



**REGULAR COUNCIL MEETING AGENDA
CARSTAIRS MUNICIPAL OFFICE
MONDAY, MAY 25, 2026, 7:00 P.M.**

Page

1. CALL TO ORDER

2. ADDED ITEMS

3. ADOPTION OF AGENDA

- a) Adoption of agenda of May 25, 2026
Motion: To adopt the agenda of May 25, 2026

4. ADOPTION OF MINUTES

- 4 - 7 a) Adoption of minutes of May 11, 2026(addendum 4.a)
Motion: To adopt the minutes of May 11, 2026



5. BUSINESS ARISING FROM PREVIOUS MEETING

6. DELEGATIONS

7. BYLAWS AND POLICIES

- 8 - 9 a) Bylaw No. 2068 Tax Rate Bylaw (addendum 7.a)



- 10 - 12 b) Policy No. 12-014-26 Access to Information and Privacy Administration Policy-Amended (addendum 7.b)



- 13 - 15 c) Policy No. 12-026-26 Tax Information Disclosure Policy-Amended (addendum 7.c)



- 16 - 18 d) Policy No. 12-028-26 Records Retention and Disposition Policy-Amended (addendum 7.d)



- 19 - 21 e) Policy No. 12-035-26 Internet Privacy Policy-Amended(addendum 7.e)



- 22 - 25 f) Policy No. 12-042-26 Privacy Officer Policy (addendum 7.f)



- 26 - 29 g) Policy No. 12-043-26 Security Classification System Policy (addendum 7.g)
[!\[\]\(694fcb4611893e9db5249daba48abfc1_img.jpg\)](#)
- 30 - 33 h) Policy No. 12-044-26 Privacy Complaints and Requests Handling Policy
(addendum 7.h)
[!\[\]\(8ec8d5dc48934930a762fecf6ecbe179_img.jpg\)](#)
- 34 - 37 i) Policy No. 12-045-26 Privacy Risk and Impact Management Policy
(addendum 7.i)
[!\[\]\(c34a15e67573dae8fbb88f4cbfb0f2e9_img.jpg\)](#)
- 38 - 40 j) Policy No. 12-046-26 Privacy Breach Management Policy (addendum 7.j)
[!\[\]\(41f06fdeabb4e5a71d06fe8f32a46127_img.jpg\)](#)
- 41 - 43 k) Policy No. 12-047-26 Mandatory Privacy Training and Awareness Policy
(addendum 7.k)
[!\[\]\(18eb66208e65404cce5042d73cf0a851_img.jpg\)](#)

8. NEW BUSINESS

9. COMMITTEE REPORTS

- 44 - 46 a) POLICIES & PRIORITIES COMMITTEE
- i) Minutes of the May 19, 2026 meeting (addendum 9.a.i)
[!\[\]\(31b03e46ee8a80a1f1467b8c03bd76e8_img.jpg\)](#)
- b) MOUNTAIN VIEW REGIONAL WASTE COMMISSION
- c) MOUNTAIN VIEW REGIONAL WATER SERVICES COMMISSION
- d) MOUNTAIN VIEW SENIORS HOUSING
- 47 i) Community Report (addendum 9.d.i)
[!\[\]\(7d9665ff04f9d2270c38081c6215a724_img.jpg\)](#)

10. COUNCILOR REPORTS

- a) COUNCILOR BALL
- b) COUNCILOR FRICKE
- c) COUNCILOR ROBERTS
- d) COUNCILOR SELANDERS
- e) COUNCILOR TOLLEY
- f) COUNCILOR WILCOX
- g) MAYOR ALLAN

11. CORRESPONDENCE

12. CAO'S REPORT

13. COUNCILOR COMMENTS

14. PUBLIC QUESTION PERIOD

15. CLOSED MEETING

Section 197 of the Municipal Government Act requires that Council and Council Committees conduct their meetings in public unless the matter to be discussed falls under one of the exceptions to disclosure outlined in Division 2 of Part 1 of the Access to Information Act (ATIA), including but not limited to matters related to business interests, personal privacy, individual or public safety, confidential evaluations or law enforcement. (Sections 19 to 34).

