Town of Whitecourt

Policy Manual

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as of October 2023

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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

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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.

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POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-002

POLICY PURPOSE:

POLICY:

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POLICY

Effective Date: May 8, 2023
Amended: September 25, 2023

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 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.

5. 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.

<u>Recruitment and Appointment of Public Members to Council Committees and Ad Hoc Committees</u>

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 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 1540.

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 Association
    e) Community Futures Yellowhead East
    f) Eagle Tower Victim Services Board of Directors
    g) Golden Triangle Trail Partnership Committee
    h) Lac Ste. Anne Foundation
    i) Northern Alberta Mayors and Reeves Caucus
    j) Northern Alberta Elected Officials Caucus
    k) Tamarack Health Advisory Council
    l) Whitecourt Airport Advisory Committee
    m) Whitecourt Business Support Network
    n) Whitecourt Mountain Bike Association
    o) Whitecourt Regional Forest Advisory Committee
    p) Whitecourt & District Health Partnership Team
    q) Whitecourt & District Heritage Society
    r) Whitecourt & Woodlands Performing Arts Society
    s) Whitecourt & Woodlands Winter Recreation Park Society
    t) 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.

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
Schedule "E"	Ad Hoc Municipal Development Plan (MDP) and Land Use Bylaw (LUB) Review Advisory Committee

Policy 11-006 – Honorariums and Council Per Diem Compensation, Benefits, and Allowances
Bylaw 1540 – 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

PERSONAL INFORMATION

First Name:	**Last Name:**
Address:	
Town/Province:	**Postal Code:**
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.

COUNCIL COMMITTEE INFORMATION

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?

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?

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.

SIGNATURE

Applicant's Signature:	**Date:**

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 FOIP Coordinator 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 activities, volunteer activities, and employment postings you are currently involved in.

After submitting your application, those shortlisted will be contacted for a brief interview to help in the selection process (interview questions will be provided prior to the interview).

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 information (as listed above) to be shared among other Youth Advisory Committee Members and other relevent persons.

I understand that photo images may be taken of my child at related Committee events that may be used for Committee promotional purposes, and grant the Town of Whitecourt full permission to use any images in print or digital format.

I also consent to Town staff transporting my child for Committee related events.

Parent or Guardian Signature: **Date:**

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 (FOIP 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 FOIP Coordinator at 780-778-2273, 5004 52 Avenue, Whitecourt, AB, T7S 1N6.

Youth Advisory Committee
Reference #1

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

Reference Information:

Name: _____
Last First

Contact Information:

_____ _____
Home Telephone Cell

_____
Email Address

Relationship to applicant: _____

Number of years known for: _____

Signature:_____

By signing above I believe that _____ is a suitable candidate for the Youth Advisory Committee, and that to the best of my knowledge the individual named above will make a reasonable effort to attend scheduled Youth Advisory Committee meetings and represent his/her peers.

☐ Letter of Reference (attached)

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 First

Contact Information:

_____ _____
Home Telephone Cell

_____
Email Address

Relationship to applicant: _____

Number of years known for: _____

Signature:_____

By signing above I believe that _____ is a suitable candidate for the Youth Advisory Committee, and that to the best of my knowledge the individual named above will make a reasonable effort to attend scheduled Youth Advisory Committee meetings and represent his/her peers.

☐ Letter of Reference (attached)

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
Witness Signature	Committee Member Signature

Signed and witnessed the _____ day of _____, 20_____.

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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 and 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 five (5) members:

- Mayor of the Town of Whitecourt;
- 1 Council Representative from the former Ad Hoc Building Steering Committee;
- 1 Council Representative from Woodlands County;
- 2 Representatives from the former Ad Hoc Building Steering Committee;

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

The Committee may invite other members of Administration, Council or the Ad Hoc Building Steering Committee 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.
2. 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.

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Policy 11-003 Council Committees – Schedule "E" Ad Hoc Municipal Development Plan (MDP) and Land Use Bylaw (LUB) Review Advisory Committee

As established by Council resolution.

Committee Objective:
The Town of Whitecourt is in the process of updating its Municipal Development Plan (MDP), Land Use Bylaw (LUB) and developing the North Flats Area Structure Plan (ASP).

The purpose of the Advisory Committee is to help establish buy-in from the broader community, and provide ongoing direction to Administration and Council on the deliverables developed by the Town's project team as well as on various MDP, LUB, and ASP issues heard throughout the public engagement and consultation process.

Committee Roles:
1. To receive progress reports from the consultant and Town staff.
2. To provide advice as to where emphasis and priorities may lie relative to regulating future developments in the Town of Whitecourt.
3. To inform the consulting team of history, development trends, issues and opportunities.
4. To provide recommendations and information to Council.

The success of the Advisory Committee will depend on:
1. having a member orientation each time a new member is added;
2. recognition that the Committee performs a community "stewardship" in the performance of its duties and responsibilities;
3. recognition that the Committee provides input and assistance to Council;
4. taking an open-minded, unbiased, progressive and forward looking perspective;
5. working cooperatively, collaboratively and objectively towards achieving Committee goals and objectives;
6. ensuring an encouraging, supportive, constructive, receptive, sensitive and respectful environment;
7. having respect for delegated roles and authority;
8. communicating to Council and the community the Committee accomplishments.

Meeting Frequency:
As required. Time and location to be determined.

Membership:
The Committee consists of up to fifteen (15) members:

- 2 Town Council Representatives

- Up to 5 Members from the Business Community*. Suggested membership to consist of:
  - 1 Member at Large from the Downtown Commercial Area
  - 1 Member at Large from the Highway Commercial Corridor
  - 1 Member at Large from the Development Industry
  - 1 Member at Large from the Whitecourt & District Chamber of Commerce
  - 1 Member at Large from Real Estate
- Up to 4 Members at Large from Local Community Organizations.
- Up to 4 Members at Large

*Does not have to be a Whitecourt resident, provided appointed members own or operate a business in Whitecourt.

Committee members are required to attend all Advisory Committee meetings. In case a member is unable to attend, a delegate of the member's choice may attend the meeting, with prior approval from the Chair of the Committee.

Town Council appoints Council and Public Representatives by resolution.

Town staff will provide administrative support to the Committee.

Council Representative's Role:

1. To encourage decisions of the Committee that are consistent with the Town's goals and objectives.
2. To report actions of the Committee to Town Council.

Reports are made to Council via:

1. Minutes as information items.
2. The budget process.
3. Attendance by the Chair, or other Committee representative in his/her absence, at Regular Council Meetings to make recommendations on behalf of the Committee to Town Council.
4. The Council Representatives' reports during the "Councillor Reports" item at Regular Council Meetings.

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POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-004

POLICY PURPOSE:

POLICY:

Town of Whitecourt

Policy Manual
Section: **Legislative**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-005

POLICY PURPOSE:

POLICY:

Town of Whitecourt

Policy Manual
Section: **Legislative**

POLICY

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

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.

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 $30.00 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.

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.

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,
   h) public events hosted by the Town,
   i) meetings with Provincial/Federal ministers and representatives,
   j) community events (such as Canada Day, parades, etc.), and
   k) Town hosted special events, presentations and workshops.

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 $30.00 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.

9. 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.

10. 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).

11. 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.

12. 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.

<u>Expenses:</u>

13. 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.

14. Subject to plan availability, individual Council Members may join the Town of Whitecourt Sunlife Benefit Plan provided they incur 35% of benefit plan costs.

15. 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.

16. 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).

17. 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).

18. 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.

19. The Town is responsible for supplying work related/Town endorsed applications and programs to mobile devices.

20. 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.

<u>Other:</u>

21. 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.

22. 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.

23. 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

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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.

Town of Whitecourt

Policy Manual
Section: **Legislative**

POLICY

Effective Date: June 12, 2000
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:

1. 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.

2. 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.

Town of Whitecourt

Policy Manual
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POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 11-009

POLICY PURPOSE:

POLICY:

Town of Whitecourt

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

Town of Whitecourt

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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.
2. 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 _____

Councillor _____

Councillor _____

Councillor _____

Councillor _____

Councillor _____

Town of Whitecourt

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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 _____

Town of Whitecourt

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POLICY

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

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 1540 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 pursue the development of a corporate-wide Strategic Plan Work Program that will be guided by the priorities and direction established by Council. The Chief Administrative Officer will provide a quarterly update to Council that outlines steps and major milestones Administration will work through in order to reach Council's priorities and goals.

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 1540 – Code of Conduct

Town of Whitecourt

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

Name of Chief Administrative Officer (CAO): _____

Date Appointed to Position: _____

Date of Appraisal Meeting: _____

Current Salary: _____

Date of Last Revision: _____

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

- 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.
l) Ensuring ready access to useful, policy-based information.
m) Maintaining appropriate boundaries; assuring equal treatment.
n) Providing quality control on advice going forward.

o) Ensuring an ongoing degree of open communication with Council; presenting reasonable and professional views in a straight-forward yet pleasant manner

Rating: _____

Comments:

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2. Relationship 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: _____

Comments:

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3. Policy 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: _____

Comments:

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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:

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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.

Rating: _____

Comments:

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6. Discharge 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: _____

Comments:

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7. Development of community relationships

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

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.

Rating: _____

Comments:

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Annual Objectives/Key Results
These should be developed by the CAO and reviewed with the Mayor and Council.

From previous evaluation:

Key Objectives	Key Results

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For this evaluation:

Key Objectives	Key Results

Overall impression of performance and results achieved.

Accomplishment of Goals

Comments:

Areas 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 _____

Subjective Factors

This section encourages members of Council to reflect on whether or not they have confidence in the CAO to carry out their role and responsibilities. You are asked to comment on whether or not you respect and trust the CAO: is the CAO a person you trust whether or not you agree with their reports all of the time or just some of the time. Do they keep their word? Do they do as they say they will do? Do you think the CAO is respected by their colleagues?

Follow-Up

Indicate those measures or steps which should be taken by the CAO over the course of the next appraisal period to improve his performance, e.g. types of external or internal development courses/seminars, changes in management practices, etc.

Sign Off

Signatures of the Mayor and CAO to indicate completion of the process.

Signature of the CAO

Signature of Mayor (or designate)

Date

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

Indicate on the space provided by assessing with POINTS.

Disagree	Agree
1 (low)	5 (high)

1.0 COMMUNITY LEADERSHIP

1.1 Does the community view the Mayor and Councillors as the leaders of this community? _____

1.2 Has the Council established a mechanism to reach out to the community and determine its wants/needs/preferences? Are these used to guide the Council's sense of its priorities? _____

1.3 Does the Council actively encourage the citizens to be involved in its decision-making process? (Council and Policies & Priorities Committee Public Input Sessions, budget public input, round table discussions, etc.) _____

1.4 Does the Council designate/approve internal resources (i.e., staff, budget) to ensure that its messages are being conveyed to the public? _____

1.5 Has the Council assessed its relationship to the community in terms of visibility, support, awareness of issues, etc.? _____

2.0 CORPORATE LEADERSHIP

2.1 Are the priorities of the Council established annually so as to guide the budget process? _____

2.2 Is Council's decision-making process clear to all of the key participants (i.e. Council, management, public, etc.)? _____

2.3 Is there a common perception of respect and trust between the 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 RELATIONSHIPS

3.1 Has the 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 Is there respect for the Mayor (chief elected official) and their role and conduct of this role? _____

3.4 Does the chief elected officer involve other members in key policy decisions before they are answered? _____

3.5 Do relationship issues get addressed by the Council before they erupt into much larger issues? _____

4.0 ROLE CLARITY

4.1 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 which outlines the expected behavior of members of Council? _____

5.0 RESULTS

5.1 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) _____

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 impact its relationships to its key neighbors? _____

5.5 Has this term of office been rewarding? _____

TOTALS

(24 responses x 5 points each)

Results:

120 - Perfection!

115-100 - Very Good

100-85 - Good

Less than 85 - Time to review what should be done!

Town of Whitecourt

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

POLICY TITLE: Orientation of Council Members

POLICY NUMBER: 11-012

POLICY PURPOSE:

It is the policy of the Town of Whitecourt to 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.

POLICY:

1. Orientation sessions will be arranged for members of Council as outlined in the Town of Whitecourt Code of Conduct Bylaw 1540.

    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;

- 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 1540 – 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.).

3. 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 1540 - Code of Conduct Bylaw
Bylaw 1570 – Council Committees Bylaw

Town of Whitecourt

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.

Definitions
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.

POLICY:

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.

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.

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

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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:

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

POLICY:

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.

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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.

POLICY:

1. 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.

Town of Whitecourt

Policy Manual
Section: **Administrative**

REFERENCE:

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

Whitecourt

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?

- AI files
  AI stands for Adobe Illustrator, the program used to create the design. AI 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.

PANTONE 356		PANTONE 369		PANTONE 660	
C 95%	R 0	C 59%	R 190	C 90%	R 5
M 0%	G 133	M 0%	G 192	M 57%	G 108
Y 100%	B 63	Y 100%	B 194	Y 0%	B 182
K 27%		K 0%		K 0%	

Whitecourt

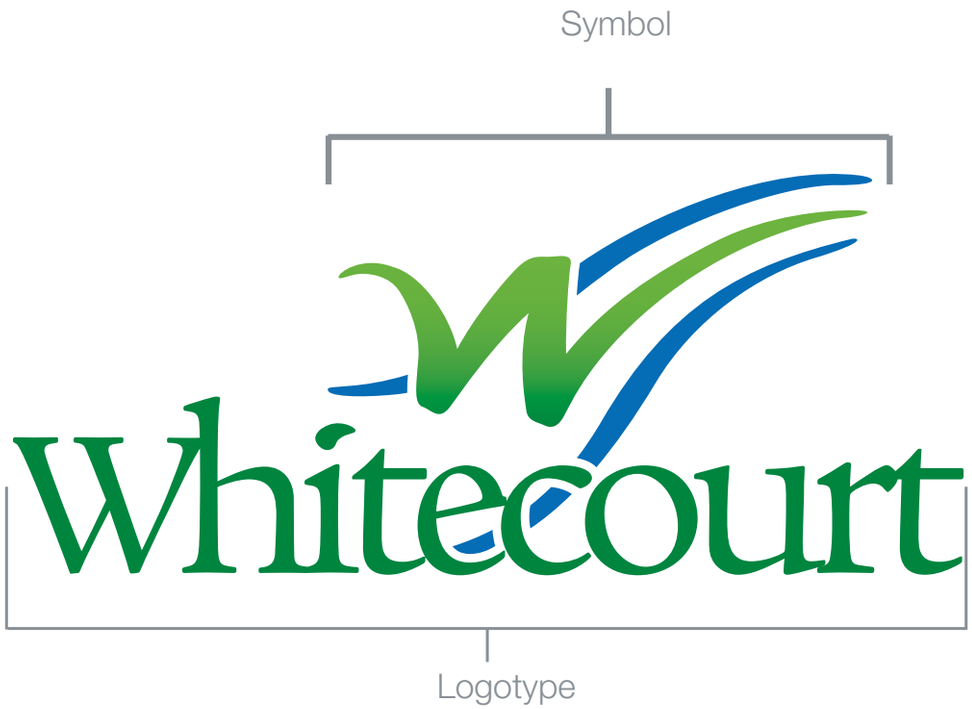
LOGO STANDARDS - USE

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.

Examples of Improper Use of Colour on the Logo

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.

Examples of Improper Use of the Logo

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.

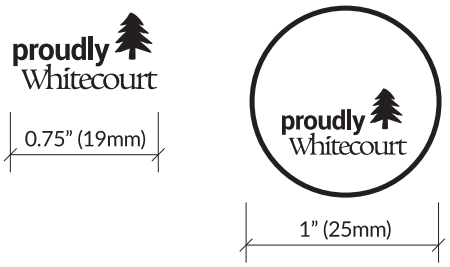
The Whitecourt Community Graphic is available to all businesses, non-profit organizations and community groups in Whitecourt for use on promotional products or merchandise for sale. To be eligible, your company/organization must be based in Whitecourt, have more than 50% active members residing in Whitecourt,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

Whitecourt

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

Issued July 2020 v1

WHITECOURT TOURISM - LOGO SPEC SHEET

One Colour & Knockout

Greyscale / Light

Full Colour / Light & Dark

Colour Codes

BLACK

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

LIGHT GREEN

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

GREEN
GRADIENT

MARKER
LOCATION AT
20% DARK TO
LIGHT

DARK GREEN

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

Fonts

WHITECOURT

FONT: BRUSHUP
TRACKING: CUSTOM

TOURISM

FONT: DIN PRO COND BOLD
TRACKING: 100

Colour Usage

Correct

Correct

Correct

Incorrect

Town of Whitecourt

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

Town of Whitecourt

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

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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.

5. 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.

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:
    a. 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.

Town of Whitecourt

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.

4. 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.

Town of Whitecourt

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.

Town of Whitecourt

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

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.

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.

3. 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.

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

Town of Whitecourt

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:

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.

Town of Whitecourt

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.

Town of Whitecourt

Policy Manual
Section: **Administrative**

POLICY

Effective Date: September 25, 2006
Amended: September 24, 2007
Amended: June 24, 2013
Amended: October 10, 2017
Amended: September 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.

2. 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.

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.

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 www.whitecourt.ca 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

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.

<u>Internal Communications:</u>

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.

<u>Emergency Communications:</u>

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.

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 1540 – Code of Conduct Bylaw
Bylaw 1555 - Advertising Bylaw

Town of Whitecourt

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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

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SOCIAL MEDIA			
MEDIUM	*DETAILS*	*TARGET AUDIENCE*	*LINK*
Facebook Pages			
Town of Whitecourt	General Town Information.	Residents, Businesses	/TownofWhitecourt
Tourism Whitecourt	Tourism related information (events, attractions, activities, etc.).	Tourists	/TourismWhitecourt
Whitecourt Economic Development	Promotes business and investment related information to engage the business community.	Businesses	/WhitecourtEcDev
Allan & Jean Millar Centre	Facility related information, programs and services.	Residents, Facility Members	/MillarCentre
Whitecourt Area Family Support Program	Support program related information.	Residents	/WhitecourtAreaFamilySupportProgram
Whitecourt Communities in Bloom	Communities in Bloom related activities and initiatives.	Residents, Businesses	/whitecourtcib
Whitecourt Fire Department	Department related programs and initiatives.	Residents, Businesses	/WhitecourtFD
Instagram Accounts			
Town of Whitecourt	General Town information.	Residents, Businesses	@townofwhitecourt
Tourism Whitecourt	Tourism related information (events, attractions, activities, etc.).	Tourists	@tourismwhitecourt
Allan & Jean Millar Centre	Facility related information, programs and services.	Residents, Facility Members	@allanjeanmillarcentre
Whitecourt Fire Department	Department related programs and initiatives.	Residents, Businesses	@whitecourtfire
Youth of Whitecourt	Youth Advisory Committee related initiatives; updates specific to the youth	Residents – youth demographic	@youthofwhitecourt

	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

3rd 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/emergencyalert
Alberta Purchasing Connection	Advertise tenders/RFPs as required.	Businesses	www.purchasingconnection.ca
Alberta Regional Dashboard	Updated as necessary (by economic development staff).	Businesses	www.regionaldashboard.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.

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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 & Development Roadside/Park/Site Signs	As necessary.	Per Land Use Bylaw, to notify area property owners of applications/permits; land for sale 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

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 OF WHITECOURT 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: _____

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.

I am 18 years of age and older.

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 _____

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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
l. 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.

Town of Whitecourt

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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.

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

Town of Whitecourt

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POLICY

Effective Date: December 19, 1983
Amended: October 11, 1988
Amended: April 26, 2010
Amended: June 24, 2013
Amended: November 23, 2015
Amended: October 10, 2017
Amended: October 22, 2018
Amended: September 28, 2020
Amended: September 25, 2006
Amended: June 27, 2011
Amended: October 27, 2014
Amended: December 19, 2016
Amended: November 27, 2017
Amended: October 28, 2019
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.

2. 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.

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

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POLICY

Effective Date: September 25, 2006
Amended: June 22, 2020

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.

2. 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.

3. 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.

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

9. 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

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.

Confidential Records

15. No one may access confidential records unless specifically authorized to do so. Even authorized individuals may use confidential records only for authorized purposes.

16. 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.

Managing Personal Digital Assistants (PDAs)

17. 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.

18. 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.

19. 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.

20. 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.

21. 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.

22. 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.

Reporting

23. 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.

24. Security issues will not be discussed widely, but will be shared on a need- to-know basis.

Email/Account Management

25. 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.

26. All e-mail accounts must be approved by the Department Director or Chief Administrative Officer generally via an employment offer.

27. Human Resources is responsible for notifying IT Support when employees are hired, terminated or change positions, with reasonable notification of such changes.

28. 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.

29. 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.

30. 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 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.

31. Users shall not use personal email accounts to conduct official Town business unless directed by a Department Director, Chief Administrative Officer or IT Support.

32. 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.

33. 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.

34. 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.

35. 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.

36. 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.

37. 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 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.

<u>Prohibited Use</u>

38. 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 1540 - Code of Conduct Bylaw
Bylaw 1492 Retention and Destruction Bylaw
Policy 12-025 – Records Management
Freedom of Information and Protection of Privacy (FOIP) Act

Town of Whitecourt

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.

5. 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

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.

9. 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.

Town of Whitecourt

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.

Town of Whitecourt

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.

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.

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 Project:		
Total Project Cost		4,000,000.00
Less Provincial/Federal Grant Contributions		1,300,000.00
Total Eligible Project Costs		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).

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 Address: _____

Contact Person: Mr./Mrs./Ms. _____

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: $_____

Applying for the following Investing In Our Community Program component:

- ☐ Interest Free Loan
- ☐ Extraordinary Loan

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

- ☐ **Project Description/Details:** Provide a detailed description of work to be carried out, community benefit of the project and why is should be funded. You may provide drawings, photographs, letters of local support and other supporting documentation as you see fit.
- ☐ **Project Cost:** Details regarding expenditures for your project. You may attach project quotes and sources of estimates if available.
- ☐ **Project Funding Sources:** A complete breakdown of all revenue sources and amounts.

- ☐ **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.

Town of Whitecourt

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

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 Whitecourt Tourism 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.

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 120 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

TOURISM ENHANCEMENT 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: $_____

Total Grant Request: $_____

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

- □ **Project Description/Details:** Provide a detailed description of work to be carried out, community benefit of the project, and why it should be funded. You may provide drawings, photographs, letters of local support and other supporting documentation as you see fit.

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

- □ **Business & Marketing Plan:** A summary of the project objectives and details on how project activities will be implemented and promoted to meet the identified goals.

- □ **Method of Funding:** A complete breakdown of all revenue sources and amounts.

□ **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 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 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.

Town of Whitecourt

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	Has the project been described clearly and concisely?
/5	Does the project include a name and purpose?
/5	Is this a new application or has the project grown from the previous year?
/5	Will this development have the potential to increase tourism in the area?
/5	Does this project have the ability to accomplish the goals set forth in the application?
/5	Is the project unique to the area?
10 total	**Project Costs**
/5	Does the project include an itemized budget for the entire event? (Rate the overall budget)
/5	Is the budget realistic? Can the project proceed without grant funding?
20 Total	**Business & Marketing Plan**
/5	Does the project have a detailed marketing plan?
/5	Is the marketing plan realistic and effective in reaching the target audience?
/5	Does the application have a summary of the project objectives?
/5	Does the project provide details on how the project activities will be implemented?
40 Total	**Tourism Benefits**
/20	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)
/5	b) Generate non-local press coverage for the event?
/5	c) Generate overnight stays?
/5	d) Increase retail, food, beverage expenditures in Whitecourt?
/5	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	Project Name:
1 = Poor	Total Score: /100
2 = Fair	
3 = Good	Grant Amount Requested: $
4 = Very Good	Amount Recommended: $
5 = Excellent	

Whitecourt

TOURISM ENHANCEMENT GRANT FINAL REPORTING DOCUMENT

Organization Name _____

Contact Name _____

Mailing Address _____

_____

Phone _____

Email _____

Total Grant Amount Expended _____

Expense Type	Vendor	Detail/Description	Amount* (without GST)	Eligible

Total		

What projects were completed using grant funds?

_____

_____

_____

_____

_____

_____

How did the Tourism Enhancement Grant program assist with this project?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

*Original receipts are required to accompany this form.
Final reporting documents 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: tourism@whitecourt.ca
Fax: 780.778.2062
Phone: 780.778.2273

For Town Use Only

Approved eligible expenses $ _____

Signature _____ Date _____

Town of Whitecourt

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.

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

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.

Town of Whitecourt

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.

<u>Recommended Sizes and Placement</u>

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.

<u>Application</u>

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

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.

Approval

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

Town of Whitecourt

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:

	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 Organization or Individual:

Mailing Address:

Daytime Phone: Evening Phone:

Fax: E-Mail:

Website Address (if applicable):

Individual? ☐ or Team/Group? ☐ Number of Participants Attending:

Are you applying for support for a Sport Competition? ☐ or Cultural Event? ☐

Name of event:

Is the event being attended Provincial? ☐ National? ☐ International? ☐

Provincial sport/cultural 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

This information is being collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Promotional Support for a Team or Individual 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.

Town of Whitecourt

Policy Manual
Section: **Administrative**

POLICY

Effective Date: January 24, 2022
Amended: October 11, 2022

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:

1. 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 Whitecourt Tourism 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.

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: $_____ Total Grant Request: $_____

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

□ **Project Description/Details:** Provide a detailed description of work to be carried out, community benefit of the project, and why it should be funded. A summary of the project objectives and details on how project activities will be implemented to meet the identified goals. You may provide drawings, photographs, letters of local support, and other supporting documentation as you see fit.

