



**REGULAR COUNCIL MEETING AGENDA
TOWN OF MILLET**

**Wednesday, November 13th, 2024
4:00 p.m.
MCC Council Chambers**

1.0 CALL TO ORDER

2.0 TREATY 6 RECOGNITION

3.0 PUBLIC HEARING

4.0 ADDITIONS, DELETIONS AND ADOPTION OF AGENDA

Deletion 11.1

5.0 ADOPTION OF MINUTES

5.1 October 23rd, 2024, Organizational Meeting of Council

5.2 October 23rd, 2024 – Regular Meeting of Council

6.0 DELEGATIONS

6.1 RCMP Constable John Spaans and Sgt Ross Assoon

6.2 Mr. Rod Thompson – Permission for Sea Can

7.0 REPORTS

7.1 Millet Fire Report

8.0 BYLAWS

9.0 AGREEMENTS

10.0 CORRESPONDENCE

11.0 NEW BUSINESS

- 11.1 RFD Charging Station
- 11.2 RFD Street Sweeping
- 11.3 RFD No Through Signage
- 11.4 RFD Customer Code of Conduct
- 11.5 Permission for Sea Can - 5128-51 Street

12.0 CLARIFICATION OF AGENDA

13.0 CLOSED SESSION

14.0 ADJOURNMENT



**ORGANIZATIONAL MEETING OF COUNCIL
TOWN OF MILLET
MCC Council Chambers
October 23, 2024
4:00 p.m.**

PRESENT:

MAYOR

Doug Peel

COUNCILLORS

Michael Bennett
Gerdie Hogstead
Susie Petrisor
Rebecca Frost
Mathew Starky

C.A.O.
DIRECTOR OF INFRASTRUCTURE
OFFICE MANAGER
DIRECTOR OF FINANCE

Lisa Schoening
Lisa Novotny
Joyce Vanderlee
Annette Gordan

Absent with Regret

Charlene Van de Kraats

1.0 CALL TO ORDER:

The meeting was called to order by Mayor Peel at 4:00 p.m.

2.0 ADDITIONS AND ADOPTIONS OF AGENDA:

Res # 197/24	Moved by Councillor Starky that the agenda is hereby adopted.
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CARRIED

3.0 SET COUNCILLOR RENUMERATION – POLICY 52A:

Res # 198/24	<p>Moved by Councillor Frost that 52A be adopted as information.</p> <p>Per the policy base compensation is adjusted for inflation from the province of Alberta from September to August 31st. As of August 31st the annual yearly inflation for Alberta was 2%. The following is the new remuneration effective January 1st 2025.</p> <p>Mayor: \$1,389.40</p> <p>Deputy Mayor \$1,214.40</p> <p>Councillor \$1,157.48</p>
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CARRIED

4.0 SET REGULAR COUNCIL MEETING DATES AND TIMES:

Res # 199/24	<p>Moved by Councillor Petrisor that the Regular Council meeting times be accepted as information.</p>
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CARRIED

5.0 APPOINT COMMITTEE AND COMMISSION MEMBERS AND ALTERNATES:

Res # 200/24 Committee and Commission Members & Alternates	<p>Moved by Councillor Starky that the below Appointments to Committees and Commission Members are hereby appointed as below.</p>
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CARRIED

Board or Committee	Members	Alternate
Millet Library	Councillor Van de Kraats Councillor Petrisor	
Millet Seniors	Councillor Bennett	Councillor Hogstead
Wetaskiwin Area Lodge Authority	Councillor Hogstead	Councillor Starky
Millet Emergency Advisory Committee	Mayor Peel Councillor Frost Councillor Van de Kraats Councillor Starky	
Yellowhead Regional Library	Mayor Peel	Councillor Bennett
Risk Management Committee	Councillor Frost Councillor Hogstead	Mayor Peel
West Dried Meat Lake Landfill	Mayor Peel	Councillor Bennett
Municipal Planning Commission	Councillor Bennett Councillor Frost Councillor Van de Kraats	
Capital Region SW Water Commission	Mayor Peel Councillor Starky	Councillor Frost
Policy Review Committee	Councillor Frost Councillor Van de Kraats Councillor Hogstead	
Personnel Committee	Councillor Bennett Councillor Van de Kraats	
Intermunicipal Collaboration Committee	Mayor Peel Councillor Bennett	
Millet AG Society	Councillor Starky	Councillor Frost

6.0 **APPOINTMENT OF SOLICITOR:**

Res # 201/24 Minutes Regular Meeting	Moved by Starky that Brownlee LLP be appointed as the Town Solicitor for 2025.
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CARRIED

7.0 APPOINTMENT OF MUNICIPAL PLANNING COMMISSION:

Res # 202/24 Minutes Regular Meeting	Moved by Councillor Petrisor that Councillor Bennett be appointed the Chair and Councillor Van de Kraats be appointed as the Vice Chair of the Municipal Planning Commission.
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CARRIED

9.0 ADJOURNMENT:

The meeting was adjourned at 4:07 p.m.