a) *Section 19-Disclosure Harmful to Business Interests of a Third-Party*

16. ADJOURNMENT

**MINUTES OF THE REGULAR COUNCIL MEETING
MONDAY, MAY 11, 2026, 7:00 P.M.
CARSTAIRS MUNICIPAL OFFICE**

- ATTENDEES:** Mayor Allan; Councillors Ball, Fricke, Roberts, Selanders, Tolley and Wilcox; Director of Legislative & Corporate Services Shannon Allison; Deputy CAO and Director of Planning & Development Kirk Williscroft; Manager of Legislative Services Jessica Pryde; CAO Rick Blair & Executive Assistant Kayleigh Van Es
- ABSENT:** Nil
- CALL TO ORDER:** Mayor Allan called the meeting of Monday, May 11, 2026, to order at 7:00 p.m.
- ADDED ITEMS:** Nil
- ADOPTION OF AGENDA:**
Motion 158/26 Motion by Councillor Tolley to adopt the Regular Council Agenda of May 11, 2026, as presented. **CARRIED**
- ADOPTION OF PREVIOUS MINUTES:**
Motion 159/26 Motion by Councillor Wilcox to adopt the Regular Council Meeting minutes of April 27, 2026, as presented. **CARRIED**
- BUSINESS ARISING FROM PREVIOUS MEETING:**
- 1. Carstairs Public Library Board Appointment Corrections**
CAO R. Blair explained the requirements for appointing to the Carstairs Public Library Board.
- Motion 160/26 Motion by Councillor Fricke to set the term expiry date for appointed member Shannon Wilcox to October 27, 2026. **CARRIED**
- Motion 161/26 Motion by Councillor Roberts to appoint Dwayne Fulton to the Town of Carstairs Library Board with a term expiry date of October 29, 2026. **CARRIED**
- CLOSED MEETING:** *Section 197 of the Municipal Government Act requires that Council and Council Committees conduct their meetings in public unless the matter to be discussed falls under one of the exceptions to disclosure outlined in Division 2 of Part 1 of the Access to Information Act (ATIA), including, but not limited to, matters related to business interests, personal privacy, individual or public safety, confidential evaluations, or law enforcement. (Sections 19 to 34).*
- 1. Section 19-Disclosure Harmful to Business Interest of a Third Party-Delegation**
- Motion 162/26 Motion by Councillor Wilcox that Council close the meeting to the public to discuss Business Interest of a Third-Party, as per Section 19, of the ATIA, at 7:02 p.m. **CARRIED**
- Motion 163/26 Motion by Councillor Wilcox to come out of the Closed Meeting session at 8:50 p.m. **CARRIED**
- BUSINESS ARISING FROM PREVIOUS MEETING:**
- 2. IDP/Annexation Discussion**
Following the Closed meeting session Council reviewed the revised IDP/Annexation document.
- Motion 164/26 Motion by Councillor Fricke to accept the proposed changes to the IDP/Annexation document as information. **CARRIED**
- Motion 165/26 Motion by Councillor Roberts to direct administration to continue with the annexation process with the County of Mountain View. **CARRIED**
- BYLAWS & POLICIES:**
- 1. Bylaw No. 2069 Access to Information and Privacy Head and Fees Bylaw-Repeals Bylaw No. 1051**
J. Pryde updated Council on the new legislation which requires a new

Privacy Management Program. The Bylaw was reviewed.

Councillor Selanders clarified the new title.

Motion 166/26 Motion by Councillor Wilcox to give first reading of Bylaw No. 2069 Access to Information and Privacy Bylaw, as amended. **CARRIED**

Motion 167/26 Motion by Councillor Ball to give second reading of Bylaw No. 2069 Access to Information and Privacy Bylaw, as amended. **CARRIED**

Motion 168/26 Motion by Councillor Tolley to move to third and final reading of Bylaw No. 2069 Access to Information and Privacy Bylaw, as amended. **UNANIMOUSLY CARRIED**

Motion 169/26 Motion by Councillor Roberts to give third and final reading of Bylaw No. 2069 Access to Information and Privacy Bylaw, as amended. **CARRIED**

2. Bylaw No. 2070 Records Retention and Disposition Bylaw-Repeals Bylaw No. 1052
The Bylaw was reviewed.

Motion 170/26 Motion by Councillor Wilcox to give first reading of Bylaw No. 2070 Records Retention and Disposition Bylaw, as amended. **CARRIED**

Motion 171/26 Motion by Councillor Selanders to give second reading of Bylaw No. 2070 Records Retention and Disposition Bylaw, as amended. **CARRIED**

Motion 172/26 Motion by Councillor Ball to move to third and final reading of Bylaw No. 2070 Records Retention and Disposition Bylaw, as amended. **UNANIMOUSLY CARRIED**

Motion 173/26 Motion by Councillor Fricke to give third and final reading of Bylaw No. 2070 Records Retention and Disposition Bylaw, as amended. **CARRIED**

3. Bylaw No. 2071 Electronic Transmission of Documents Bylaw-Repeals Bylaw No. 2012
The Bylaw was reviewed.

Motion 174/26 Motion by Councillor Roberts to give first reading of Bylaw No. 2071 Electronic Transmission of Documents Bylaw, as amended. **CARRIED**

Motion 175/26 Motion by Councillor Tolley to give second reading of Bylaw No. 2071 Electronic Transmission of Documents Bylaw, as amended. **CARRIED**

Motion 176/26 Motion by Councillor Ball to move to third and final reading of Bylaw No. 2071 Electronic Transmission of Documents Bylaw, as amended. **UNANIMOUSLY CARRIED**

Motion 177/26 Motion by Councillor Selanders to give third and final reading of Bylaw No. 2071 Electronic Transmission of Documents Bylaw, as amended. **CARRIED**

4. Policy No. 12-014-26 Access to Information and Privacy Administration Policy-Amended
J. Pryde updated Council on the new legislation which requires a new Privacy Management Program. The Policy was reviewed.

Council noted that the Policies could be interpreted as setting parameters around Council compliance, and requested that they be revised for greater clarity and to better align with governance under the MGA.

Motion 178/26 Motion by Councillor Ball to table Policy No. 12-014-26 Access to Information and Privacy Administration Policy. **CARRIED**

5. Policy No. 12-026-26 Tax Information Disclosure Policy-Amended

The same concern regarding compliance was noted.
Councillor Selanders also questioned the charges set in the Policy.

Motion 179/26

Motion by Councillor Tolley to table Policy No. 12-026-26 Tax Information Disclosure Policy.

CARRIED

6. Policy No. 12-028-26 Records Retention and Disposition Policy-Amended

The same concern regarding compliance was noted.

Motion 180/26

Motion by Councillor Wilcox to table Policy No. 12-028-26 Records Retention and Disposition Policy.

CARRIED

NEW BUSINESS:

1. Heritage Festival Parade Permit

Council reviewed the permit.

Motion 181/26

Motion by Councillor Selanders to accept the Parade Permit for the Heritage Festival as information.

CARRIED

COMMITTEE REPORTS:

1. Policies & Priorities Committee

- Next meeting May 19, 2026.

2. Mountain View Regional Waste Commission

- Next meeting in July 27, 2026.

3. Mountain View Regional Water Services Commission

- Next meeting May 13, 2026.

4. Mountain View Seniors' Housing

- Strategic Planning Session April 23, 2026. Next meeting June 25, 2026.

Motion 182/26

Motion by Councillor Fricke to accept all Committee Reports as information.

