



TOWN OF HIGH RIVER POLICY

Policy Number: HR-POL-100-00
Policy Name: Service Excellence

Related Procedure Number:
Related Procedure Name:

Approval Date: March 26, 2018
Revision Date:
Responsible Department: Corporate Services

Policy Statement

The Town of High River is rooted in its people and, therefore, is committed to service excellence whether you live, work or play in High River. The Town has seven principles that contribute to our vision of service excellence, which are:

1. Support and provide solutions
2. Education and share knowledge
3. Respect others and embrace diversity
4. Validate and build confidence
5. Inspire and deliver possibilities
6. Cultivate and create community
7. Engage and initiate conversation

Purpose

The purpose of this Council Policy is to promote a high level of service throughout the community.

Definitions

Council: means the municipal Council for the Town of High River that has been established in accordance with the *Municipal Government Act*.

Service Excellence: means a mutual delivery of high quality service and respect between ratepayers, residents, community members, visitors, businesses, Council and the Town.

Town: means the Town of High River.

Responsibilities

1. Mayor and Council shall be responsible for:
 - a) Approving by resolution this Policy and any amendments thereto;

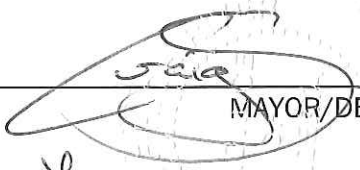
- b) Allocating financial resources for successful implementation of this Policy in the budget process during an election year; and
 - c) Reviewing this Policy and providing direction to Administration once per Term.
2. The Town Manager shall be responsible for:
 - a) Providing recommendations to Council regarding amendments to this Policy;
 - b) Ensuring sufficient financial resources for this program are included in the Town's budget during an election year;
 - c) Implementing this Policy;
 - d) Approving associated Procedures with this Policy;
 - e) Arranging or delegating Policy and Procedure reviews; and
 - f) Ensuring compliance with this Policy.
 3. The Manager of Human Resources shall be responsible for:
 - a) Arranging for training for all Employees in relation to this Policy and corresponding Procedures.
 4. Legislative Services shall be responsible for:
 - a) Providing recommendations to the Town Manager regarding amendments to this Policy.


Related Information


1. Occupational Health & Safety Act, Regulation, & Code
2. Town of High River Health & Safety Policy
3. Town of High River Health & Safety Manual
4. Town of High River Employee Handbook
5. Town of High River Collective Agreement

Approval

This Policy shall come into force and effect upon adoption by Council at a Regular Council Meeting on March 26, 2018.

_____  _____
MAYOR/DEPUTY MAYOR

_____  _____
TOWN MANAGER

_____  _____
DATE