs and which costs are eligible under the terms of the program.
- 8. All advertising must include the Whitecourt Tourism and Town of Whitecourt logo recognizing the grant contribution from the municipality. An electronic file which includes the logos will be provided to approved recipients which is to be used on promotions to meet this requirement.
- 9. Applicants that receive funding through Tourism Product Development Grant agree to submit a final report including financial reporting to the Committee within 90 days after the event or project is completed.
- 10. All grants are at the discretion of Town Council, and may be refused for any reason. The Committee and Council may also impose conditions it thinks appropriate with the granting of funds.
- 11. Applicants that have overdue or incomplete reporting relating to a previously approved Town of Whitecourt grant project will be considered ineligible.
- 12. The Town of Whitecourt will assist the business in promoting its product whenever possible, such as on the Whitecourt website and social media pages; in the local Visitor Guide, and at the Visitor Information Centre.
- 13. Bookings or reservations may also be taken for the business by the Visitor Information staff throughout the summer months to assist with approved projects, and assistance of this nature will be reviewed on an annual basis.
- 14. Administration may provide assistance to individuals/businesses in finding resources for business planning and development, marketing opportunities, and any potential funding sources.

REFERENCE:

Schedule "A" Tourism Product Development Grant Application Form

Schedule "B" Tourism Product Development Grant Application Rating Sheet

Schedule "C" Tourism Product Development Grant Final Reporting Document



TOURISM PRODUCT DEVELOPMENT GRANT PROGRAM APPLICATION FORM

APPLICANT CONTACT INFORMATION:

Name of Applicant Organization:	
Mailing Address:	
Contact Person:	
Home Phone Number:	Work Phone Number:
Email:	Fax Number:
PROJECT INFORMATION:	
Name of Project:	
Street Address or Legal Description:	
Registered Holder of Land Title:	
Facility Operator/Leaseholder:	
Nature of Project:	
Total Project Cost: \$ T	otal Grant Request: \$
Please complete the following che documentation:	cklist, and include the supporting
carried out, community benefit of the summary of the project objectives and implemented to meet the identified	de a detailed description of work to be project, and why it should be funded. A d details on how project activities will be d goals. You may provide drawings, and other supporting documentation as

□ **Project Cost:** Details regarding expenditures for your project. You may attach project quotes and sources of estimates if available.

Budget:	Provide	details	of	revenues	and	expenditures	for	the	proposed
tourism d	evelopme	ent prod	uct	or service.					

- □ **Public Accessibility:** Details on who will use this product and how residents of the Town of Whitecourt may benefit.
- □ **Tourism Benefits:** Provide details on how your project will increase tourism in the area and how many people the project could potentially attract.

Submit your completed application to:

Town of Whitecourt

Re:Tourism Product Development Grant Program
Box 509, 5004 52nd Avenue Whitecourt AB T7S 1N6

Email: tourism@whitecourt.ca

Attn: Whitecourt Economic Development Officer

I DECLARE THAT:

- I AM A DULY AUTHORIZED REPRESENTATIVE HAVING LEGAL AND/OR FINANCIAL SIGNING AUTHORITY FOR THE ABOVE-MENTIONED ORGANIZATION.
- The information contained in this application and supporting documents is true and accurate and endorsed by the above-mentioned organization.
- An accounting of spending, showing compliance with donations of the grant shall be provided (including a project assessment and financial accounting summary) no later than 90 days following the project completion date.
- Any grant awarded shall be used solely for the purposes stated within this application and according to program parameters.
- As a condition of accepting financial assistance, access to all financial statements and records having any connection with monies received is hereby granted to the Town of Whitecourt.

Signature:		· · · · · · · · · · · · · · · · · · ·	 	
Date:	· · · · · · · · · · · · · · · · · · ·		 	
Print Name:			 	
Title:			 	
Contact Phon	e Number:		 	

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Tourism Product Development Grant Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.



Policy Manual Section: **Administration**

Policy 12-024 – Tourism Product Development Grant Schedule "B" – Tourism Product Development Grant Application Rating Sheet

Score	Scoring Criteria				
30 Total	Project Description and Details				
/5 /5 /5 /5 /5	Has the development been described clearly and concisely? Does the development have a detailed and realistic marketing plan? Is this a new application or has the project grown from the previous year? Does the project provide details on how the development will be implemented? Does this development have the ability to accomplish the goals set forth in the application? Is the development unique to the area?				
10 total	Project Costs				
/5 /5	Does the tourism development provide details on revenue and expenditures? Rate the overall budget? Is the budget realistic for the proposed development? Is there efficient use of funds outlined? (i.e. financial and in-kind supports identified to be successful including donations and/or sponsorship etc.)				
20 Total	Tourism Development				
/10	Will this development have a positive impact on the tourism sector in Whitecourt? Does the tourism initiative demonstrate how the project will be sustainable over the long-term?				
/10 Does this tourism project leverage partnerships to increase the economic impact to the Town of Whitecourt? Does the applicant demonstrate the ability to complete the project as identified?					
40 Total	Tourism Benefits				
/20 /5 /5 /5 /5	Does the application explain how the development will: a) Draw more people or attract a visitor audience? • Less than 50 visitors (5) • 50 to 100 visitors (10) • 100 to 500 visitors (15) • Greater than 500 visitors (20) b) Increase tourism in the area? c) Generate overnight stays? d) Increase retail, food, beverage expenditures in Whitecourt? Will the project development enhance the experience of tourists and visitors drawn to the community?				
□ Yes □ No	Does the applicant have overdue or incomplete reporting related to a previously awarded Town of Whitecourt grant allocation?				
5 Point Rating System Guide 1 = Poor 2 = Fair 3 = Good 4 = Very Good 5 = Excellent	Project Name: Total Score: /100 Grant Amount Requested: \$ Amount Recommended: \$				



TOURISM PRODUCT DEVELOPMENT GRANT FINAL REPORTING DOCUMENT

Organization Name

Expense Type	Vendor	Detail/Description	Amount* (without GST)	Eli
		Total		
What projects were	o completed using			
wriat projects were	e completed using	grant funds?		

How did the Tourism Pro	duct Development Grant program assist with this project?
•	equired to accompany this form. ents are due within 90 days of project completion.
Please submit to	Town of Whitecourt, Attn: Economic Development Officer 5004 - 52 Avenue, Box 509 Whitecourt, AB T7S 1N6 Email: tourism@whitecourt.ca Fax: 780.778.2062
or Town Use Only	Phone: 780.778.2273
pproved eligible expenses\$	
Signature	Date



Policy Manual Section: **Administrative**

POLICY

Effective Date: October 27, 2014 Amended: October 22, 2018

POLICY TITLE: Records Management

POLICY NUMBER: 12-025

POLICY PURPOSE:

This policy provides a framework for the Town of Whitecourt's Records Management Program, which will be implemented in stages throughout the upcoming years.

This policy provides records management authority and direction to the Town of Whitecourt (Town) employees (and others outlined below), for the management of corporate records created, received or maintained by the Town while conducting business.

This policy is intended to provide a framework and guidelines for a Records Management Program that will:

- preserve evidence of its business activities and operations;
- prevent the creation and retention of unnecessary records;
- increase knowledge sharing within the organization;
- provide record keeping systems that efficiently maintain and retrieve information;
- protect records from unauthorized access or alteration;
- ensure vital records are protected and readily available in the event of a disaster;
- provide efficient procedures for the disposal of records according to the Records Retention and Destruction Bylaw; and
- establish operating procedures to ensure consistent use and maintenance of the Records Management Program.

Relevant Legislation and References:

- Town of Whitecourt Bylaw 1492 Records Retention and Destruction Bylaw, and any amendments thereto
- Freedom of Information and Protection of Privacy (FOIP) Act
- Municipal Government Act

Scope:

This policy applies to all Town employees, Council Members and third party contractors conducting business on behalf of the Town. This policy applies to all records of business information created, received, or maintained by the Town, regardless of media format (paper, electronic, digital).



Policy Manual Section: **Administrative**

POLICY:

Definitions:

Classification

In terms of records classification, refers to the systematic identification and arrangement of records into categories according to logically structured conventions, methods, and procedural rules, represented in a classification scheme.

Record

Information in any form that is in the custody or control of the Town, and includes notes, images, audiovisual recordings, x-rays, books, documents, maps, drawings, photographs, letters, vouchers, papers and any other information that is written, photographed, recorded or stored in any manner, but does not include software or any mechanism that produces records. It includes handwritten notes and electronic correspondence or messages which are in the custody or control of the Town.

Records Classification and Retention Schedule

This document classifies the business records of the organization and defines retention periods, based on legal retention requirements. Records Classification is structured on an ISO 15489-compliant functional model, where classifications are determined by the nature of business activities within the organization. The Schedule ensures that records are maintained for the time required to meet their operational, legal, fiscal and archival requirements and are disposed in a timely manner when no longer required.

Records Destruction

The permanent disposal of records, such that the information contained therein is completely obliterated without any copy being retained, in accordance with destruction procedures.

Records Management Committee

A working committee with members including the Records Coordinator, Department Representatives and Director of Corporate Services who meet regularly to create Records Management procedures and to coordinate the Records Management Program.

Records Management Program

Policies, procedures and activities needed to manage the Town's records. The Records Management Program encompasses the creation, maintenance and use, and disposition of records.

Records Management

Records Management is the professional practice or discipline of controlling and governing what are considered to be the most important records of the Town of Whitecourt throughout the records life-cycle, which includes from the time such records are conceived through to their eventual disposal. This work includes identifying, classifying, prioritizing, storing, securing, archiving, preserving,



Policy Manual Section: **Administrative**

retrieving, tracking and destroying of records.

Retention Period

The period of time during which the Town must keep records before they may be disposed.

Special Hold

Special Holds are used to ensure records undergoing an audit, FOIP request, formal, ongoing investigation or for pending litigation must not be altered or destroyed, regardless of previously assigned retention periods.

Transitory Record

A transitory record or non-record means information in any form that has only immediate, short-term or no value and will not be required for future reference. Transitory records have no future business, financial, legal, research or archival value to the Town. Transitory records should not be filed in official records systems, and may be destroyed at any time when there is no longer any business reference value attached to the information. Transitory records include:

- duplicates and copies of materials which are maintained only for convenience or reference and for no other substantive purpose;
- direct mail including advertising material such as brochures, company profiles, sales letters, menus, catalogues, price lists and notices or invitations received by the Town of Whitecourt that were not solicited by the Town and that are not related to any official action;
- external publications such as books, magazines, periodicals, pamphlets, journals, newspapers and published software documentation (Note: The master copies of publications produced by or for the Town of Whitecourt are not transitory and should be filed);
- drafts and working papers; informal, research or rough notes; editing and formatting notes; and calculations; which ultimately, when finalized, become records (unless they must be retained to define or defend a position taken);
- routine requests for information, routing slips and envelopes.

Note: In some situations, transitory records may NOT be routinely destroyed: If a Freedom of Information and Protection of Privacy (FOIP) request is received on a subject that pertains to a transitory record, the record may not be destroyed until the applicant's request has been processed and any appeal or appeal period has been completed. It is an offence to willfully destroy records during this time. Similarly, relevant transitory records should not be destroyed while any legal action is underway. Your FOIP Coordinator, Records Coordinator and Manager/Director are responsible for notifying staff when a FOIP request has been received or a legal action is underway. See Special Hold above.

Vital record

Records are deemed vital if they are essential to successful resumption of business operations in the case of an unplanned disaster and/or if their availability may be



Policy Manual Section: **Administrative**

critical to successful completion of a regulatory audit. The management of vital records is a key component of the Town's business continuity planning.

Responsibilities:

1. Records are owned by the Town and are available to staff as needed for business purposes, through the course of their employment or engagement with the Town. The responsibilities are as follows:

Director of Corporate Services

The Director of Corporate Services is responsible for the administration of this Policy and the implementation of processes and procedures to ensure that the Record Management Program is followed.

Department Heads

- 3. Department Heads are responsible for:
 - providing strategic direction and formal corporate approval of the objectives, procedures and operations of the Town's Records Management Program;
 - liaising with the Records Coordinator with regard to recommended changes to the Records Classification and Retention Schedule;
 - bringing Policy change requests for Council approval;
 - liaising with the Records Coordinator with regard to the recommended purchase of records equipment and supplies, software, data storage and information management systems; and
 - ensuring that designated protection methods are in place and are followed to safeguard vital records.

Managers and Supervisors

- 4. Ensure all staff are aware of and are supported to follow, the Records Management Program. Managers and Supervisors are responsible for:
 - advising the Records Coordinator or Committee of any barriers to staff complying with this policy;
 - advising the Records Coordinator or Committee of any changes in the business environment which would impact records management requirements; and
 - ensuring that all staff has received training in records management policy and procedures.

Records Coordinator

- 5. The Records Coordinator ensures the overall quality and availability of the Town's records, and that all records management policies and procedures are in place to ensure the confidentiality and security of information. The Records Coordinator is responsible for:
 - maintaining and distributing the Records Classification and Retention Schedule, and coordinating changes to it;
 - coordinating records equipment and supplies purchases, and maintaining an adequate amount of filing supplies;



Policy Manual Section: **Administrative**

- coordinating records management training for staff and distributing Records Management Policy and Procedures revisions to staff;
- coordinating the transfer of inactive records to designated storage locations;
- coordinating the records disposition process;
- coordinating the protection of vital records; and
- coordinating quality audits of the effectiveness of the Records Management Program and internal compliance levels of staff.

Department Representative

- 6. Each department within the Town of Whitecourt will have a representative who will act as the departmental resource person for Records Management, and as a member of the Records Management Committee. The Department Representative is responsible for:
 - overseeing the transfer of inactive hard copy records to the appropriate inactive storage area. Inactive records must be identified, boxed and indexed according to the Records Classification and Retention Schedule;
 - overseeing the retrieval of inactive hard copy records from the inactive storage area for use within the respective department;
 - overseeing the removal of hard copy records for transfer to the Records Coordinator for disposal; and
 - initiating procurement of new filing supplies for each work group by completing a requisition and forwarding it to the Records Coordinator.

All Employees

- 7. All employees are responsible for:
 - · completing Records Management Training;
 - understanding and complying with this Records Management Policy, and any Records Management procedures that are adopted;
 - managing their own documents and personal computer files;
 - purging paper and electronic transitory records in order to discard non-records and convenience copies;
 - understanding the Records Classification and Retention Schedule and notifying the Records Coordinator or Department Representative of any suggested new heading or modifications required;
 - prohibiting unauthorized access to records containing personal or confidential information; and
 - notifying the Department Representative when records are ready to be transferred to central files or inactive storage or are ready for disposition, and delivering the master version of these records to the Department Representative.

IT and Information Management Staff

8. IT staff are responsible for maintaining the technology for the Town's information and records systems, including maintaining appropriate system accessibility, security and backup. IT and Information Management staff should ensure that any actions, such as removing data from electronic media, are undertaken in accordance with this policy. Electronic media are devices containing bits and bytes, including but not



Policy Manual Section: **Administrative**

limited to: hard drives, random access memory (RAM) read-only memory (ROM), disks, flash memory, memory devices, phones, mobile computing devices, networking devices, printers, faxes, and multi-function machines. IT staff will work closely with the Records Coordinator to assist in the management of electronic records and information. IT and Information Management staff are responsible for:

- serving as custodian of hardware, software and computing environments; this includes the creation, acquisition or retirement of application or account data, such as e-mail and local area network drives;
- overseeing the transfer of inactive electronic files and data to offline storage;
- overseeing the retrieval of offline, inactive electronic files and data for use by the requesting department;
- ensuring complete deletion of original electronic files and date due for disposition according to the Records Classification and Retention Schedule;
- ensuring proper records destruction forms are completed for deleted electronic files and data: and
- implementation of disaster recovery for data, hardware and software.

Records Classification and Retention Schedule

- 9. The Classification system uses an alpha-numeric hierarchical structure consisting of the following two levels:
 - Primary Classifications also known as functions, they are the high-level grouping based on business function – e.g. AC (Accounting & Financial Management)
 - Secondary Classifications also known as activities, they are indicated by a two-digit number and represent a further breakdown of the primary classification.
- 10. The Retention Schedule indicates how long records shall be retained before their final disposition and serves as the legal authorization for the disposal of the Town's records. Records may be of value to the Town in any of the following ways:
 - Administrative Value The record is required for staff to perform their duties.
 - Operational Value The record is required to support an operational function within the Town.
 - Audit Value The record is part of an audit requirement, or may be requested by auditors as a component of a formal audit.
 - Legislative Value Government statutes and regulations exist which require the record to be retained.
 - Legal Value The record provides evidence to support the Town's position in a legal proceeding.
 - Historical Value The record is of lasting importance in documenting the Town's development.

See Bylaw 1492 for Records Retention and Destruction - Schedule "A" - Records Classification and Retention Schedule.



Policy Manual Section: **Administrative**

Communication and Training:

11. The Records Management Policy and Procedures will be communicated to Town staff, and training will be provided as needed.

REFERENCE:

Schedule "A" Records Destruction Notice

Schedule "B" Certificate of Sanitization/Destruction of Electronic Media

Bylaw 1492 – Retention and Destruction Bylaw

Bylaw 1492-1 – Retention and Destruction Bylaw

Records Destruction Notice				Date of Notice:
Town of Whitecourt				
Department(s):				
Department Representative Name: (Department resource for Records Management)	Department Representative Phone	Number:		
Responsible Work Group (Name and Location): (based on Records Classification and Retention Schedule)				
		Date of Records		
Box Number	Records Description	From - To	Retention Period	Authorizing Dept.
Authorized Approval Signature: (Department Head)	Name (printed):		Date:	
Special Hold Extension Explanation (Please complete if requesting revised destruction date)	Box No.	New Disposal Date		
Signature of Official required when retaining records	for longer period:			
Records Coordinator Signature:	Name (printed):	Date	e:	
I,, certify that the printed name	records listed above were destroyed by means of			at
on	. Signature: _			·
	late			
Witness Name Printed:	Witness signature:	Signa	ture of Official:	

		Date of Records		
Box Number	Records Description	From - To	Retention Period	Authorizing Dept.
	Nove (A) (sixted)		B-1-(-)	
Authorized Approval Signature(s)(Department Head)	Name(s) (printed)		Date(s)	
Records Coordinator Signature	Name (printed)	Date	:	
	records listed above were destroyed by means of			at
printed name	Signature:			
	date			
Witness Name Printed:	Witness signature:	Signa	ture of Official:	



This form is not intended to be used when employees need to delete electronic records. Electronic records, which satisfy the definition of a record in the Town's Records Management Program, must be authorized prior to deletion, through the completion of a "Records Destruction Notice", similar to the procedure for the destruction of paper records.

This form is intended to be used when sanitizing or destroying information system digital media before its disposal or release for reuse, to prevent unauthorized individuals from gaining access to and using the information contained on the media. Electronic media are devices containing bits and bytes, including but not limited to, hard drives, random access memory (RAM), read-only memory (ROM), disks, flash memory, memory devices, phones, mobile computing devices, networking devices, printers, faxes and multi-function machines.

CERTIFICATE OF SANI	TIZATION / DE	STRUCTI	ON O	F ELECTRONIC MEDIA
ı	PERSON PERFORM	ING SANITIZ	ZATION	l
Name:		Title:		
Organization:	Location:			Phone:
	MEDIA INF	ORMATION		
Make/Vendor:	Model Number:			
Serial Number:				
Media Property Number:				
Media Type:	Source (i.e. user	name or PC prope	erty numb	er):
Classification:		Data Backed U	lp?: □	Yes □No □ Unknown
Backup Location:				
	SANITIZATI	ON DETAILS	;	
Sanitization Method Type:	ge 🔲 Damage	☐ Destruct		
Method Used: ☐ Degauss ☐ Overwrite	☐ Block Erase 【	☐ Crypto Erase		Other:
Method Details:				
Tool Used (include version):				
Verification Method: ☐ Full ☐ Quick Sa	mpling			
Post Sanitization Classification:				
Notes:				
	MEDIA DE	STINATION		
☐ Internal Reuse ☐ External Reuse ☐	Recycling Facility	Manufacturer	☐ Ot	ther (specify in details area)
Details:				
	SIGN	ATURE		
I attest that the information provided on this statement	ent is accurate to the best	of my knowledge).	
Signature:			Date:	
	VALID	ATION		
Name:		Title:		
Organization:	Location:			Phone:
Signature:			Date:	



Policy Manual Section: **Administrative**

POLICY

Effective Date: January 27, 2020

POLICY TITLE: Sports Hosting Program

POLICY NUMBER: 12-026

POLICY PURPOSE:

To establish terms of reference for the Whitecourt Sports Hosting Program.

POLICY:

- The Sports Hosting Program was established to support and grow the economic impact that is experienced through hosting sporting activities in the community. Through a collaborative partnership between the Town of Whitecourt and sporting organizations, this hosting incentive program will provide opportunities for direct assistance to the sport community to host provincial or higher caliber events in Whitecourt.
- 2. Local non-profit sporting organizations hosting a provincial or higher caliber championship event in the community are eligible to apply for funding. A provincial event includes tournament/championship competition between teams/individuals from around the province of Alberta. Higher caliber events include national events (across Canada) or Western Canadian events (western provinces/territories). The program is intended to provide financial assistance to support hosting of sporting events that have a positive economic impact on the community.
- 3. Applications for funding must be submitted using Schedule "A" Sport Hosting Program Application Form and provide all required information.
- 4. Applications to the Sports Hosting Program will be considered on a case-by-case basis. The Whitecourt Economic Development Committee (herein referred to as the "Committee") reserves the right to refuse any application. The Committee also reserves the right to impose conditions of whatever nature or kind that they deem appropriate. Grants should not be required to host an event.
- 5. In considering an application, the Committee will have general regard for, but not be bound by, the following considerations:
 - a) the economic impact on the community;
 - b) the feasibility of the event, and;
 - c) the Committee's existing budget.



Policy Manual Section: Administrative

- 6. Funds may be used for expenses related to the sport hosting event including, but not limited to: facility rental, marketing, communications, transportation, security, accommodations and officials.
- 7. In consideration of the Sports Hosting Program the following are not eligible:
 - a) Events with less than 50 total room nights in Whitecourt.
 - b) The event venue and hotel are not located in the Town of Whitecourt.
 - c) Professional events hosted by for-profit organizations.
 - d) Funding for recreational activities (i.e. golf weekend).
 - e) Funding for jamborees, playoffs and league games are not eligible for funding.
- 8. Grants cannot be used for the internal operations of a non-profit organization.
- 9. All advertising must include the Town of Whitecourt logo recognizing the grant contribution from the municipality. An electronic file which includes the Whitecourt logo will be provided to approved recipients that is to be used on promotions to meet this requirement.
- 10. The Committee reserves the right to limit financial support based on project benefits and outstanding program commitments already approved.
- 11. The Committee reserves the right to assess the reasonableness of costs and which costs are eligible under the terms of the program.
- 12. All submissions must be completed in writing and include all required supplementary documentation, including a budget. The Committee may request additional information in support of the project.
- 13. Organizations that receive funding through the Sports Hosting Program agree to submit a final report to the Committee within 90 days of the event or project.
- 14. All grants are at the discretion of Town Council, and may be refused for any reason. The Committee and Council may also impose conditions it thinks appropriate with the granting of funds.
- 15. Organizations that have overdue or incomplete reporting relating to a previously approved Town of Whitecourt grant project will be considered ineligible.

REFERENCE:

Schedule "A" Sports Hosting Program Application Form Schedule "B" Sports Hosting Program Application Rating Sheet Schedule "C" Sports Hosting Program Final Reporting Document



SPORTS HOSTING PROGRAM APPLICATION FORM

APPLICANT CONTACT INFORMATION:

Name of Applican	t Organization:	
Mailing Address:		
Contact Person:		
Home Phone Num	nber:	Work Phone Number:
Email:		Fax Number:
PROJECT INFOR	RMATION:	
Name of Sporting	Event:	
Dates of event:	Start Date: _	
		·····
Have you secured	I the host venue	for this event? Yes / No
Venue Name and	Location:	
Facility Operator/L	_easeholder:	
Name of Sanction	ing Organizatio	n (Provincial/National Sport Organization):
Have you secured	I the host hotel	or hotels for this event? Yes / No
Please provide ho	tel name:	
	ooms for 3 night Between 5 Between 1	re you expecting for this event? (ex. If you think ts, you would select 50-100): 50-100 room nights 101-200 room nights 200 room nights
How many particip	Dants in total are Less than Between 5 Between 6 Between 6	50-100 100-200 200-300

Но	w many spectators in total are you expecting for this event? Less than 100 Between 100-300 Between 300-600 Between 600-800 Between 800-1000 More than 1000
Pro	be eligible for funding through the Whitecourt Sports Hosting Grant ogram, a brief understanding of the key objectives and planning for the ent is required. The following checklists must be included with pporting documents as needed:
	Event Description/Details: Provide a detailed description of the event to be carried out including a timeline and/or outline for the event. Be sure to include information on opening/closing ceremonies, exhibitions, entertainment, and/or celebration components. If you have a document created with this information, you may choose to include this with your application.
	Budget: Provide an event budget showing revenues and expenses. If you have a document created with this information, you may choose to attach this with your application.
	Hosting Objectives and Marketing: A summary of the project objectives and details on how project activities will be implemented and promoted to meet the identified goals. If the Sports Hosting Program application is approved how will you use the funding? Should your event obtain a revenue surplus, indicate how this would be used. Identify how you will market your event in a detailed plan or overview to attract an additional audience to the event.
	Financial Statement: Provide your organization's latest financial statement. Please ensure the statement is dated and signed.
	Proof of Non-Profit Status: Please enclose proof of non-profit status with your application form.

Submit your completed application to:

Town of Whitecourt Sports Hosting Program Box 509, 5004 52nd Avenue Whitecourt, AB T7S 1N6

Attn: Whitecourt Economic Development Officer

Email: ecdev@whitecourt.ca

I DECLARE THAT:

- I AM A DULY AUTHORIZED REPRESENTATIVE HAVING LEGAL AND/OR FINANCIAL SIGNING AUTHORITY FOR THE ABOVE-MENTIONED ORGANIZATION.
- The information contained in this application and supporting documents is true and accurate and endorsed by the above-mentioned organization.
- An accounting of spending, showing compliance with donations of the grant shall be provided (including a project assessment and financial accounting summary) no later than 90 days following the project completion date.
- Any grant awarded shall be used solely for the purposes stated within this application and according to program parameters.
- As a condition of accepting financial assistance, access to all financial statements and records having any connection with monies received is hereby granted to the Town of Whitecourt.

Signature:	
Date:	
Print Name:	
Title:	
Contact Phor	e Number:

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Tourism Enhancement Grant Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.



Policy Manual Section: Administration

Policy 12-026 – Sport Hosting Program Application Rating Sheet

Score	Scoring Criteria
20	Event Description & Details
/5 /5	Has the project been described clearly and concisely? Does the project include a name and purpose? Does this project include a timeline and/or detailed outline for the event activities? Does this project have the ability to accomplish the goals set forth in the application? Does this project have additional unique or enhanced activities during the event?
10	<u>Budget</u>
/5	Does the application include a high level event budget showing revenues and expenses? Is the budget realistic, and does the event have a legacy opportunity identified if there is a revenue surplus?
25	Hosting Objectives and Marketing
	Does the application have a summary of the event objectives and how the activities will be implemented?
/5	Does the application identify how grant funding will be used?
/5	Does the applicant identify marketing opportunities that will attract additional spectators to the event?
	Will the applicant provide information to participants on dinning, shopping, and other community services and has this been identified?
	Has the applicant identifies opportunities to encourage use of other community recreational facilities and/or activities? Has this been incorporated into the event planning?
45	Economic Impact
/30	Does the application identify the economic impact this event will have in the community? a. How many room nights in total are expected for this event?
	 50 to 100 room nights (5) 100 to 200 room nights (10)
/15	 100 to 200 room nights (10) Greater than 200 room nights (15) How many participants and spectators in total are expected for this event? (10) Does the event identify how the project will increase retail, food, beverage expenditures? (5)

Details System	Five Point Rating
Project Name:	1 = Poor
	2 = Fair
Total Score: /100	3 = Good
	4 = Very Good
Amount Recommended:	5 = Excellent



SPORTS HOSTING PROGRAM FINAL REPORTING DOCUMENT

Organization Name _____

otal Grant Amount	Expended			
xpense Type	Vendor	Detail/Description	Amount*	Ε
			(without GST)	
		Total		
Vhat projects were	completed using gran	t funds?		

How did the Sports Hosting	Program assist with this project?
,	otal were accommodated for the event? (e.g. If you had 20 you would have accommodated 60 room nights.)
How many spectators in tota	ıl attended the event?
	ired to accompany this form. s are due within 120 days of project completion.
Please submit to:	Town of Whitecourt, Attn: Economic Development Officer 5004 - 52 Avenue, Box 509 Whitecourt, AB T7S 1N6 Email: economicdevelopment@whitecourt.ca Fax: 780.778.2062 Phone: 780.778.2273
For Town Use Only Approved eligible expenses \$	
Signature	



Policy Manual Section: **Administrative**

POLICY

Effective Date: March 27, 2023

POLICY TITLE: Whitecourt Launch

POLICY NUMBER: 12-027

POLICY PURPOSE:

To establish terms of reference for the Whitecourt Launch program.

POLICY:

- 1. The Whitecourt Launch program was established to provide new and existing businesses with an opportunity to access additional financial support for business development projects that stimulate business retention, growth and expansion.
- 2. The program provides highly motivated entrepreneurs with financial support of up to \$10,000. To be eligible for funding candidates must be:
 - a. Establishing a new small business development in the Town of Whitecourt;
 - b. A home based business moving storefront in the Town of Whitecourt;
 - c. Operating an existing business in the Town of Whitecourt with a detailed plan to expand through the creation of unique products and/or services that potentially fill a gap in the current offerings throughout the community; or
 - d. Purchasing an established small business in the Town of Whitecourt that provides beneficial and unique products or services to the community.
- 3. Applications for funding will be considered on a case-by-case basis. The Whitecourt Economic Development Committee (herein referred to as the "Committee") reserves the right to refuse any application. The Committee also reserves the right to impose conditions of whatever nature or kind that they deem appropriate.
- 4. The application process will consist of the following:
 - a. Applications must be submitted using Schedule "A" Whitecourt Launch Application Form and work with a member of the economic development team throughout the application process. Additional information may be required.
 - b. Applicants must submit a business proposal/project plan and a detailed budget. The proposal will be reviewed and assessed for feasibility and sustainability. Candidates must agree to share the business proposal, in confidence, with the Economic Development Team for review.
 - c. If the project is determined to be achievable and proven beneficial to the community, the candidate will be invited to provide a presentation to the economic development panel.
 - d. If the pitch is successful, candidates will be required to sign an agreement with the Town of Whitecourt which identifies rights and responsibilities and



Policy Manual Section: **Administrative**

reasonable expectations (i.e. requirements to maintain accurate records, provide business updates, agree to site visits, necessary actions for reclamation of grant funds if failure to follow through with business plans occurs etc.)

- 5. Applicants can propose any type of business, new product or service, and/or business expansion as long as it meets the following requirements:
 - a. It is a sole proprietorship or corporation where the application is a majority shareholder:
 - b. It fits within the Canada Revenue Agency definition of being self-employed;
 - c. It operates at arm's length from other family business ventures;
 - d. It maintains its own books and records;
 - e. It maintains a separate business account; and
 - f. It meets the requirements located within an approved Land Use District.
- 6. In considering an application, the Committee will have general regard for, but not be bound by the following considerations:
 - a. The economic impact and benefit to the community;
 - b. The ability to fill current gaps in products and services currently being offered in the community;
 - c. The feasibility of the project:
 - d. Financial investment by the business or entrepreneur; and
 - e. Sustainability of the new business and/or expansion of new products and services.
- 7. The Town of Whitecourt reserves the right to collect personal information to report on the overall performance of the Whitecourt Launch program. The Business name, location of the business, grant amounts, and project outcomes may be released the media or the public in accordance with the Whitecourt Launch program.
- 8. All submissions must be completed in writing and include all required supplementary documentation, including a business plan and budget. The Committee may request additional information in support of the project.
- 9. The Town of Whitecourt reserves the right to limit financial support based on project benefits and outstanding program commitments already approved, or such other considerations that the Town deems appropriate or desirable.
- 10. All grants are at the discretion of Town Council, and may be refused for any reason.
- 11. Candidates that receive funding agree to implement the business or project plan, spend funding within 18 months, and submit a final report to the Committee within 30 days of the project completion.

REFERENCE:

Schedule "A" Whitecourt Launch Application Form Schedule "B" Whitecourt Launch Final Reporting Document



APPLICANT CONTACT INFORMATION:

WHITECOURT BUSINESS LAUNCH PROGRAM APPLICATION FORM

Please complete the following checklist, and include the supporting documentation:

sold/produced. Indicate if the project is to establish a new business, move from a home-based business to storefront, or to expand, or acquire an existing one.

- Business Plan/Project Proposal: Applicants must submit a business proposal/project plan. Be specific and concise; this section should serve as a business plan or executive summary of your project and clearly identify:
 - a. the scope of the project and description;
 - b. the project goals and timelines;
 - c. marketing plan and/or strategies; and
 - d. realistic financial projections.

- Budget: A detailed budget estimate must be submitted including revenues, expenditures, and capital funding. You may attach project quotes and sources of estimates.
- Project Evaluation: Details on the project evaluation must be submitted and clearly identify the following:
 - a. Why will this project be successful?
 - b. What process are you taking to ensure you have set clear goals for your project?
 - c. What risks are associated with this project and have you identified your competition? Are there similar businesses or products and services operating in the area?

The proposal will be reviewed and assessed for feasibility and sustainability.

Submit your completed application to:

Town of Whitecourt

Re: Whitecourt Business Launch Program

Box 509, 5004 52nd Avenue Whitecourt AB T7S 1N6 Email: ecdev@whitecourt.ca

Attn: Whitecourt Economic Development Officer

I DECLARE THAT:

- The information contained in this application and supporting documents is true and accurate.
- An accounting of spending, showing compliance with grant funding shall be provided (including a project assessment and financial reporting) no later than 30 days following the project completion date.
- Any grant awarded shall be used solely for the purposes stated within this application and according to program parameters and access to financial statements and records having any connection with monies received is hereby granted to the Town of Whitecourt.
- As a condition of accepting financial assistance, the applicant agrees to have the application confidentially assessed for feasibility in partnership with the Town of Whitecourt and Community Futures Yellowhead East.

Print Name: _	Date:
Signature:	

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Whitecourt Business Launch Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.



WHITECOURT BUSINESS LAUNCH PROGRAM

FINAL REPORTING DOCUMENT - Schedule B

Expense Type	Vendor/Product	Detail/Description	Amount* (without GST)	Eli
		Total		
What business	development projects w	ere completed using the gra	ant funds?	

	Launch Program have on your business development am stimulate business retention, growth and expansion?
*Original receipts are required Final reporting documents are	d to accompany this form. re due within 30 days of project completion.
Please submit to:	Town of Whitecourt, Attn: Economic Development Officer 5004 - 52 Avenue, Box 509 Whitecourt, AB T7S 1N6 Email: ecdev@whitecourt.ca
	Email: 0000 Crimosourius
For Town Use Only	
Approved eligible expenses \$ Signature	



Policy Manual Section: **Administrative**

POLICY

Effective Date: June 23, 2025

POLICY TITLE: Electronic Signatures

POLICY NUMBER: 12-028

POLICY PURPOSE:

To establish standards for the use and acceptance of electronic signatures by the municipality.

POLICY:

Definitions

"Electronic" includes created, recorded, transmitted or stored in digital form or in any other intangible form by Electronic, magnetic or optical means or by any other means that have similar capabilities for creation, recording, transmission, or storage.

"Electronic Signature" means electronic information that a person creates or adopts in order to sign a record and that is in, attached to, or associated with the record.

"Electronic Submission" refers to Electronic information that a person creates or adopts in order to sign a record and that is in, attached to, or associated with the record, and includes an Electronic Signature.

"Legal Instrument" means a document that states some contractual relationship or grants some right.

- 1. The Town may use Electronic Signatures for records and documentation, at the discretion of the Chief Administrative Officer and as permissible by law.
 - a) With the exception of documentation outlined in Section 2, allowable forms of Electronic Signatures include, but are not limited to:
 - i. A scan or image of a handwritten signature; and,
 - ii. A signature drawn by hand or typed on a capture pad or touchscreen.
 - b) Consent must be provided prior to the use of someone else's electronic signature on their behalf.
 - c) Where a handwritten signature is requested, the Town of Whitecourt must comply in a physical form relevant to the transaction.
- 2. Agreements and other legal instruments must be signed by hand unless the use of Electronic Signature is authorized by the Chief Administrative Officer.
- 3. Electronic Signatures must not be used for the following records:
 - a) Bylaws;



Policy Manual Section: **Administrative**

- b) Registered Documents;
- c) Council Minutes;
- d) Any other records requiring a Corporate Seal.
- 4. The manner in which the Electronic Submission bearing an Electronic Signature is received must be reliable for the purpose of identifying the person(s). No person through the transmission of an Electronic Submission bearing an Electronic Signature shall represent themselves in a way that is false or misleading. Electronic Signatures shall be accepted or declined at the sole discretion of the responsible Director or the Chief Administrative Officer. If an Electronic Signature or Electronic Submission is deemed to be false or misleading, the Town of Whitecourt will refuse the Electronic Signature and Electronic Submission.
- 5. Employees are required to review their records for accuracy and completeness prior to attaching their Electronic Signature to any Electronic Submission or record.
- 6. Any document executed via Electronic Signature shall be retained by the Town of Whitecourt in accordance with the Record Retention Schedule.
- 7. Use of Electronic Signatures by the Town of Whitecourt shall be in accordance with federal, provincial and municipal legislation.
- 8. Where a conflict arises between this policy and any federal or provincial legislation, the federal and/or provincial legislation shall prevail.

Reference:

Bylaw 1492 - Records Retention and Destruction Bylaw Policy 12-025 - Records Management



Policy Manual Section: **Finance**

POLICY

Effective Date: January 14, 1980 **Amended:** September 25, 2006 **Amended:** June 24, 2013 **Amended:** February 23, 2015 **Amended:** April 28, 2025

POLICY TITLE: Signing Authority for Financial Purposes

POLICY NUMBER: 13-001

POLICY PURPOSE:

Establish financial signing authority for the Town of Whitecourt.

POLICY:

- 1. Two of the authorized individuals listed below are required to sign general account cheques and/or online payable batches, of which one must be administration.
 - · Chief Administrative Officer or Director of Corporate Services or Controller, and
 - Mayor or Deputy Mayor or Acting Deputy Mayor.
- 2. Online payable batches include the following:
 - a. Electronic Funds Transfer (EFT) batch to pay for eligible vendor payments; and,
 - b. Online corporate credit card batch automated bank withdrawal for monthly charges.
- 3. EFT batch vendor list of all payments and supporting invoices will be reviewed and approved by authorized individuals.
- 4. Online monthly credit card payment list of payments with supporting receipts will be reviewed and approved by authorized individuals.
- 5. The following have authority to sign payroll account cheques of which only one must sign:
 - · Chief Administrative Officer or Director of Corporate Services or Controller.
- 6. Cheque and online payable payment batch lists will be provided to Town Council as an Information Item in Regular Council Meeting agenda packages.



Policy Manual Section: Finance

POLICY

Effective Date: June 26, 2023

POLICY TITLE: Asset Management

POLICY NUMBER: 13-002

POLICY PURPOSE:

The Town of Whitecourt provides a diverse range of services that are essential to the communities' wellbeing and quality of life. The management of existing assets, planning for future assets, and sustainable delivery of services is a priority for the Town.

This policy has been developed to recognize the Town's commitment to Asset Management and the delivery of clearly defined levels of service in a way that meets regulatory requirements, reduces costs, and manages an acceptable level of risk. It helps to guide consistent asset management across Departments as well as the continual development, implementation, maintenance, and improvement of the Town's Asset Management practices.

Scope:

Successful implementation and operation of Asset Management requires continual improvement of the systems in place to manage and plan for the physical assets owned by the municipality. This policy applies to all Town of Whitecourt owned assets including, but not limited to:

- Transportation Networks (roads, walkways, trails, bridges, signs, lighting, signals, etc.)
- Water Treatment and Distribution Systems
- Sewage Treatment and Collection Systems
- Stormwater Management Systems
- Vehicle and Equipment Fleets
- Parks and Open Spaces
- Facilities, Equipment and IT Infrastructure

POLICY:

Asset management is an integrated process for managing municipal infrastructure to ensure it supports the delivery of quality and fiscally-responsible services. A robust asset management plan helps municipalities make informed, proactive infrastructure and budget decisions that meet the current and future needs of the community.



Policy Manual Section: Finance

1. PRINCIPLES:

- a. The following principles are intended to guide asset management across all Departments:
 - i. Ensuring that the Town's capital assets are provided in a manner that respects cultural, economic and environmental sustainability;
 - ii. Meeting all relevant legislative and regulatory requirements;
 - iii. Establishing transparent and responsible Asset Management processes that align with demonstrable Canadian best practices that are applicable to the asset being identified;
 - iv. Implementing sound Asset Management plans and strategies and providing sufficient financial resources to accomplish them;
 - v. Ensuring necessary capacity and other operational capabilities are provided so that Asset Management responsibilities are effectively allocated;
 - vi. Creating a corporate culture where all employees play a part in the implementation and continual improvement of Asset Management processes by providing necessary awareness, training and professional development;
 - vii. Striving to provide service delivery to the community based on clearly defined and transparently approved levels of service;
 - viii. Implementing and maintaining an Asset Management database with annual review of condition assessments, level of service assessment, lifecycle analysis, and capital renewal treatment programming in line with delivering level of service targets;
 - ix. Delivering an Asset Management program that will maximize the value to the community while ensuring infrastructure sustainability over time; and
 - x. Continually measuring and reviewing the effectiveness of the Asset Management program.

2. RESPONSIBILITIES:

a. Town Council:

- i. Review and adopt the Asset Management Policy;
- ii. Approve levels of service targets that incorporate risk, costs, and community input that aligns with the community's vision and goals.
- iii. Provide the resources needed to sustain a viable Asset Management program.

b. Chief Administrative Officer and Directors:

- i. Implement and sustain the Asset Management program according to Policy;
- ii. On an annual basis, report to Town Council on the status of the Asset Management program including results achieved, targets, and plans moving forward.



Policy Manual Section: **Finance**

- c. Managers and Staff:
 - i. Prepare the Asset Management plans and incorporate the results into the capital renewal operations within their service areas.



Policy Manual Section: Finance

POLICY

Effective Date: September 25, 2006

Amended: September 24, 2007
Amended: June 27, 2011
Amended: October 27, 2014
Amended: November 23, 2015
Amended: December 19, 2016
Amended: October 22, 2018
Amended: October 28, 2024
Amended: April 26, 2010
Amended: June 24, 2013
Amended: February 23, 2015
Amended: January 25, 2016
Amended: October 10, 2017
Amended: October 21, 2022
Amended: April 28, 2025

POLICY TITLE: Purchasing

POLICY NUMBER: 13-003

POLICY PURPOSE:

To clearly define the purchasing standards of the Town of Whitecourt and to ensure that goods and services are obtained in an effective manner and at the best value possible. The Town of Whitecourt will adhere to the highest possible standards of business ethics, professional courtesy, and technical competence in all of its purchasing practices.

POLICY:

Section 1 General Conditions:

- 1. The Chief Administrative Officer can authorize exceptions to this policy when deemed necessary, which must then be ratified by Town Council at its next Regular Meeting.
- 2. The Town of Whitecourt will weigh a number of purchasing factors in any decision to purchase goods or services. Factors may receive different weight in the decision process; therefore, the lowest unit cost supplier may not be the chosen supplier. Purchasing factors are as follows:
 - a. price;
 - b. life cycle;
 - c. delivery time;
 - d. availability:
 - e. transportation cost;
 - f. quality of workmanship;
 - g. condition of equipment;
 - h. warranty and service support;
 - i. operating costs;
 - j. supplier expertise in product or service;



Policy Manual Section: **Finance**

- k. previous experience with supplier or brand;
- I. location of supplier;
- m. the only manufacturer or supplier;
- n. quality of design;
- o. meets proposal criteria;
- p. safety; and,
- q. references.
- 3. For the purpose of this policy, local business is defined as all businesses located in the Town of Whitecourt and Woodlands County. For the purchase of goods, services or construction with a total value not exceeding \$5,000.00, consideration may be given to local suppliers whose quotes are within ten (10%) percent of the lowest bid received by the Town.
- 4. The Town is acting under applicable legislation including the Municipal Government Act; the Canadian Free Trade Agreement (CFTA); the New West Partnership Trade Agreement (NWPTA); and the Freedom of Information and Protection of Privacy Act (FOIP). Subject to any applicable exceptions listed under the trade agreements, Article 14 of the NWPTA sets applicable procurement thresholds for advertising for municipalities as follows:
 - a) \$75,000.00 or greater for goods;
 - b) \$75,000.00 or greater for services;
 - c) \$200,000.00 or greater for construction;
 - d) For projects in excess of these amounts advertising must be done through the Government of Alberta's electronic tendering system that meets the interprovincial tendering requirements of the CFTA and NWPTA.
- 5. Where the Chief Administrative Officer has appointed a Project/Construction Manager to complete a project, the Project/Construction Manager has the authority to approve expenditures for the project not exceeding the approved budget. The Chief Administrative Officer may limit the authority of the Project/Construction Manager.
- 6. The Town reserves the right not to consider award of any contract or purchase order to any party that is or has in the past three (3) years been engaged in litigation or arbitration with the Town, or any party with an outstanding debt owed to the Town. This shall include any contract where the party is acting as a prime contractor or as a sub-contractor.

Section 2 Purchasing Guidelines:

Purchase Orders

7. Purchase orders will be issued prior to all purchases that exceed \$500.00 in value. Purchase orders shall be completed and authorized before, or as a purchase is



Policy Manual Section: Finance

made, and the blue copy will be sent to Accounts Payable within two days of completion.

- 8. Purchase order books are considered contracts of the Town of Whitecourt and should be kept in a secure location.
- 9. An approved purchasing authority (Section 3) may issue purchase order numbers over the telephone in order to secure purchases.
- 10. Standing purchase orders may be issued to regular suppliers. No purchase of a single item valued at \$500.00 or greater may be made on a standing purchase order.
- 11. Exceptions to issuing purchase orders are for utility services, payroll remittances, recurring expenses for professional services contracts (i.e. animal control, Xerox, postage, stationary), recurring rental or lease payments, credit card purchases, debenture payments, requisition payments, government transfers, grants, employee travel reimbursements, and petty cash disbursements.
- 12. Completed purchase order books shall be returned to the Accounts Payable Clerk.

Quotation

- 13. Quotations will be sought from suppliers where possible when the cost of goods and services purchased exceed \$2,500.00 but is less than \$25,000.00.
- 14. For purchases less than \$10,000.00, three quotes where possible may be given verbally. The purchaser should maintain/attach a record of quotes received to the purchase order/invoice.
- 15. For purchases greater than \$10,000.00 but less than \$25,000.00, three quotes will be submitted in writing. The purchaser should attach a record of the written quotes received to the purchase order/invoice.
- 16. Schedule "A" Quotation Form can be used to record quotes required for Points 14 and 15.
- 17. Purchases greater than \$10,000.00 but less than \$25,000.00 shall be publicly advertised calling for submissions as a minimum in a local paper when local service providers may exist. When it is practical for the Town, quotes may be by invitation only with the approval of the Chief Administrative Officer; however, at least three (3) qualified suppliers must be invited to submit quotes to ensure the Town receives the best value for public spending.
- 18. Acceptance of the quote is done by purchase order or written contract.
- 19. Only final quote prices will be released to the public.



Policy Manual Section: Finance

Online Purchases

- 20. Online purchases (e.g. E-Bay, Amazon, U Bid) over \$1,000.00 are not encouraged when the seller is outside the country.
- 21. For online purchases greater than \$1,000.00, a Department Director must review written submissions of proposal and authorize online purchases in accordance with Section 3 Purchase Authority of this policy.
- 22. The proposal should include costs for:
 - a. the base price;
 - b. transportation;
 - c. duty charges, GST and applicable taxes;
 - d. exchange rate between American and Canadian dollars;
 - e. comparable prices for nearby Canadian products; and,
 - f. return/cancellation terms.
- 23. Staff members originating the request are responsible to ensure that the item arrives in Whitecourt in useable condition.

Tendering and Requests for Proposals

- 24. The tender or request for proposal process is a formal method of obtaining competitive prices for goods and service when the cost exceeds \$25,000.00.
- 25. Invitations to tender are used when the Town knows what to do and how to do it, and should include:
 - a. Detailed requirements and technical specifications;
 - b. Terms and conditions under which a submission is to be accepted;
 - c. Vendor selection to be awarded based on the evaluation criteria;
 - d. Intention is to accept the bid without negotiations; and
 - e. Is a legal binding document between the Town and all potential vendors, in accordance with the terms and conditions attached to tender documents and which forms the awarded contract.
- 26. Request for proposals is used when a need is identified, but how it will be achieved is unknown at the outset. Request for proposals include:
 - a. Vendors proposals for solutions or methods to arrive at an end product or solution;
 - b. Specifications provided are general in nature;
 - c. Vendor selection is based on evaluation criteria;
 - d. Town may negotiate specific terms with the proponent following the RFP closing date:
 - e. Used when the Town requires flexibility in negotiating options; and
 - f. Is not legally binding on either party unless a contract is executed.



Policy Manual Section: **Finance**

- 27. The tender or request for proposal shall be publicly advertised as a minimum in a local paper when local service providers may exist calling for tender submissions. When it is practical for the Town, tender or request for proposal may be by invitation only with the approval of the Chief Administrative Officer; however at least three (3) qualified suppliers must be invited to bid to ensure the Town receives the best value for public spending.
- 28. Advertisements will include the following stipulations:
 - a. The lowest bid received for goods and services may not necessarily be awarded the tender.
 - b. Submissions and submission amendments may be received by mail, and/or electronically via email or facsimile.
 - c. The Town has the right to reject any and/or all tenders.
- 29. Submissions received will be opened publicly with two Town employees present, which will include a Director, and minutes taken. Only final bid prices will be made public.

Section 3 Single/Sole Sourcing:

- 30. A Sole Source purchase occurs when there is only one source capable of performing the service or supplying the material; or, where it can be demonstrated that only one supplier is able to meet the requirements for the purchases; or, the goods, service or system is unique to one vendor and no alternative exists.
- 31. A Single Source procurement occurs when more than one source is available, but there are valid and sufficient reasons for selecting one vendor in particular, as follows:
 - a. An attempt to acquire the required goods and/or services by soliciting competitive bids has been made in good faith, but has failed to identify more than one willing and responsive vendor;
 - b. The confidential or security-related nature of the requirement is such that it would not be in the public interest to solicit competitive bides;
 - c. There is a need for standardization or compatibility with goods and/or services previously acquired or the required good and/or services will be additional to similar goods, and/or services being supplied under an existing contract (i.e. contract extension or renewal);
 - d. Where necessary to maintain an existing warranty from a previous vendor;
 - e. The required goods and/or services are to be supplied by a particular vendor(s) having special knowledge, sills, expertise or experience;
 - f. It is advantageous to the Town to acquire the goods or services from a supplier pursuant to the procurement process conducted by another public body, including Alberta Municipalities and Rural Municipalities of Alberta;
 - g. It is advantageous to the Town to acquire the goods or services directly from another public body or public service body;



Policy Manual Section: **Finance**

h. Where due to abnormal market conditions, the goods or services required are in short supply.

Section 4 Purchasing Authority:

- 32. The approval of the Chief Administrative Officer, or designate, will be required for any purchases over \$25,000.00 for items included in the annual budget or through a motion of Council.
- 33. The approval of the Chief Administrative Officer, or designate, will be required for any sole-source or single-source purchases over \$2,500.00.
- 34. Department Directors are authorized to approve for all single purchases under \$25,000.00 for items included in the annual budget.
- 35. Project/Construction Manager appointed by the Chief Administrative Officer is authorized to approve purchases up to \$25,000 for items included in the approved budget amount or approved contract or tender amount. See Schedule "B" Expenditure Officer Designation.
- 36. Positions as appointed by the Chief Administrative Officer and Directors are authorized to commit the Town to single purchases for items included in the budget up to a maximum of \$10,000.00. See Schedule "B" Expenditure Officer Designation.
- 37. The Controller is authorized to approve reoccurring, routine expenditures for payroll remittances, utility services, and requisition payments.
- 38. Council must award all tenders where the value exceeds \$100,000.00, including multi-year tenders where the total value over the term exceeds \$100,000.00.

Section 5 Quick Cheques:

- 39. A Quick Cheque Request Form is filled out for transactions without an invoice. Each Quick Cheque Request Form must be accompanied by documentation that shows the amount to be paid. (i.e. out of pocket expenses, reimbursement payment of annual grants, refund payments for programs, utilities and tax levies, and time sensitive payments.)
- 40. The Quick Cheque Request Form is available to all employees, and must be signed by the originator and the person with the authority to approve that amount as per Section 4 Purchase Authority.

