

Town of Bishop's Falls

Policy Manual

Updated March 20, 2024

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Record of Adoption, Amendments, and Evaluation

Notes	Adoption	Amendment	Evaluation
<i>Complaints Policy and Procedure added</i>	Nov 26, 2013 (PM 1335)		
<i>Snow Clearing Service Standard Policy added</i>	Feb 18, 2014 (PM 1340)		
<i>Snow Clearing Service Standard Policy amended</i>		March 18, 2014 (R 57/2014)	
<i>Amendment to Accounts Payable Policy.</i>		May 20, 2014 (R 115/2014)	
<i>Snow Clearing Service Standard Policy amended</i>		June 16, 2014 (R 147/2014)	
<i>Snow Clearing Service Standard Policy amended</i>		July 22, 2014 (Minute 11.8)	
<i>Snow Clearing Service Standard Policy amended</i>		Sept 16, 2014 (PM 1351)	
<i>Complaints Policy and Procedure repealed</i>		Sept 16, 2014 (PM 1351)	
<i>Complaints Policy and Procedure 2014 adopted</i>	Sept 16, 2014 (PM 1351)		
<i>Internal Hiring Policy adopted</i>	Sept 22, 2014 (PM 1352)		
<i>PO Protocol Repealed</i>		Oct 21, 2014 (PM 1354)	
<i>PO Protocol 2014 Adopted</i>	Oct 21, 2014 (PM 1354)		
<i>Snow Clearing Service Standard Policy amended</i>		Oct 21, 2014 (PM 1354)	
<i>Snow Clearing Service Standard Policy amended</i>		Nov 18, 2014 (PM 1355)	
<i>Wage Reimbursement Policy</i>		2015 Budget Policy (s. 16.1)	
<i>Annual Spring Clean-up Policy</i>		2015 Budget Policy (s. 16.2)	
<i>PO Protocol 2014 Repealed</i>		R 10/2015 (PM 1357)	
<i>PO Protocol 2015 Adopted</i>	R 10/2015 (PM 1357)		
<i>Snow Clearing Service Standard Policy amended</i>		R 11/2015 (PM 1357)	
<i>Internal Hiring Policy amendment</i>		R 15/2015 (PM 1357)	
<i>Recreation Rental Fees and Cancellation Policy amendments</i>		R 77/2015 & R 78/2015 (PM 1360)	

<i>Social Media Use Policy adopted</i>	M 90/2015 (PM 1360)		
<i>Fallsview Municipal Park Policy amendment</i>		R 175/2015 (PM 1368)	
<i>Internal Hiring Policy amendment</i>		R 182/2015 (PM 1368)	
<i>Annual Spring Clean-up Policy</i>			Repealed PM 1371 (budget policy s. 16.1).
<i>Annual Residential Clean-up Policy 2016</i>	PM 1371 (budget policy s. 16.2).		
<i>Snow Clearing Service Standard Policy</i>		PM 1371 (R 224/2015)	
<i>Gifts and Gratuities Policy amendment</i>		PM 1372 (R 7/2016)	
<i>Vehicle Towing Policy and Procedure</i>	PM 1372 (M 10/2016)		
<i>Vehicle Towing Policy and Procedure</i>		PM 1373 (R 17/2016)	
<i>Town of Bishop's Falls Ice Helmet Policy</i>	PM 1374 (R 35/2016)		
<i>Employee Snow Clearing Policy 2016</i>	PM 1377 (R 87/2016)		
<i>Recreation Facility Code of Conduct</i>	PM 1379 (M 127/2016)		
<i>Compensatory Time-Off and Flexible Hours Policy.</i>		PM 1394 (R 53/2017)	
<i>Performance Appraisal Policy</i>	PM 1400 (R146/2017)		
<i>Wage Reimbursement Policy Amendment</i>		PM 1400 (R149/2017)	

<i>Water and Sewer Service Issue Response Policy and Procedure (adoption)</i>	R 43/2018 (PM 1406)		
<i>Accounts Payable Policy and Procedure</i>		PM 1407 (R59/2018)	
<i>Recreation Rental Fees and Cancellation Policy</i>		PM 1407 (R61/2018)	
<i>Accounts Payable Policy and Procedure</i>		PM 1411 (R153/2018)	
<i>Travel Policy amendments</i>		PM 1416 (R225/2018)	
<i>Wage Reimbursement Policy amendments</i>		PM 1418 (R270/2018)	
<i>Annual Residential Spring Clean-up Policy</i>		PM 1423 (R82/2019)	
<i>Recreation Rental Fees and Cancellation Policy</i>		PM 1431 (R 216/2019, budget policy, section 17.1). Effective January 1, 2020.	
<i>Accounts Payable Policy and Policy</i>		PM 1444 (R 192/2020).	
<i>Snow Clearing Service Standard Policy</i>			PM 1454 (R 93/2021)
<i>Speed Bump Policy and Procedure</i>	PM 1457 (R 160/2021) Effective from August 24, 2021 – August 23, 2022)		
<i>Town Council Electronic Equipment Policy</i>	PM 1458 (R 181/2021)		
<i>Snow Clearing Service Standard Policy</i>		PM 1458 (R 193/2021)	
<i>Town of Bishop's Falls COVID-19 Vaccine Policy</i>	PM 1461 (R 222/2021)		
<i>Snow Clearing Damages and Grass Replacement Policy</i>		PM 1452 (R 52/2021) Effective October 1, 2021	

<i>Arena VaxPass Compliance Policy</i>	PM 1464 (R 262/2021)		
<i>Asset Management Policy</i>	PM 1468 (R 81/2022)		
<i>Accounts Payable Policy and Procedure</i>	PM 1468 (R 83/2022)		
<i>Recreation Rental Fees and Cancellation Policy</i>		PM 1469 (R 94/2022)	
<i>Arena VaxPass Compliance Policy</i>			Repealed effective May 17, 2022. PM 1469 (R 95/2022).
<i>Town Council Electronic Equipment Policy</i>		PM 1472 (R152/2022)	
<i>Snow Clearing Damages and Grass Replacement Policy</i>		PM 1473 (R165/2022)	
<i>Finance Policy and Procedure</i>	PM 1473 (R168/2022)		
<i>Accounts Payable Policy and Procedure</i>			Repealed effective Sept 20, 2022. PM 1473 (R168/2022).
<i>Purchase Order Protocol</i>			Repealed effective Sept 20, 2022. PM 1473 (R168/2022).
<i>Recreation Rental Fees and Cancellation Policy</i>		PM 1476 (R 204/2022)	
<i>Recreation Rental Fees and Cancellation Policy</i>		PM 1477 (R 221/2022)	
<i>Recreation Rental Fees and Cancellation Policy</i>		PM 1492 (R225/2023)	
<i>Annual Residential Spring Clean-up Policy 2016</i>		PM 1492 (R226/2023)	
<i>Town of Bishop's Falls COVID-19 Vaccine Policy</i>			Repealed effective Jan 23, 2024. PM 1494 (R17/2024).

<i>Finance Policy and Procedure</i>		PM 1494 (R18/2024)	
<i>Finance Policy and Procedure</i>		PM 1494 (R20/2024).	
<i>Annual Residential Clean-up Policy 2016</i>		PM 1497 (R65/2024)	
<i>Snow Clearing Service Standard Policy</i>		PM 1497 (R66/2024)	

Annual Residential Clean-up Policy 2016

1.0 Purpose

An annual residential clean-up service has been offered to the residents of Bishop's Falls for many years. The purpose of this policy is to define the level of service as it concerns the annual residential clean-up to ensure consistency and efficiency in the system.

2.0 Scope

This policy shall apply within the municipal boundaries of the Town of Bishop's Falls.

1.0 Definitions

1.1 "Town" means the Town of Bishop's Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.

1.2 "Garden Waste" includes waste materials from a garden such as grass clippings, dead branches, bushes, weeds, plants, and other similar materials.

1.3 "Bulk Items" means litter, debris, and other materials except those that are not accepted by the Central Newfoundland Waste Management Authority for disposal in the land fill.

1.4 "Resident(s)" means a person who resides in the Town of Bishop's Falls but excludes businesses of all forms, government departments and agencies, and crown corporations.

1.5 "Week(s)" means Monday to Friday.

1.6 "Garbage Bag(s)" shall have the same meaning as 'garbage bag(s)' as defined under subsection 3 (h) of the *Bishop's Falls Waste Collection and Disposal Regulations*.

2.0 Policy

2.1 Residents shall be provided an opportunity to dispose of bulk items and garden waste once during a three (3) week consecutive period in the Spring or Fall.

2.2 Garden waste set out for collection shall be contained in an appropriate garbage bag.

2.3 Bulk items and garden waste shall be collected as per the following schedule:

Week	Collection Route
1	As per the Tuesday collection route established in accordance with section 4 of the <i>Waste Collection and Disposal Regulations</i> .
2	As per the Wednesday collection route established in accordance with section 4 of the <i>Waste Collection and Disposal Regulations</i> .
3	As per the Thursday collection route established in accordance with section 4 of the <i>Waste Collection and Disposal Regulations</i> .

2.4 The Town shall endeavour to establish partnerships with businesses to mitigate the overall cost of the annual residential spring clean-up service.

2.5 Residents shall, before 8:00 am on the Monday during the week their bulk items and garden waste are scheduled for collection as per section 4.3, set out for collection the bulk items and garden waste to the curb of the municipal street.

5.0 Commencement

5.1 This Policy shall come into effect on January 1, 2016.

Anti-Harassment Policy

1.0 Purpose

The Town of Bishop's Falls realizes and acknowledges the importance of promoting and maintaining a work environment free of harassment. The purpose of this policy, therefore, is to set forth a framework through which harassing conduct can be determined and addressed.

2.0 Scope

This policy shall apply to all employees with the Town of Bishop's Falls regardless of his/her classification or employment status.

3.0 Anti-Harassment Policy

3.1 What is harassment?

Harassment is any behaviour that demeans, humiliates, or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions, comments, or displays. It may be a single incident or continue over time.

Some examples of harassment include:

- (a) Unwelcome remarks, slurs, jokes, taunts, or suggestions about a person's body, clothing, race, national or ethnic origin, social origin, colour, religion, age, sex, marital status, family status, physical or mental disability, sexual orientation, pardoned conviction, or other personal characteristic;
- (b) Unwelcome sexual remarks, invitations, or request (including persistent, unwanted contact after the end of a sexual relationship);
- (c) Displays of sexually explicit, sexist, racist, or other offensive or derogatory material;
- (d) Written or verbal abuse or threats;
- (e) Practical jokes that embarrass or insult someone;
- (f) Leering (suggestive staring) or other offensive gestures;
- (g) Unwelcome physical contact, such as patting, touching, pinching, hitting;
- (h) Patronizing or condescending behaviour;
- (i) Humiliating an employee in front of co-workers;
- (j) Abuse or authority that undermines someone's performance or threatens her or his career;

- (k) Vandalism of personal property; and/or
- (l) Physical or sexual assault

The *Canadian Human Rights Act* and the *Provincial Human Rights Act* protect employees and clients from harassment that is related to their race, national or ethnic origin, social origin, colour, religion, age, sex, marital status, family status, disability, pardoned conviction, or sexual orientation.

Disrespectful behaviour, known as “personal” harassment, is also covered in this policy. While it also involves unwelcome behaviour that demeans or embarrasses an employee, the behaviour is not based on one of the protected grounds named above.

Harassment can take place between co-workers, between a manager and employee, between people of the opposite or of the same sex, between an employee and a client, or between an employee and a job applicant.

3.2 What isn’t harassment?

Consensual banter or romantic relationships where the people involved agree with what’s happening is not harassment. Appropriate performance reviews, counseling, or discipline by a supervisor or manager are not harassment.

3.3 Where harassment happens?

Work-related harassment can take place in the workplace itself, or outside of the workplace in a situation that is in some way connected to work. For example, employees (and clients) must be protected from harassment during delivery trips, off-site meetings, business trips, and any other event or place related to employment or when the employee is present in the course of employment.

3.4 Complaint Procedures

(a) Speak up

If you believe you are being harassed, speak up right away. If possible, tell the person that you are not comfortable with their behaviour, and want it to stop. Usually, that will be all you need to do. You can speak to them directly, or write them a letter (date it and keep a copy). In addition, tell someone you trust what is going on.

(b) Keep notes

Record all unwelcome or harassing behaviour. Write down what has happened, when, where, how often, who else was present, and how you felt about it. Write down every instance of harassment.

(c) Report it

If the harassing behaviour occurs again, or if you are unable to deal directly with the person harassing you, report it to the person designated to receive complaints. The anti-harassment person is the Town Manager. If that person is involved in the complaint, please see the Mayor, personally. If for some reason you are unable to report harassment to someone at the Town of

Bishop's Falls, in the case of sexual or physical assault - go to the police. For all matters, you have the option to go directly to the Provincial Human Rights Commission.

(d) Informal procedures

You may want to proceed informally at first. This means you can ask the designated person to help you communicate with the other person, or to speak to them on your behalf, without going through actual mediation or a formal complaint. The informal approach may not always be possible or successful, but when it is, you may be able to resolve the situation quickly.

(e) Mediation

It may be appropriate to attempt to resolve the complaint through mediation before going to a formal investigation. If a qualified person from outside the organization is available to act as a mediator, and the complainant and alleged harasser agree, that person will attempt to help the parties settle the complaint. If no one is available, the designated person may help settle the complaint if the parties agree. The mediator should not be involved in investigating the complaint, and should not be asked to represent the employer at any stage of any proceeding related to the complaint.

Either part has the right to refuse mediation. You are the only one who can decide if mediation is appropriate for you. Do not agree to it if you feel pressured into it, or feel that you are at a disadvantage of vulnerable because of your age, sex, race, colour, religion, sexual orientation, economic position, or for any other reason. If someone suggest mediation but you are uncomfortable with it, you can say no, and it will not be part of the complaint process. If mediation does become part of the process, each person has the right to be accompanied and assisted during mediation sessions by someone they choose.

(f) The investigation

If you want to go ahead with a formal complaint, it will be investigated by a Committee appointed by Council, except when the matter is criminal in nature and in such a case the police is the required avenue. This Committee will investigate the complaint thoroughly, and it will interview the complainant, the alleged harasser, and any witnesses. All employees have a responsibility to cooperate in the investigation.

Both you and the alleged harasser have the right to be accompanied by someone with whom you feel comfortable during any interviews or meetings.

An investigation will involve:

- Gather all pertinent information from the complainant;
- Inform, through written and oral communication means, the alleged harasser of the details of the complaint, and providing a seven (7) day period for the harasser to provide her or his response;
- Interview and obtain a written statement from all witnesses, and having said witnesses sign their statements;
- Decide whether, on a balance of probabilities, the harassment did take place;
- Recommend appropriate remedies, penalties, or other actions; and

- Prepare a 'Summary Report' of the investigation.

(g) Substantiated complaints

If the Committee decides the complaint is valid, it will report in writing to the Town Manager, ideally within a week of completing the investigation but no later than 30 days of completing the investigation. The Committee will recommend appropriate remedies and disciplinary action, and any other necessary action. The Town Manager will, in consultation with the Mayor, decide what action to take, and will inform both parties of the decision, in writing, ideally within a week of the report being submitted but no later than 30 days of the report being submitted.

(h) Remedies for the victim

Remedies for a person who has been harassed will be at the discretion of Council and will depend on the nature and severity of the harassment.

(i) Corrective action for the harassers

Corrective action for harassers will include any of the following, depending on the nature, severity, and number of occurrences (repetitious behaviour) of the harassment;

- A written reprimand;
- A suspensions, with or without pay;
- A transfer, if it is not reasonable for the people involved to continue working together;
- A demotion; or
- A dismissal.

Harassers may also be obligated to attend an anti-harassment training session.

(j) Unsubstantiated complaints

If there is not enough evidence to support an allegation of harassment, the Committee will not recommend any penalties or remedies.

(k) Complaints made in bad faith

In the rare event that the complaint was made in bad faith, that is deliberately and maliciously filed knowing it had absolutely no basis, the complainant will be subject to the same penalties as the harasser. The person unjustly accused of harassment will have her or his reputation restored, and will be given the benefit of any necessary remedies that would be given in a case of harassment.

(l) Retaliation

Anyone who retaliates in any way against a person who has been involved in a harassment complaint will be subject to the same penalties as a harasser.

(m) Confidentiality

The employer will not disclose any information about a complaint except as necessary to investigate the complaint or to take disciplinary action, or as required by law. It encourages employees and managers to respect confidentiality the same way.