CARRIED

COUNCILLOR REPORTS:

1. Councillor Ball

- Provided a verbal report.

2. Councillor Fricke

- Provided a verbal report.

- April 17, 2026, met with MVSH CAO & Board Chair.

- April 21, 2026, attended Policies and Priorities Meeting.

- April 23, 2026, attended the MVSH Strategic Planning Retreat.

3. Councillor Roberts

- Provided a verbal report.

4. Councillor Selanders

- Provided a verbal report.

5. Councillor Tolley

- Provided a verbal report.

6. Councillor Wilcox

- Provided a verbal report.

7. Mayor Allan

- Provided a verbal report.

Motion 183/26

Motion by Councillor Fricke to accept all Councillor Reports as information.

CARRIED

CORRESPONDENCE:

1. Request for Discounted Rate-Carstairs Legion RFD

Council received a request asking the Town of Carstairs to reduce the rental rate of the Community Hall for the event on July 31, 2026.

Motion 184/26

Motion by Councillor Wilcox to approve the letter of request from The Carstairs Royal Canadian Legion for their upcoming event on July 31, 2026, at the Carstairs Community Hall with the understanding they will not be eligible for a reduced rate again until 2029.

CARRIED

2. Request for Support- Royal Canadian Legion-Military Service Recognition Book RFD

Council received a request asking the Town of Carstairs for sponsorship of a Military Service Recognition Book.

Motion 185/26

Motion by Councillor Ball to accept the Alberta-NWT Command request as information.

CARRIED

3. Thank You-Kiwanis

Council received a thank you note from a contestant who participated in the Olds Kiwanis Music Festival.

Motion 186/26

Motion by Councillor Selanders to accept the Thank you note from Kiwanis as information.

CARRIED

CAO’S REPORT:

- April 29, 2026, met with CES Principal T. Upshaw to discuss the proposed outdoor learning space.
- April 30, 2026, met with IJD regarding a Contract Update.
- Ongoing meetings with Mountain View County regarding IDP/Annexation, stating that County Council passed a motion to accept the proposed changes and continue with the annexation process with the Town of Carstairs.
- Councillor Tolley previously asked to review ice times at the Carstairs Memorial Arena, an example of the schedule was reviewed, Councillor Tolley notified CAO R. Blair of a proposal from Airdrie to buy available ice time.

Motion 187/26

Motion by Councillor Roberts to accept CAO’s Report as information.

CARRIED

COUNCILLOR COMMENTS:

1. Councillor Wilcox

- Along with L. King was featured in the April 19th , 2026 edition of the Calgary Journal for seniors’ programs.

2. Councillor Selanders

- Tax assessments inquiries.

3. Councillor Fricke

- Inquired about the Soil leveling behind the bus park near the HSS, the developer is hauling in loam for storage.
- Census advertising was well received.
- Offered Thanks for the flowers for the loss of her mother-In Law.

4. Mayor Allan

- Tax assessment inquiries.

Motion 188/26

Motion by Councillor Wilcox to accept Councillor Comments as information.

CARRIED

PUBLIC QUESTION PERIOD:

1. David Grossklaus

Spoke regarding Travis, the assessor with Municipal Assessment Services Group, stating he was very knowledgeable, patient, and easy to work with. However, due to circumstances beyond their control, the supporting documentation required to demonstrate that the assessment was too high needed to fall within a specific timeframe and was unable to be obtained afterward, making an appeal unavailable this year. He thanked Council for their patience and support throughout the process. He also expressed interest in learning more about the formula used to determine mass assessment values and stated he will continue learning about the assessment process.

NEXT MEETING:

Monday, May 25, 2026, at 7:00 p.m.

ADJOURNMENT:

Motion 189/26

Motion by Councillor Tolley to adjourn the meeting of May 11, 2026, at 9:30 p.m.

CARRIED

Dean Allan, Mayor

Rick Blair, CAO

Bylaw No. 2068

BEING a bylaw of the Town of Carstairs in the province of Alberta authorizes the rates of taxation to be levied against assessable property within the Town of Carstairs for the 2026 taxation year.

WHEREAS, the Town of Carstairs has prepared and adopted detailed estimates of the municipal revenue, expenses and expenditures as required, at the regular council meeting held December 16, 2025

WHEREAS, the estimated municipal revenue from all sources other than property taxation is \$14,843,117.19

WHEREAS, the estimated municipal expenses (excluding non-cash items) set out in the annual budget for the Town of Carstairs for 2026 are \$15,399,571.02

WHEREAS, the estimated amount required to repay principal debt to be raised by general municipal taxation is \$693,228.45

WHEREAS, the estimated amount required for current year capital expenditures to be raised by general municipal taxation is \$6,667,029.30

WHEREAS, the estimated amount required for transfer to capital reserves to be raised by municipal taxation is \$1,569,301.68

THEREFORE, the total amount to be raised by general municipal taxation is \$9,486,012.58

WHEREAS, the requisitions are:

Alberta School Foundation Fund (ASFF)	
Residential	2,685,878.27
Non-residential	329,395.65
Total	3,015,273.92
Mountain View Seniors Housing Authority	388,917.00
Designated Industrial Properties	1,001.50

WHEREAS, the council is authorized to sub-classify assessed property, and to establish different rates of taxation in respect to each sub-class of property, subject to the *Municipal Government Act*, Chapter M-26, Revised Statutes of Alberta 2000

WHEREAS, the assessed value of all property in the Town of Carstairs, as shown on the assessment roll, is:

	<u>Assessment</u>
Residential	1,075,107,750
Non-residential	82,902,340
Special Residential	7,980,000
Machinery & Equipment	107,220
Continuing Care (Lodges)	6,088,000
Exempt Property	56,890,000
Total Assessment	\$1,229,075,310