REFERENCES:

Schedule "A" Quotation Form



Policy Manual Section: **Finance**

Schedule "B" Expenditure Officer Designation



Policy Manual Section: **Finance**

Policy 13-003 Purchasing Policy – Schedule "A" Quotation Form

Date:		Requisition/PO #:				
Department:		_				
Contact:		Phone #:				
Awarded Vendor Name:			Cost:			
Description of Produc	ct/Service being quote	d:				
			_			
	Supplier 1	Supplier 2	Supplier 3			
Name						
Price						
Delivery						
Person Contacted						
Phone No.						
Terms of Sale						
Reason for award if r	not to the low bidder:					
Person Requesting/E	Evaluating Quotation:					
Date:						



Policy Manual Section: **Finance**

Policy 13-003 Purchasing Policy – Schedule "B" Expenditure Officer Designation

EMPLOYEE/PROJECT MANAGER _					
EMPLOYEE/PROJECT MANAGER S	SIGNATURE				
EMPLOYING DEPARTMENT					
JOB TITLE					
INITIALS			_		
AUTHORITY					
EFFECTIVE DATE:			<u></u>	<u></u>	_
SIGNING AUTHORITY TO A MAXIM	UM OF:	\$			_
PROJECT NAME					
PROJECT CODE					
THE EMPLOYEE CAN AUTHORIZE THEIR POSITION IN ACCORDANCE	_				_
<u>APPROVAL</u>					
RECOMMENDED		- A- N		TOD	
	DEPAR ⁻	IMENI	DIREC	TOR	
APPROVED	CHIEF ADMINISTRATIVE OFFICER				
SIGNED THIS DAY OF			20		



Policy Manual Section: **Finance**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: October 27, 2014 Amended: November 23, 2015 Amended: December 19, 2016 Amended: October 11, 2022

POLICY TITLE: Investment

POLICY NUMBER: 13-004

POLICY PURPOSE:

To provide the framework for the management of the Town's investments.

POLICY:

- Investments will be made at the discretion of the Chief Administrative Officer, Director of Corporate Services, or Controller, according to the Municipal Government Act and/or Alberta Regulation 66/2000 – Investment Regulation. Approval for all investments requires the signatures of at least one noted administrative staff member, and the Mayor or Deputy Mayor.
- 2. Routine investments will receive competitive bids.
- 3. Non-routine investments will be approved by Council. This includes managing currency exchange accounts and transactions.



Policy Manual Section: Finance

POLICY

Effective Date: September 25, 2006

Amended: June 27, 2011 Amended: June 24, 2013 Amended: December 19, 2016 Amended: October 22, 2018 Amended: October 28, 2024

POLICY TITLE: Unbudgeted Expenditures

POLICY NUMBER: 13-005

POLICY PURPOSE:

To establish procedures to authorize and verify expenditures not included in the budget.

POLICY:

Definitions:

Unbudgeted Expenditure – an expenditure not included in the interim operating budget, the operating budget or the capital budget for the year.

Emergency Expenditure – an expenditure for an occurrence or situation that could jeopardize the safety, health or welfare of people or the protection of property in the municipality.

Over-Budgeted Expenditure – a budgeted expenditure which actual price exceeds the budget allocation amount.

<u>Unbudgeted Expenditures</u>

- 1. If the proposed unbudgeted expenditure is not an emergency and does not exceed \$5,000.00, the Director can approve the expenditure if there is a surplus in the approved department budget.
- 2. If the proposed unbudgeted expenditure is not an emergency and does not exceed \$10,000.00, the Chief Administrative Officer or designate can approve the expenditure if there is a surplus in the approved budget.
- 3. If the proposed unbudgeted expenditure is greater than \$10,000.00, Council approval is required.



Policy Manual Section: Finance

Emergency Expenditures

- 4. If the proposed unbudgeted expenditure is an emergency, and is less than \$100,000.00, the Chief Administrative Officer or designate can approve the expenditure.
- 5. If the proposed unbudgeted expenditure is an emergency and is greater than \$100,000.00, Council approval is required. Due to the nature of the expenditure, the expenditure will be approved at the next Regular Meeting of Council.

Over-budget Expenditures

- 6. If the proposed expenditure is over the budget amount by less than \$10,000.00 but not greater than ten percent (10%), the Director can approve the over expenditure if there is a surplus within the department operating budget.
- 7. If the proposed expenditure is over the budget amount by less than \$25,000.00, the Chief Administrative Officer or designate can approve the expenditure if there is a surplus within the department operating budget.
- 8. If the proposed expenditure is over the budget amount by \$25,000.00, Council approval is required.

REFERENCE:

Schedule "A" Summary of Unbudgeted and Over-Budgeted Expenditure Approval Levels



Policy Manual Section: **Finance**

Policy 13-005 Unbudgeted Expenditures – Schedule "A" Summary of Unbudgeted and Over-Budgeted Expenditures Approval Levels

Expenditure Level	Unbudgeted Expenditure	Emergency Expenditure	Over-Budget Expenditure
Less than \$5,000.00	Director within current budget year	-	-
Less than \$10,000.00	CAO approval or designate	-	-
Less than \$10,000.00 but not greater than 10% of budget amount	-	-	Director within current year budget
Greater than \$10,000.00	Council	-	
Less than \$100,000.00	-	CAO approval or designate	CAO approval or designate
Greater than \$100,000.00	-	Council	Council



Policy Manual Section: **Finance**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010
Amended: June 24, 2013
Amended: October 27, 2014
Amended: November 23, 2015
Amended: October 10, 2017
Amended: October 11, 2022
Amended: October 22, 2018

POLICY TITLE: Financial Reserves

POLICY NUMBER: 13-006

POLICY PURPOSE:

This policy is consistent with and supports our corporate mission statement "to enhance the quality of life for all residents, with a commitment to the well-being of our community". This policy supports long-term sustainability. To this end, it is incumbent on the Town to ensure that financial resources are set aside to maintain existing service levels and to stabilize tax rates.

The purpose of this policy is to establish specific reserves to provide for emergent financial needs, stabilize tax rates, and to set aside funds for the replacement of existing equipment, facilities and future projects. Reserves are also used to provide internal financing for capital projects, as well as cash for operating each year, until taxes are due, thereby improving the Town's overall net financial position.

- 1. The Town of Whitecourt recognizes that the ongoing commitment of funds to specific reserves provides for property tax stabilization, contingency funding, participation in grant funding opportunities, and reduces the need for debt financing.
- 2. The Town's general bank account is a consolidation of monies that represent cash balances in reserve accounts, monies related to accounts payable, cash related to deferred revenues, and cash related to timing differences between cash inflows and outflows. Where the Town's cash position allows, the Town will fund capital projects, as well as cash for operating each year, until taxes are collected, during the fiscal year in order to reduce overall net borrowing costs.
- 3. Town Council shall approve the establishment of, contributions to, and withdrawals from a specific reserve as part of the overall budget review and approval process, or by resolution on an "as needed basis." The attached Reserve Policy Schedules require Council approval prior to establishment of a reserve.



Policy Manual Section: Finance

- 4. The annual budget document approved by Town Council shall include reference to reserves and provide estimated additions and uses for the year.
- 5. Transfers to reserves will consist of contributions as identified in the operating budget or surplus as approved by Town Council.
- 6. A summary of reserve schedules and balances will be reviewed by Council annually.
- 7. Reserves should normally have a balance of \$5,000.00 or over. The Chief Administrative Officer may consolidate reserves of less than \$5,000.00.
- 8. Woodlands County may cost share in some Town of Whitecourt projects. If Woodlands County chooses to contribute towards a reserve held for a specific project, the reserve will be designated a "Shared Reserve" within the appropriate reserve category. Finance staff shall ensure that "Shared Reserves" are held separately from Town-only reserves.
- 9. Any interest earned from the investment of Schedule "E" Off Site Levy and Infrastructure Reserves, and Schedule "H" Municipal In Lieu Reserves must be added to the reserve balance and used only for specific purposes as per the Municipal Government Act.

REFERENCE:

Schedule "A" Stabilization Reserves

Schedule "B" Carry Forward Expenditure Reserves

Schedule "C" Equipment Replacement Reserves

Schedule "D" Major Facilities Reserves

Schedule "E" Off-Site Levy and Infrastructure Reserves

Schedule "F" Land Fund and Reclamation of Gravel Pit Reserves

Schedule "G" Debt Repayment Reserve

Schedule "H" Municipal In Lieu Reserves

Schedule "I" Local Improvement Reserves

Bylaw 1551 – Fees, Rates and Charges Bylaw

Policy 23-011 - Safe Community Initiative

Policy 13-020 - Paid Parking Levies



Policy Manual Section: **Finance**

Policy 13-006 Financial Reserves - Schedule "A" Stabilization Reserves

(Examples: snow removal, GST rebate, raw water intake maintenance, legal fees, tax cancellations, election, power and gas surplus, etc.)

Type:

Operating and Capital Reserves

Purpose:

To provide funding for non-recurring, one-time expenditures or losses of revenue, or grant opportunities, that will not be built into the base operating budget in future years.

Source of Funding:

- 1. An annual contribution as part of the budget process.
- 2. Annual surpluses.
- 3. Other sources as approved by Council.

Application:

Funds from these reserves will be used for stabilizing budgetary impacts resulting from abnormal costs or other extraordinary items that would result in an overall deficit to the municipal operation.

Duration:



Policy Manual Section: **Finance**

Policy 13-006 Financial Reserves - Schedule "B" Carry Forward Expenditure Reserves

Type:

Operating and Capital Reserves

Purpose:

To carry over to a subsequent year, funding for specific programs and projects not completed by year-end.

Source of Funding:

Unspent portion of the annual budget pertaining to the specific program or project being carried forward.

Application:

- 1. Any funds remaining at the end of the fiscal year for operating or capital projects not completed during the year should be transferred to a reserve, to be used to fund the projects in the following year.
- 2. In the event that the cost to complete a particular project is less than the funds set aside in the operating reserve for that project, then the remaining funds shall remain in that reserve or transferred to another reserve or project.
- 3. Unexpended funds for ordinary ongoing operating expenses should not be transferred to an operating reserve to be carried forward to offset subsequent operating expenses.
- 4. Funds cannot be transferred out of reserves to finance ordinary operating expenses. Ordinary operating expenses should be provided for annually in the operating budget.

Duration:

- 1. Any projects not started in the fiscal year they were budgeted will be either cancelled or carried forward subject to the year-end financial statement approval process and Council review during budget deliberations.
- 2. Projects started, but not completed, in a fiscal year will be carried forward.



Policy Manual Section: **Finance**

Policy 13-006 Financial Reserves - Schedule "C" Equipment Replacement Reserves

Type:

Capital Reserve

Purpose:

To provide for a process to allow for the replacement of machinery, equipment and vehicles on a regularly scheduled annual basis.

Source of Funding:

Transfer from the annual operating budget and/or proceeds from the sale of assets based on a projected replacement plan.

Application:

- 1. An Equipment Replacement Reserve should be maintained to provide for the eventual replacement of all machinery, equipment and vehicles worth more than \$5,000.00 (as per Policy 13-014 Tangible Capital Assets).
- 2. Transfers from the Equipment Replacement Reserve should be used only to finance replacement of machinery, equipment and vehicles.
- 3. Expenditures less than \$5,000.00 should be financed by operating revenues.
- 4. Proceeds on the disposal of any capital item shall be contributed to the Equipment Replacement Reserve.
- 5. Annual transfers to the Equipment Replacement Reserve shall be based on the applicable replacement plan.

Duration:



Policy Manual Section: Finance

Policy 13-006 Financial Reserves - Schedule "D" Major Facilities Reserves

Type:

Capital

Purpose:

To provide funds for the construction, replacement, major maintenance and/or upgrade of major facilities.

Source of Funding:

- 1. Transfer from the annual operating budget and/or based on the facility life cycle plans.
- 2. Donations and sponsorships.

Application:

Withdrawals from the reserve shall be restricted to capital acquisition, major maintenance or development/upgrade of Town owned facilities.

Duration:



Policy Manual Section: **Finance**

Policy 13-006 Financial Reserves - Schedule "E" Off-Site Levy and Infrastructure Reserves

Type:

Capital

Purpose:

To provide funds to meet the capital cost associated with the expansion, refurbishment or replacement of the Town's roads and utility infrastructure.

Source of Funding:

- 1. Off-site levies collected from developers in accordance with Municipal Government Act and Off-Site Levy Bylaw 1435 as may be amended from time to time.
- 2. Transfer from the Utility Operating Budgets as approved by Council as part of the annual budget process.
- 3. Annual surpluses, as per adoption of Financial Statements.
- 4. Interest to be calculated annually for the off-site levy reserve balances as per the Municipal Government Act.

Application:

To fund capital projects related to the roads, water, sanitary sewer, storm sewer or waste utilities. The capital projects may be new or expansion in nature or related to the refurbishment or replacement of the infrastructure that will be applied in accordance with Municipal Government Act and Off-Site Levy Bylaw 1435.

Duration:



Policy Manual Section: **Finance**

Policy 13-006 Financial Reserves - Schedule "F" Land Fund and Reclamation of Gravel Pit Reserves

Type:

Operating

Purpose:

To provide ongoing funding to ensure sustainable ongoing development of commercial, industrial and residential lands for future development, gravel pit reclamation, as well as sources of funding for other projects related to land development.

Source of Funding:

- 1. The source of funding is from the profit from the sale of lands.
- 2. Charges for reclamation of a gravel pit.

Application: Funds may be used in the following manner:

- 1. To purchase land for development.
- 2. To fund land servicing costs.
- 3. To fund Town capital projects.
- 4. To reclaim Town gravel pit.

Duration:



Policy Manual Section: Finance

Policy 13-006 Financial Reserves – Schedule "G" Debt Repayment Reserve

Type:

Capital Reserve

Purpose:

To establish a reserve for excess funding from Government of Alberta Treasury and Risk Management: Local Authority Loans debenture borrowing that exceeds the total project cost.

Source of Funding:

Treasury and Risk Management: Local Authority Loans

Application:

Funds from this reserve must be used each year for payments on the applicable debenture.

Duration:



Policy Manual Section: **Finance**

Policy 13-006 Financial Reserves – Schedule "H" Municipal In Lieu Reserves

Type:

Capital Reserve

Purpose:

To collect money in place of land as municipal reserve, school reserve, or municipal and school reserve.

Source of funding:

Contributions from subdivision developers for money in place of municipal reserve, school reserve, or municipal and school reserve. Interest to be calculated annually.

Application:

To fund the construction of a public park, public recreation area, school board purposes, or to separate areas of land that are used for different purposes.

Duration:



Policy Manual Section: **Finance**

Policy 13-006 Financial Reserves - Schedule "I" Local Improvement Reserves

Type:

Capital Reserve

Purpose:

To collect money from the land owner for local improvements adjacent to the land owner of the property as per the applicable Local Improvement Bylaw.

Source of funding:

Contributions from the land owner for the construction of local improvements (repaving, utility infrastructure replacement or upgrade) adjacent to their land.

Application:

To fund the construction of local improvements and/or any debenture payment required as a result of the construction.

Duration:



Policy Manual Section: Finance

POLICY

Effective Date: September 25, 2006

Amended: June 24, 2013 Amended: October 27, 2014

POLICY TITLE: Major Facility/Equipment/Fleet Replacement Plans

POLICY NUMBER: 13-007

POLICY PURPOSE:

The Town of Whitecourt will maintain sufficient reserves in order to facilitate the purchase and/or replacement of major facilities/equipment/fleet on a scheduled basis. Reserves will be funded through budgeted annual contributions.



Policy Manual Section: Finance

POLICY

Effective Date: August 14, 1995

Amended: September 25, 2006
Amended: June 24, 2013
Amended: October 10, 2017
Amended: October 28, 2019
Amended: Amended: October 21, 2018
Amended: October 28, 2019
Amended: October 11, 2022

POLICY TITLE: Release of Assessment Information

POLICY NUMBER: 13-008

POLICY PURPOSE:

To provide guidelines for releasing assessment information in accordance with the Municipal Government Act (MGA) and Matters Relating to Assessment and Taxation Regulations 203/2017.

- 1. An assessed person or their agent is entitled to receive the information that is in the municipality's possession at the time of the request showing relevant calculation details of the assessed person's property.
- 2. An assessed person, who is not the owner, may request a summary of the most recent assessment of any assessed property in the municipality which must include:
 - a) A description of the parcel of land and any improvements;
 - b) The type and use of the property;
 - c) The size and measurements of the parcel of land;
 - d) The age and size or measurements of any improvements;
 - e) Key attributes of any improvements to the parcel of land;
 - f) The assessed value and any adjustments; and,
 - g) Any other information prescribed or otherwise described in the regulations.
- 3. A municipality is not obligated to respond to a request for information for a property after a complaint is made by the person assessed under Section 461 of the MGA until the complaint has been heard and decided on by an assessment review board, except if the request for information is in respect of an amended assessment and the amended assessment notice was issued during the complaint period.
- 4. A letter of agency on third party letterhead is required for a third party to receive information. The assessed person must provide authorization for an agency to receive information on their behalf (with the exception of lawyer requests, and federal and provincial agencies).



Policy Manual Section: **Finance**

POLICY

Effective Date: February 25, 1980 **Amended:** September 25, 2006 **Amended:** October 10, 2017

POLICY TITLE: Third Party Billing

POLICY NUMBER: 13-009

POLICY PURPOSE:

To establish a fee for work done by the Town for outside agencies.

POLICY:

- 1. Labour costs are determined by the wage rate of the municipal employees involved plus one hundred percent (100%).
- 2. Materials are supplied on the basis of cost plus twenty percent (20%).
- 3. Equipment rental rates will be established by the Alberta Road Builders Association Equipment Rental Rates Guide, plus twenty percent (20%).
- 4. The Town may offer lesser than above rates, but not less than actual cost, to surrounding municipalities at the discretion of the Chief Administrative Officer.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual Section: **Finance**

POLICY

Effective Date: September 25, 2006

Amended: May 28, 2012 Amended: October 10, 2017 Amended: October 22, 2018 Amended: October 11, 2022 Amended: October 28, 2024

POLICY TITLE: Accounts Receivable Collections

POLICY NUMBER: 13-010

POLICY PURPOSE:

To provide for the effective control, administration, and collection of accounts receivable. This does not include property tax and utility receivables.

POLICY:

1. The following procedure will be followed regarding accounts receivable:

<u>Date</u>	<u>Action</u>
Current	Mailed invoice.
30 Days	Send statement by regular mail.
60 Days	Telephone call to customer and recorded in collections log.
60 Days	Send second statement by regular mail.
90 Days	Telephone call to customer. Record in collections log. Send arrears letter.
90 Days	All future credit cancelled and to be clearly indicated on monthly statement. Further transactions will be on a cash only basis.
120 Days	Collections procedure initiated through collection agency to be clearly indicated on monthly statement. Send demand letter.

- 2. Action stops when account is paid in full.
- 3. All general accounts receivables that remain unpaid in excess of thirty (30) days shall be penalized at the rate of one and one-half percent (1.5%) per month.



Policy Manual Section: **Finance**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 27, 2014 Amended: October 22, 2018

POLICY TITLE: Accounts Receivable Cancellation/Write Off

POLICY NUMBER: 13-011

POLICY PURPOSE:

To provide for effective control, administration, and cancellation of accounts receivable, not including property tax receivables.

POLICY:

Cancellation:

- 1. Cancellations, up to \$500.00, may be given by Administration and payment arrangements may be made in the case of:
 - hardship,
 - unusual circumstances related to the account receivable, and
 - in situations, due to emergency or inordinate circumstances, sewer utility charges may be waived related to a water leak on the owner's property.
- 2. Cancellation of traffic related bylaw infraction tickets is under the discretion of the Whitecourt R.C.M.P. Staff Sergeant. Infraction tickets may also be appealed through the conventional legal process.
- 3. Any other cancellation request must be approved by Town Council.

Write Off:

- 4. Accounts receivables in arrears greater than two years and up to \$500.00 may be written off to bad debt expense by Administration.
- 5. Accounts receivables in arrears greater than two years and over \$500.00 must be approved by Town Council to be written off to bad debt expense.



Policy Manual Section: **Finance**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: November 23, 2015 Amended: December 19, 2016 Amended: June 23, 2025

POLICY TITLE: Audit Services

POLICY NUMBER: 13-012

POLICY PURPOSE:

To provide guidelines for the tendering of audit services in accordance with the Municipal Government Act (MGA).

POLICY:

1. The Town will tender and appoint audit services every three (3) years, with the provision to extend for up to two years.



Policy Manual Section: **Finance**

POLICY

Effective Date: September 24, 2007

Amended: April 23, 2012 Amended: December 16, 2019 Amended: October 28, 2024 Amended: April 28, 2025

POLICY TITLE: Customer Payment

POLICY NUMBER: 13-013

POLICY PURPOSE:

To provide guidelines for payment methods accepted by the Town of Whitecourt.

POLICY:

- 1. The Town will accept cash, debit, personal cheques, pre-authorized, credit card, and online payments.
- 2. The Town will accept online and in-person credit card payments up to a maximum of \$5,000.00 total with no processing fee. For tax roll accounts, the \$5,000.00 maximum shall apply per tax roll per annum.
- 3. Returned payments and credit card processing fees will be charged as per the Fee Schedule referenced in the Town of Whitecourt Fees, Rates and Charges Bylaw.
- 4. Credit card processing fees shall not apply to the following:
 - a. Community Services fees (Rentals, Advertising, Programs, Child Mind, Planned Giving Opportunities, Sponsorships/Donations, Transit, Dial-A-Bus, Facility Passes and Admissions, etc.);
 - b. Infrastructure Services fees (Cemetery, Shallow Utility Line Assignments).

REFERENCE:

Bylaw 1551 - Fees, Rates and Charges



Policy Manual Section: Finance

POLICY

Effective Date: September 24, 2007

Amended: October 23, 2023

POLICY TITLE: Tangible Capital Assets

POLICY NUMBER: 13-014

POLICY PURPOSE:

To provide guidelines for dealing with Tangible Capital Assets in accordance with the Public Sector Accounting Board standards and the Canadian Public Accounting Association's generally accepted accounting principles.

- 1. Tangible Capital Assets are non-financial assets having physical substance that:
 - a. Are held for use in the production or supply of goods and services, for rental to others for administrative purposes or for the development, construction, maintenance or repair of other tangible capital assets.
 - b. Have useful economic lives extending beyond an accounting period;
 - c. Are to be used on a continuing basis; and
 - d. Are not for sale in the ordinary course of operations.
- 2. Existing assets and future expenditures that meet both the criteria of tangible capital asset and exceed the following suggested capitalization thresholds are to be recorded as tangible capital assets:

Asset Description:	Capitalization Threshold:		
Land Improvements	\$ 5,000.00		
Buildings	\$25,000.00		
Engineered Structures	\$25,000.00		
Machinery and Equipment	\$ 5,000.00		
Vehicles	\$ 5,000.00		



Policy Manual Section: Finance

POLICY

Effective Date: September 24, 2007

Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 22, 2018 Amended: October 23, 2023

POLICY TITLE: Financial Reporting

POLICY NUMBER: 13-015

POLICY PURPOSE:

To set out financial reporting requirements as noted in the Municipal Government Act.

- Financial information, including the actual revenues and expenditures of the municipality as compared to the current budget, shall be provided to Council quarterly, beginning in June, following approval of the previous year's financial statement. If the final budget has not yet been approved, interim budget and prior year actual figures may be provided.
- 2. A financial summary, including the cash position report, and accounts receivable, shall be provided at the same time as the financial statement.
- Supplementary information shall be provided with the Quarterly Financial Report.
- 4. Annual interim and/or final operating and capital budget that includes estimated amounts for expenditures and sources of revenues and transfers sufficient to offset expenditures shall be provided to Council.
- 5. At a minimum, each year a three-year financial operating budget plan and five-year capital plan will be provided to Council for review.



Policy Manual Section: Finance

POLICY

Effective Date: June 22, 2009 Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 27, 2014 Amended: November 23, 2015 Amended: October 10, 2017 Amended: October 22, 2018 Amended: September 28, 2020 Amended: October 23, 2023 Amended: April 28, 2025

POLICY TITLE: Corporate Credit Card Use

POLICY NUMBER: 13-016

POLICY PURPOSE:

To guide the use of corporate credit cards by Town employees.

POLICY:

- 1. The Chief Administrative Officer may, and is hereby authorized to, issue a corporate credit card to Department Directors and employees where the need arises for departmental procurement and payment of goods and services (in accordance with Policy 13-003 Purchasing Policy) where it is efficient, economical and operationally feasible to do so. Personal transactions are strongly discouraged, but in certain circumstances will be allowed with the condition that transactions are reported to the Controller immediately and the Town will be promptly reimbursed by individuals involved.
- 2. Cardholder limits will be issued as follows:
 - a) Chief Administrative Officer \$15,000.00;
 - b) Executive Assistant \$25,000.00;
 - c) Department Director up to \$15,000.00;
 - d) Managers as required up to \$5,000.00.

Transaction purchases shall follow the Town's Purchasing Policy.

- 3. The cardholder shall take all reasonable precaution in the safekeeping of the card and shall be responsible for its department usage. The cardholder shall not:
 - a. Exceed the maximum credit limit set on his/her municipal credit card;
 - b. Obtain cash advances through the municipal credit card;
 - c. Approve their own expenditure(s).



Policy Manual Section: Finance

- 4. The monthly statement, with supporting documentation for each purchase made with the card, must be promptly approved and submitted by the employee to the Accounts Payable Clerk for payment. All receipts and other proof of expenditures shall be submitted to the office of the Accounts Payable Clerk no later than the tenth (10) day of the month, in the month after the expenditure has been incurred.
- 5. All employees using this card shall be made aware of this policy. Improper or unauthorized use of the corporate credit card may result in disciplinary action including termination of employment.
- 6. If the credit card is lost or if stolen or any unauthorized transaction is detected or suspected the cardholder shall notify the Controller and financial institution.



Policy Manual Section: Finance

POLICY

Effective Date: June 28, 2010 Amended: June 24, 2013 Amended: October 22, 2018

POLICY TITLE: Municipal Property Tax Exemptions for Charitable and

Non-Profit Organizations

POLICY NUMBER: 13-017

POLICY PURPOSE:

To provide guidelines to determine municipal property tax exemptions for charitable and non-profit organizations that provides a charitable or benevolent purpose for the benefit of the general public.

- 1. Statutory and discretionary property tax exemption status for charitable or non-profit organizations will be granted, provided the following conditions are met:
 - a. A formal Application form is submitted by the organization. Applications must be received prior to September 30 of the year preceding the tax exemption year.
 - b. The Applicant must have a Certificate of Incorporation and current confirmation that the registration is in good standing.
 - c. The Applicant provides a copy of its current Bylaws or Memorandum of Association and Articles.
 - d. The Applicant provides its most recent financial statement.
 - e. The Applicant provides a Copy of Title; or:
 - f. If the property is leased, the Applicant must provide:
 - The current lease agreement with the property owner;
 - A copy of the floor plan showing the area leased for the organization's purposes.
 - A letter from the property owner confirming that the property owner is aware of the exemption application; and agrees to pass on the full benefit of any tax exemption to the leaseholder.
 - g. Documentation that the organization is a charitable operation and provides a service that is at no cost to recipients; or for a comparable fee designed to cover minor entrance or service fees. Documentation may include certificates of charitable organization status from Revenue Canada, program brochures, or other certificates of incorporation or status.
 - h. The operations of the organization are open to the general public and there are no restrictions on membership.



Policy Manual Section: Finance

- i. That Town Council is satisfied, at its sole discretion that the organization operates as a charitable agency; and/or it operates for the greater good of the entire community.
- j. The statutory exemptions fit within the Municipal Government Act that provides tax exempt status for charitable and non-profit entities.
- k. The discretionary exemption fits within the Municipal Government Act and/or Community Organization Property Tax Exemption Regulation.
- 2. Town Council may grant discretionary property tax exemption to a non-profit organization.
- 3. The Applicant must advise the Town of Whitecourt within 14 (fourteen) days of any change to the status of the organization or premises changes. Failing to do so will result in back taxes plus penalty being applied to the property.
- 4. Non-profit organizations granted a discretionary exemption must reapply at least every three years to maintain exempt status.

REFERENCE:

Schedule "A" Application for a Property Tax Exemption



TOWN OF WHITECOURT APPLICATION FOR A PROPERTY TAX EXEMPTION

Please complete the form in full. Application Deadline: September 30. Completed forms can be submitted to:

Town of Whitecourt Corporate Services Department P.O. Box 509, 5004 52 Avenue Whitecourt Alberta T7S 1N6

Phone: 780-778-2273 Fax: 780-778-4166

PROPERTY INFORMATION:

Name of Property	Owner:		
Address of Propert	y Owner:		
Telephone Numbe	<u>r·</u>	Fax Number:	
Totophono Hambo		T dx (vallibot.	
Address of propert	y for which exemption	on is requested:	
Address of propert	y for writeri exemplic	on is requested.	
What portion of the	above property doe	es the organization hold?	
- AII			
□ All	□ Part	☐ Area Occupied	
Is there an agreement in place that confirms the portion of the property held by the			
organization?			
□ Yes	□ No	If yes, provide expiry date:	
□ 163	П 110	ii yes, provide expiry date.	
Date on which organization took up occupancy:			

ORGANIZATION INFORMATION:

Name of organization operating the facility:			
Telephone Number:	Fax Number:		
Organization's Objectives/Purposes: 1.			
1.			
2.			
3.			
4.			
Act under which organization is registered as organization:	s a non-profit	Registration Number:	
organization.			
Are the resources of this organization		etary gain or benefit	
devoted to the above objectives/purposes?	received by the organization as a result of its provision of services?		
	113 Provision of	30111003:	
☐ Yes ☐ No	☐ Yes	□ No	
If "No", please explain in an attachment.	If "Yes", please	e explain in an attachment	
Does your organization expect to move from for tax exemption?	this property du	ring the year being applied	
□ Yes □ No			
If "yes, please explain:			

Are the organization's services similar to any other organization's or business's services?				
☐ Yes				
If "Yes", provide	If "Yes", provide name(s):			
	profit from the orger than as wages?		oaid to a membe	er or shareholder of the
☐ Yes	s 🗆 No			
If "Yes", please	explain in an attac	hment.		
RETAIL COMM	ERICIAL OR LICE			
Does the organization have a retail commercial area at this location? If "Yes", do you operate this area?		operate this area?		
☐ Yes	□ No		□ Yes	□ No
What good or se	rvices are sold at	the retail co	ommercial area?	>
For what purpos	e is the net incom	e from the r	retail commercia	al area used?
Has an area within the facility been issued a gaming/liquor license?				
□ Yes □ No				
If 'Yes", enclose a copy.				
Class:	A	rea:		Square Footage:

PROPERTY USE INFORMATION:

What facilities are on the property? Is the property used primarily for the use or purpose described as the organization objectives and purposes?			
1.			
2.			
3.			
4.			
What times is the property accessible to the general public? Is a sign posted indicating hours?			
What are the membership requirements, including fees?			
Are there are any other restriction in place preventing anyone from using the facility?			
□ Yes □ No			
If "Yes", what are they?			
Are the services provided by the organization advertised and promoted to the general public, or primarily to members;			
☐ General Public ☐ Members			

CONTACT INFORMATION:

Contact Name:				
Position with the Organization:				
- 9				
Telephone Number	Fax Number:			
Tolophone Hambel	T ux Humbor.			
Duefermed Meiling address for New Duefit Own				
Preferred Mailing address for Non-Profit Org	anization:			
	l -			
Organization's President:	Telephone Number	<u>:</u>	Fax	Number:
Organization's Treasurer:	Telephone Number	:	Fax	Number:
Office Use Only:	Taxation Year:			
Date:	raxation year:			
Property Roll Identifier:				
Municipal Property Address:				
Mulliopal Froperty Address.				
Total Assessment:				
\$				
<u></u>				
Statutory Exemption under the Municipal Government Act:				
Discretionary Exemption under the Municipal Government Act				
(s. 364) Discretionary Exemption under s. 15 of Regulation 281/98: ☐ Yes ☐ No			□ No	
Discretionary Exemption under s. 15 of Negatiation 201/30. Let 1es Let 140				

OTHER REQUIRED INFORMATION:

Please ensure to submit the following as attachments to the Certificate of Incorporation Current confirmation that the organization is registered in Memorandum of Association and Articles of Association Copy of the organization's most current financial statemed Copy of title (if property owned by applicant) If property is leased or rented by application: i. The current lease agreement with the property ownice. ii. Copy of the plan showing the area leased or rented iii. A letter from the property owner confirming that: Is aware of this exemption application, Understands that the municipality will estoccupied by the organization, based on different from that used by the landlord Agrees to pass on the full benefit of any tax organization	n good standing ent wner, and ed the property owner: stimate taxes on the area methodology that may be			
☐ Copy of current License/Registration Certificate from A	lberta Government Services			
to operate as a charitable organization ☐ Copy of current registration as a charitable organization	on from Canada Customs 8			
Revenue Agency	on from Canada Customs &			
☐ Any available brochures, newsletters, or other pertinent	t information relative to your			
organization ☐ Any other information the Town Assessor may, from time	a to time doom necessary			
Any other information the Town Assessor may, from time	e to time, deem necessary			
Please provide all information required in order for the Tow exempt status of the property occupied by your organization of the application package for future reference. You will receive following year indicating the status of your application.	n. Ensure you retain a copy			
I certify that I am authorized to submit this application on behalf of information provided on this application form and as attachments to accurate in every respect, and that all information required under sincluded.	o this form are true and			
Name (Please Print) Date (mandatory):				
Position:				
, contain				
Signature				

The personal information contained on this form is collected under the authority of the Municipal Government Act, Part 10, and will be used only for the purposes of property tax assessment and property tax collection. If you have any questions about the collection, please contact the Town Assessor, Town of Whitecourt, P.O. Box 509, 5004 52 Avenue, Whitecourt AB T7S 1N6, or Telephone: 780-778-2273, Fax: 780-778-4166



Policy Manual Section: Finance

POLICY

Effective Date: October 27, 2014 **Amended:** October 22, 2018 **Amended:** October 23, 2023

POLICY TITLE: Insurance for Additional Named Insured/Associate Membership

POLICY NUMBER: 13-018

POLICY PURPOSE:

To establish eligibility criteria to be used to determine which non-profit organizations can be included under the Alberta Municipalities (AM) Town of Whitecourt's insurance policy and which non-profit organizations should apply as an Associate Member.

- 1. A non-profit organization will be considered under the Town's general liability insurance policy if it is "municipally-controlled". Municipally controlled, for purposes of determining the eligibility is if the non-profit organization:
 - a) Is under the jurisdiction of the Town.
 - b) Provides services, facilities or other things which contribute to the development and maintenance of the quality of life in the community in which the organization is located
 - c) The Town has control over operating and financial decisions.
 - d) All of the members of such non-profit organization have been appointed by the Town
- 2. A non-profit organization that is not eligible to be included under the Town's insurance policy can apply independently for Associate Membership.
- 3. Non-profit organizations referred to in 1 and 2 could include the following:
 - a) Regional service commissions;
 - b) Recreation Boards;
 - c) Authorities;
 - d) Volunteer emergency service providers such as fire and ambulance and similar organizations;
 - e) Non-profit organizations providing social services such as Family and Community Support services, Home Care;
 - f) Non-profit cooperatives and associations delivering natural gas and electricity to residents of one or more municipalities;
 - g) Non-profit organizations providing transportation services for residents of one or more municipalities;



Policy Manual Section: **Finance**

- h) Non-profit organizations providing services related to recycling, waste collection, treatment or disposal;
- i) Non-profit organizations providing economic development services such Chambers of Commerce, tourism associations;
- j) Non-profit agricultural societies, curling and golf clubs, museums;
- k) Non-profit housing authorities and other non-profit organizations providing housing services;
- I) Non-profit sports associations and clubs;
- m) Non-profit service clubs such as Rotary, Lions, Elks, Kiwanis, Kinsman, Legion;
- n) Non-profit seniors organizations such as Drop-In Centers.
- 4. Fees for associate members are determined annually by the Board of Directors of the AM.
- 5. Annual premiums billed to the Town will be invoiced to the organization for reimbursement unless other arrangements have been made.



Policy Manual Section: **Finance**

POLICY

Effective Date: October 22, 2018 **Amended:** October 28, 2019

POLICY TITLE: Charitable Donation Receipts

POLICY NUMBER: 13-019

POLICY PURPOSE:

To establish guidelines for the issuance of charitable donation receipts program, including accounting for donations of cash or in-kind made to the Town of Whitecourt, in accordance with Canada Revenue Agency guidelines.

- 1. Eligibility for an official receipt, the donation has to:
 - a. Be made payable to the Town.
 - b. Be in cash or in kind (tangible property, other than cash that are eligible donations) with a value equal to or greater than \$20.00.
 - c. Be voluntary.
 - d. Be supportive of the Town's mandate and beneficial to the community.
- 2. Non-qualifying donations include:
 - a. Intangibles, such as services, time, skills.
 - b. Donations that are given to the Town intended to flow through to another organization.
 - c. Donation of business marketing products such as supplies and merchandise for promotion.
 - d. Sponsorships in the form of cash, goods or services toward an event, project, program or corporate asset, in return for commercial benefit.
- 3. Signing authority for donation receipts, shall be by one of the following:
 - a. Chief Administrative Officer,
 - b. Director of Corporate Services,
 - c. Controller.



Policy Manual Section: Finance

POLICY

Effective Date: October 11, 2022

POLICY TITLE: Paid Parking Levies

POLICY NUMBER: 13-020

POLICY PURPOSE:

To recognize past contributions paid by property owners in lieu of providing off-street parking.

POLICY:

- 1. On May 25, 2021 Town Council approved Municipal Development Plan Bylaw Amendment 1505-3 and Land Use Bylaw Amendment 1506-9 which:
 - removed off-street parking requirements from the downtown core area,
 - removed the option for property owners to provide money in lieu of parking, and
 - gave property owners within the downtown core area the responsibility to plan for and address their own parking needs without municipal involvement.

Should Town of Whitecourt bylaws revert back to requiring off-street parking in the downtown core, previous payments will be credited as a number of total/partial parking stalls provided.

2. Where Town records show that past contributions have been paid, the corresponding number of parking stalls will remain credited to that property as established by the following formula:

Payment Date	Amount Equal to One (1) Parking Stall
Prior to June 27, 2011	\$1,250.00
Between June 27, 2011 and December 31, 2017	\$3,800.00
Between January 1, 2018 and December 31, 2018	\$3,850.00
Between January 1, 2019 and December 31, 2019	\$3,940.00
Between January 1, 2020 and December 31, 2020	\$4,010.00
Between January 1, 2021 and May 25, 2021	\$4,065.00



Policy Manual Section: **Finance**

3. Record of paid parking shall be retained within the respective property files.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: September 25, 2006 **Amended:** September 24, 2007

Amended: June 27, 2011 **Amended:** June 24, 2013

POLICY TITLE: Support of Town Employees as Fire Fighters

POLICY NUMBER: 23-001

POLICY PURPOSE:

The Town of Whitecourt supports Town employees who are members of the Whitecourt Fire Department.

- 1. Subject to the approval of employees' supervisors, Town employees are encouraged to submit applications to be Whitecourt Fire Fighters.
- 2. The Town of Whitecourt supports employees who are Fire Fighters, and allows employees to attend emergency calls on work time as long as the timing of such leave does not interfere with critical department operations (i.e. snow and ice control, water break, etc.) as determined by the supervisor.
- 3. The Town of Whitecourt shall allow employees who are enlisted as members in the Whitecourt Fire Department to attend fire fighting training courses for up to five days per year of paid leave. The employee and their supervisor will coordinate the timing of such leave as to not interfere with department operations.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: September 24, 2007

Amended: June 24, 2013 Amended: November 23, 2015 Amended: December 19, 2016

POLICY TITLE: Whitecourt Fire Department's Use of Privately Owned

Vehicles/Equipment

POLICY NUMBER: 23-002

POLICY PURPOSE:

To provide compensation and guidance regarding the use of privately owned offhighway vehicles by Fire Department members.

- 1. Occasionally, because of rough terrain in and around Whitecourt, Fire Department members may use privately owned vehicles/equipment to assist with fire or rescue calls.
- 2. The Town will pay rental rates for the use of privately owned vehicles/equipment operated by their owners at rates comparable to market rental rates.
- 3. The use of privately owned vehicles/equipment to assist with fire or rescue calls will be subject to current and adequate insurance (minimum \$2 million coverage) and registration, and required licensing and safety equipment. Members must also have obtained appropriate training for the use and operation of specialized vehicles/equipment.
- 4. Fire Department member's use of privately owned vehicles/equipment must be requested by the Fire Chief, Deputy Fire Chief or the emergency scene commander.
- 5. The Town will provide reasonable reimbursement for damage to privately owned vehicles/equipment when it can be proven that damage was incurred as a result of the fire call.
- 6. Payments will only be made for calls within the corporate limits of the Town of Whitecourt and Woodlands County.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: October 22, 2018

POLICY TITLE: Peace Officer Public Complaints Process and Disciplinary Action

POLICY NUMBER: 23-003

POLICY PURPOSE:

To establish a process for handling public complaints and internal discipline for Community Peace Officers

POLICY:

1. The following process shall be followed when handling a written public complaint received about the conduct of a Community Peace Officer:

Receipt of Complaint

a) Complaints and other information regarding inappropriate conduct of a Community Peace Officer shall be directed in writing and marked as 'confidential' to the following address:

> Town of Whitecourt Attn: Chief Administrative Officer Box 509, 5004 52 Avenue Whitecourt AB T7S 1N6

- b) All complaints must be accepted and dealt with in accordance with this policy. Complaints must be received in writing and be signed by the individual filing the complaint.
- c) The complaint shall immediately be forwarded to the Chief Administrative Officer or designate who is responsible for handling Community Peace Officer complaints.
- d) The Chief Administrative Officer or designate shall acknowledge receipt of the complaint within thirty (30) days in writing to the person making the complaint.
- e) The Chief Administrative Officer or designate shall notify the Community Peace Officer against whom the complaint was made if it is deemed appropriate to do so. When there are circumstances where such notification may unduly have an impact on an internal investigation or place the complainant in an unfavourable position, notification to the Community Peace Officer may be delayed until deemed appropriate to do so.



Policy Manual Section: **Community Safety**

f) The Chief Administrative Officer or designate shall on a monthly basis submit the details of the written complaints received to the Public Security Division of the Alberta Solicitor General.

Investigation

- g) The Chief Administrative Officer or designate shall investigate the allegations of the complaint or have it investigated.
- h) The investigation may include interviewing the complainant, any witnesses, the Peace Officer(s) involved in they so consent, any other person who may have knowledge relevant to the occurrence and the review of documents in existence regarding the occurrence. These documents may include but are not limited to occurrence reports, dispatch logs, Community Peace Officer notebook(s), court reports and legal documents.
- i) The Chief Administrative Officer or designate may resolve complaints informally with a solution that is satisfactory to all parties.
- j) The Chief Administrative Officer or designate shall present the allegations that were made and the findings of the investigation to the Community Peace Officer.
- k) The Community Peace Officer shall be given an opportunity to make a full response to the allegations and supporting evidence.
- I) The Chief Administrative Officer or designate shall notify the complainant, Community Peace Officer involved, if appropriate and the Public Security Division of the Alberta Solicitor General as to the status of the investigation at least once every forty-five (45) days.
- m) Upon conclusion of the investigation the Chief Administrative Officer or designate must notify the complainant, Community Peace Officer involved and the Public Security Division of Alberta Solicitor General of the disposition of the complaint using wording found in Section 22 of the Peace Officer (Ministerial) Regulation 312/2006 which reads as follows:
 - i. "the complaint is unfounded" means that on the basis of a thorough investigation no reasonable belief exists that the complaint has merit or basis, or
 - ii. "the complaint is unsubstantiated" means there is insufficient evident to determine the alleged facts of the complaint and that it may or may not have occurred, or
 - iii. "the complaint is found to have merit in whole or in part" "in whole" means a reasonable belief exists that the Community Peace Officer has engaged in misconduct in regards to the entirety of the complaint or "in part" means a reasonable belief exists that the Community Peace Officer



Policy Manual Section: **Community Safety**

has engaged in misconduct in regards to a portion(s) of the complaint but not in its entirety, or

iv. "the complaint is frivolous, vexatious or made in bad faith" – means when the Town chooses not to investigate a complaint as per section 15(2) of the Peace Officer Act, Chapter P-3.5, R.S.A. 2006 which allows no investigation to occur when the complaint is deemed to be frivolous (complaint intended to merely harass or embarrass), vexatious (complaint that has no basis in fact or reason, with its purpose to bother, annoy and embarrass the Community Peace Officer or the Town) or made in bad faith (filing the complaint with intentional dishonesty or with intent to mislead).

Disciplinary Action

- n) If the Chief Administrative Officer or designate finds that the Community Peace Officer has committed misconduct he/she may take one of the following disciplinary actions:
 - i. Warn the Community Peace Officer,
 - ii. Reprimand the Community Peace Officer,
 - iii. Designate a training requirement,
 - iv. Suspend the Community Peace Officer with or without pay for a period not exceeding 30 days, or
 - v. Recommend that the Community Peace Officer be dismissed.

Notification and Appeal

- o) The Chief Administrative Officer or designate shall notify the complainant and the Community Peace Officer in writing of the results of the investigation, the action taken and the complainant's right to appeal the decision.
- p) The complainant shall be notified of the following appeal process in writing:

"Please be advised you have the right to appeal these findings to the Director of Law Enforcement for the Province of Alberta pursuant to section 15(4) of the Peace Officer Act. An appeal must be in writing and initiated within 30 days of receipt of this decision and any decision reached by the Director of Law Enforcement is final."

Correspondence to the Director must be sent to:

Director of Law Enforcement 10th Floor, 10365 – 97 Street Edmonton AB T5J 3W7

q) When the Chief Administrative Officer or designate deems a complaint frivolous, vexatious or made in bad faith the complainant shall be advised in writing of the reason(s) for not investigating the complaint. The complainant shall be advised of his/her ability to appeal the decision to the Director of Law Enforcement.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: September 24, 2007

POLICY TITLE: Peace Officer Records Management System

POLICY NUMBER: 23-004

POLICY PURPOSE:

To establish procedures for maintaining records pertaining to the duties of the Peace Officer.

POLICY:

1. The Town of Whitecourt will follow the procedures outlined for maintaining records pertaining to the duties of the Peace Officer.

REFERENCES:

Schedule "A" Municipal Enforcement Records Management Procedures



Policy Manual

Section: Protective Services

Policy 23-004 - Peace Officer Records Management System - Schedule "A" Municipal Enforcement Records Management Procedures

- 1. Service requests are placed through the Town of Whitecourt Office, RCMP and directly to the Community Peace Officer. The Town of Whitecourt and RCMP forwards the service request to the Community Peace Officer to record and enter into the online Bylaw Program. Self-generated files and any follow up actions are also recorded in the call log report and into the online Bylaw Program. Completed and approved records are managed at the local RCMP office; or secure area in the Peace Officer/Bylaw Office located at the Whitecourt Public Works Shop.
- 2. All violation tags and charges are filed monthly and maintained for a 5-year period. These records are kept by the Community Peace Officer at the local RCMP Office; or secure area in the Peace Officer/Bylaw Office located at the Whitecourt Public Works Shop.



Policy Manual

Section: Community Safety

POLICY

Effective Date: February 19, 2009

Amended: June 24, 2013 Amended: December 19, 2016 Amended: May 27, 2024

POLICY TITLE: Emergency Response Vehicle Operations

POLICY NUMBER: 23-005

POLICY PURPOSE:

To establish Peace Officer Level 1 Use of Emergency Equipment.

POLICY:

Use of Emergency Equipment

- 1. Town of Whitecourt Peace Officers are permitted to utilize emergency equipment to conduct moving and non-moving traffic enforcement under applicable municipal bylaws and provincial statues. Having Peace Officers conduct traffic enforcement is meant to augment existing systems already in place in order to continue to provide a safe and healthy community. Peace Officers are also permitted to use emergency equipment in the following situations:
 - a. Traffic control for motor vehicle collisions:
 - b. Traffic control for road closures:
 - c. To provide a safe work zone when an Officer is carrying out their duties;
 - d. Emergency response, if applicable.

Pursuits

Definition: A motor vehicle pursuit occurs when a Peace Officer follows a vehicle with the intent to stop or identify the vehicle or driver, and the driver, being aware of the Peace Officer's actions, fails to stop and the driver initiates evasive action or ignores directions to stop/avoid apprehension.

- 2. Community Peace Officers shall NOT engage in pursuits under any circumstances. Pursuits may involve high or low speeds and vehicles other than automobiles.
- 3. Upon encountering an individual who has chosen not to stop their vehicle when directed to do so, a Peace Officer will immediately cease all efforts to stop the vehicle. This will include turning off all emergency equipment and stop the patrol vehicle at the side of the road until the vehicle is out of sight. Contact, on an urgent basis, shall be made with the police service of jurisdiction to advise them of the circumstances, providing a description of the vehicle and direction of travel.



Policy Manual Section: **Community Safety**

Spike Belts/Road Blocks

4. Peace Officers shall not participate in or assist in the deployment of a spike belt or other similar device. Peace Officers shall not participate or assist in the implementation of a road block technique. Both activities are strictly prohibited by the *Public Security Peace Officer Program Policy and Procedures Manual.*

Emergency Response

Definition: The ability for a Peace Officer to respond to certain situations utilizing emergency lights and siren.

- 5. As part of its continued commitment to public safety, emergency, and disaster services, the Town of Whitecourt desires that all Level 1 Community Peace Officers have the ability, training, and authority to provide an emergency response in specific, approved situations.
- 6. Training and appointment requirements:
 - a. Successful completion of a 40-hour emergency vehicle operations course based on a police curriculum.
 - b. The Peace Officer appointment must be amended to include the authority to exercise the duties specified in Section 24.13 of the *Public Security Peace Officer Program Policy Manual*.
- 7. Situations in which an emergency response is allowed are restricted to:
 - a. Injury collisions;
 - b. Providing backup to Police or Peace Officers where there is a reasonable belief that the Officer is in danger and the Peace Officer may be the closest assistance available.
 - c. Attending a fire or medical situation at the request of the Fire or EMS Department (it must not become standard practice to provide a co-response to all fire or medical situations).
 - d. Any emergency if required by a Police Service, to attend in an emergency response capacity.
- 8. Public safety is the primary consideration in all emergency response situations.
- 9. Emergency vehicle response will NOT be conducted for:
 - a. Non-injury motor vehicle collisions.
 - b. Providing backup to Police or Peace Officers where there is a Police Officer closer and already responding to the situation, unless requested by that Police Service to attend.
 - c. Any other non-urgent situations.



Policy Manual Section: **Community Safety**

Patrol Vehicle Motor Vehicle Collisions

- 10. If a Peace Officer is involved in a motor vehicle collision, they shall immediately report the matter to the local police agency of jurisdiction and provide all information that is required by law.
- 11. The Peace Officer shall notify the Director of Community Safety as soon as possible, after notifying the appropriate police agency.



Policy Manual

Section: Community Safety

POLICY

Effective Date: February 19, 2009 Amended: October 27, 2014 Amended: November 23, 2015 Amended: October 22, 2018 Amended: March 25, 2019 Amended: October 28, 2024

POLICY TITLE: Processing and Handling of Exhibits

POLICY NUMBER: 23-006

POLICY PURPOSE:

To establish standard operating protocols for the handling and processing of exhibits coming into the control of Community Peace Officers, and Bylaw Officers.

- 1. The Community Peace Officer (CPO) will be the exhibit custodian and shall secure exhibits in the CPO office within Exhibit Locker 1, 2 or 3, and a secure, dry storage unit located at the Public Works Shop for larger items (i.e. bicycles) in which all exhibits coming into the possession of the Community Peace and Bylaw Officers will be placed until such time the exhibits are turned over to the RCMP exhibit custodian for retention or disposed of under provisions of this policy.
- 2. The Community Peace Officer shall keep a written record of all exhibits which shall be maintained and the movement of all exhibits recorded as follows:
 - a) General Exhibits
 - i. When any type of exhibit comes into the possession of an Officer, care must be taken to preserve the exhibit in its original form. Further, it is the Officer's responsibility to ensure the exhibit is safeguarded.
 - ii. The Officer shall properly label the exhibit by:
 - 1) The seizure date,
 - 2) The file number,
 - 3) What the exhibit is, and
 - 4) Officer's name.
 - iii. Officers will complete an occurrence report for all events leading to seized property.
 - iv. All items, whether seized by an officer or handed in to the office will be recorded in an occurrence report.
 - v. Exhibits will be secured in the CPO office within Exhibit Locker 1, 2 or 3.



Policy Manual Section: **Community Safety**

- vi. A copy of the Report to Justice form and the Officer's occurrence report will be kept with the exhibit in the exhibit locker.
- vii. All exhibits placed into the exhibit locker or removed from the exhibit locker will have the movement recorded in the exhibit locker spreadsheet which is kept in the blue folder in the CPO exhibit area.
- viii. Exhibits shall be released by the Community Peace Officer who will complete a release of exhibit form at the time the exhibit is released.
- ix. Once the trial is concluded for the seized item, the item must be returned or destroyed pending the decision of the trial.

b) Liquor Exhibits

- i. Liquor exhibits may be disposed of onsite and pictures/video with audio shall be obtained by the Officer.
- ii. The Officer will record the following in their notebook and on the occurrence report:
 - 1) Type(s) and amount of liquor,
 - 2) Containers, and
 - 3) Action taken.
- iii. Should the liquor be seized, the Officer shall bring containers and/or packaging back to the office and destroy locally with a witness. Photographs/video with audio of the liquor seizer and destruction will be recorded.

c) Cannabis Exhibits

- i. Cannabis seizures and collections are limited to legally purchased cannabis violations under s.90.24, s.90.25, s.90.26, s.90.27, s.90.28, and s.90.29 of the Gaming, Liquor and Cannabis Act (GLCA) and the Officer authorizations contained in their Authorization and Appointment Form
- ii. The Officer will record the following in their notebook and on the occurrence report:
 - 1) Type(s) and amount of cannabis,
 - 2) Containers, and
 - 3) Action taken.
- iii. Should the legally purchased cannabis be seized or collected, the Officer will bring containers and/or packaging back to the office and destroy locally with a witness. Photographs/video with audio of the cannabis seizure and destruction shall be recorded.
- iv. Legal quantities of cannabis seized or collected will be destroyed by mixing the Cannabis plant waste and useable cannabis with cat litter, sand, plastic waste or sawdust and depositing this mixture in a Class II Landfill. Legally seized or collected cannabis will not be delivered to the RCMP for disposal.
- v. Officers are not permitted to seize or collect illegal quantities and are not permitted to engage in investigations related to illegal amounts.
- vi. Citizens who wish to turn in illegal amounts are to be directed to the Whitecourt RCMP detachment for assistance.



