

CULTURAL CHANGE – WHAT IT MEANS & WHY IT MATTERS

Last year at our Ratepayers' Meeting, we talked about cultural change – what it means, why it matters, and why it is an important part of building a stronger Village.

We talked about how, alongside infrastructure planning and the work we are doing to improve our systems, there is also a deeper shift taking place within the Village. Cultural change is about how we do things – how decisions are made, how communication happens, and how Council, Administration, boards and residents work together.

Where are we Now?

There is still work to do, and we recognize that. This is an ongoing process, not a one-year project.

Cultural change does not happen overnight, and it certainly doesn't happen because a policy or procedure is put in place. It takes time, consistency and a willingness from everyone involved to change the way we approach things.

Over the past year, we have continued working toward creating clearer processes, improving documentation, establishing consistent expectations and responsibilities, documenting decisions, strengthening communication, reducing our reliance on informal practices, and ensuring expectations are understood by Council, staff, boards and committees.

Why does it Matter?

This isn't about creating unnecessary rigidity or making things more complicated. It's about creating stability, fairness, and consistency.

We want to build a Village that can operate effectively today while also being prepared for tomorrow. That means creating systems that provide continuity from one Council to the next, support staff, improve decision-making and provide residents with confidence that matters are being handled consistently and fairly.

It is also about improving how we lead, how we listen and how we serve our community.

We don't expect cultural change to be immediate, and we don't expect everything to be perfect.

What is important is that we continue moving in the right direction.