



# CORPORATE ADMINISTRATION SERVICES

(Chief Administrative Officer)

## 2021 Goals and Objectives

RESOURCES	
Department Head:	Charles Hamilton, Chief Administrative Officer
Current FTEs:	<u>Corporate Administration – 5.0FTE’s</u> Deputy Manager of Corporate Administration Legislative Clerk Administrative Clerk Communications Coordinator Receptionist
2021 Operating Budget	See Corresponding Budget Sheets
2021 Capital Budget	See Corresponding Budget Sheets

### MANDATE

The Chief Administrative Officer (CAO) is the Board’s chief policy advisor, responsible for providing support to the Board on a range of policy matters. The CAO is also responsible for providing administrative direction to all of the corporation’s departments, including direct supervision of the Corporate Administration Department.

The Corporate Administration Department exists to provide quality, responsive and cost-effective service to the public, the Board and other CSRD departments. The Corporate Administration Department is generally responsible for: corporate administration and statutory duties; legal and legislative matters including the Board, Hospital District Board, In Camera and Committee meeting management; administrative services; human resources; freedom of information and protection of privacy; elections and referenda; bylaw and contract administration; records management; property management; Crown land administration; communications program; and Aboriginal relations and treaty-related matters.

## CORPORATE ADMINISTRATION GOALS FOR 2021

### *Guiding Document: 2019 – 2022 STRATEGIC PLAN (Updated Dec. 2020)*

#### ***General and Responsible Government***

- ✓ Ongoing organizational response to COVID-19 pandemic.
- ✓ Annual review of 2019 – 2022 Strategic Plan - anticipated to be December, 2021.
- ✓ Oversee and assist with the development and final approval of the Five-Year Financial Plan and provide advice and direction on resource allocation decisions and new service requests.
- ✓ Ensure staffing resources adequately meet existing work requirements.
- ✓ Continue the Sorrento-Blind Bay Incorporation study delayed due to the COVID-19 pandemic, through 2021, completion anticipated October 2021. Potential for Incorporation vote, latter 2021.
- ✓ In anticipation of restructure grant funding from the Ministry of Municipal Affairs and Housing, continue to work with Ministry staff on a pre-governance related study project terms of reference for Electoral Area F, relative to service delivery issues and concerns.
- ✓ Only if Provincial Health Orders allow, plan for a "Board on the Road" in 2021, in Electoral Area 'D'. Date to be determined.
- ✓ Continual to review and update bylaws, policies and procedures to ensure they are kept current and relevant. Bring forward new relevant policies, such as the Board requested Anti-Discrimination policy.
- ✓ Work on final phases of electronic corporate records management system implementation, and associated staff training (Laserfiche).
- ✓ Complete annual disposal of paper records as needed in accordance with records retention policy. Research options for permanent/archive records such as digitizing or off-site, secure storage due to spacing constraints.
- ✓ Conduct petition processes, referendums or alternative approval processes as required.
- ✓ Continue to progress on the capital management strategy and asset management plan.

### ***Partnerships & Economy***

- ✓ Oversight/monitor the newly established Shuswap Economic Development Society in place as of January 2021.
- ✓ Provide for needed management/staffing resources for Shuswap Tourism service.
- ✓ In partnership with the Secwepemc Governments and other local government signatories, make arrangements for an Annual (virtual) Meeting as described in the communications protocol agreement.
- ✓ In partnership with the participating stakeholder groups – Armstrong to Sicamous Rail Trail Corridor Service – continued governance and land use administration/policies/agreements and move forward on funding, planning and development of the trail system.

### ***Electoral Area Services Administration and Transportation Advocacy***

- ✓ Consult with Electoral Area Directors to determine key priorities and main goals and objectives over the remaining term and -- through the budget and the adopted strategic plan -- make recommendations on high priority projects for funding and assign a realistic timeline.
- ✓ Conclude the Aquatic Centre Feasibility Study initiative in Electoral Area A/Town of Golden. Anticipated to be year-end, 2021.
- ✓ Monitor grant funding announcements under the new federal-provincial infrastructure program and identify candidate projects.
- ✓ Advocate for improvements to rural roads and rural road standards, including the inclusion of active transportation corridors.

### ***Human Resources***

- ✓ Strengthen the workplace by developing and maintaining collaborative working relationships.
- ✓ Implement elements of OH&S Program to comply with WorkSafeBC Regulations, including staff development (professional development) in support of Respectful Workplace policies/employee safety, etc.
- ✓ Continue to review organizational structure and staffing issues (recruitment, selection, training, and grievances) as required.

- ✓ Provide ongoing support and resources to management team to facilitate completion of their 2021 work plans.
- ✓ Provide guidance to subordinate staff and evaluate performance.

### ***Communications and Culture of Engagement***

- ✓ Ensure the public has access to Board, Committee and community meetings through live-streaming.
- ✓ Explore combined local government website, civic engagement, and emergency notification software in conjunction with updating the CSRD website, suite of community engagement products and the emergency mass notification system.
- ✓ Continue to expand the audience of the CSRD's social media platforms.
- ✓ Inform residents and stakeholders of CSRD activities on a regular basis using news releases, social media, newsletter updates and other mechanisms.
- ✓ Produce and publish the CSRD 2020 Annual Report.
- ✓ Continue work on enhanced communications procedures for the Shuswap Emergency Program and the CSRD generally. Implement a Mass Notification System to be used for SEP and CSRD - corporate-wide; selection of a system; training and implementation of the new system; develop marketing strategies to facilitate public sign-up to the program.
- ✓ Develop and encourage two-way engagement strategies that allow the public to provide the CSRD with information and feedback on our initiatives.

### ***Information Technology***

*Refer to separate Mandate Form.*