
	<b>Community Life</b>	
	<b>Policy Type:</b>	Purpose Statement
	<b>Number:</b>	PS-A-2.2
	<b>To be Reviewed:</b>	Once per term
	<b>Approval Date:</b>	March 8, 2021
	<b>Motion Number:</b>	21.C.094 22.C.084 22.C.110
	<b>Revised Date(s):</b>	February 28, 2022 March 14, 2022

### **Policy Statement:**

Okotokians needs are met and they have opportunities to live safe, healthy, and happy lives. Okotokians experience a welcoming and inclusive community where they can actively contribute to civic decision making.

1. Citizens have access to utilities and affordable housing options to meet their basic needs.
2. People and property are safe from crime, harmful activities, or other hazards.
  - 2.1 Emergency situations are addressed in a timely manner.
  - 2.2 Public safety priorities are founded in community wellness and neighbourhood strengthening initiatives.
    - 2.2.1 Community safety needs are met through established policing and municipal enforcement standards.
    - 2.2.2 Community safety needs are met through fire and emergency response standards.
  - 2.3 Community permit and safety processes are in compliance with regulatory requirements.
  - 2.4 Community Emergency Management Plan is maintained to ensure capacity to mitigate risks, respond, and recover from community disasters.
  - 2.5 Overarching Social Response Framework is maintained to ensure capacity to address long term social recovery from community disasters, pandemics, and other crises.
3. Citizens have opportunities for healthy, active, and creative lifestyles.
  - 3.1. A broad range of recreation and culture activities are available.
    - 3.1.1. Opportunities are accessible, in high quality facilities, multi-use civic buildings and a complete parks and open spaces network.
    - 3.1.2. Programs are affordable and barriers to participation are reduced.
    - 3.1.3. Okotoks provides a balance between structured and unstructured activities.


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4. Citizens have a sense of pride and belonging in their community.
  - 4.1. Citizens and visitors have access to a diversity of community events.
  - 4.2. Citizens view the community, municipal places, and spaces as safe and welcoming.
    - 4.2.1. Municipal spaces and programs strive to be inclusive and barrier free for all citizens.
  - 4.3. Citizens have access to and the ability to contribute artworks that helps support the local economy, and builds healthy and thriving public spaces where creativity flourishes.
5. Citizens have access to their community's history and significant historical resources are preserved.
  - 5.1. Education and preservation of our history is supported.
  - 5.2. The Municipal Heritage Designation Program supports education and preservation of our history.
  - 5.3. Culturally significant lands are secured and protected.
6. Citizens actively contribute to civic decision making.


#### **Service Level Descriptions:**

Within the description and context noted below, the following service levels will be adhered to:


- Recreation services including arenas, parks, community events, and outdoor facilities.
- Cultural services including the Rotary Performing Arts Centre, Okotoks Art Gallery and Museum, Foothills Centennial Centre, and community event/project facilitation.
- Protective services including Fire and Enforcement Services and management of the contract for policing services with the RCMP.
- Community social development including the Social Wellness Framework, Family and Community Support Services, and community/volunteer support programs.
- Infrastructure and operations services including utilities, parks, and affordable housing options.

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<b>Service</b>	<b>Service Level Descriptions</b>	<b>Service Level</b>
RCMP Contract Management	To protect people from violence and/or crime through the provisions of police services.	<ul style="list-style-type: none"> <li>• RCMP 24/7/365 crime and safety response.</li> <li>• Contract management with the RCMP for the level of service and enforcement of federal and provincial laws with local priorities established through an annual RCMP performance plan.</li> <li>• Promote and support education and proactive safety programs.</li> </ul>
Enforcement Services	To protect the safety of citizens, regulate the operations of business owners, and encourage positive neighbourhood relationships; and to promote and support education and proactive safety programs so that citizens know their rights and responsibilities in helping to make Okotoks a safe and livable Town.	<ul style="list-style-type: none"> <li>• Dog licensing program.</li> <li>• Commercial vehicle inspection program.</li> <li>• School zone patrols.</li> <li>• Enforcement of the Town of Okotoks bylaws.</li> <li>• Provincial legislation enforcement.</li> <li>• Traffic enforcement.</li> <li>• Animal and responsible pet ownership enforcement.</li> <li>• School Resource Officer</li> <li>• Okotoks Municipal Enforcement response available Mondays to Saturdays 0600-0200 Hours and Sundays 0800-0000 Hours.</li> </ul>