(n) Time limits

Managers and supervisors have a responsibility to ensure harassment ends as soon as they become aware of it. Complaints will be resolved as quickly as possible, ideally within 30 days of being made, but no later than 60 days.

Complainants should be aware that there is a six-month time limit for filing a complaint with the Provincial Human Rights Commission.

(o) Other options

An employee who is not satisfied with the result of a harassment complaint can consult the Provincial Human Rights Commission, information on filing a complaint can be obtained by phoning the Commission's toll-free number 1-800-563-5808.

If the harassment involves physical or sexual assault, which are criminal offences, the police is the required avenue.

Apartment Water and Sewer Taxation Policy

1.0 Purpose

For the past several years the Town has, on application, adjusted water and sewer taxes levied on apartments when an apartment was not rented for some period during the fiscal year. This system did not require the owner of the apartment to provide proof that the apartment was, in fact, not being rented. Subsequently, the system resulted in inequality and abuse by some owners. Therefore, the purpose of this policy is to set forth the conditions that must be established before water and sewer taxes levied on apartments can be adjusted.

2.0 Scope

This policy applies to all persons and properties in the municipal boundaries.

3.0 Definitions

3.1 “Apartment” means a room or suite of rooms designed as a residence and generally located in a building occupied by more than one household.

3.2 “Town means the Town of Bishop’s Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.

4.0 Policy

4.1 The Accounts Receivable Department shall, when it learns an apartment is being rented and where such knowledge is obtained through a source other than the owner of the apartment, impose a water and sewer tax on the real property housing the apartment for the entire fiscal year. Notwithstanding section 4.2, the water and sewer tax in this circumstance shall not be adjusted unless the owner of the apartment proves to the satisfaction of the Accounts Receivable Department that the apartment is not in fact being or was rented in the applicable fiscal year.

4.2 Where the owner of an apartment voluntarily advises the Town that his/her apartment is being rented, the Accounts Receivable Department shall impose prorated water and sewer tax based on the number of months the apartment will be rented in the fiscal year.

4.3 An owner of an apartment may, when his/her apartment is not being rented, apply for an adjustment by completing the Notice of Vacancy Form.

4.4 Notwithstanding any other section of the Policy, the Town shall not impose water and sewer taxes retroactive to prior fiscal years nor shall it apply adjustments in prior fiscal years.

Asset Management Policy

1.0 Background and Purpose

Council has a mandate to provide a wide range of municipal services. In order to guide staff with the effective implementation of those services, Council typically adopts policies for important issues that can be used by staff to support Council's vision, goals and objectives.

Providing these municipal services requires various groups of infrastructure assets including, but are not limited to, the Town's vehicle and pedestrian infrastructure, water distribution network, wastewater collection system, stormwater collection system, buildings, facilities, parks and fleet. Though these assets age and deteriorate, by using sound asset management practices, Council and the community can be assured that the assets meet performance levels, are used to deliver the desired service in the long term and are managed for present and future users.

The purpose of this policy is to articulate Council's commitment to asset management and provide a policy framework to guide staff to achieve the Municipal Asset Management vision and goals. In doing so, this policy also guides how it is to be integrated within the organization in such a way that it is coordinated, cost effective and organizationally sustainable.

This policy also demonstrates to the community that Council is exercising good stewardship and is delivering affordable services while considering its legacy to future residents.

2.0 Scope

This policy covers municipal owned and managed assets only; it does not include assets or infrastructure that are within Town boundaries but managed or owned by other organizations such as Provincial or Federal Government (for example, provincially owned roads).

This Asset Management (AM) Policy must be considered in the context of other municipal planning documents such as:

- Municipal Plan and Development Regulations (2015-2025)
- Exploits River Development Strategy (2015)
- Strategic Priorities (2019-2022)
- Emergency Response Plan

3.0 Vision and Goals for Municipal Assets

Council's vision for the community is a safe, livable, and economically sustainable community supported by well managed and maintained assets.

The goal is for the Town to have an asset management plan that provides a framework for strategic long-term asset management decision-making in a fiscally responsible manner.

4.0 Council Asset Management Policy Statements and Principles

Asset management is a broad strategic framework that encompasses the entire organization. To achieve the corporate vision and goals for infrastructure assets, the organization will be guided by the following policy statements and principles:

4.1 *Policy Statements (Guidelines)*

The Town will make reasonable efforts to:

- a) Maintain and manage municipal assets at acceptable levels, as determined by Council, to support public safety, community well-being and community goals.
- b) Improve decision-making, accountability, and transparency.
- c) Provide a framework that will enable the Town to implement plans, define goals, and work towards long-term sustainability, and to demonstrate fiscal stewardship.
- d) Meet legislative reporting and organization financial planning requirements.

4.2 *Policy Principles (Rules)*

The principles established under the Asset Management Policy are to direct decision making, actions and recommendations are described below:

- a) Provide consistent and accurate means of tracking and reporting on the Town's assets by developing and maintaining inventories of its municipal assets.
- b) Monitor standards and service levels to ensure that they meet and support the community, as well as Council's goals and objectives.
- c) Establish asset replacement strategies using full life cycle costing principles.
- d) Apply accepted industry guidelines and practices.
- e) Meet the capital asset reporting requirements of the Provincial Government and other funding agencies.
- f) Prepare a multi-year budget for the appropriate level of maintenance of assets to deliver acceptable service levels and extend the useful life of assets that will be reviewed and adjusted annually.
- g) Plan for stable long-term funding to replace and/or renew and/or decommission assets.
- h) Incorporate asset management in its other corporate plans where applicable.
- i) Provide opportunities for residents and other stakeholders to provide input into the municipality's asset management planning process as applicable.
- j) Assess and take actions to address vulnerabilities and risks to infrastructure due to climate change.
- k) Take a long-term view on infrastructure planning and investment to ensure the needs of the municipality will be met in the future.

5.0 Guidelines and Practices

Staff will implement the policy through the development and use of asset management plans according to industry accepted guidelines and practices. Since the performance of asset management is organization specific, reflective of knowledge, technologies, and available tools, and will evolve over time, the responsibility for guidelines and practices are delegated to staff.

Asset management plans may be developed for a specific class of assets or be generic for all municipal assets and should outline long term goals, processes, and steps toward how they will be achieved. The asset management plans should be based on current inventories and condition (acquired or derived), projected performance and remaining service life and priority of assets based on consequence and probability of failure.

The organization will also comply with the capital asset reporting requirements and integrate the asset management program into operational and corporate plans where applicable.

6.0 Responsibilities

Council will:

- a. Approve by resolution the asset management policy and any amendments
- b. Approve by resolution asset management plans and budgets
- c. Use this policy as key guidance in asset management decision-making

The Town Manager/Clerk is responsible for leading implementation of the AM policy across the Municipality.

Compensatory Time-off and Flexible Hours Policy

1.0 Purpose

The Bishop's Falls Town Council recognizes that its full-time employees are often required to attend meetings and respond to issues outside of the standard work week. As such, the purpose of this policy is to clarify issues surrounding time worked outside of the standard work week for non-unionized employees and to set forth conditions for the use of flexible hours.

2.0 Scope

This policy applies exclusively to the Town Manager/Clerk, Assistant Town Manager, Public Works Supervisor, and the Office Administrator.

3.0 Definitions

3.1 A 'standard work week' for the Town Manager/Clerk means 35 hours, Monday through Friday from 8:30 am to 4:30 pm excluding one (1) hour during the day for lunch.

3.2 A 'standard work week' for the Public Works Supervisor means 40 hours, Monday through Friday, as per the hours of operation established by the Collective Agreement between the Town and CUPE Local 1349.

3.3 A 'standard work week' for the Office Administrator means 35 hours, Monday through Friday from 8:30 am to 4:30 pm excluding one (1) hour during the day for lunch.

3.4 A 'standard work week' for the Assistant Town Manager means 35 hours, Monday through Friday from 8:30 am to 4:30 pm excluding one (1) hour during the day for lunch.

3.5 'Employees' means the Town Manager/Clerk, Public Works Supervisor, Office Administrator, and the Assistant Town Manager. In the singular, employee means either of those positions listed.

3.6 'Administration employees' means the Town Manager/Clerk, Office Administrator, and the Assistant Town Manager.

3.7 'On-call or stand-by' for the Public Works Supervisor includes that time he/she spends outside of the standard work week monitoring road conditions, removing snow and ice from the steps of municipal buildings, scheduling employees, receiving and sending calls related to Town business, and other things of this nature.

4.0 Compensatory Time-off Policy

4.1 Where an employee is required to work outside of his/her standard work week for reasons relating to his/her employment, the employee is entitled to compensatory time-off as per the following:

- (a) The employee is entitled to a minimum of four (4) hours in compensatory time-off when he/she is required to work outside of his/her standard work week for an amount of time less than four (4) hours.
 - (b) The employee is entitled to compensatory time-off at a rate of one (1) hour for every hour when he/she is required to work outside of his/her standard work week for an amount of time greater than four (4) hours. The amount of hours work shall be rounded up to the nearest hour (i.e. if the employee worked 4.5 hours, he/she is entitled to 5 hours in compensatory time-off).
 - (c) The employee is entitled to one (1) day in compensatory time-off when he/she is required to work for any amount of time on a statutory holiday.
 - (d) In the case of the Public Works Supervisor, subsections 4.1 (a), 4.1 (b) and 4.1 (c) shall not include on-call or stand-by.
- 4.2 Employees are required to report their compensatory time-off to the Town Manager/Clerk within five (5) days of earning the time. The report shall include the date and times when compensatory time-off was earned.
- 4.3 Employees must schedule the use of compensatory time-off with his/her Direct Supervisor at least three (3) days in advance.
- 4.4 An employee shall not be authorized to use compensatory time-off where;
- (a) The employee is required to be present to ensure operational efficiency of the Administration and Public Works Departments; or
 - (b) Council requires the employee to be present at work for a reason determined by Council.
- 4.5 Employees shall be entitled to a payout of unused compensatory time-off in December of each year at his/her current rate of pay. Notwithstanding the latter, the payout shall not exceed five (5) days in any given fiscal year.
- 4.6 An employee may carry forward a maximum of five (5) days in unused compensatory time-off into the following fiscal year.
- 5.0 Flexible Hours Policy
- 5.1 In an effort to promote an efficient and effective work environment, Administration employees shall be permitted to work a flexible schedule, based on a 35 hour work week, at the desecration of the Town Manager/Clerk. Examples of flexible schedules are as follows:
- (a) 8:30 am to 3:30 pm (no lunch)
 - (b) 7:30 am to 2:30 pm (lunch included)
 - (c) 12:00 pm to 8:00 pm (lunch included)
- 5.2 Notwithstanding subsection 5.1, an Administration employee shall not be authorized to work a flexible schedule where the operational efficiency of the Town Office is compromised.

Complaint Policy and Procedure 2014

1.0 Purpose

The Town of Bishop's Falls receives complaints from residents and businesses regarding a variety of matters arising from municipal programs and services. The policies and procedures herein prescribed establish an administrative framework to ensure an orderly and timely service to the respective complainant.

2.0 Scope

This policy shall apply to all complaints received by the Town of Bishop's Falls.

3.0 Definitions

3.1 'Complaint' means a formal expression of discontent, regret, pain, censure, resentment, or grief regarding a program or service delivered or offered by the Town of Bishop's Falls that has been submitted to the Town of Bishop's Falls through the *General Complaint Form* that is attached to this policy and procedure as appendix A.

3.2 'Complainant' means a resident or business that has registered a complaint with the Town of Bishop's Falls in accordance with this policy.

3.3 'Office Administrator' is the Office Administrator employed by the Town of Bishop's Falls.

3.4 'Clerk' is the Town Clerk for the Town of Bishop's Falls.

3.5 'Town Manager' is the Town Manager for the Town of Bishop's Falls.

3.6 'Town' means the Town of Bishop's Falls as incorporated under the *Municipalities Act, 1999*.

3.7 'Council' means the Town Council of the Town of Bishop's Falls.

3.8 'Department' means the Administration, Public Works and Recreation Departments.

4.0 Policy

4.1 Complaints shall be heard and addressed by the Town in accordance with this policy and procedure.

4.2 Where a complaint is referred to Council in accordance with this policy and procedure, the Office Administrator shall ensure the complaint has been duly signed by the complainant. Complaints that have not been signed by the complainant shall not be heard or addressed by Council; however, such complaints shall be heard and addressed by the Office Administrator in accordance with this policy and procedure.

4.3 Notwithstanding any provision under this policy and procedure, the Town shall not process or address anonymous complaints. For greater certainty, where part one (1) has not been completed in full on the *General Complaint Form*, the complaint shall be disregarded.

5.0 Procedure

5.1 Complaints in official form shall be processed as follows:

(a) Once received, the complaint shall be reviewed by the Office Administrator to determine its nature and substance. Within 24 hours from the date/time the complaint is received, the Office Administrator shall refer the complaint to the head, supervisor or lead hand, as the case may be, of the appropriate Department for investigation and action.

(b) The Department head, supervisor or lead hand shall have 72 hours from the date/time the complaint is received by him/her to investigate and address the complaint and return part 4 of the *General Complaint Form* to the Office Administrator.

(c) The Office Administrator, upon receiving part 4 of the *General Complaint Form* from the Department head or supervisor, shall immediately;

(a) advise the complainant, if necessary, and complete part 5 of the *General Complaint Form* where the complaint has been resolved; or

(b) refer the complaint to Council or the Town Manager, as the case may be, when the complaint has not been resolved.

(d) Where a complaint must be referred to Council, the Office Administrator shall provide the Clerk with the complaint who shall, in turn, add the complaint to the agenda of the relevant Standing Committee of Council.

5.2 On a monthly basis the Office Administrator shall prepare a *Department Complaints Summary Report* for each Department and shall provide the report to the Clerk who shall, in turn, add the report to the agenda of the relevant Standing Committee of Council. The Office Administrator shall provide the Clerk with the *Departments' Complaints Summary Reports* before the last working day of each month.



General Complaint Form

By completing this form you can assist to identify and solve community problems and concerns. All information contained on this form will be reviewed by the Office Administrator and will be treated in a confidential manner.

Part 1: Complainant Personal Information

Date of Complaint: _____

Name (first/last): _____

Civic Address: _____

Contact numbers: _____ (home) _____ (cell)

Email address: _____

Preferred method of communication (please select only one):

Mail Home Phone Cell Phone Email

Part 2: Complaint Information

(A) *Please describe your problem or concern below.*

(B) *Identify the location of this problem or concern below.*

(C) *When does this problem or concern occur?*

Days of week: _____

Time (s) of day: _____

(D) *How often have you observed this problem or concern?*

Once Between two (2) and five (5) times More than five (5) times

(E) *If necessary, are you prepared to provide a statement and attend court?*

Yes No

Part 3: Complainant Signature and Declaration

NOTE: This complaint shall not be reviewed or considered by Council unless signed by the complainant.

By signing this form in the space below I certify the above information to be correct and accurate to the best of my knowledge. I further authorize the Town to use this information in any proceedings, legal or otherwise, that may be necessary to address the problem/concern raised in this complaint.

Complainant Signature

Date

Part 4: Department Investigation Report

Date Department received complaint: _____

Employee assigned to the complaint: _____

(A) *Please describe your investigation findings in the space below.*

(B) *Was the complaint resolved?*

Yes No

(B1) *If yes, please describe the Department's actions to resolve the complaint below.*

(B2) *If no, what is your recommendation? Select one (1) of the following options:*

Refer the matter to the Bishop's Falls Town Council (policy level complaint).

Refer the matter to the Town Manager (operational level complaint).

Department Head/Supervisor

Date

Part 5: Office Use

Applicable Department:

Public Works

Administration

Recreation

Fire

Date referred to Department Head/Supervisor: _____

Please describe below the actions taken to follow-up with the complainant.

Complaint closed on (date): _____

Office Administrator

Date

Emergency On-Call Policy

1.0 Purpose

The Town of Bishop's Falls requires an on-call system after standard working hours to ensure the general welfare of the municipality is protected in the event of an emergency situation. For the most part, this responsibility falls to the senior employees of the Town, but it functions in the absence of policy resulting in ambiguity and confusion. Furthermore, Council recognizes that it cannot expect a single employee to be on-call 24 hours per day, seven (7) days per week. This responsibility must be equally shared to ensure there is a reasonable expectation of work commitment beyond the standard working hours. As such, this policy defines what is considered an 'emergency situation' and it sets in place formal structure surrounding on-call for senior employees.