NOW THEREFORE, under the authority of the *Municipal Government Act*, the Council of the Town of Carstairs, in the Province of Alberta, enacts as follows:

1. That the Chief Administrative Officer is hereby authorized to levy the following rates of taxation on the assessed value of all property as shown on the assessment roll of the Town of Carstairs:

	Tax Levy Required	Assessment	Mill Rate	Tax Rate
General Municipal				
Residential	5,053,006.43	1,075,107,750.00	4.70000	0.004700
Non-Residential	689,167.15	82,902,340.00	8.31300	0.008313
Machinery & Equipment	891.32	107,220.00	8.31300	0.008313
Special Vacant Res	0.00	7,980,000.00	0.00000	0.000000
Policing	304,805.60	1,166,097,310.00	0.26139	0.000261
Mountain View Regional Waste Commission	32,963.54	1,166,097,310.00	0.02827	0.000028
Alberta School Foundation Fund				
Residential	2,685,878.27	1,083,087,750.00	2.47983	0.002480
Non-Residential	329,395.65	82,902,340.00	3.97330	0.003973
Mountain View Seniors Housing Authority				
	388,917.00	1,166,097,310.00	0.33352	0.000334
Designated Industrial				
	987.63	13,566,310.00	0.07280	0.000073

This Bylaw shall come into force and effect upon the third and final reading thereof.

READ A FIRST TIME THIS 25TH DAY OF MAY A.D., 2026.

READ A SECOND TIME THIS 25TH DAY OF MAY A.D., 2026.

UNANIMOUS CONSENT GIVEN TO PRESENT FOR THIRD READING ON THIS 25TH DAY OF MAY A.D., 2026.

READ A THIRD AND FINAL TIME THIS 25TH DAY OF MAY A.D., 2026.

Dean Allan, Mayor

Rick Blair, CAO

**Town of Carstairs**

Policy: **Access to Information and Privacy
Administration-Amended
Policy No. 12-014-26**

Date: **Month XX, 202X**

Adopted by: **Council**

Purpose:

The purpose of this policy is to support and implement the Town of Carstairs' Privacy Management Program ensuring that the Town meets its statutory obligations respecting access to information and the protection of personal information under Alberta's Protection of Privacy Act (POPA) and the Access to Information Act (ATIA), and by establishing clear expectations for the Town employees, elected officials, and contractors regarding the confidentiality, collection, use, disclosure, retention, and safeguarding of information.

The Town of Carstairs is committed to protecting the privacy of individuals whose personal information is in its custody or control and ensuring transparency and accountability through lawful access to records.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, and the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4. This Policy is intended to support compliance with the provisions governing the collection, use, disclosure, and protection of personal information under POPA, as well as the right of access to records, the duty to assist applicants, and the application of exceptions under ATIA.

This Policy also supports the Town's general authority and responsibilities under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

This Policy is intended to support and operationalize the Town of Carstairs Access to Information and Privacy Head and Fees Bylaw, ~~Bylaw No. 2069~~. In the event of any conflict, the provisions of the Bylaw shall prevail.

Scope:

This Policy applies to all Town of Carstairs employees, Members of Council, contractors, consultants, service providers, and volunteers who collect, access, use, disclose, or manage information on behalf of the Town.

The Policy applies to all records and information in the custody or control of the Town of Carstairs, regardless of format. This includes but is not limited to paper records, electronic files, emails, databases, text messages, photographs, audio and video recordings, and any other recorded information created or received in the course of Town business.

Definitions:

"Access Request" means a request for records made under the Access to Information Act.

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Confidential information" means information that is restricted from disclosure by law, contract, or this Policy, including personal information and records subject to mandatory or discretionary exceptions under ATIA.

“Custody or control” has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

“Municipal Government Act” or **“MGA”** means the Alberta legislation, Revised Statutes of Alberta, 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“Office of the Information and Privacy Commissioner” or **“OIPC”** is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy breach” means the unauthorized collection, use, disclosure, access to, or destruction of personal information.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

Roles and Responsibilities:

Council

Council is responsible for supporting compliance with POPA and ATIA and ensuring appropriate governance oversight for privacy and access matters.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring the implementation and enforcement of this Policy, designating a Privacy Officer, and authorizing the release of records where required under legislation or policy.

Privacy Officer

The designated Privacy Officer is responsible for coordinating access requests under ATIA, ensuring compliance with POPA requirements. All access requests under ATIA must be submitted in accordance with Town procedures and coordinated by the Privacy Officer or designate. The Privacy Officer will also provide advice to staff on privacy and access obligations and manage privacy breaches and reporting obligations.

Directors and Managers

Directors and Managers are responsible for ensuring compliance with POPA, ATIA, this Policy, and the Town’s Privacy Management Program within their respective areas, including overseeing proper handling, safeguarding, and reporting of personal and confidential information and promptly escalating privacy issues or breaches to the Privacy Officer or CAO.

Employees and Authorized Users

All employees elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for protecting personal and confidential information, accessing information only as required to perform assigned duties, and complying with this Policy and all related procedures.

Guidelines:

a. Confidentiality and Information

All information—obtained by an employee or authorized user in the course of their employment by the Town of Carstairs is deemed to be confidential and must be handled in accordance with POPA, ATIA, and this Policy.

Information shall not be disclosed to any individual or organization outside the Town of Carstairs unless:

- i. The disclosure is authorized by legislation;
- ii. The disclosure is required to fulfill the Town's mandate; or
- iii. Approval has been granted by the CAO or designate.

b. Internal Sharing of Information

Personal or confidential information may be shared internally only where reasonably necessary for the performance of an employee's duties and on a need-to-know basis, consistent with section 12 of POPA.

c. Reports and Records

All reports prepared by Town employees during the course of the employee's employment are considered to be property of the Town of Carstairs.