Policy Manual Section: **Community Safety**

d) Bicycle Exhibits

- i. Whitecourt Municipal Enforcement Services (MES) will accept found bicycles if they are not reported as stolen.
- ii. An occurrence report shall be created when a bicycle is turned into MES.
- iii. The bicycle's description and serial number will be entered into the file and the bicycle will be stored at the secure, dry storage unit located at the Public Works Shop. A Bike Tag will also be placed on the bike with all information.
- iv. After 45 days, bicycles will be disposed by auction.
- e) Found Property/Other Exhibits
 - i. MES will not accept found property. All found property should be directed to the RCMP.
 - ii. Exhibits related to criminal offences must be turned over to the RCMP.
- 3. RCMP exhibits forms may be used for this purpose.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: December 17, 2012

POLICY TITLE: Community Crosswalk Grant Program

POLICY NUMBER: 23-007

POLICY PURPOSE:

To establish terms of reference for the Community Crosswalk Grant Program.

POLICY:

- The Community Crosswalk Grant Program was established to provide support to local schools to help establish or enhance an existing Crosswalk Program. A Crosswalk Program's main objective is to enhance pedestrian safety by providing all students the opportunity to be safely directed by a trained crossing guard when walking across a school crosswalk.
- 2) The Community Crosswalk Grant Program is funded by revenues collected from the Automated Traffic Enforcement Program.
- 3) Local institutions that offer schooling for grades kindergarten through to grade six are eligible to apply for funding from the grant program. Financial support will be provided for up to two-thirds of the program cost, up to a maximum of \$2,000.00 per applicant, per school year.
- 4) To be eligible for consideration the applicant must:
 - Ensure that there is a consistent, trained crossing guard at approved crosswalk locations before and after school hours.
 - Provide awareness to community members and the general public of the program and the support provided by the Town of Whitecourt.
 - Agree to submit a detailed budget and final report at the end of the school year.

REFERENCES:

Schedule "A" Community Crosswalk Grant Program Application Form Schedule "B" Community Crosswalk Grant Program Expense Form



Community Crosswalk Grant Program Application

Legal Name of Organization:				
Contact Name:				
Phone #:	Fax #:			
Mailing Address:				
E-Mail Address:				
Number of students in attendance at	your organization:			
Total Grant Amount Requested: \$		(Max. \$2,000 p	er organization per school year,)
Is your application supporting an:	existing program?	OR	new program?	
Describethe current/proposed cross	walk program, and what	the requeste	ed funds will be used fo	r:
If applying for funds to implement a	guard, will you be using	: students?	OR volunteers?	
Note: Expenses for honorariums or v	wages for personnel will	not be cove	red.	
How will you recognize the Towns' con	tributions (e.g. through so	:hool newslett	ters, training material, otl	ner)?
Please send your completed applica	5004 - 52 Ave	enue, Box 50	Community Services L Whitecourt, AB T7S purt.ca Fax: 780.778	1E6



COMMUNITY CROSSWALK PROGRAM EXPENSE FORM

Phone Email				
Total Grant Amou	int Expended			
Expense Type	Vendor	Detail/Description	Amount (without GST)	Eligibl
		Total		
	ots are required to accoments are due b	ocompany this form. By June 30.		
Please submit to		5004 - 52 Avenue, Box 509 V Email: administration@whitecou Attn: Crime	Vhitecourt, A	0.778.41
For Town Use O				
	ble expenses \$			



Policy Manual Section: Community Safety

POLICY

Effective Date: March 25, 2019 **Amended:** October 28, 2024

POLICY TITLE: Community Peace Officer/Bylaw Officer Notebooks

POLICY NUMBER: 23-008

POLICY PURPOSE:

To establish standard operating procedures for the handling and storage of notebooks utilized by Community Peace Officers (CPO) and Bylaw Officers employed by the Town of Whitecourt.

POLICY:

1. The Town of Whitecourt will follow the procedures outlined for the handling and storage of notebooks pertaining to the duties of a CPO and Bylaw Officer.

PROCEDURES:

- 1. Notebooks will be started at the beginning of each shift by writing the date, shift start and end time, and the unit number of the vehicle being used;
- 2. Notebooks shall, as necessary, indicate all times, dates, interactions with the public, observations, and shall be compatible with any reports generated;
- 3. Notebooks shall be included in court briefs as required;
- 4. Notebooks shall have the number of the notebook (first notebook would be #1, second notebook #2, etc.), along with the date of the first and last entry recorded on the outside of the notebook.
- 5. Notebooks shall have no blank spaces or lines left anywhere in the notebook which would allow additional information to be added at a later date;
- 6. Notebooks shall not be kept in vehicles, or unprotected and shall be locked up and secured after every shift.
- 7. Notebooks will be retained by the Town of Whitecourt.
- 8. Notebooks will be inspected quarterly by the Director of Community Safety.



Policy Manual Section: **Community Safety**

9. Notebooks remain the property of the Town of Whitecourt not the Peace Officer and will be retained as per the Town of Whitecourt Records Management Program.

Digital Notebooks

- 10. Officers are permitted to utilize a digital notebook only with approved software from the Director of Community Safety (i.e. Smart Squad).
- 11. All requirements from paper notebooks apply to the usage of a digital notebook.

REFERENCES:

Policy 23-004 – Peace Officer Records Management System

Policy 12-025 - Records Management

Bylaw 1492 – Retention and Destruction Bylaw

Bylaw 1492-1 – Retention and Destruction Bylaw



Policy Manual

Section: Community Safety

POLICY

Effective Date: March 23, 2015 **Amended:** October 22, 2018 **Amended:** October 23, 2023 **Amended:** October 28, 2024

POLICY TITLE: Peace Officer/Bylaw Officer Use of Defensive Weapons

POLICY NUMBER: 23-009

POLICY PURPOSE:

To meet the requirement of the Public Security Peace Officer Program administered by the Public Security Division under the Assistant Deputy Minister/Director of Law Enforcement Public Security Division, and to protect the public interest and ensure that the Community Peace Officer/Bylaw Officer role produces effective and appropriate enforcement exercised in accordance with existing legislative and policy frameworks.

POLICY:

Reason for Policy

1. The purpose of this policy is to establish guidelines and procedures for the use of defensive weapons by a Community Peace Officer/Bylaw Officer in the execution of their duties.

Responsibilities

Authorized Employers are responsible and liable for the actions of their Community Peace Officers/Bylaw Officers when the officers are on duty and acting within the scope of their appointment.

Baton

3. Extendable batons must only be used by the Community Peace Officer in cases where a lesser amount of force would be ineffective. The Officer must decide the level of force utilizing the Alberta Solicitor General's Use of Force Continuum. Only force sufficient to obtain control shall be used.

OC Spray

4. OC spray must only be used by the Community Peace Officer in cases where a lesser amount of force would be ineffective. Members must decide the level of force utilizing the Alberta Solicitor General's Use of Force Continuum, whether circumstances warrant using the OC spray and then, only force sufficient to obtain control shall be used.



Policy Manual Section: **Community Safety**

Bite Stick and Dog Spray

5. Bylaw Officers, per legislation, are only permitted to use a bite stick and dog spray. Town Bylaw Officers will be required to follow the deployment, reporting and training policies listed below (Points 6 through 23) as it relates to the use of the permitted defensive weapons.

Carry and Use

- 6. A Community Peace Officer shall only carry and use a baton and OC spray that is issued by the Town.
- 7. A Community Peace Officer may carry a baton and OC spray only when on duty and while acting in the performance of their job function and duties. The baton must be carried in the issued scabbard. OC spray must be carried on a duty belt.
- 8. A Community Peace Officer, carrying an authorized baton, must check the baton on a regular basis for wear and tear on the foam grip, bent shaft and stress fractures, abrasions on the tip or a loose tip and to ensure there is a secure butt cap. Minor adjustment can be made to the retainer clip and o-ring to ensure proper opening and closing of the baton. A defective baton requiring repair or replacement should be reported to the Director of Community Safety or their designate.
- 9. A Community Peace Officer will inspect the OC spray canister at regular intervals for damage, expiry dates, and function of the canister's components.
- 10. Any use of a baton and OC spray must be in accordance with the Community Peace Officer appointment, training and policies of the Public Security Division of the Alberta Solicitor General.
- 11. A baton and OC spray must only be used as a defensive tool and shall only be deployed as a last resort after all communication and resources have been exhausted and the Community Peace Officer fears for grievous body harm to themselves or for the safety of the public.
- 12. Before deploying a baton or OC spray, a Community Peace Officer shall take all necessary precautions to prevent any bystanders from being placed in danger.
- 13. A Community Peace Officer must not allow, lend or provide to any person no duly authorized by law to handle, possess or use a baton or OC spray.
- 14. When a baton or OC spray is in the office and not in the possession of a Community Peace Officer, it must be placed in a locked cabinet.



Policy Manual Section: **Community Safety**

15. When a baton or OC spray is in the possession of a Community Peace Officer at their residence, when it is not reasonable to have it locked at the office, the Community Peace Officer must ensure proper storage of the baton and OC spray, through the use of a locked cabinet.

16. At no time shall a Community Peace Officer leave a baton or OC spray unattended where any other person other than another Community Peace Officer may access it.

Post Incident Guidelines

- 17. A Community Peace Officer involved in an occurrence where a baton was deployed on a person, either by himself or another Community Peace Officer shall:
 - a) Conduct post-deployment procedures in accordance with their policies and procedures, training and best practices;
 - b) Advise the RCMP detachment forthwith of the deployment of the baton, and request their attendance/assistance;
 - c) Provide immediate medical attention if required.
- 18. A Community Peace Officer involved in an occurrence where OC spray was deployed on a person, either by himself or another Community Peace Officer shall:
 - a) Conduct post-deployment procedures in accordance with their policies and procedures, training and best practices which includes decontamination;
 - b) Advise the RCMP detachment forthwith of the deployment of OC spray, and request their attendance/assistance;
 - c) Provide immediate medical attention if required.
- 19. A Community Peace Officer who, during the course of their duties, deploys a baton or OC spray shall complete a standard incident report outlining the circumstances surrounding the use of the baton or OC spray. Copies of this report must be provided to the Chief Administrative Officer or their designate, and the Public Security Division of the Solicitor General.

Restrictions on the Use of a Baton

- Community Peace Officers must recognize and abide by policy currently in place by the Alberta Solicitor General Department regarding the use of a baton and OC spray.
- 21. A Community Peace Officer shall only deploy or use a baton or OC spray as a last resort, only after all resources available have failed. A Community Peace Officer must fear grievous bodily harm for themselves or the public before the actual deployment and use of a baton or OC spray.



Policy Manual Section: **Community Safety**

Qualifications for Use of a Baton and OC Spray

- 22. Prior to carrying or deploying a baton or OC spray, a Community Peace Officer must receive an approved training program by the Alberta Solicitor General in the use of a baton or OC spray.
- 23. A Community Peace Officer must re-qualify in the use of a baton or OC spray every three (3) years, or as required by the Public Security Division of the Solicitor General.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: March 26, 2018

POLICY TITLE: External Agency Use of the Whitecourt Fire Department Training

Grounds

POLICY NUMBER: 23-010

POLICY PURPOSE:

To allow external agency use of the apparatus and equipment at the Whitecourt Fire Department Training Grounds located at the Whitecourt Public Works Shop.

- External agency (hereinafter referred to as the "User"), such as private businesses and other municipal fire departments, are permitted to use Whitecourt's Fire Training Grounds (hereinafter referred to as the "Facility") subject to conditions as set forth in a Use Agreement; and requirements of this policy.
- 2. A signed Use Agreement must be in place between the User and the Town before each separate training event, and the Agreement must require:
 - a. A designated Whitecourt Fire Department representative, who is knowledgeable in Facility operations, to be on scene at all times during the training event.
 - b. The Town to have the sole discretion to schedule a mandatory orientation meeting with the User prior to the training event.
 - c. All Users to provide the Town with proof that any User supplied apparatus and equipment has been inspected by the User, it is in good operating condition, and it meets required standards for use.
 - d. The Town will inspect the Facility prior to the event as per requirements outlined in the National Fire Protection Association (NFPA) 1403 Standard on Live Training Evolutions.
 - e. The Town to have the sole discretion to cancel any training event for any reason.
 - f. The User to indemnify and save harmless the Town of Whitecourt for their use of the Facility.
 - g. The User to provide the Town with proof of not less than five million dollars of liability insurance coverage that names the Town as an "additional named insured" under the policy.
 - h. The Town to provide the User with access to Facility apparatus and equipment; which may include:
 - i. High angle tower;
 - ii. Enclosed space structure;
 - iii. Structural fire/rescue container:



Policy Manual Section: **Community Safety**

- iv. Propane fueled live fire props;
- v. Fire extinguisher burn pan;
- vi. Vehicle extrication pad
- vii. Roof ventilation prop;
- viii. Water storage tanks; and,
- ix. Allow the Whitecourt Fire Chief, or designate, at his/her sole discretion, to authorize access and use of this equipment and apparatus.
- 3. Each User must demonstrate that their instructors, participants, and supervisors have the necessary qualifications and pre-requisites to instruct and/or participate in the training event. The Whitecourt Fire Chief, or designate, at his/her sole discretion, must determine if adequate qualifications are met prior to approving any User.
- 4. Each training event must be approved in advance by the Whitecourt Fire Chief or designate and by the Manager of Works or designate.
- 5. A user fee will be charged, based upon rates charged by comparable municipal or commercial facilities, for the use of the Facility.
- 6. Whitecourt Town Council may waive the user fee for specific Users, specific time periods, or use of equipment or apparatus, in recognition of a negotiated donation to the Facility. Notwithstanding any fee waiver, all Users shall pay a fee for use to reimburse the Town for costs for the on-site representative, use of supplies, and all incidental, maintenance, and cleaning costs.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual Section: **Community Safety**

POLICY

Amended: June 24, 2013 Amended: November 23, 2015 Amended: October 28, 2024

POLICY TITLE: Safe Community Initiative

POLICY NUMBER: 23-011

POLICY PURPOSE:

To ensure all elements of the Automated Traffic Enforcement Program are focused primarily on community safety initiatives.

- 1. Town of Whitecourt revenue from the Automated Traffic Enforcement Program will be used for community, non-operational projects known as Safe Community Initiatives, and to enhance police operations (additional police members, Victim Services, etc.). Projects must demonstrate how they will enhance and sustain safety in the community for our residents – examples include: traffic safety, pedestrian safety, crime prevention, crime investigation, rescue and patrol services, and facility use or enhancement.
- 2. Annually, 25% of net revenue will be contributed to the Future Community Projects reserve.
- 3. Revenues from the Automated Traffic Enforcement Program are for supplemental services and purposes and not for basic Town operations.
- 4. All Safe Community Initiative Projects undertaken shall be celebrated (signage, etc.) as beneficiaries of automated traffic enforcement revenues.
- 5. The Town of Whitecourt will solicit proposals for Projects through a variety of methods:
 - a) Local R.C.M.P. detachment initiatives.
 - b) Through regular Protective Services Committee meetings.
 - c) Through budget meetings of Town Council.
 - d) Through solicited recommendations from the Community Services Advisory Board and other Town agencies.



Policy Manual Section: **Community Safety**

- 6. Proposals will be reviewed bi-annually by Town Council appointed members of the Protective Services Committee, with the members making recommendations to the Whitecourt Town Council.
- 7. Safe Community Initiative project funding allocations will be based on the following criteria:
 - a. Degree of community benefit.
 - b. The need for a visible variety of projects.
 - c. The ability to complete the project.
 - d. The ability for the project to be self-sustaining does not require on-going support or funding.
 - e. Clearly identifies and addresses a specific community safety issue, service, or project.
- 8. Town Council reserves the right to provide Safe Community Initiative funding to a service/project if it deems it is in the public's best interest to do so.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: June 27, 2022 Amended: May 27, 2024

POLICY TITLE: FireSmart Homeowner Incentive Program

POLICY NUMBER: 23-012

POLICY PURPOSE:

To establish terms of reference for the FireSmart Homeowner Incentive Program.

- The FireSmart Homeowner Incentive Program (the Program) encourages homeowners to adopt and conduct recommended FireSmart practices to mitigate wildfire risks on private property. The Program offers financial incentive to property owners who complete eligible FireSmart activities, as recommended by a FireSmart Home Assessment.
- 2. Town of Whitecourt property owners that complete eligible and recommended FireSmart activities on their own private land are qualified to apply for funding. Strata properties within the Town of Whitecourt are also eligible to apply for funding.
- 3. Areas of higher wildfire risk will be prioritized for funding. Properties located adjacent to Blocks 13 through 16 as indicated in Schedule "A" Whitecourt Forest Area FireSmart Map will be prioritized for funding over applications received by property owners outside this area.
- 4. Based on funding availability, applications to the Program will be accepted throughout the year ending October 31 of the calendar year.
- 5. Only those that have a required FireSmart Home Assessment completed by the Whitecourt Fire Department, and that have completed recommended improvement(s) per the Assessment will be eligible for funding. All applicants must submit a completed Schedule "B" FireSmart Homeowner Incentive Program Application Form by the stated application deadline dates to be considered for funding.
- 6. The Whitecourt Fire Department will review and prioritize all applications to the Program, and allocate funding.
- 7. Funds will be available for the following residential property improvements:



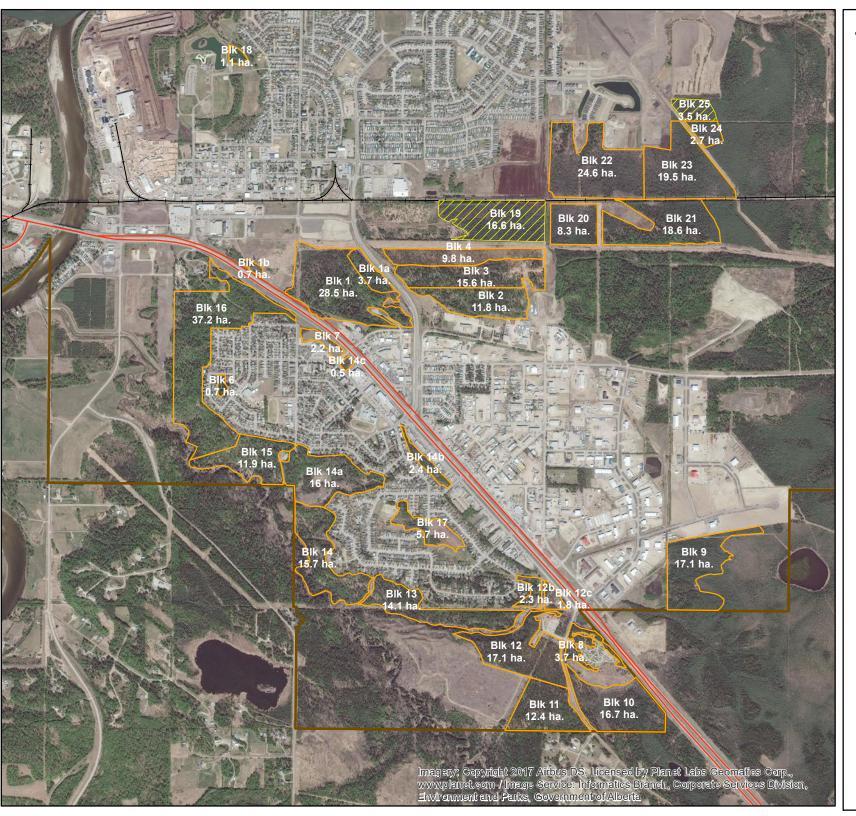
Policy Manual Section: **Community Safety**

Improvement	Allocation Summary	
Roof upgrade to Class A ignition resistant roof material	Rebates of \$1,000	
Sheath or screen beneath deck	Rebates of \$500	
Convert Zone 1A from mulch to rock or non-combustible	Rebates of \$500	
Zone 1 and 2 Arborist to cut and remove conifer trees	Rebates of \$500 per	
	tree up to a maximum of	
	\$1,000	
Eaves troughs cleaned and covered	Rebates of \$200	

- 8. Only activities that are recommended in the completed FireSmart Home Assessment and that are identified in the table outlined in Point 7 are eligible for funding.
- 9. Funding is limited to a maximum of \$1,000 per property for activities identified in the table outlined in Point 7 over the term of the Program.
- 10. This program is budget dependent and allocation summary may be subject to change.

REFERENCES:

Schedule "A" Whitecourt Forest Area FireSmart Map Schedule "B" FireSmart Homeowner Incentive Program Application Form



Whitecourt
Forest
Area
FireSmart

Legend
Whitecourt FireSmart







1:25,000



Produced by UAR Branch, Operations Division
Base Map Data provided by the Government of Alberta
under the Alberta Open Government Licence. November, 2014
©2015 Government of Alberta

The Minister and the Crown provides this information without warranty or representation as to any matter including but not limited to whether the data / information is correct, accurate or free from error, defect, danger, or hazard and whether it is otherwise useful or suitable for long use the user may make of it.



FIRESMART HOMEOWNER INCENTIVE GRANT APPLICATION FORM

Please complete Application Form and submit with before and after pictures of the property/improvement to the Whitecourt Fire Department at firedepartment@whitecourt.ca on the advertised closing date.

Applicant Name:

Address:		
Mailing Address	s (if different from above):	
Contact Person	:	
Daytime Phone	Cell:	
Date FireSmart	Home Assessment was completed on:	
•	te the following and <u>attach</u> before and after pictures of the home are exercised on the property:	nd the
ELIGIBLE ACTIVITY COMPLETED	DESCRIPTION	CHECK BOXES THAT APPLY
Roofing	Install Class A UL/ASTM rated roofing (metal, clay, tile, asphalt shingles)	
Deck Structures	Close up open deck structures or remove all combustibles below deck	
Landscape Surface	Converts Zone 1A from mulch to rock or non-combustible	
Trees	Zone 1 and 2 Arborist to cut and remove conifer trees	
Eaves Troughs	Remove needles, leaves and other combustible materialsInstall non-combustible screens/covers	
Print Name	Signature	_
Home Phone #	Whitecourt Fire Depa	
Date	Box 509 Whitecourt AE Email: firedepartment@	



Policy Manual Section: **Community Safety**

POLICY

Effective Date: October 11, 2022 **Amended:** January 23, 2023

POLICY TITLE: Peace Officer Program Known Risks

POLICY NUMBER: 23-013

POLICY PURPOSE:

To utilize the Town's Peace Officer electronic records system to identify and record known individuals who may be potential risks and circumstances as to why they are considered potential risks.

- 1. Municipal Enforcement Officers will enter known risks and/or potential known risks into reporting software in the following circumstances:
 - a. Person is showing/has shown severe mental health issues;
 - b. Person has expressed verbal, physical threats and/or gestures against Officers, other law enforcement personnel and/or Town staff; and/or;
- 2. Municipal Enforcement Officers will enter the known risk information into reporting software via an open case report where the caution type and notes regarding the caution can be added.
- Once a Municipal Enforcement Officer interacts with and/or receives information regarding a new known risk, the information will be entered as soon as practicable, to maintain Peace Officer safety.
- 4. Known risk information will be shared between Municipal Enforcement Officers when it becomes known, due to the increased possibility of encountering the same individual(s), due to proximity.
- 5. Prior to attending a call for service, Officers will enter the name and/or address into the reporting software to determine if the person/location has been deemed as a known risk. If the person/location has been deemed as a known risk, the Officer will request the necessary back-up to attend the call (i.e. another Municipal Enforcement Officer and/or a member of the RCMP Detachment).
- 6. Only employees with access to the designated reporting software will have access to the information. This includes Municipal Enforcement Officers, the Director of Community Safety, and Chief Administrative Officer.



Policy Manual Section: **Community Safety**

7. To ensure accurate information is always kept up to date Municipal Enforcement Officers are required to maintain and review the known risk individuals utilizing the reporting software on a regular basis. If necessary, outdated or incorrect information can be removed from the reporting program.

8. The Director of Community Safety will review the known risk individual information on an annual basis.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: October 11, 2022 Amended: January 23, 2023

POLICY TITLE: Municipal Enforcement Program Personal Safety Communication

POLICY NUMBER: 23-014

POLICY PURPOSE:

To ensure a system and procedures are in place to provide for personal safety of Municipal Enforcement Officers in the performance of their duties.

- 1. The Town shall provide a radio and/or a mobile phone software program for use by Municipal Enforcement Officers to utilize during performance of duties.
- 2. At the commencement of each shift, Municipal Enforcement Officers shall sign in using the Safety Link Personal Monitoring system; connected to the Provincial Radio Control Centre (PRCC).
- 3. Municipal Enforcement Officers, during patrols, will report to the Safety Link system for periodic check-ins.
- 4. If the Enforcement Officer is overdue for a safety check or from an enforcement duty, then PRCC will contact the Officer via cell phone. If PRCC is unable to reach the Officer via cell phone.
- 5. If the Enforcement Officer cannot be reached by PRCC, another Municipal Enforcement Officer shall attend to the last known location and notify the RCMP along with the Director of Community Safety immediately.
- 6. During specific site visits or enforcement duties, at the discretion of the Enforcement Officers, a 10-11 code may be communicated to the PRCC, indicating date, time, and location of the service call. A brief description of service type may also be provided. An estimated time of "in service" shall be provided. At the conclusion of the task, a 10-8 code shall be communicated to the PRCC indicating "back in service". If no communication after the in service time, the PRCC will respond as appropriate within its protocol procedures.



Policy Manual Section: **Community Safety**

- 7. The Municipal Enforcement Officer shall carry a portable AFRRCS radio along with a work cell phone at all times while on duty.
- 8. If immediate assistance is required by the Municipal Enforcement Officer, the Officer shall utilize the 10-33 code to PRCC. This will prompt PRCC to notify the RCMP for immediate assistance.
- 9. At the completion of each shift, Municipal Enforcement Officers shall sign out using the Safety Link Personal Monitoring system.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: October 11, 2022

POLICY TITLE: Peace Officer Program Recording Requirements

POLICY NUMBER: 23-015

POLICY PURPOSE:

The Alberta Justice and Solicitor General Ministry identifies a number of legislative reporting components to strengthen Provincial Peace Officer Program integrity and provide information about authorities and duties exercised by Peace Officers in their appointed duties. This Policy affirms that the Town of Whitecourt shall meet reporting requirements.

- 1. The Town of Whitecourt shall follow incident and investigation reporting requirements as outlined in Section 21.0 of the Public Security Peace Officer Program Policy and Procedures Manual; Version 3.01; dated March 2022. Reportable incidents include:
 - a. Use of weapon (baton, OC spray, other weapons other than firearms);
 - b. Allegations of excessive force;
 - c. Serious injury or death of/or involving a Peace Officer;
 - d. Serious or sensitive situation related to the actions of a Peace Officer;
 - e. Code of Conduct violations:
 - f. Peace Officer charged or convicted of an offence under the Criminal Code, Controlled Drugs and Substances Act, or any other enactment of Canada;
 - g. Peace Officer arrested or charged of an offence under a Provincial Statute of Alberta;
 - h. Allegations of criminal acts by a Peace Officer;
 - i. Disposition of charges by the courts;
 - j. Public complaint under Section 14 of the Act;
 - k. Employer-initiated investigations under Section 16 of the Act
 - I. Allegations of pursuits; and
 - m. TSA violations issued out of jurisdiction.
- 2. The Town shall follow administrative reporting requirements as outlined in Section 21.0 of the Public Security Peace Officer Program Policy and Procedures Manual; Version 3.01; dated March 2022. Administrative reporting requirements include:
 - a. Employer suspension or termination of Peace Officer appointments:
 - b. Policy amendments and new policy requirements;
 - c. Change of contact
 - d. Employer annual report, Section 12 of the Act;



Policy Manual Section: **Community Safety**

- e. Leave of absence for medical or maternity leave of more than six months; and
- f. Return to active duty following suspension, administrative leave, or hold.

REFERENCES:

Public Security Peace Officer Program Policy and Procedures Manual; Version 3.01; Dated March 2022



Policy Manual Section: Community Safety

POLICY

Effective Date: May 27, 2024

POLICY TITLE: Body Worn Cameras and In-Car Video Systems

POLICY NUMBER: 23-016

POLICY PURPOSE:

This policy is in place to ensure all Community Peace Officers are aware of their responsibilities in relation to Body Worn Cameras (BWC) and In-Car Video Systems (ICVS).

- Body Worn Cameras (BWC) are intended to provide clear, unbiased evidence of interaction with the public. These interactions will normally be during enforcement actions, such as violation ticket issuance. In some cases, they will reflect the activities around document service at a residence or in a public place. In addition, these recordings may be used to resolve complaints laid against Officers and maintain public trust.
- 2. BWC are intended for use in conjunction with the In-Car Video System (ICVS) in patrol vehicles and are to serve as additional evidence of an interaction with a citizen.
- 3. The objective in using BWC and ICVS are:
 - a. Reduce safety risks to Officers working alone;
 - b. Provide additional evidence;
 - c. Augment current note taking practices and improve evidence documentation;
 - d. Determine the accuracy of claims made by the public against Officers;
 - e. Help de-escalate and reduce potential conflicts; and
 - f. Provide greater insight into service delivery and identifying good practice.
- 4. Officers will be assigned a BWC and ICVS and will be responsible for the maintenance, charging and upkeep of the device.
- 5. Use of BWC and ICVS:
 - a. The cameras will be switched on when an interaction starts with an individual in an enforcement situation, including document service.
 - b. The interaction will be recorded in its entirety and the camera will remain on from the beginning to the end of the interaction. At no time will the camera be switched off, even when the Officer is away from the individual, such as when the Officer is



Policy Manual Section: **Community Safety**

in their vehicle writing a violation ticket. Turning off the camera between conversations could be construed as editing.

- c. Each recording should be incident specific. Entire shifts or operations should not be recorded. This will reduce the recording of information that might be protected under the Freedom of Information and Protection of Privacy Act (FOIP). This will protect both the Officer and the public from violations of FOIP.
- d. Whenever practical, anyone who is being recorded on a BWC and/or ICVS should be advised verbally that the recording has been activated. A note of the date, time and location should be verbally recorded.
- 6. BWC should be restricted as much as possible to only those areas and persons necessary in order to fulfill the goals of this policy. Areas where people have a reasonable expectation of privacy (such as washrooms or locker rooms) are not to be recorded.
- 7. In those rare instances where a BWC is activated in private dwellings, an Officer must be prepared to explain the reasons for recording. The FOIP concerns are significant as people, activities and possessions in the dwelling may be subject to privacy concerns. Where these recordings occur, it is anticipated that the main reasons for keeping the BWC recording would be:
 - a. To safeguard both parties with true and accurate recording of any significant statement made by either party.
 - b. Continuing to record will safeguard the Officer against potential allegations from either party.
- 8. When recordings are concluded, the date, time and reason for concluding should be verbally stated on the record. The recording should continue for a short period of time after the interaction is completed to confirm that the interaction has not restarted.
- 9. If, for any reason, an interaction with the public is not recorded (camera battery is dead, drive is full, officer forgot, etc.) this should be fully documented by the Officer. This will assist with explaining why there is no recording in the case of a FOIP requests or a complaint stemming from an interaction.
- 10. Individuals who have questions or concerns about why they are being recorded should be directed to the Director of Community Safety.
- 11. All recordings will be downloaded onto a secure computer. No recordings are to be deleted in the first instance. All recordings will be kept on the computer for a minimum of three (3) years.
- 12. In the event that a complaint is levied against an Officer and the BWC and/or ICVS was utilized during the interaction, that recording will be maintained for at least five (5) years.



Policy Manual Section: **Community Safety**

- 13. All recordings are subject to review by the Director of Community Safety. These reviews could be done for quality assurance purposes and may be random.
- 14. FOIP requests will be denied or granted in accordance with the FOIP Act.



Policy Manual Section: **Community Safety**

POLICY

Effective Date: April 28, 2025

POLICY TITLE: Encrypted Radio Communications

POLICY NUMBER: 23-017

POLICY PURPOSE:

The Town of Whitecourt must ensure the Peace Officer Program aligns with the Public Security Peace Officer Policy and Procedures Manual requirements. This policy is a requirement under the Peace Officer Program Manual, which supports and guides the security of protected information via encrypted radio communications with law enforcement agencies.

This policy applies to all Community Peace Officers employed by the Town of Whitecourt.

- 1. Peace Officers must receive RCMP enhanced reliability screening and Category II Canadian Police Information Centre (CPIC) Access before accessing RCMP encrypted AFRRCS Channels.
- 2. Peace Officers sign a Privacy Acknowledgement Form as found in Appendix B of the RCMP MOU regarding the Community Peace Officer Program.
- Peace Officers shall not utilize the RCMP dispatch talk-group to conduct queries or communicate with the RCMP control operator/dispatcher. The Peace Officer may only use the talk-group to communicate directly with RCMP members or detachment staff.
 - a) If an RCMP control operator/dispatcher requests information directly from the Peace Officer, then the Peace Officer is authorized to communicate directly with the control operator/dispatcher.
- 4. Peace Officers must safeguard all information in accordance with standard Government of Canada practices and the terms of the Peace Officer Program Code of Conduct, per Section 13 of the Ministerial Regulation and Section 18.2 of the Peace Officer Program Procedures and Policy Manual.
- 5. Peace Officers are not permitted to redistribute, record or re-broadcast information from RCMP Dispatch talk-groups.
- 6. Peace Officers must ensure standard radio protocols are utilized while communicating with the RCMP or other law enforcement agencies.



Policy Manual Section: **Community Safety**

- 7. Peace Officers must ensure only authorized listeners have access to radio equipment.
- 8. Any procedure breach, security compromise, loss of radio, or other issues arising shall be:
 - I. reported to the Director of Community Safety immediately; and,
 - II. In the case of loss or security breach, immediately call the RCMP K Access Unit; and,
 - III. If required, a Public Safety & Emergency Services PSES incident report PS3535 shall be completed and submitted.
- 9. If the portable radio is outside the control of the Town for any reason, Peace Officers shall ensure the radio has been disabled by contacting the RCMP K Access Unit. RCMP will require the Radio ID number that is assigned to each device. Reactivation will require another call.



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 11, 2000

Amended: October 11, 2005 Amended: September 25, 2006 Amended: September 24, 2007 Amended: April 26, 2010

Amended: June 24, 2013 Amended: October 27, 2014

POLICY TITLE: Street Naming

POLICY NUMBER: 31-001

POLICY PURPOSE:

To set guidelines for the naming of subdivisions, public streets, and neighbourhood parks.

- 1. All new residential subdivisions will be given a name and all streets within that area may be given a name that starts with the same letter as the subdivision.
- 2. Major streets, roads, and neighbourhood parks will be named independently of the subdivision's name.
- 3. Town Council must approve proposed street names prior to the suggestions being added to the "Available Street Name List."
- 4. Streets will be named after not only pioneer families but with an emphasis on names of people who have contributed significantly to the Town since incorporation (1959).
 - a. Individuals/families may submit names of people who have contributed significantly to the Town since incorporation for street name consideration by Town Council.
 - b. All submissions should include a short biography on the family/individual. When an individual or family name is used, a short biography will be published in the local paper and attached to Town Council Minutes.
- 5. The Town of Whitecourt may pay tribute to veterans who served in an armed conflict, in the Armed Forces, or as a peacekeeper, and have lived in the Town of Whitecourt by naming a street in their honour.
 - a. Individuals/families may submit names of veterans for street name consideration by Town Council.



Policy Manual

Section: Roads, Streets, Walks and Lighting

- b. All submissions should include a short biography on the individual, as well as a letter of support from the veteran's organization or the applicable branch of service.
- c. Approved names will be placed on the "Available Street Name List" to be selected on an as-needed basis when new streets are created.
- d. Special signage containing an appropriate symbol (i.e. poppy, Legion Coat of Arms, Legion logo) is to be used for all Veteran Street names.
- 6. Town Council can seek input from the developer on the names of the streets proposed for a particular subdivision.



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective: September 25, 2006 Amended: April 26, 2010 Amended: October 23, 2023

POLICY TITLE: Traffic Control Device Placement

POLICY NUMBER: 31-002

POLICY PURPOSE:

To guide the placement and installation of traffic control devices including signs and pavement markings.

- 1. Traffic control devices will be placed per the mandatory requirements in the "Manual of Uniform Traffic Control Devices for Canada."
- 2. Other traffic control devices will be placed upon Council's direction.
- Upon request, where traffic control devices are not mandatory under the "Manual for Uniform Traffic Control Devices for Canada," traffic control devices may be placed with all costs to be charged to the benefiting property owner or user, subject to the approval of Council.
- 4. As noted in the Traffic Bylaw, the Chief Administrative Officer may prescribe where traffic control devices are located within the Town, and shall cause a record to be kept showing the location of all traffic devices. Such record shall be open to public inspection during normal business hours.



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 25, 2006 **Amended:** September 24, 2007

Amended: June 27, 2011 Amended: June 24, 2013 Amended: October 27, 2014 Amended: December 19, 2016 Amended: October 22, 2018 Amended: October 28, 2019

POLICY TITLE: Traffic Control Device Inspection and Maintenance

POLICY NUMBER: 31-003

POLICY PURPOSE:

To establish maintenance, repair, and inspection standards of traffic control devices on municipal roadways to ensure that required traffic control devices are in place and operating correctly (i.e. signs, traffic lights, pedestrian crossings, warning lights, etc.).

- 1. Town employees will inspect all traffic control devices located on arterial and collector roadways once per month to confirm the operating condition of traffic control devices. The Manager of Works shall maintain a written report/summary of the inspections noting deficiencies found and correcting action taken. All traffic control devices located outside of the arterial/collector corridor shall not be inspected on a regular basis. Damages to signs in other areas shall be noted on a complaint basis, and the Manager of Works shall maintain a summary of deficiencies noted and corrective actions taken.
- 2. The replacement of any missing sign is an important matter, but in the case of stop or yield signs, it is imperative that the following guidelines are followed:
 - a. A portable sign is to be installed within two (2) hours of notification if the permanent repair cannot be made at the time; a record of the time and location of the temporary repair shall be made and filed with the Manager of Works.
 - b. The portable installations are to be inspected daily and the permanent repair shall be completed within ten (10) business days.
- 3. Other missing or damaged signs outside of the arterial/collector corridor will be replaced within fifteen (15) business days of the Town being aware of the situation.
- 4. Repairs to traffic lights, pedestrian crossings and warning lights shall be completed as soon as possible. Lamp burnouts, controller malfunctions, detection failures,



Policy Manual

Section: Roads, Streets, Walks and Lighting

traffic progression problems are highly specialized issues and will be handled by a contractor. Temporary signage or other measures shall be taken to notify pedestrians and motorists of any hazards or traffic control changes.

5. Electronic traffic signal systems and devices (traffic lights, pedestrian crossing signals, control boxes, etc.) shall be inspected by a certified contractor once a year.



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 25, 2006 **Amended:** September 24, 2007

POLICY TITLE: Neighbourhood Traffic Calming

POLICY NUMBER: 31-004

POLICY PURPOSE:

Traffic calming is action taken to reduce the volume and/or speed of vehicles to an acceptable level. This policy provides a system for neighbourhood traffic concerns to be evaluated and addressed.

- 1. On Town Council's direction, a traffic review will be conducted.
- 2. A plan to improve traffic safety will be prepared if the Council directed traffic review indicates that:
 - a. the design traffic volume is exceeded; or,
 - b. the 85th percentile speed is more than five kilometres per hour (5 km/hour) above the posted speed limit; or,
 - c. three or more speed related collisions have occurred in a twelve-month period.
- 3. The plan will attempt to balance the desires of those living on a street with the use of that street in the transportation network.
- 4. The plan will be presented to the neighbourhood at one or more public meetings.
- 5. The plan will be presented to Town Council for consideration.
- 6. Implementation of the plan will be at Town Council's direction.



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: January 24, 2011 Amended: June 27, 2011 Amended: June 24, 2013 Amended: October 27, 2014 Amended: November 23, 2015

POLICY TITLE: Parades/Processions/Demonstrations/Events

POLICY NUMBER: 31-005

POLICY PURPOSE:

To establish the guidelines for parade, procession, demonstration and event applications and conditions which require a public road to be closed.

- 1. Exempting the annual Remembrance Day Parade, no person shall hold or take part in any parade, procession or demonstration that requires a public road to be closed until Town Council has issued approval by resolution.
- 2. Road closures for approved parades/events are subject to the following conditions:
 - a. Written approval from 75% of affected property owners or businesses on the route;
 - b. Notification of emergency services providers;
 - c. Maintenance of emergency access routes at all times;
 - d. Candy is to be handed out not thrown from parade floats.
 - e. Alterations to the surface of roadways are prohibited.
 - f. Event organizers are encouraged to check float height restrictions with third party utility companies.
 - g. Providing traffic control at all intersections.
 - h. Event organizers must advertise the date and times of the road closures, and include a copy of the parade route map in promotions for the parade.
- 3. Parades and/or events that require street closures for less than two (2) hours are exempt from requirement 2a above.
- 4. The applicant is responsible for scheduling the delivery of all traffic control devices with the Manager of Works.



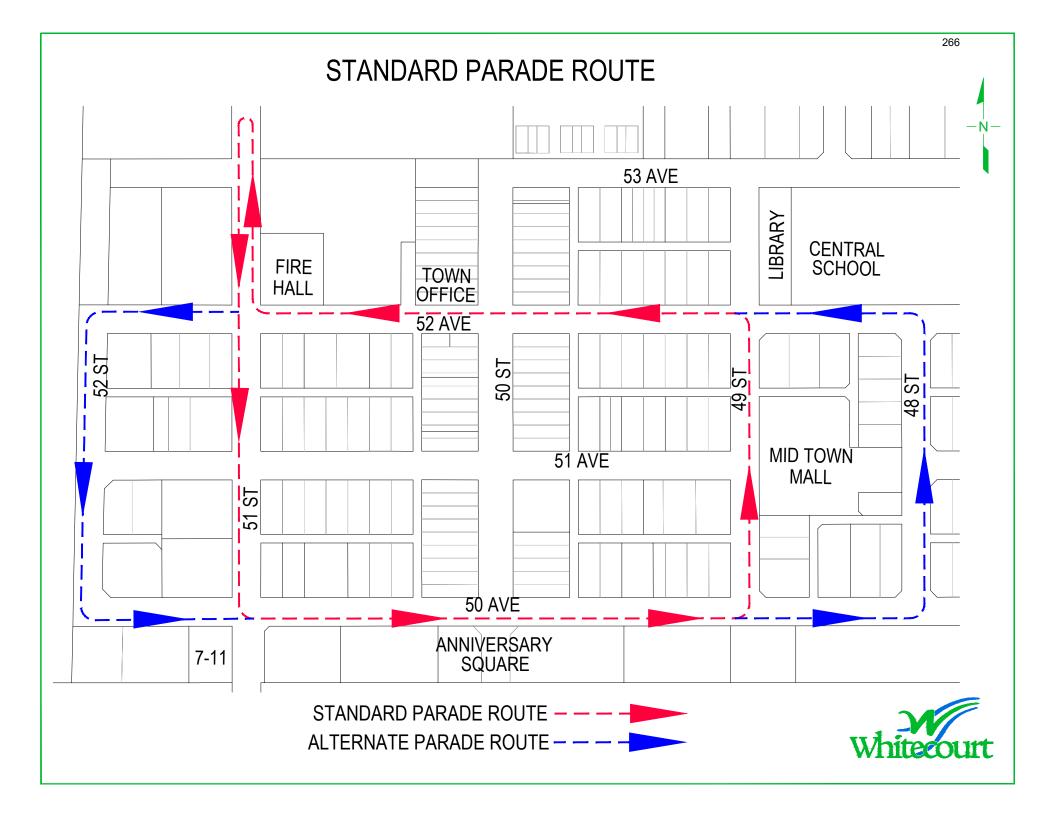
Policy Manual

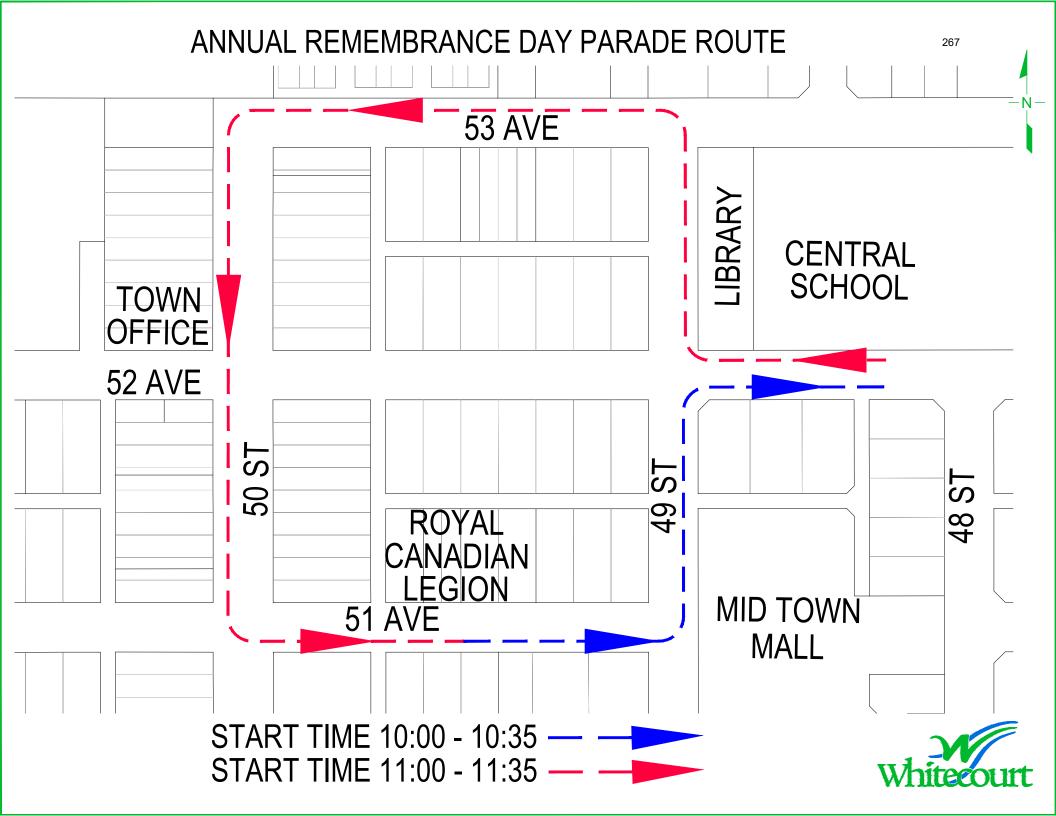
Section: Roads, Streets, Walks and Lighting

5. Parades must follow the parade route and directional movement as outlined in Schedule "A" – Standard Parade Route.

REFERENCE:

Schedule "A" - Standard Parade Route Schedule "B" - Remembrance Day Parade Route







Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 24, 2007 **Amended**: December 19, 2016 **Amended**: October 22, 2018 **Amended**: October 11, 2022

POLICY TITLE: Curb and Sidewalk Inspection and Maintenance

POLICY NUMBER: 31-006

POLICY PURPOSE:

The purpose of this policy is to formalize and document the Town of Whitecourt inspection and operational procedures as it pertains to the maintenance of curb and sidewalks while maintaining public safety and fiscal responsibility.

POLICY:

 The Town of Whitecourt has more than 100 kilometres of sidewalks that vary in age. Condition and use vary considerably. The Town recognizes that it is not possible to maintain all sidewalks in perfect condition. The policy attempts to provide the scope for a system of inspection and inventory management to effectively assess priorities and plan maintenance.

Sidewalk Classification

- 2. Whitecourt sidewalks are classified into two categories as follows:
 - a. High Traffic Areas (HTA)
 - High Traffic Areas are designated on Schedule A and include the downtown business core and other high use area, including those catering to seniors.
 - b. Standard Traffic Areas (STA)
 - Standard Traffic Areas are all areas not designated as High Traffic Area on Schedule A.

Inspection Frequency and Inventory

3. An inventory of all sidewalks will be maintained by the Town of Whitecourt – Infrastructure Services Department and will include a history of inspections, construction and maintenance information. High Traffic Areas will be inspected at least once every two (2) years. Standard Traffic Areas will be inspected on a rotating basis with a maximum time between inspections in a particular area of five (5) years.



Policy Manual

Section: Roads, Streets, Walks and Lighting

Public Concerns

- 4. Citizen concerns related to sidewalks or curbs will be documented in the Town of Whitecourt Complaint Management System and directed to either the Director of Infrastructure Services or the Manager of Works.
- 5. Safety related concerns will be investigated within one week. All concerns will be investigated in a timely manner considering manpower and workload.

<u>Priority</u>

- 6. The Inspector will consider whether or not the sidewalk is in a high traffic area, the age, and number of pedestrians using the sidewalk, as well as the location of the problem relating to the walkway when establishing priorities.
 - Priority 1: Locations that have a condition of Very Poor, or any location which the inspector considers to be an immediate serious safety concern.
 - Priority 2: Locations that have a condition of Poor or Average, or where the inspector determines that the problem is not a serious safety concern.
 - Priority 3 and 4: Locations that have a condition of Fair or New, or where the inspector determines that the problem is not a safety concern.

Priority Actions

- 7. If a Priority 1 and 2 hazard is identified during an inspection, the hazard will be marked with orange paint and the Manager of Works or his designate will be notified for his assessment.
- 8. If a Priority 3 and/or 4 is identified during an inspection, a report of the hazard will be submitted to the Manager of Works or his designate, once schedule inspections are complete.
- 9. All priority problems will be assessed by the Manager of Works, or his designate, and priorities adjusted as required.

Repairs

- 10. Priority 1 problems, as confirmed by the Manager of Works or his designate, will be repaired as soon as practical taking into account weather, crew or contractor availability. If there is a substantial delay, the hazard will be clearly marked so it is easily identified or the sidewalk will be closed.
- 11. Priority 2 problems, as confirmed by the Manager of Works or his designate, will be repaired as soon as practical taking into account weather, crew or contractor availability, and budget constraints. These repairs may be delayed until a crew is working in the area.
- 12. Priority 3 problems, as confirmed by the Manager of Works or his designate, will be scheduled based on crew or contractor availability, budget constraints and



Policy Manual

Section: Roads, Streets, Walks and Lighting

environmental factors. These repairs may be delayed for several years if an area is scheduled for reconstruction.

13. Priority 4 problems, as confirmed by the Manager of Works or his designate, will not be scheduled for repair. These areas will be inspected as part of the normal inspection cycle and monitored for deterioration.

Examples of Priorities

14. The following examples show typical ratings, which may be given to sidewalks or curb areas. Priority Ratings may vary however as the inspector must consider whether or not the sidewalk is in a high traffic area, the age and number of pedestrians using the sidewalk, as well as the location of the problem relating to the walkway when establishing priorities.

High Traffic Area (HTA)

Overall Condition	Single Trip Edge	Spalled (Sidewalk Area)	Cracking (Panels Affected)	Priority
New	10mm or smaller	5% or less	Little or none	4
Fair	10mm or smaller	5% to 10%	60% or less	3
Average	10mm to 15mm	10% to 20%	60% to 80%	2
Poor	15mm to 20mm	20% to 50%	80% or greater	2
Very Poor	20mm or greater	50% or greater	80% or greater	1

Standard Traffic Area (STA)

Overall Condition	Single Trip Edge	Spalled (Sidewalk Area)	Cracking (Panels Affected)	Priority
New	10mm or smaller	Little or none	Little or none	4
Fair	10mm to 15mm	25% to less	50% or less	3
Average	15mm to 20mm	25% to 50%	50% to 80%	2
Poor	20mm to 25mm	50% to 75%	50% to 80%	2
Very Poor	25mm or greater	75% or greater	80% or greater	1

Repair Options

15. Crackfilling: Crackfilling is done primarily to seal concrete cracks to prevent moisture from penetrating the base, causing additional crack widening and uneven settlement.