□ **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 development product 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 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 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.

Town of Whitecourt

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	Has the development been described clearly and concisely?
/5	Does the development have a detailed and realistic marketing plan?
/5	Is this a new application or has the project grown from the previous year?
/5	Does the project provide details on how the development will be implemented?
/5	Does this development have the ability to accomplish the goals set forth in the application?
/5	Is the development unique to the area?
10 total	**Project Costs**
/5	Does the tourism development provide details on revenue and expenditures? Rate the overall budget? Is the budget realistic for the proposed development?
/5	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 within the Town of Whitecourt? Does the applicant demonstrate the ability to complete the project as identified?
40 Total	**Tourism Benefits**
/20	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)
/5	b) Increase tourism in the area?
/5	c) Generate overnight stays?
/5	d) Increase retail, food, beverage expenditures in Whitecourt?
/5	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	Project Name:
1 = Poor	Total Score: /100
2 = Fair	
3 = Good	Grant Amount Requested: $
4 = Very Good	Amount Recommended: $
5 = Excellent	

Whitecourt

TOURISM PRODUCT DEVELOPMENT GRANT FINAL REPORTING DOCUMENT

Organization Name _____

Contact Name _____

Mailing Address _____

_____

Phone _____

Email _____

Total Grant Amount Expended _____

Expense Type	Vendor	Detail/Description	Amount* (without GST)	Eligible

Total _____

What projects were completed using grant funds?

_____

_____

_____

_____

_____

_____

How did the Tourism Product Development Grant program assist with this project?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

*Original receipts are required to accompany this form.
Final reporting documents 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

For Town Use Only
Approved eligible expenses $ _____
Signature_____Date _____

Town of Whitecourt

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).

Town of Whitecourt

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,

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

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

2. 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;

- 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

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.

<u>Records Classification and Retention Schedule</u>

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.

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

Town of Whitecourt

Date of Notice:

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:**

I, _____, certify that the records listed above were destroyed by means of _____ at
printed name

_____ on _____. Signature: _____.
location ***date***

Witness Name Printed: _____ Witness signature: _____ Signature of Official: _____

		Date of Records		
Box Number	**Records Description**	**From - To**	**Retention Period**	**Authorizing Dept.**
Authorized Approval Signature(s)*(Department Head)*	**Name(s) (printed)**		**Date(s)**	
_____	_____		_____	
_____	_____		_____	
_____	_____		_____	

Records Coordinator Signature **Name (printed)** **Date:**

I, _____, certify that the records listed above were destroyed by means of _____ at
printed name

_____ on _____. Signature: _____.
location ***date***

Witness Name Printed: _____ Witness signature: _____ Signature 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 SANITIZATION / DESTRUCTION OF ELECTRONIC MEDIA		
PERSON PERFORMING SANITIZATION		
Name:	Title:	
Organization:	Location:	Phone:
MEDIA INFORMATION		
Make/Vendor:	Model Number:	
Serial Number:		
Media Property Number:		
Media Type:	Source (i.e. user name or PC property number):	
Classification:	Data Backed Up?: ☐ Yes ☐ No ☐ Unknown	
Backup Location:		
SANITIZATION DETAILS		
Sanitization Method Type: ☐ Clear ☐ Purge ☐ Damage ☐ Destruct		
Method Used: ☐ Degauss ☐ Overwrite ☐ Block Erase ☐ Crypto Erase ☐ Other:		
Method Details:		
Tool Used (include version):		
Verification Method: ☐ Full ☐ Quick Sampling ☐ Other:		
Post Sanitization Classification:		
Notes:		
MEDIA DESTINATION		
☐ Internal Reuse ☐ External Reuse ☐ Recycling Facility ☐ Manufacturer ☐ Other *(specify in details area)*		
Details:		
SIGNATURE		
I attest that the information provided on this statement is accurate to the best of my knowledge.		
Signature:	Date:	
VALIDATION		
Name:	Title:	
Organization:	Location:	Phone:
Signature:	Date:	

Town of Whitecourt

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:

1. 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.

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 Applicant Organization: _____

Mailing Address: _____

Contact Person: _____

Home Phone Number: _____ Work Phone Number: _____

Email: _____ Fax Number: _____

PROJECT INFORMATION:

Name of Sporting Event: _____

Dates of event: Start Date: _____

End Date: _____

Have you secured the host venue for this event? Yes / No

Venue Name and Location: _____

Facility Operator/Leaseholder: _____

Name of Sanctioning Organization (Provincial/National Sport Organization):
_____

Have you secured the host hotel or hotels for this event? Yes / No

Please provide hotel name: _____

How many room nights in total are you expecting for this event? (ex. If you think you will need 20 rooms for 3 nights, you would select 50-100):

- ☐ Between 50-100 room nights
- ☐ Between 101-200 room nights
- ☐ More than 200 room nights

How many participants in total are you expecting for this event?

- ☐ Less than 50
- ☐ Between 50-100
- ☐ Between 100-200
- ☐ Between 200-300
- ☐ More than 300

How 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

To be eligible for funding through the Whitecourt Sports Hosting Grant Program, a brief understanding of the key objectives and planning for the event is required. The following checklists must be included with supporting 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: economicdevelopment@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 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 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.

Town of Whitecourt

Policy Manual
Section: Administration

Policy 12-026 – Sport Hosting Program Application Rating Sheet

Score	Scoring Criteria
20	**Event Description & Details**
/5	Has the project been described clearly and concisely? Does the project include a name and purpose?
/5	Does this project include a timeline and/or detailed outline for the event activities?
/5	Does this project have the ability to accomplish the goals set forth in the application?
/5	Does this project have additional unique or enhanced activities during the event?
10	**Budget**
/5	Does the application include a high level event budget showing revenues and expenses?
/5	Is the budget realistic, and does the event have a legacy opportunity identified if there is a revenue surplus?
25	**Hosting Objectives and Marketing**
/5	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?
/5	Will the applicant provide information to participants on dinning, shopping, and other community services and has this been identified?
/5	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)** • Greater than 200 room nights **(15)**
/15	b. How many participants and spectators in total are expected for this event? **(10)** c. Does the event identify how the project will increase retail, food, beverage expenditures? **(5)**

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

Whitecourt

SPORTS HOSTING PROGRAM
FINAL REPORTING DOCUMENT

Organization Name _____

Event Name _____

Contact Name _____

Mailing Address _____

_____

Phone _____

Email _____

Total Grant Amount Expended _____

Expense Type	Vendor	Detail/Description	Amount* (without GST)	Eligible

Total		

What projects were completed using grant funds?

How did the Sports Hosting Program assist with this project?

How many room nights in total were accommodated for the event? (e.g. If you had 20 rooms booked for 3 nights, you would have accommodated 60 room nights.)

_____

How many spectators in total attended the event?

_____

*Original receipts are required to accompany this form.
Final reporting documents 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 _____ Date _____

Town of Whitecourt

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

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

WHITECOURT BUSINESS LAUNCH PROGRAM APPLICATION FORM

APPLICANT CONTACT INFORMATION:

Name of Applicant: _____

Mailing Address: _____

Business Name: _____

Business Phone: _____ Mobile Phone: _____

Email: _____

PROJECT INFORMATION:

Name of Project: _____

Location of the Project (address): _____

Facility Operator/Leaseholder: _____

Briefly describe the project, the services to be provided and/or the products to be 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.

_____

_____

_____

_____

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

□ **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

Name of Business Owner _____

Physical Business Location _____

Mailing Address _____

Legal Name of Business _____

Operating Name of Business _____

Phone_____ Email _____

Website_____

Total Grant Amount Expended _____

Expense Type	Vendor/Product	Detail/Description	Amount* (without GST)	Eligible
		Total	0	0

What business development projects were completed using the grant funds?

_____

_____

_____

_____

_____

_____

What impact did the Business Launch Program have on your business development project and how did this program stimulate business retention, growth and expansion?

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

*Original receipts are required to accompany this form.
Final reporting documents are 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

For Town Use Only

Approved eligible expenses $ 0

Signature_____Date _____

Town of Whitecourt

Policy Manual
Section: **Finance**

POLICY

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

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. 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.

Town of Whitecourt

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.

Town of Whitecourt

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.

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

Town of Whitecourt

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: April 26, 2010
Amended: June 24, 2013
Amended: February 23, 2015
Amended: January 25, 2016
Amended: October 10, 2017
Amended: October 11, 2022

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;
   k. previous experience with supplier or brand;

l. 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 should 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.

<u>Section 2 Purchasing Guidelines:</u>

Purchase Orders

7. Purchase orders will be issued prior to all purchases that exceed $250.00 in value. Purchase orders shall be completed and authorized before, or as a purchase is 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 $250.00 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 service~~s~~ 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 $1,000.00 but is less than $25,000.00.

14. For purchases less than $10,000.00, quotes 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, 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.

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.

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.

<u>Section 3 Purchasing Authority:</u>

30. The Mayor or Deputy Mayor and Administration will approve the cheque run or "online payable batch", which will then be provided to Town Council as an "Information Item."

31. 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.

32. Department Directors are authorized to approve for all single purchases under $25,000.00 for items included in the annual budget.

33. 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.

34. 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.

35. The Controller is authorized to approve reoccurring, routine expenditures for payroll remittances, utility services, and requisition payments.

36. 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 4 Quick Cheques:

37. 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.)

38. 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.

REFERENCES:

Schedule "A" Quotation Form
Schedule "B" Expenditure Officer Designation

Town of Whitecourt

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 Product/Service being quoted:

_____
_____
_____

	Supplier 1	**Supplier 2**	**Supplier 3**
Name			
Price			
Delivery			
Person Contacted			
Phone No.			
Terms of Sale			

Reason for award if not to the low bidder:

_____
_____
_____

Person Requesting/Evaluating Quotation: _____

Date: _____

Town of Whitecourt

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

EMPLOYEE/PROJECT MANAGER _____

EMPLOYEE/PROJECT MANAGER SIGNATURE _____

EMPLOYING DEPARTMENT _____

JOB TITLE _____

INITIALS _____

AUTHORITY

EFFECTIVE DATE: _____/_____/_____

SIGNING AUTHORITY TO A MAXIMUM OF: $_____

PROJECT NAME _____

PROJECT CODE _____

THE EMPLOYEE CAN AUTHORIZE EXPENDITURES WITHIN THE PARAMETERS OF THEIR POSITION IN ACCORDANCE WITH THE PURCHASING POLICY 13-003.

APPROVAL

RECOMMENDED _____
DEPARTMENT DIRECTOR

APPROVED _____
CHIEF ADMINISTRATIVE OFFICER

SIGNED THIS ____ DAY OF _____, 20____.

Town of Whitecourt

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:

1. 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.

Town of Whitecourt

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Section: **Finance**

POLICY

Effective Date: September 25, 2006
Amended: June 27, 2011
Amended: June 24, 2013
Amended: December 19, 2016
Amended: October 22, 2018

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.

Unbudgeted Expenditures

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.

Emergency Expenditures

4. If the proposed unbudgeted expenditure is an emergency, and is less than $25,000.00, the Chief Administrative Officer or designate can approve the expenditure.

5. If the proposed unbudgeted expenditure is an emergency and is greater than $25,000.00, 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

Town of Whitecourt

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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 $25,000.00	-	CAO approval or designate	CAO approval or designate
Greater than $25,000.00	-	Council	Council

Town of Whitecourt

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Section: **Finance**

POLICY

Effective Date: September 25, 2006
Amended: April 26, 2010
Amended: June 27, 2011
Amended: June 24, 2013
Amended: October 27, 2014
Amended: November 23, 2015
Amended: December 19, 2016
Amended: October 10, 2017
Amended: October 22, 2018
Amended: October 11, 2022

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.

POLICY:

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.

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

Town of Whitecourt

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:
Ongoing

Town of Whitecourt

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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.

Town of Whitecourt

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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:
Ongoing

Town of Whitecourt

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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:
Ongoing

Town of Whitecourt

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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:
Ongoing

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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:
Ongoing

Town of Whitecourt

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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:
Ongoing

Town of Whitecourt

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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:
Ongoing

Town of Whitecourt

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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:
Ongoing

Town of Whitecourt

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.

Town of Whitecourt

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: April 26, 2010
Amended: November 23, 2015
Amended: October 22, 2018
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.

POLICY:

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).

Town of Whitecourt

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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

Town of Whitecourt

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

POLICY TITLE: Accounts Receivable Collections

POLICY NUMBER: 13-010

POLICY PURPOSE:

To provide for the effective control, administration, and collection of accounts receivable.

POLICY:

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

Date	Action
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.

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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.

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POLICY

Effective Date: September 25, 2006
Amended: April 26, 2010
Amended: November 23, 2015
Amended: December 19, 2016

POLICY TITLE: Audit Services

POLICY NUMBER: 13-012

POLICY PURPOSE:

To provide guidelines for the tendering of audit services.

POLICY:

1. Council will tender and appoint an auditor to provide audit services every three (3) years as per the Municipal Government Act (MGA).

Town of Whitecourt

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Section: **Finance**

POLICY

Effective Date: September 24, 2007
Amended: April 23, 2012
Amended: December 16, 2019

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, and credit card payments.

2. The Town will accept credit card payments up to a maximum of $5,000.00 total with no processing fee per tax roll or general account, per annum.

3. Returned payments will be charged a service fee per the Fee Schedule referenced in Bylaw 1551 – Fees, Rates and Charges Bylaw.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw

Town of Whitecourt

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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.

POLICY:

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

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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.

POLICY:

1. 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.

3. 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.

Town of Whitecourt

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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

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 - $15,000.00;
   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).

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.

Town of Whitecourt

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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.

POLICY:

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.

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 Property Owner:		
Telephone Number:	Fax Number:	
Address of property for which exemption is requested:		
What portion of the above property does the organization hold?		
☐ 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: _____
Date on which organization took up occupancy:		

ORGANIZATION INFORMATION:

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

Are the organization's services similar to any other organization's or business's services?	
☐ Yes	☐ No
If "Yes", provide name(s):	
Is any income or profit from the organization paid to a member or shareholder of the organization other than as wages?	
☐ Yes	☐ No
If "Yes", please explain in an attachment.	

RETAIL COMMERICIAL OR LICENSED AREA:

Does the organization have a retail commercial area at this location?		If "Yes", do you operate this area?	
☐ Yes	☐ No	☐ Yes	☐ No
What good or services are sold at the retail commercial area?			
For what purpose is the net income from the retail commercial area used?			
Has an area within the facility been issued a gaming/liquor license?			
☐ Yes	☐ No		
If 'Yes", enclose a copy.			

Class:	Area:	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:		
Telephone Number	Fax Number:	
Preferred Mailing address for Non-Profit Organization:		
Organization's President:	Telephone Number:	Fax Number:
Organization's Treasurer:	Telephone Number:	Fax Number:

Office Use Only:		
Date:	Taxation Year:	
Property Roll Identifier:		
Municipal Property Address:		
Total Assessment: $_____		
Statutory Exemption under the Municipal Government Act:	☐ Yes	☐ No
Discretionary Exemption under the Municipal Government Act (s. 364)	☐ Yes	☐ No
Discretionary Exemption under s. 15 of Regulation 281/98:	☐ Yes	☐ No

OTHER REQUIRED INFORMATION:

Please ensure to submit the following as attachments to the application:

- ☐ Certificate of Incorporation
- ☐ Current confirmation that the organization is registered in good standing
- ☐ Memorandum of Association and Articles of Association
- ☐ Copy of the organization's most current financial statement
- ☐ Copy of title (if property owned by applicant)
- ☐ If property is leased or rented by application:
    - i. The current lease agreement with the property owner, and
    - ii. Copy of the plan showing the area leased or rented
    - iii. A letter from the property owner confirming that: the property owner:
        - Is aware of this exemption application,
        - Understands that the municipality will estimate taxes on the area occupied by the organization, based on methodology that may be different from that used by the landlord
        - Agrees to pass on the full benefit of any tax exemption to the non-profit organization
- ☐ Copy of current License/Registration Certificate from Alberta Government Services to operate as a charitable organization
- ☐ Copy of current registration as a charitable organization from Canada Customs & Revenue Agency
- ☐ Any available brochures, newsletters, or other pertinent information relative to your organization
- ☐ Any other information the Town Assessor may, from time to time, deem necessary

Please provide all information required in order for the Town Assessor to determine the exempt status of the property occupied by your organization. Ensure you retain a copy of the application package for future reference. You will receive a letter by January 15 of the following year indicating the status of your application.

I certify that I am authorized to submit this application on behalf o the organization, and that the information provided on this application form and as attachments to this form are true and accurate in every respect, and that all information required under Section VI of this application is included.	
Name (Please Print)	Date (mandatory):
Position:	
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

Town of Whitecourt

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.

POLICY:

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;

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;
l) 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.

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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

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

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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.

POLICY:

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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 off-highway vehicles by Fire Department members.

POLICY:

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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.

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.

l) 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

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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

Town of Whitecourt

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

POLICY

Effective Date: February 19, 2009
Amended: June 24, 2013
Amended: December 19, 2016

POLICY TITLE: Emergency Response Vehicle Operations

POLICY NUMBER: 23-005

POLICY PURPOSE:

To establish Peace Officer Level 1 Use of Emergency Equipment.

POLICY:

1. All Peace Officer's use of emergency equipment on patrol vehicles shall be limited to the following situations:
   a. Traffic control for motor vehicle collisions.
   b. Traffic control for road closures.
   c. To provide for a safe work zone when an officer is carrying out their duties.
   d. Enforcement of Bylaw and specified Provincial Act infractions.

2. Peace Officers shall not do any of the following:
   a. Enable emergency equipment to initiate a vehicle stop for the enforcement of the Traffic Safety Act.
   b. Enter into a pursuit.
   c. Respond to calls for service utilizing emergency equipment.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

POLICY

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

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.

POLICY:

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.
      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.

d) Bicycle Exhibits
   i. Whitecourt Enforcement Services (WES) will accept found bicycles if they are not reported as stolen.
   ii. An occurrence report shall be created when a bicycle is turned into WES.
   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. WES 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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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:

1) 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 per organization per school year)*

Is your application supporting an: existing program? OR new program?

Describethe current/proposed crosswalk program, and what the requested funds will be used for:

If applying for funds to implement a guard, will you be using: students? OR volunteers?

Note: Expenses for honorariums or wages for personnel will not be covered.

How will you recognize the Towns' contributions (e.g. through school newsletters, training material, other)?

Please send your completed application to.

Town of Whitecourt Community Services Dept.
5004 - 52 Avenue, Box 509 Whitecourt, AB T7S 1E6
Email: administration@whitecourt.ca Fax: 780.778.2062

This information is being collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the Community Crosswalk 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.

Whitecourt

COMMUNITY CROSSWALK PROGRAM EXPENSE FORM

Organization Name _____

Mailing Address _____

_____

Phone _____

Email _____

Total Grant Amount Expended _____

Expense Type	Vendor	Detail/Description	Amount (without GST)	Eligible
		Total		

**Original receipts are required to accompany this form.

Final reporting documents are due by June 30.

Please submit to:

Town of Whitecourt
5004 - 52 Avenue, Box 509 Whitecourt, AB T7S 1N6
Email: administration@whitecourt.ca Fax: 780.778.4166
Attn: Crime Prevention Coordinator

For Town Use Only

Approved eligible expenses $ _____

Signature _____ Date _____

Town of Whitecourt

Policy Manual
Section: **Protective Services**

POLICY

Effective Date: March 25, 2019

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 Protective Services.

8. Notebooks will be inspected quarterly by the Director of 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.

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

Town of Whitecourt

Policy Manual
Section: **Protective Services**

POLICY

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

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 his/her duties.

Responsibilities

2. 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.

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 his/her 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.

15. When a baton or OC spray is in the possession of a Community Peace Officer at his/her 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

20. 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.

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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.

POLICY:

1. 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;

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

Town of Whitecourt

Policy Manual
Section: **Protective Services**

POLICY

Effective Date: April 26, 2010
Amended: June 24, 2013
Amended: November 23, 2015

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.

POLICY:

1. Town of Whitecourt revenue from the Automated Traffic Enforcement Program will be used for one-time, 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.

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

POLICY

Effective Date: June 27, 2022

POLICY TITLE: FireSmart Homeowner Incentive Program

POLICY NUMBER: 23-012

POLICY PURPOSE:

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

POLICY:

1. 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 in two funding rounds:
   a) Round 1 – Applications will be accepted until October 1, 2022.
   b) Round 2 – Applications will be accepted until August 31, 2023.

5. Only those that have a required FireSmart Home Assessment completed by the Whitecourt Fire Department (as of 2022), 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:

Improvement	Allocation Summary	Program Budget
Roof upgrade to Class A ignition resistant roof material	10 rebates of $1,000	$10,000
Sheath or screen beneath deck	20 rebates of $500	$10,000
Convert Zone 1A from mulch to rock or non-combustible	20 rebates of $500	$10,000
Zone 1 and 2 Arborist to cut and remove conifer trees	15 rebates of $1,000	$15,000
Eaves troughs cleaned and covered	25 rebates of $200	$5,000
		Total: $50,000

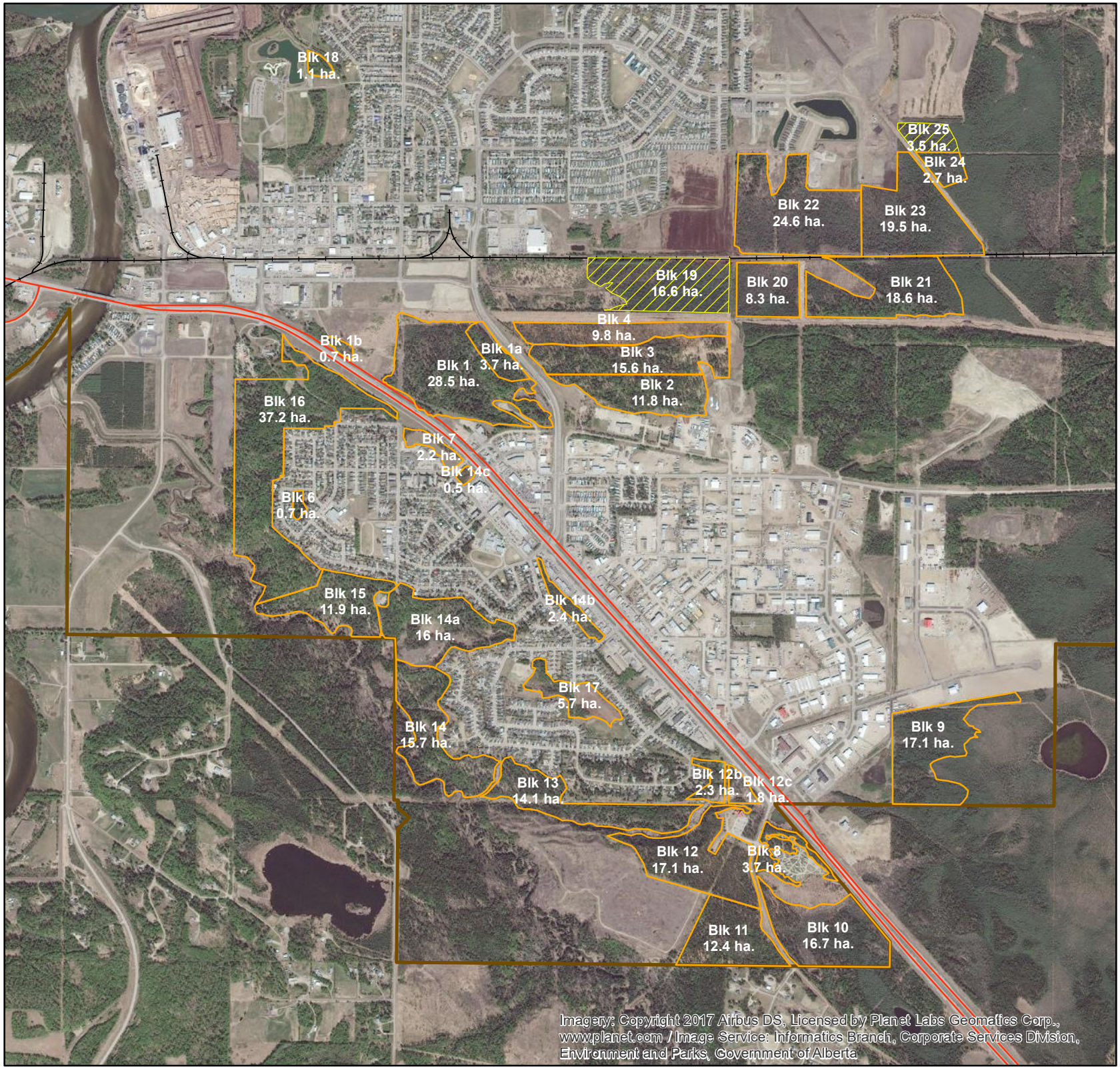
8. Only activities that are recommended in the completed FireSmart Home Assessment and that are identified in the table outlined in Point 7 are eligible for funding.

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.

REFERENCES:

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

Whitecourt Forest Area FireSmart



Legend

Whitecourt FireSmart

- Private
- Provncial

1:25,000

Alberta

Informatics Team, Alberta Ministry of Environment and Sustainable Resource Development

Produced by UAR Branch, Operations Division
Base Map Data provided by the Government of Alberta
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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 (if different from above): _____

_____

Contact Person: _____

Daytime Phone: _____ Cell: _____

Email: _____

Date FireSmart Home Assessment was completed on:_____

Please complete the following and attach before and after pictures of the home and the FireSmart improvement completed on the property:

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 materials • Install non-combustible screens/covers	☐

_____ _____

Print Name Signature

_____ _____

Home Phone # Cell Phone #

_____

Date

Please submit to:

Whitecourt Fire Department
Box 509 Whitecourt AB T7S 1N6
Email: firedepartment@whitecourt.ca

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 FireSmart Homeowner Incentive 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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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.