Reports prepared by Town employees are considered to be confidential unless released to the public pursuant to ATIA, by resolution of the Mayor and Council or by authorization of the Chief Administrative Officer or designate.

d. Protection and Safeguards

The Town of Carstairs shall make reasonable security arrangements to protect personal information against unauthorized access, use, disclosure, or destruction, in accordance with section 10(1) of POPA.

Employees must comply with administrative, technical, and physical safeguards established by the Town of Carstairs.

e. Records Retention and Disposal

Records shall be retained and disposed of in accordance with the Town of Carstairs' approved records retention and disposition schedules and applicable legislation.

f. Privacy Breaches

Any suspected or actual privacy breach must be reported immediately to the CAO or Privacy Officer.

The Town of Carstairs will investigate and respond to breaches in accordance with POPA, including notification requirements where applicable.

g. Duty to Assist

The Town of Carstairs shall make every reasonable effort to assist applicants with access requests openly, accurately, and completely, without unreasonable delay, in accordance with the Access to Information Act.

h. Fees

Fees for access requests shall be assessed, calculated, and collected in accordance with the Town of Carstairs Rates and Fees Bylaw and the Access to Information Act and its regulations.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary actions, up to and including termination of employment and may expose the individual and the Town of Carstairs to legal and regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy

/Carstairs0X/XX

Signatures:

M_____/25 Policy No. 12-028-2X adopted at Council on Month XX, 202X

Mayor, Dean Allan

CAO, Rick Blair

Town of Carstairs
Policy No. 12-014-26
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Town of Carstairs

**Policy: Tax Information Disclosure Policy-Amended
Policy No. 12-026-26**

Date: XXX XX, 202X

Adopted by: Council

Purpose:

The purpose of this Policy is to support the Town of Carstairs' Privacy Management Program by establishing a clear and consistent process for the disclosure of municipal tax information in compliance with the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA).

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, and the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4. This Policy is intended to support compliance with the provisions governing the collection, use, disclosure, and protection of personal information under POPA, as well as the right of access to records, the duty to assist applicants, and the application of exceptions under ATIA.

This Policy also supports the Town's general authority and responsibilities under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

This Policy is intended to operate in conjunction with applicable Town of Carstairs bylaws, including the Rates and Fees Bylaw. In the event of a conflict, the provisions of the applicable bylaw or legislation shall prevail.

Scope

This Policy applies to all Town of Carstairs employees, contractors, and authorized users who respond to requests for tax information relating to properties within the Town of Carstairs. It applies to all tax related records in the custody or control of the Town, regardless of format.

Definitions:

"Access Request" means a request for records made under the Access to Information Act.

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Assessed Value" means the assessed value of a property as determined for municipal taxation purposes under the Municipal Government Act.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Municipal Government Act" or **"MGA"** means the Alberta legislation, Revised Statutes of Alberta 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

"Personal Information" has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

"Privacy Management Program" is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Tax Certificate” means an official Town issued certificate providing tax related information for a specific property, issued in accordance with Town procedures and applicable fees.

“Tax Information” includes assessed property value, tax levy amounts, payment status, arrears, and other information contained in tax records.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and policy direction respecting the disclosure of tax information, including supporting compliance with POPA, ATIA, and the Town’s Privacy Management Program.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring that this Policy is implemented and that tax information is disclosed in compliance with POPA and ATIA.

Privacy Officer

The designated Privacy Officer is responsible for advising on the appropriate release of tax information, determining when disclosure may occur informally or must proceed through a tax certificate or access request, and ensuring that personal information is protected in accordance with legislation.

Directors and Managers

Directors and Managers are responsible for ensuring that tax information within their areas of responsibility is handled and disclosed in accordance with this Policy, applicable legislation, and guidance from the Privacy Officer.

Employees and Authorized Users

All employees, contractors, and service providers acting on behalf of the Town of Carstairs who are responsible for taxation and finance functions are responsible for complying with this Policy and for releasing only the information authorized under this Policy and applicable legislation.

Guidelines:

a. Disclosure Through Tax Certificate

Any request for tax information beyond assessed value, including tax levy amounts or payment status, shall only be fulfilled through the issuance of a tax certificate or, where applicable, through a formal access request under ATIA. The applicable fee for a tax certificate shall be charged in accordance with the current Town of Carstairs Rates and Fees Bylaw, Schedule “B,” and must be paid prior to the release of the information.

b. Disclosure of Tax Levy and Payment Status

Tax levy information, payment status, arrears, or other detailed tax information shall only be disclosed when a tax certificate has been issued or where disclosure is otherwise authorized by law. Such information constitutes personal information under POPA where it relates to an identifiable individual and must not be disclosed outside of these authorized circumstances.

c. Access Requests Under ATIA

Where a request seeks access to tax records beyond what may be released informally or by tax certificate under this Policy, the request shall be processed as a formal access request under the Access to Information Act.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary action up to and including termination of employment. Unauthorized disclosure of tax or personal information may also result in legal or regulatory consequences for both the individual and the Town of Carstairs.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in this Policy limits the rights of applicants under POPA or ATIA, nor does it limit the authority of the Office of the Information and Privacy Commissioner of Alberta.

End of Policy:
/CarstairsXX/XX

Signatures
M____/26 Policy No. 12-026-26 was adopted by Council on XXX XX, 20XX

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Records Retention and Disposition-Amended Policy No. 12-028-26**

Date: **Month XX, 202X**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to support the Town of Carstairs' Privacy Management Program by ensuring that records of the Town of Carstairs are created, managed, retained, and disposed of in a consistent and systematic manner in accordance with organizational, legislative, operational, and historical requirements. This Policy supports compliance with the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA) by ensuring that records are retained for appropriate periods and disposed of securely and lawfully.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, and the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4. This Policy is intended to support compliance with the provisions governing the collection, use, disclosure, and protection of personal information under POPA, as well as the right of access to records, the duty to assist applicants, and the application of exceptions under ATIA.