Policy Manual

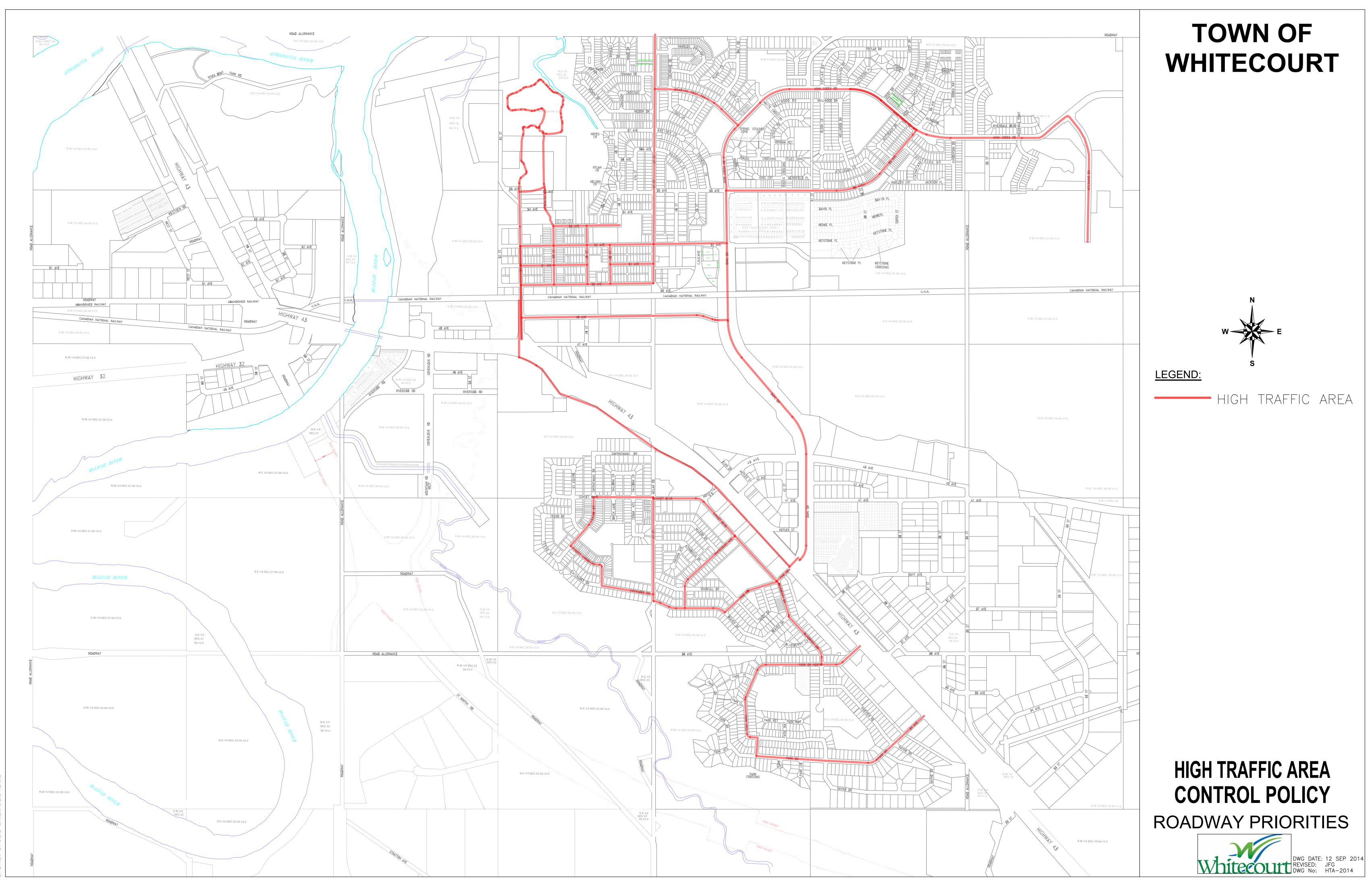
Section: Roads, Streets, Walks and Lighting

Crackfilling is appropriate for longitudinal cracks where separation is less than 12 millimetres ($\frac{1}{2}$ inch) and differential settlement has not occurred.

- 16. Concrete Planing: Concrete Planing is used to remove up to 25 millimetres (1inch) of concrete to flatten out trip edges caused by differential settlement. Monitoring of the finished product should continue over time to determine if additional action is required,
- 17. Asphalt Overlay: Asphalt overlays are effective as a temporary measure to smooth the surface of severally spalled or cracked concrete. While not aesthetically pleasing, an asphalt overlay provides a safe short-term repair (3-5 years) for damaged or worn surfaces.
- 18. Replacement: Sidewalk replacement is appropriate if severe damage has occurred to the sidewalk, which cannot be corrected by one of the other methods described above. Replacement is most cost effective on an area basis, but replacement at individual locations may also be necessary due to settlement or damage.

REFERENCE:

Schedule "A" High Traffic Areas (HTA)





Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 24, 2007 **Amended:** November 23, 2015

POLICY TITLE: Temporary On-Street Event Parking

POLICY NUMBER: 31-007

POLICY PURPOSE:

To allow for temporary on-street parking in areas normally not designated for parking to accommodate specific community events.

POLICY:

- 1. Temporary on-street parking to accommodate excess traffic for a community event may be permitted if a request is made prior to the event date.
- 2. Requests to allow for temporary on-street parking will be made to the Director of Infrastructure Services or designate using Schedule "A" Temporary Traffic Control Permit Application.
- 3. Parking signs will be available from the Town for posting by the event coordinator.

REFERENCE:

Schedule "A" – Temporary Traffic Control Permit Application

TOWN OF WHITECOURT INFRASTRUCTURE SERVICES DEPARTMENT PHONE: 780-778-2273 Fax: 780-778-2062

TEMPORARY TRAFFIC CONTROL PERMIT



APPLICATION DATE			APPLICATION NUMBE	APPLICATION NUMBER			
APPLICA	CANT INFORMATION (CONTRACT						
	ADDRESS						
	ding your email address above, you are conser				ed person of the Town of Whitecourt		
AFTER-	-HOURS CONTACT 1		AFTER-HOURS CON	ITACT	2		
NAME_			NAME	NAME			
PHONE_			PHONE				
DATE/	ГІМЕ						
PROPOS	SED START DATE		PROPOSED END DATI	E			
PROPOS	SED DAILY START TIME		PROPOSED DAILY EN	D TIME			
LOCAT	ION						
ROAD N	IAME						
	EN_				(ROAD B)		
	ubmit a detailed map clearly indicating that the object in the object of						
	TED INFRASTRUCTURE	J	3 - sp. s - s - s - s - s - s - s - s - s - s		,, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
_	□ PARKING LANE		DRIVEWAY		SIDEWALK		
	2 2	_	BACKALLEY		CURB AND GUTTER		
			PATHWAY SIGNS/LIGHTS		BOULEVARD OTHER		
_	ffected infrastructure is "OTHER", plea	_		П	OTHER		
ACTIVI	TY INFORMATION						
	AL DESCRIPTION						
	INSTALLATION		REMOVAL	П	MAINTENANCE/REPAIR		
WORK		Ц	KLINOVAL	Ц	WAINTENANCE/REPAIR		
	RESIDENTIAL CONSTRUCTION		UNDERGROUND POWER	П	GAS/PIPELINE		
П	COMMERCIAL CONSTRUCTION	П	OVERHEAD POWER	П	WATER/SEWER		
_	INDUSTRIAL CONSTRUCTION		UNDERGROUND TELECOM		SIGNS/LIGHTS		
	ROADWAY		OVERHEAD TELECOM		OTHER		

If the work type is "OTHER", please describe:

ACCES	SS DURING PROJ	JECT							
	NO PEDESTRIAN	TRAFFIC	SINGLE-LANE CLOSURE		NO THROUGH TRAFFIC				
	LOCAL TRAFFIC O	ONLY 🗆	ALTERNATING LANES		OTHER				
If the p	oublic access is "OT	ΓHER", please des	scribe:						
PROPO	SED TRAFFIC ACC	OMMODATION							
	SIGNAGE & BARR	ICADES	FLAGPERSON		FULL DETOUR				
OVERV	OVERVIEW OF TRAFFIC ACCOMMODATION PLAN								
			Plan in accordance with the Tc						
Zones	Manual (Current E	dition) indicating a	all closure, signage, and detour	information.	Include sketch of propose	d worksite.			
			TERMS AND CONDITIO	NS					
1. App	lication for a tempo	rary traffic control	permit must be submitted a	minimum of	2 business days in adva	nce of the intended			
			or emergency purposes. of the work location and a deta	ailed Traffic	Accommodation Plan				
3. The	Traffic Accommoda	tion Plan must sho	w the plan for traffic control.			the location of this			
			wn has approved the plan. must comply with all bylaws ar	nd ordinance	s of the Town of Whitecou	rt			
5. The	applicant must pay a	III required fees and	securities as outlined in the Fe	es, Rates, a	nd Charges Bylaw 1551.				
6. This	information is being	collected under the	e authority of Section 33(c) the orary Traffic Control Permit ar ersonal information provided wil	Freedom of	Information and Protection	on of Privacy (FOIP)			
Act. requ	ired by the Town of	administer a Tempo Whitecourt. The pe	prary Traffic Control Permit ar ersonal information provided wil	na subseque Il be protecte	nt agreements outlined ir ed in accordance with Part	this application as 2 of the Act. If you			
have	any questions rega	arding the collection	n, use and disclosure of person	onal informa	tion, please contact the F	OIP Coordinator at			
			condition or better by the applica						
			the Town of Whitecourt.						
,					the Town of Whitecourt to				
			e by the conditions established for cost incurred as a result of it						
	harmless the Town u			oau occupai	ncy to maintain the work a	rea and to indemining			
		•							
SIGNATU	JRE		DATE_						
NOTIEV	(via email):	1	FOR ADMINISTRATIVE USI	E ONLY					
	RCMP	APPLICATION FEI	E PAID? ☐ YES ☐ NO	□ N/A	PERMIT APPROVED?	☐ YES ☐ NO			
	AMBULANCE	TRAFFIC ACCOMM	MODATION PLAN AND MAP AT	TACHED2		0			
☐ FIRE TRAFFIC ACCOMMODATION PLAN AND MAP ATTACHED? ☐ YES ☐ NO									
☐ TRANSIT ASSOCIATED PERMITS									
	NORTHERN								
П	GATEWAY LIVING WATERS								
☐ PUBLIC WORKS INTERNAL PROJECT LEAD PHONE									
	WATER								
	BYLAW	ALTERNATE CON	TACT		PHONE				
	DEVELOPMENT								
	OTHER (describe):	PRINTED NAME C	F AUTHORIZED REPRESENTAT	TIVE					
		SIGNATURE_			DATE				



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 27, 1976 **Amended**: November 28, 1988 **Amended**: September 25, 2006

Amended: June 28, 2010
Amended: June 27, 2011
Amended: November 23, 2015
Amended: December 19, 2016
Amended: October 10, 2017
Amended: October 22, 2018
Amended: October 28, 2019
Amended: October 11, 2022

POLICY TITLE: Enhanced Driveway Crossings - Private Driveways

POLICY NUMBER: 31-008

POLICY PURPOSE:

To assist property owners in the establishment of an improved driveway crossing and to provide a framework for the grant program.

- 1. The Town of Whitecourt will assist those owners requiring the replacement of a private driveway crossing over previously installed rolled curb/sidewalk. The Town will cost share with the owner on a 60%-40% basis on all costs related to the removal, disposal, and replacement of the residential driveway crossing installed according to the design standards.
- 2. The program will focus on driveways in areas with older, rolled curb and gutter which create a harsh entrance into private driveways, and can result in damage to vehicles with low body panels, suspensions, or exhaust systems.
- 3. The program application must be completed, signed, and submitted with a minimum \$800.00 deposit prior to May 30 to be considered for replacement in the current calendar year.
- 4. The property owner is responsible for paying the full amount of the portion they owe (40%). Should the property owner fail to pay, any outstanding amounts shall be sent to collections.
- The program is subject to budgetary constraints and is based upon a first come, first serve basis. Once funding has been exhausted, the Town will continue to accept



Policy Manual

Section: Roads, Streets, Walks and Lighting

applications for the program which will be carried forward to the next calendar year, provided all fees have been paid.

REFERENCE:

Schedule "A" Enhanced Driveway Crossing Replacement Program Application Form



ENHANCED DRIVEWAY CROSSING REPLACEMENT PROGRAM APPLICATION FORM

RETURN TO:

Town of Whitecourt - Infrastructure Services Department PO Box 509, 5004 52nd Avenue Whitecourt AB T7S 1N6

Da	ite:		
	ime:		
	dress:		
Ph	one:		
l,	being the registered owner of the property, Whitecourt, Alberta, hereby request that the Town of Whitecourt remove	located a	
	e driveway access to my property. I recognize:	z arra repiae	_
i.	The Enhanced Driveway Crossing Replacement Program is a partnership program between myself a of Whitecourt.	and the Tow	n
ii.	The Town of Whitecourt will pay up to 60% of the costs associated with the removal/replacement/d driveway approach.	isposal of th	е
iii.	I am responsible to pay 40% of the costs associated with the removal/replacement/disposal of approach.	the drivewa	у
iv.	Any outstanding amounts can be sent to collections by the Town of Whitecourt.		
	Signature of Owner	r	_

Note:

- 1. The expenses will be shared between the property owner and the Town, with the Town contributing up to 60% of the project costs.
- 2. Construction will be completed by contract with the Town of Whitecourt and to Town Standards.
- 3. The Town shall participate to the extent that funding is available.
- 4. Priorities will be established in case the funding requests exceeds the available funds.
- 5. Applications must be submitted with a minimum \$800.00 deposit. Cheques are to be made payable to the "Town of Whitecourt."

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Enhanced Driveway Crossing Replacement Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.

For Town Office Use:				
Date:	Estimated Cost:			
Deposit Received:	Date Work Completed:			
Total Cost:	Owner's Share:			



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 13, 1999
Amended: December 13, 2004
Amended: September 24, 2007
Amended: April 26, 2010
Amended: June 24, 2013
Amended: November 23, 2015
Amended: October 10, 2017
Amended: October 28, 2019
Amended: October 23, 2023

Amended: September 25, 2006 Amended: January 26, 2009 Amended: June 27, 2011 Amended: October 27, 2014 Amended: December 19, 2016 Amended: October 22, 2018 Amended: October 11, 2022 Amended: October 28, 2024

POLICY TITLE: Snow and Ice Control

POLICY NUMBER: 31-009

POLICY PURPOSE:

To provide Town staff with direction in control of snow and ice.

Objectives:

- a. To ensure motorists and pedestrians are able to travel safely and with reasonable ease under winter conditions.
- b. To provide for the operation of essential services, including fire, police, ambulance and Town utilities.
- c. To ensure that low volume roadways and lanes do not become impassable.

POLICY:

<u>General</u>

- 1. Road and walk maintenance priorities are established to provide the greatest benefit to the greatest number of the public.
- When storms are continuous, or follow closely one after the other, operations will be repeated or continued on the highest priority until completed before moving on to the next priority.
- 3. Snow and ice control activities are generally carried out from October through April. Following the first snowfall, operational hours are from 5:00 a.m. to 4:00 p.m., on regular workdays. Town forces are on standby on a 24-hour basis, seven days per week, during the winter.
- 4. As weather conditions dictate, Infrastructure Services will decide when and to what extent, overtime, additional Town and outside forces are to be utilized.



Policy Manual

Section: Roads, Streets, Walks and Lighting

5. The Town of Whitecourt will utilize a variety of communication mediums, including website and social media sites, to inform the general public of snow and ice control procedures, activities, and schedules.

Priority Routes

- 6. Operations for plowing will be conducted in accordance to the priorities as indicated in Schedule "A" Route Priorities.
- 7. Generally, priority is given on the following basis:
 - a) First priority major arterial and collector roadways, to give good access to within a few blocks of most areas.
 - b) Second priority downtown business district, to allow owners time in advance to clean adjacent sidewalks.
 - c) Third priority Whitecourt Transit bus routes.
 - d) Fourth priority residential or local roadways and areas of special consideration that are at risk for spring thaw and flooding.
 - e) Fifth priority industrial roads, due to the nature of the traffic and occupancy type.
 - f) Lanes are only done when conditions become almost impassable, considering also the narrow width and impacts on operations.
 - g) Fire hydrants, accesses to essential service areas or facilities, public use areas and buildings, and public parking lots, will be done in conjunction with other priority areas as deemed necessary by Infrastructure Services. Roadways without designated priorities or requiring special attention will be done as deemed necessary by the Infrastructure Services Department.

Review

- 8. Unless overriding circumstances do not permit, roadways will be reviewed by the Manager of Works, or designate, as time permits as follows:
 - a. Within two (2) hours of receipt of a complaint.
 - b. Within eight (8) hours of the start of precipitation.
 - c. Within twelve (12) hours of the end of precipitation that exceeds 2.5 millimetres of rain or 25 millimeters of snow.
 - d. In the order of priority set above.

Maintenance Standards

- 9. All roads open for winter use will be maintained in order of priority to allow travel under control at or above 40% of the posted speed limit.
 - a) Level 1 Work
 - · All roads will be maintained to allow travel at or above 40% of the posted speed limit, in the order of priority.
 - · All available resources will be assigned, with overtime if required.
 - b) Level 2 Work
 - First and third priority roads will be maintained to allow travel at or above 60% of the posted speed limit.



Policy Manual

Section: Roads, Streets, Walks and Lighting

- Main walkways will be maintained.
- All available resources will be assigned with overtime if required.
- c) Level 3 Work
 - · Public facilities will be maintained, including sidewalks if not previously done.
 - · Hydrants will be cleared.
 - Work will proceed with regular resources within normal operating hours.
- d) Level 4 Work
 - · First priority roads will be maintained to allow travel at or above 80% of the posted speed limit.
 - Second priority roads will be maintained to allow travel at or above 60% of the posted speed limit.
- e) Level 5 Work
 - Remaining roads will be maintained to allow travel at or above 60% of the posted speed limit.
 - Second priority roads will be maintained to allow travel at or above 80% of the posted speed limit.
 - ·Snow piles and windrows will be reduced in height or removed.
- 10. When social or recreational events of community importance would be adversely affected by snow or ice conditions, affected facilities will be brought to a Level 2 standard provided all first priority areas have been brought to Level 1. (Includes events such as Remembrance Day, funerals, parades, Festival Park skating events, or other events of community wide importance as designated by Council.)

Ice Control

- 11. Sanding operations are carried out as required between 5:00 a.m. and 4:00 p.m. on weekdays. Additional sanding will be done as determined by Infrastructure Services based upon prevailing winter conditions. Town forces are on standby on a 24-hour basis for seven days per week.
- 12. Sanding material is winter sand classification 5. De-icing material is standard fine road salt.
- 13. De-icers are used only during active temperature conditions. Road salt is mixed with sanding material at varying rates depending on temperature conditions.
- 14. Ice control is conducted along priority routes and in the downtown business area. It is restricted to intersections, highway approaches and corners and is not normally applied to mid-block areas, unless conditions warrant otherwise.



Policy Manual

Section: Roads, Streets, Walks and Lighting

Snow Plowing:

- 15. First priority routes will be plowed as close to the road surface as is practical before snow depth exceeds 10 centimetres. Snow will be left on all other roadways and lanes in varying depths. Snow will be plowed to one or both sides of roads, depending on pending removal, sidewalks, boulevards, and land use.
- 16. In residential areas, snow will be plowed:
 - a. onto the boulevard on the side of the street without a sidewalk, or
 - b. onto boulevards on both sides if the sidewalks are away from the road, or
 - c. onto the sidewalk on one side of the road. The sidewalk that is plowed onto will alternate each snow season, with exceptions being made on school bus routes, streets with sidewalks on only one side, crescents and cul-de-sacs. Reference Schedule "B" Directional Movement.
- 17. During spring break-up or warmer weather, roadways may be plowed and/or have snow removed to minimize driving difficulty and drainage problems.
- 18. Sidewalks at Town owned buildings that provide municipal services will be cleared within 48 hours of the end of snowfall.
- 19. Driveway or lane windrows greater than 30 centimetres in depth shall be removed within a reasonable time period (within two hours of being placed if possible).
- 20. Driveways shall be cleared of windrows to a maximum width of 6.0 metres. Town forces will clear two driveway accesses for non-residential properties, one driveway access for residential properties.
- 21. Where a property does not have a street fronting driveway access, windrows over 30 centimetres in height on public sidewalks shall have a sidewalk opening cleared in conjunction with Level Four Work.
- 22. In newly developed subdivisions, where pavement has not been completed and a construction completion certificate has not been issued, snow removal will not be maintained by the Town and will be the responsibility of the developer.

Snow Removal

- 23. Snow removal will commence when sufficient snow has accumulated on routes as designated on the map.
- 24. Snow will be plowed into windrows onto the centre of the roadway, loaded into trucks and hauled to designated dumpsite locations.
- 25. Where parking may interfere with snow removal, "No Parking" signs will be placed 24 hours in advance of snow removal operations and removed once routes are completed.



Policy Manual

Section: Roads, Streets, Walks and Lighting

- 26. Removal on other roadways will be undertaken at the discretion of Infrastructure Services, to minimize driving difficulties and to maintain drainage.
- 27. In consideration of school pedestrian and bus/vehicle traffic, the loading and transportation of snow should not take place on roadways between 8:00 a.m. and 9:00 a.m., or 3:00 p.m. and 4:00 p.m. while school is in session except in areas authorized annually by the Chief Administrative Officer.

Snow Disposal Sites

- 28. Sites are provided to store snow removed by Town forces and are only available for Town storage purposes.
- 29. Maintenance is done at each site based on dumping demands.
- 30. All sites are maintained in a fashion that will provide adequate drainage upon melting and minimize environmental impact on the surrounding area.

Best Practices

- 31. The following "best practices" do not constitute part of the policy but reflect the general standard and intention of work to be performed, and will be followed when weather conditions and time permits:
 - a) Public sidewalks and paved pathways under the Town's control should be cleared to their full width to a level surface.
 - b) If rain or snow melt has created a layer of ice on sidewalks or walkways such that removal is difficult, the ice layer may be sanded, treated with de-icers, closed, or allowed to have a level firm snow layer established above the ice level to permit pedestrian use.
 - c) When possible, snow windrows or piles placed by the Town at intersections and school bus stop locations which obstruct visibility for safety of vehicles and pedestrians shall be lowered by the Town by removing the snow or pushing it beyond the sidewalk within Level 5 Work as outlined in Point 9 of this policy.
 - d) Where snow piles or windrows placed by a property owner adjacent to a roadway are such that snow clearing by the Town would result in the windrow or pile obstructing visibility for the safety of vehicles and pedestrians, the Town should have the property owner address the situation.
 - e) Recreation facilities should be made accessible prior to weekends or holidays, and maintained on weekends or holidays if significant snow accumulates and Level 2 work is complete.

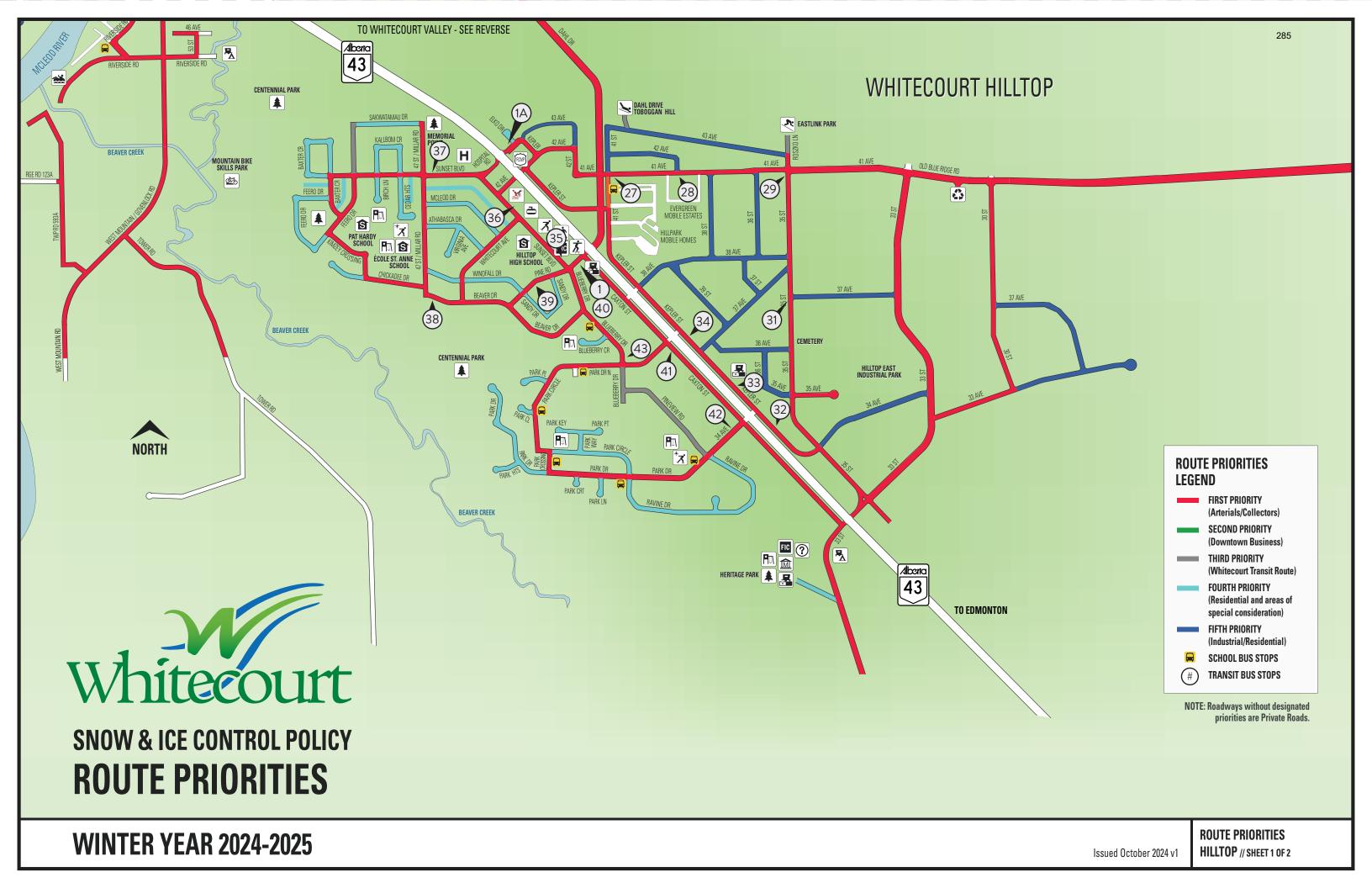


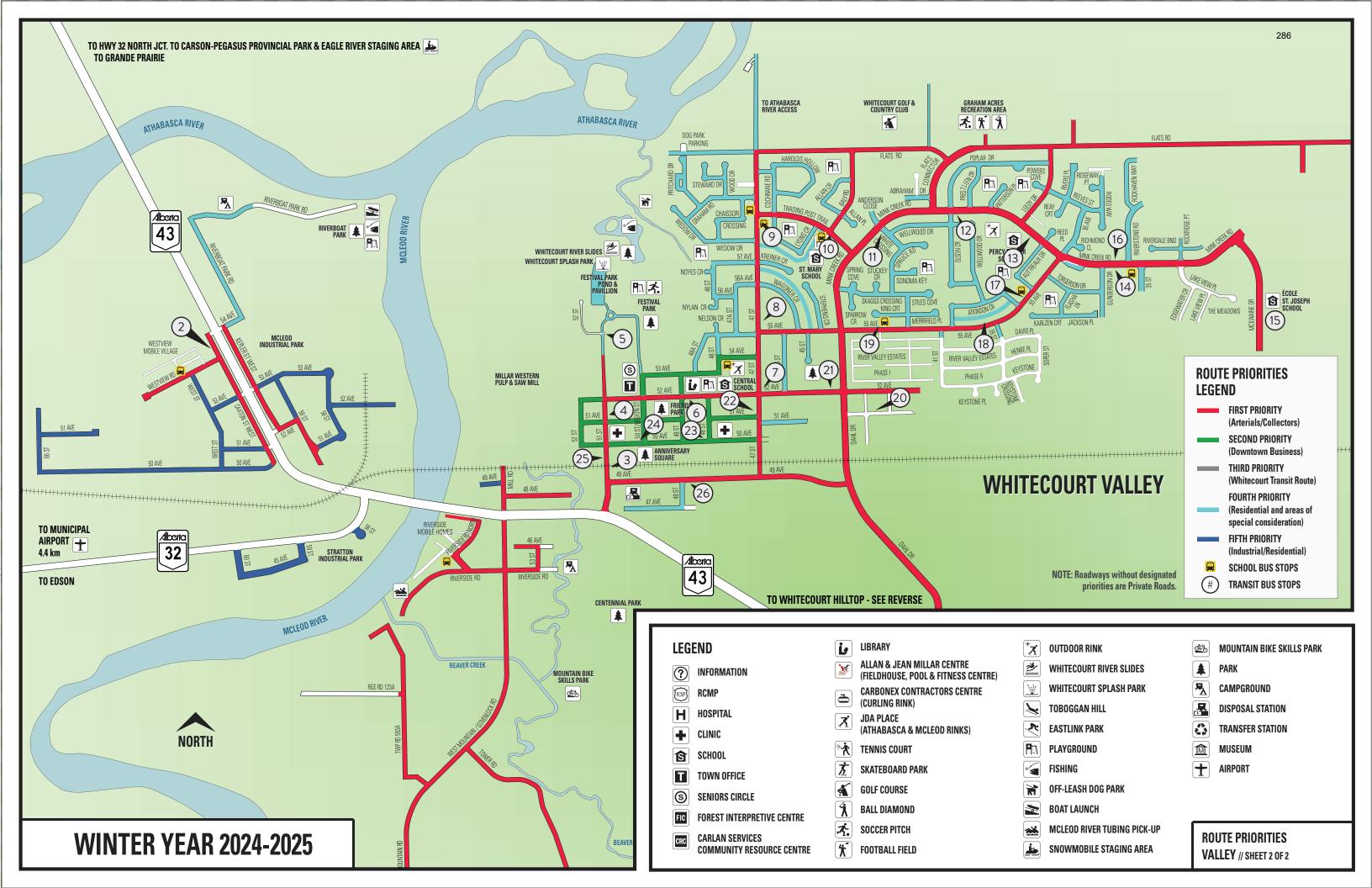
Policy Manual Section: Roads, Streets, Walks and Lighting

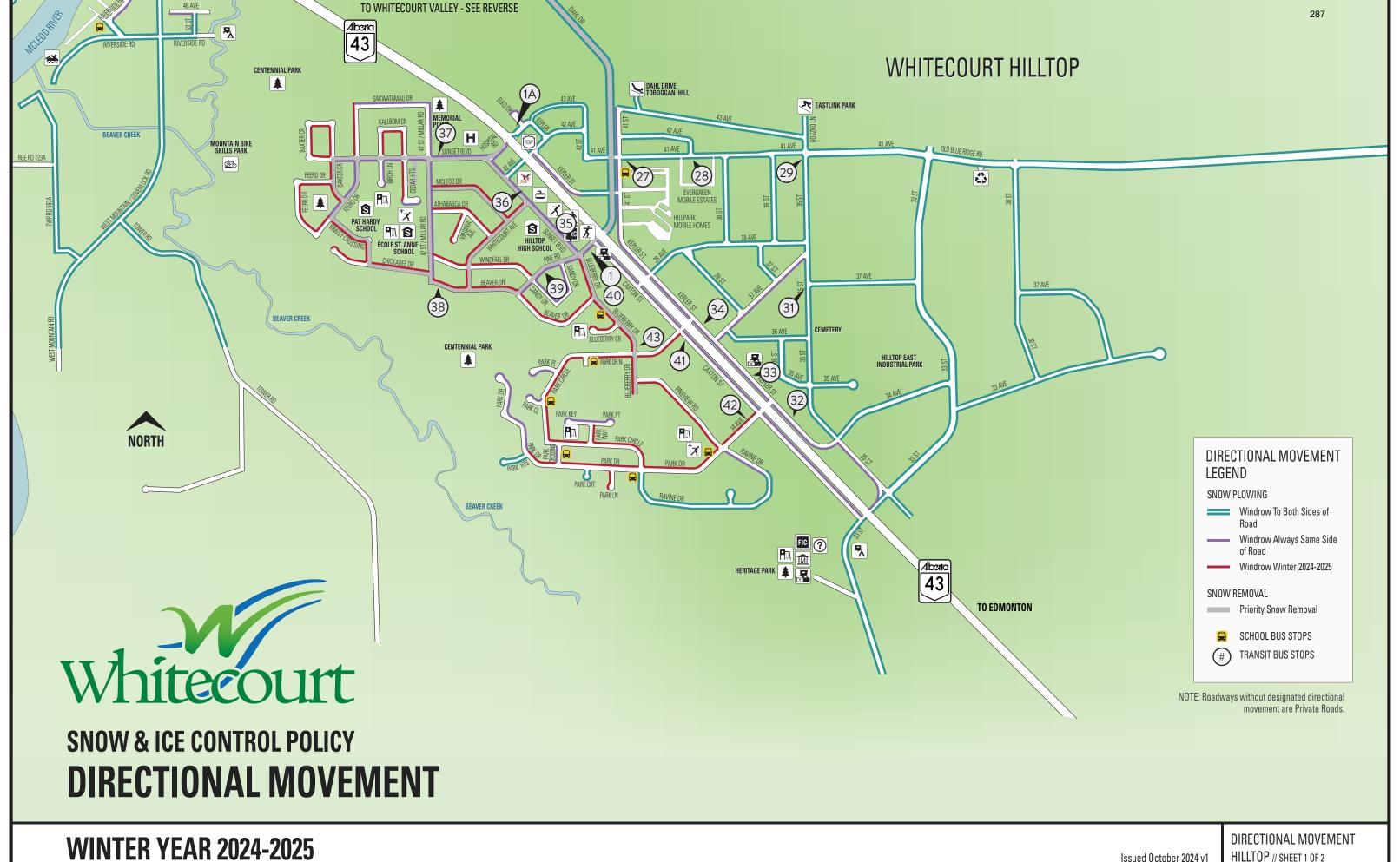
REFERENCE:

Schedule "A" Route Priorities

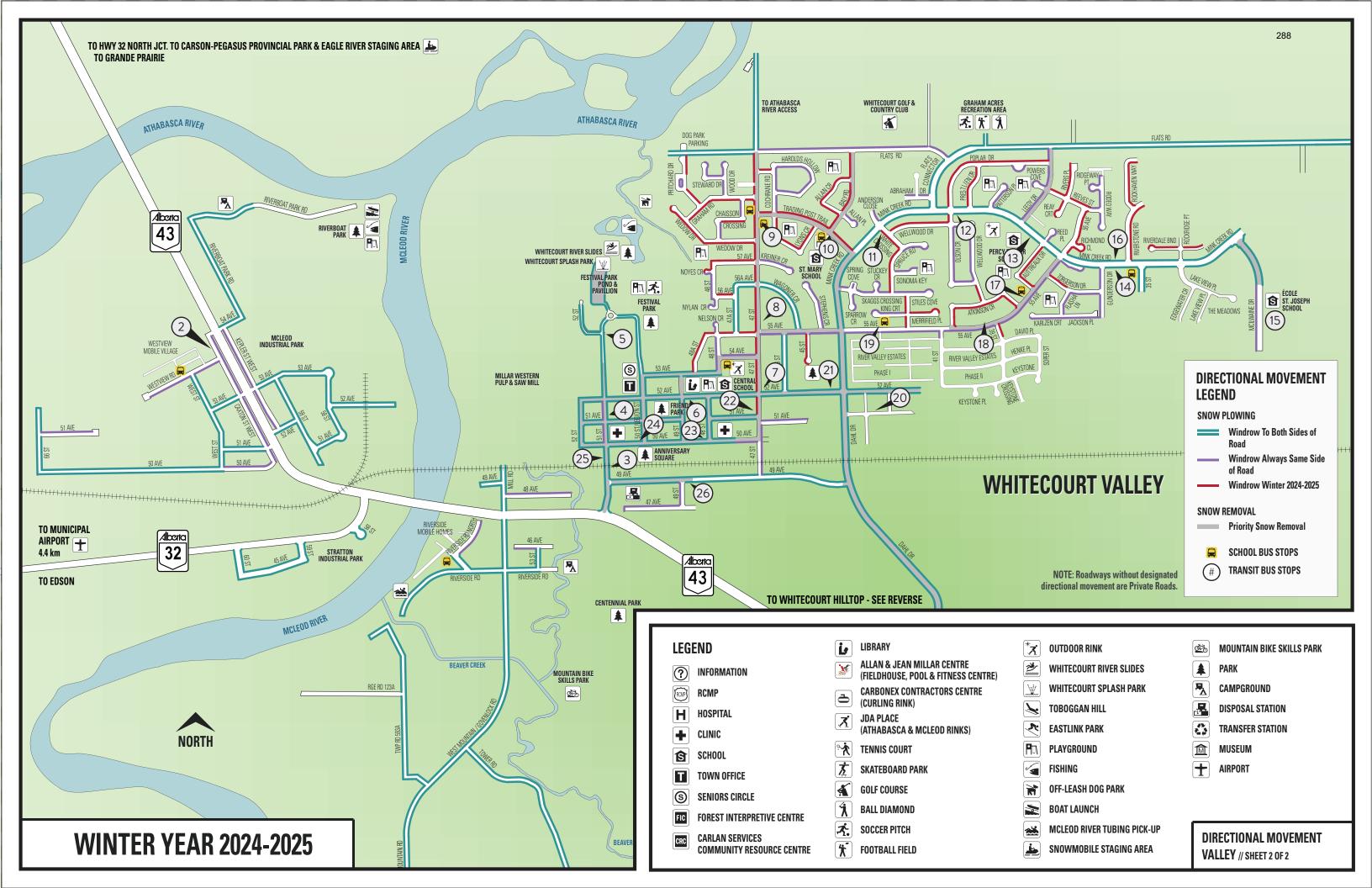
Schedule "B" Directional Movement







HILLTOP // SHEET 1 OF 2 Issued October 2024 v1





Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: June 27, 2011 Amended: February 27, 2017 Amended: October 22, 2018 Amended: October 28, 2019

POLICY TITLE: Community Clean Up Program

POLICY NUMBER: 31-010

POLICY PURPOSE:

To provide guidelines for applications for the Town's Community Clean Up Program, and direction on how applicants are awarded clean up projects.

POLICY:

- 1. The purpose of the Town's Community Clean Up Program is to provide an opportunity for local groups to raise funds for various events and activities while at the same time providing a service to the Town of Whitecourt in cleaning up litter from roadsides, parks and playfields and where otherwise needed by the Town.
- 2. To qualify for the program, groups must provide a written request to the Town, outlining how the funds would be used, confirming dates that the group would be available to perform the work and providing an address and phone number for the group contact person. All groups must be able to meet the program criteria as determined by the Infrastructure Services Department and outlined in Schedule "A" Community Clean Up Guide.
- Applicants can submit a proposal to complete between 50 and 100 hours of service; the time commitment must be confirmed prior to approval. Approved applicants shall receive \$12.00 for each hour of service, and total allocations for the program will be based on the annual budget.
- 4. Participants must be 9 years of age or older to participate in a community clean up under this program.
- 5. Council will review the applications and award the clean up as per the following priorities:
 - a. Youth Groups: Community Projects
 Youth groups whose purpose is to perform community oriented work with the grant funding. (i.e. facility improvements, new facilities)



Policy Manual

Section: Roads, Streets, Walks and Lighting

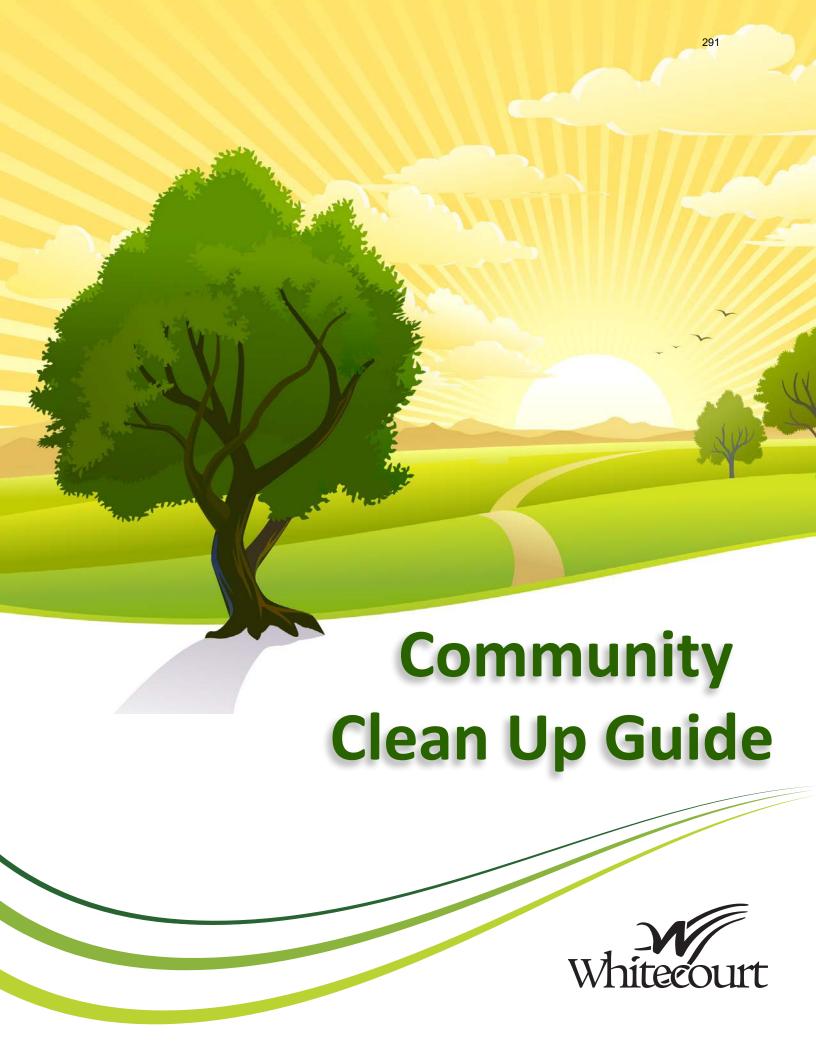
b. Youth Groups: Non-Community Projects
Youth groups who are raising money for out of community projects. (i.e. school trips, teams fundraising to attend national/provincial sporting events)

c. Adult Groups: Community Projects
Adult groups whose purpose is to perform community oriented work with the grant funding. (i.e. facility improvements, new facilities)

d. Adult Groups: Non-Community Projects
Adult groups who are raising money for out of community projects. (i.e. teams fundraising to attend national/provincial sporting events)

REFERENCE:

Schedule "A" Community Clean Up Guide Schedule "B" Community Clean Up Claim Form





Thank you for taking part in this year's Community Clean Up Program.

OUR NUMBER ONE PRIORITY IS YOUR SAFETY.

The guidelines and rules in this pamphlet are designed to make your time cleaning up our community as safe and fun as possible.

If you have any questions about the program, or items referenced in this pamphlet, please contact the Infrastructure Services Department at 780-778-2705 or administration@whitecourt.ca.

TO PREPARE FOR YOUR CLEAN UP

☐ Confirm date, time, and location for clean up with ☐ Drive by the clean up area and arrange for a safe the Public Works Receptionist. Clean up must meeting place for your group. be completed during daylight hours. A map of O Note turnaround points, crossroads, the area will be provided to you prior to your and parking areas for vehicles. This inspecscheduled clean up. tion will assist in identifying a safe meeting ☐ Contact group members for commitment to place for your group. Prepare a stage plan for participate. Participants must be 9 years of age your work crews. Please reference the sample or older. There must be one adult (18 years of stage plan on the next page. age or older) for every two youth between the • Please note: Do not park or station vehicles ages of 9 and 14 years; and one adult for every on Highway 43. Use the service roads to park five youth between the ages of 15 to 17 years. vehicles, or arrange for participants to be Establish work crews and ensure that these dropped off on service road approaches with guidelines are followed. necessary equipment. Estimated # of participants: _____ A week prior to your scheduled clean up date, Estimated # of adults: contact the Public Works Receptionist to: Estimated # of youth aged 9-14: O confirm the clean up is proceeding on schedule, Estimated # of youth aged 15-17: Estimated # of work crews based on the O provide the number of participants for your numbers above: clean up, and ☐ Designate a first aid person. This person should • arrange to pick up supplies at the Whitecourt have a cell phone and access to a vehicle during Public Works Shop, 3410 - 35 Avenue (east of the cleanup. This person is also responsible for 35 St.) bringing a first aid kit. Encourage participants to bring adequate water,

hats, and use sunscreen!



Please use this stage plan as a guide for your work crew.



HIGHWAY (OFF LIMITS)





Place bags near shoulder but not to interfere with traffic.

PICK UP VEHICLE(S)

- Takes participants home from site
- Don't park on shoulder; use roadside turnouts or approaches
- Has first aid kit
- Has cell phone if possible
- Has adult on the scene
- Has extra bags, vests, etc.



Put youngest participants furthest from roadways.

MANAGING SUPERVISOR

Shoulder

- Stay alert
- Ensure youngest participants are supervised and stay furthest away from roadways
- Allow no one to go on the shoulder or highway
- Have cell phone
- Have all participants' phone numbers and emergency contacts
- Ensure everyone knows where the first aid person is





Must have 1 adult supervisor for every 2 youth between the

ages of 9-14 years; and 1 adult for every 5 youth between the

ages of 15-17 years.

- Drops participants off at start of site clean-up
- Do not park on highway
- Use roadside turnouts or approaches

LEGEND:





Participants

DROP OFF VEHICLE



Bag of Garbage





Ensure that all members of your work crew are informed and prepared.

THE DAY OF YOUR CLEAN UP

- Meet at pre-arranged meeting place before starting the clean up.
- ☐ Review pre-arranged work crews with all participants. Remind adult supervisors that any hazardous or potentially hazardous incidents are to be reported to the managing supervisor. Remind youth that they must follow the adult supervisor's instructions at all times.
- □ Note who the designated first aid person is in the group.
- Review all provided safety tips and guidelines (as provided in this brochure) with participants. It is your responsibility to ensure everyone knows the rules, and it is important to emphasize that these rules and procedures are there for everybody's safety. Take your time and make sure you cover each item listed under the "Safety Tips and Guidelines"

- section in this guide.
- Hand out garbage bags, safety vests, gloves, water and picking sticks. Every participant must wear a vest and gloves.
- ☐ Full garbage bags are to be tied up and placed on the shoulder of the roadway (far enough off the edge of the pavement so that they do not interfere with traffic). Never place anything on the pavement surface. For Highway 43, please use service roads or trail sides whenever possible. Whitecourt crews will pick up all garbage bags following your scheduled clean up.
- ☐ Immediately after the clean up, all participants should report to the meeting place to hand in safety vests, picking sticks, and unused garbage bags.

FOLLOW-UP ACTIONS

☐ Immediately following, or on the first business day after the clean up (if your clean up was scheduled for a weekend day), return safety vests, picking sticks, and unused garbage bags to:

Whitecourt Public Works Shop 3410 - 35 Avenue, Whitecourt

(between the hours of 7:00 a.m. - 4:00 p.m.)

- ☐ Within 1 week of the clean up, complete and return the Community Clean Up Claim Form to the Public Works Receptionist.
- **Please note, payment will not be released until all provided safety equipment (vests, picking sticks) are returned. If items are missing, the cost of the missing items will be deducted from the Community Clean Up Grant allocation to your group.



Don't pick up anything sharp or dangerous or that you're unsure of.

collect and dispose of these items.



SAFETY TIPS AND GUIDELINES

All participants must wear safety vests and gloves at all times.	Do not touch, disturb or pick up dead animals.
It is recommended that closed toe shoes be worn during clean up activities. Do not wear sandals, flip-flops, etc.	Horseplay during the clean up is not tolerated, and if witnessed and/or reported to Town staff the clean up contract will be
, , , , , ,	terminated.
is collecting waste on the shoulder of a road- way, one person must be designated as an	Pets are not allowed to accompany participants on the clean up.
observer to watch for traffic.	Never stand closer than 5 metres from a
Headphones are prohibited.	railway track when waiting to cross. Stop,
Do not chase a wind-blown object onto the roadway!	look and listen. When the tracks are clear, cross quickly.
If you are cleaning a section of Highway 43, do not clean the median.	If you are cleaning an area near a railway track when a train is passing, never stand
Do not touch, disturb or pick up: needles, syringes, broken glass, chemical or pesticide containers. The Town will provide your group	by the tracks and wave to the engineer. The colour of the safety vests indicates danger and the engineer may try to stop the train.
with flags to identify such items. Please mark	Do not place any objects on a railway track.
the site where these items have been found with a flag and make a note on the map provided. The map can then be passed back to our Infrastructure Services Department and Town staff will return to the site to safely	If a vehicle must accompany workers, please pull off to the side of the roadway and use 4-way flashers to notify other motorists to slow down.





Community Clean Up Claim Form

We	have completed hours of community clean up or
(name of group/club)	have completed hours of community clean up or hours of community clean up or
(location)	
Date:	
	(Signature)
Please submit this form to the Pu	blic Works Receptionist at the Town shop at 3410 - 35 Avenue.
Please fill in the information belo	w to ensure that your group receives the cheque under the correct information.
Name of Club/Group (Cheque to l	pe payable to):
Address to send cheque to:	
Address to sella theque to.	
	FOR INTERNAL USE ONLY
	GROUP #





Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: September 22, 2003

Amended: February 28, 2011 Amended: June 27, 2011 Amended: November 23, 2015 Amended: October 28, 2019 Amended: September 27, 2021

POLICY TITLE: Block Party

POLICY NUMBER: 31-011

POLICY PURPOSE:

To identify when the Town will allow street closures for neighbourhood block parties.

POLICY:

- 1. The Town of Whitecourt will allow street closures for residential neighbourhood block parties if the closure does not interfere with safety and individual use.
- 2. All Block Parties will be approved by the Planning and Development Department. The Department must receive an application at least 15 calendar days prior to the event. In addition, a Block Party Sign Off Form, including signatures from at least 75% of the residents on the block indicating their consent must be submitted with the application.
- 3. Upon submission of the Block Party Application, a Temporary Traffic Control Permit Application, and Block Party Sign Off Forms, the Town of Whitecourt POWER Group (Drug Coalition) will supply an organizational kit (including game suggestions and props; and tips on how to make the event successful) to the event organizers.
- Copies of the approved Block Party Permit will be distributed to the following key contacts:
 - a. Applicant,
 - b. Chief Administrative Officer,
 - c. Director of Community Safety,
 - d. Town of Whitecourt Crime Prevention Coordinator,
 - e. Manager of Works,
 - f. Emergency Services Whitecourt Fire Department, R.C.M.P., Ambulance Services,
 - g. Transit Coordinator, and
 - h. Legislative Manager.



Policy Manual

Section: Roads, Streets, Walks and Lighting

- 5. Generally, Block Party Permits will be approved for Saturdays, Sundays, and holidays.
- 6. Block Parties can take place between 10:00 a.m. and 10:00 p.m. only. Noise levels must remain within limits acceptable to neighbouring property owners, and as outlined in the Community Standards Bylaw 1475.
- 7. The Town of Whitecourt may provide a subsidy of up to \$500.00 per party to assist with the purchase of party supplies, which may include activities, food, prizes, and miscellaneous supplies. The specific amount will be based upon \$5.00 per person up to a maximum of 100 people and the organizers will be reimbursed upon submission of itemized receipts.
- 8. The Town of Whitecourt will fund a maximum of one block party per year per neighbourhood.

REFERENCE:

Schedule "A" Block Party Guide and Planning Kit Schedule "B" Temporary Traffic Control Permit Application Bylaw 1475 - Community Standards Bylaw







BLOCK



GUIDE AND PLANNING KIT





A block party is a large, informal public celebration that provides you and your neighbours the opportunity to socialize and have fun together. Block parties help promote a stronger sense of community, enhance safety within the neighbourhood, and celebrate the reasons why people call Whitecourt home. You can make your block party just about any shape or size. Schedule a party after a neighbourhood clean up, after a neighbourhood garage sale or on special occasions (such as Love Whitecourt Day). Whatever the nature of your first party, the next will be much easier to organize - and it may even turn into an annual event.

BLOCK PARTY APPLICATION GUIDE

The Town of Whitecourt will issue Block Party Permits to provided that certain conditions are met. These conditions have been established to ensure the safety of our community members, as well as to prevent excessive inconvenience to neighbouring residents and businesses.

Block Party Restrictions

- 1. Generally, Block Party Permits will be approved for Saturdays, Sundays, and holidays.
- 2. Block Parties can take place between 10:00 a.m. and 10:00 p.m. only.
- 3. Organizers will save the Town harmless from any claims, lawsuits, etc. arising from this function.
- 4. Noise levels must remain within limits acceptable to neighbouring property owners.
- 5. Alcohol is not permitted on public property.
- 6. No open fires are permitted on the Town rights of way.
- 7. All structures, tables, etc. should be placed at the sides of street and must be easily removable.
- 8. Organizers are responsible for arranging for barricades on the street during the time of the function, and removal of the barricades at the conclusion of the function. Barricades must be placed at each end of the block, adequately warning vehicles of the street closure. The Town will provide barricades free of charge. Organizers are responsible for the safe return of barricades and will be invoiced for any damaged barricades. If barricades are not available from the Town, party organizers must rent barricades from a private vendor. Barricades must be illuminated after dark.
- 9. Organizers are liable for any damage done to Town property and private property on the site during the event.
- 10. Organizers are responsible for clean up of the streets to the condition prior to the function.
- 11. The organizer must allow the use of the designated street by emergency vehicles, including police vehicles.
- 12. The applicant(s) will be the contact person(s) in charge of the function and must remain at the Block Party until its conclusion.



BLOCK PARTY APPLICATION PROCESS

- 1. Fill out the Block Party Application Form.
- 2. Signatures from at least 75% of the residents on the block indicating their consent must be submitted with the application (use attached Block Party Sign Off Form make additional copies as needed). Photocopies of the signatures will not be accepted. Incomplete forms will be returned to the applicant, unprocessed.
- 3. Mail or drop off the complete application and Temporary Traffic Control Permit Application (if required) to the Town Administration Office.
- 4. The Planning and Development Department must receive an application at least 15 calendar days before the event.
- 5. You will receive a permit within seven (7) days after the complete application is received. If the permit is not received by this time, please call 780-778-2273 to inquire.
- 6. Copies of this permit, once approved, are distributed to the following key contacts:
 - a. Applicants
 - b. Chief Administrative Officer
 - c. Director Community Safety
 - d. Town of Whitecourt Crime Prevention Coordinator
 - e. Manager of Works



TIPS AND IDEAS

- Use natural neighbourhood boundaries where possible (i.e. end of the block).
- Decide early and make it clear in your flyer if this will be a Block Party restricted to those on the street/block or whether people can invite friends/relatives (if yes how many).
- Have neighbours pull together 3 or 4 BBQ's so that everyone can eat at the same time.
- Remember to reserve one BBQ for vegetarians, vegans, kosher meats, and other types of diet restrictions.
- Block Parties can also be held in some of the public parks around town call the Town Office for more details.

Neighbourhood History

- Research the history of your neighbourhood through the Library or the Town of Whitecourt.
- Identify special people that lived in your area such as a politician, artist, eccentric, hero, etc.
- Have neighbours guess the neighbourhood history by playing charades (who, what, where and when questions).



