

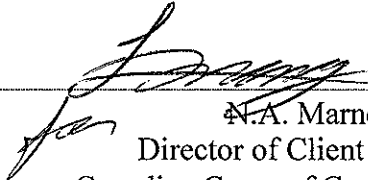
POST ORDERS
FOR
BY-LAW OFFICER
FOR THE
RESORT VILLAGE OF SOUTH LAKE

REVISION: 2

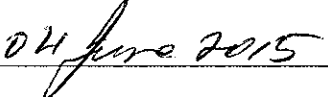
DATE: 4 June 2015

PREPARED BY:

DATE:



N.A. Marner
Director of Client Services
Canadian Corps of Commissionaires



04 June 2015

REVIEWED BY:

DATE:

Terry Rollie
Mayor
Resort Village of South Lake

Proprietary Statement

"Information and data contained in this package may be confidential to Canadian Corps of Commissionaires and/or to the Resort Village of South Lake and therefore not to be duplicated, used, or disclosed in whole or in part for any purpose other than for this work."

These Post Orders are produced in conjunction with the Resort Village of South Lake and the Canadian Corps of Commissionaires (South Saskatchewan Division). These orders outline the duties and responsibilities of the By-Law Officer/Commissionaire. These orders are to protect the By-Law Officer/Commissionaire and the Resort Village of South Lake. These orders are to be followed by the By-Law Officer/Commissionaire and will not be altered without the proper authority of Mayor of the Resort Village of South Lake, his council or the Canadian Corps of Commissionaires.

Note: In the context of these Post Orders the term By-Law Officer will refer to the Commissionaire carrying out the duties as agreed contractually between the Resort Village of South Lake and the Canadian Corps of Commissionaires.

The role of the By-Law Officer is to protect the residences, property and advise and educate the residents, public and visitors of the By-laws and where necessary enforce the By-laws of the Resort Village of South Lake's.

COURTESY, IMAGE, AND PROFESSIONALISM

The By-Law Officer is always in the public eye and is the first point of contact that in most cases the public sees and greets as they enter and exit the Resort Village of South Lake's property. It is of the utmost importance that the By-Law Officers use tact, respect and courtesy when dealing with the client, residents and the general public.

A person's appearance and professionalism creates an impression that is vital to the image and acceptance of the By-Law Officer by the client, residents and the general public. The action that they take or portray not only affects them; it may have a larger impact on the Corps reputation and the Resort Village of South Lake and residents.

QUALIFICATIONS:

1. Ability to work collaboratively with Resort Village of South Lake and Residents
2. Ability to remain calm and make sound judgments in emergency situations
3. Exercises mature judgment and common sense in fulfilling duties and responsibilities
4. Good verbal and written communication skills

DUTIES OF BY-LAW OFFICER

General Duties

By-Law Officer shall endeavor to:

- a. Act as a representative/ambassador of the Resort Village of South Lake's council;
- b. Enforce the By-laws of the Resort Village of South Lake (see below for a list of By-Laws)
- c. Protect the residents, visitors and general public from injury while on the Resort Village of South Lake's property ;
- d. prevent property damage; and
- e. Discreetly monitor the activities of and assist the residents and general public while on the Resort Village of South Lake's property.

DUTIES OF GUARDS (Continued)

- The By-Law Officer will conduct un-scheduled and random mobile patrols of the Resort Village of South Lake's property and residences in a safe manner adhering to the posted speed limit and By-Laws
- Be knowledgeable of and enforce the By-Laws as directed and IAW the By-Laws of the Resort Village of South Lakes council
- Act as representative/ambassador for the Mayor and Council of the Resort Village of South Lake in their absence
- Be familiar with the residents through positive interaction while building a mutual and respectful working relationship in the enforcement of the By-Laws of the Resort Village of South Lake
- Respond to all complaints and concerns involving breeches in the By-Laws such as nuisance, noise, animals at large and non vehicle registration use etc.
- Record all breeches or infractions of the By-Laws, if serious in nature, contact the council of Resort Village of South Lake
- approach person(s) and inform them in a professional and polite manner that they must conform to the By-Laws
- In the event of an emergency, life threatening situation or criminal act (theft, vandalism, break and enter, assault etc.) immediately contact the Moose Jaw RCMP
- Monitor all activities in the village including the boat launch area and advise users of the daily/ monthly user fees
- Assist residents with matters pertaining to the safety and security of the residents and their personal property
- Provide support, information and/or assistance to residents/visitors in non emergency circumstances, such as getting a vehicle getting stuck etc.
- Maintain a detailed log of all activities/situations/occurrences/emergencies or anything that may be of interest to council such as (damage, vandalism or other concerns etc.)
- Challenge persons (politely and professionally) who appear to be of a suspicious nature and ascertain if they have a legitimate reason or authorization to use or be on the resorts property
- On completion of teach tour complete a Shift Occurrence Report ensuring that a copy is forwarded to the Resort Village of South Lake's council and Mayor
- Be familiar with the Resort Village of South Lake's emergency procedures such as fire etc.

REPORTING PROCEDURES

The By-Law Officer/ Commissionaires will report for duty in sufficient time to be fully prepared to commence their tour of duty. Tour of duty is as follows:

Fridays: — 1700 — 2200 hrs.

Saturdays: — 1500 — 2300 hrs.

Sundays: — **(Long Weekends Only)** 1500 — 2300 hrs.

Note: Times include travel time to and from Resort Village of South Lake.

By-Law Officer/ Commissionaires will **be** properly dressed in approved Corps of Commissionaires uniform IAW the Corps of Commissionaires "Human Resource Policy Handbook".

Bylaws

The original Bylaws should be consulted for the purpose of interpretation and application of the Law.

- 5-04: A bylaw to license and prohibit the running at large of dogs and cats
- 10-89: A bylaw to control and regulate noise
- 6-90: A bylaw to regulate plumbing and drainage and the disposal of sewage within the village
- 7-90: A bylaw to regulate the operation of vehicles within the village
- 4-05: Nuisance abatement law
- 01-09: Community standards bylaw
- 13-89: A bylaw to set out the basic planning statement
- 14-89: A bylaw to regulate zoning
- 4-04: A bylaw respecting buildings
- 05-2009: A bylaw to amend 07-90 Respecting Building
- 12-89: A bylaw to regulate the proceedings of the council
- 02-2012: A bylaw to regulate the LAND USE OF RECREATIONAL VEHICLES, HOLIDAY TRAILERS, MOTOR HOMES, CAMPERS AND TENT TRAILERS ON RESIDENTIAL PARCELS