

Summer Village of South Baptiste

Resident Communication and Conduct Policy - #2025-004

1. Purpose

The purpose of this policy is to establish clear standards and procedures for communication between residents, Administration, and Council. The Summer Village of South Baptiste is committed to maintaining a respectful, courteous, and productive relationship with all stakeholders.

2. Scope

This policy applies to all residents, members of the public, municipal staff, and elected officials of the Summer Village of South Baptiste.

3. General Principles

The Summer Village of South Baptiste is dedicated to:

- Ensuring efficient and accessible communication between residents, Administration, and Council.
- Promoting respectful and constructive interaction at all times.
- Protecting the safety, privacy, and wellbeing of Administration and Council members.

4. Contacting Administration

- Standard administrative hours and contact information for general communication and summer village business will be shared with residents to facilitate contact with Administration, specifically the Chief Administrative Officer (CAO)
- Procedures for communications outside of office hours in cases of emergencies will be established and shared with residents.
- Administration will make every effort to respond within 48 hours, however response times may vary based on workload and staff availability as well as the need for consultation or gathering of information.

5. Respectful Interaction

- The Summer Village maintains a zero-tolerance policy for disrespectful, aggressive, or inappropriate communication between, Administration, elected officials, residents and others with business with the Summer Village.
- Use of inappropriate language, harassment, or aggressive conduct may result in restricted communication, including blocked phone numbers or email addresses.
- Repeated or serious incidents may result in written warnings and, if necessary, referral to local authorities.

6. Contacting Council Members

- Councilors, while elected, serve in a voluntary capacity for the municipality as a whole and as such are entitled to personal time and privacy.
- Residents shall refrain from unscheduled visits to Councilors' residences.
- Contact Information and avenues to make appointments to speak with a Councilor will be shared with residents.

7. Emergencies

- In life-threatening situations residents will be directed to call 911 (fire, medical, or police)
- Urgent municipal matters should be directed to Administration by calling 780-938-4141

8. Public Input and Engagement

- The Summer Village values resident participation in municipal governance.
- Residents are encouraged to:
 - Attend scheduled Council meetings (dates posted online).
 - Submit written feedback or concerns via email to Administration.
- Constructive input is welcomed and helps guide Council decision-making.

9. Policy Enforcement

- The Summer Village of South Baptiste reserves the right to limit or restrict communication with individuals who engage in threatening, harassing, or otherwise inappropriate behaviour toward Administration or elected officials.
- In cases of severe or repeated misconduct, the matter may be referred to law enforcement or other appropriate authorities.

Adopted by Council on: September 16, 2025

Signed Mayor: Wendy Appleby
Wendy Appleby (Sep 17, 2025 10:54:53 MDT)



Chief Administrative Officer: Linda Roland