THESE MINUTES ADOPTED BY COUNCIL THIS 13th DAY OF November 2024.

MAYOR

CHIEF ADMINISTRATIVE OFFICER



**REGULAR MEETING OF COUNCIL
TOWN OF MILLET
OCTOBER 23rd, 2024
Millet Civic Centre
4:00 p.m.**

PRESENT:

MAYOR

Doug Peel

COUNCILLORS

Mike Bennett
Gerdie Hogstead
Susie Petrisor
Mat Starky

CAO
OFFICE MANAGER
DIRECTOR OF INFRASTRUCTURE

Lisa Schoening
Joyce Vanderlee
Lisa Novotny

Absent with Regret

Charlene Van de Kraats

1.0 CALL TO ORDER

The meeting was called to order by Mayor Peel at 4:08p.m.

2.0 TREATY 6 RECOGNITION

3.0 PUBLIC HEARING

4.0 ADDITIONS, DELETIONS AND ADOPTIONS OF AGENDA

Res #203/24 Adoption of Agenda	Moved by Councillor Hogstead that the October 23rd, 2024, agenda is hereby approved as amended: Addition: 8.1 Bylaw 2024-12 Land Use Amendment Addition: 13.1 In Camera Land
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CARRIED

5.0 ADOPTION OF MINUTES:

Res #204/24 Adoption of Minutes	Moved by Councillor Starky that the October 9th, 2024, Regular Meeting of Council Minutes are hereby approved as presented.
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*CARRIED***6.0 DELEGATIONS: NONE****7.0 REPORTS:****7.1 *Finance – Tax Aging Analysis to September 2024***

Res # 205/24 <i>Reports</i>	Moved by Councillor Frost that Council accepts the reports presented as information.
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*CARRIED***8.0 BYLAWS:****8.1 *Bylaw 2024-12 Land Use Amendment***

Res # 206/24 <i>Bylaw 2024-12</i>	Moved by Councillor Frost that Council gives second reading to Bylaw 2024-12, being the Land Use Bylaw.
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CARRIED

Res # 207/24 <i>Bylaw 2024-12</i>	Moved by Councillor Hogstead that Council gives third and final reading to Bylaw 2024-12, being the Land use Bylaw.
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*CARRIED***9.0 AGREEMENTS: NONE****10.0 CORRESPONDENCE: NONE****11.0 NEW BUSINESS:****11.1 DEM Appointment**

Res #208/24	Moved by Councillor Starky that council appoint David Slipp as the Director of Emergency Management.
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CARRIED

11.2 Chamber of Commerce Upcoming Events

Res #209/24	Moved by Councillor Starky that Mayor Peel and any council members or staff that wish to attend may the Heels & Holly Market on November 22 2024 and Spirit of Giving December 6 2024.
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11.3 December Meeting Dates

Res #209/24	Moved by Councillor Petrisor that Council cancels December 11 th and December 25 th , 2024, Regular Council Meetings, and further that council approves December 18 2024, as the amended Council Meeting Date for December 2024.
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*CARRIED***11.4 Municipal Planning Commission Member at Large**

Res #210/24	Moved by Councillor Petrisor that council appoint Robin Brooks to the Municipal Commission Board as a Member at Large for a two-year term.
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*CARRIED***12.0 CLARIFICATION OF AGENDA: NONE***Took 5 minute break*

Res #211/24 <i>Adjournment</i>	Moved by Councillor Starky that the Regular Council Meeting temporarily adjourn and council sit in Closed Session at 4:33 p.m.
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*CARRIED***13.0 CLOSED SESSION:**

Council will also be discussing privileged information regarding Land therefore, the meeting should go in Closed Session, pursuant to Section 197 of the Municipal Government Act, 2000, Chapter M-26.1 and amendments thereto, and Sections 23, 24 and 27 of the Freedom of Information and Protection of Privacy Act, 1994, Chapter F-18.5 and amendments thereto.