Cultural Connections

- Have everyone bring their favorite family dish
- Teach everyone how to say 3 things in another language
- Use a world map to indicate where everyone originally came from
- Record the story of how everyone came to live in the neighbourhood and what they like best about the neighbourhood.

Neighbourhood Action

- Discuss what issues or concerns neighbours may have and establish teams to explore
 how to resolve them. (Note: keep this part of the party to a set time; remember a block
 party should be fun!)
- Have a clean up time, build a bench, plant a garden, paint street numbers etc. as part
 of the Block Party activities- this is a good way to start a Block Party tradition in your
 neighbourhood.

Kids Games

Sidewalk chalk, obstacle course, face painting, balloons, skipping ropes, road hockey, etc.

Neighbourhood bingo

• Collect neighbours' signatures in this fun icebreaker game.

Speaks a second language

Born in the 1930's

Has freckles

Traveled outside of Canada in 2004

Likes to exercise

Wearing sandals

Has a great smile

Likes to play golf

Plays a musical instrument

Planted a garden

Wears glasses

Did not see 3rd "Lord of the Rings" movie

Has brown eyes

Wearing Jeans

Wearing black socks

Plays soccer

Has a sister

Born in another country

Is a football fan

Born in another province

Live Music

• Find out who plays musical instruments, if there is a local musician in your midst, or an inspiring group of kids that play together as a band in your neighbourhood. Set up a stage outside with a microphone and speakers and let the music begin!



Talent Contest

 Host a "neighbourhood talent contest" and you are sure to learn all kinds of interesting things about your neighbours. Design some fun categories that people of all ages can compete in and this event will practically run itself.

Face Painting

 Put up some flyers in the local high schools- many students are looking for weekend work and volunteer hours.

Other

- Contests of any kind can be exciting and allow people to show off their skills and hobbies. Why not try a baking contest, craft exhibit, scrapbooking display, karaoke contest, or joke contest with a laugh-o-meter.
- Have some kids sell lemonade and rice crispy squares, then put the money towards charity, neighbourhood projects, or the block party fund for next year!



WHAT YOU SHOULD DO...

2 MONTHS AHEAD

- Find a couple of neighbours to help you with organizing the event.
- Create an Organizing Committee and make sure everyone is included in the decision making process.
- If this is the first time your neighbourhood has had a block party, you may want to survey or send a flyer out to your neighbours. See Flyers.

Enlist as many neighbours as you can to help out. Someone can type the flyer; someone else can collect them. You may want to ask some kids to drop the flyers off at residences.

After the results are collected, invite everyone interested to a planning meeting.

1 MONTH AHEAD

- Have a follow-up meeting to discuss what still needs to be done. Send out invitations.
- A fillable electronic invitation template is included at the back of this kit.

Remember to be creative, perhaps attach blown up balloons to the invitation and tie the whole thing to your neighbour's doorknob - a whole street full of these is sure to get everyone's attention!



1 WEEK AHEAD

- Publicize the party and include a reminder that the street will be closed.
- Confirm arrangements for the traffic barricades.

PARTY DAY

Set-up

- Designate areas for food, seating, music, activities, etc.
- Strategically place garbage cans.

Arrival

- Assign greeters to welcome and introduce people.
- Sign-in sheet and nametags.

Party Schedule

• Post the day's events and the schedule.

Clean up

- Have everyone help clean up at the end or assign the job to a youth task force.
- Take down street barriers.
- Remember to ask everyone what they liked best and make a note of it for next year!

PLANNING COMMITTEE MEETING

Remember that meetings and organizational activities should be fun; try to include as many community members as possible!



TASKS TO DELEGATE AT THE PLANNING MEETING

- Send out invitations to everyone in the neighbourhood as well as anyone else who might be invited (Mayor, RCMP, firefighters, etc.).
- Organize meetings as needed.
- Acquire name tags if applicable.

ACTIVITIES

- Games/ Activities/ Icebreakers for all ages.
- Prizes? Music? Contests?
- Involve kids and teens in planning and supervising activities.

FOOD

- Tables, BBQ's, coolers, etc.
- Dishes and cutlery (should everyone bring their own, should plastic ones be supplied).

CLEAN - UP

- Garbage cans and bags.
- Take down signs and pick up any garbage.
- Return barricades to the Town of Whitecourt.

The more hands the better- try to schedule meetings for times that families, seniors, and students can attend.

FLYERS

Here is an idea of what should be included in a survey or flyer that will be distributed about 2 months ahead of the bock party...

Make sure you explain what a Block Party is, encourage attendance, share some of the benefits, get opinions on how to handle the food, and find out which dates will work best.
is Having a Block Party!
A few neighbours have been talking and we thought it would be fun to get together and have a "meet-on-the-street event". It could be an opportunity to meet each other and to have some fun! To get this event underway, we would like to know what you think!
Are you interested in participating in a neighbourhood party? Yes No
If yes, what is the best time of day and the best date?
Which of the following suggestions would suit your family the best? Indicate your 1st and 2nd choice.
 A. Each family brings their own hamburger, buns and refreshments, plus a dessert or a salad to share. B. The hamburgers & buns are supplied and everyone contributes money to pay for them. C. Each family brings their own refreshments plus an appetizer, salad or dessert to share. D. Each family brings their own picnic meal and a dessert to share. E. Everyone brings one dish to share (casserole, salad, or dessert – to be assigned) and their own refreshments.
1st Choice 2nd Choice

FLYERS CON'T.

If you have other ideas please jot them down!				
If you would like to help organize, let us know. Yes _	No			
Please return this questionnaire by	to			
We will send out a second notice to let everyone know	ow the outcome of the survey.			
Please remember to give us your name and address so we can contact you directly.				
NamePh	none			
Address				

Thanks Neighbour!

Whitecourt BLOCK Parties

YOU ARE INVITED!

Date	
Time	
Location	
Please RSVP by	
	o yes
	o no
Name	
Phone number	

PLEASE DROP OFF **YOUR RSVP AT**



BLOCK PARTY APPLICATION

Approval Status o Yes o No

Day(s) and Date(s)				
		arty			
		Finish			
# of	Participants Ex	pected:			
Activ	rities Planned (c	check those which a	pply and provide o	details)	
О	Entertainment,	/Amplified Music/Sp	eeches		
0	0.1.10%				
0	0				
0	T (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)				
0	Additional Act	ivities			
					e
Phor	ne Day	Home		Fax	
E-ma	ail:				
		son:			
		son Contact #'s Cel			
set-u decis phor	ip, tear down an sions on behalf on the or pager. Ise return com Town of Whit Planning and	d Development Dep	This person must has to Total to Total to Total to Total to:	ave the authority	to make
		nue AB T7S 1N6 778-2273 Fax: 780-	778-4166		
• S	Site Plan (if appl Block Party Sign	,		d)	
		olicant, I/we acknow plication Guidelines	•		erstood the
Sign	ature				
For T	own Use Only				



BLOCK PARTY SIGN OFF FORM

Please attach to your completed Block Party Application Form.
Party Time and Date
Party Location
Organizer's Name
A description of the party, including: activities planned, start/finish times and expected
impact on neighbours.

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Block Party Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.

Name (Please Print)	Address	Signature	Consent	Deny

Number o	f Participants			
Contact	Name			
Expense Type	Vendor	Detail/Description	Amount (with GST)	Eligible
		Total		

For Town Use Only	
Approved eligible expenses \$	
Signature	_ Date

TOWN OF WHITECOURT INFRASTRUCTURE SERVICES DEPARTMENT PHONE: 780-778-2273 Fax: 780-778-2062

TEMPORARY TRAFFIC CONTROL PERMIT



APPLICATION DATE			APPLICATION NUMB	APPLICATION NUMBER			
APPLIC	ANT INFORMATION (CONTRACT	OR)					
APPLICA	NT NAME		COMPANY NAME	COMPANY NAME			
	ADDRESS						
PHONE							
*By provid	ing your email address above, you are conser	nting to re					
AFTER-	HOURS CONTACT 1		AFTER-HOURS CO	NTACT	2		
NAME			NAME	NAME			
PHONE			PHONE				
DATE/T	TME						
PROPOS	ED START DATE		PROPOSED END DA	ГЕ			
	ED DAILY START TIME						
LOCATI	ION						
	AME						
	N_				(ROAD B)		
	DNAL LOCATIONS (LIST ALL APPLICA		7.112		(((0,10,0))		
	bmit a detailed map clearly indicating the teractive web map is a useful tool for cre						
AFFECT	ED INFRASTRUCTURE						
			DRIVEWAY		SIDEWALK		
					CURB AND GUTTER BOULEVARD		
			SIGNS/LIGHTS		OTHER		
If the aff	fected infrastructure is "OTHER", ple	ase des					
ACTIVI:	TY INFORMATION						
	L DESCRIPTION						
	INSTALLATION	П	REMOVAL	П	MAINTENANCE/REPAIR		
WORK 1			NEW OVIE		WATERWAY OF THE TAIR		
	RESIDENTIAL CONSTRUCTION		UNDERGROUND POWER		GAS/PIPELINE		
	COMMERCIAL CONSTRUCTION		OVERHEAD POWER		WATER/SEWER		
П	INDUSTRIAL CONSTRUCTION	П	UNDERGROUND TELECOM	П	SIGNS/LIGHTS		
	ROADWAY	П	OVERHEAD TELECOM	П	OTHER		
_	ork type is "OTHER", please describe	_	J. L. M. L.	ت	J. HEIN		
	,po .o o i i i i i , piouso uosoi ibo	-					

PROJECT DETAILS

ACCES	SS DURING PROJ	JECT						
	NO PEDESTRIAN	TRAFFIC 🗆	SINGLE-LANE CLOSURE		NO THROUGH TRAFFIC			
	LOCAL TRAFFIC O	ONLY 🗆	ALTERNATING LANES		OTHER			
If the p	oublic access is "OT	ΓHER", please des	cribe:					
PROPC	SED TRAFFIC ACC	OMMODATION						
	SIGNAGE & BARR	ICADES	FLAGPERSON		FULL DETOUR			
OVERV	IEW OF TRAFFIC A	ACCOMMODATION	I PLAN					
					itecourt Traffic Accommodation in W Include sketch of proposed worksite.	ork		
			TEDMS AND CONDITI	ONS				
1. App	lication for a tempo	rary traffic control	nermit must be submitted a		f 2 business days in advance of the inte	ended		
closu	ire date, unless the c	losure is required fo	r emergency purposes.		•	maca		
3. The	Traffic Accommodat	tion Plan must sho	of the work location and a dew w the plan for traffic contro		Accommodation Plan. Equipment to be used and the location of	of this		
			wn has approved the plan.	and ordinance	es of the Town of Whitecourt.			
			securities as outlined in the I					
6. This	information is being	collected under the	authority of Section 33(c) th	ne Freedom o	of Information and Protection of Privacy (ent agreements outlined in this applicati	FOIP)		
reau	ired by the Town of	Whitecourt. The pe	rsonal information provided v	vill be protect	ted in accordance with Part 2 of the Act.	If vou		
have 780-	any questions rega 778-2273.	arding the collection	n, use and disclosure of per	sonal informa	ation, please contact the FOIP Coordina	tor at		
7. Tow	n property must be re		ondition or better by the appli	cant.				
8. Addi	tional requirements n	nay be required by t	the Town of Whitecourt.					
, vay for th	ne nurnose described	and agree to ahide			the Town of Whitecourt to occupy the rignit, as well as all federal, provincial, and	ght of		
nunicipal	laws. I agree to assu	ume all liability and/	or cost incurred as a result of		ancy to maintain the work area and to inde	emnify		
ind save	harmless the Town u	ıntil final completior	and approval.					
	IDE		D.4.T.	_				
SIGNATO	JRE		DATE					
	()	T	FOR ADMINISTRATIVE U	SE ONLY				
	(via email): RCMP	APPLICATION FEE	PAID? YES NO	□ N/A	PERMIT APPROVED? ☐ YES ☐	NO		
	AMBULANCE	TRAFFIC ACCOMN	MODATION PLAN AND MAP A	TTACHED?	☐ YES ☐ NO			
П	☐ FIRE							
	NORTHERN							
_	GATEWAY							
	LIVING WATERS	INTEDNIAL DOOLE	CTIFAD		PHONE			
	PUBLIC WORKS WATER	INTERNAL PROJE	CILEAU		rhone			
	BYLAW	ALTERNATE CONT	ГАСТ		PHONE			
	DEVELOPMENT							
	OTHER (describe):	PRINTED NAME O	F AUTHORIZED REPRESENTA	ATIVE				
		SIGNATURE			DATE			



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: February 28, 2011

Amended: June 27, 2011 Amended: June 24, 2013 Amended: November 23, 2015 Amended: October 28, 2019 Amended: December 16, 2019

POLICY TITLE: Regulation of Shallow Utilities Installation on Town Lands

POLICY NUMBER: 31-012

POLICY PURPOSE:

To require every party proposing to carry out work for the purpose of installation, maintenance, repair, replacement, extension or operation of equipment including poles, cables, pipes conduit, pedestals, vaults, in or above municipal right of way to obtain the Town's written consent and to apply for the required permits.

This policy is to define responsibilities of the parties involved when submitting an application for Utility Line Assignment, outlined in Schedule D – Standard Terms and Conditions.

To establish permits and methods of calculating security requirements for the repair or replacement of damaged grounds on Municipal Right of Ways. To specify that the work will conform to Town standards and safety requirements and to ensure proper information of scheduling is given to enable the issuance of a Line Assignment Permit.

POLICY:

Definitions

- a. "Applicant" a person applying for a permit
- b. "Municipal Right of Way" the surface of, as well as the spaces above and below, roads, road allowance, streets, lanes, boulevards, public utility lots, easements, public water, or public places within the jurisdiction of the Town of Whitecourt.
- c. "Person" one or more individuals, partnerships, corporate bodies, trustees, executors, or legal representatives.
- d. "Work" the installation, maintenance, repair, replacement, extension or operation of any structure in or above a Municipal Right of Way.

Consent by the Town of Whitecourt

1. No party shall carry out any work, in or above, a Municipal Right of Way unless the party has:



Policy Manual

Section: Roads, Streets, Walks and Lighting

- a. Obtained the written consent of the Town, or is acting on behalf of a party who has obtained consent of the Town of Whitecourt;
- b. Obtained applicable permits required by the Town;
- c. Provided security if necessary.
- 2. The Town may consent to a party doing work in, or above, a municipal right of way, subject to agreement of Scheduled D Standard Terms and Conditions as deemed appropriate.

Permit Application

- 3. Permits will only be issued to companies or agencies owning the utility. Permits will not be issued to prime or subcontractors. The owner of the utility is responsible for all obligations including repair cost for damages by the permit holder or subcontractor, and to make payment of all funds for which the permit holder or subcontractor are responsible under Schedule D.
- 4. Every application for a permit must:
 - a. Provide all information required on the Utility Line Assignment Permit and Temporary Traffic Control Permit.
- 5. The Town will issue Utility Line Assignment Permit (Schedule "A") and Temporary Traffic Control Permit (Schedule "C"), subject to the Standard Terms and Conditions outlined in Schedule "D."
- 6. The terms and conditions contained in Schedule "D" are deemed to be included in every permit for work in, or above, a municipal right of way unless otherwise specifically excluded.
- 7. Any restoration work undertaken by the permit holder found to be deficient or defective will result in the Town taking the necessary measures to correct the deficiencies at the permit holder's expense.

<u>Liability</u>

8. The permit holder undertakes and agrees to indemnify the Town from, and against any and all liabilities and claims for damages of any nature, or any judgment against the Town caused by reasons of his activities upon Town property, roads, rights of way, easement or utility lots.

Maintenance of Utility Cuts, Barricades and Hazard Light

9. The permit holder shall be responsible for the maintenance of the excavated area during construction and provide adequate barricades, signs and flashing caution lights during the entire period of operation. Pedestrian and traffic accommodations should be outlined on the Temporary Traffic Control Permit (Schedule "C").



Policy Manual

Section: Roads, Streets, Walks and Lighting

- 10. Construction in these areas is to be continuous until the job is complete; left over weekends or extensive periods longer than 2 days is not permitted. Authorization must be given by the Infrastructure Services Department for an open area to be left over a weekend.
- 11. Work in theses areas shall conform to all health and safety laws and applicable traffic regulations. The Town reserves the right to suspend work where there appears to be lack of compliance with safety rules or where conditions of imminent harm or danger to the public exists.

Security Requirements

- 12. Security requirements are applied per the rates outlined in Bylaw 1551 Fees, Rates and Charges Bylaw.
- 13. The security will be released at completion of the work and inspection of the described work unless the Town is required to address deficiencies in the project.
- 14. For projects of small magnitude, excavation rates are applied as outlined in Bylaw 1551 Fees, Rates and Charges Bylaw.

Type of Security

- 15. The Town accepts the following security:
 - a. Cash deposit;
 - b. Letter of credit;
 - c. Standing security.

Inspection

- 16. Permit holders must adequately sign any construction on Town property indicating to the general public the name of the agency undertaking the work.
- 17. After completion of any work, the permit holder shall leave the municipal right of way in substantially the same conditions as they were found before such work undertaken by the permit holder. The permit holder should give notice to the Town for inspection of such works. If the permit holder fails to repair and restore municipal right of way to the satisfaction of the Town within two weeks of being notified, the Town may complete such repairs and charge the cost related to the permit holder.
- 18. The Town may carry out any inspections that are reasonably required to determine the compliance of the Utility Line assignment, and standard terms and conditions. Inspection fee services will be applicable at the current charge out rate at the time of final inspection.

Charges for Additional Services Request

19. A permit holder that requests Town services, including but not limited to repair or restoration of damages to Town infrastructure, must pay for those additional Town



Policy Manual

Section: Roads, Streets, Walks and Lighting

services at the charge out rate schedules current at the time the services are required.

REFERENCES:

Schedule "A" Utility Line Assignment Permit

Schedule "B" Utility Line Assignment Permit Application Schedule "C" Temporary Traffic Control Permit Application Schedule "D" Standard Terms and Conditions

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Roads, Streets, Walks and Lighting

Policy 31-012 – Regulation of Shallow Utilities Installation on Town Lands Schedule "A" – Utility Line Assignment Permit

Utility Company: Issue Date:	Permit:	
Utility Company Address: Date Submitted: File Number: Contact: Contact Address: Location of Work: Installation Type: Conditions of Approval: Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52 ^{m0} Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands.	Utility Company:	
Date Submitted: File Number: Contact: Contact Address: Location of Work: Installation Type: Conditions of Approval: Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52 nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands.	Issue Date:	Issued By:
Contact Address: Location of Work: Installation Type: Conditions of Approval: Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52 nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands.	Utility Company Addre	ess:
Conditions of Approval: Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52 nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands.	Date Submitted:	File Number:
 Location of Work: Conditions of Approval: Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands. 	Contact:	
 Conditions of Approval: Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands. 	Contact Address:	
 Conditions of Approval: Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands. 	Location of Work:	
 Line Assignments are valid for twelve (12) months from the date of issue. Staking of proposed utility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. A Temporary Traffic Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to commencement of any construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian accommodation during construction. Road restoration shall be in accordance with Town standards. A minimum of 48 hours notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town utilities. Maintain 0.5-meter vertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries contact: Town of Whitecourt - Infrastructure Services Department at 5004 52nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 Fax: 780-778-2062 This permit is subject to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of Shallow Utilities Installation on Town Lands. 	Installation Type:	
	 Line Assignments are Staking of proposed u A Temporary Traffic commencement of ar accommodation during A minimum of 48 hou utilities. Maintain 0.5-meter ve contact: Town of Whit Fax: 780-778-2062 This permit is subject Shallow Utilities Instal 	valid for twelve (12) months from the date of issue. tility installation to be coordinated with Alberta First Call (1-800-242-3447) prior to construction. Control Permit is required from the Infrastructure Services Department (780-778-2273) prior to my construction. A detailed traffic control plan must be provided to show the plan for traffic and pedestrian gronstruction. Road restoration shall be in accordance with Town standards. It is notice shall be provided to the Infrastructure Services Department prior to any work in proximity to Town pertical clearance when crossing water mains, 1.0-meter clearance for valves and hydrants. For inquiries account - Infrastructure Services Department at 5004 52nd Avenue, Whitecourt AB T7S 1N6 Ph: 780-778-2273 to all terms and conditions set out in Schedule "D" of the Town of Whitecourt Policy 31-012 "Regulation of lation on Town Lands.

TOWN OF WHITECOURT INFRASTRUCTURE SERVICES DEPARTMENT PHONE: 780-778-2273 Fax: 780-778-2062



UTILITY LINE ASSIGNMENT PERMIT APPLICATION

Utility Company		tact Name				
Address		Pho	Phone			
			nting to receive electronic notification			
Location of work proposed: _						
Infrastructure affected	□ Road					
	□ Lane	□ Blvd	□ Other			
Drawing for construction sub	mitted?	□ Yes	□ No Drawing #			
Installation:						
Alignment/Off Set	Leng	yth	Depth			
Pipe Size	laint					
l	JOINL	: Use				
Type of Installation:						
Type of Installation:	Aerial □ Oper	n Cut □ Direc				
Type of Installation:	Aerial □ Opeı)	n Cut □ Direc	tional Boring 🛘 Other			
Type of Installation: Backfill Method (if applicable) Utility Installation/Backfill by:	Aerial □ Opei) □ Contrac	n Cut □ Direc	tional Boring 🛘 Other			
Type of Installation: Backfill Method (if applicable) Utility Installation/Backfill by: Surface Restoration by:	Aerial □ Opei) □ Contrac □ Contrac	n Cut □ Direct	tional Boring 🛘 Other			
Type of Installation: Backfill Method (if applicable) Utility Installation/Backfill by: Surface Restoration by:	Aerial □ Oper Contract □ Contract rt Date:	tor Town	tional Boring □ Other			
Type of Installation: Backfill Method (if applicable) Utility Installation/Backfill by: Surface Restoration by: Anticipated Construction Sta	Aerial	tor Town	tional Boring			
Type of Installation: Backfill Method (if applicable) Utility Installation/Backfill by: Surface Restoration by: Anticipated Construction Stall Part of Town-Initiated Project	Aerial	tor Town	tional Boring			

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to administer a Utility Line Assignment permit and subsequent agreements outlined in this application as required by the Town of Whitecourt. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.

TOWN OF WHITECOURT INFRASTRUCTURE SERVICES DEPARTMENT PHONE: 780-778-2273 Fax: 780-778-2062

TEMPORARY TRAFFIC CONTROL PERMIT



APPLICATION DATE	APPLICATION NUMBI	APPLICATION NUMBER		
APPLICANT INFORMATION (CONTRACT APPLICANT NAME STREET ADDRESS				
PHONE				
*By providing your email address above, you are conse				
AFTER-HOURS CONTACT 1		AFTER-HOURS COI	NTACT	2
NAME	NAME	NAME		
PHONE				
DATE/TIME				
PROPOSED START DATE		PROPOSED END DAT	E	
PROPOSED DAILY START TIME		PROPOSED DAILY EN	ID TIME	
LOCATION				
ROAD NAME				
BETWEEN_				(ROAD B)
Please submit a detailed map clearly indicating to Town's interactive web map is a useful tool for creative web map is a useful to the contractive web map is a useful t				
AFFECTED INFRASTRUCTURE PARKING LANE DRIVING LANE FULL ROAD INTERSECTION If the affected infrastructure is "OTHER", ple		DRIVEWAY BACKALLEY PATHWAY SIGNS/LIGHTS ccribe:		SIDEWALK CURB AND GUTTER BOULEVARD OTHER
ACTIVITY INFORMATION				
GENERAL DESCRIPTION				
GENERAL DESCRIPTION INSTALLATION		REMOVAL		MAINTENANCE/REPAIR
		REMOVAL		MAINTENANCE/REPAIR
☐ INSTALLATION		REMOVAL UNDERGROUND POWER		MAINTENANCE/REPAIR GAS/PIPELINE
☐ INSTALLATION WORK TYPE	_		_	
☐ INSTALLATION WORK TYPE ☐ RESIDENTIAL CONSTRUCTION		UNDERGROUND POWER		GAS/PIPELINE

If the work type is "OTHER", please describe:

ACCE	SS DURING PROJ	JECT							
	NO PEDESTRIAN	TRAFFIC	SINGLE-LANE CL	OSURE	NO THROUGH TRAFFIC	,			
	LOCAL TRAFFIC C	ONLY 🗆	ALTERNATING LA	ANES	OTHER				
If the p	oublic access is "OT	ΓHER", please des	scribe:						
PROPO	SED TRAFFIC ACC	OMMODATION							
	SIGNAGE & BARR	ICADES	FLAGPERSON		FULL DETOUR				
OVERV	IEW OF TRAFFIC <i>F</i>		AI DI ANI						
OVERV	TEV OF TRUITION	to commod/trion	V 1 L711V						
					nitecourt Traffic Accomm				
Zones	Manual (Current E	dition) indicating a	ıll closure, signage, a	nd detour informatior	n. Include sketch of propose	d worksite.			
			TERMS AND C	ONDITIONS					
1. App	lication for a tempo	rary traffic control	permit must be sub	omitted a minimum o	of 2 business days in adva	nce of the intended			
2. App		ompanied by a map	of the work location	and a detailed Traffic	: Accommodation Plan.				
3. The equi	Traffic Accommoda pment. Work may no	tion Plan must sho ot begin until the To	w the plan for traff wn has approved the	ic control, including of plan.	equipment to be used and	the location of this			
4. The	applicant and their a	gents or employees	must comply with al	bylaws and ordinanc	es of the Town of Whitecou	rt.			
					and Charges Bylaw 1551. of Information and Protection of agreements outlined in	on of Privacy (FOIP)			
regu	ired by the Town of	Whitecourt. The pe	ersonal information p	rovided will be protec	ted in accordance with Part	2 of the Act. If you			
have	e any questions rega 778-2273.	arding the collection	n, use and disclosur	e of personal inform	ation, please contact the F	OIP Coordinator at			
7. Tow	n property must be re								
8. Add	tional requirements r	nay be required by	the Town of Whiteco	urt.					
Ī			herek	ov make application to	o the Town of Whitecourt to	o occupy the right of			
			by the conditions es	stablished on the perr	mit, as well as all federal, pr	ovincial, and			
	laws. I agree to assu harmless the Town u			result of road occup	ancy to maintain the work a	rea and to indemnify			
SIGNATI	JRE			DATE					
			FOD ADMINISTDA	ATIVE USE ONLY					
NOTIFY	(via email):	APPLICATION FEI	E PAID? YES		PERMIT APPROVED?	□ YES □ NO			
	RCMP AMBULANCE	711 210/11011 121			TERRITY ATTROVES.				
	FIRE	TRAFFIC ACCOM	MODATION PLAN AN	D MAP ATTACHED?	☐ YES ☐ N	IO			
	NORTHERN GATEWAY								
	LIVING WATERS								
	PUBLIC WORKS	INTERNAL PROJE	CT LEAD		PHONE				
	WATER BYLAW	ALTERNATE CON	TACT		DHONE				
	DEVELOPMENT	ALTERNATE CON	IACI		PHONE				
	OTHER (describe):	PRINTED NAME C	F AUTHORIZED REP	RESENTATIVE					
		SIGNATURF			DATE				



Policy Manual

Section: Roads, Streets, Walks and Lighting

Policy 31-012 – Regulation of Shallow Utilities Installation on Town Lands Schedule "D" – Standard Terms and Conditions

- 1. These standard terms and conditions apply to all Work conducted by or on behalf of the Applicant.
- 2. All Work shall conform to applicable federal, provincial and municipal statutes, laws and by-laws and other applicable legal requirements.
- 3. All Work shall be performed in compliance with industry standard guidelines and restoration completed to the satisfaction of the Town.
- 4. All Work shall be performed in a manner that safeguards and protects all other support structures, transmission lines, equipment, facilities and improvements of any kind present in the Municipal Rights of Way.
- 5. The Applicant shall be responsible for the maintenance of the excavated area during construction and provide all adequate barricades, signage and other safeguards required.
- 6. Construction is to be continuous until the job is complete. Authorization from the Infrastructure Services Department is required for any open area to be left over a weekend or longer than two (2) days.
- 7. After completion of any Work, the Applicant shall leave the Municipal Rights of Way in substantially the same condition in which they were before such Work was undertaken by the Applicant, free from nuisance and to the satisfaction of the Town. If the Applicant fails to repair and restore any Municipal Rights of Way to the satisfaction of the Town within two (2) weeks of being notified by the Town, the Town may effect such repairs and charge all costs related thereto to the Applicant.
- 8. If the Town requires that any Work be stopped, the Applicant shall cease such Work upon delivery of a written notice to the Applicant to that effect by the Town.
- 9. The Applicant shall be at all times responsible for all Work, including the cost of such Work.
- 10. The Applicant's Work shall not unduly interfere with the public use and enjoyment of the Municipal Rights of Way.
- 11. The Applicant shall notify the Town promptly of any damage caused by the Applicant in connection with its Work.



Policy Manual

Section: Roads, Streets, Walks and Lighting

- 12. The Town has made no representations or warranties as to the state of repair of the Municipal Rights of Way or the suitability of the Municipal Rights of Way for any business, activity or purpose whatsoever and the Applicant hereby agrees to take the Municipal Rights of Way on an "as is" basis for the purpose of the carrying out of the Applicant's Work and the Town is not responsible, either directly or indirectly, for any damage to property or injury to a person, including death, arising from the escape, discharge or release of any hazardous substance from its Municipal Rights of Way.
- 13. The Applicant may be required to post security with the Town from time-to-time in an amount and form acceptable to the Town to guarantee the performance by the Applicant of its obligations in connection with Work performed under this Permit. This security document shall specify with precision the Work that is guaranteed by the security and the circumstances under which the Town may have recourse to the security. Security posted in respect of certain Work shall be released promptly by the Town if and to the extent that the Work is completed to the satisfaction of the Town.
- 14. The Applicant shall conform and be responsible for the conformance by its officers, employees, agents, contractors and invitees to all health and safety laws and regulations including any requirement for the installation of safety devices or appliances and any applicable traffic laws or regulations, (collectively referred to as safety rules).
- 15. The Town may carry out any inspections that are reasonably required to determine the compliance of the Utility Line Assignment and standard terms and conditions. Inspection fees may be applicable at current charge out rates if required.
- 16. The Town may, on twenty-four (24) hours written notice to the Applicant, or sooner if in the opinion of the Town the likelihood of harm to persons is imminent, suspend Work performed by or on behalf of the Applicant where there appears to be a lack of compliance with the safety rules or where conditions of danger exist that would likely result in injury to any person. Such suspension will continue until the lack of compliance or danger is eliminated.
- 17. The Applicant hereby indemnifies the Town from and against all direct losses, liabilities, costs, damages, and expenses, including reasonable legal fees and disbursements, incurred by the Town in connection with the Applicant's claim as a result of any claim, action, suit or proceeding based on a claim of injury to the person or property of any third party caused by the wilful misconduct or negligence of the Applicant, its officers, employees, agents, contractors, licensees or invitees. The Town will give adequate notice to Applicant upon receipt of any third party claims.
- 18. The Town shall not be liable in any way for indirect or consequential losses or damages, or damages for pure economic loss, howsoever caused or contributed to, in connection with the Applicant's work.



Policy Manual

Section: Roads, Streets, Walks and Lighting

- 19. Any restoration work undertaken by the permit holder found to be deficient or defective will result in the Town taking the necessary measures to correct the deficiencies at the permit holder's expense.
- 20. The permit holder undertakes and agrees to indemnify the Town from, and against any and all liabilities and claims for damages of any nature, or any judgment against the Town caused by reasons of his activities upon Town property, roads, rights of way, easement or utility lots.



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: October 28, 2019 **Amended:** October 24, 2022

POLICY TITLE: Pathways and Trails Inspection

POLICY NUMBER: 31-013

POLICY PURPOSE:

To establish a guideline for the inspection of recreational pathways and trails.

POLICY:

1. Whitecourt has pathways and trails that vary in condition and use. Whitecourt pathways and trails, as seen in Schedule "A" are classified into four categories as follows:

Type I: Shared Use Trails - Unpaved

Trails with an unpaved surface, typically hard-packed gravel, shale, dirt, or other natural media. Suitable for biking, walking, running and more, except where otherwise indicated by local signage. (ex. Memorial Point Trail)

Type II: Shared Use Pathways - Paved

Pathways with a paved asphalt surface, suitable for biking, walking, running and more, except where otherwise indicated by local signage. (ex. Riverside Trail)

Type III: Paved Off-Street Pathways

Pathways with a paved surface, which serve as arterial connectors providing access between roadways, pathways, subdivisions, back alleys, and parks. These pathways are components of the Whitecourt sidewalk network and are not included in this policy as they are subject to the Sidewalk Inspection Policy. (ex. Mink Creek Road trail system)

Type IV: Special Use Trails

Trails that serve a specific function such as the Mountain Bike Trails and the OHV/Snowmobile Trails. Inspection and maintenance for Mountain Bike Trails is conducted by the Whitecourt Mountain Bike Association, and inspection and maintenance of OHV/Snowmobile Trails are the responsibility of the Whitecourt Trailblazers and thus are not included in this policy. (ex. Creekside Trail)



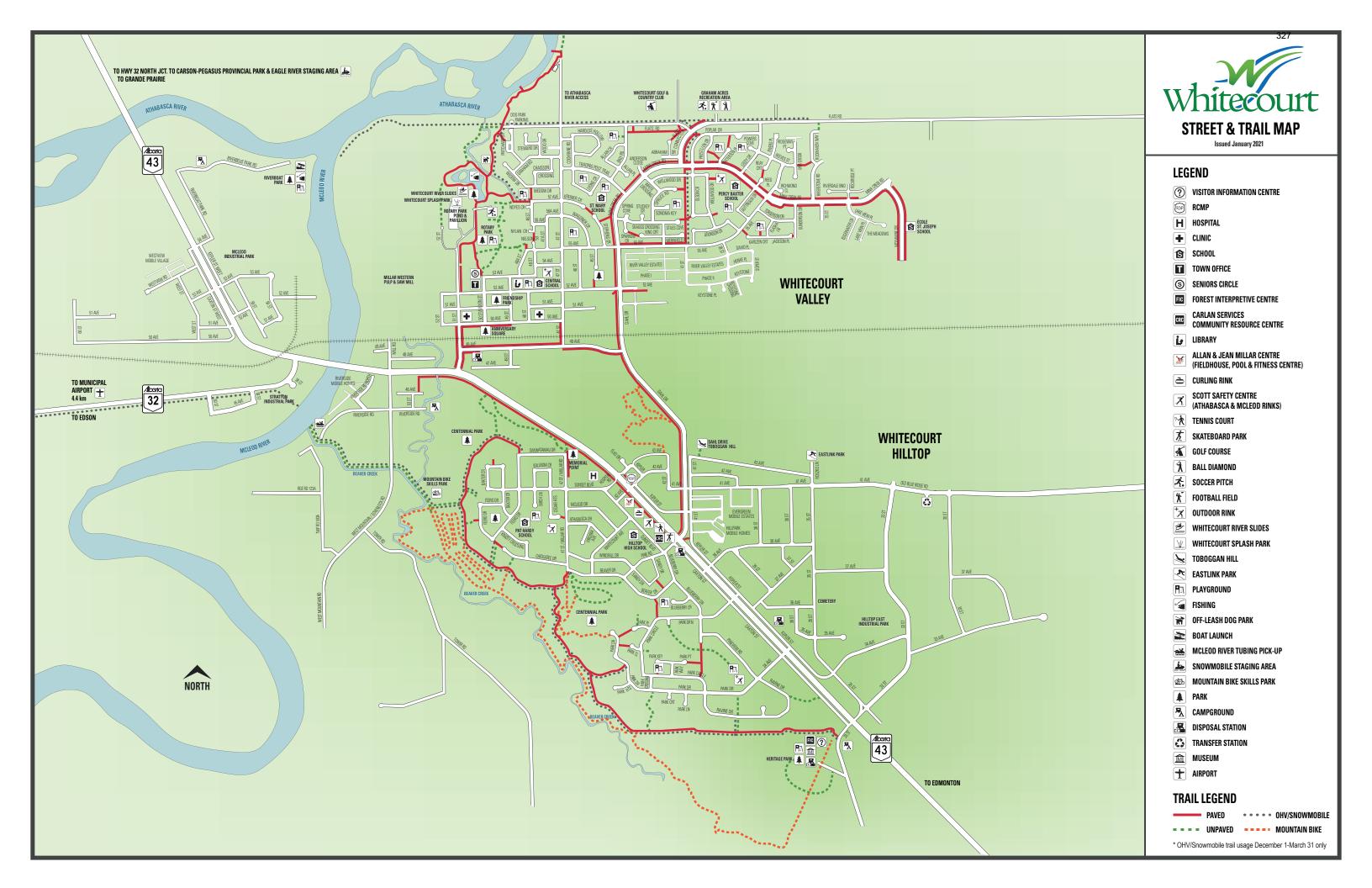
Policy Manual

Section: Roads, Streets, Walks and Lighting

- 2. The goal of inspections by the Town of Whitecourt of Type 1 and Type II Trails and Pathways is to identify potential risk situations or hazards that are present so that staff may take preventative or remedial action as appropriate to reduce the hazards.
- 3. Type I and II trails and pathways will be inspected once each year, between the months of April and June. In the case where a deficiency or hazard is identified, the area of concern will be documented and an action plan will subsequently be created by Parks and Open Spaces so that the deficiency or hazard receives remediation at the earliest possible date. If the area is deemed unsafe it will be barricaded or flagged immediately.
- 4. Hazards may be resolved in order of their severity and not necessarily the order in which they were identified.
- 5. Action Plans are to be reviewed annually, with a goal of ensuring that all identified hazards are abated as soon as possible.
- 6. Members of the public will be encouraged to report any observed defects in Type 1 and Type II pathways and trails. Areas reported will be inspected on a case by case basis and will follow the same process as indicated in Clause 2 of this policy.

REFERENCE:

Schedule "A" Map of Pathways and Trails of the Town of Whitecourt





Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: October 28, 2019

POLICY TITLE: Boulevard Tree Maintenance

POLICY NUMBER: 31-014

POLICY PURPOSE:

To establish a guideline for the maintenance of trees planted in town boulevards by adjacent property owners.

POLICY:

- 1. Property owners are responsible for the maintenance of trees located in the adjacent boulevard.
- 2. Adjacent property owners are responsible for identifying and mitigating safety risks to pedestrians, vehicles, buildings and utilities in the proximity of the road right-of-way. This may include slip/trip/fall hazards for pedestrians, hindered visibility of roadways and signs, and risk of damage to buildings, roadways, and utilities. Once a hazard has been identified, the adjacent property owner is responsible for the maintenance of the tree and must perform the appropriate remedial action to prevent future damage.
- 3. Upon receipt of notice of a complaint, or if the Town identifies a safety risk, the Town will contact the adjacent property owner to mitigate the risk. If the risk is not resolved, the Town will cut the tree to the stump.



Policy Manual

Section: Roads, Streets, Walks and Lighting

POLICY

Effective Date: January 24, 2022

POLICY TITLE: Temporary Traffic Control Permit (TTCP)

POLICY NUMBER: 31-015

POLICY PURPOSE:

To establish terms of reference for the Temporary Traffic Control Permit (TTCP).

POLICY:

- 1. The Temporary Traffic Control Permit (TTCP) objective is to let other emergency and critical services departments (i.e. fire, ambulance, RCMP, public works, and utility, etc.) know about proposed roadway closures for various events (i.e. Block Party, parade, festivals, games, sports, infrastructure maintenance, rehabilitation, and construction work, etc.).
- 2. If the duration of work is less than 30 minutes and does not impede two-way vehicular traffic flow, a TTCP is not be required. However, public safety must be ensured in and around the work site by the organizer(s).
- 3. Application for a TTCP must be submitted a minimum of two business days in advance of the intended event/closure. Exemptions may be made for emergency situations.
- 4. Applications must be accompanied by a map and/or drawing of the work location, and a detailed Traffic Accommodation Plan as per Schedule "B" Whitecourt Traffic Accommodation in Work Zones Manual.
- 5. The Traffic Accommodation Plan must show the plan for traffic control, including equipment to be used and the location of this equipment. Work may not begin until the Town has approved the plan.
- 6. The applicant and their agents or employees must comply with all bylaws and ordinances of the Town of Whitecourt.
- 7. Town property must be restored to original condition or better by the applicant.
- 8. Additional requirements may be required by the Town of Whitecourt.



Policy Manual

Section: Roads, Streets, Walks and Lighting

- 9. The application fee will be established in Bylaw 1551 Fees, Rates and Charges Bylaw. Fees shall not apply for the Town of Whitecourt, franchise utility providers, non-profit organizations and other community events that require the completion of a TTCP shall be exempt from the application fee.
- 10. Applicants are required to complete Schedule "A" Temporary Traffic Control Permit (TTCP) Application Form.

REFERENCE:

Schedule "A" Temporary Traffic Control Permit (TTCP) Application Form Schedule "B" Whitecourt Traffic Accommodation in Work Zones Manual Bylaw 1551 – Fees, Rates and Charges Bylaw

TOWN OF WHITECOURT INFRASTRUCTURE SERVICES DEPARTMENT PHONE: 780-778-2273 Fax: 780-778-2062

TEMPORARY TRAFFIC CONTROL PERMIT



APPLICATION DATE			APPLICATION NUMB	APPLICATION NUMBER				
APPLICANT INFORMATION (CONTRACTOR) APPLICANT NAME STREET ADDRESS								
	NDDINESS_							
AFTER-I	HOURS CONTACT 1		AFTER-HOURS CO	NTACT :	2			
NAME			NAME_	EMAIL*				
DATE/T	IME							
PROPOSI	ED START DATE		PROPOSED END DAT	EMAIL*_ tronic communications from an authorized person of the Town of Whitecour AFTER-HOURS CONTACT 2 NAME				
	ED DAILY START TIME							
LOCATI	ON							
	AME							
	N_				(ROAD B)			
	NAL LOCATIONS (LIST ALL APPLICA							
AFFECT	ED INFRASTRUCTURE							
	PARKING LANE		DRIVEWAY					
	2	_	BACKALLEY					
	. 022		PATHWAY SIGNS/LIGHTS					
_	fected infrastructure is "OTHER", plea				OTTLEN			
ACTIVIT	TY INFORMATION							
GENERA	L DESCRIPTION							
	INSTALLATION		REMOVAL		MAINTENANCE/REPAIR			
WORK T	TYPE							
	RESIDENTIAL CONSTRUCTION		UNDERGROUND POWER		GAS/PIPELINE			
	COMMERCIAL CONSTRUCTION		OVERHEAD POWER		WATER/SEWER			
	INDUSTRIAL CONSTRUCTION		UNDERGROUND TELECOM		SIGNS/LIGHTS			
	ROADWAY		OVERHEAD TELECOM		OTHER			
If the wo	ork type is "OTHER", please describe	:						

PROJECT DETAILS

ACCES	SS DUKING PROJ	IECI				
	NO PEDESTRIAN	TRAFFIC	SINGLE-LANE CLOSURE		NO THROUGH TRAFFIC	
	LOCAL TRAFFIC O	NLY 🗆	ALTERNATING LANES		OTHER	
If the	oublic access is "OT	HER", please des	scribe:			
PROPO	SED TRAFFIC ACC	OMMODATION				
	SIGNAGE & BARR	ICADES	FLAGPERSON		FULL DETOUR	
OVERV	IEW OF TRAFFIC A	ACCOMMODATIO	N PLAN			
			Plan in accordance with the all closure, signage, and deto			
		arriori, maioaning c	an ciosaro, signago, ana acto	ar mormation.	. moludo skolom or proposoc	a worksite.
			TERMS AND CONDIT			
1. App	lication for a tempor ure date, unless the c	rary traffic control losure is required fo	permit must be submitted or emergency purposes.	a minimum of	f 2 business days in advar	nce of the intended
2. Appl	ications must be acco	ompanied by a map	of the work location and a d			
3. The equi	Praffic Accommodation pment. Work may no	tion Plan must sho It begin until the To	ow the plan for traffic controved the plan.	ol, including e	equipment to be used and	the location of this
			must comply with all bylaws I securities as outlined in the			t.
6. This	information is being	collected under the	e authority of Section 33(c) t	he Freedom o	f Information and Protection	on of Privacy (FOIP)
reau	ired by the Town of	Whitecourt. The pe	orary Traffic Control Permit ersonal information provided	will be protect	ed in accordance with Part	2 of the Act. If you
have	e any questions rega 778-2273.	ording the collection	n, use and disclosure of pe	rsonal informa	ation, please contact the F	OIP Coordinator at
7. Tow	n property must be re		condition or better by the app	licant.		
8. Addi	tional requirements n	nay be required by	the Town of Whitecourt.			
ı			horoby make	application to	the Town of Whitecourt to	occupy the right of
			e by the conditions established	ed on the perm	nit, as well as all federal, pro	ovincial, and
	laws. I agree to assu harmless the Town u		or cost incurred as a result of and approval	of road occupa	incy to maintain the work a	rea and to indemnify
ina save	namicss the rown a	intii final completio	rana approvai.			
SIGNATU	JRE		DAT	E		
NOTIFY	(via email):	T	FOR ADMINISTRATIVE L		T	_
	RCMP	APPLICATION FE	E PAID? ☐ YES ☐ NO	□ N/A	PERMIT APPROVED?	☐ YES ☐ NO
	AMBULANCE	TRAFFIC ACCOM	MODATION PLAN AND MAP A	ATTACHED?	☐ YES ☐ N	0
	FIRE TRANSIT	ASSOCIATED DE	RMITS			
	NORTHERN	ASSOCIATED LE	WII15			
_	GATEWAY					
	LIVING WATERS PUBLIC WORKS	INTERNAL PROJE	CT LEAD		PHONE	
	WATER	E. N. C. I NOSE				
	BYLAW	ALTERNATE CON	TACT		PHONE	
	DEVELOPMENT					
	OTHER (describe):	PRINTED NAME (OF AUTHORIZED REPRESENT	ATIVE		
		SIGNATURE			DATE	

Traffic Accommodation in Work Zones Manual



www.whitecourt.ca

January 2022

Table of Contents

1.	Introduction	3
2.	Purpose	3
3.	Traffic Control	4
	a. How is traffic control managed?	5
	b. What should be done when setting up a work zone?	5
	c. What kind of safety devices are used in traffic control layouts?	5
	d. What kind of safety devices are used in traffic control layouts?	5
	e. What are general tips when working or near on roads?	6
4.	Typical Drawings	7
	a. Background	7
	b. Series A: Complete and Partial Road Closures	8
	 i. A1 – Back Lane Closure	10 12 13 14 15
	ii. B2 – Flagging: Closure Short Durationiii. B3 – Short Duration: Utility Operationiv. B4 – Short Duration: Work at Signalized Intersection	17 18 19
	d. Series C: Pedestrian Accommodations	
	 i. C1 - Partial Sidewalk Closure ii. C2 - Sidewalk Closed Midblock: Temporary Sidewalk iii. C3 - Sidewalk Closed Midblock: Pedestrians use Parallel Faciliv. C4- Sidewalks Closed at Intersection: Temporary Sidewalks 	22 lity.23

1. Introduction

The Traffic Accommodation in Work Zones Manual assists in determining the most appropriate combination of traffic controls required to provide a safe, well organized, and efficient flow of traffic through construction zones on town streets. The manual provides information and outlines minimum standards for traffic accommodation.

Consistent application of this manual is important to avoid unpredictability of traffic and roadway conditions among roadway users. The travelling public is relying on visual and physical cues to navigate safely through construction zones. Uniformity of traffic accommodation encourages compliance and reduces confusion. Increased compliance benefits construction workers by achieving a more controlled Work Area where traffic is moving through the Work Zone as it is designed. When activities such as road work, utilities work, or materials testing and surveying are performed on or adjacent to town streets, the person(s) performing the work must take steps to ensure the safety of road users and workers, and the reliable operation of the Town roadway network.

This document will cover managing traffic flow through a work zone. Construction, maintenance, utilities workers, landscaping, emergency workers, and all other occupations who may conduct activities on or along the road are exposed to hazards such as:

- collision with traffic or work vehicle, especially at high speeds
- · weather conditions
- exposure to vehicle exhaust
- moving machinery and equipment
- angry motorists

2. Purpose

The purpose of a Traffic Accommodation Plan (TAP) is to provide adequate information, traffic control devices, work zone signage and work zone operational procedures to protect all workers and the public:

- a) in work zones where the work is conducted in and amongst live lanes of vehicle traffic that may endanger motorists, workers, cyclists or pedestrian safety
- b) in roadway allowances, allowing work to proceed safely and efficiently, and/or
- c) during movement of vehicles and equipment in and around work zones (including access/egress), which may include off-road sites.

3. Traffic Control

Traffic control refers to the use of temporary traffic control devices to protect workers and to move road users safely through a work zone. A traffic accommodation plan is usually required to outline the traffic hazards, and to specify the measures needed for traffic control. Health and safety legislation focuses on safety requirements including increased visibility of the workers, signage, and signaling.

a) How is traffic control managed?

Traffic control is managed through three systems:

- traffic control devices: signs, signals, lighting, flares, pavement markings, channelizing devices, barriers, barricades, etc.
- traffic control layout
- traffic control persons, which includes their responsibilities, conduct, clothing, equipment, communications, and safety

b) What should be done when setting up a work zone?

When setting up the work zone:

- Clearly identify the work zone with signage as required in your jurisdiction.
- Design the work zone in such a way that the workers will be visible to all drivers (e.g., vehicles passing through, work vehicles, etc.). Remember that the driver's sight lines will vary from location to location depending on the curve of the road, hills/valleys, or objects/buildings beside the road.
- Use barriers, barricades, markers, cones, etc. to guide traffic and to protect workers.
- Drivers must be given clear guidance on how to proceed through the work zone.
- Cover the permanent traffic signs and markings if temporary markings and signs are used.
- Ensure that any signs, devices, or barriers are visible in all varying conditions of light and weather.
- Make sure that the work zone is indicated in advance so that the incoming traffic has time to adjust their speed and plan for a change of lane.
- If necessary, ask the road authority to reduce the speed limit in the work zone.

When traffic control persons are required, workers should only direct traffic from one lane in the same direction. This person must:

- be competent
- not do any other work while directing traffic
- be in a position that places them at the lowest risk from the traffic

- be given written and oral instructions, and if necessary in a language that she
 or he understands. The instructions must include how to direct traffic and the
 signals to be used.
- have a general knowledge of vehicle operations, rules of the road, and an understanding of driver expectations

c) What kind of safety devices are used in traffic control layouts?

The equipment used to ensure safety in the work zone can be grouped in three categories: warning or information, closure/guidance, and protection.

Warning/information includes items such as fixed or mobile gantry signs, or temporary rumble strips.

Closure/guidance includes items such as traffic cones, drums and barricades.

The cones and barrels guide the traffic, but cannot protect the workers against collision. The spacing between the cones or drums can vary and depends on the type of work and the speed of the road. Place cones, etc. so that there is no confusion on the part of the drivers where they are to travel. Cones are usually used on non-freeways, or for short operations on freeways. Flexible drums are preferred for highway work zones and are required for night-time operations on highways.

Barricades are used to temporary close or block off a portion of a road. They may be easily tipped over by wind and motorists if they are not well secured firmly in the position (usually by sand bags). A better option for traffic guidance is a channeling device or continuous barrier (see protection below).

Protection - The protection of the workplace can be ensured by the use of physical barriers such as concrete barriers, crash trucks, and crash cushions.

For example, continuous physical barriers are made from concrete or deformable elements filled with ballast and reinforced by a steel bars. Concrete barriers must not be placed at an angle or perpendicular to the direction of traffic.



Figure: Interconnecting channelizing device

Buffer vehicles are used to protect workers during short duration or mobile work. Some buffer vehicles can be equipped with attenuators that reduce the force of the impact in case of crash. These types of buffer trucks are also known as crash trucks.

d) What type of personal protection equipment is recommended?

The personal protection equipment must be adequate for the job. In general, road workers should wear a hard hat with high visibility colour strip, CSA-certified safety boots, and highly visible vest or clothing. In general, wear high visibility clothing that complies with the CSA Standard Z96-15 High-Visibility Safety Apparel Consult the CSA Standard or check with your provincial legislation for specific requirements.

e) What are general tips when working or near on roads?

- Do not work on the edge or outside of the work zone.
- Do not unload or load a vehicle from the live side of the traffic.
- Work facing oncoming traffic.
- Appoint, as necessarily, a traffic control person who meets the training requirements established by the regulatory body.
- If a traffic control person is deemed necessary, place a sign in advance of the person to indicate his/her presence unless it is an emergency situation.
- As a driver of a work vehicle, avoid backing up or reverse slowly. Use a signaler to increase safety.
- Use vehicles and mobile equipment equipped with warning devices when backing up.
- Control the release of dust that may reduce the visibility by periodically spraying the area with water.
- Wear appropriate personal protection equipment, and make sure that the equipment is maintained in good order.
- Ensure that the work vehicles are highly visible, (mark their sides and rear with retro reflective tape), and clean.
- Place lighting equipment in a way that does not blind drivers.
- Store vehicles and equipment outside the pedestrian route.
- Inspect the site daily to ensure that signs, cones and other signaling equipment are placed in the right position (visible), cannot easily be moved by people, cars, or wind gusts, and are kept in good condition.
- Ensure that traffic control devices are removed or covered when no longer needed.
- When work is done, remove all traffic control equipment in reverse order than when installed. Advance signs should be removed last and only after all other devices have been removed.
- Monitor incidents/accidents, injuries, and near misses to be able to further improve incident prevention.

