



# DISTRICT OF WEST KELOWNA

## COUNCIL POLICY MANUAL

Pages: 1 of 2  
Approval Date: 2010-JAN-12

<b>DEPARTMENT:</b>	<b>CORPORATE SERVICES</b>
<b>SUBJECT:</b>	<b>COUNCIL COMMUNICATION</b>

### **Policy Statement:**

The District of West Kelowna's Council is committed to continuous improvement of service delivery to its residents. Effective communication policies will ensure open, transparent and efficient responses.

### **Purpose:**

To establish a consistent process for responding to citizen concerns and requests for information received by Council, individually and as a whole.

### **Policy Procedure:**

#### **Requests for information of an operational nature/applications in process or before Council**

1. Council members who receive requests for information or concerns/complaints of an operational nature or regarding applications to the District will forward the e-mail to [info@districtofwestkelowna.ca](mailto:info@districtofwestkelowna.ca) for staff response.
2. Staff will process the request following the Administrative Policy in effect for the District respecting response to inquiries and copy the response to all council members.

#### **Requests for information of a non-operational nature/policy-Council position and Personal position**

1. As outlined in the *Community Charter*, Section 116, Responsibilities of the Mayor:
  - (2) In addition to the mayor's responsibilities as a member of council, the mayor has the following responsibilities:
    - (g) to reflect the will of Council and to carry out other duties on behalf of the Council.

To this end, the Mayor will present the official position of Council. The position shall be placed on the Mayor's letterhead or e-mail and forwarded to the appropriate party.

2. If an individual Council member or the Mayor is requested to provide a policy position on an issue and that issue has come before Council resulting in a resolution, the Council member or Mayor shall:
  - i. Provide the official stance of the District; and,
  - ii. If desired, provide his or her personal position on an issue; and,
  - iii. Share that response with all members of Council and the CAO.
3. If the Council member is representing the District in an official capacity (ie. Acting Mayor), the Council member must advocate the official District position on an issue.

Use of Electronic Mail by Mayor and Council

1. All materials produced through District of West Kelowna e-mail accounts belong to the District of West Kelowna and are subject to the Freedom of Information and Protection of Privacy Act.