POLICY:

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.

3. 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.

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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.

POLICY:

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.

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.

Town of Whitecourt

Policy Manual
Section: **Protective Services**

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.

POLICY:

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
    l. 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;

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

Town of Whitecourt

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.

POLICY:

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.

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.

Town of Whitecourt

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.

POLICY:

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.

3. 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.

Town of Whitecourt

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.).

POLICY:

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,

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.

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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.

POLICY:

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.

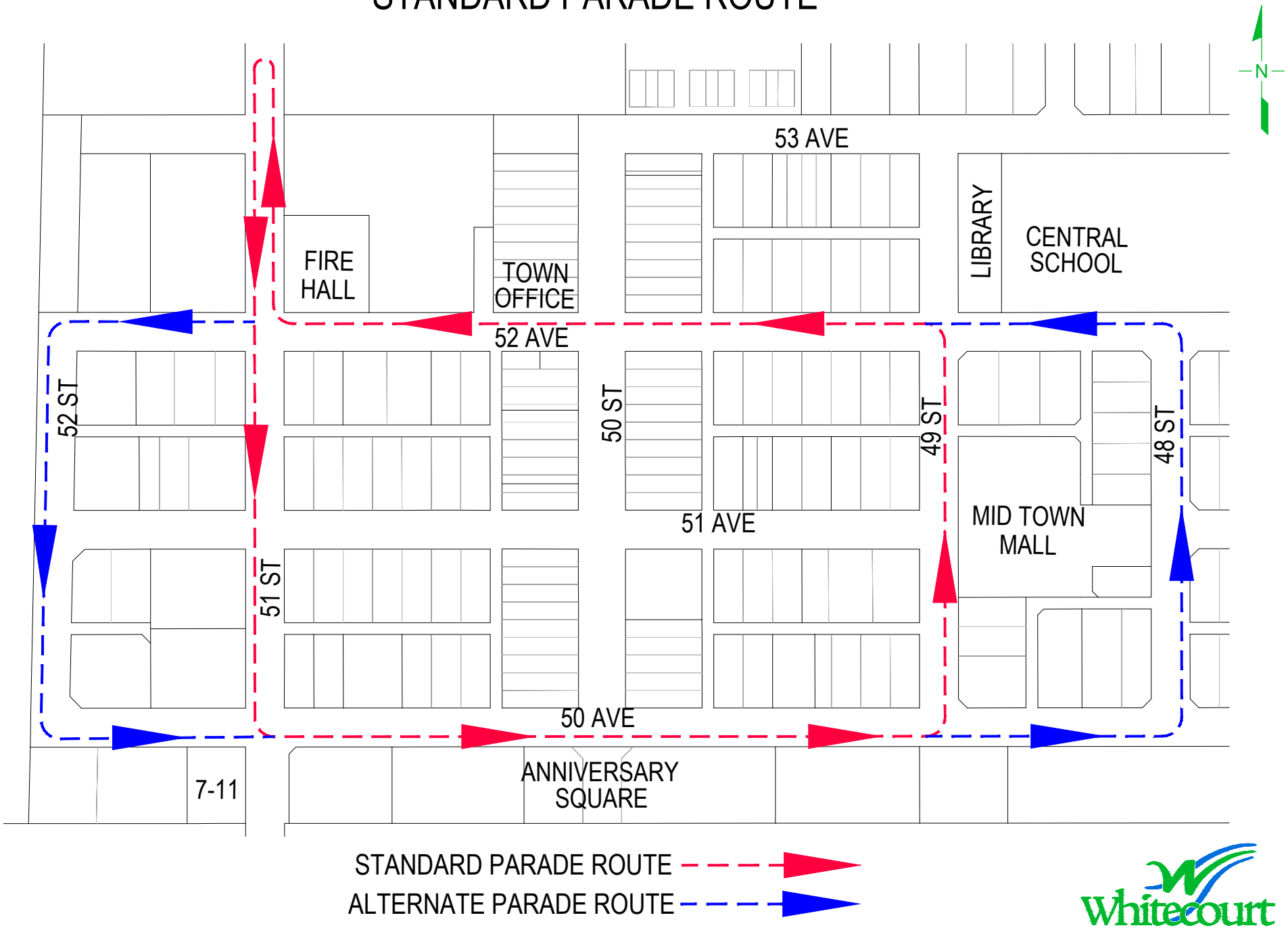
4. The applicant is responsible for scheduling the delivery of all traffic control devices with the Manager of Works.

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

REFERENCE:

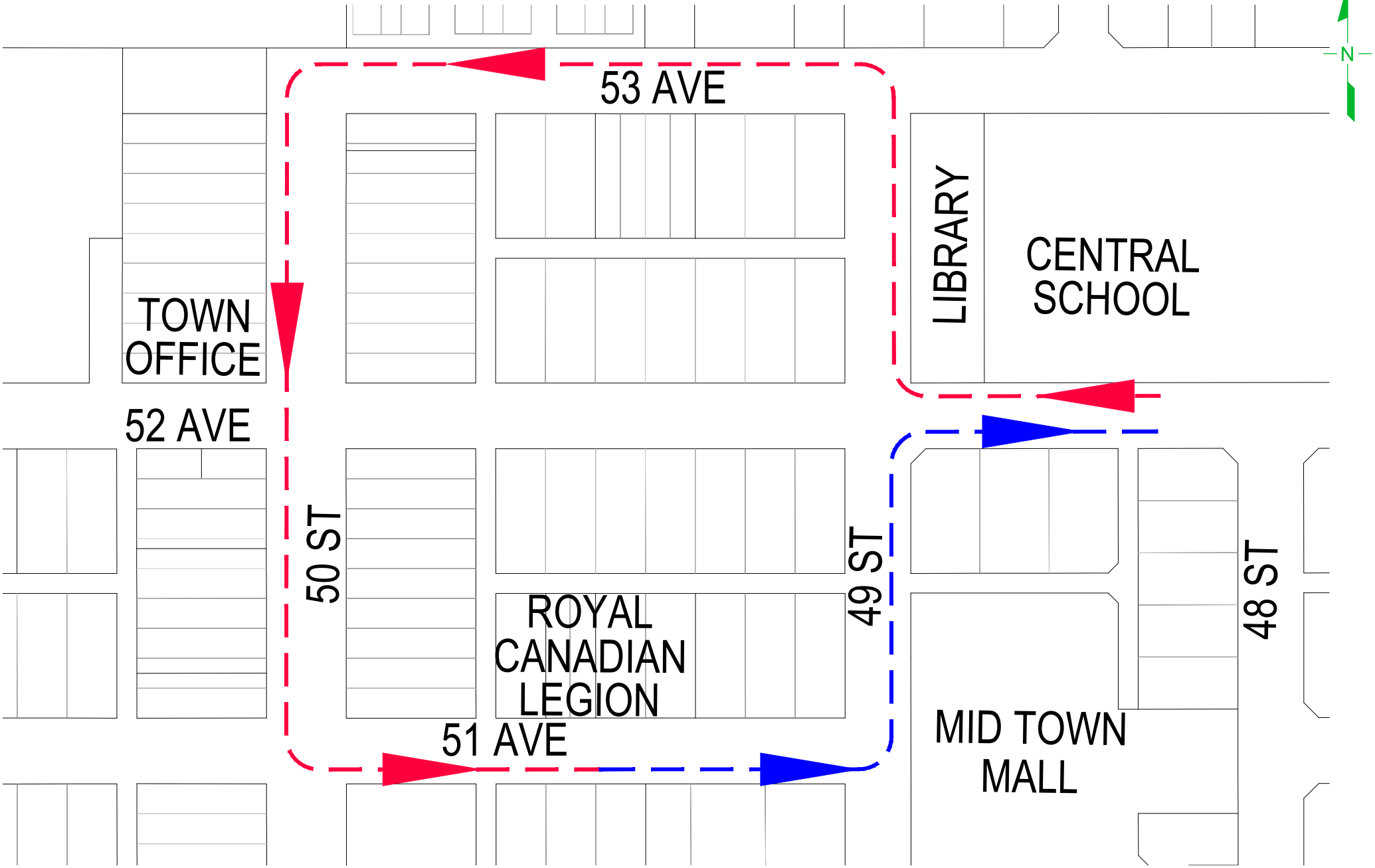
Schedule “A” - Standard Parade Route
Schedule “B” – Remembrance Day Parade Route

STANDARD PARADE ROUTE



Whitecourt

ANNUAL REMEMBRANCE DAY PARADE ROUTE



START TIME 10:00 - 10:35

START TIME 11:00 - 11:35

Whitecourt

Town of Whitecourt

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:

1. 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.

<u>Sidewalk Classification</u>

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.

<u>Inspection Frequency and Inventory</u>

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.

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.

Priority

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

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.

Crackfilling is appropriate for longitudinal cracks where separation is less than 12 millimetres (½ 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,

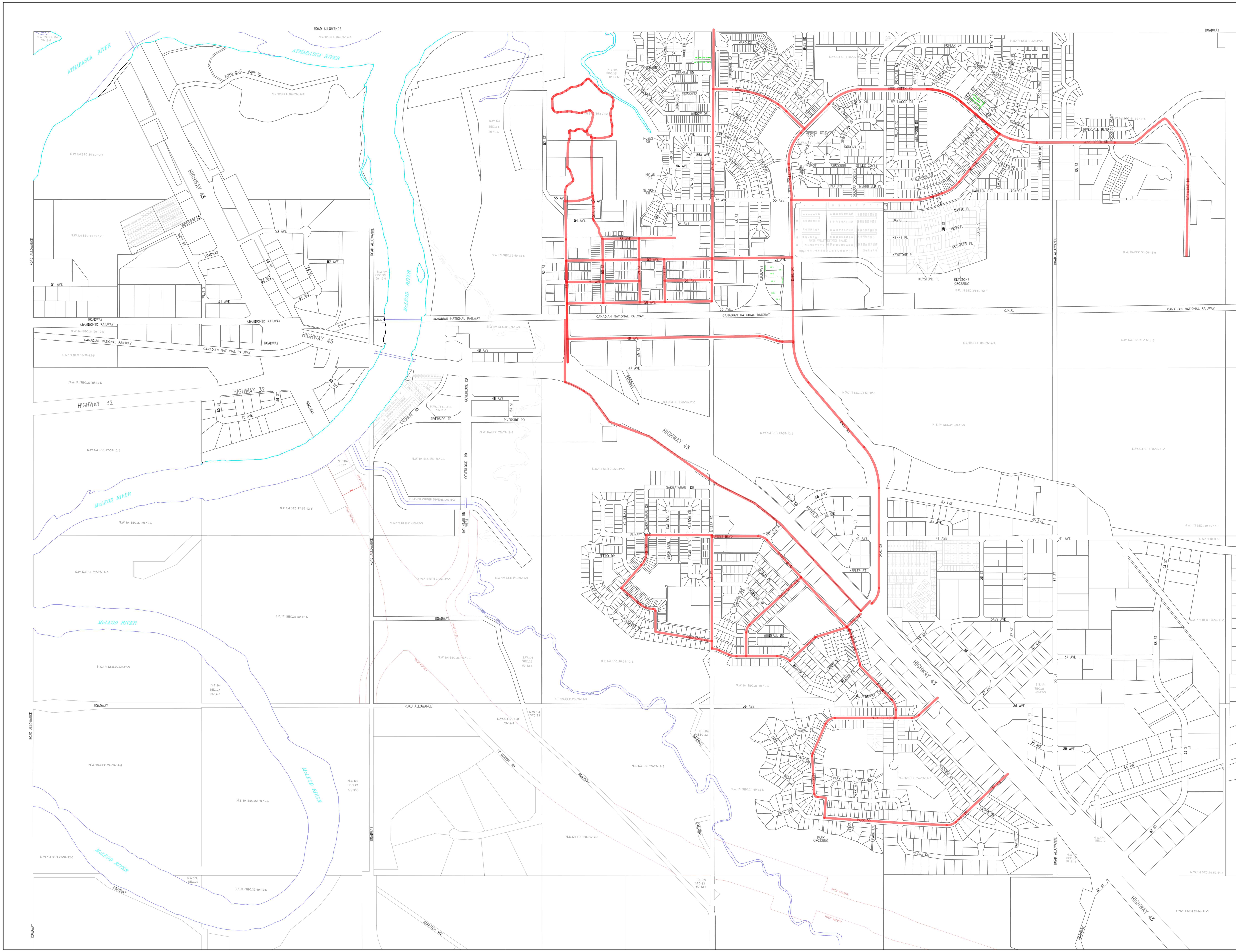
17. Asphalt Overlay: Asphalt overlays are effective as a temporary measure to smooth the surface of severally spalled or cracked concrete. While not aesthetically pleasing, an asphalt overlay provides a safe short-term repair (3-5 years) for damaged or worn surfaces.

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)

TOWN OF WHITECOURT



LEGEND:

HIGH TRAFFIC AREA

HIGH TRAFFIC AREA CONTROL POLICY

ROADWAY PRIORITIES

DWG DATE: 12 SEP 2014
REVISED: JFG
DWG No: HTA–2014

JFG NOV 07 2012 SNOW-2012 A.DWG

Town of Whitecourt

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 NUMBER_____

APPLICANT INFORMATION (CONTRACTOR)

APPLICANT NAME_____ COMPANY NAME_____

STREET ADDRESS_____

PHONE_____ EMAIL*_____

*By providing your email address above, you are consenting to receive electronic communications from an authorized person of the Town of Whitecourt

AFTER-HOURS CONTACT 1

NAME_____

PHONE_____

AFTER-HOURS CONTACT 2

NAME_____

PHONE_____

DATE/TIME

PROPOSED START DATE_____ PROPOSED END DATE_____

PROPOSED DAILY START TIME_____ PROPOSED DAILY END TIME_____

LOCATION

ROAD NAME_____

BETWEEN_____ (ROAD A) AND_____ (ROAD B)

ADDITIONAL LOCATIONS (LIST ALL APPLICABLE)

Please submit a detailed map clearly indicating the work area. The map should show street names and boundaries of the work. The Town's GIS system, Munisight, is a useful tool for creating and editing maps, and can be accessed at: www.whitecourt.ca/Munisight

AFFECTED INFRASTRUCTURE

- ☐ PARKING LANE
- ☐ DRIVING LANE
- ☐ FULL ROAD
- ☐ INTERSECTION
- ☐ DRIVEWAY
- ☐ BACKALLEY
- ☐ PATHWAY
- ☐ SIGNS/LIGHTS
- ☐ SIDEWALK
- ☐ CURB AND GUTTER
- ☐ BOULEVARD
- ☐ OTHER

If the affected infrastructure is "OTHER", please describe:

ACTIVITY INFORMATION

GENERAL DESCRIPTION

- ☐ INSTALLATION
- ☐ REMOVAL
- ☐ MAINTENANCE/REPAIR

WORK TYPE

- ☐ RESIDENTIAL CONSTRUCTION
- ☐ COMMERCIAL CONSTRUCTION
- ☐ INDUSTRIAL CONSTRUCTION
- ☐ ROADWAY
- ☐ UNDERGROUND POWER
- ☐ OVERHEAD POWER
- ☐ UNDERGROUND TELECOM
- ☐ OVERHEAD TELECOM
- ☐ GAS/PIPELINE
- ☐ WATER/SEWER
- ☐ SIGNS/LIGHTS
- ☐ OTHER

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

PROJECT DETAILS

ACCESS DURING PROJECT

- ☐ NO PEDESTRIAN TRAFFIC
- ☐ SINGLE-LANE CLOSURE
- ☐ NO THROUGH TRAFFIC
- ☐ LOCAL TRAFFIC ONLY
- ☐ ALTERNATING LANES
- ☐ OTHER

If the public access is "OTHER", please describe:

PROPOSED TRAFFIC ACCOMMODATION

- ☐ SIGNAGE & BARRICADES
- ☐ FLAGPERSON
- ☐ FULL DETOUR

OVERVIEW OF TRAFFIC ACCOMMODATION PLAN

Please submit a detailed Traffic Accommodation Plan in accordance with the **Town of Whitecourt Traffic Accommodation in Work Zones Manual (Current Edition)** indicating all closure, signage, and detour information. Include sketch of proposed worksite.

TERMS AND CONDITIONS
1. Application for a temporary traffic control permit must be submitted a minimum of 2 business days in advance of the intended closure date, unless the closure is required for emergency purposes.
2. Applications must be accompanied by a map of the work location and a detailed Traffic Accommodation Plan.
3. 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.
4. The applicant and their agents or employees must comply with all bylaws and ordinances of the Town of Whitecourt.
5. The applicant must pay all required fees and securities as outlined in the Fees, Rates, and Charges Bylaw 1551.
6. 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 Temporary Traffic Control 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.
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.

I, _____, hereby make application to the Town of Whitecourt to occupy the right of way for the purpose described and agree to abide by the conditions established on the permit, as well as all federal, provincial, and municipal laws. I agree to assume all liability and/or cost incurred as a result of road occupancy to maintain the work area and to indemnify and save harmless the Town until final completion and approval.

SIGNATURE_____ DATE_____

FOR ADMINISTRATIVE USE ONLY		
NOTIFY (via email): ☐ RCMP ☐ AMBULANCE ☐ FIRE ☐ TRANSIT ☐ NORTHERN GATEWAY ☐ LIVING WATERS ☐ PUBLIC WORKS ☐ WATER ☐ BYLAW ☐ DEVELOPMENT ☐ OTHER (describe): _____ _____	APPLICATION FEE PAID? ☐ YES ☐ NO ☐ N/A	PERMIT APPROVED? ☐ YES ☐ NO
	TRAFFIC ACCOMMODATION PLAN AND MAP ATTACHED? ☐ YES ☐ NO ASSOCIATED PERMITS_____ _____ INTERNAL PROJECT LEAD _____ PHONE_____ ALTERNATE CONTACT _____ PHONE_____	
	PRINTED NAME OF AUTHORIZED REPRESENTATIVE_____ SIGNATURE_____ DATE_____	

Town of Whitecourt

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.

POLICY:

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.

5. 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

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

Date: _____

Name: _____

Address: _____

Phone: _____

I, _____ being the registered owner of the property located at _____, Whitecourt, Alberta, hereby request that the Town of Whitecourt remove and replace the driveway access to my property. I recognize:

i. The Enhanced Driveway Crossing Replacement Program is a partnership program between myself and the Town of Whitecourt.
ii. The Town of Whitecourt will pay up to 60% of the costs associated with the removal/replacement/disposal of the driveway approach.
iii. I am responsible to pay 40% of the costs associated with the removal/replacement/disposal of the driveway approach.
iv. Any outstanding amounts can be sent to collections by the Town of Whitecourt.

_____
Signature of Owner

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:

Town of Whitecourt

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

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:

General
1. Road and walk maintenance priorities are established to provide the greatest benefit to the greatest number of the public.

2. 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.

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. Road conditions will be evaluated using a front wheel drive sedan equipped with snow tires for residential and commercial streets, and a two-wheel drive pickup with snow tires on industrial streets.
   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.
- 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, Rotary Park skating events, or other events of community wide importance as designated by Council.)

<u>Ice Control</u>

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.

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.

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 unless authorized 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.

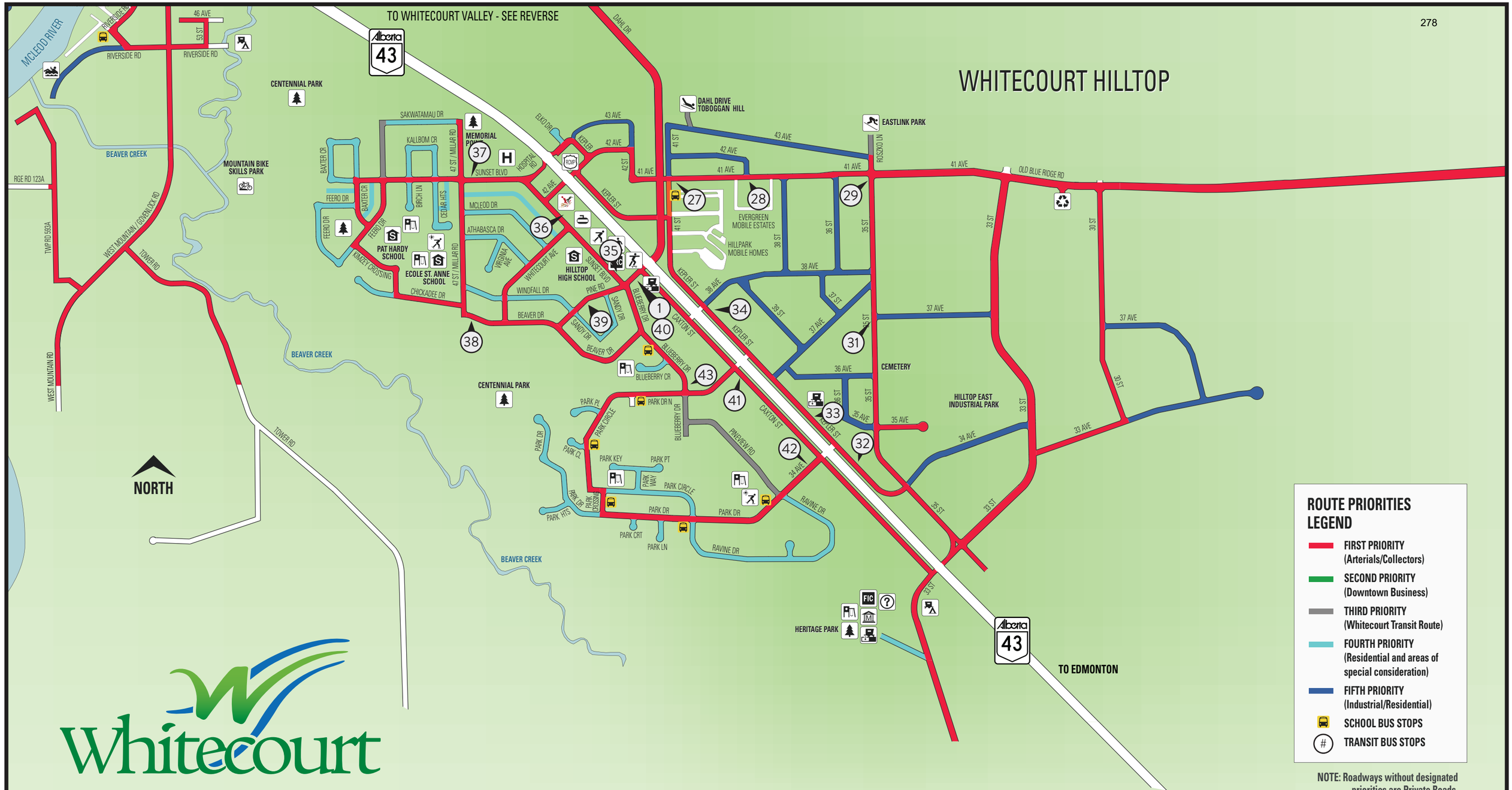
    d) Where snow piles or windrows placed by a property owner adjacent to a roadway are such that snow clearing by the Town would result in the windrow or pile obstructing visibility for the safety of vehicles and pedestrians, the Town should have the property owner address the situation.

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.

REFERENCE:

Schedule “A” Route Priorities
Schedule “B” Directional Movement

WHITECOURT HILLTOP



ROUTE PRIORITIES LEGEND

- FIRST PRIORITY (Arterials/Collectors)
- SECOND PRIORITY (Downtown Business)
- THIRD PRIORITY (Whitecourt Transit Route)
- FOURTH PRIORITY (Residential and areas of special consideration)
- FIFTH PRIORITY (Industrial/Residential)
- SCHOOL BUS STOPS
- TRANSIT BUS STOPS

NOTE: Roadways without designated priorities are Private Roads.

