

To: Mayor and Members of Council

November 14, 2011

Re: Town Office – Christmas Hours Policy

Background

The unwritten policy of the Office Hours during Christmas has been to close the Town office between Christmas and New Years. This allows staff to use up any unused holidays or banked time that has been accumulated throughout the year. The unwritten policy for Christmas Statutory Holidays for staff at White City is:

- ½ day for Christmas Eve (Dec. 24)
- 1 day for Christmas Day (Dec. 25)
- 1 day for Boxing Day (Dec. 26)
- ½ day for New Years Eve (Dec. 31)
- 1 day for New Years Day (Jan. 1)

Discussion

In the past there has only been one year that the Town Office was not closed between Christmas and New Years, and that was in 2009. There was only one office staff member at work, and the office was very quiet.

Since this has been practice here at White City, Council should consider setting policy around Christmas Office Hours so Administration does not have to continue to bring a request to council every year.

Administration is working on a Policy Manual that will be brought to Council for approval, and if Council sets policy around Christmas hours then this policy would be included in the Policy Manual.

Generally this means the office will be closed for an additional 2 ½ days during that week between Christmas and New Years.

Budget Implications

None

Conclusion

Generally the traffic in the office is very minimal during the week between Christmas and New Years. The deadline for tax payments is October 31st, and fourth quarter utility bills will not have been sent out by then.

The additional days that the office would be closed will be taken as vacation by the staff. Staff usually has unused vacation or banked time that can be used.

This holiday schedule will be for the outside staff as well, however the weather is unpredictable, and may require staff to work during that time.

Recommendation

Administration recommends that Council set policy around closing the office for the week between Christmas and New Years.

Respectfully submitted,



Shauna Bzdel,
Town Manager