Res #212/24 <i>Reconvene</i>	Moved by Councillor Petrisor that the Regular Council Meeting reconvene from Closed Session at 4:48 pm.
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CARRIED

14.0 ADJOURNMENT:

The meeting was adjourned at 4:48 p.m.

THESE MINUTES ADOPTED BY COUNCIL THIS 13th DAY OF NOVEMBER 2024.

MAYOR

CHIEF ADMINISTRATIVE OFFICER



TOWN OF MILLET REQUEST FOR DECISION (RFD)

Meeting: Council Meeting
Meeting Date: November 13, 2024
Originated By: Admin
Agenda Item: Delegation – RCMP

BACKGROUND/PROPOSAL

Inspector Spaans will be in attendance to update Council on the RCMP stats.



TOWN OF MILLET REQUEST FOR DECISION (RFD)

Meeting: Council Meeting
Meeting Date: November 13, 2024
Originated By: Admin
Agenda Item: Delegation – Permission for Seacan

BACKGROUND/PROPOSAL

Mr. Rod Thompson will be in attendance to address Council regarding the placement of a sea can in the open space at 5128-51 Street.

The property is owned by Rueben Oselies and he has permitted Mr. Thompson to place the sea cans in the area for quite some time.

I have asked Bylaw for a recommendation, which is attached.



Hello,

Regarding the sea-cans on the property behind Centennial Park,

Enforcement services does not dispute the location of the sea-cans or see any issue with them being used for storage.

This location is zoned as R3, it is land locked behind back yards and used as storage. The maintenance of the property has always been some what kept, or the property owner is dealing with it in a timely fashion.

The property owner has made it clear that he is giving his permission for them to be on the property, so long it is permitted. Due to the current Bylaw sea-cans are not permitted on residential. This property is not developed, and I do not see any risk or issues with allowing for them.

They are not visible from the alley or from the front view of the park on 52 Avenue.

Stephanie Harcus

Town of Millet Bylaw



Current Theme: Base Map

Legend Searches Routing Planner

☐ Visible at Current Scale

Theme: Base Map

Base Features

☐ Surrounding Municipalities
Labels:

☐ Town Boundary

☐ Alberta Roads
Labels:

☐ Creeks
Labels:

☐ Roads
Labels:
Thematics:

☒ Roads Names
Labels:

☐ Township Grid

Property Features

☒ Cadastre
Labels:

☐ Map Points(1447)

☐ Section Grid
Labels:

☐ Section Label
Labels:

☐ LSD Grid
Labels:

Planning Development

Parks and Recreation

Water Utilities

Wastewater Utilities

Storm Sewer Utilities

Transportation

Maintenance

Assessment

Cemetery



100 yd
100 m





Millet Fire Department
Call History Report by Date
10/1/2024 - 10/31/2024

Date	Type	Incident #	Incident Type	Primary Action	Address	# Of Attendees	Total Time
Fri 10/04/2024 09:24	County - Leduc (Extra Hours)	2400127	29 Traffic/ Transportation Incidents	55 Establish safe area		9	02:15
Sun 10/06/2024 11:04	County - Wetaskiwin	2400128	77 Motor Vehicle Collision	55 Establish safe area		13	01:14
Mon 10/07/2024 19:47	County - Wetaskiwin (Extra Hours)	2400129	29 Traffic/ Transportation Incidents	55 Establish safe area	241043 hwy 814	12	01:26
Wed 10/09/2024 11:42	County - Wetaskiwin	2400130	52 Alarms	55 Establish safe area	53 241001 twp 472	8	00:36
Fri 10/11/2024 13:39	County - Wetaskiwin	2400131	52 Alarms	55 Establish safe area	260012 HWY 616 West	8	00:40
Sun 10/13/2024 05:44	County - Leduc (Extra Hours)	2400132	77 Motor Vehicle Collision	55 Establish safe area	QEII HWY TWN 483	10	01:19
Mon 10/14/2024 13:54	City - Millet	2400133	26 Sick Person (Specific Diagnoses)	70 Assistance, other	102 JUBILEE ROAD	13	00:25
Sat 10/19/2024 19:30	County - Wetaskiwin (Extra Hours)	2400134	71 Vehicle Fire	10 Fire control or extinguishment, other	QE 2 TWN 470	14	01:37
Sun 10/20/2024 22:41	City - Millet	2400135	69 Structure Fire	55 Establish safe area	4904 52 ST	12	01:49
Mon 10/21/2024 18:23	County - Wetaskiwin	2400136	52 Alarms		53 241001 twp 472	9	00:06
Sun 10/27/2024 06:34	County - Wetaskiwin (Extra Hours)	2400137	29 Traffic/ Transportation Incidents	55 Establish safe area	Hi way 2A TWN 481	13	01:26
Sun 10/27/2024 19:14	City - Millet	2400138	77 Motor Vehicle Collision	55 Establish safe area	5027 45 AVE	17	00:43
Tue 10/29/2024 13:09	County - Leduc (Extra Hours)	2400139	29 Traffic/ Transportation Incidents	55 Establish safe area	HWY 814 Hwy 616 East	8	01:17
Wed 10/30/2024 21:45	City - Millet	2400140	17 Falls	55 Establish safe area	Midland Road Apt: 9	16	00:30
Thu 10/31/2024 17:40	City - Millet	2400141	52 Alarms	86 Investigate	221 WILKS DR	7	00:05

