



Policy #15 - Communications

Policy Statement

This policy is to ensure the efficient, effective, timely and comprehensive communication to the stakeholders of the Village of Delia.

Regulations

1. It is a priority to consult the public, listen to and take account of people's interests and concerns when establishing priorities, developing policies and planning programs and services.
2. Prompt, courteous and responsive service will be sensitive to the needs and concerns of the public and respectful of individual rights.
3. We will safeguard Delia resident's trust and confidence in the integrity and impartiality of the public service of Delia.
4. This policy is issued and applies to all Village staff and council members if they are acting on behalf of the Village of Delia.
5. The Village must provide the public with open access to information about policies, programs, services and initiatives. Information for public use must be distributed or readily available through the Village office and website.
6. Information will be provided free of charge when the information is in their control and it is stated in *Alberta's Freedom of Information and Protection of Privacy Act* that it should be provided free of charge
7. The duty to inform the public includes the obligation to communicate effectively. Information about policies, programs, services and initiatives must be clear, relevant, objective, easy to understand and useful
8. To ensure clarity and consistency of information, plain language and proper grammar must be used in all communication with the public. This principle also applies to internal communications, as well as to information prepared for Council or any other official body, whether delivered in writing or in speech
9. To communicate about liability effectively, the Village must demonstrate interest and concern for all opinions and positions, understand different perspectives, and respect their underlying premises. Effective risk management requires open and transparent communication among differing or even opposing interests.
10. The Mayor is the principal spokesperson of the Village of Delia and is supported in this role by the Chief Administrative Officer. The Mayor presents and explains government policies, priorities and decisions to the public. The Staff focus their communication activities on issues and matters pertaining to the policies, programs, services and initiatives they administer.

11. The Village may place advertisements or purchase advertising space or time in any medium to inform residents about their rights, responsibilities, municipal policies, programs, services, initiatives, dangers or risks to public health, safety or the environment. The following may be utilized:

- a) Local Radio
- b) Local Newspapers
- c) Village Newsletter
- d) Village Website
- e) Village Facebook Page
- f) Flyers
- g) Posters

12. Responding to resident issues or concerns will follow these steps:

- a) A face-to-face visit, if possible:
- b) A telephone call
- c) A follow up in written format, if required

13. Administration will take clear notes on face to face visit and/or telephone calls that respond to resident issues and place them on the roll file.

Approvals and Reviews

Regulations Approval Authority	Village Council
Date of Amendment Approval	December 10, 2024
Original Date of Approval	December 7, 2017
Review Frequency	3 Years
Last Review Date	November 21, 2024
Next Review Year	2027

Amendment Summary

Minor edits, categorize procedures from regulations.