4. Typical Drawings

a. Background:

This section of the Traffic Accommodations in a Work Zone Manual contains examples of traffic situations where the use of signs, barricades, protective devices, cones and/or flag person are necessary. The examples shown in the next few pages are not an overall guide to every possible traffic situation where signs or other devices are needed. Rather, the illustrations show a few of the more common everyday situations and they are to be used as a guide only. Common sense will determine the best action to be taken.

Remember that the protection of the public and the workers at any worksite can often depend on the protective equipment used to alert traffic to any obstructions. Included in the following pages are examples of the following situations:

- + Series A: Complete and Partial Road Closures
- + Series B: Flagging and Short Duration Operations
- + Series C: Pedestrian Accommodations

b. SERIES A: COMPLETE AND PARTIAL ROAD CLOSURES

This section refers to those situations where complete or partial closures of a road are necessary for the protection of the public or workers. Different ways of closing a road may be used. These are illustrated in the sketches following. In those cases, where a different route for traffic is not obvious, detour signs may be required.



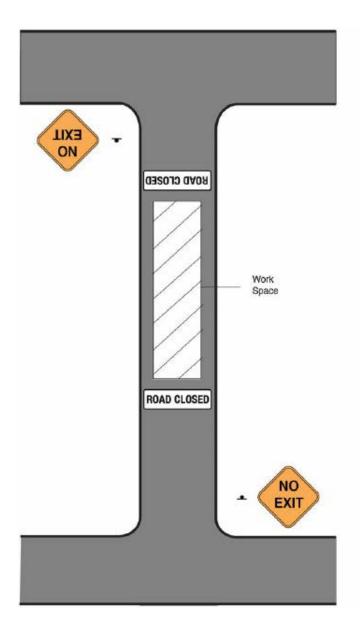
Examples:

- + A1 Back Lane Closure
- + A2 Residential Road Closure
- + A3 Yield to Oncoming Traffic
- + A4 Single Left Lane Closure:

 Parking Permitted
- + A5 Single Lane Closure: No
 Parking Permitted
- + A6 Two Lane Closure: Traffic Split



A1- Back Lane Closure

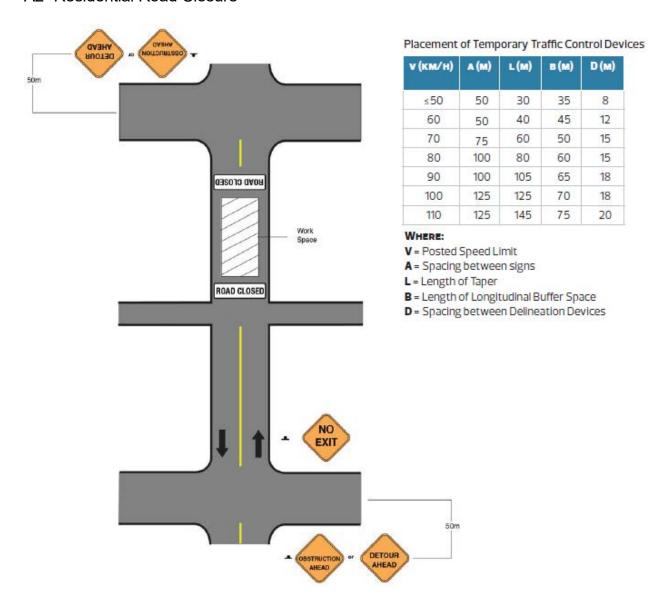


Placement of Temporary Traffic Control Devices

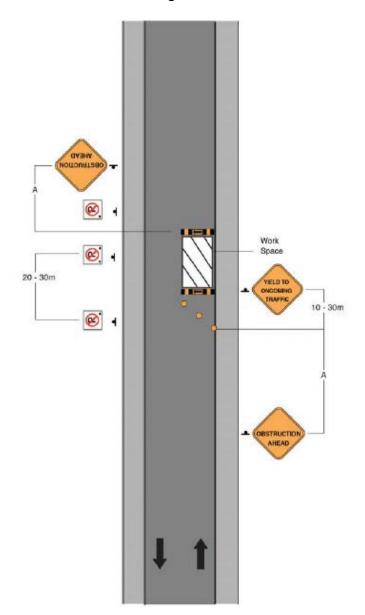
v(KM/H)	A(M)	L(M)	В (М)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
- B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

A2- Residential Road Closure



A3- Yield to Oncoming Traffic

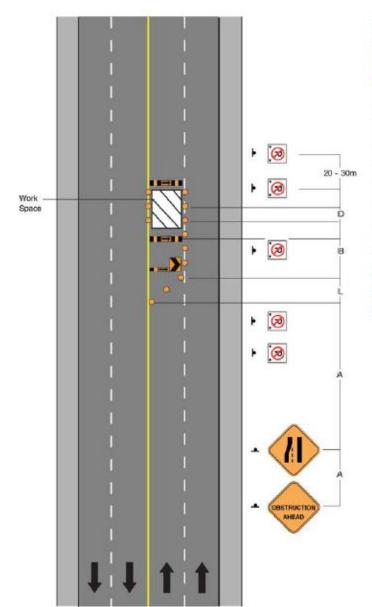


Placement of Temporary Traffic Control Devices

v (KM/H)	A (M)	L(M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
- B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

A4- Single Left Lane Closure: Parking Permitted

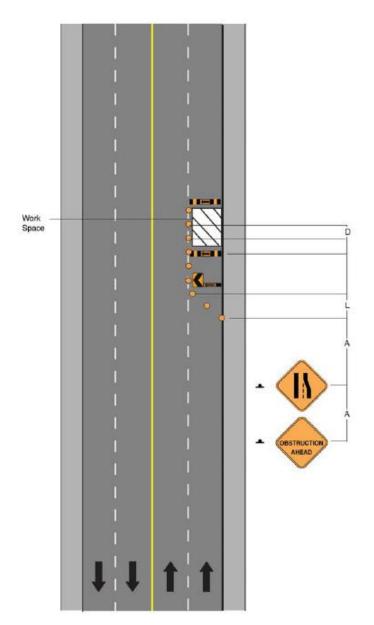


Placement of Temporary Traffic Control Devices

v (KM/H)	A (M)	L(M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
- B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

A5- Single Right Lane Closure: No Parking Permitted

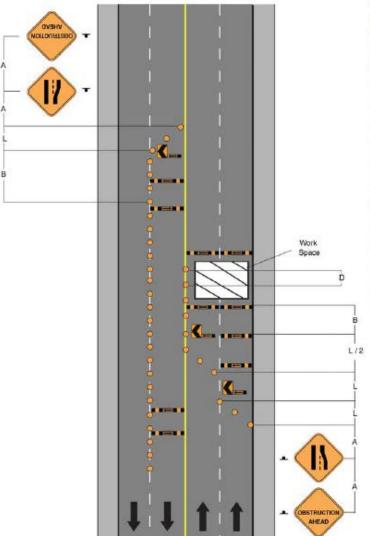


Placement of Temporary Traffic Control Devices

V (KM/H)	A (M)	L(M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
 B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

A6- Two Left Lane Closure: Traffic Split



Placement of Temporary Traffic Control Devices

v (KM/H)	A (M)	L(M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs L = Length of Taper
- **B** = Length of Longitudinal Buffer Space **D** = Spacing between Delineation Devices

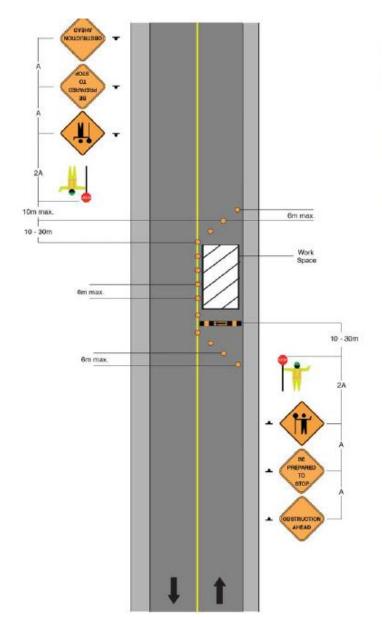
c. SERIES B: FLAGGING AND SHORT DURATION OPERATIONS

Flagging and short duration operations can occur under a variety of situations. Included in the following pages are examples of the following situations:

- + B1 Two Way Flagging Operation
- + B2 Flagging: Closure Short Duration
- + B3 Short Duration: Utility Operation
- + B4 Short Duration: Work at Signalized Intersection

For short duration operations affecting pedestrians, see Section d, Series C.

B1 – Two Way Flagging Operation

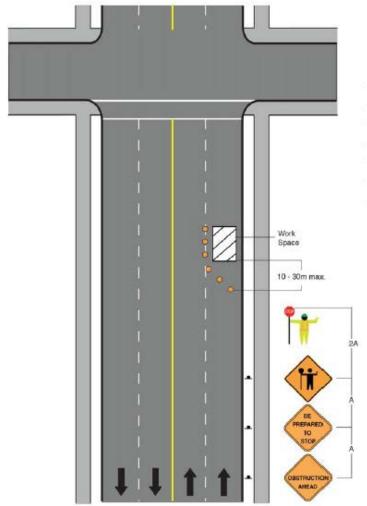


Placement of Temporary Traffic Control Devices

v (KM/H)	A (M)	L(M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
- B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

B2 – Flagging: Closure Short Duration

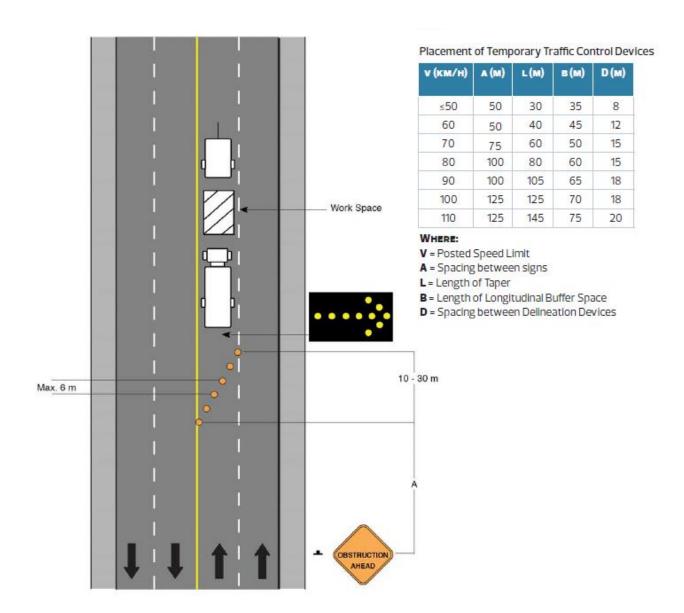


Placement of Temporary Traffic Control Devices

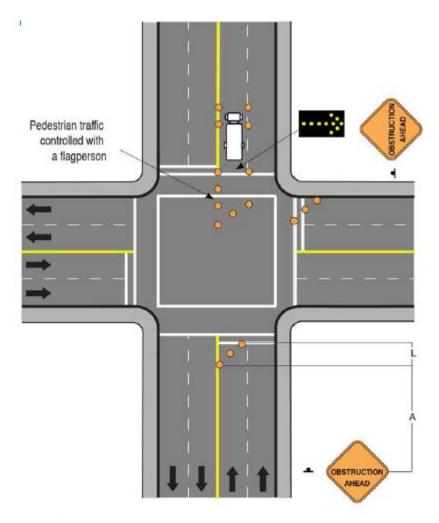
v (KW/H)	A (M)	L(M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
 B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

B3 – Short Duration: Utility Operation (e.g. - manholes or pothole repairs, etc.)



B4 – Short Duration Work at Intersection



Placement of Temporary Traffic Control Devices

V (KM/H)	A (M)	L(M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

WHERE:

V = Posted Speed Limit

A = Spacing between signs

L = Length of Taper

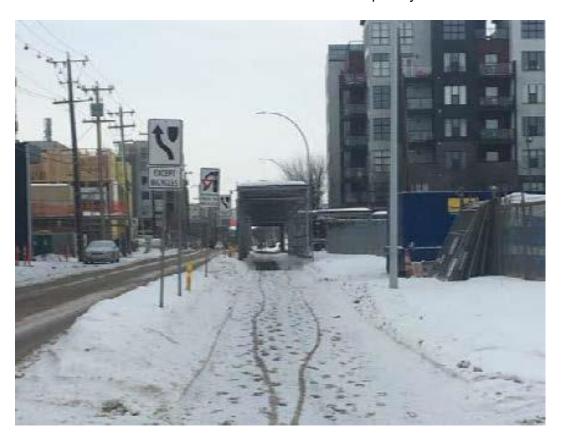
B = Length of Longitudinal Buffer Space

D = Spacing between Delineation Devices

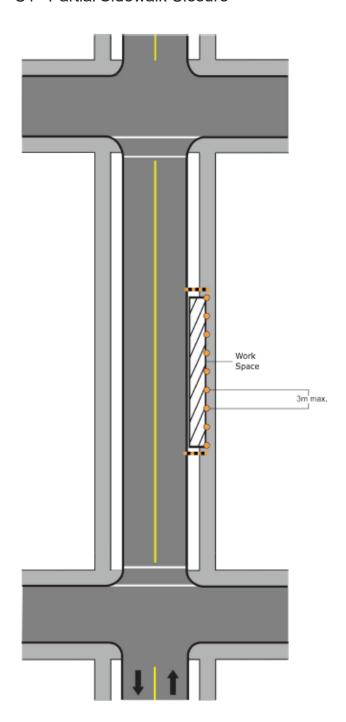
d. SERIES C: PEDESTRIAN ACCOMMODATIONS

This section refers to those situationswhere pedestrians need to be accommodated through work zones for short duration and long duration projects. Flag people may also be used in a few situations to direct pedestrians for short duration projects. Below is an example of some typical traffic accommodation scenarios when impacting pedestrians:

- + C1 Partial Sidewalk Closure
- + C2 Sidewalk ClosedMidblock: TemporarySidewalk
- + C3- Sidewalk Closed Midblock: Pedestrians use Parallel Facility
- + C4- Sidewalks Closed at Intersection: Temporary Sidewalks



C1 - Partial Sidewalk Closure

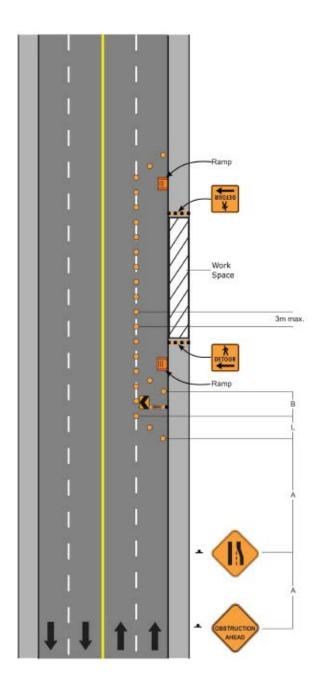


Placement of Temporary Traffic Control Devices

v (км/н)	A (M)	L(M)	в (м)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
- **B** = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

C2 - Sidewalk Closed Midblock: Temporary Sidewalk

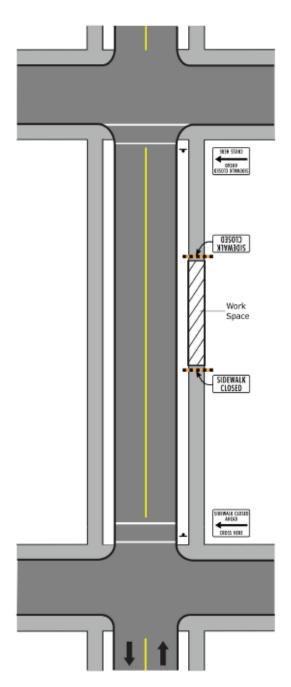


Placement of Temporary Traffic Control Devices

v (KM/H)	A (M)	L (M)	B (M)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
- B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

C3- Sidewalk Closed Midblock: Pedestrians use Parallel Facility

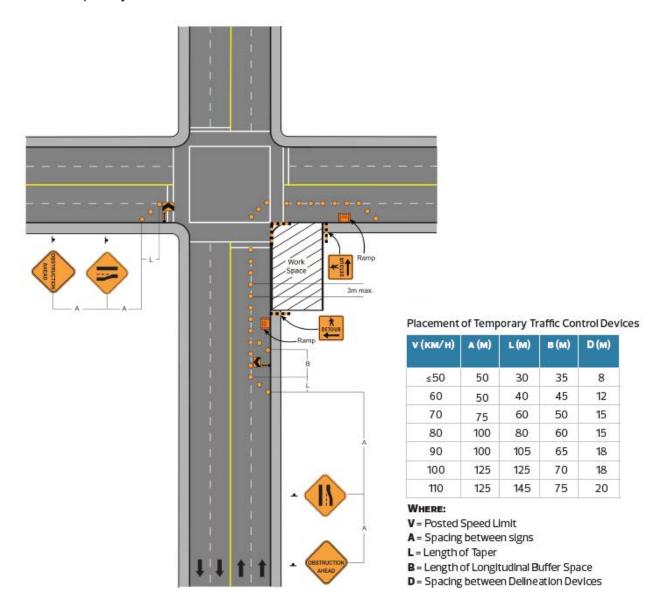


Placement of Temporary Traffic Control Devices

v (KM/H)	A (M)	L(M)	в (м)	D (M)
≤50	50	30	35	8
60	50	40	45	12
70	75	60	50	15
80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

- V = Posted Speed Limit
- A = Spacing between signs
- L = Length of Taper
- B = Length of Longitudinal Buffer Space
- D = Spacing between Delineation Devices

C4- Sidewalks Closed at Intersection: Temporary Sidewalks





Policy Manual

Section: Transportation Services

POLICY

Effective Date: October 27, 2014 **Amended:** December 19, 2016 **Amended:** June 26, 2017 **Amended:** October 28, 2019 **Amended:** December 16, 2019

POLICY TITLE: Transit Advertising

POLICY NUMBER: 34-001

POLICY PURPOSE:

To establish guidelines for the use of advertising space on transit vehicles, including Public Transit and Dial-A-Bus vehicles. Advertising space is defined as established areas on the interior and exterior of the buses, and bus shelters.

POLICY:

- 1. The Town of Whitecourt offers Transit advertising as a source of revenue to help offset system operating costs. The Town may enter into advertising agreements with interested organizations/businesses to allow for the display of advertisements on a specified location on Transit buses, and the interior and exterior areas of shelters.
- 2. The Transit Coordinator is responsible for the sales, promotion, production coordination, administration, and ongoing advertising panel maintenance for the Transit advertising program.
- 3. The allocation of advertising space will take place on a first come, first serve basis of a completed advertising agreement. Agreements may be drafted with monthly, semi-annual, or annual terms depending on the advertising space reserved.
- 4. The Town, at its sole discretion, reserves the right to reject, remove or cancel any interior or exterior sign that it deems not appropriate, in poor taste, of poor quality, or of political or sensitive nature without prior notice to the Advertiser.
 - a) All advertising creative and design must be approved by the Town of Whitecourt prior to production and must meet advertising guidelines.
 - b) The Transit Coordinator, in cooperation with the Legislative Manager, will review and approve content of all proposed advertising in accordance with the guidelines of this policy.
- 5. The Town of Whitecourt will accept advertising that:
 - a) Enhances Whitecourt's local economy;
 - b) Enhances visitor experience;



Policy Manual

Section: Transportation Services

- c) Adheres to the Canadian Code of Advertising Standards;
- d) Adheres to the Alberta Gaming, Liquor and Cannabis (AGLC) advertising guidelines; and
- e) Does not put the safety of passengers or the driver at risk.
- 6. All production and installation costs are the responsibility of the Advertiser. For wraps, the cost of installation, removal and returning the bus to its original condition are also the responsibility of the advertiser.
- 7. Transit advertising rates will be established in Bylaw 1551 Fees, Rates and Charges Bylaw.
- 8. The Town of Whitecourt may retain designated interior and exterior advertising space to promote the Whitecourt brand, services, events, and programs.
- The Town of Whitecourt will not be held responsible for any damages, vandalism, or defacing of the signs installed. The Advertiser will keep the installed signs in good repair and appearance, and will complete any repairs required at the sole discretion of the Town.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Transportation Services

POLICY

Effective Date: December 19, 2016

Amended: June 26, 2017 Amended: October 11, 2022

POLICY TITLE: Dial-A-Bus Program

POLICY NUMBER: 34-002

POLICY PURPOSE:

To establish terms of reference for the Dial-A-Bus Program.

POLICY:

- 1. The Dial-A-Bus Program is a transit service for Whitecourt residents that have a physical or cognitive impairment that prohibits them from accessing the Public Transit system.
- 2. An application must be completed to determine acceptance into the program, which requires a doctor to assess and deem that the individual is not able to take Public Transit.
- 3. A participant may be accepted into the program on a short-term or permanent basis.
- 4. The Dial-A-Bus Program may be utilized for transportation for Town of Whitecourt programs.

REFERENCE:

Schedule "A" Dial-A-Bus Application Form



Dial-A-Bus is a section of Whitecourt Transit that provides specialized, accessible, to-the-door services within the corporate limits of Whitecourt for individuals with physical or cognitive impairments who are unable to access Public Transit stops. To ensure Dial-A-Bus resources are dedicated to individuals it is intended to serve, all applicants are required to be assessed to confirm that they are unable to utilize the conventional, fixed-route public transit system.

QUALIFICATIONS:

- Resident of the Town of Whitecourt (lives within corporate limits).
- Unable to access Public Transit stops due to a physical or cognitive impairment.
- Doctor assessed.

PASSENGER INFORMATION:

- All passengers must be able to transport themselves to and from the Dial-A-Bus on their own or with an attendant.
- Operators will load wheelchairs and assist with securing mobility aids and seatbelts.
- Operators <u>will not</u> lift or push passengers up stairs or sharp slopes, or across uneven or soft terrain (such as grass or gravel).
- Operators <u>will not</u> carry parcels or bags, so passengers are asked to limit possessions to those they are comfortable carrying on their own and holding in their own lap.
- Approved applicants will be eligible for Transportation Vouchers and a \$40.00 monthly Dial-A-Bus pass.
- Chronic lateness, or scheduled rides that are frequently cancelled, may be suspended at the driver's discretion. All riders are to be ready five minutes prior to scheduled ride as drivers are not required to wait past scheduled ride time.

HOW TO APPLY:

- 1. Fill out Part A of this application.
- 2. Take the application (Parts A and B) to your doctor to have Part B completed. Both Part A and Part B must be completed in order for your application to be considered.
- 3. Return the completed application (Parts A and B) to the Allan & Jean Millar Centre:
 - Drop off: 58 Sunset Boulevard.
 - By mail: Box 509, Whitecourt AB T7S 1N6, Attention Community Services Secretary
 - Email: css@whitecourt.ca

Failure to completely fill out the application will delay the application process. The Community Services Department will notify you of your eligibility for Dial-A-Bus service.

Revised September 2024 Page 1

RULES OF USE FOR VOUCHERS

- 1. A set of 12 vouchers is issued twice a year to qualified recipients: 12 vouchers for use between April and September, and 12 for use between October and March.
- 2. Each month vouchers are not picked up, the set of 12 will be reduced by 2 vouchers (pro-rated).
- 3. Vouchers are non-transferable and hold no cash value.
- 4. Vouchers are used in lieu of fare for travel within the corporate limits of the Town of Whitecourt on the Dial-A-Bus, Public Transit and in a taxi (restrictions apply).
- 5. Vouchers are good for travel in a taxi <u>only</u> when the Dial-A-Bus is not operating. Only one voucher per trip is needed, regardless of the number of riders, providing all riders are dropped off at the same destination. Each voucher is valid for any trip point to point within Whitecourt, with a \$3.65 charge per voucher (GST included). Substituting additional tickets for the \$3.65 fee is not acceptable.
- Vouchers can only be used with Cesar's Cabs (780-262-0200) or Candy's Cabs (780-778-1616).
- 7. Each voucher used must be signed by the user. If using a taxi, the driver must sign the voucher and document the day and time the fare took place.
- 8. Abuse of the voucher system outside of the rules of use may result in the user being disqualified from further access to the Transportation Grant Program.

TO BOOK THE DIAL-A-BUS, CALL 780-706-5755 PLEASE LEAVE A MESSAGE IF THE DRIVE IS UNABLE TO ANSWER THE PHONE

For more information, contact the Community Services Secretary at: 780-778-6300 or css@whitecourt.ca www.whitecourt.ca.

The personal information in this form is collected under the authority of Section 33 (c) of the Freedom of Information and Protection of Privacy (FOIP) Act and will be used by Whitecourt Transit for processing of this form and to determine eligibility for the Dial-A-Bus service. The data is protected from unauthorized use and/or disclosure by the privacy provisions of the FOIP Act. If you have any questions about the collection, contact the FOIP Coordinator at 780-778-2273..

DIAL-A-BUS PROGRAM PART A - APPLICANT INFORMATION

To be completed by all applicants – PLEASE PRINT CLEARLY

Applicant Name:		
Address:		Postal Code:
Phone:	Date of Birth: _	
Name of Care Facility (If applicable):		(month / day / year)
EMERGENCY CONTACT INFORMATION		
Contact Name:		
Phone:		
Email:		
☐ Yes ☐ No	, 0	Public Transit bus in the past two years?
Please explain either answer: 2. Check one box that best describes your ability I can always get to and from a bus stop.	to get to and from a b	
Please explain either answer: 2. Check one box that best describes your ability I can always get to and from a bus stop. I can get to and from a bus stop only if (cl	to get to and from a b	
Please explain either answer: 2. Check one box that best describes your ability I can always get to and from a bus stop. I can get to and from a bus stop only if (cl	to get to and from a b	
Please explain either answer: 2. Check one box that best describes your ability I can always get to and from a bus stop. I can get to and from a bus stop only if (cl	to get to and from a b	
Please explain either answer: 2. Check one box that best describes your ability I can always get to and from a bus stop. I can get to and from a bus stop only if (cl. I have an attendant with me.	to get to and from a b	
Please explain either answer: 2. Check one box that best describes your ability I can always get to and from a bus stop. I can get to and from a bus stop only if (cl. I have an attendant with me. I receive training or orientation for th. There are sidewalks available.	to get to and from a beneck all that apply): e stops I use.	
Please explain either answer: 2. Check one box that best describes your ability I can always get to and from a bus stop. I can get to and from a bus stop only if (cl. I have an attendant with me. I receive training or orientation for th. There are sidewalks available. The sidewalks have curb cuts.	to get to and from a beneck all that apply): e stops I use. lined.	

3.	Check one box that best describes you	r ability to wait outside at a bus stop.				
	I can generally wait outside at a bus stop and recognize my bus.					
	I can wait outside at a bus stop	I can wait outside at a bus stop only if (check all that apply):				
	I have an attendant with r	I have an attendant with me.				
	There is a bench.					
	There is a shelter.					
	The wait is no longer than	minutes.				
	Other:					
	I cannot wait outside at a bus s	stop (please explain):				
4.	Will you use any of the following wher	you ride the Dial-A-Bus? (Check all that apply)				
	Manual Wheelchair	Walker				
	Guide Dog	Communication Boards				
	Powered Wheelchair	Hearing Aid				
	Cane	Crutches				
	Oxygen	Leg Braces				
	White Cane	☐ Interpreter/Intervenor				
	Powered Scooter	Other:				
	Prosthesis					
The	e maximum base dimensions of mobility	aid equipment are 30 x 48 inches (76 x 122 cm). Equipment larger than this				
car	nnot be accommodated. The combined w	reight of the equipment and passenger cannot exceed 750lbs (340kg).				
5.	Location recognition - Check one box t	hat best describes your ability to recognize your destination and your home				
	(check all that apply):					
	I can independently recognize my destination and leave the bus.					
	I cannot independently recognize my destination and leave the bus.					
	☐ I can recognize my destination an	d leave the bus <i>only if</i> (check all that apply):				
	I have an attendant with me.					
	The driver announces my sto	p.				
	I receive travel training.					
	Other:					

6.	If you use mobility a	id equipment, can yo	u transfer to a four-door sedan automobile without assistance?
	Yes	☐ No	Sometimes
7.	If approved for Dial-	A-Bus service, when c	do you require the service?
	☐ Winter (Approx	. Oct Apr.)	
	Summer (Appro	ox. May - Sept.)	
	Year round		
	☐ If temporary, sp	pecify duration:	
8.	· ·	our disability affect yo additional information	our use of regular fixed-route transit service provided by Public Transit? n)
9.	Do you require a ma	indatory attendant wh	hen riding the Dial-A-Bus?
	Yes	☐ No	
and beh ma	l frequent attention fo aviour unacceptable ndatory attendant, Di	or medical or behavio to other passengers, al-A-Bus will only prov	e operation of their vehicles and cannot supervise those who require constant pural reasons. Registrants requiring attention of this nature, or who display will be required to ride with an attendant at all times. If you require a vide service when an attendant, provided by you, is travelling with you at all ired for any passengers under the age of 12.
10.	Can you be left alone	e at your destination?	,
	Yes	☐ No	
11.	Can you be left alon	e at home?	
	Yes	☐ No	
If y	ou answered NO to ei	ther question(s), plea	se explain:

If the registrant cannot be left alone, and no one is available to receive him/her when the vehicle arrives, the registrant will be assigned a mandatory attendant status and will have to travel with an attendant at all times.

•	vide an alternative dropped off at you	•	t person in close	proximity to your home, in the event that you
Name:				Phone:
Address:				
Relationsh	ip:			
health car	e professional nar	ned in Part B to provide info	rmation to Whi	given above is accurate and I authorize the tecourt Transit Dial-A-Bus. If Whitecourt Transit ability, my eligibility status may be reviewed and
Signature:			Date:	
				(month / day / year)
				Postal Code:
Relationsh	ip to Applicant:			
I certify to	the best of my kno	wledge the information given	above is accura	ite.
Signature:		_	Date:	(month / day / year)
				(month) day, year,
		HAVE COMPLETED PART A A fee may be charged by yo		A AND B TO YOUR PHYSICIAN o complete Part B. *
FOR	OFFICE USE ONLY	Approved By:		Date:

DIAL-A-BUS PROGRAM PART B - MEDICAL CONFIRMATION FORM

To be completed by a Physician and returned to the Applicant - PLEASE PRINT CLEARLY

Dial-A-Bus is a section of Whitecourt Transit that provides specialized, accessible, to-the-door transit services for individuals with physical or cognitive impairments who are unable to make use of regular fixed-route Whitecourt Transit services. To ensure Dial-A-Bus resources are dedicated to individuals it is intended to serve, all applicants are required to be assessed to confirm that they are unable to utilize the conventional, fixed-route public transit system. Any charges for completing this form or for obtaining additional information are the responsibility of the applicant.

For more information, contact the Community Services Secretary at: 780-778-6300 or css@whitecourt.ca www.whitecourt.ca.

Λnı	plicant's Name:
Aþl	pilcant 5 Name.
1.	I have read Part A in its entirety.
	☐ Yes ☐ No
2.	I agree with the information provided in Part A.
۷.	
	Yes
If v	ou answered NO to either question(s), please explain:
,	
3.	What is the health condition(s) or disability that prevents the applicant from using the regular transit system?
4.	Severity of disability/limitations:
	Mild Moderate Severe Profound
5.	Expected duration of disability:
	Permanent (No expectation of improvement)
	Seasonal (Approx. October - April)
	Temporary - expected duration:

6.	Does the applicant re	quire an attendant w	hen riding the Dial-	A-Bus?		
	Yes	□ No				
7.	Can the applicant be	left alone at their des	tination?			
	Yes	☐ No				
8.	Can the applicant be	left alone at home?				
	Yes	☐ No				
9.	Are there any additions should be made awa		i.e. behavioural, agg	ression, seizure) that	Whitecourt Transit Dia	al-A-Bus
	ereby certify that the in use regular fixed-route		this assessment is a	accurate and a true rej	flection of the applicar	nt's abilit ₎
Phy	vsician Name: (please p	rint)				
Phy	vsician Signature:					
Dat	re:					
	(month	n / day / year)				



Policy Manual

Section: Transportation Services

POLICY

Effective Date: September 25,2006 Amended: September 21, 2016 Amended: December 19, 2016 Amended: June 26, 2017 Amended: October 11, 2022

POLICY TITLE: Transportation Grant Program

POLICY NUMBER: 34-003

POLICY PURPOSE:

The Town of Whitecourt will subsidize transportation for seniors and persons with physical or cognitive impairments.

POLICY:

- 1. Users must be a resident of Whitecourt.
- 2. Seniors must be sixty-five (65) years of age or older to be eligible. (Identifiable with a Seniors Citizen Card.)
- Persons under sixty-five (65) years of age with a disability must have a physical or cognitive impairment to quality for assistance under the program. Applicants must meet the criteria as established by the Family and Community Support Services Department.
 - a) Physically Proof of Assured Income for the Severely Handicapped (AISH) or medical confirmation of short-term, long-term, or permanent physical impairment that is derived from a special birth condition, disease, or accident.
 - b) Cognitive Impairment Proof of AISH or medical confirmation of short-term, long-term, or permanent cognitive impairment that is derived from a special birth condition, disease, or accident.
- 4. Persons must apply for the program.
- 5. Persons that qualify will receive an amount of transportation vouchers per year that can be used on Public Transit, the Dial-A-Bus, and in a local taxi.
- 6. The Vouchers can only be used for taxi service outside of Transit operating hours or if participating in the Dial-A-Bus program when the Dial-A-Bus is not operating.



Policy Manual

Section: Transportation Services

7. Misuse of the vouchers or not adhering to program guidelines may result in suspension from the program.

REFERENCE:

Schedule "A" Application Form for Transportation Grant Program Schedule "B" Medical Confirmation Form



TRANSPORTATION GRANT PROGRAM FOR SENIORS AND PERSONS WITH DISABILITIES APPLICATION

The Transportation Grant Program for Seniors and Persons with Disabilities Grant Program is a Transportation Voucher Program that provides 12 vouchers twice a year to qualified recipients. Vouchers can be used in lieu of fare on Public Transit, and in a taxi (*restrictions apply*).

The Transportation Grant Program is not a low income subsidy program or a program for individuals who have lost their licence due to motor vehicle infractions, are at risk of losing their licence due to a non-medical matter, or are unable to afford the costs associated with the operation of a motor vehicle.

QUALIFICATIONS:

- 1. Resident of Whitecourt (lives within corporate limits).
- 2. Applicants:
 - Must be 65 years of age or older (proof of age is required); or
 - Must be receiving Assured Income for the Severely Handicapped (AISH) benefits (proof of approval is required); or
 - Must be under 65 years, not receiving AISH benefits, and have a cognitive or physical impairment of a permanent or temporary nature (doctor assessed).
- 3. A medical confirmation approved by a physician is required for disabled applicants under the age of 65, not receiving AISH.
 - Physical Impairment: This applies to Applicants with a short- term, long-term or permanent disability that is derived from special birth conditions, disease, or accident that would prevent the individual from obtaining a driver's licence, or for those with a valid driver's licence, the individual is medically restricted from operating a motor vehicle. Normal motor activity is accomplished with assistance of some aid (i.e. wheelchair, cane, brace, or walker).
 - <u>Cognitive Disability</u>: This applies to Applicants with a short-term, long term, or permanent cognitive disability that is derived from special birth condition, disease or accident that would prevent the individual from obtaining a driver's licence, or for those with a valid driver's licence, the individual is medically restricted from operating a motor vehicle.

RULES OF USE FOR VOUCHERS

- 1. A set of 12 vouchers is issued twice a year to qualified recipients: 12 vouchers for use between April and September, and 12 for use between October and March.
- 2. Each month vouchers are not picked up, the set of 12 will be reduced by 2 vouchers (pro-rated).
- 3. Vouchers are non-transferable and hold no cash value.
- 4. Vouchers are used in lieu of fare for travel within the corporate limits of the Town of Whitecourt on Public Transit and in a taxi (restrictions apply).
- 5. Vouchers are good for travel in a taxi<u>only</u> when Public Transit is not operating. Only one voucher per trip is needed, regardless of the number of riders, providing all riders are dropped off at the same destination. Each voucher is valid for any trip point to point within Whitecourt, with a \$3.65 charge per voucher (GST included). Substituting additional tickets for the \$3.65 fee is not acceptable.
- 6. Vouchers can only be used with Cesar's Cabs (780-262-0200) or Candy's Cabs (780-778-1616).
- 7. Each voucher used must be signed by the user. If using a taxi, the driver must sign the voucher and document the day and time the fare took place.
- 8. Abuse of the voucher system outside of the rules of use as noted may result in the user being disqualified from further access to the Transportation Grant Program.
- 9. Monthly passes are available for purchase at the Allan & Jean Millar Centre for Public Transit at a reduced rate of \$40.00 per month for approved applicants.

Return completed forms to the **Allan & Jean Millar Centre**:

- Drop off: 58 Sunset Boulevard.
- By mail: Box 509, Whitecourt AB T7S 1N6, Attention Community Services Secretary
- Email: css@whitecourt.ca

For more information, contact the Community Services Secretary at: 780-778-6300 or css@whitecourt.ca www.whitecourt.ca.

The personal information in this form is collected under the authority of Section 33 (c) of the Freedom of Information and Protection of Privacy (FOIP) Act and will be used by the Town of Whitecourt for processing of this form and to determine eligibility for the Transportation Grant Program for Seniors and Persons with Disabilities. The data is protected from unauthorized use and/or disclosure by the privacy provisions of the FOIP Act. If you have any questions about the collection, contact the FOIP Coordinator at 780-778-2273.

TRANSPORTATION GRANT PROGRAM FOR SENIORS AND PERSONS WITH DISABILITIES PART A - APPLICANT INFORMATION



nevised iviay 2024

To be completed by all applicants-PLEASE PRINT CLEARLY

	cant Name:	
Addre	ess:	Postal Code:
Phone	e: Date of Bir	rth:
		(month / day / year)
Please	e select one of the following:	
	65 years of age or older (proof of age is required).	
	Receiving benefits through Assured Income for the required).	ne Severely Handicapped (AISH) (Proof of approval is
	permanent physical disability that is derived from s	applies to applicants with a short-term, long-term, or special birth conditions, disease, or accident that would icence, or for those with a valid driver's licence, the
	permanent mental disability that is derived from sp	pplies to applicants with a short-term, long-term, or ecial birth conditions, disease, or accident that would prevent or those with a valid driver's licence, the individual is
	by make application for the Transportation Grant Proged ed above and that I am aware of the rules for use of t	gram. I certify that I am eligible according to the criteria he vouchers and agree to abide by such rules.
Date _	(month / day / year)	Signature

TRANSPORTATION GRANT PROGRAM FOR SENIORS AND PERSONS WITH DISABILITIES PART B - MEDICAL CONFIRMATION FORM



To be completed by a Physician for individuals under 65 and not on AISH

Αp	Applicant Name				
Αp	pplicant Address				
	CRITERIA FOR PROGRAM				
1.	Must be a resident of Whitecourt. (lives within corporate limits)				
2.	Persons under 65 years of age with Physical Disability. This applies to applicants with a short-term, long term, or permanent physical impairment. Impairment means that normal motor activity is accomplished with assistance of some aid. (i.e. wheelchair, cane, brace, or walker). This applies to applicants with a short-term, long term, or permanent physical disability that is derived from special birth condition, disease, or accident that would prevent the individual from obtaining a driver's licence, or for those with a valid driver's licence, the individual is medically restricted from operating a motor vehicle.				
3.	Persons under 65 years of age with Mental Disability. This applies to applicants with a short-term, long-term, or permanent mental disability that is derived from special birth condition, disease, or accident that would prevent the individual from obtaining a driver's licence, or for those with a valid driver's licence, the individual is medically restricted from operating a motor vehicle.				
As	the Applicant's physician, please complete the following questions based on the above criteria.				
1.	According to the criteria, is the Applicant eligible for transportation vouchers? Yes No				
	If eligible, please indicate for what reason:				
2.	Will the Applicant require vouchers on a permanent basis? Yes No				
	If no, what is the expected duration that the vouchers will be required?				
	Physician Name (please print) Physician Signature				



Policy Manual Section: **Utilities**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010
Amended: June 24, 2013
Amended: October 27, 2014
Amended: December 19, 2016
Amended: October 22, 2018
Amended: October 22, 2018
Amended: October 11, 2022
Amended: October 23, 2023

POLICY TITLE: Water Distribution System

POLICY NUMBER: 41-001

POLICY PURPOSE:

To identify maintenance responsibilities for the Town and utility customers.

POLICY:

- 1. Cost of frozen water service line thawing will be charged to the property owner if the problem is on the owner's side of the curb stop plus parts and labour (cost of Town forces).
- 2. Cost will be the Town's responsibility if the problem is from the curb stop to the main line, which lies within the Town rights of way.
- 3. If the water service is frozen on both sides of the curb stop, the costs will be shared by both parties. The owner of the property shall be present to agree where the problem area is to allocate cost.
- 4. Bleeder lines will be installed before the meter to prevent frozen lines on Town property and will be maintained and turned off and on when required by Town forces.
- 5. Bleeder lines will be installed after the meter and the costs of water will be charged to the owner to prevent freezing on owner's property.
- 6. Bleeder lines may be installed after the meter in some cases to prevent freezing on Town property and the property owner will be charged an estimate based on previous account history.
- 7. Utility Safety Partners will be notified prior to excavation of any lines.
- 8. In the event a service line freezes and cannot be thawed, an over ground line may be led from another property and both owners will be charged an estimate based on account history for that month in the previous year for the duration of the hook-up.



Policy Manual Section: **Utilities**

- 9. Water lines will be thawed from inside the building at the meter connection with hot water pressure.
- 10. Electrical current will not be used to thaw frozen service lines.
- 11. If excavation of curb stop is required to remove a thawing hose due to a frozen water service within the Town's right of way, the costs will be the Town's responsibility including repairing of the landscape and any concrete work. Should the water service be frozen on the homeowner's property, the owner shall be responsible for all costs.
- 12. Repair or replacement of a damaged curb stop will be charged to the property owner including all costs to gain access to the curb stop.
- 13. If a water leak has developed at the curb stop and/or the water service line, the location of the problem will determine who is responsible by turning off the curb stop. On the street side, including the street side connection of the curb stop, including the curb stop itself, it is the Town's responsibility. Should the leak be on the property owner's side, and the property owner's side connection of the curb stop, it is the property owner's responsibility. Should the leak be on the property owner's side and damage has occurred to the curb stop due to the leak, the Town will replace the curb stop at the time of excavation at the owner's expense.
- 14. Property owners will be responsible for costs to replace concrete sidewalks, driveways, landscaping, etc. should the water leak occur on the property owner's side. Should the water leak be on the Town's side, it shall be the Town's responsibility to restore property features that conform with regulations and guidelines of the Land Use Bylaw. (i.e. non-conforming flowerbeds, retaining walls, sprinkler systems, etc. will not be the Town's responsibility to restore.)
- 15. All service line hook-ups must be inspected and approved by Town Utility personnel before back filling. Excavation will be required if not inspected prior to backfilling at the property owner's or developer's cost and the water will not be turned on until an inspection is completed.
- 16. In the event the service box is damaged it will be replaced at cost to the developer or land owner at the time of replacement.
- 17. Uni-directional flushing of the total water main system is done every two (2) years by isolating valves and is completed by the Town as required.
- 18. All water control valves and hydrants shall be operated and checked every two (2) years on a rotating schedule, and repairs and servicing done as required. The Whitecourt Fire Department will be notified of any hydrants out of service. The Town does not inspect or maintain private fire hydrants.
- 19. All materials used to install or repair a service line on Town owned property must be approved by Utility Department personnel as per the Town's Design Standards.



Policy Manual Section: **Utilities**

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual Section: **Utilities**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 **Amended:** June 24, 2013

Amended: September 28, 2020 Amended: October 11, 2022 Amended: October 23, 2023

POLICY TITLE: Sewer System Maintenance

POLICY NUMBER: 41-002

POLICY PURPOSE:

To ensure proper operation of public sewer mains.

POLICY:

- 1. The Town will have a regular program of inspecting and cleaning sanitary sewer mains.
- 2. The Town will not clear or accept responsibility for blockages within service connections (from building to main line).
- 3. The Town will repair or replace the portion of a service connection that lies within the municipal right-of-way in the event of material failure as viewed and/or verified by closed-circuit television (CCTV). The Town will not be responsible to repair inferior connections at the property line.
- 4. Weeping tile shall not be hooked into the sanitary sewer lines or system. If required for drainage a sump pump must be provided which will pump water on either the front or rear yards of dwellings or a stone field system whichever is more acceptable.
- 5. Sewer system maintenance will be completed as per a five (5) year rotation schedule.



Policy Manual Section: **Utilities**

POLICY

Effective Date: September 25, 2006 Amended: December 19, 2016 Amended: October 28, 2019

POLICY TITLE: Water Meter Accuracy

POLICY NUMBER: 41-003

POLICY PURPOSE:

To ensure accuracy of meters is maintained.

POLICY:

- 1. The Town will check meter accuracy on request of a utility account holder.
- 2. The cost of the meter testing will be charged to the utility account holder if the meter tests within plus or minus one and a half percent (1.5%) of the test standard.
- 3. The Town may also check water meter accuracy from time to time as required at no charge to the utility account holder.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual Section: **Utilities**

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 27, 2014 Amended: September 28, 2020 Amended: October 11, 2022

POLICY TITLE: Damaged Water Meters

POLICY NUMBER: 41-004

POLICY PURPOSE:

To identify maintenance responsibilities for frozen, tampered, or damaged water meters.

POLICY:

- 1. Cost of repairs done to meters will be the owner's responsibility if frozen or damaged. Except for costs of repairs to meters that fail to provide meter reading or become inoperable will be covered by the Town of Whitecourt exclusively.
- 2. The cost of the service call by Town forces is to be determined at the time of required service, and will be charged per Policy 13-009 Third Party Billing.
- 3. Tampering of water meters will result in the property owner being charged for the replacement cost of the meter and may result in prosecution as set forth in Utility Bylaw 1511.
- 4. Owners shall ensure that proper access for inspection and repairs is provided to the meter. If not, the owner is responsible for all costs associated with accessing the meter as well as restoration.
- 5. The metering vaults located within Town limits are the responsibility of the owner for operation and maintenance.

REFERENCES:

Policy 13-009 Third Party Billing Bylaw 1511 – Utility Bylaw



Policy Manual Section: **Utilities**

POLICY

Effective Date: September 25, 2006 Amended: September 24, 2007 Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 27, 2014 Amended: December 19, 2016

Amended: October 10, 2017 Amended: September 28, 2020 Amended: October 11, 2022

POLICY TITLE: Fire Hydrants

POLICY NUMBER: 41-005

POLICY PURPOSE:

To regulate the use of fire hydrants.

POLICY:

- 1. Fire hydrants will be used by the Town of Whitecourt, Whitecourt Fire Department and any other Town department, whenever required.
- 2. Use of fire hydrants by agencies other than the Town of Whitecourt and the Whitecourt Fire Department will be only allowed with prior permit application and authorization given by the Manager of Utilities or designate with arrangements made for a control valve, backflow preventer, water meter, utility account, and approved operation methods of hydrants. Use of water from hydrants will be for municipal work only or by special arrangements for others will be invoiced at bulk water rates, as a cardlock service is available.
- 3. The Fire Department shall be notified of fire hydrant use for construction purposes, of water main bypasses in the event of a water break, and if the hydrant is out of service. The Fire Department will inform the Manager of Utilities if any fire hydrants have been used for fire protection services.
- 4. All fire hydrants shall be painted in high visibility yellow. A light blue pumper cap (4.5 inches diameter) indicates the hydrant is a storz connection. A small black hose cap (2.5 inches diameter) indicates the hydrant does not drain automatically.

REFERENCES:

Bylaw 1551 – Fees, Rates and Charges Bylaw Bylaw 1511 – Utility Bylaw



Policy Manual Section: **Utilities**

POLICY

Effective Date: May 28, 2007 Amended: March 25, 2008 Amended: November 23, 2015 Amended: December 19, 2016 Amended: October 22, 2018 Amended: December 16, 2019

POLICY TITLE: Rural Utility Service

POLICY NUMBER: 41-006

POLICY PURPOSE:

To provide for properties beyond Town boundaries to be served with Town water and sewer.

POLICY:

- 1. The Town of Whitecourt may provide water and sewer services to customers beyond the municipal boundary provided the customers within Town are not disadvantaged by the service and are treated equitably.
- 2. Service provision shall be subject to the standards attached as Schedule "A", and Council's approval
- All costs associated with rural utility service will be borne by the rural customer(s).
- 4. Developments outside of Town boundaries that request Town water and sewer services are to be charged connection rates at double the water/sewer off site levy rate listed in Bylaw 1551 – Fees, Rates and Charges Bylaw, or as otherwise stated in alternate agreements.
- 5. Town water cannot be purchased for re-sale unless otherwise stated in alternate agreements.

REFERENCES:

Schedule "A" Rural Utility Connection Standards Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual Section: **Utilities**

Policy 41-006 Rural Utility Services Schedule "A" Rural Utility Connection Standards

- The Town of Whitecourt may provide water and sewer services to customers beyond the municipal boundary provided the customers within Town are not disadvantaged by the service and are treated equitably. All installations may include both water and sanitary sewer.
- 2. Customers may include Woodlands County, the Province of Alberta, individuals, corporate entities, or other organizations.
- 3. Any prospective Customer shall provide the Town written approval from Woodlands County for the Town to provide utility service within the County. If more than one property will be served by the utility extension, the County shall be the Customer, and enter into an Intermunicipal Services Agreement for the services provided.
- 4. The Customer is required to extend the Town's main system from the end of the existing system to the municipal boundary at his own cost.
 - a. Main extension shall be of the same or greater size than the existing Town main being extended.
 - b. Work shall be done to Town standards.
 - c. Engineering and all approvals are the responsibility of the customer.
 - d. A fire hydrant and meter chamber shall be installed at the end of the Town system, with vehicle access provided to this point.
 - e. The Town will own and maintain the extension to the Town system, as located within the Town.
 - f. If customers within the Town connect to the main extension provided by the Customer, the Town may seek a contribution at the time of connection and provide this contribution to the Customer.
- 5. The point of service shall be the Town boundary.
- The Customer is required to obtain all approvals, install, maintain (including adequate chlorine residuals), and operate all components beyond the point of service.
- 7. The Customer will retain ownership of the system beyond the point of service.
- 8. All consumption shall be metered, and charged per Bylaw 1551 Fees, Rates and Charges Bylaw.



Policy Manual Section: **Utilities**

- 9. The customer shall purchase a water meter from the Town:
 - a. The meter shall be placed at the point of service in a secured meter chamber, or;
 - b. A meter may be placed at the Customer's property if:
 - i. The service line is pressure tested annually or as requested within 72 hours of notification, with the results provided to the Town, and;
 - ii. An agreed surcharge for out of town meter reading is paid or a remote readout is provided at the point of service.
- 10. Payments for utility charges shall be made by the Customer as noted on the utility bill, unless otherwise stated in alternate agreements.
 - a. Failure to pay a utility account will result in termination of services at the service point.
 - b. Reconnection charges shall be paid prior to service being re-established per Town of Whitecourt Bylaw 1511.
- 11. The Customer shall pay the Town a contribution for treatment and trunk facilities at twice the rate established in Bylaw 1551 Fees, Rates and Charges Bylaw for intown Off Site Levies or as per the Fee Rate established within the service agreement, or as indicated in other agreements.
- 12. All fixtures installed on the customer's site shall be of a low consumption nature, and comply with the Town's Utilities Bylaw.
 - a. The Customer shall provide the Town with an inspection report by a Plumbing Safety Codes Officer certifying that all fixtures comply with this requirement within thirty days of any installation.



Policy Manual Section: **Utilities**

POLICY

Effective Date: January 25, 2021

POLICY TITLE: Sump Pit Materials Testing Incentive Program

POLICY NUMBER: 41-007

POLICY PURPOSE:

To establish terms of reference for the Sump Pit Materials Testing Incentive Program.

POLICY:

- The Sump Pit Materials Testing Incentive Program's objectives are to reduce and eventually eliminate the discharge of grit and prohibited substances from entering the wastewater system by providing a cost incentive to eligible businesses to assist with sump pit materials testing expenses.
- 2. Non-residential business owners that have sump pits may be eligible for assistance from the Town of Whitecourt for sump pit materials testing. Sump pit materials testing is required prior to disposal to the Whitecourt Regional Landfill or any disposal facility approved by Alberta Environment and Parks (AEP).
- 3. Through the Town of Whitecourt's Sump Pit Materials Testing Incentive Program, the Town of Whitecourt may annually reimburse 50% or up to \$250.00 for sump pit material testing costs to eligible businesses.
- 4. Applications for funding will be accepted throughout the year on a case by case basis. Priorities will be established in case the funding requests exceeds the available funds.
- 5. Applicants will be required to complete Schedule "A" Application Form, and will be required to provide testing results and copies of invoices for reimbursement.

REFERENCE:

Schedule "A" Sump Pit Materials Testing Incentive Program Application Form



SUMP PIT MATERIALS TESTING INCENTIVE PROGRAM APPLICATION FORM

RETURN TO: Town of Whitecourt - Infrastructure Services Department

Box 509, 5004 52 Avenue, Whitecourt, AB T7S 1N6

Attn: Director of Infrastructure Services

Date:	<u> </u>
Business Name:	
Address:	
Phone:	E-mail:
l,	being the registered owner of
the business/property located at	, Whitecourt,
Alberta, request that the Town of Whi	tecourt reimburse a portion of sump pit materials
testing expenses. I recognize that the	Sump Pit Materials Testing Incentive Program is a
partnership endeavour, and understar	nd that the Town of Whitecourt will pay 50% or up
to \$250 of the costs associated with the	e sump pit materials testing annually, and that I will
be responsible to pay the outstanding	amount.
	Signature of Business/Property Owner

Note:

- 1. Once a year, sump pit material should be tested to ensure compliance with landfill waste parameters set forth by Alberta Environment and Parks (AEP).
- 2. The expenses will be shared between the business/property owner and the Town, with the Town contributing 50% or a maximum of \$250 annually towards sump pit testing costs (reimbursement not to exceed testing costs).
- 3. The Town shall participate to the extent that funding is available.
- 4. Priorities will be established in case the funding requests exceeds the available funds.
- 5. Applications must be submitted prior to sump pit testing is conducted.