2.0 Scope

This policy applies to the Town Manager, Town Clerk and the Public Works Supervisor.

3.0 Definitions

Unless the context otherwise requires, these words shall have the following meaning as it concerns the *Emergency On-Call Policy*:

3.1 'Emergency Situation(s)' means a situation or event that is or has the potential to cause damage to property, particularly as it relates to municipal infrastructure, or persons. Without limiting the generality of the latter, examples of an emergency include any event as defined in the Town's *Emergency Management Plan*, water/sewer main line breaks or blockages, and infrastructure issues in general.

3.2 "Town" means the Town of Bishop's Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.

3.3 "Employee(s)" means the Town Manager, Town Clerk and the Public Works Supervisor.

3.4 "On-call or On-Call Duty" means being available outside of the standard work week to respond to emergency situations. This includes assessing the situation or event and determining whether a municipal response is required. If the latter is the case, the person on-call must coordinate municipal resources (i.e. organize labour) to deal with the situation or event.

4.0 Policy

4.1 From the period between May 1 and October 31 or upon the conclusion and before the beginning of the on-call system as defined in the Collective Agreement between CUPE Local 1349 and the Town of Bishop's Falls, whatever period is required to ensure there is continuity in the on-call system, employees shall be on-call for emergency situations outside of the employees' standard work week.

- 4.2 Employees shall equally rotate the on-call duty on the following basis:
- (a) On-call duty shall be held and rotated on a two (2) week basis. The Town Manager shall prepare and circulate a schedule on this premise.
 - (b) Employees on vacation leave or compensatory time-off shall be exempt from the on-call duty provided the employee submitted a two (2) week notice beforehand. In such a case, the on-call duty shall advance to the next person in rotation.
 - (c) On-call employees are not required to remain within the municipal boundaries; however, they must be accessible at all times.
 - (d) The on-call schedule created or revised in accordance with subsection 4.2 (a) shall be circulated internally within 24 hours of its creation or revision.
- 4.3 Employees shall receive, as compensation, four (4) hours per weekend in compensatory time-off while on-call. Where the employee is required to coordinate a municipal response, he/she shall be entitled to additional compensatory time-off in accordance with the *Compensatory Time-Off and Flexible Hours Policy*.
- 4.4 This Policy does not abrogate or derogate the duties and responsibilities of the Public Works Supervisor as it concerns the coordination of snow clearing operations.

Employee Snow Clearing Policy 2016

1.0 Purpose

In 2002 the Bishop's Falls Town Council, recognizing that Public Works employees who work long hours clearing snow from municipal streets should be afforded an opportunity to address their personal driveways, instituted the *Employee Policy – Snow Clearing*. The policy established a framework that enables Public Works employees to remove snow from their personal driveways subject to certain criteria. The *Employee Snow Clearing Policy 2016*, which is premised on the 2002 policy, is being instituted to modernize the criteria around the practice.

2.0 Scope

This policy shall apply to Public Works Employees.

3.0 Definitions

- (a) "Public Works Employee" means an employee who works for the Public Works Department.
- (b) "Municipal road network" means those areas listed in subsections 4.1, 4.2, and 4.3 of the Town of Bishop's Falls *Snow Clearing Service Standard Policy*.
- (c) "Public Works Department" means the Town's Public Works Department.
- (d) "Personal driveway" means the primary driveway giving the Public Works Employee access to his/her residential dwelling.
- (e) "Winter event" means a response by the Public Works Department to remove snow and/or ice from the municipal road network in accordance with the *Snow Clearing Service Standard Policy*.
- (f) "Public Works Depot" means the Town's Public Works Depot on Riverside Drive, Bishop's Falls.
- (g) "Town" means the Town of Bishop's Falls as incorporated under the *Municipalities Act, 1999*.
- (h) "Municipal equipment" means a piece of heavy equipment that has been dispatched by the Public Works Department to remove snow and/or ice from the municipal road network in accordance with the *Snow Clearing Service Standard Policy*.

4.0 Policy Statement

- (a) Where in relation to a winter event a Public Works Employee has worked a shift in excess of eight (8) continuous hours, including meals and rest periods where applicable, the Public Works Employee shall be permitted to have snow removed from his/her personal driveway by municipal equipment subject to the following conditions:

- i) The municipal road network has first been cleared of snow and/or ice;
- ii) the Public Works Employee's personal driveway is within a reasonable distance from the municipal equipment's location once snow and ice have been removed from the municipal road network; and
- iii) the Public Works Employee has signed a statement releasing the Town from any and all liabilities that may arise from municipal equipment removing snow from the Public Works Employee's personal driveway under this policy.

5.0 Repeal and Commencement

- (a) The *Employee Policy – Snow Clearing* adopted by the Bishop's Falls Town Council during public meeting 1166 on August 17, 2002 is hereby repealed.
- (b) This policy shall become effective upon adoption of the Bishop's Falls Town Council.

Fallsview Municipal Park Policy

1.0 Purpose

This policy sets forth the operating policies for the Fallsview Municipal Park, which is a tourism establishment owned/operated by the Town of Bishop's Falls.

2.0 Scope

This policy shall apply to all employees and campers associated with the Fallsview Municipal Park.

3.0 Definitions

(a) 'Town' means the Town of Bishop's Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.

(b) 'Park' means the Fallsview Municipal Park.

(c) 'Camper(s)' means a person or group of persons who has rented or reserved a camping site at the Fallsview Municipal Park.

(d) 'Camping Site/Site' means a camping site in the Fallsview Municipal Park.

(e) 'Camping Unit' means a RV, Tent, or similar equipment.

4.0 Hours of Operation

The Park shall open on the second Friday of June and close on the Monday immediately following the Labour Day Weekend. The hours of operation shall be determined by the Town Manager subject to the resources available.

5.0 Method of Payment

The acceptable method of payment at the Park shall be cash or traveler cheques only. I.D is required to accept traveler cheques.

6.0 Park Fees

Park fees are established as per the annual *Budget Policy and Tax Schedule*.

7.0 Checkout Time

The checkout time for the Park shall be 1:00 pm. Campers must ensure their site is cleared of litter and debris prior to checkout.

8.0 Reservations

The Town will accept reservations for the Park subject to the following:

- a) General reservations can be made as of the second Monday of May as follows:
 - (i) Before the Park is opened for operation, reservations can be made by contacting the Town Office during its regular hours of operation.
 - (ii) When the Park is opened for operation, reservations can be made by contacting the Park during its regular hours of operation.
- b) The full rental fee must be paid upon making the reservation. Acceptable form of payment includes cash, debit, MasterCard, and Visa. Personal cheques shall not be accepted.
- c) A camper may cancel a reservation; however, the following cancellation fees shall apply:
 - (i) Where a cancellation is made more than five (5) days in advance of the camper's scheduled arrival, a 10% cancellation fee shall apply.
 - (ii) Where a cancellation is made five (5) days or less in advance of the camper's scheduled arrival a 50% cancellation fee shall apply.
- d) A camper may only reserve two (2) sites at any given time.
- e) Where reservations are not made, the Park shall operate on a first-come-first-serve basis. In such cases, the site must be rented by the person intending to stay in the Park. Proxies are not permitted. The person renting the site need not have his/her camping unit in his/her immediate possession to rent a site.

9.0 Parking

Vehicles cannot be parked on the grass within the Park. Salmon fisherman must park in the designated area. Campers must have their vehicles parked in their campsites at all times. No vehicle should be parked in the roadway.

10.0 Number of People per Site

The maximum number of people per site is two (2) adults plus children under 19 years of age. All people must be staying on the same site. If more than one site is being used, or another camping unit is placed on the site, an additional fee will apply.

11.0 Renting a Campsite

A person must be 19 years of age or older to rent a site.

12.0 Refunds

Subject to s. 8 (d), there are no refunds for fees paid in the Park.

13.0 Quiet Hours

Quiet hours shall begin at 10:00 pm. At this time noise must be reduced to a minimum, and visitors must leave the Park's premises. Campfires, however, may continue until 12:00 am provided noise is kept to a minimum.

14.0 Alcohol

Alcohol must be kept in a secure location on the camper's site at all times. Campers shall not be permitted to travel about the Park with an opened alcohol container. Persons under the influence of alcohol who cause a disturbance will be removed from the Park's premises immediately.

15.0 Pets

Pets are permitted to be kept in the Park; however, campers must clean-up after their pets at all times. Furthermore, such pets must be maintained on a leash or in another secured fashion. A camper who disregards this policy and, subsequently, Park personnel must clean-up after his/her pet, will be charged \$20 for this service.

16.0 Garbage

All garbage must be put in receptacles by campers. Campers are responsible to remove their garbage from the provided receptacle and place it to the roadside for collection before 9:30 am. Garbage bags must be tied. The Town will commence garbage collection before 10:00 am each day.

17.0 Open Fires

Open fires shall only be permitted in the designated area. Trees within the Park cannot be cut under any circumstances. Campers are responsible to bring their own wood supply to the Park. If available, campers may purchase such supplies at the Park.

18.0 Children

Parents or guardians must take care of their children at all times. The Town shall not be responsible for the supervision of children.

19.0 Security and Lost/Stolen/Damaged Property

There shall be no security provided at the Park. Campers are advised to take all necessary precautions to ensure their personal property is protected and secured at all times. The Town assumes no responsibility for lost, stolen, or damaged property. Campers use the facilities and services at their own risk.

20.0 Campsite Cleanliness

It is the responsibility of campers to keep their campsites clean. Garbage and other used materials must be kept in the provided garbage receptacles.

21.0 Damages to the Campgrounds and Campsite

Campers shall be responsible for any damages they cause to Park facilities and equipment. Where such damages are noted, the Park Manager/Coordinator shall investigate the matter and file a damage report with the Town Manager within 48 hours after the damage was noted. The camper identified as causing the damages will be invoiced accordingly.

22.0 Washroom Cleaning

The Park Manager/Coordinator shall establish a washroom cleaning schedule at the beginning of the operating season. Park Attendants must adhere to the schedule and ensure the washroom is clean and sanitary at all times.

23.0 Complaints/Constructive Criticisms

Campers are invited to submit complaints/constructive criticisms to the Park Manager/Coordinator in both written and verbal formats. Where possible, issues should be resolved as soon as possible. Where a written complaint/constructive criticism is received, the Park Manager/Coordinator shall (a) supplement the document with a written statement of his/her own outlining management's position; and (b) submit the complaint/constructive criticism to the Recreation Standing Committee.

24.0 Overflow Policy

24.1 Serviced Sites (Upper Field)

- (a) Subject to s. 24.1 (b), campers on sites one (1) through twenty-three (23) shall not be permitted to extend their stay on these sites while there are campers in the overflow. For the purpose of this section, 'overflow' is defined as being the area designed in the Park where campers are located while waiting for a serviced site.
- (b) Campers on sites one (1) through twenty three (23) may extend their stay by making the appropriate rental fee payment before 6:00 pm the day immediately before their scheduled departure. There are no extensions or exceptions to this policy.

24.2 Overflow (Lower Field)

- (a) Campers in the overflow shall be placed on an Overflow Priority List. The Overflow Priority List shall be based on the camper's initial time of arrival.
- (b) The Overflow Priority List shall be administered as follows:
 - i. When a site becomes available the camper at the top of the Overflow Priority List shall be offered the site by way of written notification.
 - ii. Where the camper is not in the Park or he/she does not respond to the offer within three (3) hours from being notified, s. 24.2 (b) (iii) shall apply. The camper does not lose his/her standing on the priority list in this case.
 - iii. If the camper at the top of the Overflow Priority List declines the site, the next camper on the Overflow Priority List shall be offered the site. This procedure shall

reoccur until the site has been claimed. Campers who decline a site shall not lose his/her standing on the priority list.

- iv. If the site has not been claimed by a camper on the Overflow Priority List, the site then becomes available for public offering.

- (c) Campers in the overflow are not permitted to park their trailer, RV, vehicle, or any other piece of equipment on the grass. Park staff will accompany and direct Campers to the appropriate location for their trailer or RV.

- (d) Campers in the overflow shall be charged a nightly fee in accordance with the annual *Budget Policy and Tax Schedule*. Where the Camper is transferred to a site on the Upper Field and he/she has paid the overflow fee in advance, the Camper is required to pay the difference in fees before moving to the site.

Finance Policy and Procedure

1.0 Purpose

This policy outlines the scope, responsibilities, standards, and procedures regarding certain financial matters for the Town of Bishop's Falls.

2.0 Scope

This policy applies to the Town Council and employees of the Town of Bishop's Falls.

3.0 Definitions

3.1 'Accounts Payable' means a liability to a creditor, carried on open account, for the purchases of goods and services.

3.2 'Non-routine expenditure' means an expenditure that is not classified as a routine expenditure under this Policy.

3.3 'Routine expenditure' means any expenditure as defined in subsections 5.2 and 5.3.

3.4 'Vendor' means any person, corporation, business, company or any other business entity that is or has been engaged by the Town of Bishop's Falls for the provision of goods and/or services.

3.5 'Budget' means the Town of Bishop's Falls Municipal Operating Budget as defined by the *Municipalities Act, 1999*.

3.6 'Town' means the Town of Bishop's Falls, a body incorporated under the *Municipalities Act, 1999*.

3.7 'Department' means the Administration Department of the Town of Bishop's Falls.

3.8 'Town Manager' means the Town Manager/Clerk for the Town of Bishop's Falls.

3.9 "Purchaser" means a Town employee who has been authorized to approve an expenditure, within an assigned spending limited, in accordance with the *Town of Bishop's Falls Financial Authority Matrix as amended from time-to-time*.

4.0 Accounts Payable Procedure - Non-Routine Expenditures

4.1 Non-Routine Expenditures shall be subject to the following procedure:

1. Invoices are entered into the accounting system by the Department.
2. Invoices are presented to the Finance Standing Committee for review to determine if the expenditures have been allotted for under the Budget.

3. The Finance Standing Committee prepares a *disbursement recommendation* for Council regarding all or a portion of the invoices reviewed.
 4. The *disbursement recommendation* is presented to Council for determination.
 - a. In the event of adoption, the Department is authorized to pay the respective invoices immediately upon conclusion of the public meeting where the motion to adopt was carried.
 - b. In the event of rejection, the invoice(s) rejected shall be referred to the Finance Standing Committee, along with a justification, for further review. In such a case the Vendor shall be notified that the invoice was referred to the Finance Standing Committee for further review along with the justification. Upon completion of the review, the invoice shall once again be presented to Council, along with a recommendation, where a final decision will be made. Where Council decided not to pay the invoice the Vendor shall be notified immediately along with the justification. In the alternative, the Department shall pay the invoice immediately.
- 4.2 For the purposes of subsection 4.1 (2), a presentation of invoices shall include a hardcopy of all invoices and the Accounts Payable Transactions Journal Report.
- 5.0 Accounts Payable Procedure - Routine Expenditures
- 5.1 Subject to subsection 5.4, Routine Expenditures shall not be required to undergo the procedure outlined in section 4.1, and the Department is authorized to pay Vendors upon receipt of an invoice.
- 5.2 Expenses associated with the following Vendors shall be regarded as Routine Expenditures:
1. Newfoundland and Labrador Power
 2. Aliant
 3. Bell Mobility
 4. Telus
 5. Municipal Assessment Agency
 6. CUPE
 7. Sun Life Financial
 8. Francotyp-Postalia Canada Inc.
 9. Circle K
 10. Central Newfoundland Waste Management Authority (CNWMA)
 11. Bishop's Falls Tim-Br Mart
 12. Superior Propane
 13. Town of Grand Falls-Windsor
 14. North Atlantic Petroleum
 15. Joda Enterprises
 16. Cleaning Services Contract Payee
 17. Credit Recovery
- 5.3 Notwithstanding subsection 5.2, any invoice under \$2,000 shall be regarded as a Routine Expenditure.

