| VILLAGE OF CREMONA POLICY INDEX | |
|---|---|
| Policy Number | 1101-01 |
| Policy Title | Public Participation and Engagement |
| Approval Date | September 15, 2026 |
| Resolution Number | |
| Revision Date | |
| Date to be Reviewed | September 2030 |
| Responsible Department | Legislative Services |
| Related Bylaws/Acts/Regulations | Municipal Government Act |

## 1. ***Purpose and Application***

In accordance with Section 216.1 of the *Municipal Government Act*, this Public Participation Policy has been developed to recognize the value of public participation and create opportunities for meaningful public participation in decisions that directly impact the public.

This Public Participation Policy is in addition to and does not modify or replace the statutory public hearing requirements in the *Municipal Government Act*.

## 2. ***General Policy Principles***

Council recognizes that good governance includes engaging Municipal Stakeholders in Public Participation by:

1) Creating opportunities for Municipal Stakeholders who are affected by a decision a voice and to participate in the decision-making process;
2) Promoting sustainable decisions by recognizing various Municipal Stakeholder interest;
3) Providing Municipal Stakeholders with the appropriate information and tools to engage in meaningful participation;
4) Recognizing that although councillors are elected to consider and promote the welfare and interest of the Municipality as a whole and are generally required to vote on matters brought before Council, facilitating Public Participation for matters beyond those where public input is statutorily required can enrich the decision-making process.
5) To recognize that the goal of public participation is to ensure that the decision made is "best" for the community as a whole.

## 3. ***Engagement Policy Statement***

The Council and Administration of the Village of Cremona recognize that quality public participation is a critical component of good governance and as such, adequate resource will be allocated and the appropriate level of

public participation undertaken. The Village of Cremona is committed to public participation activities that are founded on the following principles:

**Shared Responsibility and Commitment:** Public participation leads to better decisions and is a shared responsibility of Council, Administration and the community;

**Transparent and Accountable:** The Village of Cremona communicates clearly and openly about public participation opportunities, its processes and provides factual and evidence-based information. It shares the outcomes of public participation, including how the information was used in the decision- making process and makes decisions in the best interest of the community as a whole;

**Inclusive and Accessible:** The Village of Cremona endeavors to provide opportunities for public participation that take into account the diversity of needs, abilities, and viewpoints of the members of the community;

**Appropriate and Responsive:** Public participation activities need to be appropriate to the stated goals, and reflective of the varied preferences and needs of community members for receiving and sharing information;

**Evaluation and Continual Improvement:** Public participation is a dynamic and evolving process that needs continual evaluation and adjustment to continuously improve and address the changing needs of the community.

## 4. ***Definitions***

4.1 **Chief Administrative Officer** (CAO) means the chief administrative officer of the Municipality or their delegate, *MGA Section 205;*

4.2 **Council** means the elected officials of the Village of Cremona, *Municipal Government Act, Section 1.1(e);*

4.3 **Municipal Stakeholders** means the residents of the Municipality, as well as other individuals, organizations, or persons that may have an interest in, or are affected by, a decision made by the Municipality;

4.4 **Municipality** means the Village of Cremona;

4.5 **Public Participation** means two-way communication and collaborative problem-solving processes adopted by the Village of Cremona to provide opportunities to the community to have input into decision-making through public meetings, surveys, open houses, workshops, polling, resident advisory committees and other forms of engagement

4.6 **Public Participation Tools** means the tools that may be used, alone or in combination, to create Public Participation opportunities including, but not limited to:

a. In-person participation which may include at-the-counter interactions, door-knocking, interviews, meetings, roundtables, town halls, open houses, and workshops;

b. Digital participation which may include online workbooks, chat groups, webinars, message boards/discussion forums, and online polls or surveys;

c. Written participation which may include written submissions, email, and mail-in-surveys, polls and workbooks, the Village of Cremona Citizen Communication and Request for Service Forms, and

d. Representative participation that may include being appointed to an advisory committee, ad hoc committee or citizen board.

4.7 **Statutory Requirement** means a requirement written into a law passed by the provincial or federal government (for example: *Municipal Government Act*);

4.8 **Sustainable Governance** means Development or decisions that meet the needs of the present without compromising the ability of future generations to meet their own needs central to the economic, environmental and social success of a community.

## 5 ***Policy Responsibilities***

Council Responsibilities

5.1 Consider input obtained through Public Participation;

5.2 Review this Policy to ensure the Policy complies with all relevant legislation, municipal policies and the spirit and intent of Public Participation;

5.3 Ensure appropriate resources (traditional and technological initiatives/innovation) to solicit Public Participation in accordance with this Policy;

5.4 Promote and support Public Participation;

5.5 When hearing a concern from the public shall direct the citizen to the communication form (Schedule B) of this Policy, and request the citizen to complete the form and submit the form to the reception desk of the administration office, or assist the citizen in completing the form and submitting the form to the CAO on behalf of the citizen.