Total calls for City - Millet:	5
Total calls for County - Leduc:	0
Total calls for County - Leduc (Extra Hours):	3
Total calls for County - Wetaskiwin:	4
Total calls for County - Wetaskiwin (Extra Hours):	3
Total calls:	15
Total Time:	15:28

SM

701



TOWN OF MILLET REQUEST FOR DECISION (RFD)

Meeting: Regular Council Meeting
Meeting Date: October 23, 2024
Originated By: Rob Pelletier
Agenda Item: 11.1 To repair and maintain the EV charging Station.

BACKGROUND/PROPOSAL

After multiple times of the EV charger being vandalized, the charger is reported to not be working any longer.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Discussion

- The charging plug on the end of the cable is broken and reportedly not working any longer.
- The cable is too long and should be shortened.
- The charger has been vandalized multiple times, but we now have a camera pointed in that area.

Options

- Leave it the way it is and put it out of order. We would have to update the online mapping.
- Maintain it and budget for the repairs.
- Remove the charger all together.
- Request the repairs be made by some other organization, such as the donor.

Benefits

- It brings people to the town for the free charging benefit (very few so far)
- It keeps Millet current.

Disadvantages

- It is expensive to repair
- It costs the town money when people charge their vehicles
- It seems to be used very little
- It has been a magnet for vandalism

COSTS/SOURCE OF FUNDING

I did receive a quote from nu-Solar for \$1300 on March 24, 2024, for the repairs and would take 4-5 weeks for parts to arrive. This would likely have an increase by the time we decide. I would budget for around \$1500.00

The funding would most likely come from either an increased operational budget or from the contingency fund.

RECOMMENDED ACTION:

Make the repairs and monitor the equipment for damage which could be matched up with video footage for accountability.



TOWN OF MILLET REQUEST FOR DECISION (RFD)

Meeting: Regular Council Meeting
Meeting Date: October 23, 2024
Originated By: Rob Pelletier
Agenda Item: 5-year street sweeping contract

BACKGROUND/PROPOSAL

After requesting quotes from many different companies over the last 3 years for street sweeping, and only receiving quotes back from O'Hanlon Paving, we have asked them to provide their best price for a 5-year contract for their services.

DISCUSSION/OPTIONS/BENEFITS/DISADVANTAGES

Over the past 3 years, we have spent many hours asking different companies quote on the spring street sweeping in Millet. Each year, O'Hanlon Paving has been awarded the contract due to their low cost and efficient work. After a few years of this happening, and many requests, other companies have stopped offering quotes to do this work. We have requested O'Hanlon to submit a quote for work to be completed each year for the next 5 years.

Having the same company allows us to have

- Consistent pricing
- Consistent quality of work
- The company is familiar with the town and can finish everything in 1 day
- Saves us countless hours of wasted time trying to have companies quote the work, which has been proven to be without results

The option could be that we ask for a shorter term of maybe 3 years, but we may run the risk of not being the offer listed below. This was to be a low-cost quote negotiated over a 5-year period.

COSTS/SOURCE OF FUNDING

The cost has consistently been the cheapest year over year and will go as follows,

- 2025 - \$10,500
- 2026 - \$10,900
- 2027 - \$11,300
- 2028 - \$11,700
- 2029 - \$12,100

O'Hanlon has offered to freeze the cost from 2024 to 2025, and then, show a nominal increase of \$400/ year, which at the top rate in 2029, is still cheaper than the lowest quote from other companies 2 years ago.

Funding would come from the operational budget.

RECOMMENDED ACTION:

I would recommend awarding the work to O'Hanlon for the next 5 years due to the quality, consistency and efficiency of work provided.