Whitecourt

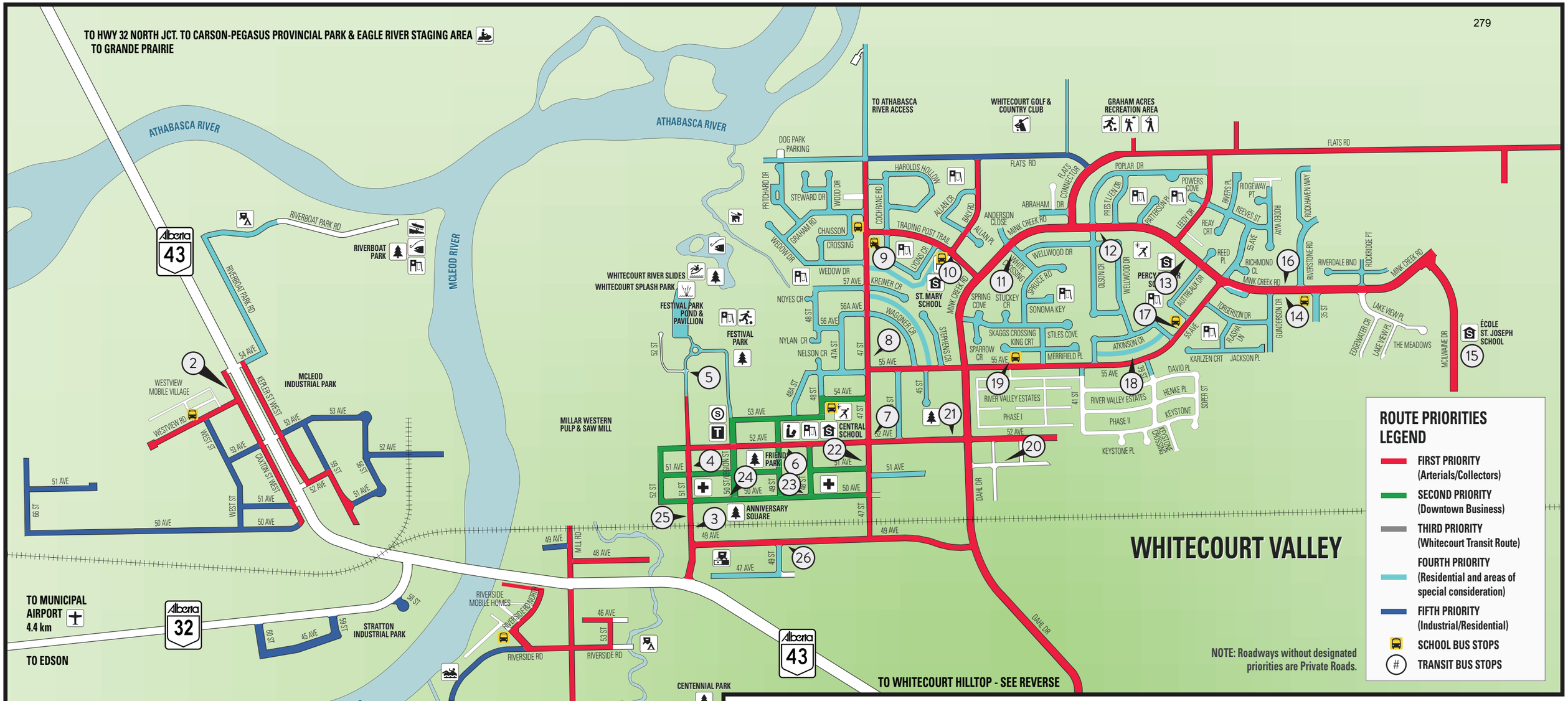
SNOW & ICE CONTROL POLICY

ROUTE PRIORITIES

WINTER YEAR 2023-2024

Issued September 2023 v1.1

ROUTE PRIORITIES
HILLTOP // SHEET 1 OF 2



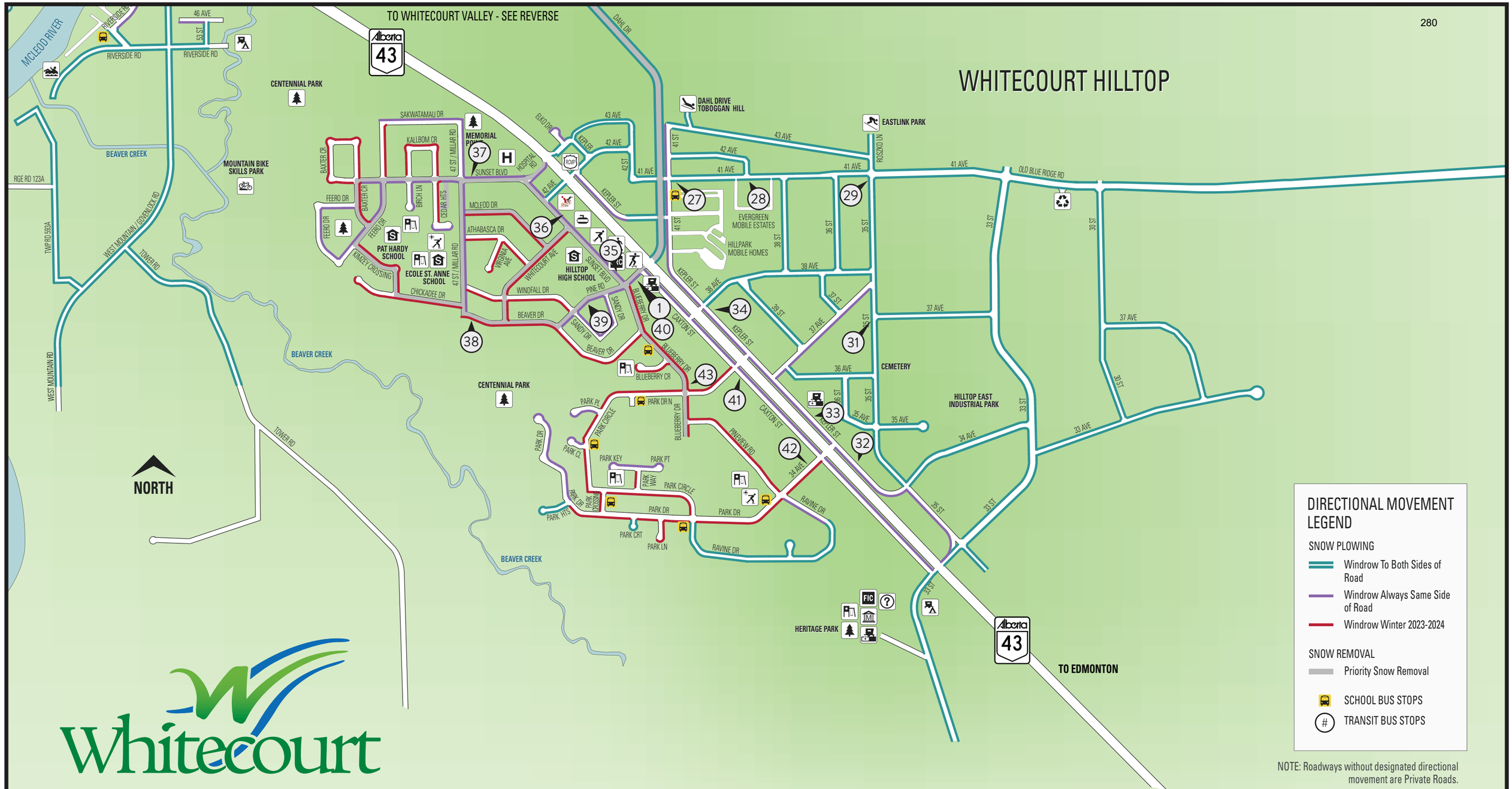
LEGEND

- INFORMATION
- RCMP
- HOSPITAL
- CLINIC
- SCHOOL
- TOWN OFFICE
- SENIORS CIRCLE
- FOREST INTERPRETIVE CENTRE
- CARLAN SERVICES COMMUNITY RESOURCE CENTRE
- LIBRARY
- ALLAN & JEAN MILLAR CENTRE (FIELDHOUSE, POOL & FITNESS CENTRE)
- CURLING RINK
- JDA PLACE (ATHABASCA & MCLEOD RINKS)
- TENNIS COURT
- SKATEBOARD PARK
- GOLF COURSE
- BALL DIAMOND
- SOCCER PITCH
- FOOTBALL FIELD
- OUTDOOR RINK
- WHITECOURT RIVER SLIDES
- WHITECOURT SPLASH PARK
- TOBOGGAN HILL
- EASTLINK PARK
- PLAYGROUND
- FISHING
- OFF-LEASH DOG PARK
- BOAT LAUNCH
- MCLEOD RIVER TUBING PICK-UP
- SNOWMOBILE STAGING AREA
- MOUNTAIN BIKE SKILLS PARK
- PARK
- CAMPGROUND
- DISPOSAL STATION
- TRANSFER STATION
- MUSEUM
- AIRPORT

WINTER YEAR 2023-2024

ROUTE PRIORITIES
VALLEY // SHEET 2 OF 2

WHITECOURT HILLTOP



DIRECTIONAL MOVEMENT LEGEND

SNOW PLOWING

- Windrow To Both Sides of Road
- Windrow Always Same Side of Road
- Windrow Winter 2023-2024

SNOW REMOVAL

- Priority Snow Removal
- SCHOOL BUS STOPS
- TRANSIT BUS STOPS

NOTE: Roadways without designated directional movement are Private Roads.

Whitecourt

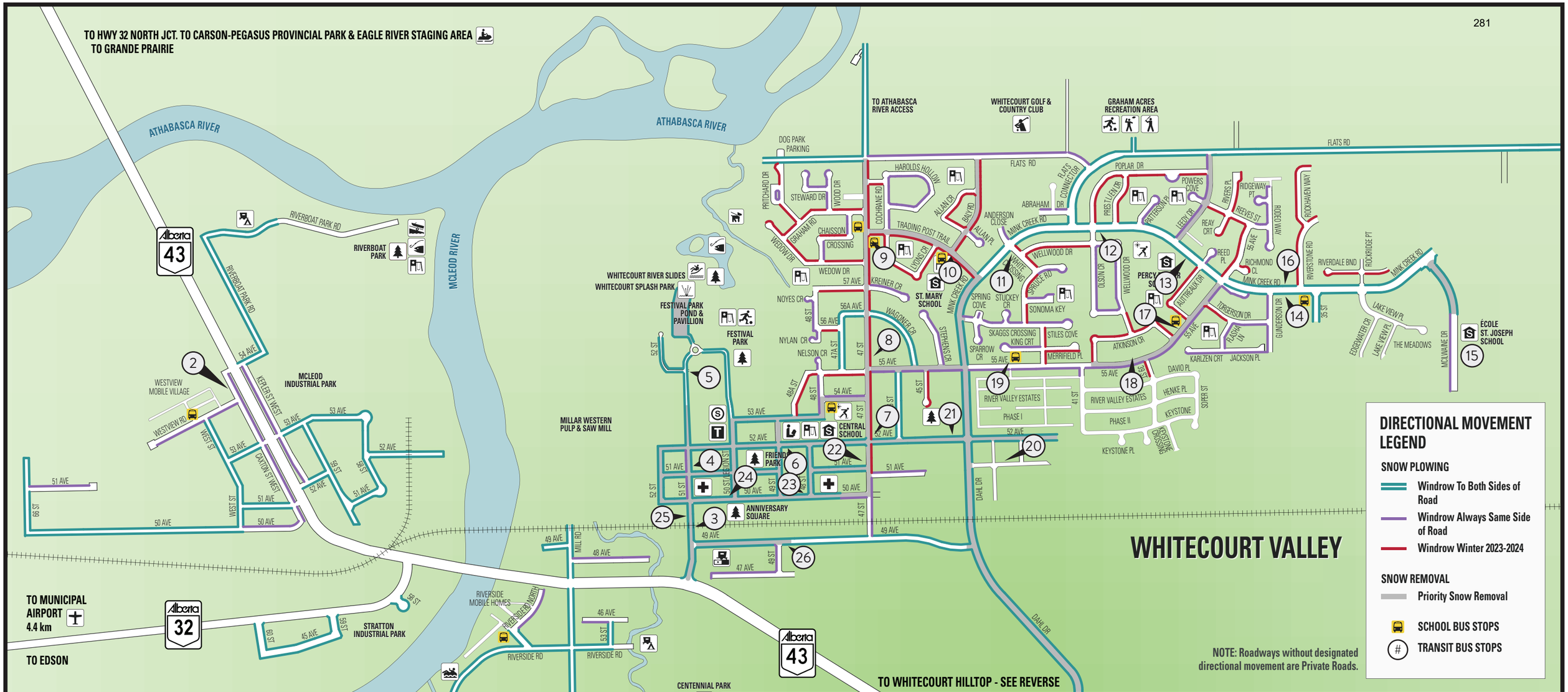
SNOW & ICE CONTROL POLICY

DIRECTIONAL MOVEMENT

WINTER YEAR 2023-2024

Issued September 2023 v1.1

DIRECTIONAL MOVEMENT
HILLTOP // SHEET 1 OF 2



WINTER YEAR 2023-2024

LEGEND

- INFORMATION
- RCMP
- HOSPITAL
- CLINIC
- SCHOOL
- TOWN OFFICE
- SENIORS CIRCLE
- FOREST INTERPRETIVE CENTRE
- CARLAN SERVICES COMMUNITY RESOURCE CENTRE
- LIBRARY
- ALLAN & JEAN MILLAR CENTRE (FIELDHOUSE, POOL & FITNESS CENTRE)
- CURLING RINK
- JDA PLACE (ATHABASCA & MCLEOD RINKS)
- TENNIS COURT
- SKATEBOARD PARK
- GOLF COURSE
- BALL DIAMOND
- SOCCER PITCH
- FOOTBALL FIELD
- OUTDOOR RINK
- WHITECOURT RIVER SLIDES
- WHITECOURT SPLASH PARK
- TOBOGGAN HILL
- EASTLINK PARK
- PLAYGROUND
- FISHING
- OFF-LEASH DOG PARK
- BOAT LAUNCH
- MCLEOD RIVER TUBING PICK-UP
- SNOWMOBILE STAGING AREA
- MOUNTAIN BIKE SKILLS PARK
- PARK
- CAMPGROUND
- DISPOSAL STATION
- TRANSFER STATION
- MUSEUM
- AIRPORT

DIRECTIONAL MOVEMENT VALLEY // SHEET 2 OF 2

Town of Whitecourt

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.

3. 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)

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)

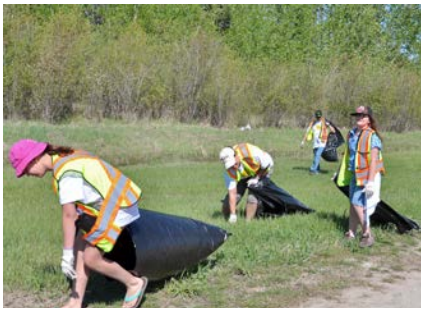
d. *Adult Groups: Non-Community Projects*
Adult groups who are raising money for out of community projects. (i.e. teams fundraising to attend national/provincial sporting events)

REFERENCE:

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

Community Clean Up Guide

Whitecourt



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 the Public Works Receptionist. **Clean up must be completed during daylight hours.** A map of the area will be provided to you prior to your scheduled clean up.
- ❑ Contact group members for commitment to participate. **Participants must be 9 years of age or older.** There must be one adult (18 years of age or older) for every two youth between the ages of 9 and 14 years; and one adult for every five youth between the ages of 15 to 17 years. Establish work crews and ensure that these guidelines are followed.

  Estimated # of participants: ____

  Estimated # of adults: ____

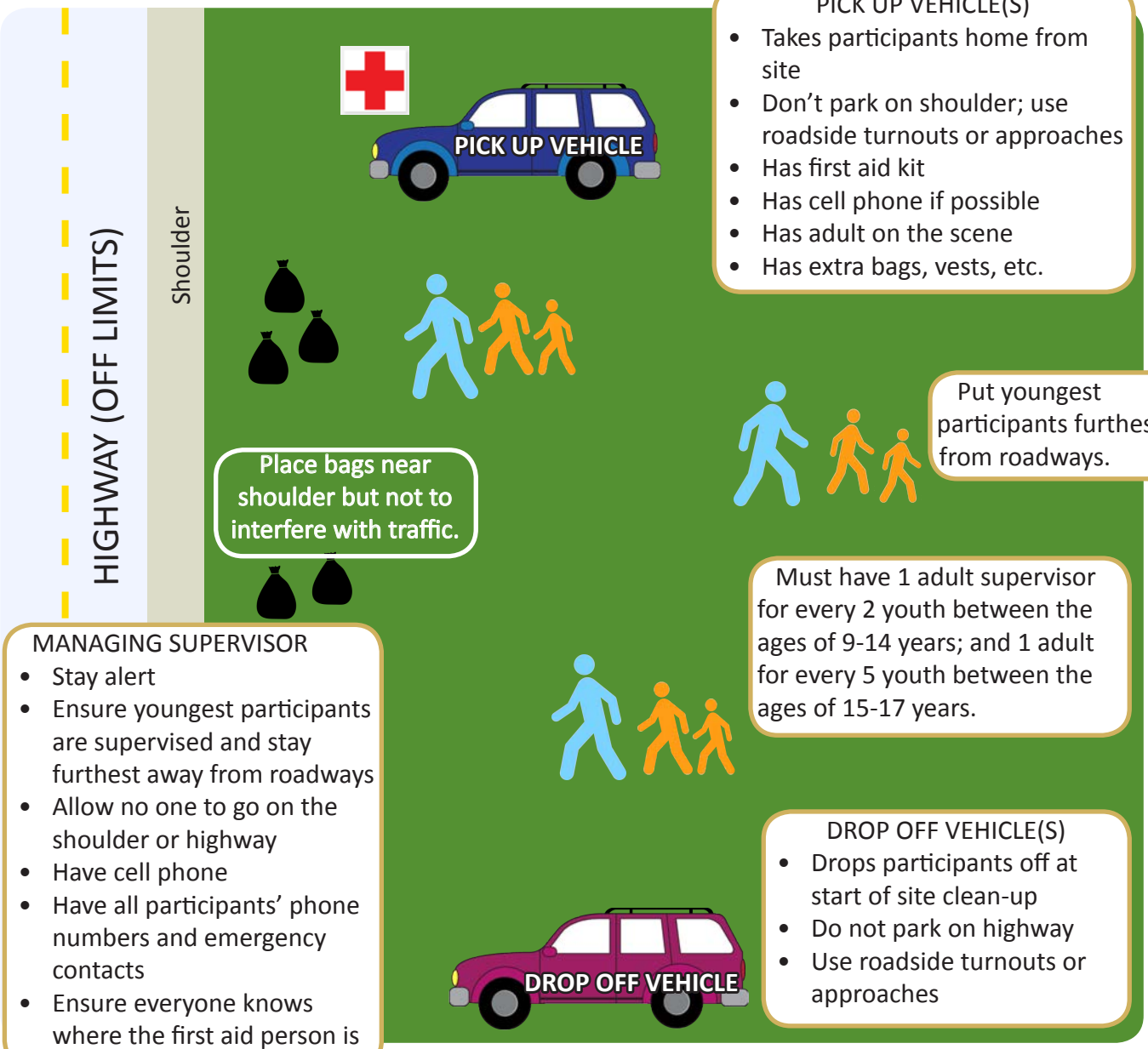
  Estimated # of youth aged 9-14: ____

  Estimated # of youth aged 15-17: ____

  Estimated # of work crews based on the numbers above: ____
- ❑ Designate a first aid person. This person should have a cell phone and access to a vehicle during the cleanup. This person is also responsible for bringing a first aid kit.
- ❑ Drive by the clean up area and arrange for a safe meeting place for your group.
  - ❍ Note turnaround points, crossroads, and parking areas for vehicles. This inspection will assist in identifying a safe meeting place for your group. Prepare a stage plan for your work crews. Please reference the sample stage plan on the next page.
  - ❍ Please note: Do not park or station vehicles on Highway 43. Use the service roads to park vehicles, or arrange for participants to be dropped off on service road approaches with necessary equipment.
- ❑ A week prior to your scheduled clean up date, contact the Public Works Receptionist to:
  - ❍ confirm the clean up is proceeding on schedule,
  - ❍ provide the number of participants for your clean up, and
  - ❍ arrange to pick up supplies at the Whitecourt Public Works Shop, 3410 - 35 Avenue (east of 35 St.)
- ❑ Encourage participants to bring adequate water, hats, and use sunscreen!

Whitecourt

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



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.

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.

MANAGING SUPERVISOR

- 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

DROP OFF VEHICLE(S)

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

LEGEND: Adults Participants Bag of Garbage

Whitecourt

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.

Whitecourt

Don’t pick up anything sharp or dangerous or that you’re unsure of.

SAFETY TIPS AND GUIDELINES

- All participants must wear safety vests and gloves at all times.
- It is recommended that closed toe shoes be worn during clean up activities. Do not wear sandals, flip-flops, etc.
- Please stay off the highway. If a participant is collecting waste on the shoulder of a roadway, one person must be designated as an observer to watch for traffic.
- Headphones are prohibited.
- Do not chase a wind-blown object onto the roadway!
- If you are cleaning a section of Highway 43, do not clean the median.
- Do not touch, disturb or pick up: needles, syringes, broken glass, chemical or pesticide containers. The Town will provide your group with flags to identify such items. Please mark 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 collect and dispose of these items.
- Do not touch, disturb or pick up dead animals.
- Horseplay during the clean up is not tolerated, and if witnessed and/or reported to Town staff the clean up contract will be terminated.
- Pets are not allowed to accompany participants on the clean up.
- Never stand closer than 5 metres from a railway track when waiting to cross. Stop, look and listen. When the tracks are clear, cross quickly.
- If you are cleaning an area near a railway track when a train is passing, never stand 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.
- Do not place any objects on a railway track.
- 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.

Whitecourt

Community Clean Up Claim Form

We _____ have completed ____ hours of community clean up on
(name of group/club) *(#)*

_____.
(location)

Date: _____ _____
(Signature)

Please submit this form to the Public Works Receptionist at the Town shop at 3410 - 35 Avenue.

Please fill in the information below to ensure that your group receives the cheque under the correct information.

Name of Club/Group (Cheque to be payable to): _____

Address to send cheque to: _____

_____

FOR INTERNAL USE ONLY

GROUP # _____

Whitecourt

Town of Whitecourt

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.

4. 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.

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 Party

GUIDE AND PLANNING KIT

Whitecourt

WHAT IS A BLOCK PARTY?

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).

TIPS AND IDEAS CONT.

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!

TIPS AND IDEAS CONT.

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!

WHAT YOU SHOULD DO...

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!

Party Date and Time _____

Rainout Alternatives _____

_____

_____

Scope of Party (How much area will need to be blocked off?) _____

_____

_____

Location of Party _____

Type or Theme of Party (BBQ, Potluck, Canada Day, etc.) _____

Budget (Cost of permits? Supplies?) _____

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 the outcome of the survey.

Please remember to give us your name and address so we can contact you directly.

Name _____ Phone _____

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

Day(s) and Date(s) _____

Location of Block Party _____

Time(s) Start _____ Finish _____ Set-up_____ Clean-up _____

# of Participants Expected: _____

Activities Planned (check those which apply and provide details)

- o Entertainment/Amplified Music/Speeches _____
- o Sale/Offering of Food/Beverage: _____
- o Sponsor Signs / Banners _____
- o Temporary Structures (tents/stage/portable toilets) _____
  (Attach a site plan showing proposed locations.)
- o Additional Activities _____

Contact Name _____

Address _____ Postal Code _____

Phone Day _____ Home _____ Fax _____

E-mail: _____

On-Site Liaison Person: _____

On-Site Liaison Person Contact #'s Cell or Pager _____ Fax _____

An on-site liaison person must be identified and must be present at all times during set-up, tear down and during the event. This person must have the authority to make decisions on behalf of the event and must be accessible to Town staff, Police etc. via cell phone or pager.

Please return completed application form to:

Town of Whitecourt
Planning and Development Department
5004-52 Avenue
Whitecourt AB T7S 1N6
Phone: 780-778-2273 Fax: 780-778-4166

Please ensure you have attached the following:

- Site Plan (if applicable)
- Block Party Sign-Off Form
- Temporary Traffic Control Permit Application (if required)

On behalf of the applicant, I/we acknowledge that I/we have read and understood the conditions in the Application Guidelines and agree to comply with them.

Signature _____

For Town Use Only

Approval Status o Yes o No

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

BLOCK PARTY EXPENSE FORM

Block Party Date _____

Party Location _____

Number of Participants _____

Contact Name _____

Address _____

Phone _____

Email _____

Expense Type	Vendor	Detail/Description	Amount (with GST)	Eligible

Total | | |

**Original receipts are required to accompany this form.

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 NUMBER_____

APPLICANT INFORMATION (CONTRACTOR)

APPLICANT NAME_____ COMPANY NAME_____

STREET ADDRESS_____

PHONE_____ EMAIL*_____

*By providing your email address above, you are consenting to receive electronic communications from an authorized person of the Town of Whitecourt

AFTER-HOURS CONTACT 1

NAME_____

PHONE_____

AFTER-HOURS CONTACT 2

NAME_____

PHONE_____

DATE/TIME

PROPOSED START DATE_____ PROPOSED END DATE_____

PROPOSED DAILY START TIME_____ PROPOSED DAILY END TIME_____

LOCATION

ROAD NAME_____

BETWEEN_____ (ROAD A) AND_____ (ROAD B)

ADDITIONAL LOCATIONS (LIST ALL APPLICABLE)

Please submit a detailed map clearly indicating the work area. The map should show street names and boundaries of the work. The Town's GIS system, Munisight, is a useful tool for creating and editing maps, and can be accessed at: www.whitecourt.ca/Munisight

AFFECTED INFRASTRUCTURE

- ☐ PARKING LANE
- ☐ DRIVING LANE
- ☐ FULL ROAD
- ☐ INTERSECTION
- ☐ DRIVEWAY
- ☐ BACKALLEY
- ☐ PATHWAY
- ☐ SIGNS/LIGHTS
- ☐ SIDEWALK
- ☐ CURB AND GUTTER
- ☐ BOULEVARD
- ☐ OTHER

If the affected infrastructure is "OTHER", please describe:

ACTIVITY INFORMATION

GENERAL DESCRIPTION

- ☐ INSTALLATION
- ☐ REMOVAL
- ☐ MAINTENANCE/REPAIR

WORK TYPE

- ☐ RESIDENTIAL CONSTRUCTION
- ☐ COMMERCIAL CONSTRUCTION
- ☐ INDUSTRIAL CONSTRUCTION
- ☐ ROADWAY
- ☐ UNDERGROUND POWER
- ☐ OVERHEAD POWER
- ☐ UNDERGROUND TELECOM
- ☐ OVERHEAD TELECOM
- ☐ GAS/PIPELINE
- ☐ WATER/SEWER
- ☐ SIGNS/LIGHTS
- ☐ OTHER

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

PROJECT DETAILS

ACCESS DURING PROJECT

- ☐ NO PEDESTRIAN TRAFFIC
- ☐ SINGLE-LANE CLOSURE
- ☐ NO THROUGH TRAFFIC
- ☐ LOCAL TRAFFIC ONLY
- ☐ ALTERNATING LANES
- ☐ OTHER

If the public access is "OTHER", please describe:

PROPOSED TRAFFIC ACCOMMODATION

- ☐ SIGNAGE & BARRICADES
- ☐ FLAGPERSON
- ☐ FULL DETOUR

OVERVIEW OF TRAFFIC ACCOMMODATION PLAN

Please submit a detailed Traffic Accommodation Plan in accordance with the **Town of Whitecourt Traffic Accommodation in Work Zones Manual (Current Edition)** indicating all closure, signage, and detour information. Include sketch of proposed worksite.