This Policy also supports the Town's general authority and responsibilities under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

This Policy is intended to support and operationalize the Town of Carstairs Records Retention and Disposition Bylaw, ~~Bylaw No. 2070~~. In the event of any conflict, the provisions of the Bylaw shall prevail.

Scope:

This Policy applies to all records created, received, or maintained by the Town of Carstairs, regardless of format or storage medium, including paper records, electronic records, emails, databases, text messages, photographs, audio and video recordings, and records held by third parties on behalf of the Town.

Definitions:

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Council" means the Council of the Town of Carstairs in the Province of Alberta

"Custody or control" has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

"Municipal Government Act" or **"MGA"** means the Alberta legislation, Revised Statutes of Alberta 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

"Personal information" has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

"Privacy Officer" is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

“Records hold” means a requirement to suspend the destruction or disposition of records due to an access request, investigation, audit, litigation, or other legal or regulatory matter.

“Retention schedule” means an approved schedule that identifies how long records must be retained and the authorized method of disposition.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and policy direction for the Town's records management practices, including supporting compliance with applicable legislation and the Town's Privacy Management Program.

Chief Administrative Officer (CAO)

The Chief Administrative Officer is responsible for overall accountability for the Town's records management, privacy, and access to information obligations. This includes ensuring that appropriate policies, procedures, and resources are in place, and designating a Privacy Officer to administer POPA and ATIA requirements.

The CAO retains authority for approving exceptional disclosures, resolving matters not contemplated by this Policy, and ensuring corrective actions where systemic noncompliance is identified.

Privacy Officer

The Privacy Officer is responsible for overseeing compliance with the Protection of Privacy Act and the Access to Information Act as they relate to records retention, access, and disposition. This includes providing guidance to staff, ensuring proper handling and secure destruction of records containing personal information, and acting as the primary point of contact for privacy-related matters.

Directors and Managers

Directors and Managers are responsible for ensuring that records within their departments are created, maintained, retained, and disposed of in accordance with this Policy, approved retention schedules, and guidance issued by the Privacy Officer. Directors are also responsible for ensuring staff compliance within their areas of responsibility.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for creating, managing, retaining, and disposing of records in accordance with this Policy, the Records Retention and Disposition Bylaw, approved retention schedules, and any related procedures. Employees shall not destroy, alter, remove, or conceal records except as authorized.

Guidelines:

a. Ownership and Custody of Records

All records created or received by employees of the Town of Carstairs, or by individuals or organizations contracted to the Town, in the course of Town business are the property of the Town.

All records are under the custody or control of the Town of Carstairs, and the Town has the authority to manage records throughout their lifecycle including creation, their use, disclosure, retention, storage, and disposition.

The Town of Carstairs retains custody or control of all records unless explicitly stated otherwise in a contract or agreement approved by the Town otherwise.

b. Protection of Personal Information

Personal information must be protected in accordance with the Protection of Privacy Act. The Town of Carstairs shall make reasonable administrative, technical, and physical

safeguards to protect personal information against unauthorized access, use, disclosure, or destruction, as required under section 10(1) of POPA.

Personal information shall be collected directly from the individual where practical, used authorized purposes and disclosed only as permitted under POPA or other applicable legislation.

c. Records and Retention Review

All bylaws, financial records, minutes, policies and electronic records shall be reviewed and retained in accordance with Schedule A, titled "Retention and Scheduling of Municipal Records", as published by Alberta Municipal Affairs, which shall be reviewed periodically to ensure ongoing legislative and operational compliance.

A record shall be maintained of all records destroyed, including the date of destruction, description of records, and authority for destruction.

d. Suspension of Disposition

No record may be destroyed, altered, or disposed of if it is subject to a records hold under the Records Retention and Disposition Bylaw, including where the record is required for an access request under ATIA, a privacy complaint or investigation, litigation, audit, or statutory investigation.

e. Confidentiality and Disclosure

All Town of Carstairs employees shall refrain from discussing confidential or personal information except where required to perform their duties or where disclosure is authorized by law.

Directors must verify the identity and authority of any individual requesting employment-related information prior to disclosure.

Disclosure of employee information shall not occur without the individual's consent unless authorized under POPA or another applicable Act or Regulation.

Employment references for former employees shall be provided only for one year after the termination of their employment with the Town of Carstairs.

If circumstances not contemplated by this policy arise, the release of information must be approved by the Chief Administrative Officer or designate.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, ATIA, or related Town procedures may result in disciplinary action up to and including termination of employment. Improper retention, destruction, or disclosure of records may also expose the individual and the Town to legal or regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in this Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information and Privacy Commissioner of Alberta.

End of Policy

/Carstairs0X/XX

Signatures:

M _____/25 Policy No. 12-028-2X adopted at Council on XXXX XX, 202X

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Internet Privacy-Amended
Policy No. 12-035-22
(Amends Policy No. 12-035-19)**

Date: **Monthay XX24, 20262**

Adopted by: **Council**

Policy Statement Purpose:

The purpose of this Policy is to support and implement the Town of Carstairs' Privacy Management Program, outlining how the Town collects, uses, protects, and discloses information through its website and online services in accordance with the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA). This Policy is intended to ensure transparency and to protect the privacy and confidentiality of personal information collected through online interactions with the Town.

The Town of Carstairs is committed to providing maintaining security standards to ensure that privacy and confidentiality of an individual's protect personal information is maintained and to ensure that online services are provided in a manner consistent with legislative requirements and public expectations.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, and the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4. This Policy is intended to support compliance with the provisions governing the collection, use, disclosure, and protection of personal information under POPA, as well as the right of access to records, the duty to assist applicants, and the application of exceptions under ATIA.

