

Village of Rosalind



Service Levels

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I. Purpose of Council and Staff

The purpose of the Council and staff is to:

1. Provide good government, to include but not limited to budget, bylaws and policies.
2. provide services, facilities and other things that in the opinion of the Council, are necessary or desirable for all or a part of the community, and
3. Develop and maintain a safe, viable and sustainable community.

II. Legislative Services

A mayor and 2 councillors govern the Village of Rosalind and determine the goals, objectives and directives for the common good of all citizens.

The Council is responsible for:

1. developing and evaluating the policies and programs of the municipality,
2. ensuring that the powers, duties and functions of the municipality are appropriately carried out, and
3. Carrying out the powers, duties and functions expressly given to it under the Municipal Government Act, or any other enactment.

The mayor and councillors sit on various boards and committees to assist the Village in achieving its objectives and fulfilling regional responsibilities.

III. Employee Empowerment

The Service Levels provide direction and consistency in the way employees offer service to our community.

Service Levels are meant to be adhered to; however, they are not intended to cover every circumstance that an employee may face.

Employees are expected to use their best judgement when faced with a circumstance where making an exception to a level of service, appears to be in the best interest of our organization. These exceptions should be reported to the Village Administration at the earliest reasonable opportunity.

IV. Administration

The Administration area provides administrative services in meeting the needs of the Village's citizens and others who interact with the Village.

V. Protective Services

The Protective Services area provides services in three major areas:

A. Fire Department

The local Fire Department is a volunteer organization lead by the Fire Chief and Deputy Fire Chief. The local department serves the village as well as the surrounding area on behalf of Camrose County. A funding agreement outlines the cost sharing between the Village and the County.

B. Bylaw Enforcement

Village of Rosalind council is Bylaw Enforcement. Bylaw Services are not contracted to an external agency.

C. Emergency and Disaster Services

The Village has entered into a Regional Emergency Services Agreement with Camrose County. The Director of Emergency Management and the Director of Disaster Services are volunteer positions. There is discussion about the viability of a Regional Emergency Management Services Liaison for the municipalities for the Camrose County region.

** Police and Ambulance Services are provided by external agencies.

VI. Roads and Public Works

The Roads and Public Works area provides the following services:

A. Roads and Sidewalks

1. Roadways are inspected and potholes are repaired on an ongoing basis.
2. Asphalt cracks are repaired once per year.
3. Asphalt patching is completed as required.
4. Gravel is added to village roadways and back alleys as required.
5. The Elevator road (Railway Ave North) belongs to Battle River Railway. However, as a municipality, it is our responsibility to provide safe roads therefore the upkeep and maintenance of this road is basically the Village of Rosalind responsibility. It will require yearly pothole maintenance and re-surfacing every 5-6 years
6. Back alleys are graded as required.

B. Building, Vehicle and Equipment Maintenance

1. All Village owned buildings (i.e. Village Office, Fire Hall, Public Works Shop, Water Plant, and Lift Station) are checked and maintained on a regular basis.
2. Public works equipment service checks are completed as required.

C. Water and Sewer Services

1. The Village water is supplied through two wells. Clean, potable water is provided to Village residents at 60-65 lb (420 kpa) pressure.
2. The Village will be eligible to access water through the Shirley McClellan Regional Water Services Commission should the need ever arise.
3. The Village of Rosalind is not metered; we charge a flat rate for water and sewer services.
4. The water supply is tested daily and samples are sent to the ProvLab on a weekly basis. Reports are forwarded to Alberta Environment.
5. Water Plant, Lift Station and Lagoon are maintained by our Public Works Department.

D. Snow Clearing, Removal and Sanding

1. Snow Clearing and Removal is contracted out.
2. Sanding is contracted out.

E. Solid Waste Collection

1. The Village has a contract with Flagstaff Regional Solid Waste Management Association.
2. Spring Clean-Up: The Village coordinates an annual spring clean up event to assist in keeping the Village clean.

F. Recycling

1. The Village has a contract with Flagstaff Regional Solid Waste Management Association.

G. Composting

1. The Village has a contract with Flagstaff Regional Solid Waste Management Association.

VII. Planning and Development

A. Development Permits & Compliance Certificates

- The Village of Rosalind CAO is Development Officer. CAO administers all applications for development permits and compliance certificates.

B. Building Permits and Inspections

- The City of Camrose administers the building permits (including electrical, plumbing and gas permits) and completes the necessary building inspections.

C. Planning and Subdivision Services

- Camrose County is contracted by the Village to provide planning and subdivision services.

VIII. Recreation, Parks, Culture and Support Services

A. Recreation and Parks

1. Grass Cutting and Weed Control

a. All grass on Village property (including the ball diamonds & school grounds) is mowed by the summer employee and/or public works.

b. Weed-eating is completed as required by same as those who do grass.

c. Weed spraying is contracted out.

2. Flower and Shrub Beds

a. The flowerbeds and flower pots are planted and maintained by the volunteers.

B. Support Services

1. Camrose and District Support Services (CDSS)

The Village partners with CDSS on this provincial program. The services and programs available to Rosalind residents by contract:

a. Home Support (light housekeeping and Meals on Wheels)

b. Licensed Pre-School (Bawlf)

c. Family Resource Centre (eg. parenting education, playgroups and counselling)

d. Family Violence Action Society (eg. counselling and support groups)

e. OSCAR (licensed out-of-school care – Bawlf)

f. Rural Communities Program (eg. summer in the Park, information & referral, and community development - Bawlf)

g. Volunteer Centre (eg. volunteer recruitment and data base of clubs & organizations)

h. DARE Program in Schools (eg. drug and alcohol resistance and bullying prevention)

i. Open Door Program (eg. youth outreach, shelter and counselling services)

j. Service Options for Seniors – SOS Program (eg. assistance to access provincial, federal, regional and local programs and supports)