Administration Responsibilities

5.6 Implement approved Public Participation; and

5.7 Consider timing, resources and engagement when developing and modifying Public Participation;

5.8 Evaluate the effectiveness of the Public Participation and the tools used in a particular circumstance;

5.9 Communicate to Council and the public, when appropriate, the effectiveness of a Public Participation and the tools used;

5.10 Develop the necessary procedures to implement this Policy;

5.11 Assess the Policy and make recommendations to Council about the Public Participation and resourcing.

## 6 ***Public Participation Opportunities***

The CAO shall develop and implement Public Participation in the following circumstances:

a. Controversial topic;

b. introduction or review of new programs or services;

c. strategic priorities;

d. budget;

e. business plans.

## *7.* ***Policy Expectations***

### 7.1 Legislative and Policy Implications

7.1.1 All Public Participation will be undertaken in accordance with the *Municipal Government Act*, the *Freedom of Information and Protection of Privacy Act* and any other applicable legislation;

7.1.2 All Public Participation will be undertaken in accordance with all existing municipal policies;

7.1.3 This Policy shall be available for public inspection and may be posted to the Municipality's website;

7.1.4 This Policy will be reviewed at least every four (4) years.

### 7.2 Public Participation Standards

7.2.1 Public Participation will be conducted in a sustainable and inclusive manner having regard to different levels of accessibility;

7.2.2 Public Participation activities will be conducted in a professional and respectful manner;

7.2.3 Public Participation will consider early, ongoing and diverse opportunities to provide input;

7.2.4 Municipal Stakeholders who participate in any manner of Public Participation are required to be respectful and constructive in their participation. Municipal Stakeholders who are disrespectful, inappropriate or offensive, as determined by Administration, may be excluded from Public Participation opportunities;

7.2.5 The results of Public Participation will be made available to Council and Municipal Stakeholders through media releases.

## *8. Public Participation*

a) The CAO shall consider the following:

i. The nature of the matter for which Public Participation is being sought;

ii. The impact of the matter on Municipal Stakeholders;

iii. The demographics of potential Municipal Stakeholders in respect of which Public Participation Tools to utilize, level of engagement and time for input;

iv. Utilizing the most direct method of inviting the most affected members of the community to participate in the decision- making process;

v. The timing of the decision and time required to gather input;

vi. What information required, if any, to participate; and

vii. Available resources and reasonable costs.

## *9. Citizen Communication with the Municipality*

This section is intended to enable the Village of Cremona to promptly and effectively address program and service delivery concerns raised by citizens of the municipality.

This policy section will assist the municipality in providing excellent service to the public and contribute to continuous improvements of operations. The Village of Cremona strives to reduce customer dissatisfaction by:

- Providing a timely and accurate response to concerns; and,
- Using concerns as an opportunity to improve program and service delivery issues.

### 1. Definition

A complaint is an expression of dissatisfaction related to a municipal program, service, facility, where a citizen believes that the municipality has not provided a service experience to the customer's satisfaction at the point of service delivery and a response or resolution is explicitly or implicitly expected.

### 2. Communication

Citizens may also communicate with the Village to provide:

- An expression of approval or compliment for municipal staff member(s), program, product or process;
- A suggestion or idea submitted with the aim of improving services, programs, products or process.

### 3. Process for Communicating

Concerns must be submitted to the Village, on the form labeled Schedule "B". All information on the form must be completed.

The reception desk shall log the form and forward a copy to the appropriate Department Head or designate. Within seven (7) business days of receipt of the submission, the reception desk shall acknowledge to the citizen in writing that the submission has been received (Schedule "C"). The citizen shall be provided with a tracking number to facilitate requests for updates to the status of the submission.

The Village shall investigate, and in doing so shall consider:

- Relevant municipal and provincial legislation;
- Relevant policies and procedures;
- Existing file documents;
- Employee(s) or member(s) of the public involved in the issue;
- Actions that may be taken to address the submission or improve municipal operations.

Within thirty (30) calendar days of receipt of the submission, the responding department shall provide a response in writing, phone or email to the citizen. The response shall include:

- Whether the concern was substantiated;
- If the concern is not substantiated, provide reason(s) for their decision; and,
- Any actions the municipality has or will take as a result of the concern.

If the responding department is unable to provide a response within thirty (30) calendar days, they shall notify the citizen of the delay and provide an estimate of when a response will be provided.

The responding department shall file a copy of the submission and resolution with the reception desk. The reception desk shall maintain a file in accordance with the Village's records retention bylaw.

