



Staff Report HR2021-014

Title of Report: HR2021-014 By-Law On-Call Draft Policy #88 Revisions and Final Policy
Department: Human Resources
Council Date: June 2, 2021

Recommendation:

Be it resolved that Council receive Staff Report HR2021-014 for information; and
That Council approve Policy #88 By-Law On-Call Policy as presented; and
That Council consider approval of the Policy #88 By-Law On-Call Policy by Municipal By-Law 2021-072

Background:

The following resolution was approved at the May 5, 2021 Council Meeting

Moved By Councillor Frew **Seconded By** Councillor Dobreen

Be it resolved that Council receive Staff Report HR2021- 009 for information; and
That Council approve the Draft Policy #88 By-Law On-Call Policy as presented for review and discussion; and

That Council consider approval of the Policy #88 By-Law On-Call Policy by municipal by-law at the May 19, 2021 Council meeting.

Carried No. 2021-239

During the May 19, 2021 Council meeting there were concerns brought forward regarding some of the time constraints that are in the policy and the By-Law was deferred.

Staff Comments:

To address some concerns brought forward by Council, Policy #88 By-Law On-Call Policy has been revised in the following sections:

- Section 3a: "within one hour" as been replaced by "as soon as possible"
- Section 3b: "Be available to respond to in-person within one hour after the phone call is returned." Has been replaced by "Be available to respond in-person to complaints received, when required to provide an onsite response as soon as is possible, subject to other By-law Enforcement calls taking priority."
- Section 3c: added the wording "and document"
- Section 4c: Removed "The CBO will" for consistency in sentence structure.

- Section 4d: New provision "Provide a documented report for all after hours complaints, with call in date, time and onsite response time, as well as resolution or enforcement action required."

Financial Implications:

There are no financial implications of this report.

Communications & Community Action Plan Impact:

This report has been written and presented to Council to communicate accurate information to the public.

Concluding Comments:

1. That Council receive this report as information.
2. That Council approve By-Law Enforcement On-Call Policy #88 as presented.
3. That Council consider approving Policy #88 by Municipal By-Law 2021-072

Respectfully Submitted,

HR Coordinator: *Original Signed By*

Kayla Best, HR Coordinator/Assistant to the CAO

Dept. Head Approval: *Original Signed By*

Bev Fisher, CBO/By-Law Enforcement Officer

CAO Approval: *Original Signed By*

Dave Milliner, CAO

Attachments:

Attachment #1: Policy 88 By-Law On-Call with markups