TERMS AND CONDITIONS
1. Application for a temporary traffic control permit must be submitted a minimum of 2 business days in advance of the intended closure date, unless the closure is required for emergency purposes.
2. Applications must be accompanied by a map of the work location and a detailed Traffic Accommodation Plan.
3. 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.
4. The applicant and their agents or employees must comply with all bylaws and ordinances of the Town of Whitecourt.
5. The applicant must pay all required fees and securities as outlined in the Fees, Rates, and Charges Bylaw 1551.
6. 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 Temporary Traffic Control 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.
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.

I, _____, hereby make application to the Town of Whitecourt to occupy the right of way for the purpose described and agree to abide by the conditions established on the permit, as well as all federal, provincial, and municipal laws. I agree to assume all liability and/or cost incurred as a result of road occupancy to maintain the work area and to indemnify and save harmless the Town until final completion and approval.

SIGNATURE_____ DATE_____

FOR ADMINISTRATIVE USE ONLY		
NOTIFY (via email): ☐ RCMP ☐ AMBULANCE ☐ FIRE ☐ TRANSIT ☐ NORTHERN GATEWAY ☐ LIVING WATERS ☐ PUBLIC WORKS ☐ WATER ☐ BYLAW ☐ DEVELOPMENT ☐ OTHER (describe): _____ _____	APPLICATION FEE PAID? ☐ YES ☐ NO ☐ N/A	PERMIT APPROVED? ☐ YES ☐ NO
	TRAFFIC ACCOMMODATION PLAN AND MAP ATTACHED? ☐ YES ☐ NO ASSOCIATED PERMITS_____ _____ INTERNAL PROJECT LEAD _____ PHONE_____ ALTERNATE CONTACT _____ PHONE_____	
	PRINTED NAME OF AUTHORIZED REPRESENTATIVE_____ SIGNATURE_____ DATE_____	

Town of Whitecourt

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:

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.

Liability

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”).

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

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

Town of Whitecourt

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

Permit: _____

Utility Company: _____

Issue Date: _____ Issued By: _____

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 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.
- Conditions as listed on the attached sheet or as follows:

_____

_____

_____

_____

_____

_____

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

UTILITY LINE ASSIGNMENT PERMIT APPLICATION

Date _____ **Project File Number** _____

Utility Company _____ **Contact Name** _____

Address _____ **Phone** _____

Email (By providing your email address, you are consenting to receive electronic notifications and communications.) _____

Location of work proposed: _____

Infrastructure affected ☐ **Road** ☐ **Walk** ☐ **Curb and Gutter**

☐ **Lane** ☐ **Blvd** ☐ **Other**

Drawing for construction submitted? ☐ **Yes** ☐ **No Drawing #**_____

Installation:

Alignment/Off Set _____ **Length** _____ **Depth** _____

Pipe Size _____ **Joint Use** _____

Type of Installation: ☐ **Aerial** ☐ **Open Cut** ☐ **Directional Boring** ☐ **Other**

Backfill Method (if applicable) _____

Utility Installation/Backfill by: ☐ **Contractor** ☐ **Town**

Surface Restoration by: ☐ **Contractor** ☐ **Town**

Anticipated Construction Start Date: _____ **Duration**: _____

Part of Town-Initiated Project: ☐ **Yes** ☐ **No**

Program/Project _____ **Town Contract**: _____

Comments and/or other information:

_____

_____

The application must notify the Town of Whitecourt to inspect the site before the backfill, and after restoration work is complete.

Applicant's Signature _____

Infrastructure Services Department approval _____ **Date** _____

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 NUMBER_____

APPLICANT INFORMATION (CONTRACTOR)

APPLICANT NAME_____ COMPANY NAME_____

STREET ADDRESS_____

PHONE_____ EMAIL*_____

*By providing your email address above, you are consenting to receive electronic communications from an authorized person of the Town of Whitecourt

AFTER-HOURS CONTACT 1

NAME_____

PHONE_____

AFTER-HOURS CONTACT 2

NAME_____

PHONE_____

DATE/TIME

PROPOSED START DATE_____ PROPOSED END DATE_____

PROPOSED DAILY START TIME_____ PROPOSED DAILY END TIME_____

LOCATION

ROAD NAME_____

BETWEEN_____ (ROAD A) AND_____ (ROAD B)

ADDITIONAL LOCATIONS (LIST ALL APPLICABLE)

Please submit a detailed map clearly indicating the work area. The map should show street names and boundaries of the work. The Town's GIS system, Munisight, is a useful tool for creating and editing maps, and can be accessed at: www.whitecourt.ca/Munisight

AFFECTED INFRASTRUCTURE

- ☐ PARKING LANE
- ☐ DRIVING LANE
- ☐ FULL ROAD
- ☐ INTERSECTION
- ☐ DRIVEWAY
- ☐ BACKALLEY
- ☐ PATHWAY
- ☐ SIGNS/LIGHTS
- ☐ SIDEWALK
- ☐ CURB AND GUTTER
- ☐ BOULEVARD
- ☐ OTHER

If the affected infrastructure is "OTHER", please describe:

ACTIVITY INFORMATION

GENERAL DESCRIPTION

- ☐ INSTALLATION
- ☐ REMOVAL
- ☐ MAINTENANCE/REPAIR

WORK TYPE

- ☐ RESIDENTIAL CONSTRUCTION
- ☐ COMMERCIAL CONSTRUCTION
- ☐ INDUSTRIAL CONSTRUCTION
- ☐ ROADWAY
- ☐ UNDERGROUND POWER
- ☐ OVERHEAD POWER
- ☐ UNDERGROUND TELECOM
- ☐ OVERHEAD TELECOM
- ☐ GAS/PIPELINE
- ☐ WATER/SEWER
- ☐ SIGNS/LIGHTS
- ☐ OTHER

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

PROJECT DETAILS

ACCESS DURING PROJECT

- ☐ NO PEDESTRIAN TRAFFIC
- ☐ SINGLE-LANE CLOSURE
- ☐ NO THROUGH TRAFFIC
- ☐ LOCAL TRAFFIC ONLY
- ☐ ALTERNATING LANES
- ☐ OTHER

If the public access is "OTHER", please describe:

PROPOSED TRAFFIC ACCOMMODATION

- ☐ SIGNAGE & BARRICADES
- ☐ FLAGPERSON
- ☐ FULL DETOUR

OVERVIEW OF TRAFFIC ACCOMMODATION PLAN

Please submit a detailed Traffic Accommodation Plan in accordance with the **Town of Whitecourt Traffic Accommodation in Work Zones Manual (Current Edition)** indicating all closure, signage, and detour information. Include sketch of proposed worksite.

TERMS AND CONDITIONS
1. Application for a temporary traffic control permit must be submitted a minimum of 2 business days in advance of the intended closure date, unless the closure is required for emergency purposes.
2. Applications must be accompanied by a map of the work location and a detailed Traffic Accommodation Plan.
3. 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.
4. The applicant and their agents or employees must comply with all bylaws and ordinances of the Town of Whitecourt.
5. The applicant must pay all required fees and securities as outlined in the Fees, Rates, and Charges Bylaw 1551.
6. 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 Temporary Traffic Control 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.
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.

I, _____, hereby make application to the Town of Whitecourt to occupy the right of way for the purpose described and agree to abide by the conditions established on the permit, as well as all federal, provincial, and municipal laws. I agree to assume all liability and/or cost incurred as a result of road occupancy to maintain the work area and to indemnify and save harmless the Town until final completion and approval.

SIGNATURE_____ DATE_____

FOR ADMINISTRATIVE USE ONLY		
NOTIFY (via email): ☐ RCMP ☐ AMBULANCE ☐ FIRE ☐ TRANSIT ☐ NORTHERN GATEWAY ☐ LIVING WATERS ☐ PUBLIC WORKS ☐ WATER ☐ BYLAW ☐ DEVELOPMENT ☐ OTHER (describe): _____ _____	APPLICATION FEE PAID? ☐ YES ☐ NO ☐ N/A	PERMIT APPROVED? ☐ YES ☐ NO
	TRAFFIC ACCOMMODATION PLAN AND MAP ATTACHED? ☐ YES ☐ NO ASSOCIATED PERMITS_____ _____ INTERNAL PROJECT LEAD _____ PHONE_____ ALTERNATE CONTACT _____ PHONE_____	
	PRINTED NAME OF AUTHORIZED REPRESENTATIVE_____ SIGNATURE_____ DATE_____	

Town of Whitecourt

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.

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.

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.

Town of Whitecourt

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)

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

Whitecourt

STREET & TRAIL MAP

Issued January 2021

LEGEND

- VISITOR INFORMATION CENTRE
- RCMP
- HOSPITAL
- CLINIC
- SCHOOL
- TOWN OFFICE
- SENIORS CIRCLE
- FOREST INTERPRETIVE CENTRE
- CARLAN SERVICES COMMUNITY RESOURCE CENTRE
- LIBRARY
- ALLAN & JEAN MILLAR CENTRE (FIELDHOUSE, POOL & FITNESS CENTRE)
- CURLING RINK
- SCOTT SAFETY CENTRE (ATHABASCA & MCLEOD RINKS)
- TENNIS COURT
- SKATEBOARD PARK
- GOLF COURSE
- BALL DIAMOND
- SOCCER PITCH
- FOOTBALL FIELD
- OUTDOOR RINK
- WHITECOURT RIVER SLIDES
- WHITECOURT SPLASH PARK
- TOBOGGAN HILL
- EASTLINK PARK
- PLAYGROUND
- FISHING
- OFF-LEASH DOG PARK
- BOAT LAUNCH
- MCLEOD RIVER TUBING PICK-UP
- SNOWMOBILE STAGING AREA
- MOUNTAIN BIKE SKILLS PARK
- PARK
- CAMPGROUND
- DISPOSAL STATION
- TRANSFER STATION
- MUSEUM
- AIRPORT

TRAIL LEGEND

- PAVED
- UNPAVED
- OHV/SNOWMOBILE
- MOUNTAIN BIKE

* OHV/Snowmobile trail usage December 1-March 31 only

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.

Town of Whitecourt

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.

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 NUMBER_____

APPLICANT INFORMATION (CONTRACTOR)

APPLICANT NAME_____ COMPANY NAME_____

STREET ADDRESS_____

PHONE_____ EMAIL*_____

*By providing your email address above, you are consenting to receive electronic communications from an authorized person of the Town of Whitecourt

AFTER-HOURS CONTACT 1

NAME_____

PHONE_____

AFTER-HOURS CONTACT 2

NAME_____

PHONE_____

DATE/TIME

PROPOSED START DATE_____ PROPOSED END DATE_____

PROPOSED DAILY START TIME_____ PROPOSED DAILY END TIME_____

LOCATION

ROAD NAME_____

BETWEEN_____ (ROAD A) AND_____ (ROAD B)

ADDITIONAL LOCATIONS (LIST ALL APPLICABLE)

Please submit a detailed map clearly indicating the work area. The map should show street names and boundaries of the work. The Town's GIS system, Munisight, is a useful tool for creating and editing maps, and can be accessed at: www.whitecourt.ca/Munisight

AFFECTED INFRASTRUCTURE

- ☐ PARKING LANE
- ☐ DRIVING LANE
- ☐ FULL ROAD
- ☐ INTERSECTION
- ☐ DRIVEWAY
- ☐ BACKALLEY
- ☐ PATHWAY
- ☐ SIGNS/LIGHTS
- ☐ SIDEWALK
- ☐ CURB AND GUTTER
- ☐ BOULEVARD
- ☐ OTHER

If the affected infrastructure is "OTHER", please describe:

ACTIVITY INFORMATION

GENERAL DESCRIPTION

- ☐ INSTALLATION
- ☐ REMOVAL
- ☐ MAINTENANCE/REPAIR

WORK TYPE

- ☐ RESIDENTIAL CONSTRUCTION
- ☐ COMMERCIAL CONSTRUCTION
- ☐ INDUSTRIAL CONSTRUCTION
- ☐ ROADWAY
- ☐ UNDERGROUND POWER
- ☐ OVERHEAD POWER
- ☐ UNDERGROUND TELECOM
- ☐ OVERHEAD TELECOM
- ☐ GAS/PIPELINE
- ☐ WATER/SEWER
- ☐ SIGNS/LIGHTS
- ☐ OTHER

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

PROJECT DETAILS

ACCESS DURING PROJECT

- ☐ NO PEDESTRIAN TRAFFIC
- ☐ SINGLE-LANE CLOSURE
- ☐ NO THROUGH TRAFFIC
- ☐ LOCAL TRAFFIC ONLY
- ☐ ALTERNATING LANES
- ☐ OTHER

If the public access is "OTHER", please describe:

PROPOSED TRAFFIC ACCOMMODATION

- ☐ SIGNAGE & BARRICADES
- ☐ FLAGPERSON
- ☐ FULL DETOUR

OVERVIEW OF TRAFFIC ACCOMMODATION PLAN

Please submit a detailed Traffic Accommodation Plan in accordance with the **Town of Whitecourt Traffic Accommodation in Work Zones Manual (Current Edition)** indicating all closure, signage, and detour information. Include sketch of proposed worksite.

TERMS AND CONDITIONS
1. Application for a temporary traffic control permit must be submitted a minimum of 2 business days in advance of the intended closure date, unless the closure is required for emergency purposes.
2. Applications must be accompanied by a map of the work location and a detailed Traffic Accommodation Plan.
3. 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.
4. The applicant and their agents or employees must comply with all bylaws and ordinances of the Town of Whitecourt.
5. The applicant must pay all required fees and securities as outlined in the Fees, Rates, and Charges Bylaw 1551.
6. 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 Temporary Traffic Control 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.
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.

I, _____, hereby make application to the Town of Whitecourt to occupy the right of way for the purpose described and agree to abide by the conditions established on the permit, as well as all federal, provincial, and municipal laws. I agree to assume all liability and/or cost incurred as a result of road occupancy to maintain the work area and to indemnify and save harmless the Town until final completion and approval.

SIGNATURE_____ DATE_____

FOR ADMINISTRATIVE USE ONLY		
NOTIFY (via email): ☐ RCMP ☐ AMBULANCE ☐ FIRE ☐ TRANSIT ☐ NORTHERN GATEWAY ☐ LIVING WATERS ☐ PUBLIC WORKS ☐ WATER ☐ BYLAW ☐ DEVELOPMENT ☐ OTHER (describe): _____ _____	APPLICATION FEE PAID? ☐ YES ☐ NO ☐ N/A	PERMIT APPROVED? ☐ YES ☐ NO
	TRAFFIC ACCOMMODATION PLAN AND MAP ATTACHED? ☐ YES ☐ NO ASSOCIATED PERMITS_____ _____ INTERNAL PROJECT LEAD _____ PHONE_____ ALTERNATE CONTACT _____ PHONE_____	
	PRINTED NAME OF AUTHORIZED REPRESENTATIVE_____ SIGNATURE_____ DATE_____	

Traffic Accommodation in Work Zones Manual

www.whitecourt.ca

January 2022

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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:

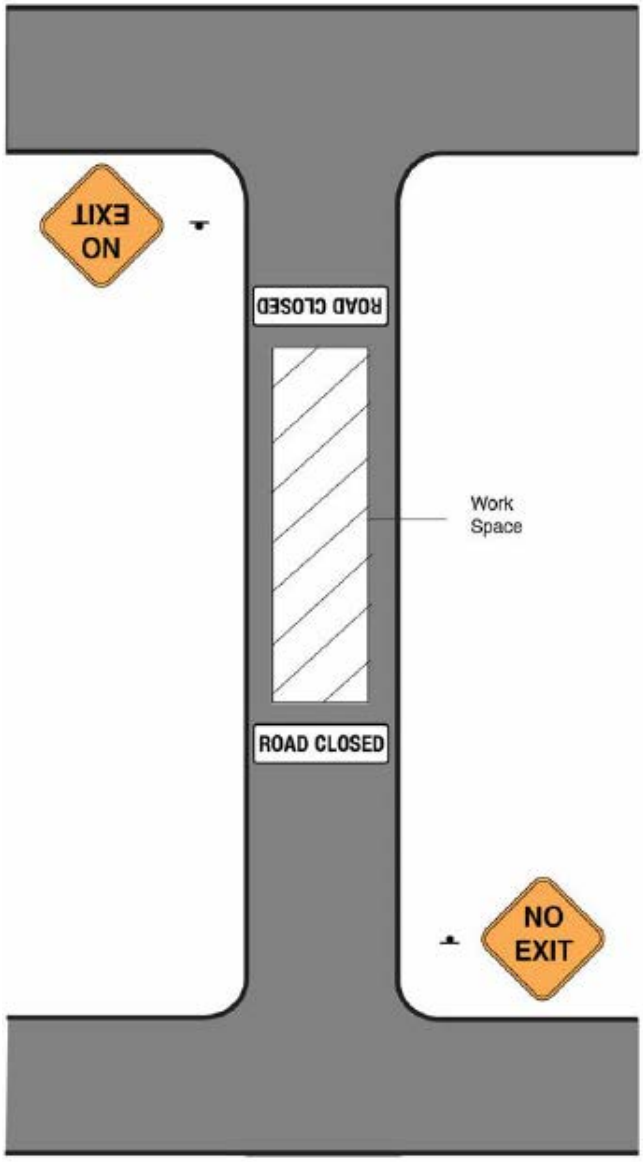
  Parking Permitted

+ A5 – Single Lane Closure: No

  Parking Permitted

+ A6 – Two Lane Closure: Traffic Split

A1- Back Lane Closure



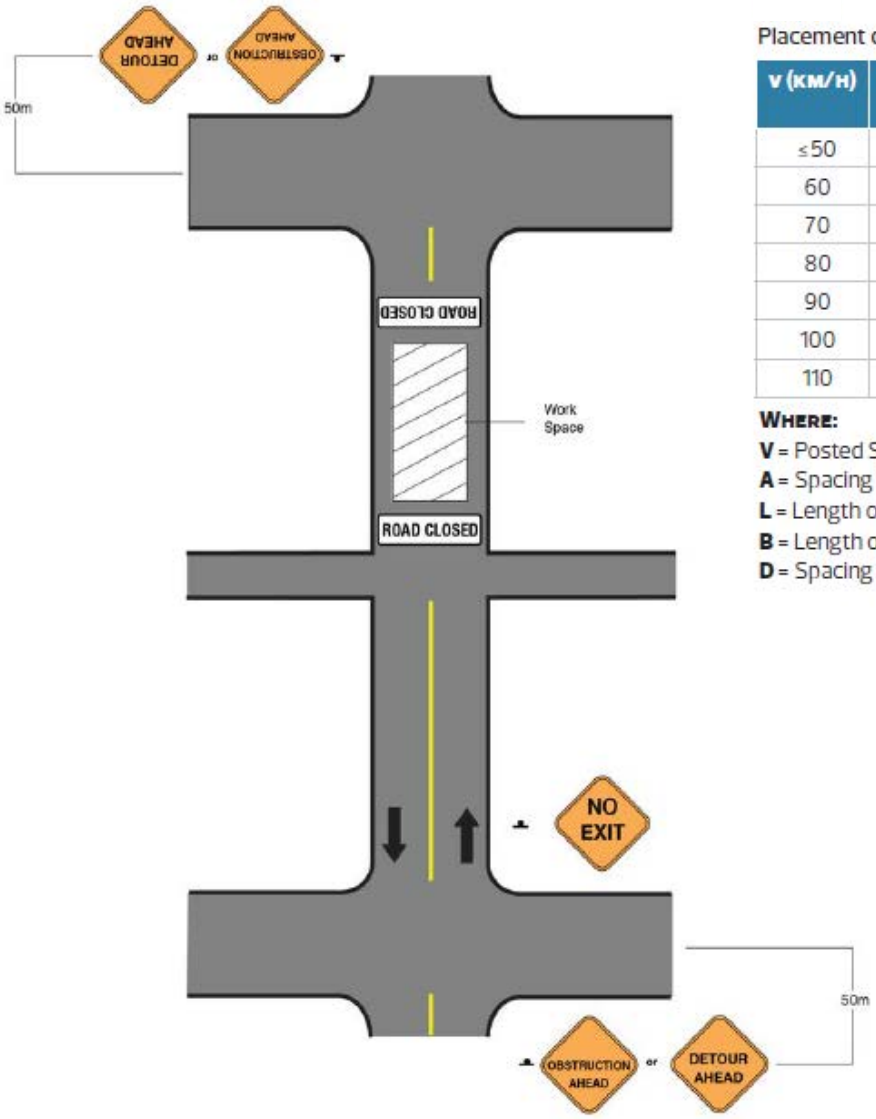
Placement of Temporary Traffic Control Devices

V (KM/H)	A (M)	L (M)	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

A2- Residential Road Closure



Placement of Temporary Traffic Control Devices

V (KM/H)	A (M)	L (M)	B (M)	D (M)
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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
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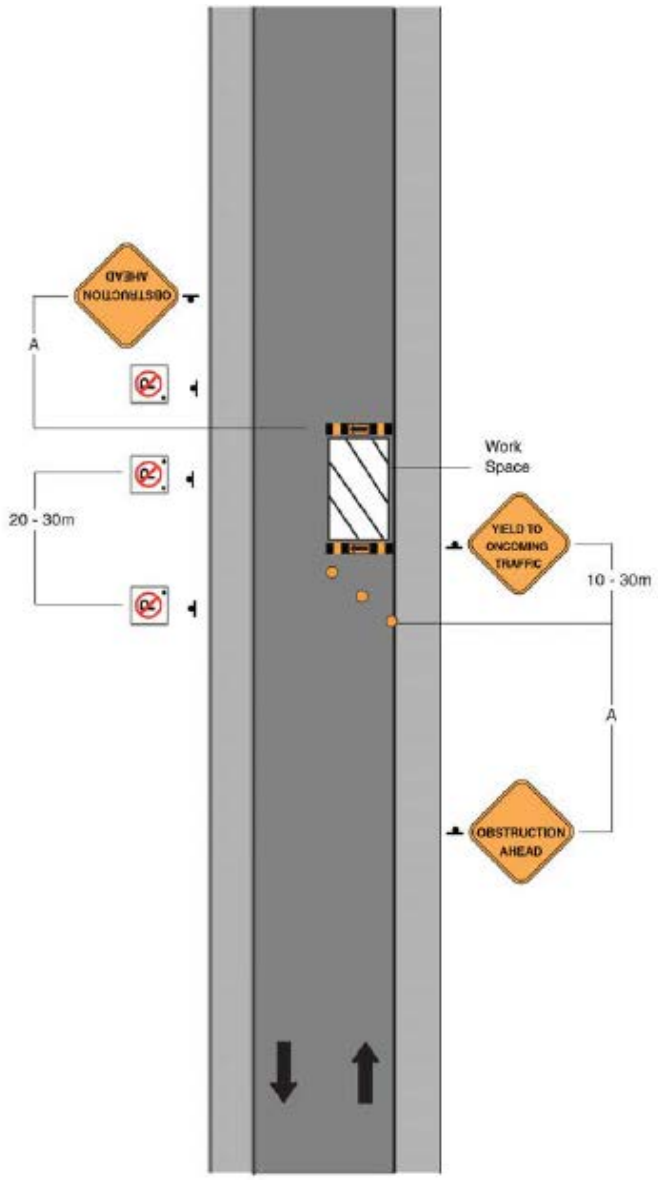
A3- Yield to Oncoming Traffic



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
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80	100	80	60	15
90	100	105	65	18
100	125	125	70	18
110	125	145	75	20

WHERE:

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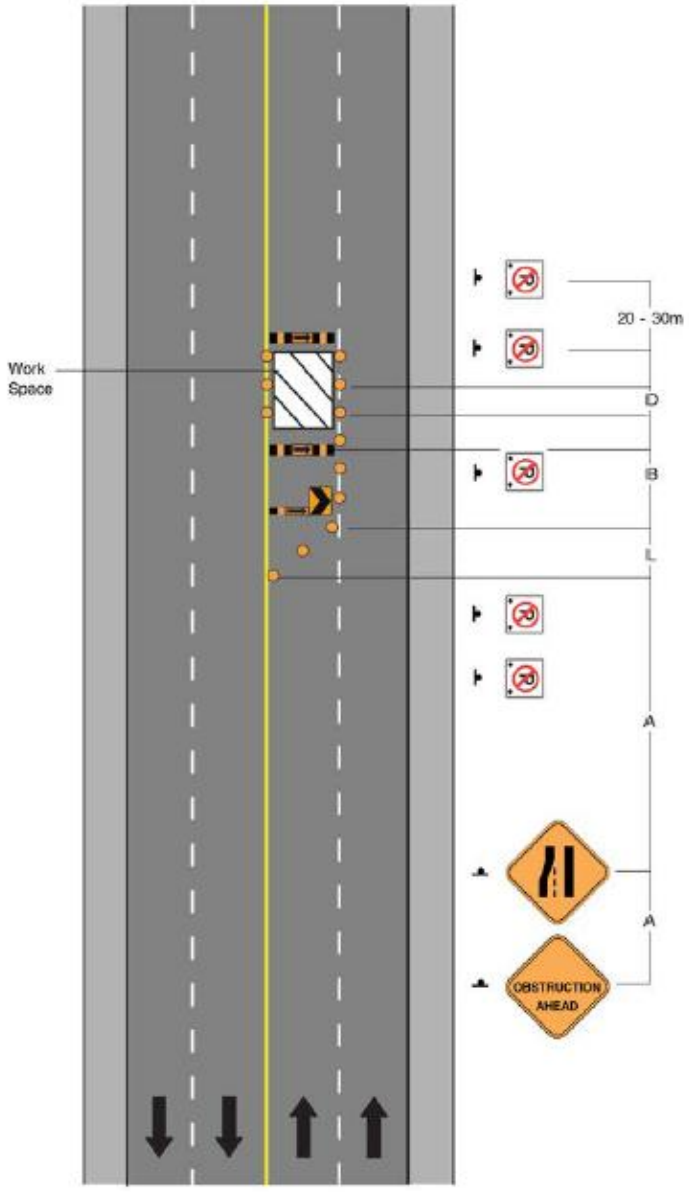
A4- Single Left Lane Closure: Parking Permitted