- 5.4 The Town Manager must approve all Routine Expenditures prior to payment.
- 5.5 The Department shall prepare a Routine Expenditures Report each month for Council's review. Such a Report will contain the name of the Vendor, the date of payment, and the total expenditure.
- 6.0 Credit Card Policy
- 6.1 The Town of Bishop's Falls shall have a credit card with a maximum limit of \$20,000.
- 6.2 The Town Manager shall be responsible for the credit card and exercise a spending authority outlined in the *Town of Bishop's Falls Financial Authority Matrix*.
- 6.3 The Town Manager shall ensure the credit card is used as follows:
- a) All purchases must be made in accordance with this policy and any other applicable directions, motions, resolutions, or policies of Council.
 - b) All purchases must be for business expenses only. Under no circumstances can the card be used for personal expenses.
 - c) The cardholder is solely responsible for the use and security of the card.
 - d) The cardholder, or designate, will be responsible for the reconciliation of the monthly statements. The monthly reconciliation and all receipts must be submitted to the Department and the Finance Standing Committee within 15 days after the end of the statement period. Any unbalanced items must be immediately reported to the Finance Standing Committee.
- 6.4 The credit card will have point of sale ability, with the cardholder choosing a PIN. The "tap to pay" feature will not be enabled for the credit card.
- 6.5 Personal credit cards shall not be used to purchase goods and/or services for the Town except for the following situations:
- a) The good and/or service is less than \$500;
 - b) The purchase is approved, in advance, by Council or a Purchaser; and
 - c) An expense claim, in a form established by the Town Manager, is submitted to and approved by the Town Manager. Once approved by the Town Manager, the Department shall process a payment for an expense claim covering a purchase made by personal credit card. The payment shall be recorded as a routine expenditure and reported to the Town Council in accordance with subsection 5.5.

7.0 Procurement - General

7.1 A Purchaser is responsible for ensuring compliance with the following when purchasing a good and/or service for the Town:

- a) *Municipalities Act, 1999*
- b) *Public Procurement Act*
- c) *Public Procurement Regulations*
- d) *Public Procurement Policy*
- e) *Town of Bishop's Falls Finance Policy and Procedure*

The Town Manager shall ensure Purchasers receive training covering the legislation and policies noted in this section. Purchasers are responsible for completing the training and staying informed regarding legislation and policy updates.

7.2 The Town Manager, or his/her designate, shall ensure the Town's procurement records are maintained in accordance with section 18 of the *Public Procurement Policy*. The procurement records include, but are not limited to, the following:

- approved requisition;
- quotation sheets;
- call for bids;
- amendments;
- bid submissions;
- evaluation documentation;
- contracts;
- supplier performance monitoring;
- change orders and extensions;
- any other correspondence relating to that procurement process

Purchasers are responsible for;

- a) ensuring the procurement records in this section are created and retained for all stages of the procurement process when purchasing a good and/or service for the Town.
- b) submitting the procurement records to the Town Manager, or his/her designate, on a timely basis so they can be electronically and physically filed in a central location.

8.0 Procurement – Purchase Orders

8.1 No good or service shall be purchased unless a Purchase Order (herein after referred to as 'PO') is issued in accordance with this policy or the purchase is approved in advance by a Purchaser.

8.2 Purchasers shall not exceed their respective spending authorities when approving expenses and issuing POs.

8.3 A PO shall not be issued unless the good or service is itemized and a spending limit is specified on the PO.

- 8.4 Under no circumstances shall an invoice be processed without a PO or the signature of the Purchaser.
- 8.5 Approving expenses in the absence of a PO should only be done in emergency situations. For the purpose of this policy, an emergency is deemed to be an event that has the potential to cause, or is causing, injury to life, property or public safety.
- 8.6 Employees obtaining or issuing POs for the acquisition of goods or services must deliver, or cause to be delivered, within reason, the PO to the respective Vendor. Where POs are transmitted by verbal communication to the Vendor, the employee providing the PO shall specify the spending limit.
- 8.7 Notwithstanding any other section in this policy, POs or expenses shall not be issued or approved in the absence of an approved budget allocation by Council.
- 9.0 Procurement – Low Dollar Policy
- 9.1 Purchasers shall procure goods, services, and public works for purchases valued below the preferred approaches’ thresholds outlined in subsections 6.1.1, 6.1.2, and 6.1.3 of the Province of Newfoundland and Labrador’s *Public Procurement Policy*, which for the purpose of this section shall be regarded as low dollar purchases, in accordance with the following policies:

Procurement Need	Threshold	Fair and Reasonable Price Standard	Documentation Requirement
Public works	\$5,000 - \$19,999	A Purchaser shall obtain three (3) quotes. When this is not possible, the Purchaser shall obtain at least one quote and the price shall be fair and reasonable. To determine the latter, the Purchaser shall be guided by section 6.1.4 of the <i>Public Procurement Policy</i> .	Quote(s) shall be retained electronically, attached to the purchase order, and filed with accounts payable.
Public works	\$2,000 - \$4,999	A Purchaser shall obtain two direct quotations and compare the prices to determine whether competitive market forces have ensured the prices are fair and reasonable. The lowest quotation bidder must be accepted. When this is not possible, the Purchaser shall obtain at least one quote and the price shall be fair and reasonable. To determine the latter, the Purchaser shall be guided by section 6.1.4 of the <i>Public Procurement Policy</i> .	Quote(s) shall be retained electronically, attached to the purchase order, and filed with accounts payable.

Public works	Up to \$1,999	A Purchase shall obtain one direct quotation and substantiate that it is fair and reasonable through the utilization of a rotational system, which consists of at least two suppliers and which is monitored to ensure that prices are competitive and fair and reasonable. A Purchaser shall ensure purchases are rotated among suppliers to ensure fairness and competitive prices. When this is not possible, the Purchaser shall obtain at least one quote and the price shall be fair and reasonable. To determine the latter, the Purchaser shall be guided by section 6.1.4 of the <i>Public Procurement Policy</i> .	The quote shall be retained electronically, attached to the purchase order, and filed with accounts payable.
Goods and services	\$5,000 - \$9,999	A Purchaser shall obtain three (3) quotes. When this is not possible, the Purchaser shall obtain at least one quote and the price shall be fair and reasonable. To determine the latter, the Purchaser shall be guided by section 6.1.4 of the <i>Public Procurement Policy</i> .	Quote(s) shall be retained electronically, attached to the purchase order, and filed with accounts payable.
Goods and services	\$2,000 - \$4,999	A Purchaser shall obtain two direct quotations and compare the prices to determine whether competitive market forces have ensured the prices are fair and reasonable. The lowest quotation bidder must be accepted. When this is not possible, the Purchaser shall obtain at least one quote and the price shall be fair and reasonable. To determine the latter, the Purchaser shall be guided by section 6.1.4 of the <i>Public Procurement Policy</i> .	Quote(s) shall be retained electronically, attached to the purchase order, and filed with accounts payable.
Goods and services	\$1,000 - \$1,999	A Purchase shall obtain one direct quotation and substantiate that it is fair and reasonable through the utilization of a rotational system, which consists of at least two suppliers and which is monitored to ensure that prices are competitive and fair and reasonable. A Purchaser shall ensure purchases are rotated among suppliers to ensure fairness and competitive prices.	The quote shall be retained electronically, attached to the purchase order, and filed with accounts payable.

Goods and services	Up to \$999	A Purchaser shall obtain one quotation via shelf pricing or an advertised price. A direct quotation is not required. Purchases shall be rotated among businesses offering a similar product, where prices are the same or within a 5% difference, to ensure that prices are competitive and fair and reasonable.	The invoice and purchase order shall be retained and filed with accounts payable.
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Gifts and Gratuities Policy

1.0 Purpose

Councillors and employees of the Town of Bishop's Falls hold positions of public trusts. They are expected to discharge duties in a competent and effective manner free of biasness and external influences. Councillors and employees are required to interact with and engage people of influence (businesses, corporations, residents, Governments, etc) to carry out the business of the municipality. More often than not, long-term business relationships are forged in these situations and the Councillor or employee, as a representative of the Town, may be rewarded with gifts and gratuities. As elected officials and public servants, Councillors and employees of the Town of Bishop's Falls must at all times maintain their objectivity. They must be vigilant and ensure a perceived or real biasness does not exist. Therefore, the purpose of this policy is to clearly set forth the expectations of Councillors and employees as it concerns the soliciting or acceptance of gifts and gratuities arising from their positions with the Town of Bishop's Falls.

2.0 Scope

This policy applies to all employees of the Town of Bishop's Falls regardless of status and to Councillors as defined by the *Municipalities Act, 1999*.

3.0 Definitions

3.1 'Gift(s) and Gratuities' include any valuable thing or valuable benefit of a monetary form.

3.2 "Town" means the Town of Bishop's Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.

3.3 "Employee(s)" means an employee of the Town regardless of status and includes those employees working under Government grants and projects.

3.4 "Councillor(s)" means 'Councillor' as defined in the *Municipalities Act, 1999*.

3.5 "Persons of influence(s)" includes businesses, corporations, Governments, agencies of the Crown, politicians, and persons of authority.

4.0 Policy

4.1 An employee or Councillor shall not solicit or accept gifts and gratuities while discharging his/her duties as an employee or Councillor. Notwithstanding the latter, where the Town receives a gift and gratuity the Town Manager/Clerk shall disclose the gift and gratuity to the Bishop's Falls Town Council immediately by email and shall facilitate a random draw including all employees and Councillors where the winner shall receive the gift and gratuity.

Town of Bishop's Falls

Ice Helmet Policy

1.0 Purpose

The mandatory wearing of a Canadian Standard Association (CSA) approved protective helmet for ice sports by all participants at the Pat O'Reilly Memorial Stadium is necessary to ensure their protection and safety; therefore, the Town of Bishop's Falls, through this policy, aims to ensure the safety of the participants who engage in ice related activities at the Pat O'Reilly Memorial Stadium by requiring such equipment to be worn.

2.0 Scope

This policy shall apply at the Pat O'Reilly Memorial Stadium.

3.0 Definitions

- (a) "Participant(s)" means an individual or group who is engaging in ice related activities at the Pat O'Reilly Memorial Stadium.
- (b) "Helmet" means a Canadian Standard Association (CSA) approved protective helmet designed specifically for ice activities and generally includes hockey helmets, ski helmets, snowboarding helmets, and ice halos.
- (c) "Stadium" means the Pat O'Reilly Memorial Stadium that is owned and operated by the Town of Bishop's Falls.
- (d) "Stadium employees" means the Assistant Town Manager, Recreation Attendant, and/or the Stadium Attendant for the Town of Bishop's Falls.
- (e) "Employee(s)" means an employee of the Town of Bishop's Falls, regardless of classification, who is working on the ice surface at the Stadium.

4.0 Policy and Procedure

- (a) All participants and employees at the Stadium shall be required to wear a helmet.
- (b) Notwithstanding subsection 4 (a), the following participants and persons are exempt from wearing a helmet:
 - (i) Figure skaters who are registered with Skate Canada and have successfully completed Stage 5 of the CanSkate program.
 - (ii) Figure skaters who are participating in any figure skating competition that is sanctioned by Skate Canada and Skate NL.
 - (iii) Persons administering emergency first aid.
 - (iv) Contractors engaged to complete works in the Stadium; however, in such cases proper occupational health and safety standards shall apply.

- (v) Participants engaged in events organized and/or associated with the Pro Hockey League.
- (c) This policy shall become effective October 1, 2016.
- (d) This policy shall be enforced by stadium employees.
- (e) Stadium employees shall ensure signs are posted in conspicuous places throughout the Stadium that advises participants about this policy.

Town of Bishop's Falls

Internal Hiring Policy

1.0 Purpose

The Town of Bishop's Falls supports the principle of internal hiring and promotion where the employee demonstrates the required qualifications. In that context, this policy sets forth the framework for internal hiring regarding non-bargaining unit jobs.

2.0 Scope

This policy shall apply to non-bargaining unit jobs and positions.

3.0 Definitions

3.1 'Town' means the Town of Bishop's Falls as incorporated under the *Municipalities Act, 1999*.

3.2 'Manager' means the Town Manager for the Town of Bishop's Falls who has been appointed in accordance with the *Municipalities Act, 1999*.

3.3 "CUPE" means the Canadian Union of Public Employees.

3.4 "Bargaining unit employee" means an employee who is a member of CUPE local 1349.

3.5 "Management employee" means an employee who is not a member of CUPE local 1349.

3.6 "Employees" refers to bargaining unit employees and management employees.

3.7 "Non-bargaining unit job" means a non-unionized job.

3.8 "Bargaining unit job" means a unionized job.

3.9 "Advertisement period" refers to the period of time the Town has issued an internal hiring notice in accordance with subsection 4.1 and is soliciting applications from employees.

4.0 Policy and Procedures

4.1 Where a non-bargaining unit job becomes vacant or is created by the Town, the Manager shall issue an internal hiring notice to employees in accordance with this policy. The internal hiring notice shall contain the following information:

- (a) Job title.
- (b) Job summary.
- (c) Job duties and responsibilities.
- (d) Qualifications.
- (e) Salary/Wage.

- (f) Working conditions.
- 4.2 The Manager shall ensure the advertisement period is at least five (5) business days in duration.
- 4.3 The internal hiring notice issued in accordance with subsection 4.1 shall be displayed in the Town Hall, Public Works Depot, and the Pat O'Reilly Memorial Stadium. The Manager may use other methods to inform employees of the internal hiring notice.
- 4.4 Employees who are interested in the non-bargaining unit job as advertised in the internal hiring notice must submit an application, comprised of a resume and cover letter, before the close of the advertisement period.
- 4.5 The Manager shall screen applications to determine the applicants who possess the required qualifications for the non-bargaining unit job. The Manager shall subsequently act as follows:
- (a) Where there are more than two (2) applicants who possess the required qualifications, the Manager shall proceed to interview the qualified applicants. The Manager, upon concluding the interviews and when satisfied that an applicant is capable of executing the job professionally and effectively, shall hire the most capable and qualified applicant.
 - (b) Where there is one (1) applicant who possesses the required qualifications, the Manager, when satisfied the applicant is capable of executing the job professionally and effectively, shall hire the applicant.
 - (c) Where no applicant possesses the required qualifications, the Manager shall proceed to issue an external hiring notice.
- 4.6 Where no applications are received by the close of the advertisement period, the Manager shall proceed to issue an external hiring notice.
- 4.7 In the event a bargaining unit employee is successful and is offered the non-bargaining unit job, the bargaining unit employee may, upon application to the Manager and with approval from CUPE Local 1349, seek a temporary transfer in accordance with article 14.05 of the Collective Agreement between the Town and CUPE Local 1349. A temporary transfer shall not exceed a period of 12 months. After the expiration of the temporary transfer, the bargaining unit employee shall either retain the non-bargaining unit job on a permanent basis, when applicable, or revert to his/her former bargaining unit job subject to the Collective Agreement between the Town and CUPE Local 1349.
- 4.8 The Manager may delegate some or all of his/her responsibilities under this policy to another management employee.
- 4.9 Where it deems appropriate, the Bishop's Falls Town Council may, by majority motion passed during a duly convened public meeting, assume the Manager's authority under this policy. In such cases the Mayor shall appoint a three (3) member hiring committee, comprised of Bishop's Falls Town Councillors, for the purpose of administering this policy and an external hiring process where necessary.

4.10

(a) Notwithstanding any other section, the Bishop's Falls Town Council shall retain hiring authority in relation to the following jobs:

(b) Town Manager/Clerk

(c) Department Heads.

(d) Council may, at its discretion, exclude one of the jobs listed in subsection 4.10 (a) from the internal hiring process.

(e) Where a vacancy occurs in one of jobs listed in subsection 4.10 (a) or a new job is created at the Department Head or higher level, the Mayor shall appoint a three (3) member hiring committee, comprised of Bishop's Falls Town Councillors, for the purpose of administering this policy and an external hiring process where necessary.

4.11 The successful applicant shall be placed on a six (6) month probationary period. At any point during the probationary period the Manager may terminate the successful applicant's employment without cause.

4.12 Notwithstanding any other section, job creation partnership projects that are obtained through the Department of Advanced Education and Skills shall not be subject to this policy.

Municipal Vehicle Usage Policy

1.0 Purpose

The purpose of this policy is to set forth clear guidelines regarding the use and operation of municipal vehicles.

2.0 Scope

This policy shall apply to all employees who utilize a municipally owned, leased or hired vehicle in their assigned work.

3.0 Definitions

3.1 “Municipal Vehicle” means a municipally owned, leased or hired automobile.

3.2 “Town” means the Town of Bishop’s Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.

3.3 “Travel status” means the absence of an employee from the Town’s boundaries for the purpose of carrying out municipal business with the prior approval of the Town Manager.

3.4 “Employee” means an individual hired and employed by the Town.

4.0 General Statement

4.1 Municipal vehicles shall be used for Town business only. Private use is strictly prohibited unless authorized in accordance with this policy.

5.0 Responsibility

5.1 While using and operating a municipal vehicle, employees shall not participate in any activity that may violate provincial or federal laws or this policy.