This Policy also supports the Town's general authority and responsibilities under the Municipal Government Act, (MGA), Chapter M-26 Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all information collected through the Town of Carstairs website and related online services, including information collected automatically and information provided voluntarily by users. It applies to all Town employees and service providers involved in the administration or maintenance of online services.

Definitions:

"Access to Information Act" or "ATIA" is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or "CAO" means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Municipal Government Act" or "MGA" means the Alberta legislation, Revised Statutes of Alberta, 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

"Online Services" means electronic services provided through the Town of Carstairs website, including online forms, submissions, service requests, and payment platforms.

"Personal Information" has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

F.O.I.P. means the Freedom of Information and Protection of Privacy Act R.S.A. 2000 Ch. F-25.

“Protection of Privacy Act” or “POPA” is legislation that governs how public bodies collect, use, disclose, and protect personal information.

Roles and Responsibilities:

Council

Council is responsible for supporting compliance with POPA and ATIA and ensuring appropriate governance oversight for privacy and access matters, including oversight of how personal information is handled in connection with the Town’s website and online services.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring that this Policy is implemented and that appropriate resources and controls are in place to support compliance.

Privacy Officer

The designated Privacy Officer is responsible for overseeing compliance with POPA and ATIA as they relate to online information collection and protection, and for providing guidance on privacy matters associated with the Town’s website.

Directors and Managers

Directors and Managers are responsible for ensuring compliance with POPA, ATIA, this Policy, and the Town’s Privacy Management Program within their respective areas, including overseeing the design and administration of online services, ensuring appropriate collection, use, disclosure, and safeguarding of personal information, and promptly escalating privacy issues or breaches related to online services to the Privacy Officer or CAO.

Employees and Authorized Users

All employees, contractors, and service providers acting on behalf of the Town of Carstairs who are involved in managing the Town’s website or online services are responsible for adhering to this Policy and for protecting information in accordance with legislative requirements.

Guidelines:

a. Collection of information

All information is collected in compliance with section 33 © of the *Freedom of information and Protection of Privacy (FOIP) Act.*

Information collected through the Town of Carstairs website is collected in accordance with the Protection of Privacy Act. Personal information is collected only where authorized by POPA and only for legitimate municipal purposes, consistent with sections 4 and 5 of the Act.

The Town of Carstairs web server automatically collects a limited amount of standard information essential to the operation, maintenance, and evaluation of the website. This information is not used to identify individuals ~~who come to the site, nor and is not~~ disclosed to other public bodies or external organizations in a manner that identifies an individual.

~~The Automatically collected~~ information ~~may include that’s collected identifies the following:~~

- ~~the page from which you arrived, t~~
- ~~The date and time of your~~the page request, the Internet Protocol
- ~~The (IP) address your computer is using to receive information used to access the site, t~~
- ~~The type and version of the your~~ browser used, and t
- ~~The name and size of the file you~~s requested. This information is not considered personal information for the purposes of POPA where it does not identify an individual.

b. Personal Information Provided Voluntarily

The Town of Carstairs only uses personal information to identify a user where the individual voluntarily provides that information, such as through online forms, inquiries, or service requests. Personal information collected in this manner is used only for the purpose for which it was provided and is disclosed only to authorized personnel who require the information to respond to or process the request, in accordance with section

12 of the Protection of Privacy Act and consistent with section 14 of the Act. ~~The only information that the Town of Carstairs may use to identify you is the information you give voluntarily. Any personal information given will only be disclosed to the authorized personnel who will use it to process and respond to your requests.~~

c. Cookies and Analytics

The Town of Carstairs website uses cookies and similar technologies to collect anonymous statistical information such as browser types, screen size, traffic patterns and pages visited. This information is used to improve website functionality and service delivery. This information helps us provide you with better service. We do not store personal information in cookies, or do we collect personal information from you without your knowledge, as you browse the site.

d. Security Measures

The Town has implemented reasonable administrative, technical, and physical safeguards to protect information collected through its website, as required by section 10(1) of the Protection of Privacy Act. Security measures are intended to protect against unauthorized access, disclosure, alteration, or destruction of information and to ensure that online services remain available to users.

~~Security measures have been implemented in order that web services remain available to all users.~~ The Town of Carstairs computer system employs software programs to monitor network traffic, to identify attempts to tamper with information, or to otherwise cause damage.

e. Retention and Disposal of Online Information

Information collected through the Town of Carstairs website and online services is retained and disposed of in accordance with the Town of Carstairs Records Retention and Disposition Bylaw and approved retention schedules.

~~This policy is subject to change without notice.~~

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in corrective or disciplinary action, up to and including termination of employment and may expose the individual and the Town of Carstairs to legal and regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy

/Carstairs__/26

Signatures

Policy No. XX-XXX-XX was adopted by Council on ~~Monthay~~ XX24, 20262

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: Privacy Officer
Policy No. 12-042-26

Date: Month XX, XXXX

Adopted by: Council

Purpose:

The purpose of this Policy is to establish the role, responsibilities, and authority of the Privacy Officer for the Town of Carstairs as part of the Town's Privacy Management Program required under section 25 of the Protection of Privacy Act (POPA).

This Policy supports accountability, coordination, and consistent application of privacy requirements across the organization by defining the Privacy Officer's role in supporting compliance with POPA and promoting responsible management of personal information.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5. This Policy supports the Town of Carstairs' establishment and maintenance of a Privacy Management Program as required under section 25 of that Act.

This Policy also supports administrative responsibilities under the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, including oversight, coordination, and guidance related to privacy compliance.

This Policy further supports the Town's general authority and responsibilities under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all Town of Carstairs employees, Members of Council, contractors, consultants, service providers, and volunteers who collect, access, use, disclose, or manage information on behalf of the Town.

