

STAFFING/HR

As many of you know, I am Melissa Pollock and I stepped into the role of Chief Administrative Officer in March 2024.

At that time, I had to apply for and was operating under a conditional certificate. My goal was to work toward obtaining my hours and experience to qualify for full certification.

As part of the process, the Village was required to undergo an office inspection, which needed to be completed once the required hours were obtained. I am proud to say that we successfully completed that process, and in December 2025, I was granted my Standard Certificate.

This was an important milestone – not only for me professionally, but also for the Village. It demonstrates the work that has gone into strengthening our administrative practices and ensuring that the Village is meeting all the required standards.

That being said, the learning doesn't stop with certification.

Municipal administration is complex. There are constantly changing regulations, policies, processes, projects and situations that require us to learn, adapt and make informed decisions. I continue to learn every day and continue to look for better, more efficient and more effective ways of doing things.

I also want to take a moment to thank Council and our residents for your patience and understanding throughout this process. Building a strong municipal administration takes time. Developing proper systems, processes and knowledge doesn't happen overnight. There is still work ahead of us, and I am proud of how far we have come and what we have accomplished since I stepped into this role and grateful for the support along the way. I also recognize that we are still a work in progress, and I remain focused on where we are going next. My commitment is to continue building on that progress, strengthening our administrative capabilities and ensuring that we have the right foundation in place to serve our community today and into the future.

Administrative Team

I also want to take a moment to recognize and introduce the administrative staff who have been an important part of this journey.

While the CAO role carries significant responsibility, the work of the Village does not happen because of one person. It takes a team, and I am fortunate to have people working alongside me who contribute to the day-to-day operations and help keep the Village moving forward.

I would like to introduce Cate McConnell, Assistant CAO, and Karen Guillemin, Admin Assistant, who have played an important role in supporting the office and helping me along the way.

Municipal administration involves a tremendous amount of behind-the-scenes work – answering questions, dealing with resident concerns, processing paperwork, maintaining records, handling payments and accounts, processing billing, building permits, coordinating projects, and making sure the day-to-day operations of the Village continue to function.

They have continued learning, adapting to changes and new processes and supporting the improvements we have been working to implement. Their willingness to take on new responsibilities have helped us move forward and strengthen the way our office operates. I truly appreciate the effort they put into helping the Village serve residents more effectively.

I want to personally thank both of them for their patience, hard work, and willingness to learn alongside me. We have all been learning and growing as a team, and their contributions have been an important part of the progress we have made.

I am proud of the team we are building, grateful for the people who have helped along the way, and excited to continue strengthening our administration together.