

REQUESTS & CONCERNS DIRECTED TO OFFICE

To help keep things organized & fair for everyone:

- **All requests, questions or concerns related to Public Works should be directed to the office**

We ask that residents do not contact or direct Public Works staff directly in the field or by phone.

With all the work that needs to be done, our crew has to follow a structured & prioritized work plan. When residents bypass the proper channels, it can lead to confusion, miscommunication, or delays.

Bringing all concerns to the office ensures:

- Requests are properly documented
- Administration & Council get a better understanding of what community concerns are & areas we can improve on, which also helps to shape the budget
- Issues can be fairly prioritized alongside other community needs
- Everyone receives equal & consistent service
- Everyone is getting accurate and consistent information from the right source

And just a little extra reminder about how we treat our Public Works staff.

Unfortunately, we have recently experienced several disappointing incidents where members of our Public Works team - including our summer students - have been honked at, yelled at, and even given the middle finger while carrying out their assigned duties.

This behaviour is unacceptable.

Our Public Works employees are simply carrying out the work they have been directed to do. They are not the ones making policy or operational decisions, and they should never be made to feel intimidated or disrespected while performing their jobs.

Our summer students, in particular, were here to learn, gain valuable work experience, and contribute positively to our community. They deserve encouragement and respect.

Please do not direct your frustration toward staff who are simply carrying out their assigned duties and responsibilities.

Let's remember that treating people with kindness and respect costs nothing. The way we speak to others – especially our young summer students – leaves a lasting impression and reflects the kind of community we are. We are a small community, and one of our greatest strengths has always been looking out for one another. Our Public Works staff are not strangers – they are our neighbours, friends, and local youth.

Let's lead by example and continue to build a community we can all be proud of by supporting one another, showing patience, and treating everyone with the courtesy and respect they deserve....like we would expect for ourselves and our own families.