6.0 Vehicle Usage

6.1 Failure to abide by the following guidelines will result in discipline by Council up to and including, if warranted, dismissal:

(a) Employees shall only use and operate a municipal vehicle when authorized to do so by Council;

(b) employees using and operating a municipal vehicle must have a valid driver’s licence;

(c) only authorized passengers shall be carried in municipal vehicles;

(d) employees shall comply with the rules and regulations of driving. Any traffic violations shall be the responsibility of the employee and outstanding fines must be paid immediately;

- (e) safety belts must be worn at all times when operating a municipal vehicle;
- (f) employees shall keep and maintain a vehicle usage log in a form prescribed by the Town Manager. Reports shall be filed with Council on a monthly basis;
- (g) employees shall keep municipal vehicles clean and tidy at all times;
- (h) employees shall ensure municipal vehicles are operating properly and that all scheduled routine maintenance is completed on time;
- (i) employees shall take all necessary steps to conserve, to the extent possible, fuel; and
- (j) in the case of an accident involving a municipal vehicle, employees must comply with the procedure as defined by the Town from time to time.

6.2 Municipal vehicles assigned to a specific Department must be parked at the end of the regular working day to their assigned locations. Exceptions to the latter are as follows:

- (a) On occasions when it is advantageous for an employee to leave directly from his/her place of residence on municipal business, the vehicle may be parked overnight at the employee's place of residence;
- (b) for periods during which the employee is officially on call, the municipal vehicle may be kept at his/her place of residence; and
- (c) for periods during which the employee is expected to be available to respond to an emergency situation after regular working hours on a consistent basis, the employee may use the municipal vehicle to travel to and from work. In such cases the municipal vehicle shall be parked at the employee's place of residence and shall not be used for private reasons unless authorized in accordance with this policy.

6.3 During circumstances where a municipal vehicle is parked at an employee's residence, the municipal vehicle shall not be mobile for any other reason than official municipal business unless authorized in accordance with this policy.

6.4 Municipal vehicles operated by employees on travel status shall be used for municipal related business only.

7.0 Private Use

7.1 Where authorized by Council, an employee may use a municipal vehicle for private purposes. In such cases private usage shall not exceed 500 km per month, and the employee is responsible for fuel expenses. Private usage must be logged in accordance with section 6.1 (f).

Outdoor Recreation and Sports Areas Smoke Free Policy

1.0 Purpose

To eliminate smoking at outdoor recreation and sports areas within the Town of Bishop's Falls.

2.0 Scope

This policy shall apply to all residents, recreation groups and associations, businesses, and any other individual or group who utilizes outdoor recreation and sports areas within the Town of Bishop's Falls.

3.0 Definitions

In this policy the term "outdoor recreation and sports areas" means:

- a. The Faulkner Recreation Complex (including, but limited to the soccer field, perimeter around the Pat O'Reilly Memorial Community Centre, soft ball fields, playground, and tennis courts); and
- b. The West End playground and softball field.

4.0 Policy

4.1 Effective January 1, 2009 all outdoor recreation and sports areas shall be smoke free.

4.2 To ensure compliance with this policy, Town employees shall place and maintain signs throughout recreation and sports areas that clearly indicate smoking is not permitted.

Performance Appraisal Policy

1.0 Purpose

The Town of Bishop's Falls understands the importance of managing the performance of its employees through a practical performance appraisal system that is understood by evaluators and employees. This policy, therefore, establishes a performance appraisal framework that will apply to those employees who are not members of CUPE local 1349. These employees are, in essence, managers and supervisors who serve important functions to advance the strategic and operational goals/objectives of the Town Council. An effective performance appraisal system will, among other factors, help improve the overall performance of the municipality.

2.0 Scope

This policy shall apply to full-time, permanent employees with the Town of Bishop's Falls who are not members of CUPE Local 1349.

3.0 Definitions

- a) "Employee" means a full-time, permanent employee with the Town of Bishop's Falls who is not a member of CUPE Local 1349.
- b) "Evaluatee" means an employee who is subject to a performance appraisal in accordance with this policy.
- c) "Performance appraisal" means a process, as outlined in this policy, by which the Town of Bishop's Falls evaluates employee performance.
- d) "Supervisor" means the employee's immediate supervisor as indicated in the employee's job description. In the case of the Town Manager/Clerk, the 'supervisor' shall be the Finance Standing Committee.
- e) "Job-related" means the performance appraisal system evaluates critical behaviours that constitute job success.
- f) "Performance standards" means an objective benchmark against which job performance is measured. To be effective, they should relate to the desired results of each job and must be within the immediate control of the employee.
- g) "Performance measures" means the objective ratings used to evaluate the success of performance standards. Performance measures must be easy to use, be reliable, and report on the critical behaviours that determine job performance.
- h) "PAF" means the performance evaluation form that is attached as appendix A.

4.0 Policy and Procedure

4.1 Employees shall be subject to job-related performance appraisals on a semi-annual basis as per the following schedule:

Event	Required Completion Date
Mid-year performance appraisal	June 30
Annual performance appraisal	Nov 30

4.2 Before January 31 in any given year, the supervisor shall hold a meeting with the evaluatee to establish the evaluatee’s performance standards and performance measures for the year. The evaluatee’s participation in this process is critical and the supervisor shall give due consideration to any points or suggestions raised by the evaluatee as it relates to the performance standards and performance measures.

4.3 The performance standards and performance measures developed in accordance with subsection 4.2 shall be used for evaluative purposes during performance appraisals.

4.4 Performance appraisals shall be conducted in accordance with the following process:

- (a) The supervisor completes the PAF and provides it to the evaluatee.
- (b) The evaluatee shall have at least three (3) business days to review the PAF.
- (c) Immediately after the expiry of the three (3) business days, the supervisor shall hold a performance appraisal interview with the evaluatee to discuss the PAF. Performance appraisal interviews shall be conducted in accordance with subsection 4.5.
- (d) During the performance appraisal interview, the evaluatee shall note and discuss with the supervisor any issues with the performance appraisal. Issues noted by the evaluatee shall be documented on the PAF.
- (e) Upon concluding the performance appraisal interview, the supervisor and the evaluatee shall sign the PAF and submit it to the Town Manager/Clerk.

4.5 When conducting performance appraisals interviews supervisors shall

- (a) emphasise positive aspects of employee performance;
- (b) tell the employee the evaluation session is to improve performance – not to discipline;
- (c) conduct the performance appraisal in private with minimum interruptions;
- (d) make criticisms specific, not general and vague;
- (e) focus criticisms on performance, not on personality characteristics;
- (f) stay calm and do not argue with the person being evaluated;
- (g) identify specific actions the employee can take to improve performance;
- (h) emphasize his/her willingness to assist the employee to improve performance; and
- (i) end the evaluation session by stressing the positive aspects of the employee’s performance and reviewing plans to improve performance.

4.6 Employees who

- (a) receive 90% or higher as an average cumulative score on the PAF (reference section 4.0) during the annual performance appraisal shall be entitled to a performance bonus equal to 1.0% of their respective annual salary.

(b) receive between 80% and 89% as an average cumulative score on the PAF (reference section 4.0) during the annual performance appraisal shall be entitled to a performance bonus equal to 0.75% of their respective annual salary.

(c) receive between 70% and 79% as an average cumulative score on the PAF (reference section 4.0) during the annual performance appraisal shall be entitled to a performance bonus equal to 0.50% of their respective annual salary.

Performance bonuses shall be issued in December of each year.

4.7 When completing performance appraisals, supervisors shall ensure the process is fair and transparent and shall avoid the following biases:

(a) *Halo effect*: This occurs when the supervisor's personal opinion of the evaluatee sways the supervisor's measurement of performance.

(b) *The error of central tendency*. Some supervisors may not like to judge employees as "effective" or "ineffective", so they avoid checking extremes – very poor or excellent – and instead place their marks near the centre of the rating sheet so that employees appear to be "average".

(c) *The leniency and strictness biases*. The leniency bias occurs when supervisors are too easy in evaluating employee performance. The strictness bias is the opposite; it results from supervisors being too harsh in the evaluation of performance. Both errors more commonly occur when performance standards are vague.

(d) *Personal prejudice*. A supervisor distorts the ratings because of his/her dislike for a person or group.

(e) *The recency effect*. This is found when a supervisor allows recent employee performance to sway unduly the overall evaluation of the employee's performance.

4.8 Notwithstanding subsection 4.6, performance bonuses shall not be issued until the Town Manager/Clerk has reviewed the completed PAFs and is satisfied the performance appraisal process complied with this policy.

4.9 Completed PAFs shall be placed in the employee's personnel file.

5.0 Repeal and Commencement

5.1 The *Human Resource Development Policy and Procedure* that was adopted by Council during a public meeting on March 24, 2009 (motion 164/2009) is hereby repealed.

5.2 This policy shall become effective January 1, 2018.

Performance Evaluation Form

1.0 General Information

Employee name	
Job Title	
Department	
Supervisor	
Evaluation Year	

2.0 Performance Standards and Performance Measures

Performance Standard	Performance Measure (A)	Mid-year Score (B)	Mid-Year Percentage (B)/(A)	Annual Score (C)	Annual Percentage (C)/(A)
(D) Average Annual Percentage					

3.0 Rating Definitions and Score Points

3.1 *Rating Definitions*

9-10 Outstanding (clearly superior performance)

7-8 Very good (exceeds expectations)

5-6 Good (meets expectations)

3-4 Marginal (needs improvement)

1-2 Poor (unsatisfactory)

3.2 *Score Points*

Factors	Mid-year Score	Annual Score	Comments
Dependability (reliability of employee)			
Initiative (willingness to take action)			
Overall output (productivity of employee)			
Attendance (overall attendance, punctuality)			
Quality of work (accuracy, thoroughness, etc.)			
Interpersonal (works well with others)			
Communication (clear, concise, listens, constructive, etc.)			
Customer service (treats residents with respect, listens to concerns, takes an interest, etc.)			
(E) Total Score			
(F) Total possible points		80	
(G) Total Score Percentage (E)/(F)			

4.0 Average Cumulative Score

Note: The average cumulative score is used to determine performance bonuses as per section 4.6 of the policy.

(H) Average Annual Percentage (D from section 2.0)	
(I) Total Score Percentage (G from section 3.0)	
(J) Average Cumulative Score (H + I/2)	

5.0 Employee Performance Improvement Objectives

Please detail in the space below the measures that were agreed to by the employee and the supervisor to improve employee performance.

- 1. _____
- 2. _____
- 3. _____

6.0 Supervisor General Comments

7.0 Employee General Comments

8.0 Signature Section

Supervisor

Employee

Recreation Facility Code of Conduct

1.0 Purpose

Recreation facilities offer a public space where visitors gather to enjoy recreational activities. Visitors and employees expect that such a space, which is intended to foster a positive experience, will be free from abusive and offensive behaviour; therefore, this *Code of Conduct* establishes the behaviours that will not be tolerated in/at the Town of Bishop's Falls' recreation facilities. It also outlines the consequences for those who demonstrate abusive and offensive behaviours.

The Town of Bishop's Falls is committed to providing an environment that ensures visitors and employees are treated with curtesy and respect.

2.0 Scope

This policy shall apply to all recreational facilities operated by the Town.

3.0 Definitions

- (a) "Visitor" means a person who is in/at a recreation facility for any purpose.
- (b) "Recreation facility" includes the Faulkner Recreation Complex, the Pat O'Reilly Memorial Stadium, the WJ Fancey Ramp and Roll Park, and any other recreation facility operated by the Town of Bishop's Falls.
- (c) "Employees" means an employee attached to the Recreation Department.
- (d) "Supervisor" means the Assistant Town Manager.
- (e) "Council" means the Bishop's Falls Town Council.

4.0 Policy and Procedure

- (a) Visitors shall;
 - 1. be respectful of employees and other visitors.
 - 2. not interfere with the progress of a game or event by
 - a. entering the game/event area;
 - b. throwing objects in the game/event area; or
 - c. interfering with the game/event in any fashion.

3. not engage in disruptive behaviour including, but not limited to, foul, racist, obscene or abusive language or gestures towards, or in reference to, another visitor.
 4. adhere to all applicable municipal, provincial, and federal laws.
- (b) Where a visitor is found to violate subsection 4.0 (a), in whole or in part, by the supervisor, the supervisor shall immediately expel the visitor from the recreation facility for a period of no less than 24 hours. Where the same visitor is found to violate subsection 4.0 (a), in whole or in part, by the supervisor for a second time, the supervisor shall immediately expel the visitor from the recreation facility permanently.
- (c) A visitor who has been permanently expelled from the recreation facility may appeal to the Council to have the permanent expulsion reversed. Council may reverse the permanent expulsion and permit the visitor to return to the recreation facility when it is satisfied the visitor is remorseful and will not repeat similar behaviour in the future. Where the visitor, after having his/her permanent expulsion reversed by Council, is found to violate subsection 4.0 (a), in whole or in part, by the supervisor, the supervisor shall immediately expel the visitor from the recreation facility and the expulsion shall be permanent without appeal to Council.
- (d) The supervisor shall ensure signs are erected throughout the recreation facility to advise visitors of this policy.

Recreation Rental Fees and Cancellation Policy

1.0 Purpose

The purpose of this Policy is to set forth rental fees for Recreation Products offered through the Town of Bishop's Falls Recreation Department.

2.0 Scope

This Policy shall apply to all renters of Recreation Products.

3.0 Definitions

3.1 "Recreation Product(s)" includes the Pat O'Reilly Memorial Stadium (hereinafter referred to as the 'Stadium'), Softball Field, and the Soccer Field.

3.2 "Minor Renter" means a group or team that has or intends to rent a Recreation Product in accordance with this policy and is wholly comprised of persons or members who are (a) seventeen years of age or younger; and (b) residents of Bishop's Falls.

3.3 "Senior Renter" means a group or team that is wholly comprised of persons or members that are eighteen (18) years of age or older and has or intends to rent a Recreation Product in accordance with this policy.

3.4 "School Renter" means a public elementary, primary, or secondary school that has or intends to rent a Recreation Product in accordance with this policy.

3.5 "General Renter" means a person or group of persons that is neither strictly minor nor strictly senior as defined by subsections 3.2 and 3.3, respectively, and has or intends to rent a Recreation Product in accordance with this policy.

3.6 "Periodic Rental(s)" means a single time and date that has been set aside for the purposes of renting a Recreation Product.

3.7 "Extended Rental(s)" means more than one time and date that has been set aside each day, week, or month, as the case may be, for the purpose of renting a Recreation Product.

3.8 "Season" means the third Monday of June until the Tuesday immediately following the Labour Day Weekend.

3.9 "Summer" means the months of June, July, August and September.

4.0 Rental Fees

4.1 Unless otherwise stated, rates are expressed in ‘per hour’ terms, not including taxes.

Recreation Product	Condition	Minor Rate	Senior Rate	School Rate	General Rate
Stadium	Rental before 6:00 pm	\$95	\$127.39	\$95	\$127.39
	Rental after 6:00 pm	\$125	\$127.39	\$125	\$127.39
	During the Summer	\$55	\$70	\$55	\$70
Softball Field	Season (per team)	\$250	\$250	Nil	\$250
	Hourly	\$10	\$15	Nil	\$15
Soccer Field	Season (per team)	\$250	\$250	Nil	\$250
	Hourly	\$10	\$15	Nil	\$15
Volunteer Room	All hours. No access to the ice surface.	\$70	\$70	\$70	\$70

The above rates are effective January 1, 2023.

4.2 If a minor renter, senior renter, school renter, or general renter, referred to collectively for the purpose of this subsection as a ‘renter’, is hosting a tournament or special event at the stadium, the renter shall be responsible for a cleaning fee in addition to the applicable rental rates established by subsection 4.1. The cleaning fee shall be imposed as follows:

- (a) If the tournament includes four or less teams, the cleaning fee shall be \$60 per day plus HST.
- (b) If the tournament includes five or more teams, the cleaning fee shall be \$120 per day plus HST.
- (c) If the special event is attended by more than 100 people, the cleaning fee shall be \$60 plus HST.

5.0 Rental Booking Policy

5.1 Periodic Rental bookings will be taken by the Town of Bishop’s Falls (hereinafter referred to as the ‘Town’) Monday through Friday during the regular hours of operation.

5.2 Periodic Rentals shall be accommodated to the extent possible provided the date and time requested is available and not set aside for an Extended Rental.

5.3 Persons wishing to book Extended Rentals at the stadium must submit their request to the Town two (2) weeks before the stadium’s scheduled opening.