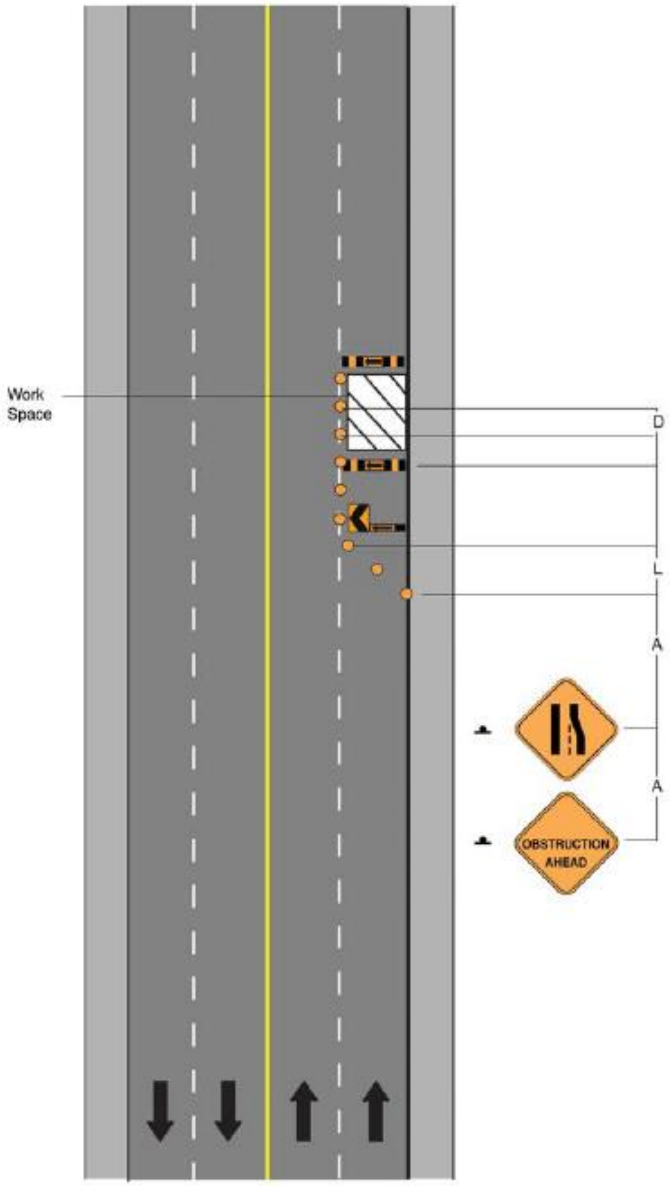
Placement of Temporary Traffic Control Devices

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

WHERE:

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

WHERE:

V = Posted Speed Limit
A = Spacing between signs
L = Length of Taper
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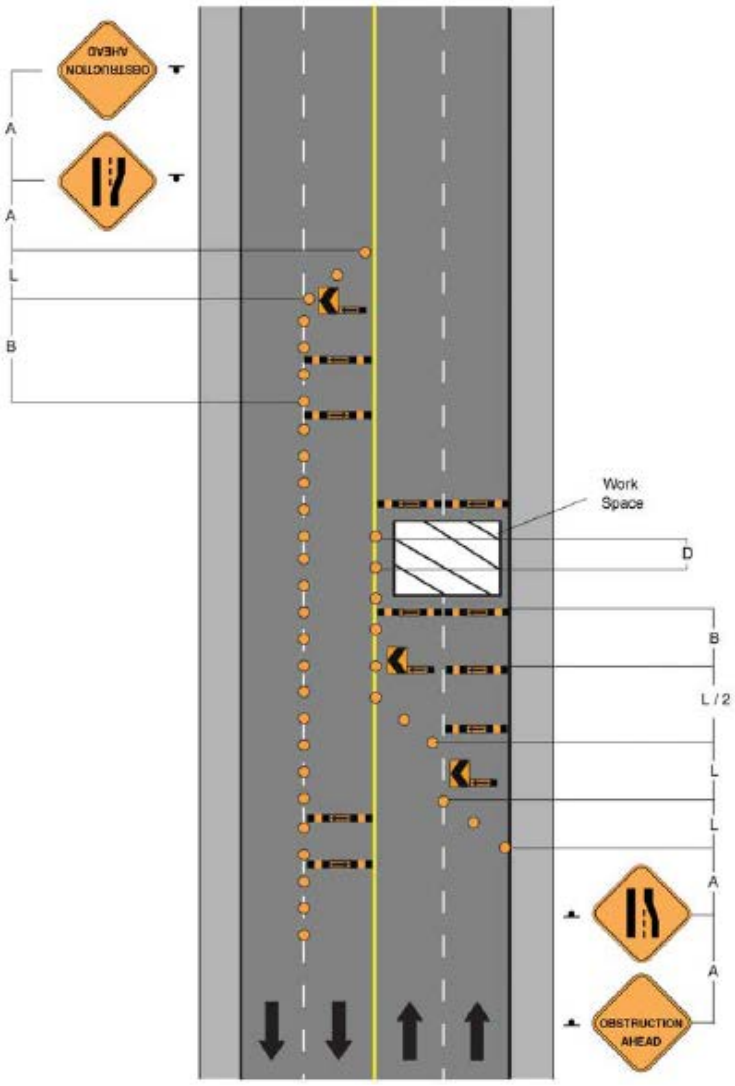
D = Spacing between Delineation Devices

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

WHERE:

V = Posted Speed Limit
A = Spacing between signs
L = Length of Taper
B = Length of Longitudinal Buffer Space
D = Spacing between Delineation Devices

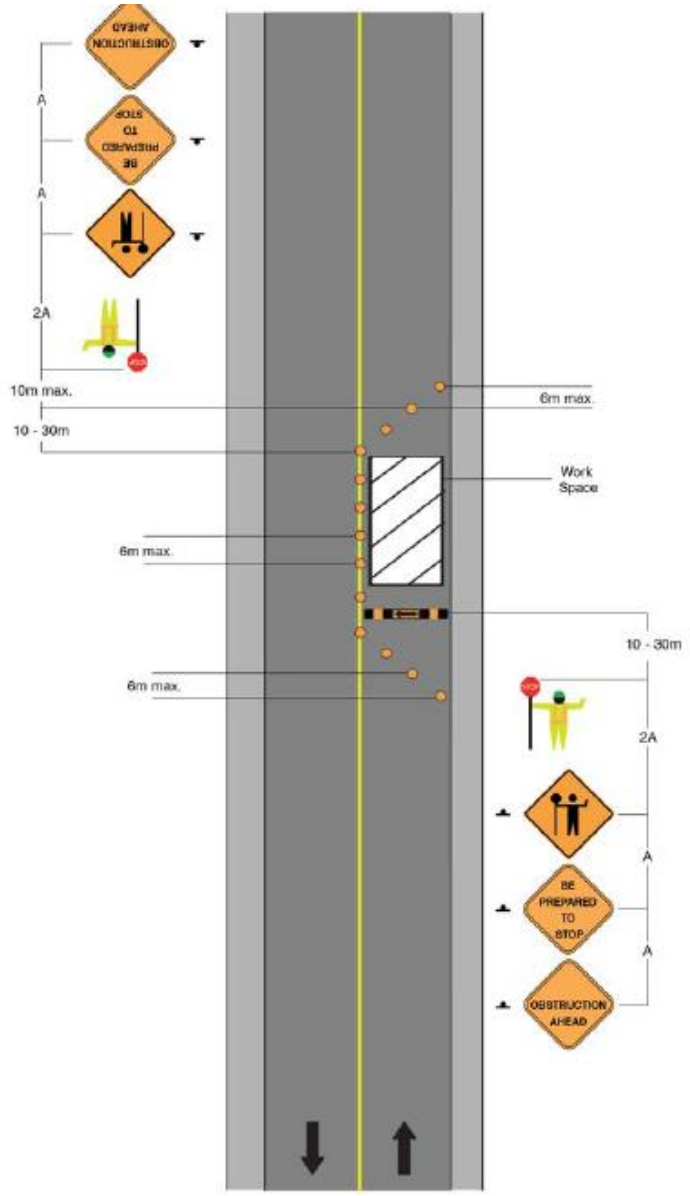
c. SERIES B: FLAGGING AND SHORT DURATION OPERATIONS

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



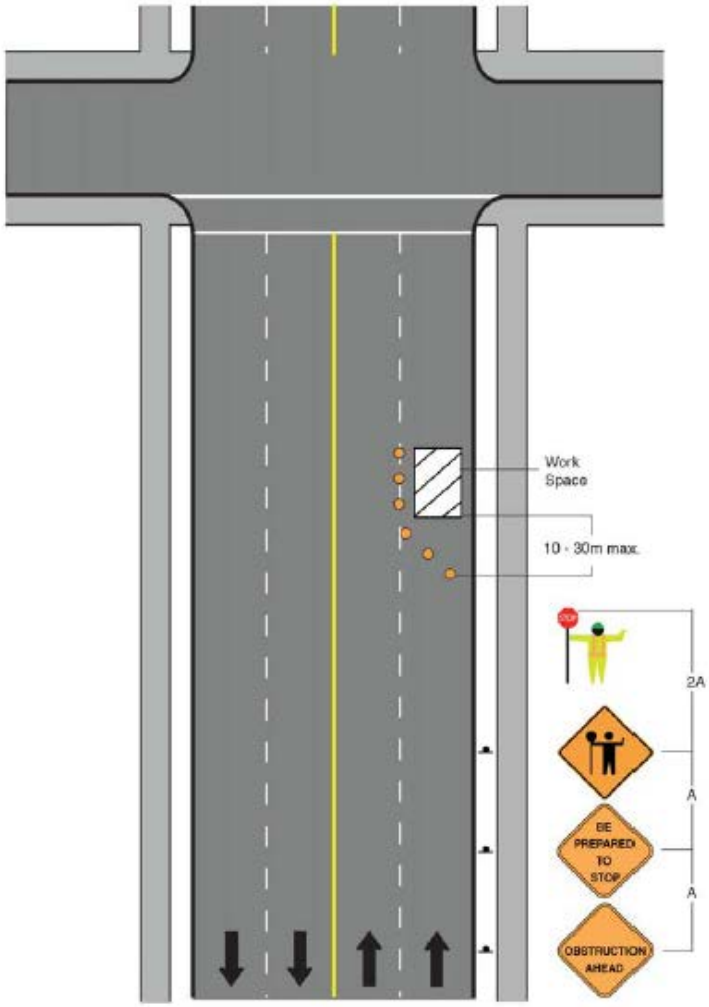
Placement of Temporary Traffic Control Devices

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

WHERE:

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



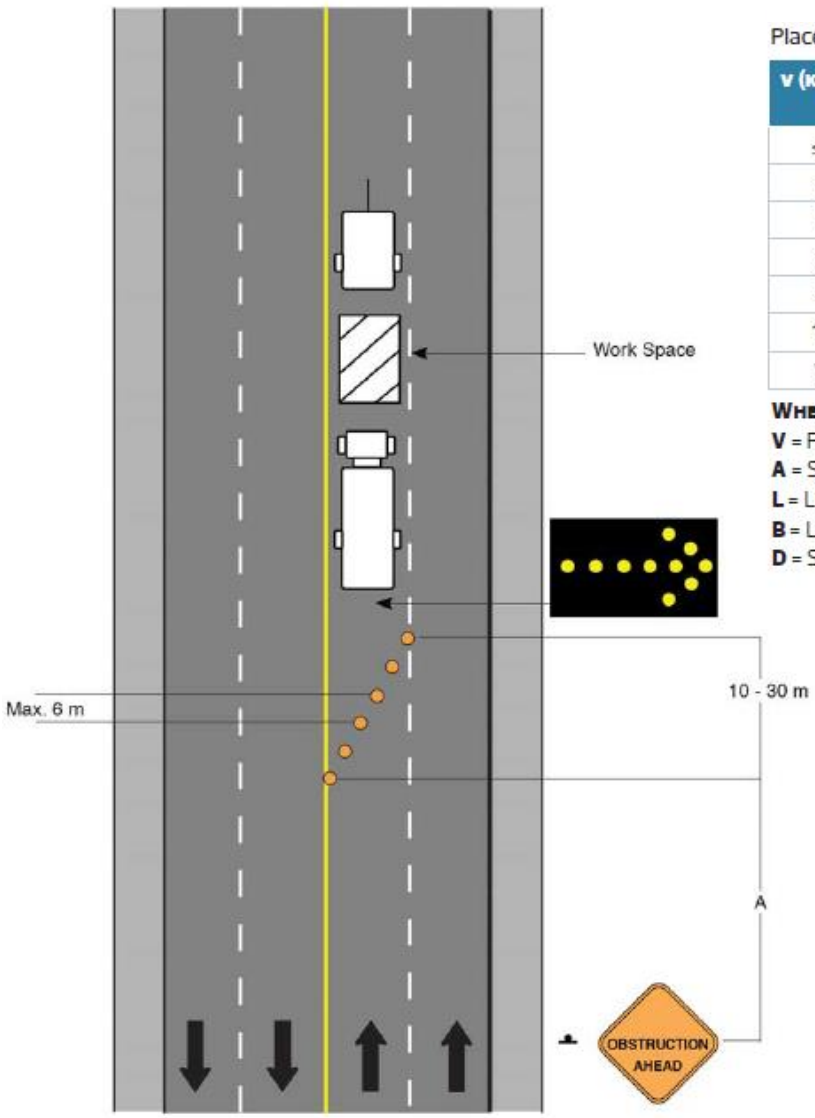
Placement of Temporary Traffic Control Devices

V (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

B3 – Short Duration: Utility Operation
(e.g. - manholes or pothole repairs, etc.)



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
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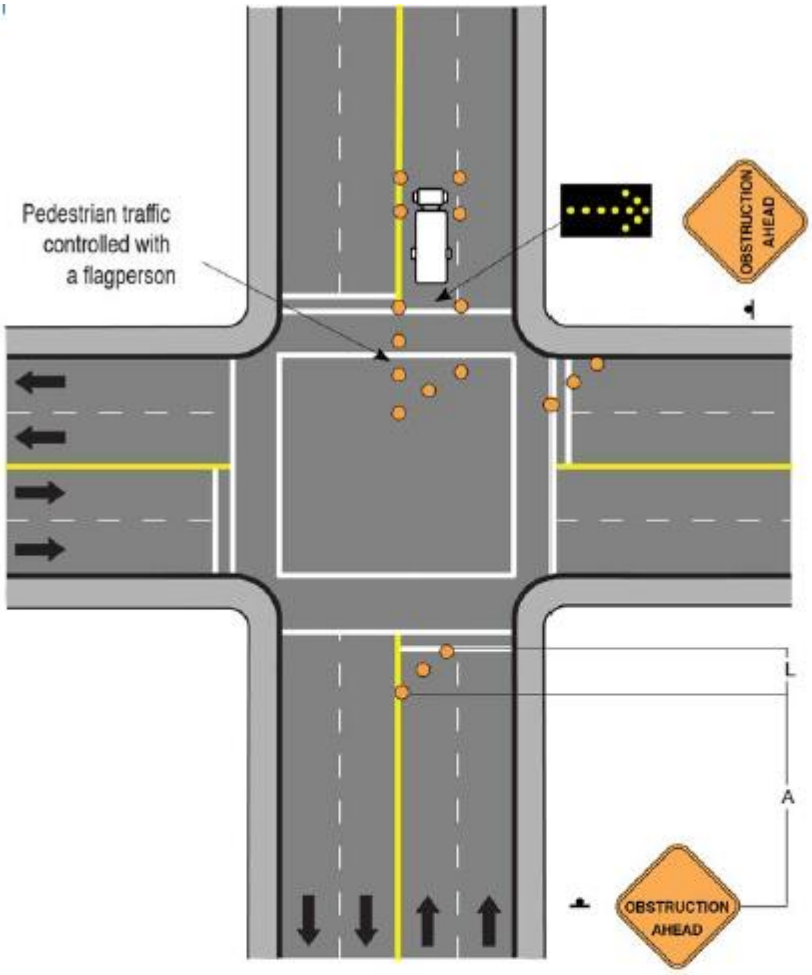
B = Length of Longitudinal Buffer Space
D = Spacing between Delineation Devices

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

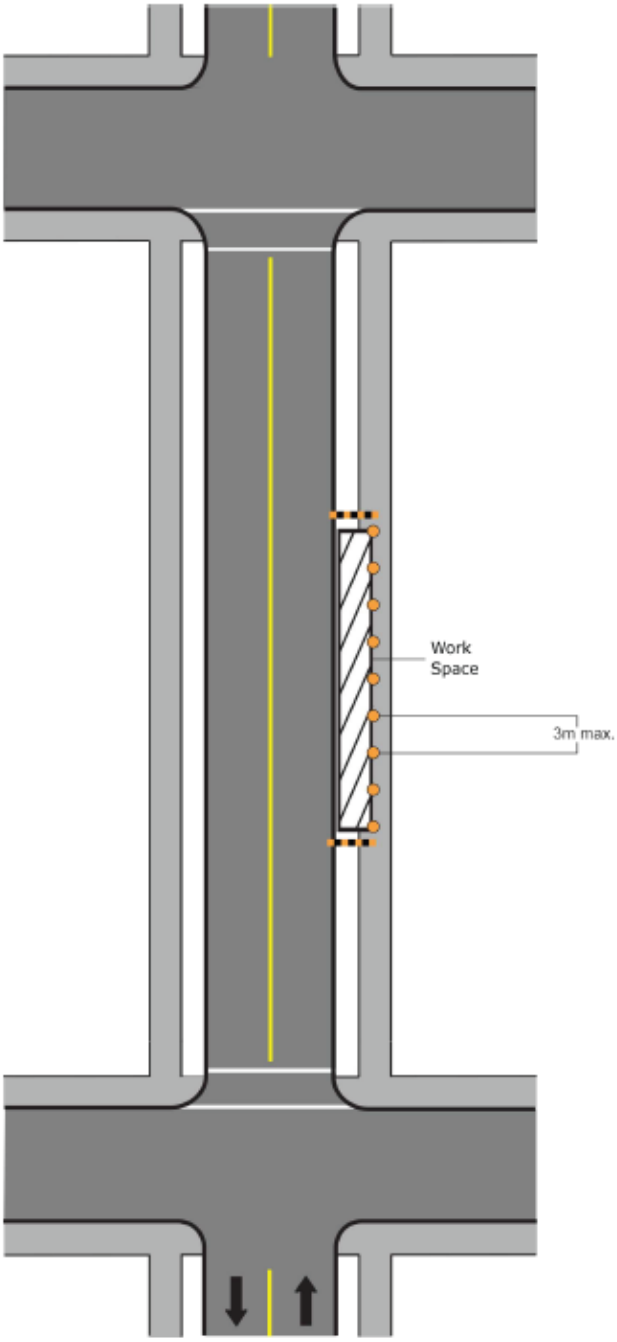
WHERE:
V = Posted Speed Limit
A = Spacing between signs
L = Length of Taper
B = Length of Longitudinal Buffer Space
D = Spacing between Delineation Devices

d. SERIES C: PEDESTRIAN ACCOMMODATIONS

This section refers to those situations where 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 Closed Midblock: Temporary Sidewalk
- 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 (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:
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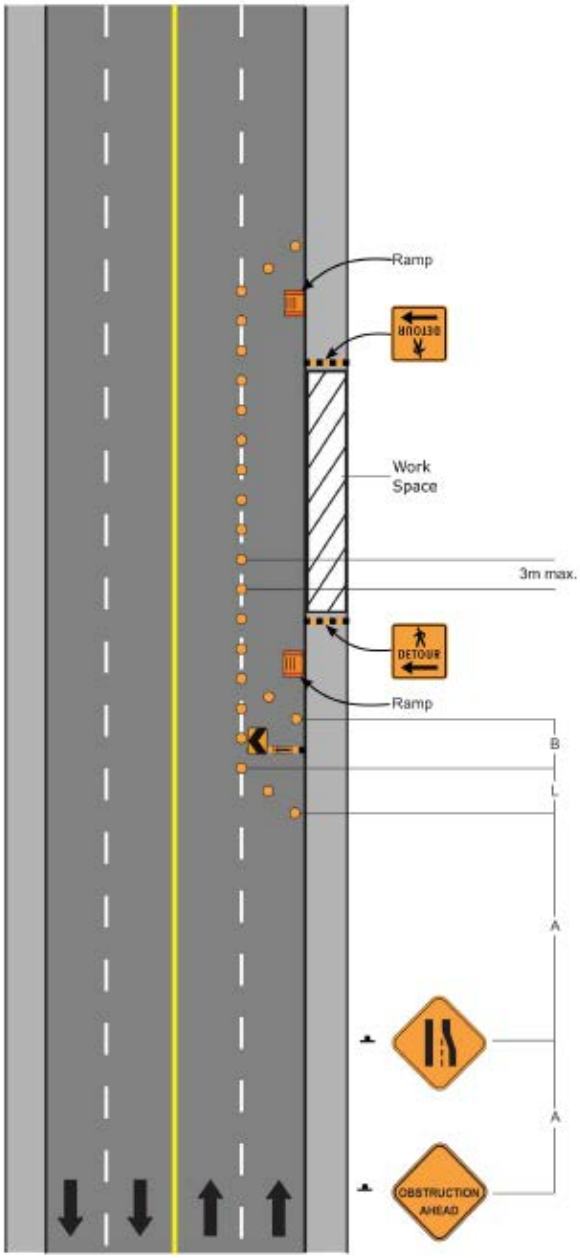
D = Spacing between Delineation Devices

C2 - Sidewalk Closed Midblock: Temporary Sidewalk



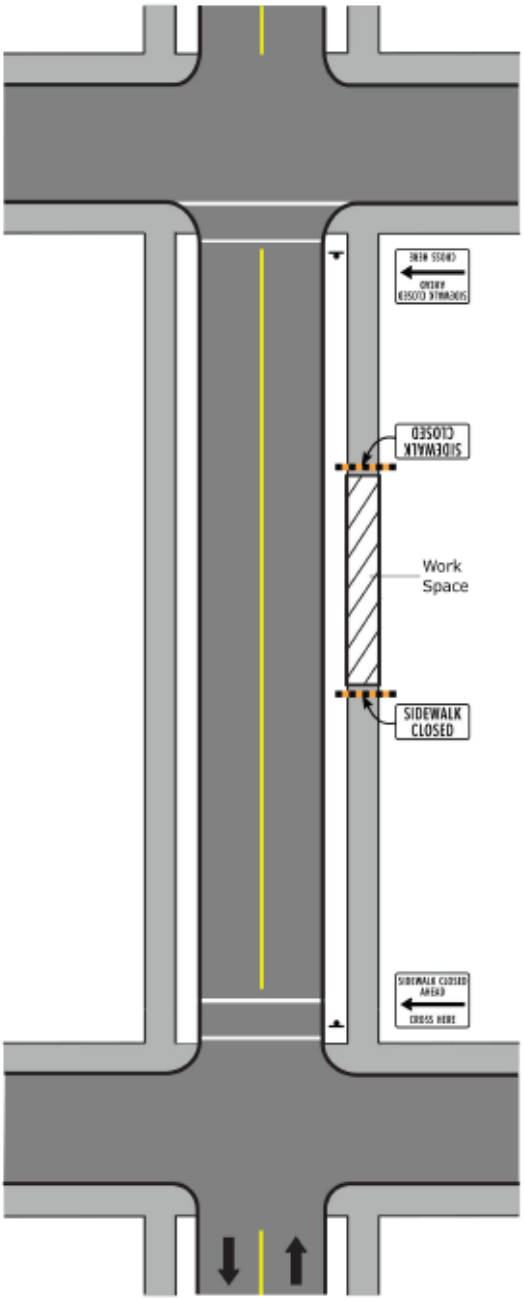
Placement of Temporary Traffic Control Devices

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

WHERE:

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



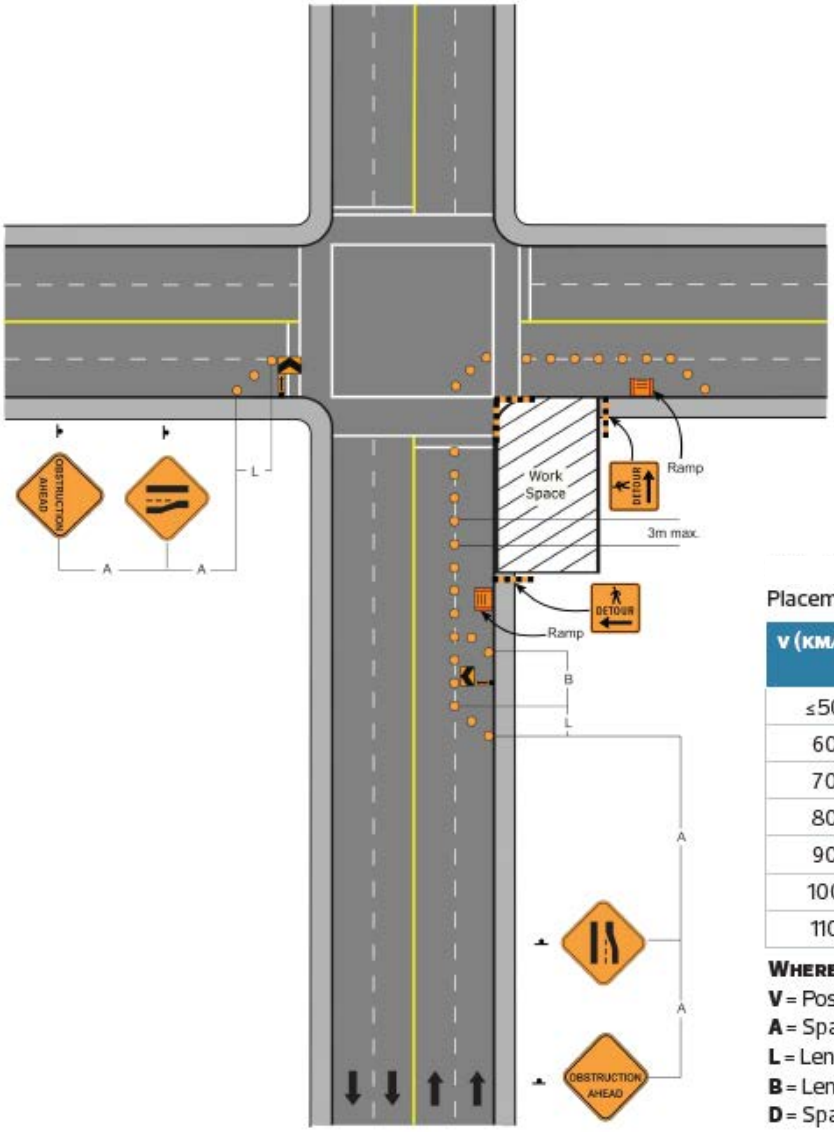
Placement of Temporary Traffic Control Devices

V (KM/H)	A (M)	L (M)	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

C4- Sidewalks Closed at Intersection:
Temporary Sidewalks



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

Town of Whitecourt

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;

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.