No Thoroughfare Signage Request at 51st Ave North Laneway

October 25, 2024

Attention: Town of Millet Council Members c/o Lisa Schoening (Chief Administrative Officer)

Cc: Lisa Novotny (infrastructure@millet.ca) Director of Development & Infrastructure
Anna Bailey (anna@milletmanor.ca) Property Manager - Millet Manor 5111-51st Street

This letter is provided for consideration by the Town of Millet Council Members to implement **NO THROUGH TRAFFIC** signage to the laneway entrance at the north side of 51st avenue, to the rear of the Millet Museum.

BACKGROUND

Millet Manor is a privately owned rental complex located at 5111-51st Street comprised of twelve apartment units, housing potentially twenty four residents. The tenants of the building have raised concerns related to a large amount of unlawful vehicular traffic using the town of Millet's laneway to access the Manor's private driveway as a short-cut route taking them to 51st Street (see Figure 1). The situation may be further exacerbated due to Google maps indicating that the laneway is a town road identified as 52nd avenue.

Because Millet Manor is a private complex, tenants do not anticipate public thoroughfare in their amenity space, and therefore they have raised concerns for occupant safety. Meaningful volumes of vehicles have been observed to travel at speeds unsafe for private community living space.

Above the safety and nuisance complaints, the unlawful traffic has resulted in accumulated damage to the private driveway which will quickly lead to unnecessary repair costs. Moreover, the laneway and driveway are dirt roads which, when disturbed by fast-moving vehicles, become plumes of dust prone to infiltrate tenant's open windows.

SIGNAGE REQUEST

Although Millet Manor has posted "Private Property" signage at the two entrances, it appears to be ignored by non-residents. It is therefore requested that the Town of Millet install signage to help deter vehicular short-cut traffic through the laneway (see Figure 2). A Town controlled signage is hoped to carry more authority and serve as notice to the public that the laneway is not a thoroughfare road.

This matter is a pressing concern raised by tenants and also observed by the Manor's property managers. Therefore, a quick implementation of the sign is needed.

It is with trust that Council would consider this request and provide a favorable approval to assist with mitigating the situation.

Please advise if further clarification or information is needed.