5.4 Upon receiving Extended Rental requests as per subsection 5.3, the Town will formulate the Stadium schedule for the upcoming season and will attempt to accommodate rental requests to the extent possible. Where a person has consistently sought the same Extended Rental for more than one year, that person may be given priority over others with similar requests.

5.5 Extended Rental requests submitted after the date set in subsection 5.3 shall be considered only after the Stadium schedule has been formulated as per subsection 5.4.

5.6 Extended Rentals shall be given priority over Periodic Rentals.

6.0 Rental Cancellation Policy

6.1 In the event of a Periodic Rental cancellation, the person shall be liable for a cancellation fee of 75% of the rental fee where the cancellation is made within 24 hours of the Periodic Rental.

6.2 In the event of an Extended Rental cancellation, the person shall be liable for;

(a) a cancellation fee of 75% of the rental fee where the cancellation is made within the period between 72 and 25 hours before the rental.

(b) a cancellation fee equal to the full rental fee where the cancellation is made within 24 hours before the rental.

6.3 Notwithstanding subsection 6.1 and 6.2, cancellations made because of inclement weather shall not be subject to a cancellation fee.

6.4 Notwithstanding subsections 6.1 and 6.2, where the person reschedules a Periodic Rental or an Extended Rental to another time and date, the person shall not be liable for the cancellation fee.

6.5 Notwithstanding subsections 6.1, 6.2 and 6.4, where the person makes a concerted effort to reschedule the Periodic Rental or the Extended Rental and, to no fault of the person, another time and date is not available, the person shall not be liable for the cancellation fee.

Snow Clearing Damages and Grass Replacement Policy

1.0 Purpose

During snow clearing operations municipal equipment inadvertently causes damages to fences, grass, and other property belonging to individuals in the community. The purpose of this policy is to clarify in what circumstances the municipality will or will not assume liability for damages caused to individual property during snow clearing operations.

2.0 Scope

This policy applies to all residential and commercial property within the municipal boundaries of the Town of Bishop's Falls.

3.0 Definitions

3.1 Deleted (R 52/2021 – PM 1452).

3.2 Deleted (R 52/2021 – PM 1452).

3.3 'Compensate' means to restore the property or grass to its condition prior to the damage caused by snow clearing operations. This may include replacement or repairs.

3.4 'Individual' means a resident or business located within the municipal boundaries of the Town of Bishop's Falls.

3.5 "Main or side road" means any road in the Town of Bishop's Falls that is cleared of snow by municipal equipment.

3.6 'Town' means the Town of Bishop's Falls, a body incorporated under the *Municipalities Act, 1999*.

4.0 Snow Clearing Damages Policy

4.1

(a) The Town will not compensate a property owner for damages to a fence where the damage is caused by snow pressure due to the Town's snow clearing operations.

(b) The Town will compensate a property owner for fence damages where the property owner has clearly marked the fence for snow clearing purposes, and the Town's snow clearing equipment directly strikes the fence. The property owner is responsible for the placement and maintenance of the fence markers.

(c) The Town will not be responsible for compensating a property owner for damages to trees, flowers, or shrubs on private property resulting from the weight of snow being pushed by the Town's snow clearing equipment with the following exceptions:

- i. The tree, flower, or shrub is located in an area where the Town's snow clearing equipment completed extra widening. Such areas include, but are not limited to, fire hydrants and intersections.
- ii. The tree, flower, or shrub is located a minimum of five (5) meters outside the edge of a main or side road.

4.2 The Town will not be responsible for driveway curb damages caused by the Town's snow clearing equipment unless the driveway curb is clearly marked for snow clearing purposes. The property owner is responsible for installing markers that are visible during snow clearing operations that delineate the driveway curb's edge(s). The property owner is responsible for the markers and their maintenance.

5.0 Grass Replacement Policy

5.1 The Town will not be responsible for compensating a property owner for damages to a lawn/grass caused by the Town's snow clearing equipment unless the lawn/grass is clearly marked. The property owner is responsible for installing markers that are visible during snow clearing operations that delineate the lawn/grass's edge(s). The property owner is responsible for the markers and their maintenance.

6.0 Administration

6.1 An individual claiming damages as per subsection 4.1 and 5.1 must complete a Snow Clearing Damages or Grass Replacement Claim in a form prescribed by the Town Manager and submit it to the Town no later than May 31 of the year in which the damage occurred. Notwithstanding any other provision in this policy, under no circumstances shall the Town assume liability for damages arising from claims submitted after May 31 in the calendar year during which the damage occurred. Incomplete Snow Clearing Damages or Grass Replacement Claim Forms shall not be accepted.

6.2 When the Town receives a Snow Clearing Damages or Grass Replacement Claim as per subsection 6.1, the following administrative procedure shall apply:

- a. The Public Works Supervisor is immediately notified.
- b. The Public Works Supervisor completes an investigation and submits a report to the Town Clerk.
- c. The Town Clerk places the matter on the nearest agenda of the Public Works Standing Committee.
- d. The matter is considered by Council.

e. The Town Clerk notifies the individual of Council's decision.

TOWN OF BISHOP'S FALLS

Snow Clearing Service Standard Policy

1.0 Purpose

Snow clearing is an essential service that is provided by the Town to the residents of Bishop's Falls. The purpose of this policy is to establish winter maintenance routes, as required by section 5 of the *Public Roads Snow Clearing Regulations*, and to set forth certain service standards regarding snow clearing operations.

2.0 Scope

This policy applies to the Public Works Department.

3.0 Definitions

Unless the context otherwise requires, these words shall have the following meaning as they relate to the *Snow Clearing Service Standard Policy*:

- 3.1 "Town" means the Town of Bishop's Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.
- 3.2 "Substantial accumulation" means a snow fall in excess of 5 cm.
- 3.3 "Minor accumulation" means a snow fall up to 5 cm.
- 3.4 "Freezing conditions" means a state where the roads are wet as a result of rain or snow and the temperature is or will be zero degrees Celsius or lower.
- 3.5 "Supervisor" means the Public Works Supervisor.
- 3.6 "Department" means the Public Works Department.
- 3.7 "Road(s)" means a Highway or a Public Driveway as defined in the *Public Roads Snow Clearing Regulations*.
- 3.8 "Snow clearing equipment" means one or more of the following equipment:
 - (a) A dump truck equipped with a wing, plow, and sanding/salting capabilities (flyer).
 - (b) Two loaders equipped with wings and plows.
 - (c) One utility vehicle with sanding/salting capabilities.

4.0 Equipment Snow Clearing Routes

4.1 Route 1, listed in priority order, shall contain the following roads:

- (1) Hampton's Hill
- (2) Tower Road
- (3) Knights of Columbus Road
- (4) Forest Road and Reid Place
- (5) Newtown Road
- (6) Simmon's Lane.
- (7) Junction Road and Turner's Road.
- (8) Mayor Avenue
- (9) Riverside Drive (to Brown's Turn)
- (10) Sydney Street
- (11) Mill Road
- (12) Tucker Park and Powerhouse Road
- (13) Valleyview Road
- (14) King's Road, McDonald Crescent, Rose Street, Butler Street, and Dalton Street
- (15) Country Road and Snow's Lane
- (16) Sutherland's Lane.
- (17) Kennedy Place
- (18) Marshall's Drive
- (19) Lower Avenue
- (20) Circular Road
- (21) 13 Mile Crossing and Sunset Drive
- (22) Bond Street, when time permits
- (23) Juniper Lane

After completion of route, help out at centre of Town with the following:

- Walker's Lane
- Epstein Place
- Vokey's Lane
- Glavine's Lane
- Cooke's Lane
- Antle's Way
- Dove's Lane
- Farrell Place

4.2 Route 2, listed in priority order, shall contain the following roads:

- (1) Riverside Drive (intersection of Kinsmen Drive to Trestle).
- (2) Riverside Drive (intersection of Kinsmen Drive to Brown's Turn).
- (3) Kinsmen Drive.
- (4) Centennial Drive and Trestleview Place.
- (5) Stanley Avenue (not including Stadium parking lot).
- (6) Town and Fire Halls (parking lots).

- (7) Cannings Lane.
- (8) Furey's Lane.
- (9) Riverside Drive (west of Trestle).
- (10) Station Road (to Helen Tulk Drive).
- (11) Helen Tulk Drive.
- (12) Station Road (west of Helen Tulk Drive).
- (13) Beaumont Heights (to Hynes Road).
- (14) Faulkner's Lane.
- (15) Murphy's Lane.
- (16) Rideout's Lane.
- (17) Penton Heights.
- (18) Hynes Road.
- (19) Beaumont Heights (north of Hynes Road).
- (20) Birch Street, Andrew's Lane and Aspen Street
- (21) McMahan's Lane.
- (22) Exploits Avenue and Pine Place.
- (23) Eltero Park.
- (24) Greenridge Road.
- (25) First Avenue.
- (26) Newfoundland Way.
- (27) Second Avenue.
- (28) Rewa Avenue.
- (29) Adams Avenue.
- (30) Lingard Place.
- (31) Hobbs Park (south side and center road).
- (32) Bruce Place.
- (33) Dominic Street.
- (34) Morgan's Street.
- (35) Clean up west end ramp area (DO NOT CLEAN RAMPS).
- (36) Fox Lane.
- (37) Hobbs Park (north side and centre road).
- (38) Davis' Lane.
- (39) Hannon's Lane.
- (40) Heritage Building (parking lot).
- (41) Stadium parking lot.

After completion of route, help out at centre of Town with the following:

- Walker's Lane
- Epstein Place
- Vokey's Lane
- Glavine's Lane
- Cooke's Lane
- Antle's Way
- Dove's Lane

4.3 Route 3, listed in priority order, shall contain the following roads:

- (1) Main Street (west to Centre Access Road).
- (2) Centre Access Road.
- (3) Hamptons Hill (one cut and sand/salt)
- (4) Newtown/Turners/Junction Hill (one cut and sand/salt)
- (5) Main Street (east to overpass). No ramps.
- (6) Main Street (west to overpass). No ramps.
- (7) 13 Mile Crossing.
- (8) Sunset Drive.

5.0 Policy Statements

5.1 The following policies shall apply during the period between 10:00 pm on one day and 5:00 am on the next day:

- (a) In the event of a minor accumulation or freezing conditions, at 5:00 am the Department shall dispatch the necessary snow clearing equipment, usually one piece of equipment with sanding/salting capabilities, for the purpose of disbursing sand and/or salt. This work shall continue until all routes under section 4.0 have been sanded and/or salted.
- (b) In the event of a substantial accumulation, at 5:00 am the Department shall dispatch the necessary snow clearing equipment, usually the flyer and loaders, for the purpose of clearing snow and disbursing sand and/or salt. The Supervisor shall engage the required labour for the purpose of dispatching the required equipment. The utility vehicle may be dispatched at 8:00 am or at an earlier time if deemed necessary by the Supervisor.

5.2 The following policies shall apply during the period between 5:00 am and 9:59 pm on any given day:

- (a) In the event of a minor accumulation or freezing conditions, the Department shall dispatch the necessary snow clearing equipment usually the flyer and the utility vehicle, for the purpose of disbursing sand and/or salt. This work shall continue until all routes under section 4.0 have been sanded and/or salted.
- (b) In the event of a substantial accumulation, the Department shall dispatch the necessary snow clearing equipment for the purpose of clearing snow and disbursing sand and/or salt. The Supervisor shall engage the required labour for the purpose of dispatching the required equipment.

5.3 The Supervisor shall have the authority to assign snow clearing equipment to the routes established under section 4.0. Snow clearing equipment, once assigned to a route, shall follow that route unless otherwise instructed by the Public Works Supervisor due to unforeseen, special, or emergency circumstances.

6.0 Commencement and Mandatory Review

6.1 This Policy shall come into effect on February 17, 2014.

6.2 This Policy shall be reviewed on an annual basis in the month of May by the Public Works Standing Committee or on an as needed basis.

7.0 Administration

7.1 This Policy shall be administered by the Public Works Supervisor.

8.0 Amendment

8.1 This Policy may be amended by Council during a public meeting by simple majority.

Social Media Use Policy

1.0 POLICY STATEMENT

The Town of Bishop's Falls supports the use of social media to provide information on, and to promote awareness of, its programs, services, projects, and infrastructure. Social media sites may help provide additional residential service; enhance the profile of municipal programs in the public domain; increase traffic to a website; invite collaboration; obtain feedback; or, network.

The Social Media Use Policy outlines requirements to be followed as Town of Bishop's Falls employees participate in social media, both as employees and as private citizens.

2.0 APPLICATION

This policy applies to all departments within the Town of Bishop's Falls, including all employees and others acting on behalf of the Town of Bishop's Falls, such as contractors hired for a specific project or timeframe.

3.0 DEFINITIONS

- (a) "Social media" refers to publicly-accessible Town of Bishop's Falls and third-party-hosted social media sites. This includes social networks, video and photo file sharing, social bookmarking, blogs, micro-blogs, podcasting, wikis and other similar tools. It refers to freely accessible online social media tools used to produce, post and interact using text, images, video, and audio to communicate, share, collaborate, or network.
- (b) "Department" refers to all departments within the Town of Bishop's Falls.
- (c) "Employee" refers to any employees, contractors or others acting on behalf of the Town of Bishop's Falls.
- (d) "Authorized content provider" is an employee designated by the Town Manager/Clerk to contribute to the Town of Bishop's Falls presence on social media sites.

4.0 RESPONSIBILITIES

- (a) Town Manager/Clerk
 1. Ensuring employees are advised of the Policy and Guidelines for Social Media Use;
 2. Ensuring requirements of the policy have been met;
 3. Designating authorized content providers;
 4. Ensuring Information Management (IM), Information Technology (IT), and Access to Information and Protection of Privacy (ATIPP) implications are considered in the development of social media channels; and,

5. Consulting with the Bishop's Falls Town Council in development and implementation of social media channels.

(b) Employees

Employees are responsible for following all Town of Bishop's Falls' policies, including the Guidelines for Social Media Use, human resource policies, and all Town of Bishop's Falls policies and procedures affecting conflict of interest, protection of information and privacy, records management and website/internet use.

5.0 POLICY STATEMENTS

(1) The Town of Bishop's Falls may use social media provided;

- The use of social media supports the Town's overall communications activity and has been approved by the Town Manager/Clerk;
- Authorized content providers post, monitor, respond, and contribute to social media in a manner that is identifiable as being made by, or on behalf of, the Town of Bishop's Falls and by authorized content providers;
- The use of social media complies with all applicable laws, and all Town of Bishop's Falls policies and procedures; and,
- Social media sites are supported with technical and monitoring measures which prevent or ensure the timely removal of abusive, hateful, or defamatory submissions, including information that jeopardizes the privacy of others.

(2) Authorized content providers shall adhere to the following:

- Only official Town of Bishop's Falls information, not an individual's personal views, are to be communicated.
- An authorized content provider must ensure all content posted on Town of Bishop's Falls social media sites is consistent with an overall communications plan/strategy approved by the Town Manager/Clerk.
- Authorized content providers must monitor the Town of Bishop's Falls social media sites on a consistent and regular basis.

(3) Employees, as private citizens, shall adhere to the following:

- As private citizens, many employees participate in social media; employees must not represent the Town of Bishop's Falls on their personal social media sites or on other social media.
- As a private citizen, a Town of Bishop's Falls employee must make every reasonable effort to make it clear that they are contributing to social media sites as a private individual, and not as a representative of the Town of Bishop's Falls.

- As a private citizen, employees must not disclose any Town of Bishop's Falls information or content that they are not specifically authorized to disclose.
- As a private citizen, when engaging in social media activities, Town of Bishop's Falls employees must use a private e-mail address rather than their municipal e-mail address.
- Personal use of social media must never interfere with work duties.

(4) Departments, Authorized Content Providers, and Employees shall, where applicable, adhere to the *Social Media Use Guidelines* as outlined in appendix A.

Social Media Use Guidelines (Appendix A)

The Social Media Use Guideline summarize communications and operational requirements to be followed as Town of Bishop's Falls employees participate in, or contribute to, social media. They apply to all Departments including all employees and others acting on behalf of the Town of Bishop's Falls, such as contractors hired for a specific project or timeframe.

Social media refers to publicly-accessible Town of Bishop's Falls and third-party-hosted sites. This includes social networks, video and photo file sharing, social bookmarking, blogs, podcasting, wikis and other similar social media.