9. 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

Town of Whitecourt

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 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.

In order to ensure that Dial-A-Bus resources are properly and effectively dedicated to the individuals it is intended to serve, it is necessary that applicants are carefully assessed to confirm that they are unable to utilize conventional, fixed-route public transit.

Qualifications:

- Resident of the Town of Whitecourt
- Resident of Woodlands County (Woodland County residents do not qualify for transportation vouchers.)
- Unable to access Public Transit stops due to a physical or cognitive impairment
- Doctor assessed.

For assistance or questions regarding eligibility, please call
Whitecourt Community Services at 780-778-6300.

HOW TO APPLY FOR DIAL-A-BUS SERVICE:

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: **Allan & Jean Millar Centre, 58 Sunset Boulevard or mail to Town of Whitecourt, Box 509, Whitecourt Alberta T7S 1N6**.
   Failure to completely fill out the application will delay the application process.

Whitecourt Transit will notify you of your eligibility for Dial-A-Bus service.

If we require additional information, you may be requested to come in for an interview to provide us with more information about your disability and how it affects your use of accessible fixed-route transit services.

If you have not been notified within 30 days of submitting your application, please contact our office at 780-778-6300.

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 780-778-6300.

Part A: DIAL-A-BUS PROGRAM APPLICANT INFORMATION

Personal information to be completed by the Applicant - PLEASE PRINT CLEARLY

Name: _____ _____ _____

Last First Middle

Address: ☐ Whitecourt Resident ☐ Woodlands County Resident

_____ _____ _____ _____

Apt. No. Bldg./Street No. Street Name Postal Code

Name of Care Facility (If applicable): _____

Home Phone: (_____) _____ Cell Phone: (_____) _____

Date of Birth:_____ /_____ /_____

YYYY MM DD

Email: _____

EMERGENCY CONTACT INFORMATION

List two people we can contact in case of an emergency (family, friend, neighbour, caregiver):

Primary Contact Name: _____

Home Phone: (_____) _____ Cell Phone: (_____) _____

Relationship:_____ Email:_____

Secondary Contact Name: _____

Home Phone: (_____) _____ Cell Phone: (_____) _____

Relationship:_____ Email:_____

1. Have you travelled **independently** or **with an assistant**, on a regular Public Transit bus in the past two years?

☐ Yes ☐ No

Please explain either answer:_____

_____

_____

2. Check **one** box that best describes your ability to get to and from a bus stop.

☐ I can always get to and from a bus stop.

☐ I can get to and from a bus stop ***only if*** (check all that apply):

- ☐ I have an attendant with me.
- ☐ The bus stop is within metres of my location.
- ☐ I receive training or orientation for the stops I use.
- ☐ There are sidewalks available.
- ☐ The sidewalks have curb cuts.
- ☐ The ground is level or only slightly inclined.
- ☐ The path is free of ice, snow, or debris.

☐ I can never get to and from a bus stop (please explain):_____

_____

_____

3. Check **one** box that best describes your 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 only if (check all that apply):

- ☐ 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 stop (please explain): _____

_____

_____

4. Will you use any of the following when you ride the Dial-A-Bus? (Check all that apply)

- ☐ Manual Wheelchair
- ☐ Guide Dog
- ☐ Powered Wheelchair
- ☐ Cane
- ☐ Oxygen
- ☐ White Cane
- ☐ Powered Scooter
- ☐ Prosthesis
- ☐ Walker
- ☐ Communication Boards
- ☐ Hearing Aid
- ☐ Crutches
- ☐ Leg Braces
- ☐ Interpreter/Intervenor
- ☐ Other: _____

The maximum base dimensions of mobility aid equipment are 30 x 48 inches (76 x 122 cm). Equipment larger than this cannot be accommodated. The combined weight of the equipment and passenger cannot exceed 750lbs (340kg).

5. Location recognition - Check **one** box that 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 and leave the bus ***only if*** (check all that apply):
  - ☐ I have an attendant with me.
  - ☐ The driver announces my stop.
  - ☐ I receive travel training.
  - ☐ Other: _____

6. If you use mobility aid equipment, can you transfer to a four-door sedan automobile without assistance?

☐ Yes ☐ No ☐ Sometimes

7. If approved for Dial-A-Bus service, when do you require the service?

- ☐ Winter (Approx. Oct. - Apr.)
- ☐ Summer (Approx. May - Sept.)
- ☐ Year round
- ☐ If temporary, specify duration: _____

8. Overall, how does your disability affect your use of regular fixed-route transit service provided by Public Transit? *(Please provide any additional information)*

_____

_____

9. Do you require a mandatory attendant when riding the Dial-A-Bus?

☐ Yes ☐ No

Dial-A-Bus drivers must concentrate on the safe operation of their vehicles and cannot supervise those who require constant and frequent attention for medical or behavioral reasons. Registrants requiring attention of this nature, or who display behavior unacceptable to other passengers, will be required to ride with an attendant at all times. If you require a mandatory attendant, Dial-A-Bus will only provide service when an attendant, provided by you, is travelling with you at all times. An attendant over the age of 18 is required for any passengers under the age of 12.

10. Can you be left alone at your destination?

☐ Yes ☐ No

11. Can you be left alone at home?

☐ Yes ☐ No

If you answered **NO** to either question(s), please explain: _____

_____

Please provide an alternative drop-off address and contact person in close proximity to your home, in the event that you cannot be dropped off at your home.

Name: _____

Address: _____ _____ _____

Apt. No. Bldg./Street No. Street Name

Home Phone: (_____)_____ Cell Phone: (_____)_____

Relationship:_____

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.
Dial-A-Bus drivers will provide assistance to and from the first set of accessible doors to the building and with the securing of mobility aids and seatbelts. Operators will not lift equipment or passengers, or lift or push passengers up stairs or sharp slopes, or across grass, gravel, or other uneven or soft terrain. Operators can provide assistance in loading and unloading within reasonable limits and at their own discretion.

I hereby certify that to the best of my knowledge, the information given above is accurate and I authorize the health care professional named in Part B to provide information to Whitecourt Transit Dial-A-Bus. If Whitecourt Transit Dial-A-Bus receives new information regarding a change in my functional ability, my eligibility status may be reviewed and changed.

Signature: _____ Date:_____/_____ /_____
YYYY MM DD

If you are not the applicant, but have completed this application on the applicant's behalf, you must provide the following information:

Name: _____

Address: _____ _____ _____
Apt. No. Bldg./Street No. Street Name

Home Phone: (_____)_____ Cell Phone: (_____)_____

Relationship to Applicant:_____

I certify to the best of my knowledge the information given above is accurate.

Signature: _____ Date:_____/_____ /_____
YYYY MM DD

WHEN YOU HAVE COMPLETED PART A, TAKE PARTS A AND B TO YOUR PHYSICIAN

When both parts are completed, **drop off the forms at the Allan & Jean Millar Centre** at 58 Sunset Boulevard, Whitecourt, or mail to Town of Whitecourt, Box 509, Whitecourt AB T7S 1N6.

Part B: DIAL-A-BUS PROGRAM MEDICAL CONFIRMATION
To be completed by the 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.

In order to ensure that Dial-A-Bus resources are properly and effectively dedicated to the individuals it is intended to serve, it is necessary that applicants are carefully assessed to ensure that they are not able to utilize regular fixed-route transit. Our current Public Transit buses are zero entry buses and accommodate wheelchairs.

DIAL-A-BUS SERVICE IS ONLY FOR THOSE INDIVIDUALS THAT CANNOT RIDE PUBLIC TRANSIT.

For assistance or questions regarding eligibility, please contact the Town of Whitecourt at 780-778-6300.

Any charges for completing this form or for obtaining additional information are the responsibility of the applicant. Completion of this assessment does not guarantee eligibility.

Please be certain to base your evaluation solely upon the applicant's ability to use regular fully-accessible fixed-route transit.

Applicant's Name:

Name: _____ _____ _____
Last First Middle

1. I have read Part A in its entirety.

   ☐ Yes ☐ No

2. I agree with the information provided in Part A.

   ☐ Yes ☐ No

If you 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:

☐ Temporary - Expected duration until _____ /_____ /_____

YYYY MM DD

☐ Permanent - No expectation of improvement

☐ Seasonal - Use of regular transit impacted by winter ice and snow conditions (Approx. Oct. - Apr.)

6. Does the applicant require an attendant when riding the Dial-A-Bus?

☐ Yes ☐ No

Dial-A-Bus drivers must concentrate on the safe operation of their vehicles and cannot supervise those who require constant and frequent attention for medical or behavioral reasons. Registrants requiring attention of this nature, or who display behavior unacceptable to other passengers, will be required to ride with an attendant at all times. If the applicant requires a mandatory attendant, Dial-A-Bus will only provide service when an attendant travels with the applicant at all times.

7. Can the applicant be left alone at his/her destination?

☐ Yes ☐ No

8. Can the applicant be left alone at home?

☐ Yes ☐ No

9. Are there any additional health concerns (i.e. behavioural, aggression, seizure) that Whitecourt Transit Dial-A-Bus should be made aware of?

_____

_____

_____

_____

I hereby certify that the information included in this assessment is accurate and a true reflection of the applicant's ability to use regular fixed-route Public Transit.

_____ _____

Physician Name (please print) Physician Signature

Date:_____/_____ /_____

YYYY MM DD

Town of Whitecourt

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.)

3. 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.

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 APPLICATION

The Transportation 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, in a taxi (*restrictions apply) and in the Dial-A-Bus (*restrictions apply).

The Transportation Grant Program is not a low income subsidy program or a program for individuals who have lost their license due to motor vehicle infractions, are at risk of losing their license due to a non-medical matter, or are unable to afford the costs associated with the operation of a motor vehicle.

To qualify for the program, you must be:

- A Whitecourt resident (Corporate Limits);
- 65 years of age or older (Senior);
- Receiving AISH Benefits (Assured Income for the Severely Handicapped);
- Under 65, not receiving AISH benefits, and have a physical or cognitive impairment that is a doctor assessed.

* *This application is not for the use of the Dial-A-Bus. A separate application is required for individuals who require this service. Dial-A-Bus applications are available at the Allan & Jean Millar Centre or by visiting www.whitecourt.ca.*

* *Vouchers are not to be used for travel in a taxi during hours when Public Transit and/or Dial-A-Bus are operating.*

For assistance or questions regarding eligibility, please call Whitecourt Community Services at 780-778-6300.

1. **Part A of this Application – Completed by Applicant if 65 or older and/or on AISH:**
   a. Seniors and individuals on AISH (proof age and/or AISH approval required) complete Part A.
   Part B is not required (no doctor assessment needed).
   b. Individuals under 65, not on AISH, with physical or cognitive impairment complete Part A.

2. **Part B of this Application – Completed by Physician if Under 65 and not on AISH:**
   1. Individuals under 65, not on AISH, who have a physical or cognitive impairment. Applicant completes PART A and takes PART B to the doctor for assessment/completion.

3. **Return the completed applications - Part A and Part B (if required) to:**
   Allan & Jean Millar Centre, 58 Sunset Blvd, or mail to Town of Whitecourt, Box 509, Whitecourt, Alberta T7S 1N6.
   Failure to completely fill out the application will delay the application process.

Whitecourt Transit will notify you of your eligibility for transportation vouchers. If you have not been notified within 30 days of submitting your application, please contact our office at 780-778-6300.

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 780-778-6300.

Whitecourt

REVISED OCTOBER 2022

PART A - APPLICANT INFORMATION - T*o be completed by the Applicant*

SENIORS/PERSONS WITH DISABILITIES

TOWN OF WHITECOURT TRANSPORTATION GRANT PROGRAM (VOUCHERS)

Application for transportation vouchers as per the criteria outlined below.

Name _____

Address _____ **Postal Code** _____

Phone Number _____

Date of Birth _____

(require Birth Certificate, Senior Citizen Card, etc.)

CRITERIA FOR PROGRAM

Resident of Whitecourt: ☐ Yes ☐ No

Please select one of the following:

☐ 65 years of age or older (proof of age is required).

☐ Receiving benefits through AISH (Proof of AISH approval is required).

☐ Persons under 65 years of age, not on AISH, with a physical impairment.
Medical confirmation is required to qualify. *This applies to applicants with a short-term, long-term, or permanent physical impairment that is derived from special birth conditions, disease, or accident that would prevent the individual from obtaining a driver's license, or for those with a valid driver's license, the individual is medically restricted from operating a motor vehicle.*

☐ Persons under 65 years of age, not on AISH, with a cognitive impairment.
Medical confirmation is required to qualify. *This applies to applicants with a short-term, long-term, or permanent cognitive impairment that is derived from special birth conditions, disease, or accident that would prevent the individual from obtaining a driver's license, or for those with a valid driver's license, the individual is medically restricted from operating a motor vehicle.*

I hereby make application for the Transportation Grant Program. I certify that I am eligible according to the criteria outlined above and that I am aware of the rules for use of the vouchers and agree to abide by such rules.

Date _____ Signature _____
(month/day/year)

Return completed application form(s) to the Allan & Jean Millar Centre, 58 Sunset Blvd for processing.
THOSE <u>UNDER</u> 65 YEARS OF AGE, NOT ON AISH, WITH A PHYSICAL OR COGNITIVE IMPAIRMENT, SUBMIT BOTH PART A AND PART B FORMS FOR PROCESSING.

All ages requiring Dial-A-Bus service are to complete a Dial-A-Bus application form and require approval from a physician indicating you are <u>unable</u> to access Public Transit stops along the route.

For Office Use Only - Approved By: _____ Date: _____

REVISED OCTOBER 2022

PART B - MEDICAL CONFIRMATION FORM for those Under 65

To be completed by a Physician

TOWN OF WHITECOURT TRANSPORTATION GRANT PROGRAM (VOUCHERS)

Medical confirmation for individuals under 65 years of age as per the criteria outlined below.

Applicant Name _____

Applicant Address _____

CRITERIA FOR PROGRAM

1. Must be a resident of Whitecourt. (Corporate Limits)
2. Persons under 65 years of age with physical impairment.
   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 license, or for those with a valid driver's license, the individual is medically restricted from operating a motor vehicle
3. Persons under 65 years of age with cognitive impairment.
   This applies to applicants with a short-term, long-term, or permanent cognitive impairment that is derived from special birth condition, disease, or accident that would prevent the individual from obtaining a driver's license, or for those with a valid driver's license, 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 length of time the vouchers will be required?

   _____

_____ Physician Name (Please Print)

_____ Physician Signature

_____ Date

Town of Whitecourt

Policy Manual
Section: **Utilities**

POLICY

Effective Date: September 25, 2006
Amended: April 26, 2010
Amended: June 27, 2011
Amended: June 24, 2013
Amended: October 27, 2014
Amended: December 19, 2016
Amended: October 10, 2017
Amended: October 22, 2018
Amended: October 28, 2019
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.

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.

Town of Whitecourt

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Section: **Utilities**

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw

Town of Whitecourt

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.

Town of Whitecourt

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

Town of Whitecourt

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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

Town of Whitecourt

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

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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

3. 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

Town of Whitecourt

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Section: **Utilities**

Policy 41-006 Rural Utility Services
Schedule "A"
Rural Utility Connection Standards

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. 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.

6. 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.

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 in-town 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.

Town of Whitecourt

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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:

1. 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: _____

Business Name:_____

Address: _____

Phone: _____ E-mail: _____

I, _____ being the registered owner of the business/property located at _____, Whitecourt, Alberta, request that the Town of Whitecourt reimburse a portion of sump pit materials testing expenses. I recognize that the Sump Pit Materials Testing Incentive Program is a partnership endeavour, and understand that the Town of Whitecourt will pay 50% or up to $250 of the costs associated with the 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:

Town of Whitecourt

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:
   - 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.
   - 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.
   - 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.
   - 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".

4. Properties outside of the downtown core or outside of the Highway 43 corridor may be eligible to receive grant funding provided that:
   - 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,
   - They have a C-1, C-2, C-3, C-5 or C-6 Land Use District designation; and,
   - The first round of grant applications has been completed for the year; and,
   - There are unallocated grant dollars following the first intake of grant applications for the year; and,
   - 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 detailed project description and an explanation of how the project will contribute to the enhancement of our community.
   - An explanation of how the project will be sustained.
   - Extent to which the project meets the intent of the Vitalization Wood/Stone Architectural Theme shown on Figure 3.
   - 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.

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: _____

Address: _____

Mailing Address (if different from above): _____

_____

Contact Person: _____

Daytime Phone: _____ Fax: _____

Email: _____

Business/organization must be located within the downtown core or along the Highway 43 corridor as per the Vitalization Grant Program Policy 61-001.

Name of Proposed Project: _____

$ _____
Total Proposed Cost of Project
(Please attach a detailed breakdown of cost estimates)

_____
Estimated Project Start Day

Proposed 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.

Please complete the following and attach supporting documentation, if necessary:

1. Project Description / Details (Detailed description of the project, expected outcomes, and how it meets the Vitalization Architectural (Wood/Stone) Theme as shown in the policy schedule.)

Building Details:			
	Total building area (in m^2)		
	Number of building faces fronting Highway 43/ downtown street		
	Total height and width of all building faces fronting Highway 43/downtown street (in m^2)		

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 (without GST)	Eligible

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 attached photographs of each project) shall be provided no later than the reporting deadline. Any grant monies awarded shall be used solely for the purpose stated within this application and according to the 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.

Print Name _____ Title _____

Signature _____

Work Phone # _____ Home Phone # _____

Date _____

Please submit to:

Town of Whitecourt - Planning and Development
5004 - 52 Avenue, Box 509 Whitecourt, AB T7S 1N6
Email: planning@whitecourt.ca Fax: 780.778.4166

Town of Whitecourt

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:

VITALIZATION GRANT
ALLOCATION USAGE SUMMARY

Name of business: _____

Contact person: _____

Phone number: _____

Amount of funding allocated: _____

Date project was completed: _____

What projects were completed as per the grant funds allocated?
How did the Vitalization Grant Program assist with this project? Please be specific.

Inspections by the Planning and Development Department must be scheduled by the Applicant and completed prior to funds being released. Inspections may be scheduled by contacting the Planning and Development Department at 780.778.2273.

NOTE: The final report is due upon the completion of the project for which the Vitalization Grant funding was allocated for, and no later than October 31 of the funding year.

** PLEASE INCLUDE PHOTOS OF YOUR COMPLETED PROJECTS AND COPIES OF FINAL INVOICES/ RECEIPTS WITH THIS GRANT ALLOCATION USAGE SUMMARY **

_____ _____

Print Name Title

_____

Signature

Please submit to:

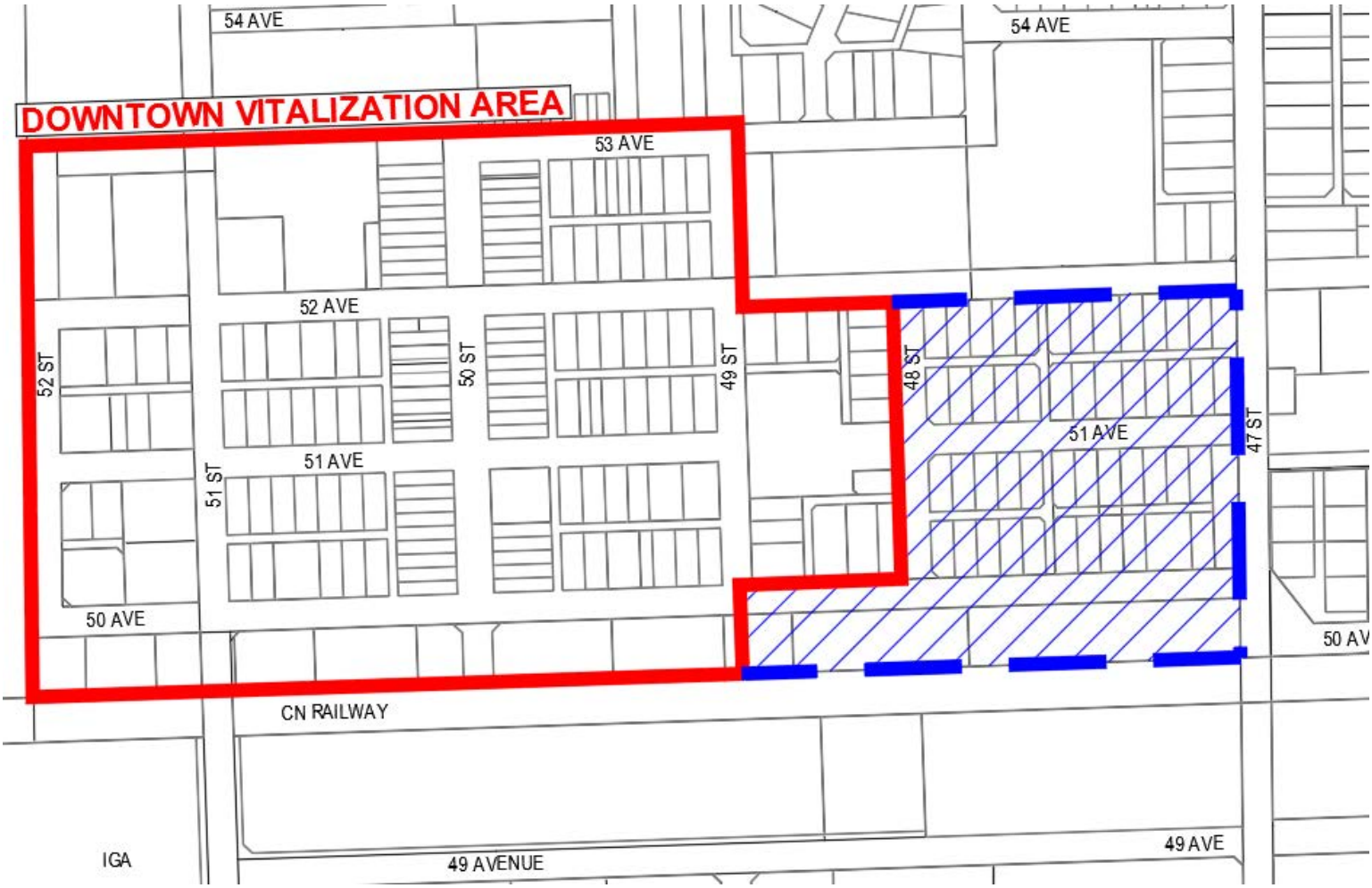
Town of Whitecourt - Planning and Development, Re: Vitalization Grant Program

