

<p>Policy No.: 153.21</p> <p>Policy Title: Office Hours Policy</p> <p>Department: Administration</p> <p>Effective Date:</p> <p>Revised: June 2021 June 8, 2011</p> <p>Supersedes Policy/Bylaw: 2011 Office Hours Policy</p> <p>Review Date: June 2024</p>	<p>Resolution No. 190/21</p> <p>Date: June 22, 2021</p>
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Policy Statement

Municipal office hours at the Civic Centre are 8:30 a.m. to 4:30 p.m. for service to the public at large.

1. Reason for Policy

1.1 To be accountable to residents in setting and offering consistent hours by which the Civic Centre will operate and provide services.

2. Responsibilities

2.1 Municipal Council to:

2.1.1 Approve by resolution this policy, procedure and any amendments.

2.2 Chief Administrative Officer to:

2.2.1 Implement this policy and approve procedures.

2.2.2 Ensure policy and procedure reviews occur and verify the implementation of policies and procedures.

3. End of Policy

PROCEDURE

Policy No.: 153.21 Policy Title: Office Hours Policy Department: Administration	
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1. General Specifications

1.1 The front doors of the Civic Centre will be unlocked and reception services available at 8:30 a.m. weekday mornings and will close at 4:30 p.m.

2. Exceptions

2.1 The following are exceptions to the regular operating hours:

2.1.1 The Civic Centre will be open on weekdays as noted above with the exception of days deemed a statutory holiday.

2.1.2 On Good Friday and Christmas Eve the Civic Centre will also be closed.

3. Changes to Operating Hours

3.1 Changes to operating hours may occur in special circumstances and will be subject to the following requirements:

3.1.1 Changes to the normal operational hours must be posted and advertised with as much advance notice as is possible and should not be less than 24 hours.

3.1.2 Changes to the normal operational hours must be authorized by the Chief Administrative Officer or their designate.

4. End of Procedure

Approval

Chief Administrative Officer

Date

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