Benefits of the use of social media by the Town of Bishop's Falls may include timely dissemination of information to the public; increased public awareness of municipal programs, services, projects, and infrastructure; increased traffic to a website; enhanced collaboration and networking; and additional avenues to obtain feedback.

Communications and Operational Considerations

Social media use must directly support communications and departmental objectives in a positive, measurable way. The use of social media should address a need; social media use is not suitable in all situations. It is also important to consider the resource implications of monitoring and maintaining social media sites.

Communications and Marketing Objectives

- The program's communications plan or marketing objective should align with Town of Bishop's Falls' overall communications planning.
- As with other Town of Bishop's Falls produced media, social media sites must use the Town of Bishop's Falls brand in accordance with the graphic standards, which outline the proper usage of the brand signature in regards to colour, font style, size, and placement.
- Consideration should include the ability of the social media channel site(s) to reach the target audience.

Content

- The date or criteria (i.e., after a certain period of inactivity) upon which the content and use of the site will be reviewed or discontinued/removed should be established.
- Ensure there is enough content of interest to provide a steady flow of information.
- Information should be timely and relevant; stale information can be more problematic than no information.

Support

- Most social media technologies are currently in the public domain and do not belong to the municipality; therefore, a review of any support arrangement, privacy statements and any

pertinent documentation, such as Terms of Service, must be done prior to the use of social media.

Resources

- Consider resources required to create content and monitor social media tools. Regular monitoring and updating are crucial to successful social media use.
- While the use of most social media tools, with the exception of in-house applications, does not have an associated cost, it cannot be considered “free.” The cost will be the time and resources required to monitor and administer the tools being used.

Monitoring

- A process to deal with feedback, both positive and negative, is required, as well as an approval process established prior to posting responses.
- It is important to measure and track audience use to determine whether particular social media channels are a productive use of time and resources.

Maintaining social media sites

- Content posted should be either information that is appropriate for routine public dissemination or information that has been approved for publication or dissemination by the Mayor or the Town Manager/Clerk.
- Authorized content providers responsible for posting and monitoring information should:
 - Review all user-created content before it is posted to the public-facing social media channel site, if the social media tool allows, or as soon as possible after it is posted;
 - Where possible, modify display settings so that user-created content is off the primary landing page; and,
 - Remove abusive, hateful, or defamatory comments or content, including information that jeopardizes the privacy of others.

Re-use of Town of Bishop’s Falls Content

- Town of Bishop’s Falls images, video and other content posted to social media sites can, and likely will, be downloaded and re-used in other ways on other sites, altered or re-posted to the same or other sites. This should be considered when posting all content.

Accessibility of Information

- Users of the social media site should be able to readily and easily access necessary and important information regarding Town of Bishop’s Falls programs, sites, facilities, services and policies, without having to register. For example, Town of Bishop’s Falls information should be directly accessible to unregistered users of social media site and/or this information should also be available on the municipality’s website.

Access to Information and Protection of Privacy

The collection of identifiable personal information from a social media site and the subsequent use, disclosure and management of that information by Town of Bishop's Falls employees is subject to the privacy protection provisions of the Access to Information and Protection of Privacy Act (ATIPPA).

While the Town of Bishop's Falls s may scan or monitor published information available on social media sites, they will not attempt to identify the specific author or contributor of information or content unless authorized or permitted by law to do so.

Available web tools or services may be used to obtain non-identifying anonymous, aggregate or statistical information concerning Town of Bishop's Falls programs, services or marketing efforts from social media sites.

Speed Bump Policy and Procedure

1.0 Purpose

The Town of Bishop's Falls receives requests to install speed bumps on various roads throughout the municipality to mitigate vehicular speeding, real or perceived. This policy sets forth the process and criteria to receive, evaluate, and determine a speed bump request to ensure a consistent application of this traffic calming device.

2.0 Scope

This policy shall apply within the municipal boundaries of the Town of Bishop's Falls.

3.0 Definitions

For the purpose of this policy, the following terms shall have the assigned meaning:

- (a) "Speed bump" means a raised area in the road's pavement surface extending transversely across the travel way, which is usually 3 to 3.5 inches high and 12 to 14 feet in length. A speed bump is a vertical deflection traffic calming device.
- (b) "Town" means the Town of Bishop's Falls as incorporated under the *Municipalities Act, 1999* and includes the Town Council as defined by the *Act*.
- (c) "Health Centre" includes medical clinics and long-term care homes.
- (d) "Recreation and Educational Centre" includes schools, playgrounds, softball fields, soccer fields, walkways/boardwalks, tennis courts, and any other area where individuals gather for educational or recreational activities.
- (e) "Road" shall have the same meaning as "highway" under the *Public Roads Snow Clearing Regulations*.
- (f) "Neighbourhood" shall mean the area directly impacted by the installation of a speed bump.
- (g) "Recreation Vehicle" means an ATV, bike, snow mobile, or similar vehicle.

4.0 General Policy Statements

- (1) Notwithstanding any other section of this policy, a speed bump is not permitted on the following emergency vehicle routes: (1) Main Street; and (2) Centre Access Road.
- (2) Notwithstanding any other section of this policy, a speed bump is not permitted on roads that provide access to Health Centres.
- (3) A speed bump request must be signed by the proponent and submitted on a form developed by the Town Manager/Clerk. The proponent must reside on the road where

the speed bump is being proposed. A speed bump request must outline the nature and frequency of the problem that the proponent is experiencing.

- (4) A speed bump request shall be processed in accordance with section 6.0 of this policy.
- (5) Notwithstanding any other section of this policy, the Town may install a speed bump on a road that provides access to a Recreation and Educational Centre.

5.0 Warrants

- (1) A speed bump shall not be installed unless the following conditions are satisfied:
 - (a) The road shall have a posted speed limit of 50 km or lower.
 - (b) The road shall have an asphalt surface.
 - (c) The road's grade shall be less than 8%. Speed bumps shall not be permitted if the grade of the subject segment of roadway is equal to or greater than 8%.
 - (d) The road shall have good vertical sight distance, pavement surface quality, horizontal sight distance, drainage, and street lighting. It must be free of unusual features that might affect the operation of a speed bump.
 - (e) The speed bump will not cause a substantial diversion of traffic to another road or to a road that provides access to a Health Centre or a Recreation and Educational Centre.
 - (f) 60% or more of the neighbourhood must support the installation of the speed bump(s) as a means of mitigating vehicular speeding. Speed bumps shall not be installed to address issues with recreational vehicles.

6.0 Request Procedure

The following procedure shall apply regarding a request for a speed bump:

- (1) The Town Manager/Clerk shall ensure the request is submitted on the proper form and signed by the proponent as per section 4.0 (3). The request shall be immediately denied if section 4.0 (1) and 4.0 (2) applies.
- (2) The Town Manager/Clerk shall define the neighbourhood.
- (3) The Public Works Department shall review the request and determine if conditions (a) to (e), as outlined under section 5.0 (1), are satisfied. If one or more of these conditions are not satisfied, the Town Manager/Clerk shall advise the proponent that the request is denied and state the reason(s).
- (4) The Public Works Supervisor shall determine the placement of speed bumps. When determining the placement, the Public Works Supervisor shall give regard to the appropriate traffic standards and shall, if necessary, consult a professional engineer.
- (5) The Town Manager/Clerk shall undertake to survey the neighbourhood to determine (a) the extent of the speeding problem; and (b) the level of support for the installation of the speed bump(s). Where the survey reveals less than 60% of the neighbourhood supports the speed bump(s), the Town Manager/Clerk shall advise the proponent that the request is denied and state the reason(s). Where 60% or more of the

neighbourhood supports the speed bump(s), the Town Manager/Clerk shall submit the request, and the supporting documentation, to the Bishop's Falls Town Council for a decision.

- (6) The Bishop's Falls Town Council retains the authority to decide if a speed bump request is approved. When making its decision, the Bishop's Falls Town Council shall give regard to the nature of the problem as outlined by the proponent, the neighbourhood survey results, and other requirements under this policy. The Town Manager/Clerk shall advise the proponent of Council's decision and shall implement it accordingly.

7.0 Installation and Maintenance

- (1) Where a speed bump has been approved in accordance with this policy, it shall be installed by the Public Works Department during the first week of June and removed during the last week of October each year.
- (2) The Town Manager/Clerk shall, every third year and during the month of September, undertake to survey a neighbourhood where a speed bump was installed to determine the following:
 - (a) The speed bump's effectiveness to reduce speed.
 - (b) The status of the speeding problem.
 - (c) The current level of support for the speed bump(s).
- (3) Where the survey conducted in accordance with section 7 (2) (c) reveals less than 60% of the neighbourhood supports the speed bump(s), the Town Manager/Clerk shall advise Council and seek to obtain direction regarding the continuation or removal of the speed bump(s). Where Council decides to remove the speed bump(s), the Town Manager/Clerk shall advise the neighbourhood accordingly. The decision shall take effect in the following calendar year.

Town Council Electronic Equipment Policy

1.0 Purpose

The Bishop's Falls Town Council conducts its business in a paperless environment by using electronic equipment such as iPads. This policy outlines how electronic equipment is acquired, replaced, and disposed of for Councillors and management employees.

2.0 Scope

This policy shall apply to the Bishop's Falls Town Council and management employees.

3.0 Definitions

For the purpose of this policy, the following terms shall have the assigned meaning:

- (h) "Councillor(s)" includes the Mayor, Deputy Mayor, and Councillors of the Bishop's Falls Town Council.
- (i) "Management Employee(s)" includes the Town Manager/Clerk, Assistant Town Manager, and the Public Works Supervisor for the Town of Bishop's Falls.
- (j) "Electronic Equipment" shall mean an iPad Pro, including a carrying case, or similar technology.
- (k) "Fair Market Value" shall be calculated by taking the initial costs of the Electronic Equipment, which includes all amounts that are directly attributable to the acquisition or betterment of the Electronic Equipment, and depreciating it by 25% annually.
- (l) "Private Sale" means (i) the sale is conducted in accordance with section 201.1 of the *Municipalities Act, 1999*; (ii) the Fair Market Value of the Electronic Equipment is determined to be less than \$500; and (iii) the selling price shall be the Fair Market Value or \$50, whatever is highest.

4.0 General Policies

- (1) Councillors and Management Employees shall receive Electronic Equipment upon assuming office or being hired, as the case may be.

- (2) Councillors and Management Employees shall be responsible for the proper care of the Electronic Equipment while it is in their possession.
- (3) If the Electronic Equipment is damaged while in possession of the Councillor or Management Employee, the Town of Bishop's Falls shall not be responsible unless a claim is submitted to the Finance Standing Committee and approved by the Bishop's Falls Town Council.

5.0 Councillor Policies

- (1) If within three (3) years of receiving Electronic Equipment a Councillor's seat on the Bishop's Falls Town Council becomes vacated for a reason prescribed by the *Municipalities Act, 1999*, the Councillor's Electronic Equipment shall be returned to the Town of Bishop's Falls.
- (2) If a Councillor serves at least three (3) years on the Bishop's Falls Town Council and does not seek re-election or get re-elected, the Councillor shall be given the option to purchase the Electronic Equipment by Private Sale.
- (3) Where a Councillor serves at least two consecutive terms, Electronic Equipment shall be replaced every six (6) years from the date the Councillor receives it. Notwithstanding the latter, the Bishop's Falls Town Council may, upon application by the Councillor, approve the replacement of the Electronic Equipment at a sooner date provided the following conditions are satisfied:
 - a. The Electronic Equipment is at least four (4) years old.
 - b. The Electronic Equipment is demonstrating hardware and/or software problems that cannot be rectified with normal maintenance.
- (4) Upon receiving new Electronic Equipment under subsection 5.0 (3), a Councillor shall be given the option to purchase the old Electronic Equipment by Private Sale.

6.0 Management Employee Policies

- (1) If a Management Employee resigns or is terminated within three (3) years of receiving Electronic Equipment, the Management Employee's Electronic Equipment shall be returned to the Town of Bishop's Falls.
- (2) If a Management Employee resigns or is terminated after three (3) years of receiving the Electronic Equipment, but before the Electronic Equipment is scheduled for replacement in accordance with subsection 6.0 (3), the

Management Employee shall be given the option to purchase the Electronic Equipment by Private Sale.

- (3) Electronic Equipment provided to Management Employees shall be replaced every six (6) years from the date the Management Employee receives it. Upon receiving new Electronic Equipment, the Management Employee shall be given the option to purchase the old Electronic Equipment by Private Sale.

Travel Policy

1.0 Purpose

Councillors, employees and Town volunteers are sometimes required to travel to conduct business on behalf of the Town of Bishop's Falls. Council recognizes that when these persons are required to travel, his/her accommodations, meals, and transportation should be covered by the Town at reasonable costs. The purpose of this Policy is to outline what costs will be covered by the Town when Councillors, employees and Town volunteers are required to travel to conduct business on behalf of the Town of Bishop's Falls.

2.0 Scope

This Policy shall apply to the Town of Bishop's Falls including Council and its Departments.

3.0 Definitions

3.1 "Councillor(s)" means the same as the definition in the *Municipalities Act, 1999*.

3.2 "Employee(s)" means any individual employed by the Town on a permanent/temporary/causal, full-time/part-time basis including those in and outside the bargaining unit and those working on Government sponsored projects.

3.3 "Claimant(s)" means a Councillor, Employee, and/or a person who is conducting business on behalf of the Town of Bishop's Falls including Firefighters.

4.0 Travel Policy

4.1 **Council Approval Required**

4.1.1 Travel must be approved by the Bishop's Falls Town Council. In situations where it is not practical or feasible to obtain approval from the Bishop's Falls Town Council, the Town Manager shall be authorized to approve or deny a travel request.

4.1.2 Travel approved by the Town Manager as per section 4.1.1 must be reported to Finance Standing Committee at the regular sitting immediately following the approval.

4.2 **Modes of Travel**

4.2.1 Acceptable modes of travel to conduct business on behalf of the Town of Bishop's Falls include air travel, sea travel, travel in private vehicles, and travel in rental vehicles.

4.2.2 Notwithstanding section 4.2.1, air travel, sea travel, and travel in rental vehicles are only acceptable modes of travel when the destination is off the Island of Newfoundland Labrador.

4.2.3 Where air travel is necessary, the Town shall only cover an economy class seat on a scheduled flight. Where available and practical, Claimants are encouraged to avail of special

discounts and advanced booking discounts. The Town shall not cover miscellaneous and optional fees that include, but are not limited to, cancellation insurance, airport fees, and flight change fees.

- 4.2.4 Where sea travel is necessary, the Town shall only cover the cost of a standard passenger fair and, where it is necessary to schedule a night crossing, the cost of a cabin or berth.
- 4.2.5 Where travel in a rental vehicle is necessary, the Town shall only cover the cost of a compact or sub-compact vehicle. In cases where a vehicle rental is deemed necessary, the prior approval of the Town Manager is required before the vehicle can be rented.
- 4.2.6 Where travel in a private vehicle is necessary, the per diem mileage rate shall be the same rate as established by the Government of Newfoundland and Labrador. In cases where the destination is;
 - 4.2.6.1 less than 100 km away, and more than one (1) Claimant is travelling, the Town shall cover the cost of one (1) vehicle for every four (4) Claimants.
 - 4.2.6.2 more than 100 km away, and more than one (1) Claimant is travelling, the Town shall cover the cost of one (1) vehicle for every two (2) Claimants.
- 4.2.7 Claimants may use taxis or airport buses for transportation to and from airports. Receipts are required for reimbursement of such expenses. The Town shall also cover, on a daily basis, one (1) taxi fare from and to a hotel or private accommodation to the location of the meeting, conference, function, workshop, event, training seminar, etc.
- 4.2.8 Claimants traveling by private vehicles may claim parking fees for parking a vehicle in a parking garage or parking lot.

4.3 **Meals**

- 4.3.1 The Per Diem allowance for meals shall be as follows:

Meal	Departure Time	Per Diem
Breakfast	Before 8:00 am	As established by the Government of NL
Lunch	Before 12:30 pm	As established by the Government of NL
Dinner	Before 4:30 pm	As established by the Government of NL

- 4.3.2 Claimants shall not claim a per diem when a meal has been or is being provided as part of the meeting, conference, function, workshop, event, training seminar, etc.

4.4 **Accommodations**

- 4.4.1 When overnight accommodations are required, Claimants may stay in suitable commercial accommodations or, where Claimants choose, in private accommodations. The type, standard and cost of commercial accommodations should be reflective of the location and period of time on travel status. Where Claimants choose to stay in private accommodations, the Claimant may claim \$50.00 per night.