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Sump Pit Testing Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.

For Town Office Use:		
Date:	Total Testing Cost:	
Testing Results & Receipt Received: Yes / No	Date Work Completed:	
Town's Share:	Owner's Share:	



Policy Manual

Section: Municipal Planning and Development

POLICY

Effective Date: April 22, 2013 Amended: April 25, 2016 Amended: December 19, 2016 Amended: July 24, 2017 Amended: October 10, 2017 Amended: October 22, 2018 Amended: September 28, 2020

POLICY TITLE: Vitalization Grant Program

POLICY NUMBER: 61-001

POLICY PURPOSE:

To establish terms of reference for the Vitalization Grant Program.

POLICY:

- 1. The Vitalization Grant Program was established to provide financial support to local businesses and organizations located in the downtown core or along the Highway 43 corridor who wish to enhance the exterior appearance of their building to meet the architectural theme of the Town of Whitecourt Vitalization Plan.
- 2. The Program's objectives are:
 - a) To assist local businesses or organizations located in the downtown core or along the Highway 43 corridor to make permanent upgrades to their buildings that meet the architectural theme of the Town of Whitecourt Vitalization Plan.
 - b) To assist local businesses and organizations located in the downtown core or along the Highway 43 corridor to contribute to the Vitalization of the Town of Whitecourt.
 - c) To enhance the quality of life and well-being for the residents of Whitecourt by increasing the aesthetic appeal of the Highway 43 corridor and downtown core.
 - d) To enhance the pride and profile of the Town of Whitecourt for both residents and visitors alike.
- 3. All applicants must have consent of the property owner and be within the downtown core as outlined in red on Schedule "D", or abutting the Highway 43 corridor as defined in Schedule "D".



Policy Manual

Section: Municipal Planning and Development

- 4. Properties outside of the downtown core or outside of the Highway 43 corridor may be eligible to receive grant funding provided that:
 - a) They fall within the hatched area as identified in Schedule "D" bounded by the CN railway to the south, 47 Street to the east, 52 Avenue to the north, and the existing Downtown Core boundary to the west; and,
 - b) They have a C-1, C-2, C-3, C-5 or C-6 Land Use District designation; and,
 - c) The first round of grant applications has been completed for the year; and.
 - d) There are unallocated grant dollars following the first intake of grant applications for the year; and,
 - e) All other applications that fall within the downtown core and/or Highway 43 corridor are scored prior to consideration of applications outside of the area.
- 5. Applications to the Vitalization Grant Program will be considered on a case-by-case basis.
- 6. The Planning & Development Department will review all applications to the Vitalization Grant Program and recommend allocations to Council for approval. Administration reserves the right to assess the reasonableness of costs and which costs are eligible under the terms of the program.
- 7. In considering an application, the Planning & Development Department will have general regard for, but not be bound by the following considerations:
 - a) A detailed project description and an explanation of how the project will contribute to the enhancement of our community.
 - b) An explanation of how the project will be sustained.
 - c) Extent to which the project meets the intent of the Vitalization Wood/Stone Architectural Theme shown on Figure 3.
 - d) The applicant's ability to manage the project.
- 8. A maximum of twenty-five percent (25%) of the total project cost up to a maximum of \$10,000.00 is eligible under this program. Estimated project cost and funding including quotes must be submitted with each application.
- 9. Funding will be allocated for upgrades to faces of buildings fronting downtown core Streets or Highway 43. A minimum of twenty percent (20%) of this building face(s) must be wood/stone as per the Vitalization Architectural Theme. Where properties outside of the downtown core or Highway 43 corridor are considered per Clause 4 of the policy, a minimum of twenty percent (20%) of any building face fronting onto the main street(s) or roadway(s) must be wood/stone per the Vitalization Architectural Theme. Refer to Schedule "F" Vitalization Architectural Wood/Stone Theme.



Policy Manual

Section: Municipal Planning and Development

- 10. Funds must be used for enhancement and cannot be used to fund new projects or projects a business/organization would normally be expected to provide (i.e. maintenance).
- 11. All submissions must be completed in writing on or before the deadline and include all required supplementary documentation, including final invoices/receipts, prior to grant funds being released from the Town. Administration may request additional information in support of the project.
- 12. All grants are at the discretion of Town Council, and may be refused for any reason. Council may also impose conditions it thinks appropriate with the granting of funds.
- 13. Grant recipients will be provided with a sign that is to be posted on the property during construction to recognize the municipality's contribution to the project.
- 14. Whitecourt will provide all grant recipients with a window decal that is to be visibly displayed in property windows once the project is complete to recognize the municipality's contribution to the project.

REFERENCES:

Schedule "A" Vitalization Grant Program Application Form

Schedule "B" Vitalization Grant Application Rating Sheet

Schedule "C" Vitalization Grant Program Allocation Usage Summary Form

Schedule "D" Vitalization Grant Downtown Core Area

Schedule "E" Vitalization Grant Highway 43 Corridor Area

Schedule "F" Vitalization Architectural Wood/Stone Theme



VITALIZATION GRANT APPLICATION FORM

Please complete Application Form and submit with all supplementary documentation as specified, to the Planning and Development Department by 4:30 p.m. on the advertised closing date.

Legal Name	of Organization:		
Mailing Addre	ess (if different from above):		
	on:		
Daytime Pho	ne: Fax:		
Email:			
as per the Vit	panization must be located within the downt calization Grant Program Policy 61-001. Dosed Project:		ay 43 corridor
	osed Cost of Project detailed breakdown of cost estimates)	Estimated Project Start Day	
Proposed M	Method of Funding:		
	Vitalization Grant Requested: (Maximum 25% of total project cost)	\$	
	Business Financial Contribution / Cash:	\$	
	Other Grant Funding:	\$	
	Total Project Funding: (This figure should be the sum of the above figures and be equal to the Total Project Cost)	\$	

Note: Donated labour, services, equipment and materials are not eligible for funding under this grant.

This information is being collected under the authority of section33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Vitalization Grant Program. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-778-2273.



Policy Manual

Section: Municipal Planning and Development

Policy 61-001 – Vitalization Grant Program Schedule "B" – Vitalization Grant Application Rating Sheet

Score	Scoring Criteria
35 = 61-100% 30 = 46-60% 25 = 31-45% 15 = 21-30% 10 = 20% 0 = Less than 20%	Building face has a combination of wood/stone as per the architectural theme.
15 = Greater than 50m 10 = 20m to 50m 5 = Less than 20m 0 = Building is not located in Downtown core or along Highway 43.	Length of building face(s) fronting onto a downtown street or fronting onto Highway 43.
20 = Greatly exceeds basics of theme 10 = Slightly exceeds basics of theme 5 = Meets basics of architectural theme	Uniqueness and creativity of project in meeting the architectural theme.
5 = Enhancement 0 = Permit requirement or maintenance item	Project is an enhancement and is not a new build, is not a requirement of a development permit, and is not maintenance item.
5 = Realistic 0 = Unrealistic	Overall Budget
5 = No other funding obtained 0 = Other funding received	Funding received previously from other programs for the same project
5 = High 3 = Moderate 0 = None	Applicant's ability to manage and sustain the project.
10 = High 5 = Moderate 0 = None	Impact the project will have on enhancing the community, and overall impact of the entire site (i.e. are enhancements/improvements being done on the rest of the property site).

Program/Project Name:

Total Score:

Grant Amount Requested:

Recommended:



Name of business:	
Amount of funding allocated:	
Date project was completed:	
What projects were completed as p	per the grant funds allocated?
How did the Vitalization Grant Prod	gram assist with this project? Please be specific.
Tiow aid the vitalization draft Frog	ram assist with this project: Thease be specific.
Inspections by the Planning and Deve	elopment Department must be scheduled by the Applicant and
completed prior to funds being releas	sed. Inspections may be scheduled by contacting the Planning
and Development Department at 780	.778.2273.
NOTE: The final report is due upon the	ne completion of the project for which the Vitalization Grant
•	er than October 31 of the funding year.
_	
** PLEASE INCLUDE PHOTOS OF YOUR (RECEIPTS WITH THIS GRANT ALLOCATIO	COMPLETED PROJECTS AND COPIES OF FINAL INVOICES/
RECEIPTS WITH THIS GRANT ALLOCATIO	IN OSAGE SUMMANT ""
D N	
Print Name	Title
Signature	

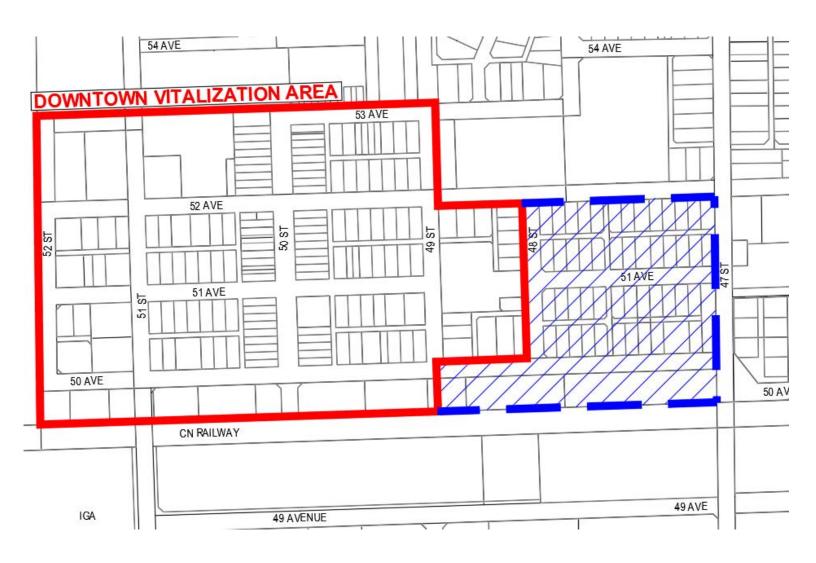
Please submit to:



Policy Manual

Section: Municipal Planning and Development

Policy 61-001 – Vitalization Grant Program Schedule "D" – Vitalization Grant Downtown Core Area

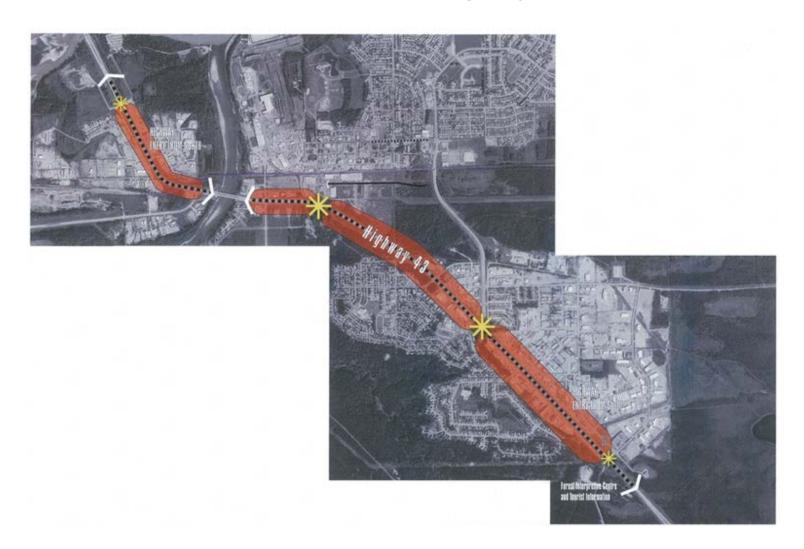




Policy Manual

Section: Municipal Planning and Development

Policy 61-001 – Vitalization Grant Program Schedule "E" – Vitalization Grant Highway 43 Corridor Area





Policy Manual

Section: Municipal Planning and Development

Policy 61-001 – Vitalization Grant Program Schedule "F" – Vitalization Grant Wood/Stone Architectural Theme























Please complete the following and attach supporting documentation, if necessary:

1.	Project	Description	/ Details (Detailed	descripti	on of the	project,	expected	d ou	itcomes,	and	how it
me	eets the	Vitalization A	Architectur	ral (Wood	d/Stone)	Theme as	s shown	in the po	olicy	schedule	∍.)	

Building Details:					
	Total building area (in m²)				
	Number of building faces fronting Highway 43/ downtown street				
	Total height and width of all building faces fronting Highway 43/downtown street (in m²)				

2. Ability to Manage (Detailed description of your ability to complete the project successfully, ability to raise funds in addition to those requested from this grant, and a list of previous management of projects or activities is attached.)



Please complete the following and attach any necessary supporting documentation:

3. Project Cost and Funding.

Expense Description	Proposed Cost	Eligible
	(without GST)	

4. Other Grant Funding (A list detailing the type of grant, source and amount of all other grant funding which has been applied for or approved for this project is included or attached.)

I DECLARE THAT:

- I AM A DULY AUTHORIZED REPRESENTATIVE HAVING LEGAL AND/OR FINANCIAL SIGNING AUTHORITY FOR THE ABOVE-MENTIONED ORGANIZATION.
- The information contained in this application and supporting documents is true and accurate and endorsed by the above-mentioned organization.
- An allocation usage summary detailing the projects completed using the grant funding (complete with at-

ies awarded shall be parameters.As a condition of action	be used solely for the purpose state	ed no later than the reporting deadline ed within this application and accord ess to all financial statements and record the Town of Whitecourt.	ing to the program
Print Name	Title		
Signature			Whitecour
Work Phone #	Home Phone #	Please submit to:	Whitecour
Date		Town of Whitecourt - Plann 5004 - 52 Avenue, Box 509 Email: planning@whitecou	Whitecourt, AB T7S 1N6



Policy Manual

Section: Municipal Planning and Development

POLICY

Effective Date: July 12, 1976 Amended: September 25, 2006 Amended: April 26, 2010 Amended: June 27, 2011 Amended: October 27, 2014 Amended: December 19, 2016

POLICY TITLE: Residential Use of Public or Park Reserve Land

POLICY NUMBER: 61-002

POLICY PURPOSE:

To retain public use of public lands.

- 1. Park areas and public lands are not allowed to be fenced by individual property owners.
- 2. Land owners may apply to enter into an encroachment agreement with the Town.
- 3. A homeowner having property adjoining municipal public land is permitted to beautify the adjoining public lands to the extent of removal of deadfall and underbrush as per FireSmart guidelines, but not to include the removal of healthy native trees. Such removal will be subject to the written approval of the Parks and Open Spaces Coordinator and/or the Whitecourt Fire Department.
- 4. Development of permanent structures, including fences, are not permitted within public or park reserve land.



Policy Manual

Section: Municipal Planning and Development

POLICY

Effective Date: September 25, 2006 Amended: November 23, 2015 Amended: April 24, 2017

POLICY TITLE: Development Agreement

POLICY NUMBER: 61-003

POLICY PURPOSE:

To ensure the completion of improvements that the Town will own.

POLICY:

- 1. Subdivision or site development which will result in Town ownership of improvements (roads, walks, and/or utilities) will require Development Agreements approved by Town Council.
- Sufficient security to provide for the completion of public works, resolution of deficiencies, and warranty coverage shall be required as a term of a Development Agreement.

Security Required

- Security shall be provided in the amount of 100% of the Developer's Engineer's
 estimates of the value of the work that will come under the ownership of the Town
 (including engineering and contingencies) that is not complete at the time of
 subdivision registration.
- 4. Security for any work on Town owned property, easements, and/or right of ways shall be 100% of the Developer's Engineer's estimates (including engineering and contingencies) prior to commencement of any construction.
- 5. Where work has been fully completed and accepted by the Town (a Construction Completion Certificate (CCC) has been issued) prior to subdivision registration, security requirements will be 30% of the value of the improvements.
- 6. Where work has been partially completed and accepted by the Town, security will be 100% of the value of incomplete or unaccepted work plus 30% of any completed and accepted improvements. Construction Completion Certificates (CCC) may be issued for the following:
 - underground work;



Policy Manual

Section: Municipal Planning and Development

- concrete;
- · roadwork, and
- landscaping.
- 7. Subject to the foregoing, security will be reduced to 30% of the value of the work upon acceptance by the Town, with a reduction to 15% of the value of the work twelve (12) months after acceptance, and fully released twenty-four (24) months after acceptance once a Final Acceptance Certificate (FAC) has been issued by the Town. Security may be reduced in phases based on each Construction Completion Certificate issued by the Town.
- 8. Security requirements may be increased on annual review of value of work to be completed should cost increases or deficiencies in completed work be identified.

Security Form

9. Security shall be provided in the form of an irrevocable Letter of Guarantee, irrevocable Letter of Credit, cash deposit, or assigned security in a form acceptable to the Town. The Town will not accept mortgages, titles, property, chattels, or non-negotiable instruments as security. Where a Construction Completion Certificate (CCC) has been issued for both the underground and surface works, irrevocable bonding may be considered as a form of security in conjunction with a 10% cash deposit that may be used by the municipality to initiate legal proceedings to act on the bond or to remedy minor deficiencies in the work.

Connection Deposit

- 10. Where a connection to municipal infrastructure is requested by the Developer prior to subdivision registration, a deposit shall be required prior to tying into the Town's system. The deposit shall be:
 - a) \$5,000 when stubs are provided within the Developer's private property or within a grassed boulevard/public utility lot (PUL) area; or
 - b) \$20,000 when connections are required within a constructed roadway.

The deposit may be refunded upon completion and inspection by the Town and/or transferred to any security required at the time of subdivision registration.



Policy Manual

Section: Municipal Planning and Development

POLICY

Effective Date: March 27, 1995 Amended: September 25, 2006

Amended: April 26, 2010

Amended: November 23, 2015 Amended: January 1, 2018 Amended: October 22, 2018 Amended: October 28, 2019 Amended: December 16, 2019 Amended: September 28, 2020 Amended: September 27, 2021 Amended: October 11, 2022 Amended: October 23, 2023 Amended: October 28, 2024

POLICY TITLE: Off -Site Levies

POLICY NUMBER: 61-004

POLICY PURPOSE:

The Town will collect off-site levies from all benefiting lands for the following:

- New or expanded facilities for the storage, transmission, treatment or supply of water.
- New or expanded facilities for the treatment, movement or disposal of sanitary sewage,
- New or expanded storm sewer drainage facilities,
- New or expanded transportation infrastructure, and
- Land required for, or in connection with, any facilities described above.

- 1. The off -site levy will be charged at the time of development at the rates as issued in Bylaw 1551 – Fees, Rates and Charges Bylaw as follows:
 - i. Low Density Residential developments shall be charged on the number of dwelling unites created.
 - Medium and High Density Residential developments shall be charged the ii. greater of:
 - The total number of dwelling units created; or,
 - 70% of the dwelling units that could be developed based on the maximum density prescribed in the Land Use Bylaw for the District.



Policy Manual

Section: Municipal Planning and Development

- iii. Non-Residential developments shall be charged per Hectare of land area. Developments over more than one lot will only be charged for those lots wherein structures over 10m² and/or required parking lots are constructed. The remainder of the lots will be required to pay off-site levies at the time of future subdivision or development.
- iv. Mixed Uses shall be charged the greater of:
 - The sum of the total residential dwelling units created plus the sum of the total non-residential area occupied for buildings, parking, and vehicle maneuvering; or
 - The sum of the total residential amount payable if the site was developed to 50% of the maximum possible density as outlined in the High Density Residential Land Use District of the Town of Whitecourt Land Use Bylaw, plus the total non-residential amount per hectare of 50% of the land area.
- 2. Where only a percentage of the full off-site levy is to be charged to development, the following percentages will apply in calculating the levies due:

Effective to December 31, 2024:

Transportation Off-Site Levy: 50% Water Off-Site Levy: 6% Sewer Off-Site Levy: 44%

Effective as of January 1, 2025:

Transportation Off-Site Levy: 51% Water Off-Site Levy: 5% Sewer Off-Site Levy: 44%

- Developments outside of Town boundaries that are to be charged off-site levies will be collected at double the rate listed in the Town's Fee Schedule or as otherwise stated in alternate agreements between the Town of Whitecourt and other third parties.
- 4. On or before June 30 in each calendar year the Chief Administrative Office, or assigned designate, shall submit to Council an annual Off-Site Levy Report pursuant to Bylaw 1532 identifying:
 - a) Projects constructed during the previous calendar year and their final costs;
 - b) Updated construction estimates for projects yet to be constructed and an explanation of adjustments including any unrecorded grants or other sources of funding received for the projects;
 - c) Amount collected in Off-Site Levy Fees in the previous calendar year;



Policy Manual

Section: Municipal Planning and Development

- d) Specifics of the total value of Off-Site Levy Fees being held by the Town of Whitecourt, interest earned, and commitments for future expenditures of such monies; and
- e) Updated Off-Site Levy Rate Schedules to be approved by Council resolution on an annual basis.
- 5. The Off-Site Levy Bylaw and Policy should be reviewed and adjusted annually with a major review conducted every five years.
- 6. Excluding Low Density Residential developments and Industrial developments, Developers who have intentions to further develop their property may be able to enter into a Development Agreement with the Town of Whitecourt to defer a portion of their off-site levies as follows:
 - i. Initial Payment:
 - Medium and High Density Residential developments shall be charged on the number of dwelling units proposed under their current development permit application
 - b) Non-Residential developments shall be charged on the total area proposed for buildings, parking, and vehicle maneuvering.
 - c) Mixed Uses shall be charged at the residential rate for the proposed number of dwelling units plus the non-residential rate for the footprint of the proposed non-residential development (building areas, parking areas, and vehicle maneuvering areas) under their current development permit application.
 - The non-residential area calculation shall exclude building areas dedicated to residential uses (i.e. lobbies, amenity areas, laundry facilities, etc.)
 - Where shared use exists (i.e. hallways, utility rooms, parking areas, etc.) the Development Authority shall assign an equitable distribution of that area to non-residential area calculations.
 - ii. The remaining number of residential dwelling units and/or non-residential land area required to be charged off-site levies shall be calculated as per Clause 1 of this policy and recorded in the development agreement.
 - iii. Payment of remaining Off-Site Levy charges:
 - a) Levies shall be paid in stages, at the Off-Site Levy rates in place at the time of each staged application, based on the additional development of the property as follows:
 - Medium and High Density Residential developments shall be charged on the additional number of dwelling units they create.



Policy Manual

Section: Municipal Planning and Development

- Non-Residential developments shall be charged on the additional land area utilized for their proposed development (building areas, parking areas, and vehicle maneuvering areas).
- Mixed Uses shall be charged based on the additional number o dwelling units they create plus the additional non-residential development (building area, parking areas, and vehicle maneuvering areas) utilized.
- b) Where there are no further developments proposed on the parcel of the remaining fees shall be payable in full at the Off-Site Levy rates in place at the time of application.
- c) Where a subdivision is proposed on a parcel with outstanding off-site levies, the remaining levies on the developed lots must be paid in full at the off-site levy rates in place at the time of subdivision application prior to registration of the subdivision.
- 7. Any Development Agreement that contains an off-site levy deferral clause must outline the following:
 - The amount of the off-site owing;
 - The deferral period, if any;
 - The trigger for paying the off-site owing;
 - The payment time period, if any; and
 - The security to be provided.
- 8. Any Development Agreement that contains an off-site levy deferral clause shall be caveated to the title as a first charge and shall remain on title until the off-site levy is paid.
- 9. Parcels/lots proposed for consolidation must either:
 - i. Pay the off-site levy amount owing for any remaining/undeveloped areas prior to endorsement of the consolidation.
 - ii. Enter into a Development Agreement with the Town of Whitecourt to pay the remaining off-site levy amount for any remaining/undeveloped areas at the time of future development.

REFERENCES:

Bylaw 1532 – Off-Site Levy Bylaw

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Municipal Planning and Development

POLICY

Effective Date: May 25, 1992 **Amended:** September 25, 2006 **Amended:** April 26, 2010 **Amended:** October 28, 2024

POLICY TITLE: Encroachments on Municipal Lands

POLICY NUMBER: 61-005

POLICY PURPOSE:

To provide a process for managing Encroachments on Municipal Lands.

POLICY:

Definitions:

Encroachment - shall mean anything constructed or erected permanently or semi-permanently on or under the ground, or attached to something that is permanent or semi-permanent extending onto, over or under the said Municipal Lands including but not limited to the following:

- i. Landscaping Improvements (including but not limited to retaining walls, asphalt, concrete, gravel, or brick sidewalks, curbs, parking pads, aprons or driveways, firepits, trees, planters and other landscaping improvements);
- ii. Buildings and all projections (including but not limited to eaves, footings, foundations, weeping tiles, cantilevers, siding, balconies, patios, stairs, satellites, and others); and
- iii. Structures (including but not limited to sheds, decks, gazebos, fences, light standards, signs, swimming pools, hot tubs, tanks, utilities, and other miscellaneous improvements).

Encroachment Agreement - means an agreement between the owner of an Encroachment and the Town of Whitecourt authorizing an Encroachment.

Municipal Lands - means collectively, or individually, a road, easement, right-of-way, reserve parcel, public utility lot, or other Town owned or Town leased parcel.

Encroachment Agreement Applications:

- 1. All Requests for an Encroachment Agreement must be accompanied by:
 - a. a written request for an Encroachment Agreement;
 - b. a current Real Property Report (RPR) prepared by an Alberta Land Surveyor



Policy Manual Section: **Municipal Planning and Development**

showing the extent of the Encroachment; and

- c. a fee as described in the Whitecourt Fees Rates and Charges Bylaw 1551, as amended.
- 2. Applications for an Encroachment Agreement shall be circulated to all municipal departments and/or public agencies responsible for utilities, roads, easements, public lands or public services affected by the Encroachment(s) for their comments and consent.
- Town Council will consider a request for an Encroachment on Municipal Lands after circulation has occurred, and advertising and notification to adjacent property owners has been completed.
- 4. Every Encroachment Agreement application shall be reviewed on its own merits, considering factors including but not limited to:
 - effects of the Encroachment(s) on the operation, maintenance and replacement of the affected utility or road;
 - b. effects on the operation and maintenance of public lands or delivery of public services;
 - c. effects on adjacent properties;
 - d. details of any relevant easement agreement(s) on title;
 - e. risk to occupants, utility operators or the public; and
 - f. compliance with other Town of Whitecourt Bylaws or policies.

Authorized Encroachment Agreements:

- 5. Where an Encroachment has been authorized by the Town of Whitecourt, the owner(s) of the Encroachment shall execute an Encroachment Agreement to the satisfaction of the Chief Administrative Officer (CAO) or their designate. The Encroachment Agreement shall be registered by caveat on the title of the landowner's property benefitting from the Encroachment.
- The landowner(s) benefitting from the Encroachment shall be responsible for all costs associated with the preparation of the Encroachment Agreement and for the registration of the caveat at a Land Titles Office (LTO).

Unauthorized Encroachments:

7. Where an application for an Encroachment Agreement has been refused by the Town of Whitecourt, or an Encroachment exists without the Town's approval, the owner(s) of the Encroachment shall be provided written notice to have it removed and to have the Municipal Lands restored at no cost to the Town of Whitecourt. Compliance timelines will be established on a case-by-case basis, taking into consideration the time of year and scope of work required to remove the



Policy Manual Section: **Municipal Planning and Development**

Encroachment and restore the area.

8. If an Encroachment impedes emergency access or poses clear and present danger to the public, as determined by the Chief Administrative Officer (CAO) or their designate, the Encroachment shall be removed immediately by the Town of Whitecourt and all costs associated with the removal shall be borne by the owner(s) responsible for the Encroachment.



Policy Manual Section: **Municipal Planning and Development**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 61-006

POLICY PURPOSE:



Policy Manual Section: **Municipal Planning and Development**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 61-007

POLICY PURPOSE:



Policy Manual

Section: Municipal Planning and Development

POLICY

Amended: April 23, 2007 Amended: April 26, 2010 Amended: October 27, 2014 Amended: November 23, 2015 Amended: October 23, 2023

POLICY TITLE: Land Development Information Signs

POLICY NUMBER: 61-008

POLICY PURPOSE:

This policy provides for a high level of public awareness of future land use.

POLICY:

- 1. As a condition of approval of an Area Structure Plan, a Land Use Bylaw Amendment, or a Subdivision, the benefiting property owner shall install a sign on the property identifying the land use and the specifics of development.
- 2. The Town will publish information on the Land Use Bylaw in at least one local paper once per year.

REFERENCE:

Schedule "A" Land Development Information Sign Standards



Policy Manual

Section: Municipal Planning and Development

Policy 61-008 - Land Development Information Signs Schedule "A" Land Development Information Sign Standards

Land Use Bylaw Designation Sign Standards

- 1. Sign shall be paid for and installed, and maintained by the property owner.
- 2. If more than one property owner is affected, the costs shall be the responsibility of the party making the application.
- 3. Sign shall be on the property and clearly readable from the public roadway.
- 4. Sign shall be a minimum of 1.0m by 1.0m, with dark lettering on a white background.
- 5. Sign shall contain the following information:
 - a. Title (Land Use Designation)
 - b. Specific Designation (i.e. R-4 Residential Medium Density)
 - c. List of permitted uses
 - d. List of Discretionary Uses
 - e. Contact Information (Town Planning and Development Department telephone number)
 - f. Date of Bylaw approval
 - g. Where more than one lot is affected by the amendment, a map showing the affected lots shall be included
 - h. The sign may include Developer or sales information.
- 6. A draft design of the sign and the proposed location shall be presented to the Development Officer for approval prior to placement.
- 7. Signs shall be on weatherproof sign boards, professionally prepared, and placed on a minimum of two support posts.
- 8. Sign shall be kept on display until development on the site is started.
- 9. Where more than one lot is affected by the amendment, the sign shall be kept on display until development of the last vacant lot is started.

Subdivision Sign Standards

- 10. Sign shall be paid for, installed, and maintained by the property owner.
- 11. If more than one property owner is affected, the costs shall be the responsibility of the party making the application.



Policy Manual

Section: Municipal Planning and Development

- 12. Sign shall be on the property and clearly readable from the nearest developed public roadway.
- 13. Sign shall be a minimum of 1.0m by 1.0m, with dark lettering on a white background.
- 14. Sign shall contain the following information:
 - a. Title (Approved Subdivision Name);
 - b. A map showing property lines, roads, and parks;
 - c. Contact Information (Town Planning and Development Department telephone number):
 - d. Date of Subdivision approval;
 - e. The sign may include Developer or sales information;
 - f. A draft design of the sign and the proposed location shall be presented to the Development Officer for approval prior to placement;
 - g. Signs shall be on weatherproof sign boards, professionally prepared, and placed on a minimum of two support posts;
 - h. Sign shall be kept on display until development on every lot in the subdivision has started.

Area Structure Plan Sign Standards

- 15. Sign shall be paid for, installed, and maintained by the property owner.
- 16. If more than one property owner is affected, the costs shall be the responsibility of the party making the application.
- 17. Sign shall be on the property and clearly readable from the nearest developed public roadway.
- 18. Sign shall be a minimum of 1.0m by 1.0m, with dark lettering on a white background.
- 19. Sign shall contain the following information:
 - a. Title (Approved ASP Name);
 - b. A map showing land uses, roads, and parks;
 - c. Contact Information (Town Planning and Development Department telephone number);
 - d. Date of ASP approval;
 - e. The sign may include Developer or sales information.
- 20. A draft design of the sign and the proposed location shall be presented to the Development Officer for approval prior to placement.
- 21. Signs shall be on weatherproof sign boards, professionally prepared, and placed on a minimum of two support posts.



Policy Manual Section: **Municipal Planning and Development**

- 22. Signs may be relocated to other locations in the affected area as development progresses
- 23. Sign shall be kept on display until subdivision of the entire affected area is approved, or the plan is cancelled.



Policy Manual

Section: Municipal Planning and Development

POLICY

Effective Date: March 23, 2009 Amended: October 27, 2014 Amended: November 23, 2015 Amended: October 22, 2018 Amended: October 28, 2019 Amended: October 28, 2024

POLICY TITLE: Election Signs

POLICY NUMBER: 61-009

POLICY PURPOSE:

To provide guidelines for the regulation of election signs placed on public lands within the Town of Whitecourt boundaries.

POLICY:

<u>Definitions</u>

Election Period

- a) For a federal election or by-election as the period starting from the issuance of the writ and ending after the close of polls;
- b) For a provincial election or by-election as the period starting from the issuance of the writ and ending after the close of polls;
- c) For a municipal election or by-election or school board election or by-election as the period starting from the close of nominations and ending after the close of polls.

Election Sign

Any sign (inscribed board, bill, placard, poster, banner, flag or device) used to promote a candidate or party during an election or by-election.

- 1. A development permit is not required for election signs subject to the following provisions:
 - a) such signs do not obstruct or impair vision or traffic;
 - b) such signs are not attached to municipal infrastructure;
 - c) such signs are securely erected; and
 - d) such signs are free standing (not be affixed to trees, traffic control devices, etc.).
- 2. No sign shall be erected before the election period.



Policy Manual

Section: Municipal Planning and Development

- 3. Election signs must be removed within 72 hours of the election day.
- 4. During the election period no person may put election signs within a municipal building or affix them to a municipal building or structure (ex. Whitecourt Transit bus shelter). Election signs will not be allowed on the exterior grounds and public land adjacent to municipally-owned buildings.
- 5. Further to the requirements listed in Clause 1, signs will be allowed on the following vacant municipal lands:
 - a) road right-of-ways;
 - b) municipal reserve lots;
 - c) public utility lots;
 - d) vacant land the municipality is holding for resale;
 - e) environmental reserve lands.
- 6. Signs will not be allowed:
 - e) At cemeteries;
 - f) At parks and playgrounds; and
 - g) On sidewalks and walking trails.
- 7. Signs may be taken down temporarily to allow Town staff to complete routine maintenance (i.e. grass cutting).
- 8. Anyone placing a sign on private property must have the permission of the property owner.
- 9. Signs on provincial highway rights-of-way, (i.e. Highways 43 and 32), are regulated through provincial legislation and practice. These are not dealt with by the Town of Whitecourt.
- 10. No sign shall be placed in a manner designed to impair the effectiveness of other election signs. If there is a dispute regarding sign placement, the sign that was first erected shall be allowed to remain. If the dispute is not resolvable between the concerned parties, any and all signs may be removed by the landowner at their sole discretion.
- 11. Contravention of this policy may result in the immediate removal of the sign without notice or compensation to the owner or the candidate. A Peace Officer, or other Town staff member authorized by the Chief Administrative Officer, may remove any sign contravening this policy.
- 12. The Town may seek to recover costs incurred for the removal of signs.



Policy Manual

Section: Community Services

POLICY

Effective Date: October 27, 2014 Amended: December 19, 2016 Amended: September 27, 2021 Amended: April 24, 2023 Amended: October 28, 2024

POLICY TITLE: Allan & Jean Millar Centre Memberships

POLICY NUMBER: 72-001

POLICY PURPOSE:

To establish the guidelines for memberships at the Allan & Jean Millar Centre.

POLICY:

- 1. Allan & Jean Millar Centre Memberships are non-refundable and non-transferable.
- 2. Memberships paid through electronic fund transfers (EFT) are automatically renewed, and necessary age rate changes are implemented automatically.
- 3. To cancel an EFT membership, members must contact Guest Services at the Allan & Jean Millar Centre. A notice of cancellation form must be signed and submitted by the 15 of the month prior to next EFT withdrawal for cancellation to be binding.
- 4. Allan & Jean Millar Centre staff will notify EFT members of rate changes that apply to their account 30 days prior to the next withdraw date, in writing via email, to the email address that is on file. Those members without an email address on file will be notified in writing via mail.
- 5. Membership fees are subject to change.
- Fee assistance is available for Town of Whitecourt and Woodlands County residents who qualify. Memberships provided through fee assistance shall not be used for financial gain.
- 7. Members are offered the option to place their annual membership on hold for one month. A fee will be applied for this service.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 1995 **Amended:** September 25, 2006 **Amended:** September 24, 2007 **Amended:** October 27, 2014 **Amended:** October 23, 2023

POLICY TITLE: Rental of Parks

POLICY NUMBER: 72-002

POLICY PURPOSE:

To establish the guidelines for the rental of parks.

POLICY:

- 1. As local parks are for the use and enjoyment of local residents, they shall not be rented or booked out for exclusive use by any particular group. With the exception of Friendship Park and Festival Park, any group that wishes to use a park shall do so with no exclusive arrangements.
- 2. This policy excludes Festival Park. Refer to Policy 72-004 for rental of Festival Park.
- 3. The Booking Secretary will coordinate bookings of Friendship Park and Festival Park; however exclusive use will not be granted.

REFERENCE:

Policy 72-004 – Rental of Festival Park



Policy Manual

Section: Community Services

POLICY

Effective Date: October 10, 2000 Amended: September 25, 2006 Amended: June 22, 2009 Amended: June 27, 2011 Amended: October 28, 2019

POLICY TITLE: Planned Giving Opportunities

POLICY NUMBER: 72-003

POLICY PURPOSE:

To provide an opportunity for the public to donate cash and/or gifts in-kind for various park, trail, and recreation facilities or amenities. Examples include: park benches, park equipment, and trail improvements.

POLICY:

- 1. The public will be advised that donation opportunities are available through the development and distribution of brochures and other means of advertising.
- 2. Town staff will coordinate with donors to receive the donation, purchase and installation of the item.
- 3. The Town will provide appropriate recognition usually with a commemorative plaque placed on or near the donated item. Other recognition may be provided at the discretion of the Town. (For example: press releases, advertising, etc.)
- 4. The Town reserves the right to decline any in-kind gift, and will only accept in-kind gifts it deems appropriate. Gifts will be accepted in accordance with the Income Tax Act (Canada), and Canada Revenue Agency guidelines and requirements.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Community Services

POLICY

Effective Date: September 24, 2007

Amended: June 27, 2011 Amended: June 24, 2013 Amended: November 23, 2015 Amended: December 19, 2016

Amended: May 25, 2021 **Amended:** May 23, 2023

POLICY TITLE: Rental of Festival Park

POLICY NUMBER: 72-004

POLICY PURPOSE:

To establish guidelines for the rental and use of Festival Park.

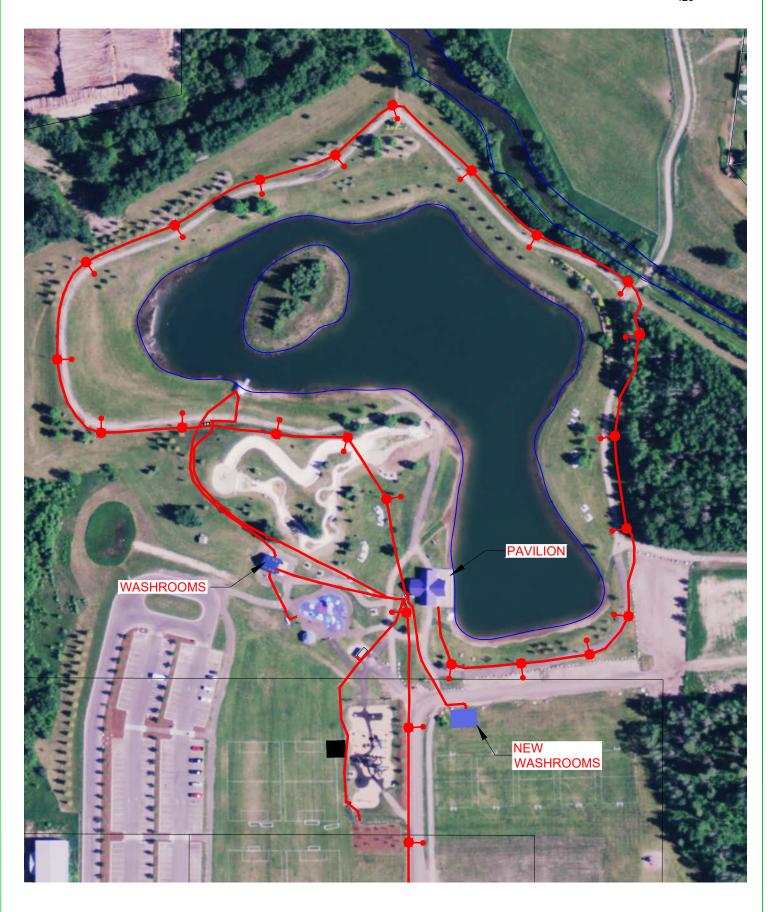
- 1. Festival Park and amenities have been developed for the enjoyment of the entire community and will therefore not be leased or otherwise rented out for exclusive use to groups or individuals. The Town will coordinate bookings and use provided they are not for exclusive use and users recognize that the public will be in attendance at the Park. Exceptions may be made for Town sponsored programs or events.
- 2. Charities, community use or special events will be permitted to obtain or implement a license to consume alcohol as long as proof of event insurance is provided to the Town, and the rules and regulations for licensed events are followed. Private licensed functions will not be permitted.
- 3. Overnight camping will not be permitted; unless for the purpose of security.
- 4. Portable/mobile structures and public special events will be permitted at the discretion of the Director of Community Services or designate. Groups erecting such structures and hosting such events for general public use must provide the Town with a current certificate of liability insurance with a minimum of two million dollars (\$2,000,000.00) coverage and the Town of Whitecourt named as an 'Additional Named Insured,' and can erect structures in designated areas as approved by the Town of Whitecourt.
- 5. Cooking will not be permitted in the "no cooking zone" outlined in red in the attached Schedule "B" Festival Park "No Cooking Zone" Map.



Policy Manual Section: **Community Services**

REFERENCE:

Schedule "A" Festival Park Shallow Utilities Map Schedule "B" Festival Park "No Cooking Zone" Map



SCHEDULE "A" FESTIVAL*PARK **UTILITY MAP**

STREETLIGHTS







Policy Manual Section: **Community Services**

Policy 72-004 Rental of Festival Park - Schedule "B" "No Cooking Zone" Map





Policy Manual

Section: Community Services

POLICY

Effective Date: April 12, 1999 Amended: September 25, 2006 Amended: September 24, 2007 Amended: June 22, 2009 Amended: April 26, 2010 Amended: June 27, 2011 Amended: June 24, 2013 Amended: October 27, 2014 Amended: December 16, 2019 Amended: October 23, 2023

POLICY TITLE: Facility Advertising

POLICY NUMBER: 72-005

POLICY PURPOSE:

To establish guidelines that control advertising within recreational facilities.

- 1. The Town may enter into an Agreement with a committee of Arena users (hereinafter referred to as "The Committee") to sell advertising space within the McLeod Rink at the Arenas as follows:
 - a. The Committee shall be authorized to sell advertising space on the interior walls of the Arenas and on the rink boards and zamboni.
 - b. On ice advertising shall also be sold at a maximum of five locations, located within the neutral zone (between the blue lines) of each ice surface.
 - c. All signs shall be of a uniform design and size. The Town, at its sole discretion, reserves the right to reject any interior or exterior sign that it deems not appropriate, in poor taste, of poor quality, or of a political or sensitive nature. Any sign rejected can be removed by the Town with no notice required.
 - d. Proceeds of sales shall be split with 70% going to Arena user groups to help offset their operating expense, and the Town retaining 30%. The group's shares will be split on a pro-rated basis, depending upon how much ice each uses.
 - e. The Town shall maintain records of advertisers, will do the yearly invoicing, and distribute the shares.
- 2. Facility advertising rates will be established in Bylaw 1551 Fees, Rates and Charges Bylaw.
- 3. Advertising within the Athabasca Rink, shall be controlled under a contract between the Town and the Whitecourt Wolverines Jr. "A" Hockey Club.



Policy Manual

Section: Community Services

- 4. The Town may enter into Agreements with users of the Graham Acres Recreation Area for the purpose of selling advertising space as follows:
 - a. Outfield fence advertising space shall be sold.
 - b. All signs shall be of a uniform design and size. The Town, at its sole discretion, reserves the right to reject any interior or exterior sign that it deems not appropriate, in poor taste, of poor quality, or of a political or sensitive nature. Any sign rejected can be removed by the Town with no notice required. Obsolete or signs in disrepair will be removed.
 - c. Users shall use the proceed shares to improve the facility, not offset yearly operating expenses.
 - d. For very specific projects, such as dugouts, user groups will be permitted to obtain specific sponsorships. A sponsor would pay for the cost of the project, and be allowed to supply advertising on it.
 - e. Facility advertising rates will be established in Bylaw 1551 Fees, Rates and Charges Bylaw.
 - f. All facility improvements shall be approved by the Town.
- 5. In the absence of an agreement for the above mentioned facilities, Town of Whitecourt staff may sell advertising space.
- 6. This policy is separate from any facility sponsorship programs the Town of Whitecourt may initiate for town owned/operated facilities.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006 **Amended:** September 24, 2007

Amended: April 26, 2010 Amended: June 27, 2011 Amended: June 24, 2013 Amended: October 27, 2014 Amended: December 16, 2019 Amended: September 27, 2021 Amended: October 11, 2022

POLICY TITLE: Community Services Program Registration

POLICY NUMBER: 72-006

POLICY PURPOSE:

To provide guidelines for registering for programs offered by the Community Services Department.

- 1. All registrations will be accepted by phone, online, or in person at the Allan & Jean Millar Centre.
- 2. Phone-in registrations with Visa/Mastercard/Amex are accepted.
- 3. Registrations are not accepted without payment.
- 4. The registration deadline for all programs is seven (7) days prior to the start date.
- 5. A pro-rated refund, less an administration fee as outlined Bylaw 1551 Fees, Rates and Charges Bylaw, will be issued for medical reasons (with a doctor's note).
- 6. The registration fee is non-refundable and non-transferable if withdrawn after the registration deadline. A refund, less an administration fee as outlined in Bylaw 1561 Fees, Rates and Charges Bylaw, will be issued if a participant withdraws up to fourteen (14) days prior to the registration deadline. If a participant withdraws fifteen (15) days or more prior to the registration deadline, a full refund will be issued.
- 7. The Town reserves the right to cancel, combine or divide classes due to insufficient registration. Participants are given the opportunity to transfer to another class.
- 8. Instructors are subject to change without notice.



Policy Manual

Section: Community Services

- 9. The Town reserves the right to remove any person from a program, with no refund, if they display inappropriate behaviour such as bullying, fighting or foul language.
- 10. The Town reserves the right to schedule make-up classes. Make-up classes are not provided due to unforeseen occurrences (i.e. weather conditions or patron error).
- 11. Allan & Jean Millar Centre members may register one week prior to general registration for all Allan & Jean Millar Centre programs.
- 12. Allan & Jean Millar Centre members receive 15% off of all Allan & Jean Millar Centre programs.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006

POLICY TITLE: School Use

POLICY NUMBER: 72-007

POLICY PURPOSE:

When it is a benefit to the community, the Town will enter into reciprocal agreements with the local school divisions regarding the use of school facilities for recreational activities and programs.



Policy Manual

Section: Community Services

POLICY

Effective Date: July 13, 1981 Amended: September 25, 2006 Amended: April 26, 2010 Amended: June 27, 2011 Amended: October 28, 2019 Amended: September 27, 2021 Amended: October 28, 2024

POLICY TITLE: Aquatic Centre Admissions

POLICY NUMBER: 72-008

POLICY PURPOSE:

To provide guidelines admissions to the swimming pool facility at the Allan & Jean Millar Centre.

- 1. Children seven (7) years old and under will not be permitted to enter the aquatic centre unless accompanied by a person fourteen (14) years old or over. The supervising person must be in the water with the child and within arm's length at all times in order to provide assistance if required.
- 2. The maximum ratios are for caregivers to children seven and under:
 - a) 1:4 (schools have different ratios, locations of swimming are limited with younger grades);
 - b) 1:8 if life jackets are worn by all children.
- 3. Group admissions requires the group participants to meet on the pool deck to get an orientation to the aquatic facility. This applies to schools, summer camps, Boys & Girls Club, etc.
- 4. Participants in groups require a swim test before they are allowed to swim in the lap pool. This applies to schools grades 4-12 and grade 3 (January to June), summer camps, and youth clubs, etc.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006

Amended: June 27, 2011 Amended: October 28, 2024

POLICY TITLE: Family Admissions

POLICY NUMBER: 72-009

POLICY PURPOSE:

To define the word "family" as it relates to family admissions to recreational facilities.

POLICY:

The word "family" as it relates to family admission to recreational facilities is defined as follows:

A family includes parents or guardians and any children under the age of eighteen (18) years who live at home; and children eighteen (18) years and over up to and including twenty-five (25) years old shall be included on the pass if they are attending high school or post secondary school full time; proof of such attendance will be the student's current school identification card.

The following users shall be permitted to attend swim times designated as "Family Swimming":

- 1. Families as defined in the above family definition.
- 2. One adult (person 18 years and older) with up to four children/youth.
- 3. Individual adults (person 18 years and older) provided they do not interfere with youth families or facility bookings.



Policy Manual

Section: Community Services

POLICY

Effective Date: June 10, 2002 Amended: June 27, 2011 Amended: June 24, 2013 Amended: October 22, 2018 Amended: October 28, 2019 Amended: October 11, 2022 Amended: October 23, 2023

POLICY TITLE: Arenas Alcohol Enforcement

POLICY NUMBER: 72-010

POLICY PURPOSE:

The development of this policy has been designed to address two basic issues:

- a. The Town has a responsibility to minimize and manage identified operational risks in a manner that limits potential liability issues. Public liability is a growing concern for facility owners/operators throughout the province and enforcing existing laws will assist in limiting exposure to risk issues.
- b. The Town should ensure that it is providing for the safety of its users and that only legal activities are carried out on the premises.

POLICY:

Part A: Adult Teams:

- 1. Each adult team or other teams as designated by the Director of Community Services will post an initial \$500.00 bond before the season starts which will be deposited by the Town into a non-interest bearing account. Each adult tournament organizer will post \$100.00 per team entered into the tournament prior to the tournament which will be deposited into a non-interest bearing account.
- 2. After the completion of each ice time and dressing room use, staff will check dressing rooms following normal clean-up procedures. If evidence of alcohol consumption is present (empties, litter, etc.) the team will forfeit \$250.00 of its bond. A second bond posting will be required before the team's next scheduled use to allow for continued use.

Part B: Adult Events/Tournaments

3. Adult Event/Tournament organizers will post a \$100.00 bond per team entered into the tournament, prior to the tournament, which will be deposited into a non-interest bearing account.



Policy Manual

Section: Community Services

- 4. After completion of each ice time and dressing room use, Arena Staff will check dressing rooms following normal clean-up procedures. If evidence of alcohol consumption is present (including empty cans and bottles, litter, etc.) the organizer will forfeit \$100.00 of its bond per dressing room, in which evidence of consumption is present.
- 5. Event/Tournament organizers are responsible for providing security to ensure participants are not consuming alcohol in unauthorized areas of the arena, or bringing alcohol into the facility.
- 6. Tournament organizers are responsible to ensure that inebriated people are not allowed in the facility, or on the ice surface.
- 7. A copy of insurance in the amount of \$2,000,000.00 (two million) coverage with the Town of Whitecourt named as "An Additional Name Insured" is required prior to the event date.
- 8. A damage deposit of \$250.00 is required prior to the event day which will be deposited into a non-interest bearing account. The organizer is responsible for costs associated with any damage to the facility or extra custodial services as required.

Part C: Teams/Events/Tournaments

9. The Town may, at any time alcohol is being actively consumed without a licence, report the offence to authorities.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006

Amended: August 18, 2008 Amended: April 26, 2010 Amended: June 24, 2013 Amended: December 19, 2016 Amended: October 28, 2019 Amended: October 23, 2023

POLICY TITLE: Arenas Ice Allocation

POLICY NUMBER: 72-011

POLICY PURPOSE:

An over-riding statement is that indoor arena ice is allocated in the spirit of cooperation amongst all ice user groups and a high degree of cooperation is expected and encouraged. All ice users are important to the Town of Whitecourt. The Town's Community Services Department, will have final authority on all ice allocations.

- 1. The following user categories are listed in determining order of priority as deemed in the best interest of the community:
 - a) Tournament and special events such as: hosting provincial sporting tournaments and minor and adult pre-booked tournaments, upon the approval of the Community Services Department.
 - b) Town sponsored programs, such as public skating.
 - c) Junior Hockey playoff commitments.
 - d) Junior Hockey league commitments.
 - e) Minor Sport playoff commitments.
 - f) Minor Sport league commitments.
 - i. Minor sport may include: minor hockey, figure skating, fun hockey, female hockey and ringette. A schedule for minor sport shall be developed that is mutually acceptable to all groups.
 - g) Female recreation hockey that uses the Arenas as their home rink and that play 75% of their games with competition not based in Whitecourt.
 - h) Adult recreational hockey.
 - i. Adult hockey will be allocated a minimum of three start times between Monday and Thursday, no later than 9:45 p.m., and will receive all Sunday times available after 6:30 p.m.
 - School activity.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006

Amended: April 26, 2010 Amended: June 24, 2013

Amended: September 23, 2013 Amended: October 28, 2019 Amended: September 27, 2021

Amended: April 24, 2023

POLICY TITLE: Arenas Ice Cancellation

POLICY NUMBER: 72-012

POLICY PURPOSE:

To provide guidelines for ice cancellation.

- 1. One week notice for ice cancellations for single/individual bookings must be received or the group will be charged the full rental rate.
- 2. If the Town is able to re-book this time to another group, the policy will not apply.
- 3. The Community Services Department has the authority to adjust notice times and rental rates if exceptional circumstances occur.
- 4. When a tournament or special event is pre-booked by any user group or rental party the group will be committed to the ice time. If a cancellation occurs after August 1st of each season, the group will be responsible for paying for all time, at their regular rental rate, that was not subsequently sold to other groups.
- 5. Ice cancellation policies must be communicated in writing or electronically through email to user groups at the time of booking confirmation.
- 6. Whitecourt Skating Club may cancel bookings on the McLeod Arena when the outside temperature is forecasted to be lower than -30 Celsius (without wind-chill), on weather.gc.ca after sundown, without being charged, under the circumstance that the cancellation notice is received by 6pm the day prior to the booking.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006

Amended: June 24, 2013 Amended: October 11, 2022 Amended: October 23, 2023

POLICY TITLE: Arenas Ice Surface

POLICY NUMBER: 72-013

POLICY PURPOSE:

To provide guidelines as to when participants are allowed on the ice surface.