Box 509, Whitecourt, AB T7S 1N6 or email to planning@whitecourt.ca

Town of Whitecourt

Policy Manual
Section: **Municipal Planning and Development**

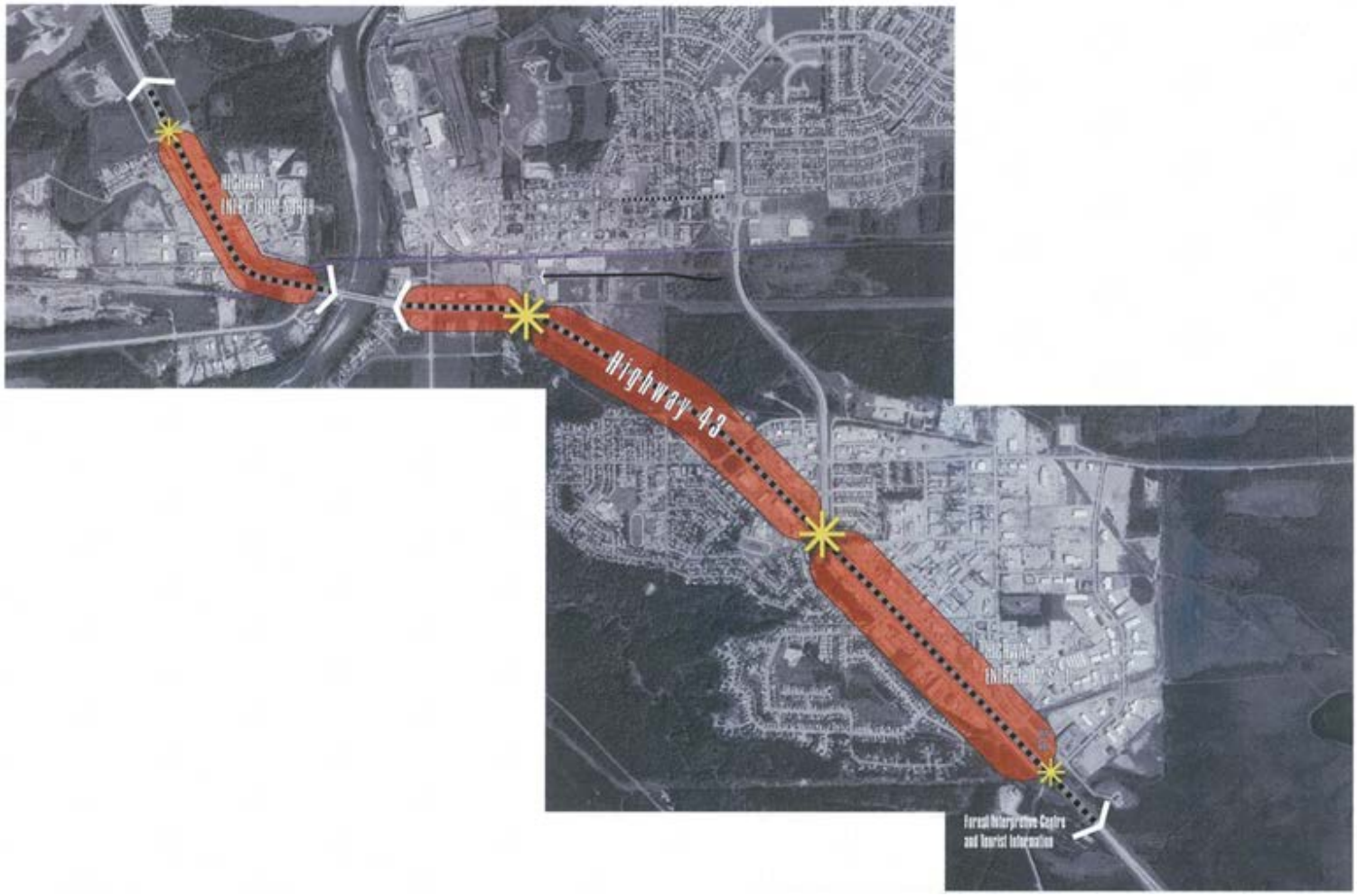
Policy 61-001 – Vitalization Grant Program
Schedule "D" – Vitalization Grant Downtown Core Area



Town of Whitecourt

Policy Manual
Section: **Municipal Planning and Development**

Policy 61-001 – Vitalization Grant Program
Schedule "E" – Vitalization Grant Highway 43 Corridor Area



Town of Whitecourt

Policy Manual
Section: **Municipal Planning and Development**

Policy 61-001 – Vitalization Grant Program
Schedule "F" – Vitalization Grant Wood/Stone Architectural Theme

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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.

2. 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.

<u>Security Required</u>

3. 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;

- 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.

Town of Whitecourt

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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

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.

POLICY:

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.

    ii. Medium and High Density Residential developments shall be charged the 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.

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 10m^2 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, 2023:

Transportation Off-Site Levy:	51%
Water Off-Site Levy:	6%
Sewer Off-Site Levy:	43%

Effective as of January 1, 2024

Transportation Off-Site Levy:	50%
Water Off-Site Levy:	6%
Sewer Off-Site Levy:	44%

3. 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;

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:
      a) 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.

- 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

Town of Whitecourt

Policy Manual
Section: **Municipal Planning and Development**

POLICY

Effective Date: May 25, 1992
Amended: September 25, 2006
Amended: April 26, 2010

POLICY TITLE: Encroachments on Town Property

POLICY NUMBER: 61-005

POLICY PURPOSE:

To provide a process for managing encroachments on Town property.

POLICY:

1. Town Council will consider a request for an encroachment on Town property after the Municipal Planning Commission has reviewed it, and advertising and notification to adjacent property owners has been completed.

Town of Whitecourt

Policy Manual
Section: **Municipal Planning and Development**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 61-006

POLICY PURPOSE:

POLICY:

Town of Whitecourt

Policy Manual
Section: **Municipal Planning and Development**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 61-007

POLICY PURPOSE:

POLICY:

Town of Whitecourt

Policy Manual
Section: **Municipal Planning and Development**

POLICY

Effective Date: 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

Town of Whitecourt

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.

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.

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.

Town of Whitecourt

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

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:

Definitions

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.

3. Election signs must be removed within ten (10) days of the election period.

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:
   a) At cemeteries;
   b) At parks and playgrounds; and
   c) 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.

Town of Whitecourt

Policy Manual
Section: **Community Services**

POLICY

Effective Date: October 27, 2014
Amended: December 19, 2016
Amended: September 27, 2021
Amended: April 24, 2023

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.

6. 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.

REFERENCE:

Bylaw 1551 – Fees, Rates and Charges Bylaw

Town of Whitecourt

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

Town of Whitecourt

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

Town of Whitecourt

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.

POLICY:

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.

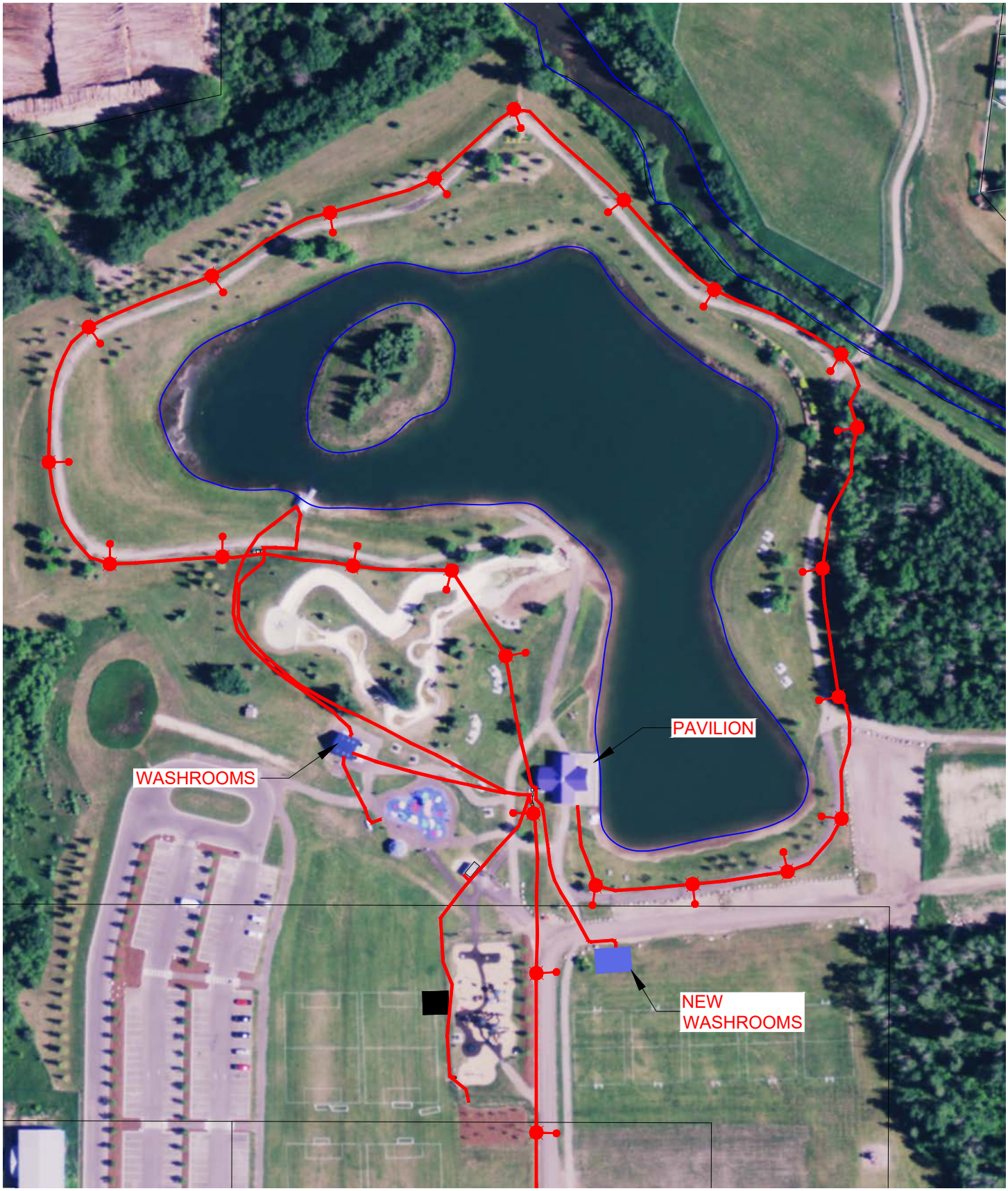
5. Cooking will not be permitted in the "no cooking zone" outlined in red in the attached Schedule "B" Festival Park "No Cooking Zone" Map.

Town of Whitecourt

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

UNDERGROUND WIRES

STREETLIGHTS

SCALE: NTS

N

Whitecourt

Town of Whitecourt

Policy Manual
Section: **Community Services**

Policy 72-004 Rental of Festival Park – Schedule "B" "No Cooking Zone" Map

Town of Whitecourt

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.

POLICY:

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.

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

Town of Whitecourt

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.

POLICY:

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.

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

Town of Whitecourt

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.

Town of Whitecourt

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

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.

POLICY:

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, summer camps, and Boys & Girls Club, etc.

Town of Whitecourt

Policy Manual
Section: **Community Services**

POLICY

Effective Date: September 25, 2006
Amended: June 27, 2011

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. Each family unit as defined above may bring a maximum of two (2) non-family children/youth.

3. One adult (person 18 years and older) with up to two children/youth who are non-family members.

Town of Whitecourt

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.

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.

Town of Whitecourt

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.

POLICY:

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.
   i) School activity.

Town of Whitecourt

Policy Manual
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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.

POLICY:

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.

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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.

Town of Whitecourt

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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.

POLICY:

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.

6. 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.

Town of Whitecourt

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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.

POLICY:

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.

Town of Whitecourt

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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.

POLICY:

1. "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.

Town of Whitecourt

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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.

POLICY:

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 (16^0C) or above. If sixteen-degrees Celsius (16^0C) 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 (16^0C) or above. If sixteen-degrees Celsius (16^0C) 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.

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.

Town of Whitecourt

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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.

POLICY:

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.

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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.

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)

Town of Whitecourt

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.

POLICY:

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.

Town of Whitecourt

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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.

POLICY:

1. Camping is prohibited in all parks, sportfields and open spaces within the Town of Whitecourt.

2. 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.

Town of Whitecourt

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Section: **Community Services**

POLICY

Effective Date:

POLICY TITLE:

POLICY NUMBER: 72-024

POLICY PURPOSE:

POLICY:

Town of Whitecourt

Policy Manual
Section: **Community Services**

POLICY

Effective Date: 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.

POLICY:

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.

4. 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.

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 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

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. **An additional page** may be found at the end of the application if more space is required.

c. **Complete all BLUE areas.** Areas in **TAN** will be completed in consultation with the Whitecourt FCSS office after the grant application is approved, and **GREEN** areas are reserved for the year-end final report from the organization. Anything in Light Blue is a Mandatory Field required to be completed before submission.

d. Use the provided budget template. Alternate budget spreadsheets will not be accepted.

e. Applicants 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 inquiries, please contact The FCSS Program Coordinator at css@whitecourt.ca or call 780-778-3637 extension 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 **priorities** of 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:
   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 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 FOIP Coordinator at 780-778-2273.

Section III - Application

i. What is the primary population your grant funding will serve?
Check the ONE population that best represents your program/project:

☐ **INDIVIDUALS** ☐ **FAMILIES** ☐ **COMMUNITY**

ii. The program/project must achieve one of the following provincial/local priorities. **Select ONE priority that best fits your project;** the priority must be from the population that your program/project will serve:

☐ **INDIVIDUALS: Outcome 1**
Individuals experience social well-being.

☐ **FAMILIES: Outcome 1**
Healthy functioning within families.

☐ **COMMUNITY: Outcome 1**
The community is connected and engaged.

☐ **INDIVIDUALS: Outcome 2**
Individuals are connected with others

☐ **FAMILIES: Outcome 2**
Families have social supports.

☐ **COMMUNITY: Outcome 2**
Community social issues are identified and addressed.

☐ **INDIVIDUALS: Outcome 3**
Children and youth develop positively

1. FUNDING REQUEST *(Please leave blank-will be automatically calculated)*		**GRANT AMOUNT AWARDED**
Whitecourt FCSS Grant Request	0	0

2. APPLICANT INFORMATION		
Registered Name of Organization / Society: **If application is approved, this is who payment will be issued to*		
Mailing Address *(include postal code):*		
# of years FCSS grant funding was received prior:		
Project Contact Name:		
E-Mail Address:		
Contact Numbers:	(c)	(h)
Name of Board Chair/President with Signing Authority:		
E-Mail Address:		
Contact Numbers:	(c)	(h)

3. DOCUMENTATION REQUIREMENTS: **Do not provide other attachments unless requested to do so.**	**ATTACHED**
Names of current Board Members and Board position held. *Do not include personal information such as home addresses, emails, etc.*	☐
Most recent Financial Statements (preferably audited) of your organization - Balance Sheet and Income Statement. *All organizations with a budget surplus or a financial reserve are required to outline on the last page of this application what these funds will be used for.*	☐
Year End Final Report *Financial statements directly related to this project will be required upon completion of project.*	☐
Results of Outcome Measuring Tool *From Survey Questions provided.*	☐

4. SUBMITTING YOUR COMPLETED APPLICATION:

i. Submit **one original signed copy** and required attachments via mail or deliver to: Allan & Jean Millar Centre, 58 Sunset Boulevard, Box 509, Whitecourt, AB, T7S 1N6
ATTENTION: FCSS Program Coordinator

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 Chair / President with Signing Authority	Signature	Date

5. SUBMITTING YOUR YEAR-END FINAL REPORT - Due January 31 of the following calendar year:

i. Submit **one original signed copy** of the year-end final report and required attachment via mail or deliver to: Allan & Jean Millar Centre, 58 Sunset Boulevard, Box 509, Whitecourt, AB, T7S 1N6
ATTENTION: FCSS Program Coordinator

AND

ii. Send by email, an electronic copy of the year end final report without attachment to: **css@ whitecourt. ca**

DECLARATION:
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 Chair President with Signing Authority	Signature	Date

6. AGENCY INFORMATION: Please provide a BRIEF overview of your agency's mission or purpose

7. PROGRAM / PROJECT OVERVIEW: Specific to the grant funding you are applying for, briefly describe in your own words, what your program / project is about.

8. 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 – ie: workshops, counselling, events, etc.)	
Was your Strategy implemented as planned above? **If not, why? What changed?** **How did it go?**	

9. OUTPUTS: Complete all areas that specifically apply to your project / program								***MANDATORY SECTION***	
	Infants Toddlers 0-3 yrs.	Preschool 3-5 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 #									

10. BUDGET	Applicants must use this form only; **alternate budget spreadsheets will not be accepted.**

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	0			0

A. REVENUE - List Items Below	**AMOUNT** *Enter only numbers.*	**SOURCE** *Grant, donation, etc.*	**CONFIRMED Yes or No**	**FINAL REPORT -** ACTUAL REVENUE
TOTAL REVENUE	0			0

B. EXPENSES - List Items Below	**AMOUNT** *Enter only numbers*	**SOURCE**	**CONFIRMED Yes or No**	**FINAL REPORT -** ACTUAL EXPENSES
TOTAL EXPENSES	0			0

WHITECOURT FCSS GRANT REQUEST		**FINAL REPORT –** SURPLUS/DEFICIT
A. Total Revenue – B. Total Expenses=	0	0

11. 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)? *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.

12. OUTCOMES SECTION

Potential Outcomes What change or impact do you want to achieve? (*Youth feel valued in their community; Parents become more knowledgeable about positive parenting.)*	**Indicator(s) of Success** How will you know this outcome has been achieved? *(Youth report that their community values them; Parents are using positive parenting strategies.)*	**Alignment with the FCSS Outcomes Model & Indicators**	**FCSS Measures Bank Measure Number:**	**MEASURES** ***Survey Questions for Evaluation***
1.	**1a.**			
		Participant Information *Total # of participants:* *Total # completing measurement tool: _____*		
	1b.			
		Participant Information *Total # of participants:* *Total # completing measurement tool: _____*		
2.	**2a.**			
		Participant Information *Total # of participants:* *Total # completing measurement tool: _____*		
	2b.			
		Participant Information *Total # of participants:* *Total # completing measurement tool: _____*		

13. FINAL REPORT-ADDITIONAL INFORMATION

Continuous Quality Improvement
Please answer the following questions:

1. Should this program / project continue? ☐ Yes ☐ No

2. Was the program successful?
   If yes, in your own words, what led to the success of the program?
   If no, please explain why.

3. What improvements can be made to the program / project?

4. Share an anecdotal story that describe the significant impact for the participants / volunteers.

5. Please send any electronic photo from your program to **css@whitecourt.ca**.
   Label the photo or subject line in the email: [year] FCSS Grant Final Report-Organization Name.
   If submitting a photo, a completed Photography Release Form is required. (attached)

   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

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 OF WHITECOURT 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: _____

Town of Whitecourt

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 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.*
Yes No	Does the program/service meet the service requirements as set out in the FCSS Regulation? *If the answer is no, do not continue scoring the project/program.*
Yes No	Does the project meet an identified priority? *If the answer is no, do not continue scoring the project/program.*
Yes No	Do the outcomes presented align with the priority? *If the answer is no, do not continue scoring the project/program.*
Yes No	Organization's Financial Need • *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 No – 0	Has the strategy proposed been identified as a best practice to meet the identified outcomes?
5 = 200+ 4 = 101-200 3 = 51-100 2 = 50-26 1 = 25-16 0 = 15 or less	Amount of Residents Served

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**

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.

Town of Whitecourt

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.

POLICY:

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.

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.

This information is being collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to determine eligibility and administer the 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.

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 Representative

_____

Printed Name

_____

Title

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:

Town of Whitecourt

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 incomplete reporting related to a previously awarded Town grant allocation? If the answer is yes, this project is ineligible for funding.	□ Yes □ No				
Project Budget • Is the budget realistic? • If no, Administration will work with the applicant to develop a realistic budget. If the applicant is uncooperative, the application will not be considered.	□ Yes □ No				
Funding received previously for the same program – should be moving toward sustainability. First year applying – 5 Second year – 4 Third year – 3 Fourth year – 2 Fifth year – 1 5+ years - 0	1	2	3	4	5
	Comments:				
Meets Enhancement Grant Criteria 1 point per criteria met • 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).	1	2	3	4	5
	Comments:				

Amount of Residents Served 100+ - 5 50-99 – 4 25-49 – 3 10 – 24 – 2 9 or less - 1	1	2	3	4	5
	Comments:				
Organization's Financial Need High = 5 None = 0	1	2	3	4	5
	Comments:				
Impact the project will have on enhancing the organization's future operations (increase membership, improve quality of programs, enhancing building/space through renovations/repairs/construction).	1	2	3	4	5
	Comments:				
Intangibles – does it meet current community goals or emerging community issues? If the organization's bank statement shows surplus, what is the explanation? Other?	1	2	3	4	5
	Comments:				

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:

Town of Whitecourt

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.

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.

Town of Whitecourt

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.

Town of Whitecourt

Policy Manual
Section: **Community Services**

POLICY

Effective Date: February 27, 2012
Amended: April 22, 2013

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.

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. Rentals will not be permitted if the event is exclusively offered to customers 18 years and over.

14. 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.

15. 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.

16. All food and beverage services must adhere to all applicable permits, approvals, regulations, legislation, and licensing requirements.

17. 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 Town of Whitecourt. The policy must contain a minimum of $2 million coverage with the Town of Whitecourt names as “an Additional Named Insured”.

Town of Whitecourt

Policy Manual
Section: **Community Services**

POLICY

Effective Date: October 27, 2014
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.

5. 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

Town of Whitecourt

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.

Town of Whitecourt

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.

Town of Whitecourt

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.

Town of Whitecourt

Policy Manual
Section: **Appendix**

Appendix 1
Bylaw References

Legislative

Code of Conduct

- 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.
- Bylaw 1540

Council Committee Bylaw

- To establish Council Committees of the Town of Whitecourt.
- Bylaw 1570 and amendments thereto

Procedure Bylaw

- To govern the proceedings of Council and Council Committees.
- Bylaw 1556

Administration

Children Out At Night

- To regulate the times which a minor shall not be in a public place.
- Bylaw 987

Community Standards

- To regulate community nuisance, safety and livability issues for the benefit of all citizens of the Town.
- Bylaw 1475 and amendments thereto

Dogs

- To regulate the control and licensing of dogs; and determine guidelines for impounding of dogs and associated fees
- Bylaw 746, Bylaw 746-1, Bylaw 746-2 and Bylaw 1414 and amendments thereto

Domestic Animals

- To regulate the running at large of domestic animals.
- Bylaw 746 and amendments thereto

Fees, Rates and Charges

- To establish fees, rates, and charges payable for municipal services provided by the Town of Whitecourt.
- Bylaw 1551 and amendments thereto

Records Retention and Destruction

- Reflect current legal and regulatory citations to ensure compliance and to minimize legal risks and administrative costs associated with excessively long retention.
- Bylaw 1492, 1492-1

Finance

Hawkers and Pedlars Licences

- To regulate and control hawkers and pedlars.
- Bylaw 1462, 1462-1.

Unpaid Taxes

- To provide for the imposition of penalties on unpaid taxes.
- Bylaw No. 694, Bylaw No. 702, Bylaw No. 971 and Bylaw 1334.

Protective Services

Burning of Combustible Refuse

- Burning of combustible refuse should not be allowed in certain areas.
- Bylaw 377

Bylaw Enforcement Officer Bylaw

- To determine guidelines, conduct and duties of a Bylaw Enforcement Officer
- Bylaw 750

Emergency Advisory Committee and Emergency Advisory Agency

- To establish an Emergency Advisory Committee and Agency.
- Bylaw 1572

Firearms – Use Of

- To prohibit the discharging and use of firearms and dangerous weapons within designated areas of the Town of Whitecourt
- Bylaw 698

Firecracker and Fireworks Control Bylaw

- To regulate the firing off of firecrackers and fireworks within the corporate limits of the Town to protect and preserve the life and property of persons within the corporate limits.
- Bylaw 697

Guidelines for Permanent Fire Pits

- Guidelines and restrictions for burning of combustible material within the Town boundaries in certain incidences.
- Bylaw 1015 and 1015-1

Whitecourt Fire Department

- To establish and operate a fire department
- Bylaw 842 and Bylaw 1118

Roads, Streets, Walks, Lighting

Off-Highway Vehicles

- To regulate and control the operation of Off-Highway Vehicles.
- Reference Bylaw 654, Bylaw 1138, Bylaw 1138 and amendments thereto

Streets and Public Places

- To regulate streets and public places in the Town of Whitecourt.
- Bylaw 686

Traffic

- To regulate and control vehicle, animal and pedestrian traffic
- Bylaw 1440 and amendments thereto

Utilities

Fluoridation of the Water Supply

- To regulate the addition of fluorides to the Town water supply.
- Bylaw 118

Municipal Utilities Policies

- To regulate and provide guidelines for municipal utility services.
- Reference Municipal Development Plan

Refuse Collection Service

- To provide provisions for residential solid waste collection service.
- Reference Bylaw 1464 and amendments thereto

Town Waste Disposal Grounds

- Disposing of refuse at the Town Waste Disposal Grounds.
- Reference Bylaw 309 and Bylaw 700.

Whitecourt Solid Waste Facility

- To establish and maintain a system for the collection, removal and disposal of garbage, ashes, refuse and waste.
- Reference Bylaw 1007-1 to 1007-8, and Bylaw 1066

Cemetery

- 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.
- Bylaw 1563 and amendments thereto

Municipal Planning and Development

Land Use Bylaw

- Outlines guidelines and regulations for uses and development of all land and buildings within municipal boundaries.
- Bylaw 1506 and amendments thereto

Municipal Development Plan

- Provides long-term land use framework for growth and development.
- Bylaw 1505

Off Site Levies Bylaw

- 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.
- Bylaw 1532