4.4.2 Claimants should seek favourable hotel/motel rates when on travel status and take advantage of any special discounts or rates afforded to government employees.

4.5 **Entertainment**

4.5.1 The Town shall not cover any entertainment expenses.

4.6 **Other Eligible Expenses**

4.6.1 Claimants may claim \$10.00 per night for incidental expenses for every night he/she is on overnight travel status.

4.6.2 The Town will cover the cost of one (1) five (5) minute long-distance personal telephone call for each night the Claimant is on overnight travel status. The cost of this phone call must be submitted for payment as part of a hotel bill.

4.7 **TRAVEL CLAIM FORMS AND ADMINISTRATION**

4.7.1 Claimants must complete and sign a Travel Claim Expense Form, in a form that is consistent with the requirements of this Policy, before being reimbursed for travel expenses. Where required, receipts must be attached to the Travel Claim Expense Form before it is processed.

4.7.2 Travel Claims must be approved by the Town Manager and reviewed by the Finance Standing Committee at each regular sitting.

4.7.3 Payments for Travel Claims may be issued once approved by the Town Manager. The Accounts Payable Department shall record the payment of Travel Claims as a Routine Expense.

4.7.4 Claimants seeking Travel Claim advances must complete and sign a Travel Claim Expense Form, in a form that is consistent with the requirements of this Policy, before a Travel Claim advance can be considered. Advances can only be issued for meals, incidentals, and, when the exact destination is known, mileage. Travel Claim advances must be approved by the Town Manager before payments are issued.

4.7.5 This Policy shall be administered and enforced by the Town Manager.

Vehicle Towing Policy and Procedure

1.0 Purpose

Subsection 172 (1) (a) (iii) of the *Municipalities Act, 1999* provides the municipality with the authority to remove vehicles from highways, sidewalks, or bridges that are hindering or impeding the ploughing of or removal of snow or ice from the highway, sidewalk or bridge. The Town of Bishop's Falls has encountered significant problems with vehicles in certain areas of the municipality that are obstructing snow clearing operations. The purpose of this policy and procedure, therefore, is to set forth the operational framework as it relates to the removal of vehicles that are hindering or impeding the ploughing of or removal of snow or ice from a highway, sidewalk or bridge.

2.0 Scope

This policy shall apply within the municipal boundaries of the Town of Bishop's Falls.

3.0 Definitions

3.1 'Highway(s)' means the same as defined under subsection 3 (a) of the *Public Roads Snow Clearing Regulations* as adopted by the Bishop's Falls Town Council.

3.2 'Public Driveway(s)' means the same as defined under subsection 3 (c) of the *Public Roads Snow Clearing Regulations* as adopted by the Bishop's Falls Town Council.

3.3 'Town' means the Town of Bishop's Falls as incorporated under the *Municipalities Act, 1999*.

3.4 "Towing Company" means the company engaged by the Town under this policy for the purpose of removing vehicles from highways and public driveways that are impeding or hindering the ploughing of snow or the removal of ice from a highway or public driveway.

3.5 'Operator' means an employee of the Town of Bishop's Falls who is operating equipment for the purpose of ploughing snow or removing ice from a highway or public driveway.

3.6 'Supervisor' means the Assistant Town Manager and/or the Public Works Supervisor of the Town of Bishop's Falls.

3.7 'Owner' means the owner of the vehicle that was removed from a highway or public driveway in accordance with this policy.

3.8 "Towing charge" means the fees and taxes charged by the Towing Company to remove a vehicle from a highway or public driveway.

3.9 "Public Works Depot" means the Town of Bishop's Falls Public Works Depot located on Riverside Drive, Bishop's Falls, Newfoundland and Labrador.

3.10 "Town Manager/Clerk" means the Town Manager/Clerk of the Town of Bishop's Falls.

- 3.11 “Administration Department” shall mean the Administration Department for the Town located at 445 Main Street, Bishop’s Falls, and commonly referred to as the Town Hall.
- 4.0 Policy and Procedure
- 4.1 Where a vehicle is hindering or impeding the ploughing of or removal of snow or ice from a highway or public driveway, an Operator or a Supervisor shall contact the Towing Company to have the vehicle removed from the highway or public driveway.
- 4.2 A vehicle removed from a highway or public driveway in accordance with subsection 4.1 shall be stored at the Public Works Depot.
- 4.3 The owner of the vehicle that was removed from a highway or public driveway in accordance with subsection 4.1 shall retrieve the vehicle from the Public Works Depot upon;
- (a) producing evidence (i.e. driver’s licence, registration, insurance, etc.) to the Town’s satisfaction that he/she is the owner of the vehicle in question;
 - (b) paying the Town a towing fee equal to the cost of the towing charge;
 - (c) paying the Town an administration fee equal to 25% of the towing charge;
 - (d) receiving a certificate from the Town that indicates the conditions of subsections 4.3 (a) 4.3 (b), and 4.3 (c) are satisfied; and
 - (e) producing the certificate issued in accordance with subsection 4.3 (d) to the Supervisor.
- 4.4 Upon receiving the certificate issued in accordance with subsection 4.3 (d), the Supervisor shall release the vehicle to the owner.
- 4.5 Where the owner does not retrieve the vehicle from the Public Works Depot within 10 business days of the vehicle being stored at the Public Works Depot, the Supervisor shall immediately advise the Town Manager/Clerk. On the eleventh business day or thereafter the Town Manager/Clerk shall notify the owner in accordance with subsection 171 (2) of the Municipalities Act that the vehicle will be sold by public auction if the vehicle remains unclaimed by the owner after 15 business days of the notice being issued. If after 15 business days of the notice being issued the vehicle is not retrieved by the owner in accordance with subsection 4.3, the Town Manager/Clerk shall proceed with a public auction in accordance with subsections 172 (2) and 172 (3) of the Municipalities Act, 1999.
- 4.6 In the event a vehicle is towed and stored at the Public Works Depot when the Administration Department is not open, the supervisor shall administer section 4.3 of the policy. Where the latter is the case, the supervisor shall report the matter and remit the fee to the Administration Department at the nearest opportunity when it is open.
- 4.7 The supervisor shall ensure vehicles stored at the Public Works Depot are kept in a secure area away from the operation of heavy equipment and other vehicles. The supervisor shall

also ensure there are no more than 10 vehicles stored at the Public Works Depot at any given time.

- 4.8 Before a vehicle is towed by the towing company, the supervisor shall take photographs of the vehicle, covering all sides, and shall document any visible damage. Upon the vehicle being stored at the Public Works Depot, the supervisor shall immediately take additional photographs of the vehicle, covering all sides, and shall document any visible damage. Upon the vehicle being claimed by the owner, the supervisor shall take additional photographs of the vehicle, covering all sides, and shall document any visible damage.
- 4.8 (a) Upon the vehicle being claimed by the owner, and before the vehicle is removed from the Public Works Depot, the supervisor shall ensure the owner signs an inspection report that outlines any and all visible damage to the vehicle that has been observed by the supervisor while implementing the procedure prescribed by section 4.8.
- 4.9 Upon a vehicle being towed by the towing company, the supervisor shall immediately report the following to the Administration Department when it is open:
 - (a) Vehicle licence plate number; and
 - (b) The towing company engaged to tow the vehicle.
- 4.10 When opened, the Administration Department shall administer section 4.3.

Wage Reimbursement Policy

1.0 Purpose

It has become apparent that, in some cases, Firefighters must forgo wages to attend to municipal business (i.e. meetings and training). The Town recognizes that in order to attract and retain Firefighters, who serve in volunteer capacities, it must ensure these individuals do not encounter personal losses as a result of their involvement with the municipality. This policy aims to address this matter by establishing a wage reimbursement system for Firefighters.

2.0 Scope

This policy shall apply to Firefighters and Councillors with the Town of Bishop's Falls.

3.0 Definitions

3.1 "Town" means the Town of Bishop's Falls as incorporated by the *Municipalities Act, 1999* and amendments thereto and includes the Council as defined by the Act.

3.2 'Firefighter' means an individual engaged by and registered with the Bishop's Falls Fire Department in accordance with its constitution and membership guidelines.

3.3 'CRA' means Canada Revenue Agency.

3.4 'Third Party Employer' means an employer other than the Town.

3.5 "Self-employed" means the Firefighter works alone as an independent worker/contractor, operates a business, or he/she is in a partnership or in a co-adventure.

3.6 "Councillor" shall have the same meaning as section 2 (1) (g) of the *Municipalities Act, 1999*.

3.7 "Claimant" shall mean a firefighter or a Councillor.

4.0 Wage Reimbursement Policy - Third Party Employer

(a) Where a Claimant, as a result his/her attendance to Town business, must forgo wages with a third party employer, the Claimant shall be entitled to claim a wage reimbursement provided the Claimant produces evidence, in accordance with section 4 (b), that he/she lost wages. A claim under this section shall take the form of a letter and shall not exceed 75% of the total wages lost.

(b) In addition to other evidence the Claimant may submit to substantiate a claim under section 4 (a), the Claimant must submit a letter from the third party employer stating the Claimant lost wages as a result of his/her attendance to Town business. The letter from the third party employer must also state the amount of wages lost. The Finance Standing Committee shall weigh the evidence produced by the Claimant and shall approve or deny the claim for wage reimbursement.

- (c) Lost wages for the purpose of this section shall also include vacation leave used by the Claimant to attend to Town business.
- (d) Where a wage reimbursement claim is approved under this policy, the Town Manager shall, within seven (7) days after the claim is approved, issue payment to the Claimant.
- (e) Under no circumstances shall a Claimant receive, in the aggregate, more than \$1,500 in wage reimbursements per fiscal year.

5.0 Wage Reimbursement Policy – Self-Employment

- (a) Where a Claimant, as a result his/her attending to Town business, must forgo self-employed wages, the Claimant shall be entitled to claim a wage reimbursement provided the Claimant first proves, in accordance with section 5 (b), that he/she is self-employed.
- (b) In addition to other evidence the Claimant may submit to substantiate that he/she is self-employed, the Claimant must submit an application to the Finance Standing Committee consisting of the following:
 - i. An affidavit outlining the nature of the self-employment;
 - ii. A copy of supporting documentation to demonstrate the Claimant has, within the preceding six (6) months from the date of the application, engaged in self-employed activity. Documentation may include service contracts, invoices, and business licences; and
 - iii. The Claimant's CRA *Notice of Assessment* from the preceding year along with a calculated daily wage the Claimant would, under normal conditions, earn through self-employed activities. The latter shall be known as the *daily self-employed wage rate*.
- (c) The Finance Standing Committee shall weigh the evidence produced by the Claimant under section 5 (b) and shall approve or deny the application. The Finance Standing Committee shall also indicate, where warranted, the approved *daily self-employed wage rate*.
- (d) Where a Claimant's self-employment is approved, the Claimant shall be entitled to submit a claim for wage reimbursement. A claim under this section shall not exceed 75% of the total wages lost, which is calculated by multiplying the number of days the Claimant was required to attend to Town business by the approved *daily self-employed wage rate* and 75%.
- (e) A claim under this section shall take the form of a letter from the Claimant stating that self-employed wages were lost as a result of his/her attendance to Town business. The Finance Standing Committee shall weigh the evidence produced by the Claimant and shall approve or deny the claim for wage reimbursement.

- (f) Where a wage reimbursement claim is approved under this policy, the Town Manager shall, within seven (7) days after the claim is approved, issue payment to the Claimant.
- (g) Under no circumstances shall a Claimant receive, in the aggregate, more than \$1,500 in wage reimbursements per fiscal year.

6.0 Municipal Councillor Remuneration and Reimbursement Regulations, 2001 Compliance

Notwithstanding any other section in this Policy, a Councillor shall not receive more than \$250 per day in accordance with section 7 (2) (d) of the Municipal Councillor Remuneration and Reimbursement Regulations, 2001. In general terms, where this Policy conflicts with the Municipal Councillor Remuneration and Reimbursement Regulations, 2001, the latter shall prevail.

Water and Sewer Service Issue Response Policy and Procedure

1.0 Purpose

Section 5 of the *Water and Sewer Service Connection Regulations* divides the responsibility to maintain or upkeep a lateral service water line or a lateral service sewer line between the property owner and the Town of Bishop's Falls. As it concerns the municipality, section 5 states, "Where the problem with the lateral service water line or the lateral service sewer line is found to be outside of the person's real property boundaries, the Town shall intervene to correct the problem(s) being encountered." Assessing and determining the location of the problem(s) is, at times, difficult and the property owner and the Town of Bishop's Falls are often operating in ambiguity when it is not clear if the problem(s) is/are inside or outside the real property boundaries. This policy and procedure resolves the ambiguity by outlining a clear operational framework when it comes to responding to issues with water and sewer lateral service lines.

2.0 Scope

This policy shall apply within the municipal boundaries of the Town of Bishop's Falls.

3.0 Definitions

3.1 "Town" shall have the same meaning as subsection 3 (a) of the *Water and Sewer Service Connection Regulations*.

3.2 "Lateral service water line" shall have the same meaning as subsection 3 (b) of the *Water and Sewer Service Connection Regulations*.

3.3 "Lateral service sewer line" shall have the same meaning as subsection 3 (c) of the *Water and Sewer Service Connection Regulations*.

4.0 Policy

4.1 Where the Town receives notification that a person's lateral service water line and/or the lateral service sewer line is/are encountering problems, the Town shall assume responsibility to determine the location of the problem by implementing the procedure prescribed in s. 5.0.

4.2 The Town Manager/Clerk shall develop a *Water and Sewer Service Investigation Report Form* that shall be completed by the Public Works Supervisor, or his/her designate, and filed with the Town Manager/Clerk within 48 business hours after an issue with a lateral service sewer line and/or a lateral service water line has been addressed.

5.0 Procedure

- 5.1 Upon receiving notification that a person's lateral service water line and/or the lateral service sewer line is encountering problems, the Public Works Supervisor, or his/her designate, shall immediately respond to conduct a preliminary site inspection. Where the preliminary site inspection reveals the problem(s) is/are clearly located within the person's real property boundaries, the Public Works Supervisor shall cease the Town's involvement and advise the person that he/she is responsible in accordance with section 5 of the *Water and Sewer Service Connection Regulations*.
- 5.2 Where the preliminary site inspection does not clearly reveal the location of the problem(s), the Public Works Supervisor shall advise the property owner that further diagnostic work is required to determine the location of the problem. Before further diagnostic work is undertaken, the Public Works Supervisor shall formally notify the property owner that he/she will be responsible for any and all costs associated with the diagnostic work where the problem is found to be inside the person's real property boundaries.
- 5.3 Upon formally notifying the property owner as per ss. 5.2, the Public Works Supervisor shall continue to investigate the situation to determine the location of the problem. In the case of a problem or problems with a lateral service sewer line, the Public Works Supervisor shall, as a first measure, use a camera to trace the line to determine the obstruction/issue. The Public Works Supervisor shall use other methods at his/her disposal to determine the location of problems with lateral service sewer lines and lateral service water lines.
- 5.4 If after further investigative work the Public Works Supervisor determines the problem is located within the person's real property boundaries, the Public Works Supervisor shall cease the Town's involvement and advise the property owner that he/she is responsible to resolve the problem(s). The Public Works Supervisor shall also ensure that any expenses incurred to diagnose the problem(s) are reported to the Town Manager/Clerk so the property owner can be invoiced. Alternatively, where the Public Works Supervisor determines the problem is located outside the person's real property boundaries, the Public Works Supervisor shall resolve the problem(s) at the Town's expense.
- 5.5 In the event it is unclear if the problem is inside or outside the person's real property boundaries after further investigative work, the Public Works Supervisor shall;
- (a) advise the property owner of the situation and that he/she may be responsible for all expenses if the problem(s) is located inside the person's real property boundaries;
 - (b) resolve the problem(s) with the lateral service sewer line and/or the lateral service water line; and
 - (c) complete the form prescribed by ss. 4.2.
- 5.6 Upon receiving the form from the Public Works Supervisor as per ss. 5.5 (c), the Town Manager/Clerk shall refer the case to the Public Works Standing Committee for assessment.

The Public Works Standing Committee shall, based on the facts of the case, determine who is responsible. Where the Public Works Standing Committee determines the property owner is responsible, the Town Manager/Clerk shall issue the appropriate invoice to the property owner along with a letter explaining the Public Works Standing Committee's reasoning. A property owner may appeal the Public Works Standing Committee's decision to the Bishop's Falls Town Council.