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Fire Services	<p>To effectively and efficiently mitigate a diverse range of emergencies including structural, wildland, and industrial fires while prioritizing life, safety, reduction of environmental impact, and property conservation.</p>	<ul style="list-style-type: none"> <li>• Fire response to the location within 10 minutes, 90% of the time, with service availability 24/7/365.</li> <li>• Commercial and residential fire inspections completed by certified Safety Code Officers as per the provincial Quality Management Plan and legislation.</li> <li>• Rescue services including motor vehicle collisions, water rescue, and other emergencies.</li> <li>• Provide back up medical response to Alberta Health Services medical/first responder incidents.</li> <li>• Respond to regional initiatives and partnerships including mutual aid agreements.</li> <li>• Emergency response/disaster services management, preparation, education, and operation of events.</li> <li>• The Emergency Operations Centre is opened and manned according to event needs and as per the approved the Community Emergency Management Plan.</li> </ul>
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Utilities	To provide safe, sustainable utilities to ensure the basic health and needs of residents are met.	<ul style="list-style-type: none"> <li>• Provide clean, potable, reliable drinking water for all residents and facilities within the urban developed areas inside Town boundaries.</li> <li>• Ensure water quality and compliance with all legislated standards.</li> <li>• Operation and maintenance of the storm water collection systems, management of facilities and outfalls that support the flow of rainfall and snowmelt.</li> <li>• Provide weekly curbside waste collection including garbage, recycling, organic waste for residential and non-residential locations on a contract basis in the urban developed areas inside Town boundaries.</li> </ul>
Community Social Support	Community social development is planned and provided to support long term positive effects on community change and evolution and to address the needs of vulnerable populations.	<ul style="list-style-type: none"> <li>• Family and Community Support Services supports others in coming together to address a common cause by fostering connections, developing partnerships, building capacity, and acting as a catalyst for new initiatives and social preventative programs and services to align with the Town's Social Wellness Framework outcomes.</li> </ul>

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		<ul style="list-style-type: none"> <li>• Coordinate the Town's volunteer services based on community needs.</li> <li>• Allocate Family and Community Support Services funding to support external agencies and programs that meet provincial criteria and builds capacity in the voluntary non-profit sector.</li> <li>• Provide support and connection to residents by connecting people to other community resources using walk in and outreach approaches through the Okotoks Family Resource Centre.</li> <li>• Provide affordable housing policy initiatives to encourage affordable housing options through granting/incentive programs.</li> <li>• Emergency Social Services management, preparation, education, and implementation.</li> <li>• Ensure Social Recovery Framework is maintained for long term recovery.</li> </ul>
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Community Development	<p>To provide opportunities that aim to achieve a socially progressive and diverse community that offers abundant social and cultural enrichment opportunities and the opportunity to live a healthy and active lifestyle.</p>	<ul style="list-style-type: none"> <li>• Delivery of community events for residents to connect and celebrate.</li> <li>• Provide, manage, coordinate, and program heritage, arts, cultural facilities, and community facilities (Foothills Centennial Centre, Rotary Performing Arts Centre) and special events and initiatives including managing associated volunteer resources.</li> <li>• Provide a variety of drop in and registered programs for youth and adults that provide social, recreational, and learning opportunities.</li> <li>• Manage, operate, and maintain indoor and outdoor Town owned recreation facilities including aquatics programs and all equipment and systems as appropriate and as per legislation, best practices, and programs aligned with community needs.</li> <li>• Operate customer services information centres at the Okotoks Recreation Centre and the Pason Centennial Arenas and to act as a liaison between customers and users.</li> <li>• Market, advertise, and provide public education for community and public services through a</li> </ul>
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		<p>variety of media to promote and support community initiatives, programs, and events.</p> <ul style="list-style-type: none"> <li>• Plan, deliver, and maintain sportfields, parks, trails, open spaces, and natural areas to meet residents, customers, and sporting groups' needs including grass cutting, fertilizing, aerating, sweeping, and litter collection.</li> <li>• Promoting public artworks as a focus on arts and culture as an economic driver as set out under Council policy.</li> </ul>
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