Sincerely,

Melissa Stina (milletmanor@gmail.com)
Millet Manor Owner

No Thoroughfare Signage Request at 51st Ave North Laneway

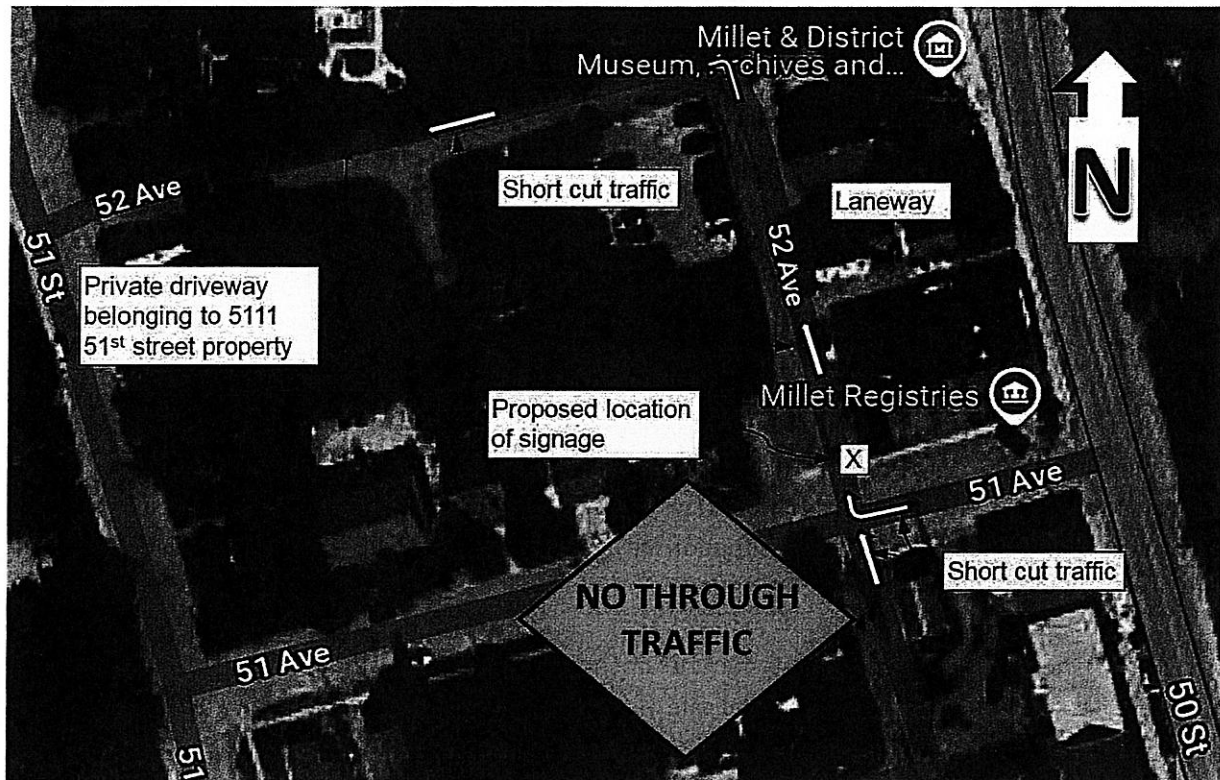


Figure 1. Showing Short Cut Traffic Pattern

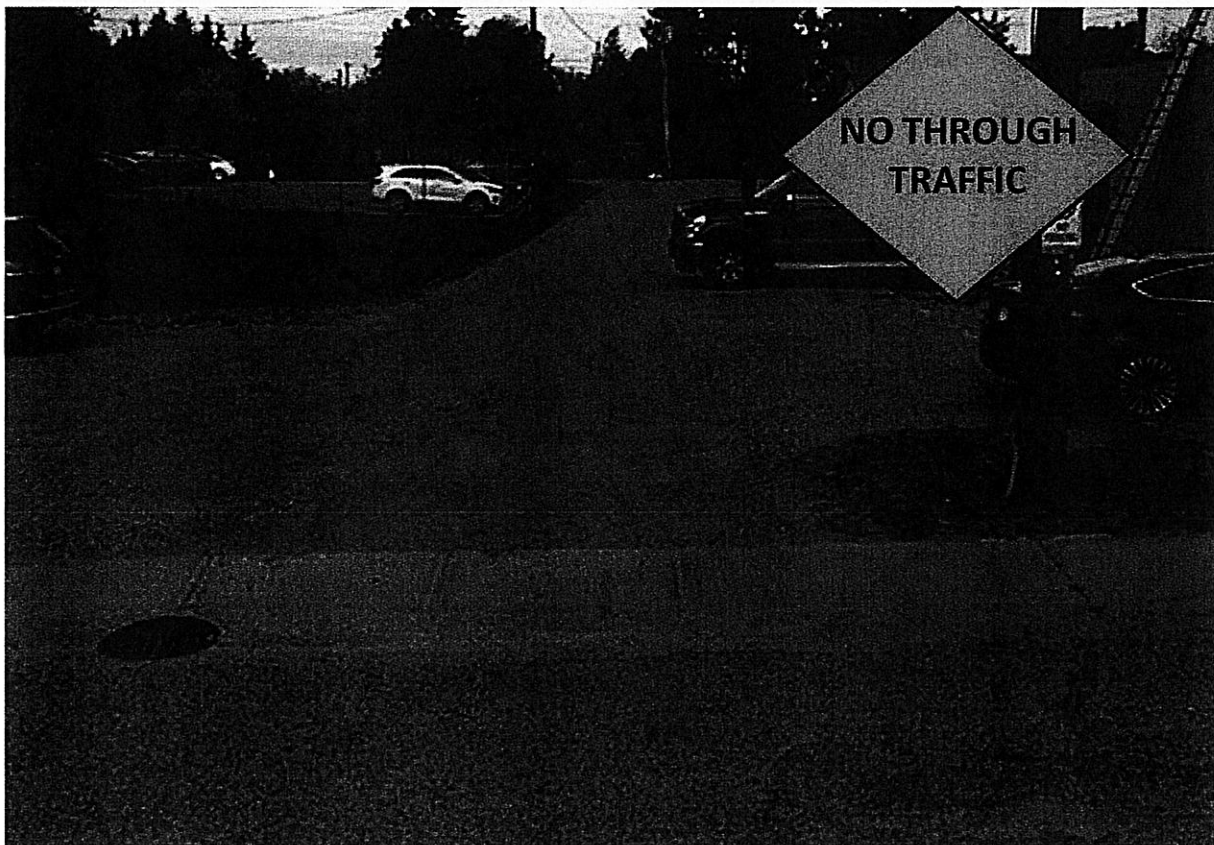


Figure 2. Showing Proposed Location of Signage



TOWN OF MILLET REQUEST FOR DECISION (RFD)

Meeting: Council Meeting
Meeting Date: November 13th 2024
Originated By: Administration
Agenda Item: 11.4 Customer Code of Conduct

BACKGROUND/PROPOSAL

Council discussed putting a customer Code of Conduct in place to ensure safety for all employees and elected officials in the Town of Millet.