**Submissions provided to the Village of Cremona shall be referred to the appropriate municipality or provincial agency when the matter is not within the control of the Village of Cremona.**

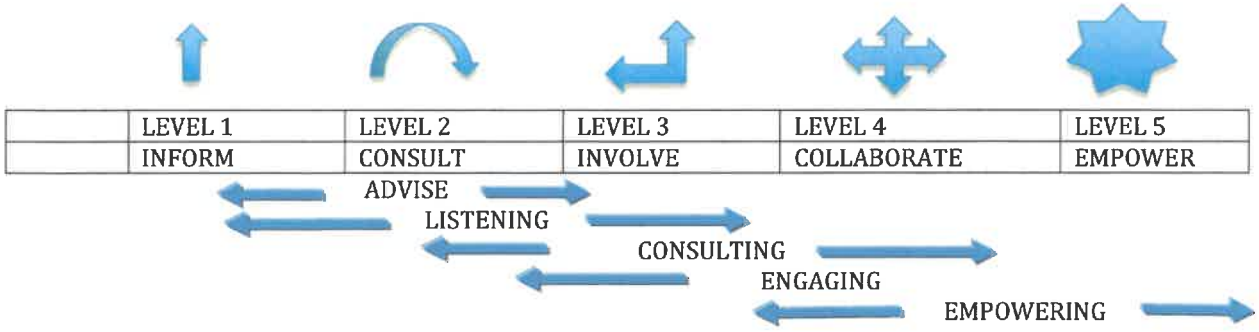
Appendix: "A" Public Participation Spectrum
"B" Citizen Communication Forum
"C" Response Letter Form

**Mayor**

**Chief Administrative Officer**

# SCHEDULE "A"

# POLICY A-010-00-POL PUBLIC PARTICIPATION AND ENGAGEMENT




| | INFORM | CONSULT | INVOLVE | COLLABORATE (requires CAO approval) | EMPOWER (requires CAO approval |
|---|---|---|---|---|---|
| PURPOSE | To provide the public/stakeholder with objective information and advise them of issues/initiatives | To educate and collect public/stakeholder opinion to improve decisions | To stimulate public/stakeholder debate, clarify values and broaden the information base to improve decisions | To deliberate and work with public/stakeholders to improve the outcomes | CAO or designate shall work with the public/stakeholders with the outcome being joint decision making and implementation to improve community capacity. |
| | | | | | |
| PROMISE | We will make you aware of issues/initiatives | We will listen, acknowledge and report concerns and aspirations about presented alternatives, and explain to the decision-maker how public input influenced the recommendation | We will work with public/stakeholders to ensure concerns are directly reflected in the alternatives developed, report the comments received and explain how the input contributed to recommendation(s) | We will actively involve you in developing alternatives and the recommendations | We will actively involve you in developing alternatives and the recommendations and listen to and consider ideas and concepts. |
| | | | | | |
| REPORTING | Administration record of notification and recording of comments | Administration report to decision-maker with comments received from consultation | Administration feedback mechanism to public/stakeholders and Administration report to decision-maker | Public/stakeholder participation in report/presentation to decision-maker | Public/stakeholder participation in report/presentation to decision-maker, may also include the delegation reporting directly to Council. |
| | | | | | |
| DECISION MAKER | Administration/Council | Administration/Council | Council | Council | Council |

VILLAGE OF Cremona

Village of
Cremona
PO Box 10
205 1st Street E
Cremona, AB
T0M 0R0
Phone: 403-
637-3762 Fax:
403-637-2101

## CITIZEN COMMUNICATION & REQUEST FOR SERVICE FORM

| | | | | |
|---|---|---|---|---|
| *DATE: | _____ | | | |
| *NAME: | | | | |
| *Mailing Address: PO Box _____ | | Cremona | AB | T0M 1X0 |
| *Civic Address: | _____ | | | |
| *(House Number, Street or Avenue, NW, NE, SE, SW)* | | | | |
| *Phone Number: | Home:_____ | Cell #: | _____ | |
| *Email: | _____ | | | |
| *All Fields Marked * Are Mandatory* | | | | |
| ***Details of Communication / Request(s)** | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

| | | | | | |
|---|---|---|---|---|---|
| Date Received: | _____ | Time: ____ | Tracking #: _____ | | Initials: ___ |
| Method Received: | Phone D | In Person D | Email D | Fax D | |
| Facility: | Community Centre D | Arena D | Library D | Roads D | Town Office D |
| Department | Administration D | Operations D | Community Services D | Peace Officer ☐ | Emergency Services ☐ |
| Investigation & Response: | Date: _____ | | Method of Response: Phone ☐ Email ☐ In Person ☐ | | |

SCHEDULE "C"
POLICY A-010-00-POL

**ACKNOWLEDGEMENT OF CITIZEN COMMUNICATION**

Date:

Name
PO Box _____
Cremona, AB

Dear Mr./Ms./Mrs. _____

Thank you for taking the time to inform the Village of Cremona of _____ *(record the concern/complement/request).* We received your written submission on_____, 20__, and your submission has been assigned a tracking number of:_____.

The Village of Cremona will provide a response within thirty (30) calendar days of receiving your submission. If the matter is of an urgent nature, your submission will be dealt with in a timely manner in accordance to the need.

If you have any questions regarding the process, please do not hesitate to contact the Village at (403) 637-2101 or email:
Yours Truly,

Name
Position