- 1. All players must leave the ice surface before the ice resurfacer enters the area. Players shall not re-enter the ice surface until the resurfacer is off and the gate has been closed.
- 2. If players do not comply, ice maintenance will not be started until all users are off, and the offending groups or teams will receive a verbal warning from staff. A second offence from the same group will result in a written warning. A third offense will result in suspension.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006

Amended: June 24, 2013 Amended: November 23, 2015 Amended: October 23, 2023

POLICY TITLE: Arenas Minor Sport and School Use Supervision

POLICY NUMBER: 72-014

POLICY PURPOSE:

To provide supervision guidelines for minor sports at the Arenas.

POLICY:

1. Any player on a minor sport team or student as part of a school use activity shall not be allowed on the ice surface without a coach or supervisor present.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006 **Amended:** January 24, 2011 **Amended:** December 19, 2016 **Amended:** October 28, 2019

POLICY TITLE: Recreation Facility Suspension

POLICY NUMBER: 72-015

POLICY PURPOSE:

To provide authority to staff to discipline and suspend facility patrons for unacceptable behaviour.

- 1. Facility staff has the authority to suspend facility users until the next regular office day for unacceptable behaviour, including: disregard for facility rules, vandalism, inappropriate language and gestures, activity that may endanger other patrons, disregard for facility staff direction, etc.
- 2. At the discretion of facility staff, patrons may be verbally warned a maximum of three (3) times for disregard of facility rules. After three warnings, the patron may be asked to either sit on the sidelines (as in the case of the swimming pool) or asked to leave the premises until the next regular office day.
- 3. At the discretion of facility staff, users may be asked to leave without prior verbal warnings.
- 4. A patron's use of facilities may be suspended at the discretion of a Community Services Department Director or designate.
- 5. The offender has the right to appeal their suspension or discipline action to the Community Services Advisory Board for a review and decision. The offender has the right to be present to address the Board if they so choose.
- Serious acts of behaviour and/or vandalism may be referred to the R.C.M.P.
- 7. Facility staff will make every effort to contact parents/guardians to resolve unacceptable behaviour and determine an appropriate course of action.



Policy Manual

Section: Community Services

POLICY

Effective Date: June 24, 2013 **Amended:** October 11, 2022 **Amended:** October 23, 2023

POLICY TITLE: Whitecourt Splash Park Operation

POLICY NUMBER: 72-016

POLICY PURPOSE:

To provide operational guidelines as to when and what weather conditions warrant the operation of the Whitecourt Splash Park at Festival Park.

- 1. Splash Park operations will run from the May long weekend to September 30 of each year.
 - a) From the May long weekend until the end of Labour Day the Splash Park will operate every day from 10:00 a.m. to 9:00 p.m.
 - b) After the September long weekend through to September 30 the Splash Park will operate only on the weekends from 10:00 a.m. to 7:00 p.m.
- 2. The Splash Park will be closed occasionally on Wednesdays from approximately 10:00 a.m. to 12:00 noon for maintenance. The Splash Park will be open on these days when maintenance work is complete.
- 3. Signs shall be posted at the site stating that the area is unsupervised.



Policy Manual

Section: Community Services

POLICY

Effective Date: November 14, 2000 **Amended:** September 25, 2006

Amended: April 26, 2010 Amended: June 24, 2013 Amended: October 28, 2019 Amended: October 23, 2023

POLICY TITLE: Festival Park Ice Safety

POLICY NUMBER: 72-017

POLICY PURPOSE:

To improve public and staff safety and to minimize risk, and to establish policies for the maintenance and operation of the outdoor skating area and surrounding areas of the Festival Park Pond.

- "Danger Thin Ice" signs shall be posted around the perimeter of the pond and shall remain on site until ice depth is uniform and consistent at 150 millimetres (6 inches). A minimum of three (3) signs shall be posted at strategic entrance areas around the pond.
- 2. All "Danger Thin Ice" signs shall be removed from the perimeter of the ponds within 48 hours of ice thickness being uniform and consistent at 150 millimetres (6 inches). Once the ice depth is at this minimum, a minimum of three (3) new signs shall be posted stating the requirements for the use of the area.
- 3. "Danger Thin Ice" signs shall be installed when the ice depth is less than the 150 millimetres minimum or when ice conditions warrant the signage.
- 4. Twice each season in the fall and late winter when the danger of thin ice exists, the Town shall advise local residents through the local media that the danger of thin ice exists.
- 5. Ice thickness shall be tested a minimum of once per week by Town staff until eighteen inches (18") of ice is established. Town staff will continue to monitor and retest the ice thickness as warranted by weather conditions.
- 6. No equipment shall work on the ice unless the minimum ice thickness for the weight of the equipment exists.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 24, 2007

Amended: June 22, 2009 Amended: June 24, 2013 Amended: October 27, 2014 Amended: October 11, 2022 Amended: October 23, 2023

POLICY TITLE: Whitecourt River Slides and Jumbo Jumper Operation

POLICY NUMBER: 72-018

POLICY PURPOSE:

To provide operational guidelines as to when and what weather conditions warrant the operation of the Whitecourt River Slides and Jumbo Jumper at Festival Park.

- 1. Whitecourt River Slides (the Slides) operations will run from the May long weekend to September 30 of each year.
 - a) From the May long weekend through June 14 the Slides will operate, weather permitting, every day from 10:00 a.m. to 9:00 p.m. The Slides will open when the outside air temperature is sixteen-degrees Celsius (16°C) or above. If sixteen-degrees Celsius (16°C) is not reached by 2:00 p.m. the slides will not open.
 - b) From June 15 through to the end of Labour Day, the Slides will operate daily from 10:00 a.m. to 9:00 p.m.
 - c) After Labour Day through to September 30 the Slides will operate, weather permitting, only on the weekends from 10:00 a.m. to 7:00 p.m. The Slides will open when the outside air temperature is sixteen-degrees Celsius (16°C) or above. If sixteen-degrees Celsius (16°C) is not reached by 2:00 p.m. the Slides will not open.
- 2. The Jumbo Jumper operation will run from May long weekend to September 30 of each year.
 - a) From the May long weekend through the end of Labour Day the Jumbo Jumper will operate every day from 10:00 a.m. to 9:00 p.m.
 - b) After Labour Day through to September 30 the Jumbo Jumper will operate every day from 10:00 a.m. to 7:00 p.m.
- 3. The Slides and Jumbo Jumper will close during active weather events, as determined by the Director of Infrastructure Services or designate.



Policy Manual

Section: Community Services

4. The Slides will be closed occasionally on Wednesdays from approximately 10:00 a.m. to 12:00 noon for maintenance. The Slides will be open on these days when maintenance work is complete.

5. Signs shall be posted at the site stating that the area is unsupervised, with a warning that natural and man-made hazards exist.



Policy Manual

Section: Community Services

POLICY

Effective Date: September 25, 2006 **Amended:** September 24, 2007

Amended: June 24, 2013 **Amended:** May 25, 2020

POLICY TITLE: Protective Headgear Use

POLICY NUMBER: 72-019

POLICY PURPOSE:

To provide guidelines for use of protective headgear.

- 1. All participants of minor hockey, ringette, public skating, shinney, and broomball, adult recreation participants of the same, and students participating in school use activities are required to wear protective helmets. Facemasks are strongly recommended.
- 2. All users of non-supervised outdoor rinks are required to wear protective helmets. Facemasks are strongly recommended.
- 3. Individuals indicated above found not wearing required protective headgear will not be allowed to use the facility.
- 4. Due to the fact that staff may not be present at indoor or outdoor facilities, protective headgear use may not be actively enforced.



Policy Manual

Section: Community Services

POLICY

Effective Date: October 27, 2008

Amended: April 26, 2010

POLICY TITLE: Memorial Recognition

POLICY NUMBER: 72-020

POLICY PURPOSE:

To provide guidelines for recognition of Canadian Armed Forces and emergency service personnel who were residents of Whitecourt and Woodlands County at the time that they lost their lives while on active duty.

- 1. Memorial Point was developed to honour the lives of Whitecourt and Woodlands County residents who have lost their lives while on active duty serving with the Canadian Armed Forces, police, fire or ambulance services.
- 2. The Town requires that names be submitted for review and consideration for recognition.



Policy Manual

Section: Community Services

POLICY

Effective Date: June 22, 2009

POLICY TITLE: Park Guardian Program

POLICY NUMBER: 72-021

POLICY PURPOSE:

The Park Guardian Program is meant to encourage community involvement in the care and maintenance of all green spaces, in particular parks, playgrounds and school yards.

POLICY:

- 1. Residents are encouraged to volunteer to provide care and maintenance (i.e. garbage clean up) of specific green spaces.
- 2. All that is required of volunteers is their time. Volunteers are not expected to inspect their chosen areas at the same time each day. They would only do this during their usual walking routine.
- 3. The Town of Whitecourt will supply Park Guardians with gloves and garbage bags.
- 4. Volunteers will identify problems that they notice during routine walk-throughs, in their chosen areas, and report concerns regarding:
 - · routine maintenance on equipment and grounds to the Town Parks and Open Spaces Coordinator
 - · criminal activity to the local R.C.M.P.
- 5. Volunteers should not try to enforce any Town bylaws or try to intervene with individuals who may be causing damage or violating municipal bylaws. Volunteers should not approach these people but should try to get their description and report the information to the R.C.M.P. Volunteers who witness situations where individuals are cutting trees in park or public lands, dumping garbage or compost in a park or on public lands, should report this to the Town Administration Office.
- 6. Volunteers who find broken playground equipment or large amounts of refuse or dangerous items, such as glass or needles and syringes, should immediately report problems to the Town Administration Office. Volunteer safety is a primary concern.

7. Application Process

a. Contact the Town of Whitecourt to obtain a Park Guardian Application Form. These forms are also available on the Town's website.



Policy Manual

Section: Community Services

b. Return the completed application form to the main reception desk at the Town Administration Office.

c. Applications will be reviewed on a regular basis by the Communities in Bloom Committee and successful applicants will be contacted to arrange for an orientation session.

REFERENCES:

Schedule "A" Park Guardian Program Application Form Schedule "B" Park Guardian Release and Waiver Agreement





PARK GUARDIAN PROGRAM **APPLICATION FORM**

Name of Applicant:
Address of Applicant
Phone Number
Area Requested By Applicant:
Signature:
Date:

Please submit this form to:

Communities In Bloom Committee c/o Town of Whitecourt 5004 52nd Avenue, Box 509 Whitecourt AB T7S 1N6

Email: adminstration@whitecourt.ca





PARK GUARDIAN PROGRAM RELEASE AND WAIVER AGREEMENT

TO: The Town of Whitecourt, its Officers, Employees, Directors and Volunteers,

ASSUMPTION OF RISK

I am aware that engaging in a Park Guardian activity may involve certain risks, dangers and hazards including but not limited to contact with dangerous debris and collision with passing traffic. I freely accept and fully understand and assume all risks and dangers.

RELEASE OF LIABILITY

I agree to waive any and all claims against the Town of Whitecourt and to release the Town of Whitecourt from any and all liability for any loss, damage, injury or expense that I may suffer as a result of participating in the Park Guardian Program.

I have read and understood this Release prior to signing it. I am aware that by signing this release I am waiving certain rights that my heirs, next of kin, executors, administrators and assigns may otherwise have against the Town.

Name (sign and print)	 	
Address		
Witness (sign and print)		



Policy Manual

Section: Community Services

POLICY

Effective Date: April 26, 2010 Amended: February 23, 2015

POLICY TITLE: Allan & Jean Millar Centre Display Cabinets

POLICY NUMBER: 72-022

POLICY PURPOSE:

To regulate the interior design and development of permanent displays at the Allan & Jean Millar Centre.

- 1. In order to maintain a clean, professional looking facility, and to maintain the operating principle of a "facility for all," permanent displays (i.e. trophy cabinets) unique to specific clubs or facility users will not be permitted. Electronic display areas for general use are permitted at the discretion and approval of management. Individual electronic displays unique to specific clubs or facility users will not be permitted.
- 2. Wall and advertising space shall be provided to recognize facility sponsors and donors.
- 3. Temporary banners and signs can be displayed, or existing bulletin boards may be used, at the discretion and approval of facility management for a maximum period of one month.



Policy Manual

Section: Community Services

POLICY

Effective Date: April 26, 2010

POLICY TITLE: Camping in Parks, Sportfields and Other Open Spaces

POLICY NUMBER: 72-023

POLICY PURPOSE:

To regulate camping in parks, sportfields and other open spaces within the boundaries of the Town of Whitecourt.

- 1. Camping is prohibited in all parks, sportfields and open spaces within the Town of Whitecourt.
- Exception may be made for the purpose of providing site or event security, or to provide an administrative headquarters during a Town sanctioned event. A maximum of two temporary camping units may be approved for the previously noted purposes at the discretion of the Town of Whitecourt.



Policy Manual Section: **Community Services**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 72-024

POLICY PURPOSE:



Policy Manual

Section: Community Services

POLICY

Amended: October 25, 2010 Amended: October 27, 2014 Amended: May 24, 2016 Amended: October 10, 2017 Amended: October 28, 2019

POLICY TITLE: Family and Community Support Services Grant Program

POLICY NUMBER: 72-025

POLICY PURPOSE:

To establish terms of reference for the Family and Community Support Services (FCSS) Grant Program.

- 1. The Family and Community Support Services (FCSS) Grant Program is a joint municipal/provincial partnership that funds preventative social service programs that enhance the well-being of individuals, families, and communities.
- 2. The Town of Whitecourt, with the assistance of the Community Services Advisory Board, identifies priorities for FCSS Grant funding.
- 3. To obtain FCSS grant funding, programs/projects must fit within the priorities of the Town of Whitecourt FCSS and the Province, and meet the service requirements of the FCSS Act and Regulation. These programs/projects must enhance the social well-being of individuals, families, and communities and must result in one or more of the following:
 - a. Help people become self-reliant, build resiliency, and become able to function in a positive manner.
 - b. Promote and help people develop positive social relationships.
 - c. Help people become socially engaged and contribute to their community.
 - d. Support people to remain active participants in their community.
 - e. Empower people to address social issues and influence change.
- Programs and services not eligible for FCSS grant funding include those that:
 - a. Provide primarily for the recreational needs or leisure time pursuits of individuals.
 - b. Offer direct assistance, including money, food, clothing or shelter, to sustain an individual or family.
 - c. Are primarily rehabilitative in nature.
 - d. Duplicate services that are the responsibility of a government or government agency.



Policy Manual

Section: Community Services

- e. Have already received funding through the Town of Whitecourt's annual budget, unless the application is distinct from funding already received.
- f. Do not have a financial need.
- g. Programs/organizations that leverage support to a secondary agency, group or organization.
- h. Are for volunteer recognition.
- 5. The amount of funding available will be determined on an annual basis during the budget process.
- 6. All applicants must be registered non-profit organizations that have been incorporated or show that they are working towards achieving incorporated status.
- 7. Applications may be deemed ineligible for funding if the applicant shows a financial surplus greater than 25% of its annual operating budget. Applications for paid volunteer coordination may be considered for funding at a minimum wage rate up to a maximum of one-third of the paid position hours.
- 8. Applications to the FCSS Grant Program will be considered on a case-by-case basis.
- 9. The Community Services Advisory Board will review all applications to the FCSS Grant Program and recommend allocations to Council for approval. The Board reserves the right to assess the reasonableness of costs and which costs are eligible under the terms of the program.
- 10. All submissions must be completed in writing and include all required supplementary documentation. The Community Services Advisory Board may request additional information in support of the project.
- 11. All grants are at the discretion of Town Council, and may be refused for any reason. The Committee and Council may also impose conditions it thinks appropriate with the granting of funds.
- 12. Organizations that have overdue or incomplete reporting relating to a previously approved Town of Whitecourt grant project will be considered ineligible.
- 13. Applications may be awarded the entire grant funding amount requested if the application is for \$3,000.00 or less.

REFERENCES:

Schedule "A" Family and Community Support Services Grant Program
Application and Final Reporting Form

Schedule "B" Family and Community Support Services Grant Application Rating Sheet



SCHEDULE A Town of Whitecourt Family & Community Support Services(FCSS) Grant Program Funding Application & Final Reporting

Application Deadline:
November 30
Final Report Deadline:
January 31 of the
following year

Section I - Introduction

- a. Please read all of the information carefully prior to your submission.
- b. Complete this application on a computer an electronic copy is required to be submitted, in addition to a paper copy with original signatures. Please use the space provided for each section. If required, additional space may be found at the end of the application.
- c. All <u>BLUE</u> sections are mandatory fields required to be completed prior to submission, and <u>GREEN</u> areas are reserved for the year-end final report from the organization.
- d. Use the provided budget template. Alternate budget spreadsheets will not be accepted.
- e. Applications who received funding in a previous calendar year must submit a satisfactory year-end final report prior to funding being issued.
- f. Successful applicants will be contacted once funding recommendations have been approved by Whitecourt Town Council.
- g. For questions or other inquired, please contact the FCSS Program Coordinator at fayaracand@whitecourt.ca or call 780-778-3637 ext. 417.

Section II – Information and Service Requirements

- a. Programs and services NOT ELIGIBLE for FCSS grant funding include those that:
 - i. Provide primarily for the recreational needs or leisure time pursuits of individuals.
 - ii. Offer direct assistance, including money, food, clothing or shelter to sustain an individual or family.
 - iii. Are primarily rehabilitative in nature.
 - iv. Duplicate services that are the responsibility of a government or government agency.
 - v. Have already received funding through the Town of Whitecourt's annual budget, unless the application is unique to funding already received.
 - vi. Do not have a financial need.
 - vii. Leverage support to a secondary agency, group or organization.
 - viii. Are for volunteer recognition.
- b. To obtain FCSS grant funding, programs/projects must fit within the <u>priorities</u> of Town of Whitecourt FCSS and the Province, and meet the <u>Service Requirements</u> of the FCSS Act and Regulation. These programs/projects must enhance the social well-being of INDIVIDUALS, FAMILIES, and COMMUNITIES and must result in one or more of the following:
 - i. Help people become self-reliant, build resiliency, and become able to function in a positive manner.
 - ii. Promote and help people develop positive social relationships.
 - iii. Help people become socially engaged and contribute to their community.
 - iv. Support people to remain active participants in their community.
 - v. Empower people to address social issues and influence change.

The information on this application is being collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and will be used by the Town of Whitecourt to determine the eligibility for FCSS Program Grant and for purposes of administering the FCSS Grant Program. The aggregate data may be used for program planning and evaluation. All information collected by the Town of Whitecourt is protected by the provisions of the FOIP Act. You may direct questions about the collection, use or disclosure of your personal information by this program to the Town of Whitecourt's FOIP Coordinator at 780-778-2273.

Section III - Application

1.FUNDING REQUEST (Please leave blank – section will auto-calculate)	GRANT AMOUNT AWARDED
Whitecourt FCSS Grant Request \$	\$

2.APPLICANT INFORMATION		
Registered Name or Organization/Society: *If application is approved, this is who the payment will be issued to.		
Mailing Address: (Include Postal Code.)		
Project Contact Person Name:		
Email Address:		
Contact Phone Number:		
Name of Board Chair/President with Signing Authority:		
Email Address:		
Contact Phone Number:		
Have you received FCSS Grant Funding before?		
If yes, please provide:		
Please provide a brief description of program/project:		
3.DOCUMENTATION REQUIREMENTS (Do not p	rovide other attachments unless requested)	
Names of current Board Members and Board Positions (Do not include personal information such as home address)	s held.	
Most recent Financial Statements (preferable audited	,	
Income Statement. (All organizations with a budget surplus or a financial reservable application what these funds will be used for.)	rve are required to outline on the last page of this	
Year End Final Report		
(Financial statements directly related to this project will be re Results of Outcome Measuring Tool	equirea upon completion of project.).	
(From Survey Questions provided.)		

4.SUBMITTING YOUR COMPLETED APPLICATION

i. Submit one original signed copy and required attachments via mail, or deliver to the following address:

Allan & Jean Millar Centre
Attention: FCSS Program Coordinator
58 Sunset Boulevard, PO Box 509
Whitecourt, AB T7S 1N6

AND

ii. Send by email, an electronic copy of the application without attachments to: css@whitecourt.ca.

DECLARATION:

I declare that all of the information in this application is accurate and complete, and that the application is made on behalf of the organization with its full knowledge and consent, and complies with the requirements and conditions set out in the Family and Community Support Services Act and Regulation.

I acknowledge that should this application be approved, I will be required to enter into an agreement which will outline the terms and conditions of the funding received. Name of Board Signature Date Chair/President with Signing Authority 5.SUBMITTING YOUR YEAR-END FINAL REPORT (Due January 31 of the following calendar year.) Submit one original signed copy of the year-end final report and required attachments via mail, or deliver to the following address: Allan & Jean Millar Centre Attention: FCSS Program Coordinator 58 Sunset Boulevard, PO Box 509 Whitecourt, AB T7S 1N6 AND Send by email, an electronic copy of the year-end final report without attachments to: ii. css@whitecourt.ca. **ACKNOWLEDGEMENT:** I acknowledge that the information contained within this year end final report accurately depicts the activities and results of this program/project. Name of Board Signature Date Chair/President with Signing Authority

6.AGENCY INFORMATION (Please provide a BRIE	F overview of your agency's mission or purpose.)
7.PROGRAM/PROJECT OVERVIEW (Specific to the own words, what your program/project is about.)	e grant funding you are applying for, briefly describe in your
own words, what your program/project is about.)	
8.ALIGNMENT WITH THE FCSS OUTCOME MO INDICATORS (Please check one indicator from the enstatement.)	ntire chart that contributes most to your program outcome
OUTCOME TYPES	INDICATORS
Individual Outcome 1 (Individual experience/personal well-being.)	☐ Resilience ☐ Self-Esteem ☐ Optimism ☐ Autonomy ☐ Competence ☐ Personal Engagement ☐ Meaning & Purpose ☐ Capacity to Meet Needs
(Individuals are connected with others.)	☐ Quality of Social Relationships☐ Social Supports Available☐ Trust and Belonging
Family Outcome 1 (Healthy functioning within families.)	☐ Positive Family Relationships☐ Positive Parenting☐ Positive Family Communication
Family Outcome 2 (Families have social supports.)	☐ Extent and Quality of Social Networks☐ Family Accesses Resources as Needed
Community Outcome 1 (The community is connected and engaged.)	 ☐ Social Engagement ☐ Social Support ☐ Awareness of the Community ☐ Positive Attitudes Towards Others and the Community
Community Outcome 2 (Community social issues are identified and addressed.)	 ☐ Awareness of Community Social Issues ☐ Agencies and/or Community Members Work in Partnership to Address Social Issues within the Community

☐ Understanding of Community Social Issues

9.PROGRAM/PROJECT LOGIC MODEL	
Program/Project Title	
Statement of Need (What community issue, need or situation are you responding to?)	
Strategy (How are you going to address the issue, need or situation? What are the actions/steps/activities – i.e. workshops, counselling, events, etc.)	
Was your strategy implemented as planned above? If not, why? What changed? How did it go?	

10.OUTPU	TS (Comple	ete all area	as that speci	ifically ap	pply to your project/program.)			*MANDATORY SECTION*		
	Infants/ Toddlers 0-3 Yrs.	Pre- School 5 Yrs.	Children 5-12 Yrs.	Youth 12-18 Yrs.	Adults	Seniors 65+ Yrs.	Families	# of Volunteers Specific to the program/project (Count each person once.)	# of Volunteer Hours	
Anticipated #										
Actual #										

11.BUDGET

Applicants must use this form only; <u>alternate budget spreadsheets will not be accepted.</u>
Additional rows can be added as needed.

Approved projects must be completed by December 31 of the grant year with a final report submitted by January 31 of the next calendar year.

Include all sources of revenue and expenditures and identify where the Whitecourt FCSS grant funds will be used in your project by using the source column. If your group is applying for funding from Woodlands County or other grants (projected or confirmed) please include this information in your budget.

IN-KIND CONTRIBUTIONS (if applicable) Calculate a dollar value for contributions related directly to your program / project.	AMOUNT Enter only numbers. (No \$. ,)	SOURCE	CONFIRMED Yes or No	FINAL REPORT - ACTUAL IN-KIND CONTRIBUTIONS
Volunteer Hours – \$15/hour				
Skilled Labour / Services – \$30/hour				
Donated Materials/Equipment				
Other (list)				
TOTAL IN-KIND REVENUE				

A. REVENUE - List Items Below	AMOUNT Enter only numbers.	SOURCE Grant, donation, etc.	CONFIRMED Yes or No	FINAL REPORT - ACTUAL REVENUE
TOTAL REVENUE				

B. EXPENSES - List Items Below	AMOUNT Enter only numbers	SOURCE	CONFIRMED Yes or No	FINAL REPORT - ACTUAL EXPENSES
TOTAL EXPENSES				

WHITECOURT FCSS GRANT REQUEST	FINAL REPORT – SURPLUS/DEFICIT
A. Total Revenue – B. Total Expenses=	

12.FUNDING RECOGNITION (Should your organization receive funding from the Family & Community Support Services Grant Program, how will the Town of Whitecourt's contribution be recognized? i.e. verbally, in promotional materials, etc.? Should the organization choose to recognize the Town of Whitecourt in printed materials, the Town will provide an electronic file which includes the Whitecourt logo for use in promotions.)
Describe how the Town of Whitecourt's contribution was recognized during your project/program.
This additional section is provided, only if extra space is needed for any of the previous sections. Please indicate which section(s) the entered information applies to.

13.FINAL REPORT - ADDITIONAL INFORMATION
Continuous Quality Improvement
(Please answer the questions below) 1. Should this program/project continue? (Please check one.)
Should this program/project continue? (Please check one.) Yes
□ No
2. If you selected 'Yes' in question 1, how do you propose to sustain the project?
2. If you selected Too in question 1, now do you propose to sustain the project:
3. Was the program successful?
If yes, in your own words, what led to the success of the program?
If no, please explain why.
What improvements can be made to the program/project?
Share an anecdotal story that describes the significant impact for the participants/volunteers.
6. Please send any electronic photos from your program to css@whitecourt.ca . Label the photo or css@whitecourt.ca . Label the photo or css.creet.com . Label the photo or css.creet.com . Label the photo or css.com . Label the photo or <a hr<="" td="">
subject line in the email: [Year] FCSS Grant Final Report – [Name of Organization/Society]
If submitting a photo, check 'Yes' below and complete the Photography Release Form on Page 9.
(Please check one.)
☐ Yes, I am submitting a photo.



TOWN OF WHITECOURT

5004 52 Avenue; P.O. Box 509 Whitecourt AB T7S 1N7 Telephone: 780-778-2273 Fax: 780-778-4166

Form Revised: September 2024

Help promote our community

PHOTOGRAPHY RELEASE FORM

I, hereby authorize the TOWN OF WHITECOURT the absolute right and permission to use my image, photograph, or other artwork ("Materials") in one or more of its promotions and advertising. I give the TOWN OFWHITECOURT permission to use, copy or modify such Materials for one or more of its promotions and advertising. I acknowledge that I have received consent and permission from any and all individuals that may be depicted in the Materials for this purpose.				
I release the TOWN OF WHITECOURT from any claims or actions of liability that may arise from the use or adaptation of the Materials for The Town of Whitecourt promotions and advertising.				
I, hereby waive any right that I may have to inspect and/or approve the photographs or electronic matter that may be used in conjunction with them now or in the future, whether that use is known to me or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the photographs.				
I am 18 years of age and have had sufficient time to review and seek explanation of the provisions contained above, have carefully read and understand them, and agree to be bound by them. I voluntarily and irrevocably give my consent and agree to this Release and Waiver.				
Executed this day of, 20				
SIGNATURE:				
ADDRESS:				
PHONE:				



Policy Manual Section: **Community Services**

Policy 72-025 – Family and Community Support Services Grant Program – Schedule "B" Family and Community Support Services Grant Application Rating Sheet

Program/Project Name:		
Total Score:		
Requested:		
Recommended:		

Applications may be awarded the entire grant funding amount requested if the application is for \$3,000.00 or less.

Score	Scoring Criteria	
Yes	Does the applicant have overdue or incomplete reporting related to	
No	a previously awarded Town grant allocation? If the answer is yes, this project is ineligible for funding.	
Yes	Does the program/service meet the service requirements as set	
No	out in the FCSS Regulation? <i>If the answer is no, do not continue</i>	
	scoring the project/program.	
Yes	Does the project meet an identified priority? If the answer is no, do	
No	not continue scoring the project/program.	
Yes	Do the outcomes presented align with the priority? If the answer is	
No	no, do not continue scoring the project/program.	
Yes	Organization's Financial Need	
No	If the answer is no, do not continue scoring the	
	project/program.	
	 Programs which leverage support to a secondary agency, 	
	group or organization are ineligible.	
Yes – 5	Has the strategy proposed been identified as a best practice to	
No – 0	meet the identified outcomes?	
5 = 200+	Amount of Residents Served	
4 = 101-200		
3 = 51-100		
2 = 50-26		
1 = 25-16		
0 = 15 or less		



Policy Manual

Section: Community Services

5 = 500hrs+ 4 = 250hrs-499 3 = 249hrs-100 2 = 99hrs-50 1 = 49hrs-10 0 = 9hrs or less	Volunteer Involvement
5=realistic 0=unrealistic	Overall Budget
5 = high 0 = low	 Social Return on Investment (SROI) Return on investment is directly linked to community and/or provincial outcomes. The stronger the outcomes the program produces, the larger the return on investment is for the community. Programs with a focus to minimize police and medical resources, reduce poverty, develop employment skills, strengthen the family unit, reduce social isolation, and build youth developmental assets and community capacity may have a higher SROI.

Information:

Programs and services NOT ELIGIBLE for FCSS grant funding include those that:

- i. Provide primarily for the recreational needs or leisure time pursuits of individuals.
- ii. Offer direct assistance, including money, food, clothing or shelter, to sustain an individual or family.
- iii. Are primarily rehabilitative in nature.
- iv. Duplicate services that are the responsibility of a government or government agency, or have already received funding through the Town of Whitecourt's Annual Budget.
- v. Have already received funding through the Town of Whitecourt's annual budget, unless the application is distinct from funding already received.
- vi. Do not have a financial need.
- vii. Programs/organizations that leverage support to a secondary agency, group or organization.
- viii. Are for volunteer recognition.

Service Requirements:

Under the FCSS Act and Regulation, services provided under a project/program must:

i. Be of a preventive nature that enhances the social well-being of INDIVIDUALS, FAMILIES, AND THE COMMUNITY through promotion or intervention strategies provided at the earliest opportunity, **and**



Policy Manual

Section: Community Services

- ii. Result in one or more of the following:
 - a. Help people become self-reliant, build resiliency, and become able to function in a positive manner.
 - b. Promote and help people develop positive social relationships.
 - c. Help people become socially engaged and contribute to their community.
 - d. Support people to remain active participants in their community.
 - e. Empower people to address social issues and influence change.



Policy Manual

Section: Community Services

POLICY

Effective Date: October 25, 2010

Amended: June 24, 2013
Amended: May 26, 2014
Amended: October 27, 2014
Amended: November 23, 2015
Amended: December 19, 2016
Amended: October 10, 2017
Amended: October 28, 2019
Amended: September 27, 2021
Amended: October 24, 2022

POLICY TITLE: Enhancement Grant Program

POLICY NUMBER: 72-026

POLICY PURPOSE:

To establish terms of reference for the Enhancement Grant Program that will:

- 1. provide funding for programs, services and special events organized by local organizations to enhance recreation, arts and culture;
- 2. provide funding for facility enhancements for recreation, arts and culture organizations that are not normally funded through the organization's annual budget.

- 1. The Enhancement Grant Program was established to provide support to community recreation, arts, and culture organizations or other non-profit agencies for implementing recreation, arts and culture events or enhancements.
- 2. The Program's objectives are to:
 - a) Enhance sport, recreation, arts and cultural development.
 - b) Enhance the quality of life and well-being for Whitecourt and District residents.
 - c) Promote and encourage voluntarism and community spirit enhance the work of local volunteer organizations.
 - d) Will not duplicate existing federal, provincial, private grants and/or other sources of funding.
- 3. All applicants should be registered non-profit organizations that have been incorporated or show that they are working towards achieving incorporated status.
- 4. Applications to the Enhancement Grant Program will be considered on a case-by-case basis.



Policy Manual

Section: Community Services

- 5. Organizations and/or agencies are not eligible for Enhancement Grant Funding if they have already received funding through the Town of Whitecourt's annual budget, unless the application is distinct from funding already received; or may be ineligible if the project duplicates services already provided within the community.
- 6. Applications will be considered ineligible for funding if the applicant shows a financial surplus greater than 25% of its annual operating budget.
- 7. Applications may be awarded 100% of the grant funding requested if:
 - a. The application submitted is for \$1,500 or less; and
 - b. If the application scores 80% or greater on the scoring system.
- 8. Funds may be awarded to help leverage other provincial and national funding sources, as long as the project meets the Program's objectives outlined in Clause 1 of this policy.
- 9. The Community Services Advisory Board will review all applications to the Enhancement Grant Program and recommend allocations to Council for approval. The Board reserves the right to assess the reasonableness of costs and which costs are eligible under the terms of the program.
- 10. All submissions must be completed in writing and include all required supplementary documentation. The Community Services Advisory Board may request additional information in support of the project.
- 11. All grants are at the discretion of Town Council, and may be refused for any reason. The Committee and Council may also impose conditions it thinks appropriate with the granting of funds.
- 12. Organizations that have overdue or incomplete reporting relating to a previously approved Town of Whitecourt grant project will be considered ineligible.

REFERENCES:

Schedule "A" Enhancement Grant Program Application Form Schedule "B" Enhancement Grant Application Rating Sheet



Enhancement Grant Application

Legal Name of Organization:			
Incorporation/Act Registered Under (if applicable):			
Registration Number:			
Mailing Address:			
Daytime Phone:	Evening Phone:		
Fax:			
E-Mail Address (if applicable):			
Website Address (if applicable):			

PART "A" - ORGANIZATION INFORMATION

1. WHAT IS THE MANDATE/PURPOSE OF YOUR ORGANIZATION? PROVIDE VISION, MISSION, GOALS AND OBJECTIVES.

2.	HAS YOUR ORGANIZATION RECEIVED FUNDING FROM THE ENHANCEMENT
	GRANT PROGRAM FOR PREVIOUS PROJECTS, EVENTS OR PROMOTIONAL
	INITIATIVES?

YES NO

IF YOU ANSWERED YES, INCLUDE YEAR(S):

PART "B" - PROGRAM INFORMATION

Project Name:

Enhancement Grant Request:

Request: Project Start Date:

Project End Date:

1. PROVIDE INFORMATION ABOUT THE PROPOSED PROJECT (Include the following details: activities, strategies, timelines, goals, outcomes, etc.):

2.	PROVIDE THE TOTAL NUMBER OF RESIDENTS THAT THE PROJECT WILL SERVE.
3.	LIST THE PROJECT'S OUTCOMES.
4.	HOW MANY VOLUNTEERS WILL BE INVOLVED IN THE PROJECT?
5.	WHAT IMPACT WILL THIS PROJECT HAVE ON YOUR ORGANIZATION?
6.	WHAT IMPACT WILL THIS PROJECT HAVE ON THE COMMUNITY?

PART "C" - PROJECT BUDGET

PROVIDE A COMPLETE BUDGET FOR YOUR PROPOSED PROJECT.

(Reminder: Approved projects must be completed within one year of the grant approval date.) Include all sources of revenue and all expenditures. Please place an ASTERISK beside the expenditure line items that you are requesting to be funded through this Enhancement Grant Program, and indicate if revenue has been confirmed by placing a CHECK MARK in the confirmed column if it has been confirmed.

REVENUE:

Line Item	Amount	Source	Confirmed

EXPENDITURES:

Line Item	Amount	Source	Enhancement Grant

PART "D" - FUNDING RECOGNITION

Should your organization receive funding from the Enhancement Grant Program, how will the
Town of Whitecourt's contribution be recognized (i.e. verbally, in promotional materials)? Should
the organization choose to recognize the Town of Whitecourt in printed materials, the Town will provide an
electronic file which includes the Whitecourt logo for use in promotions.

PART "E" - SET OF ATTACHMENTS FUNDING APPLICATION

Please clip these attachments to your application:

Current list of agency Board of Directors (use attached template)

Most recent agency audited financial statements and management letter

Most recent Annual Report OR minutes of the last Annual General Meeting

PLEASE SUBMIT TWO SINGLE-SIDED COPIES OF YOUR APPLICATION.

Please note that funding applications cannot be emailed, as we require an original with two signatures.

- I AM A DULY AUTHORIZED REPRESENTATIVE HAVING LEGAL AND/OR FINANCIAL SIGNING AUTHORITY FOR THE ABOVE-MENTIONED ORGANIZATION.
- The information contained in this application and supporting documents is true and accurate and endorsed by the above-mentioned organization.
- · An accounting of spending, showing compliance with conditions of the grant shall be provided (including a project assessment and financial accounting summary) no later than 90 days following the project completion date.
- Any grant awarded shall be used solely for the purposes stated within this application and according to program parameters.
- As a condition of accepting financial assistance, access to all financial statements and records having any connection with monies received is hereby granted to the Town of Whitecourt.

Signature of Duly Authorized Representative	
Signature of 2nd Duly Authorized Representation	— tive
Printed Name	

ATTACHMENT #1 Board of Members and Executives

Name	Board Position	Years on Board	Occupation/Skills (that member brings to Board)

Date that Board last met:

Last Annual General Meeting:



Policy Manual

Section: Community Services

Policy 72-026 – Enhancement Grant Program Schedule "B" – Enhancement Grant Application Rating Sheet

Scoring Criteria			Score		
Does the applicant have overdue or		Yes			
incomplete reporting related to a previously		No			
awarded Town grant allocation? If the answer					
is yes, this project is ineligible for funding.					
Project Budget		Yes			
Is the budget realistic?		No			
If no, Administration will work with the					
applicant to develop a realistic budget. If					
the applicant is uncooperative, the					
application will not be considered.					
Funding received previously for the same	1	2	3	4	5
program – should be moving toward	Comm	ents:			
sustainability.					
First year applying – 5					
Second year – 4					
Third year – 3					
Fourth year – 2					
Fifth year – 1					
5+ years - 0					
Meets Enhancement Grant Criteria	1	2	3	4	5
1 point per criteria met	Comm	ents:			
Provide funding to local organizations to					
enhance programs, services, special					
events or facilities that are not normally					
funded through each organization's annual budget.					
Enhance the quality of life and well-being for Whitecourt and District residents.					
Enhance sport, recreation, cultural or					
general community development.					
Promote and encourage voluntarism and					
community spirit – enhance the work of					
local volunteer organizations.					
Provide funding to leverage federal,					
provincial, private grants and/or other					
sources of funding (but shall not replace					
other eligible grant opportunities					
available).					



Policy Manual

Section: Community Services

Amount of Residents Served	1	2	3	4	5
100+ - 5	Comments:				
50-99 – 4					
25-49 – 3					
10 – 24 – 2					
9 or less - 1					
		r	r	r	1
Organization's Financial Need	1	2	3	4	5
High = 5	Comments:				
None = 0					
Impact the project will have on enhancing	1	2	3	4	5
the organization's future operations	Comme	ents:			
(increase membership, improve quality of					
programs, enhancing building/space through					
renovations/repairs/construction).					
Intangibles – does it meet current community	1	2	3	4	5
goals or emerging community issues? If the	Comme	ents:			
organization's bank statement shows surplus,					
what is the explanation? Other?					

Enhancement Grant Criteria:

- Project Based outside of regular operating budget
- Enhancing sports, recreation, culture or community development
- Encourages volunteerism
- Not funded by other municipal or provincial sources of funding
- Do not fund direct financial assistance scholarships, bursaries or subsidies

Program/Project Name:
Total Score:
Requested:

Recommended:



Policy Manual

Section: Community Services

POLICY

Effective Date: June 27, 2011 Amended: October 27, 2014

POLICY TITLE: Fitness Centre Etiquette

POLICY NUMBER: 72-027

POLICY PURPOSE:

To establish guidelines for users of the Fitness Centre at the Allan & Jean Millar Centre, and to ensure that all members/users have an excellent customer experience.

POLICY:

Eligible members/users

1. Members and guests must check-in at Guest Services prior to use of the fitness centre. Children under the age of ten (10) are not permitted in the fitness centre, including baby strollers, baby carriers and children sitting inside the fitness centre area while a parent/guardian is exercising. Children ten (10) through twelve (12) can use cardio equipment while under the direct supervision of an adult, the adult must be beside them at all times. Youth thirteen (13) to fifteen (15) are able to use the weight equipment and machines if they have successfully completed the "Weight Training For Teens" program. All members/users must vacate reserved areas fifteen minutes prior to bookings.

If you use it, wipe it down, and put it away.

2. Spray and wipe all equipment when finished. Please do not spray equipment directly. Return weight plates and dumbbells to racks provided. Please ensure that the weights are placed in numeric order.

Put it where it belongs.

3. Lockers are provided in the locker rooms and around the track for your personal belongings, including outside shoes and gym/duffle bags. Please only bring what you need for your workout into the fitness area. Lockers are available for day use only.

Take turns.

4. Allow others to "work in". This means that you allow them to lift while you are resting between sets. If you are doing two or more sets, we require that you allow another member/guest to "work in" after you complete the first set. Leaving personal items on the equipment, to reserve it, is prohibited. Please be considerate of other gym members using cardiovascular machines during high usage periods.



Policy Manual

Section: Community Services

Help us preserve the life of the centre and equipment.

5. Indoor footwear is required in the centre, remove your outside footwear at the front door and lock in a locker. Water or sport beverages may be consumed from closed containers with lids. All other food or beverage is prohibited in the fitness centre. Follow all instructions regarding proper use of equipment. Equipment may only be used for its intended purpose. Place free weights down gently. Ease weights into position on the machines so that they do not slam down, ensure you are lifting a weight that you can control. Chalk is not allowed.

Be safe and courteous of others.

6. Using or being under the influence of drugs while in the fitness centre is prohibited. Refrain from using cellular phones while using equipment or machines. This can be distracting to other guests and could be a potential safety hazard to you. Loud or disorderly conduct and inappropriate language is not permitted. Proper attire is required, consisting of closed toe athletic shoes, shirts (athletic, tee, or long-sleeved), and exercise shorts or pants. Shirts must be worn at all times.

Scent free environment.

7. We wish to promote a scent free environment as a safety feature and courtesy to all users. We encourage all users not to use perfume/colognes.

Compliance

8. Failure to comply by these regulations may result in suspension from the facility per Policy 72-015 – Recreation Facility Suspension.



Policy Manual

Section: **Community Services**

POLICY

Effective Date: October 24, 2011

POLICY TITLE: History Archival Policy

POLICY NUMBER: 72-028

POLICY PURPOSE:

To establish procedures regarding the collection and retention of significant community events in one central location to allow ease of access and accurate information for future historical and archival purposes.

POLICY:

- 1. Community Services staff annually forward letters to all community service and recreational groups, societies, clubs, churches, school boards, etc., asking for a year in review report and any photographs they have.
- 2. Staff annually collects reports from all Town Departments including photographs.
- 3. Staff annually ensure that the following items are part of the yearly archived files:
 - a. Annual mill rates:
 - b. Town organizational chart;
 - c. Budget summaries;
 - d. Project lists;
 - e. Council and Committees of Council membership listing;
 - f. Major facility grand openings / milestones and significant events;
 - g. Major development projects;
 - h. Copy of Municipal Affairs Annual Statistics Report:
 - i. Copy of all digital media and/or promotional videos.
- 4. All material will be stored by year at the Town of Whitecourt's long term storage facility.



Policy Manual

Section: Community Services

POLICY

Effective Date: February 27, 2012

Amended: April 22, 2013 Amended: October 28, 2024

POLICY TITLE: Allan & Jean Millar Centre Concert Rental

POLICY NUMBER: 72-029

POLICY PURPOSE:

To establish guidelines for the rental of the Allan & Jean Millar Centre for family concerts and full facility closure special events.

POLICY:

- 1. That the full closure of the Allan & Jean Millar Centre, for concert rentals, be allowed to a maximum of four times per year.
- 2. That a two level rental rate be implemented for all full closure concert rentals:
 - a. One rate for events sponsored by a non-profit group in the community.
 - b. One rate for events sponsored by a for profit organization.

The Director of Community Services, or designate, must approve all full facility closure concerts.

- 3. That the rental rate for concerts include the regular staffing level of the Allan & Jean Millar Centre for the closure period, consisting of one (1) Facility Operator; one (1) Guest Services Associate; and one (1) Facility Monitor. All extra-ordinary staff costs must be recovered through extra charges on a full cost recovery basis.
- 4. That the group renting the venue is responsible to provide parking lot attendants.
- 5. That the group renting the venue is responsible for notifying the RCMP of the event and obtaining confirmation that the local detachment has the applicable resources available at the time of the event. Applicable resources are as deemed necessary by the RCMP. The rental group will be responsible for all costs. The rental group shall also be responsible for notifying local Ambulance and Fire services.
- 6. That the group renting the venue must provide professional security and crowd control for the event. The Town reserves the right to specify the level of security.



Policy Manual

Section: **Community Services**

7. That the group renting the venue is responsible for providing certified people to conduct traffic control on public roadways.

- 8. That the group is responsible for supplying a damage deposit and reimbursement for all damages incurred from the concert.
- 9. That the group is responsible for cleaning the facility and parking area and leaving it in the same condition it was in prior to the event.
- 10. That the group will have use of the stage, chairs and tables that are available at the facility. Any additional stage components, lighting, sound system, chairs, tables, or any other specialty items required are the responsibility of the renter.
- 11. That the group will have use of the power source within the building, any additional power sources or requirements is the responsibility of the renter.
- 12. That the group has the seating chart approved by the Fire Chief, or designate, prior to the event and that the building capacity is not exceeded.
- 13. That the group will have the option of providing food and non-alcoholic beverage services in the following manner:
 - a. Cold food services, not requiring full cooking, can be set up inside the facility in areas designated by the Director of Community Services or designate. These services may include "concession and vendor style service".
 - b. Hot food services, including grills or full meal service, may be set up outside the facility in areas designated by the Director of Community Services or designate. Outside set up may include the use of tents, temporary fenced areas, or other means of shelter or separation. Any such services shall be provided by the rental group and at the rental group's expense.
- 14. The Performing Arts Society or Town of Whitecourt will have the option of providing alcoholic drink sales in the following manner:
 - a. In areas inside or outside the facility designated by the Director of Community Services or designate. Set up may include the use of tents, temporary fenced areas, or other means of shelter or separation. Any such services shall be provided by the rental group and at the rental group's expense.
 - b. In respect to licensed events, the group shall meet all requirements established by the Alberta Liquor Control Board, as well as security requirements as noted in Points 6 and 7. The Town reserves the right to request additional levels of security.
- 15. All food and beverage services must adhere to all applicable permits, approvals, regulations, legislation, and licensing requirements.
- 16. The rental group shall carry such liability insurance as the Town of Whitecourt may deem adequate and shall provide a copy of the policy of liability insurance with the



Policy Manual Section: **Community Services**

Town of Whitecourt. The policy must contain a minimum of \$2 million coverage with the Town of Whitecourt names as "an Additional Named Insured".



Policy Manual

Section: Community Services

POLICY

Amended: October 22, 2018 Amended: October 28, 2019 Amended: December 16, 2019

POLICY TITLE: Community Spectrum Advertising

POLICY NUMBER: 72-030

POLICY PURPOSE:

To establish guidelines for advertising in Whitecourt's Community Spectrum published by the Community Services Department.

POLICY:

- 1. To maintain the integrity and intent of the Community Spectrum, corporate advertisers must be recreation, art, cultural, or education oriented. The Town of Whitecourt reserves the right to refuse or cancel advertising deemed unsuitable; or otherwise refuse or cancel due to space limitations.
- 2. Advertising space is booked on a first come, first serve basis; and is organized by the Community Services Secretary.
- 3. Placement and orientation of ads will be at the discretion of staff.
- 4. Advertisers wishing to publish pre-designed (camera ready) advertisements must ensure all the advertisements are sized appropriately and must have a resolution of 300 dpi or higher. Designed copies can be submitted in PDF, JPEG, EPS or TIFF formats.
- Advertisers are solely responsible to ensure their advertising creative, content, images, and branding comply with all trademark, copyright, patent and/or intellectual property laws in force in Canada.
- 6. Advertising rates are charged per the fees outlined in Bylaw 1551 Fees, Rates and Charges Bylaw.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw



Policy Manual

Section: Community Services

POLICY

Effective Date: November 23, 2015

Amended: October 23, 2023

POLICY TITLE: Use of Disturbance Devices at the Allan & Jean Millar Centre and

Arenas

POLICY NUMBER: 72-031

POLICY PURPOSE:

To establish guidelines for the use of disturbance devices (i.e. handheld air horns, whistles, and laser pointers) at the Allan & Jean Millar Centre and Arenas.

POLICY:

1. For the comfort and safety of all guests, handheld air horns, whistles, and laser pointers are not permitted in the venue.



Policy Manual

Section: **Community Services**

POLICY

Effective Date: December 19, 2016

POLICY TITLE: Inclusion In Sport

POLICY NUMBER: 72-032

POLICY PURPOSE:

To promote inclusion and fair play in sport at all Town of Whitecourt recreation facilities.

POLICY:

1. Players, coaches and recreation organizations' board members may be required to watch an inclusion in sport video prior to utilizing any indoor or outdoor recreation facilities.



Policy Manual

Section: Community Services

POLICY

Effective Date: April 24, 2023

POLICY TITLE: Under Water Hyperventilation or Extended Breath-holding

POLICY NUMBER: 72-033

POLICY PURPOSE:

To establish safety protocols for hyperventilation or extended breath-holding while under water.

POLICY:

- 1. The practice of hyperventilation or extended breath-holding may only be permitted under the direct supervision of a qualified instructor or coach who is following recognized safety protocols for aquatic sports such as underwater hockey, artistic swimming, static or dynamic apnea, free diving, Lifesaving Sport, etc.
- 2. Coaches/instructors running programs that require breath-holding exercises must obtain permission from the Aquatic Coordinator before running any breath holding activities.



Policy Manual Section: **Appendix**

Appendix 1 Bylaw References

Legislative

Code of Conduct Bylaw 1579

To establish standards for the ethical conduct of elected officials and members of Council Committees relating to their roles and obligations as representatives of the Municipality and a procedure for the investigation and enforcement of those standards.

Council Committee Bylaw 1570

• To establish Council Committees of the Town of Whitecourt.

Procedure Bylaw 1583

To govern the proceedings of Council and Council Committees.

Administration

Records Retention and Destruction 1492

· Reflect current legal and regulatory citations to ensure compliance and to minimize legal risks and administrative costs associated with excessively long retention.

Finance

Fees, Rates and Charges 1551

To establish fees, rates, and charges payable for municipal services provided by the Town of Whitecourt.

Hawkers and Pedlars Bylaw 1462

To regulate and control hawkers and pedlars.

Unpaid Taxes Bylaws 694, 702, 971, 1334

To provide for the imposition of penalties on unpaid taxes.

Community Safety

Bylaw Enforcement Officer Bylaw 1413

- To determine guidelines, conduct and duties of a Bylaw Enforcement Officer Community Standards Bylaw 1475
- To regulate community nuisance, safety and livability issues for the benefit of all citizens of the Town.



Policy Manual Section: **Appendix**

Emergency Management Bylaw 1572

To establish an Emergency Advisory Committee and Agency.

Firearms and Dangerous Weapons Control Bylaw 698

To prohibit the discharging and use of firearms and dangerous weapons within designated areas of the Town of Whitecourt

Fire Services Bylaw 1582

To establish fire service, and to prevent, regulate and control fires within the Town.

Responsible Pet Ownership Bylaw 1580

· To regulate and control animals, including dogs and cats, and animals deemed as "dangerous dogs".

Traffic Bylaw 1573

To regulate and control vehicle (including OHVs) and pedestrian traffic

Roads, Streets, Walks, Lighting

Streets and Public Places Bylaw 686

· To regulate streets and public places in the Town of Whitecourt.

Utilities

Fluoridation of the Water Supply Bylaw 118

· To regulate the addition of fluorides to the Town water supply.

Refuse Collection Service Bylaw 1464

· To provide provisions for residential solid waste collection service.

Utility Bylaw 1511

To regulate Whitecourt utility services and systems, which include water, wastewater, and stormwater; and aims to protect not only the environment, but also municipal infrastructure and interests.

Town Waste Disposal Grounds 1007

Disposing of refuse at the Town Waste Disposal Grounds.

Whitecourt Solid Waste Facility Bylaw 1007 and 1464

To establish and maintain a system for the collection, removal and disposal of garbage, ashes, refuse and waste.



Policy Manual Section: **Appendix**

Cemetery

Cemetery Bylaw 1563

 To provide for and make provision for the improvement, maintenance, management, control and operation of cemeteries owned and operated by the Town of Whitecourt including but not limited to the Town of Whitecourt Municipal Cemetery.

Municipal Planning and Development

Land Use Bylaw 1577

Outlines guidelines and regulations for uses and development of all land and buildings within municipal boundaries.

Municipal Development Plan Bylaw 1505

· Provides long-term land use framework for growth and development.

Off Site Levies Bylaw 1532

Establishes an off-site levy to pay for the capital costs of new and expanded water, sanitary sewer, and road facilities, and the land required in connection with these facilities.