RECOMMENDED ACTION: Does Council wish to adopt the new Customer Code of Conduct?

11.4



Customer Code of Conduct Policy

Policy Number:

Date of Issue:

Motion Number:

Number of Pages: 5

Supersedes: NEW

Signature of Approval: _____

Doug Peel, Mayor

Policy Statement

The Town of Millet is committed to serving the community by providing fair, consistent and accessible service to members of the public while attending a Town Facility, Program or property or while being provided with a Town Service. The Town of Millet is also committed to its employees by providing a safe working environment.

Purpose

The purpose of this policy is to contribute to the Town of Millet's commitment to service excellence and good governance by addressing all requests and complaints equitably and efficiently, while acknowledging that there may be a need to protect staff from inappropriate behaviour. Members of the public, visitors to Town Facilities, Program(s) or individuals conducting business with the Town shall refrain from inappropriate behaviour towards employees, elected officials and any person acting on behalf of the Town of Millet. If inappropriate behaviour occurs, the Town will take appropriate action to ensure a respectful workplace.

From time to time, it may be necessary for the Town of Millet to restrict or amend the way we allow an individual member of the public to communicate with us or how we communicate with them. This may be at the individual member of the public's request, or the Town may also choose to restrict an individual member of the public's contact. If the Town determines, based on the member of the public's previous contact with the Town, it is no longer appropriate for them to communicate with the Town or the Town's employees in the same way as other members of the public this policy comes into effect.

Where a member of the public continues to behave unreasonably or in an inappropriate manner for a prolonged period of time, or it has been deemed that the behaviour is severe, the following policy outlines the necessary steps for restricting the form and manner of contact with the Town.

Definitions

"Chief Administrative Officer (CAO)" means the Chief Administrative Officer of the Town of Millet.

"Member of the public" is any individual other than an employee as defined in this policy.

"Designate" a person chosen to officially do a particular job.

"Employee" is any person employed by the Town which includes and is not limited to any person employed in the capacity of a full-time, part-time, casual, term, seasonal, summer, contracted position or volunteer of the Town of Millet.

"Facility" is a building, structure, parks, playgrounds, soccer fields, tennis courts, spray park, pool, and ball diamonds or area whether indoors or not that is operated by the Town.

"Inappropriate Behaviour" includes but is not limited to: Non-compliance, harassment, hostile or threatening.

"Non-Compliance" refers to the deliberate disregard or violation of the established guidelines or rules governing the use of Town property or facilities, as outlined at each respective location and by Occupational Health & Safety rules.

"Harassment" is any single incident or repeated incidents of objectional, inappropriate, or unwelcome conduct, comment bullying, unwelcome joking or display, action, or gesture by a

person that the person knows or ought reasonably to know will or would cause offence, humiliation, or intimidation to another person, or adversely affects the other person's mental and/or physical health and safety.

"Hostile" is showing strong dislike, behaving unfriendly or aggressive.

"Threatening" is having a hostile or deliberately frightening quality or manner, showing an intention to cause bodily harm or causing someone to feel vulnerable or at risk.

"Program" is an activity, event, course, or class organized and operated by the Town, or through the Town's contracted services.

"Property" means lands, premises, road allowances, parks, playgrounds, sports fields, tennis courts, spray park, ball diamonds or other grounds associated with buildings owned, leased, or otherwise controlled by the Town as well as any vehicles owned by the Town.

"Town" is the corporation of the Town of Millet.

Examples of what might be considered inappropriate behaviour are provided below. The list is not exhaustive, nor does a singular action set out below necessitate the application of this policy.

- . Entering restricted areas or loitering in non-permitted zones of a Town facility without proper authorization, leading to potential safety concerns or disruption to others.
- . Verbal or written comments, behavior or "jokes" which are rude, degrading, offensive, demeaning, embarrassing or insulting.
- . Willfully causing damage or vandalism to Town property or equipment or engaging in theft or attempted theft of Town property or the belongings of others.
- . Using Town equipment or facilities for personal use without permission, or ignoring posted safety guidelines, such as bypassing security measures.
- . Failing to adhere to established procedures for the use or maintenance of Town facilities, including improper disposal of waste or unauthorized alterations to equipment.
- . Engaging in behaviour that creates a hostile environment for others using the facilities, such as verbal abuse, physical altercations, or disrupting scheduled activities by refusing to follow staff instructions or interfering with the activities of others.
- . Complaints concerning an issue which staff have already investigated and determined to be groundless.

