

<b>Policy Title</b>	Family and Community Services Advisory Board – Welcome Wagon Initiative Policy
<b>Authority</b>	FCSS Advisory Board
<b>Approved (Dates/Motion #)</b>	October 4, 2022 (M# FCSS067/2022)
<b>Policy Number</b>	P-FCSS010
<b>Review</b>	To be reviewed annually at the AGM
<b>Reviewed by</b>	FCSS Advisory Board - October 4, 2022

## Policy Statement

To promote a welcoming and inclusive environment for new residents of Bassano, FCSS shall develop, maintain, and distribute Welcome Wagon Packages.

## Definitions

**Chief Administrative Officer (CAO)** – means the administrative head of the municipality.

**Director** – means the FCSS Director, an employee of the Town, that is dedicated to the FCSS Advisory Board managing social programming.

**FCSS Advisory Board** – a volunteer advisory board of directors appointed by Council with the responsibility of leading and managing social programming in the Town.

**Members** – volunteers appointed to the FCSS Advisory Board.

**Municipal Staff** – administrative employees of the Town.

**Realtors**- a person who acts as an agent in the sale and purchase of buildings and land.

**Town** – means the incorporated municipality of Bassano.

**Town Office**- Municipal building at 502 2<sup>nd</sup> Ave Bassano Alberta

## Responsibility

It is the responsibility of the Director and the FCSS Advisory Board to implement this policy.

## Development

Welcome Wagon Packages are intended to be information tools. Their purpose is to help new residents get acquainted with local services, programs, initiatives, and businesses. It is a way to engage 1:1 with the Town and the new resident.

Welcome Wagon Packages shall be designed in a way to promote locality. They are not intended to result in an information overload with unnecessary paper products.

Businesses and community organizations shall be invited to participate in the Welcome Wagon Packages by introducing their services and select swag, where applicable.

The Director is responsible for the approval of any content and material for the Welcome Wagon Packages.

1. The Director will compile Town resources for inclusion in the Welcome Wagon Packages.
2. The Director will maintain contact with the local business community to invite their participation to provide select materials for the Welcome Wagon Packages. An invitational letter will be available to the business community at all times that introduces the Welcome Wagon Package opportunity.
3. Welcome Wagon Packages shall include a minimum material set of:
  - a. Welcome Letter from the Mayor
  - b. Town of Bassano Business Directory
  - c. Bassano FCSS Infographic Pamphlet & Business Card
  - d. Tax, Utility and Permit information
  - e. Town Recreation and Leisure Facilities
  - f. Fire Pit Permit Information
  - g. Civic Address Requirements
  - h. Volunteer Registry Form

## Distribution

1. Welcome Wagon Packages will be available at the Town Office.
2. The Director or Municipal Staff are responsible for the distribution of the Welcome Wagon Packages at Town Office.
3. The Director of Municipal Staff are responsible of informing Realtors that Welcome Wagon Packages are available at the Town Office.
4. The Director of Municipal Staff will meet 1:1 with the Welcome Wagon Package (where appropriate) recipient at the Town Office to provide an overview of contents and to provide guidance if needed to specific services and/or programs.
5. The Director shall include a status update regarding business supports and the number of Welcome Wagon Packages what were given each month within the Director's report to the FCSS Advisory Board.
6. The Director shall maintain a directory of Welcome Wagon Package recipients for internal controls.
7. The Director shall maintain regular advertisements that Welcome Wagon Packages are available for pick up at the Town Office.
8. Only one (1) Welcome Wagon Package shall be given per household.
9. Welcome Wagon Packages are available to property owners or renters.

## Updating

1. It is the responsibility of the Director to ensure that the Welcome Wagon Package's Town contents are current.
2. No more than 10 Welcome Wagon Packages are to be maintained at one time.

## Process

1. In accordance with the Financial Planning Policy P-FCSS006 and Programming Policy P-FCSS007 the FCSS Advisory Board shall include an annual budget of up to \$500 to maintain this program.

The FCSS Advisory Board shall ensure adequate time is provided to the Director to maintain the Welcome Wagon Package initiative as a priority deliverable.

## Policy Reference

1. P-FCSS006 – Financial Planning Policy
2. P-FCSS007 – Programming Policy

END OF POLICY