# Policy No. GP-2026-02
# OFFICE HOURS POLICY
# Motion: 2026-110

## *Policy Purpose*

The purpose of this policy is to:
(a) establish consistent and predictable hours of operation for the Municipal Office;
(b) ensure reasonable access to municipal services for the public; and
(c) provide clear authority and procedures for modifying office hours when operationally required.

## *Policy Statement*

The Town of Raymond shall maintain Municipal Office hours that are consistent, transparent, and reflective of service delivery needs, while allowing for controlled administrative flexibility where required.

## *Standard Office Hours*

*The Municipal Office shall be open to the public:*

- *Monday to Friday*
- *8:30 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m.*

*The Municipal Office shall be closed:*

- *on statutory and general holidays; and*
- *during the noon hour from 12:00 p.m. to 1:00 p.m.*

*Public office hours are distinct from internal staff working hours.*

## *Service Availability*

*(a) During public office hours, the Town shall ensure access to core municipal services, including:*

- *general inquiries;*
- *payment processing; and*
- *basic administrative assistance.*

*(b) Not all municipal departments or staff may be available at all times during public office hours.*

*(c) The Town may implement partial service closures where necessary, provided reasonable access to core municipal services is maintained.*

***Service Continuity***

*(a) The Town shall make reasonable efforts to maintain consistent service during public office hours.*

*(b) Temporary service disruptions shall be minimized and communicated to the public.*

*(c) The Town may provide alternative service delivery methods, including:*

- *telephone services;*
- *online services; or*
- *appointment-based services.*

***Temporary Changes to Office Hours***

*(a) The Chief Administrative Officer (CAO) may authorize temporary changes to Municipal Office hours where required due to:*

- *operational requirements;*
- *staffing constraints;*
- *emergencies; or*
- *special events or community activities.*

*(b) For the purposes of this section, an emergency includes any situation that poses a risk to:*

- *staff safety;*
- *public safety; or*
- *the continued operation of municipal services.*

*(c) Temporary changes may include:*

- *adjusted opening or closing times;*
- *full or partial day closures; or*
- *modified service delivery methods.*

*(d) Temporary changes shall be reasonable in duration and frequency and shall not unduly impact public access to services.*

*(e) Where a temporary change exceeds five (5) consecutive business days, the CAO shall notify Council.*

***7. Public Notice***

*(a) The Town shall provide reasonable notice of any temporary change to office hours, including:*

- *posting on the Town website;*
- *signage at the Municipal Office; and*
- *other communication channels as appropriate.*

*(b) Where practicable, a minimum of 24 hours' notice shall be provided.*

*(c) In urgent or emergency situations, notice shall be provided as soon as reasonably practicable.*

***8. Permanent Changes to Office Hours***

*(a) Permanent changes to Municipal Office hours shall require approval by Council.*

*(b) Administration shall provide a recommendation to Council that considers:*

- *service levels;*
- *operational efficiency;*
- *public accessibility; and*
- *alignment with comparable municipalities.*

***9. Alignment with Employment Agreements***

*Office hours shall align with applicable collective agreements, employment contracts, and internal human resource policies.*

***10. Authority and Responsibility***

*(a) Responsibility for administering this policy rests with the Chief Administrative Officer (CAO) or designate.*

*(b) The CAO may establish internal procedures to support implementation of this policy.*

***11. Compliance and Interpretation***

*(a) This policy shall be applied in a manner that balances operational efficiency with public accessibility.*

*(b) Nothing in this policy creates a guarantee of uninterrupted service.*

***12. No Entitlement***

*This policy does not create an entitlement to continuous service availability or access to specific staff or departments at all times.*

***13. Repeal***

Policy GP-2017-01 (Office Hours) is repealed.