- . Complaints concerning an issue which is substantially similar to an issue which staff have already investigated and determined to be groundless (e.g. with respect to the same neighbour or same property).
- . Unreasonable conduct which is abusive including, but not limited to:
 - i. harassing, verbally abusing or otherwise seeking to intimidate staff dealing with a complaint;
 - ii. excessive or multiple lines of enquiry regarding the same issue (e.g. pursuing a complaint with staff in multiple Town departments and/or an elected official simultaneously) while a complaint is in the process of being investigated;
 - iii. repeatedly challenging the findings of a complaint investigation, complaining about the outcome and/or denying that an adequate response has been given;
 - iv. refusing to accept that an issue falls outside the scope of the Town's jurisdiction;
 - v. making unreasonable demands on staff by, for example, insisting on responses to complaints and enquiries within an unreasonable time-frame;
 - vi. making statements or providing representations that the subject person knows or ought to know are incorrect, or persuading others to do so;
 - vii. demanding special treatment from staff by, for example, not following the normal chain of command and immediately demanding to speak to a manager or supervisor;
 - viii. using new complaints to resurrect issues which were investigated and completed in previous complaints;
 - ix. changing the basis of the complaint as the investigation progress and/or denying statements made at an earlier stage;
 - x. refusing to co-operate with the investigation process while still wanting the
 - xi. complaint to be resolved;
 - xii. failing to clearly identify the precise issues of the complaint, despite reasonable
 - xiii. efforts of staff to obtain clarification of the concerns; or
 - xiv. providing false or misleading information.

PROCESS

The Town of Millet's approach to managing members of the public's inappropriate behaviour is to follow a four-stage process.

Anonymous complaints as they are difficult, if not impossible, to assess or investigate will not be dealt with through this policy.

Stage 1 "Warning": Members of the public displaying inappropriate behaviour (action, comment or joke that is offensive) will be warned politely by the Town representative they are dealing with. It is important to let the individual know exactly what behaviour has offended you. This initial response is intended to notify the offender that their actions are inappropriate and give the individual an opportunity to change the offensive behaviour. If the behavior does not change, the individual will be asked to leave the premises, if they do not comply, the R.C.M.P. will be contacted to remove the individual.

Stage 2 "The Single Point of Contact": If the inappropriate behaviour continues, Town of Millet may adopt a "single point of contact" approach. This does not restrict the way the member of the public can deal with Town of Millet but restricts contact to one Town employee. The

single point of contact should be a Supervisor, Manager or CAO. This appointed contact is responsible for managing future contact with the Town of Millet.

Stage 3 “Restricted Contact Channels”: If the member of the public, even when dealing with their single point contact, continues to display inappropriate behaviour, their contact channels may then be restricted further. For example: only dealing via email, telephone or in person. These decisions will be made by the C.A.O. It is important to note that the Town’s restriction on an individual’s contact enables Town of Millet to deal with them efficiently and effectively; however, it may not be permanent. If a member of the public subjected to this procedure alters their behaviour, there is no reason why they should continue to be limited to a single point of contact.

Stage 4 “Public Ban”

If a member of the public continues to display inappropriate or disruptive behaviour despite the previous stages of intervention, the employee will write an official written complaint for Council to review. Council will then make a decision regarding the complaint and a public ban may be implemented. This stage involves restricting the individual from accessing certain Town facilities, programs or conducting business with the Town of Millet. When advancing to Stage 4, the individual member of the public should receive formal written notice detailing the reasons for the ban, specific location(s) or facilities affected, the duration of the ban and any other conditions of the restriction.

Where behavior may constitute a criminal offense, the Town of Millet will refer the matter to the R.C.M.P.



TOWN OF MILLET REQUEST FOR DECISION (RFD)

Meeting: Council Meeting
Meeting Date: November 13, 2024
Originated By: Admin
Agenda Item: Permission for Sea Can 5128-51 Street

BACKGROUND/PROPOSAL

Mr. Thompson was present for a delegation regarding permission for the placement of a sea can at 5128-51 Street.

Does Council grant permission for Mr. Thompson to place a sea can at 5128-51 Street?