The Policy applies to all records and information in the custody or control of the Town of Carstairs, regardless of format. This includes but is not limited to paper records, electronic files, emails, databases, text messages, photographs, audio and video recordings, and any other recorded information created or received in the course of Town business.

Definitions:

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Complaint" means an expression of concern from an individual regarding the Town of Carstairs' handling of personal information, including alleged noncompliance with POPA or this Privacy Management Program.

"Employee" includes all employees, elected officials, contractors, service providers, volunteers, and any other individuals acting on behalf of the Town of Carstairs.

"Municipal Government Act" or **"MGA"** means the Alberta legislation, Revised Statutes of Alberta, 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“Office of the Information and Privacy Commissioner” or “OIPC” is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy breach” means the unauthorized collection, use, disclosure, access to, or destruction of personal information.

“Privacy Impact Assessment (PIA)” is a process used to identify and mitigate privacy risks associated with a proposed or existing program, service, system, or activity that involves personal information.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or “POPA” is legislation that governs how public bodies collect, use, disclose, and protect personal information.

Roles and Responsibilities

Council

Council is responsible for approving this Policy and providing governance oversight for the Town of Carstairs’ privacy management framework, including the establishment of roles and accountability structures that support compliance with applicable privacy legislation.

Chief Administrative Officer (CAO)

The CAO is responsible for overall accountability for privacy compliance within the Town of Carstairs. This includes designating the Privacy Officer in accordance with this Policy, ensuring that this Policy is implemented and enforced across the organization, and providing the Privacy Officer with appropriate authority, resources, and organizational support.

Privacy Officer

The Privacy Officer is responsible for providing advice, coordination, and oversight to support the Town’s compliance with the Protection of Privacy Act (POPA) and the Town of Carstairs’ Privacy Management Program. The Privacy Officer performs this role under the direction of the Chief Administrative Officer and in accordance with this Policy.

Directors and Managers

Directors and Managers are responsible for supporting the implementation of the Town’s Privacy Management Program within their areas, ensuring compliance with POPA, and working with the Privacy Officer to address privacy risks, breaches, and compliance matters.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for protecting personal information in accordance with POPA, this Policy, and related Town policies and procedures. Individuals must cooperate with the Privacy Officer in the performance of privacy-related duties and must report suspected or actual privacy breaches in accordance with Town procedures.

Guidelines:

a. Designation of the Privacy Officer

The Chief Administrative Officer (CAO) shall designate a Privacy Officer for the Town of Carstairs and may withdraw or reassign the designation as required to support effective administration of this Policy.

The Privacy Officer may be:

- i. An existing employee appointed to the role, or
- ii. A designated position within the Town’s organizational structure.

The appointment does not remove or limit the responsibility of all employees and elected officials to protect personal information.

b. Role of the Privacy Officer

The Privacy Officer is responsible for providing coordination, guidance, and oversight, under the direction of the Chief Administrative Officer, to support the Town of Carstairs' compliance with the Protection of Privacy Act (POPA) and the Town's Privacy Management Program.

The Privacy Officer serves as the primary point of contact for privacy-related inquiries, access and correction matters, privacy complaints and breach response, and liaison with the Office of the Information and Privacy Commissioner (OIPC), as required.

c. Responsibilities of the Privacy Officer

The Privacy Officer's responsibilities include, but are not limited to, the following:

i. Privacy Compliance and Oversight

The Privacy Officer supports compliance with the Protection of Privacy Act (POPA) and applicable regulations by coordinating the implementation and ongoing maintenance of the Town of Carstairs' Privacy Management Program. The Privacy Officer provides privacy-related advice to departments, leadership, and staff and promotes consistent privacy practices across the organization.

ii. Policies and Procedures

The Privacy Officer supports the development, review, and update of privacy-related policies, procedures, and guidance materials to ensure they remain current, effective, and aligned with legislative requirements and organizational practices.

iii. Privacy Risk Management

The Privacy Officer supports the identification and mitigation of privacy risks associated with the Town's programs, services, systems, and activities. This includes coordinating or overseeing Privacy Impact Assessments where required and providing guidance on privacy considerations for new or significantly changed initiatives involving personal information.

iv. Privacy Breach Management

The Privacy Officer receives and manages reports of suspected or confirmed privacy breaches and coordinates breach containment, assessment, documentation, and response actions. Where required under POPA, the Privacy Officer supports notification to affected individuals and regulatory authorities and recommends measures to prevent future occurrences.

v. Complaints and Inquiries

The Privacy Officer receives and responds to privacy-related inquiries and complaints, coordinates internal reviews, and provides guidance on resolution and escalation options where appropriate, including matters involving the Office of the Information and Privacy Commissioner of Alberta.

vi. Training and Awareness

The Privacy Officer supports the coordination of privacy training and awareness initiatives for employees and elected officials and promotes ongoing awareness of privacy responsibilities and best practices throughout the organization.

d. Authority of the Privacy Officer

To carry out the responsibilities set out in this Policy, the Privacy Officer is authorized to request cooperation and information from departments and staff on matters related to privacy compliance. The Privacy Officer may access personal information as necessary to perform oversight and advisory duties, subject to confidentiality requirements and applicable legislation.

The Privacy Officer may recommend corrective actions, policy updates, or process improvements to mitigate privacy risk. The Privacy Officer does not replace departmental responsibility for day-to-day privacy compliance. Where significant or unresolved compliance issues are identified, the Privacy Officer shall report the matter to the Chief Administrative Officer for direction and corrective action.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary actions, up to and including termination of employment and may expose the individual and the Town of Carstairs to legal and regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy

/Carstairs____/XX

Signatures:

M____/XX Policy No. XX-XXX-XX adopted at Council on Month XX, XXXX

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Security Classification System
Policy No. 12-043-26**

Date: **Month XX, XXXX**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to establish a standardized security classification framework for Town information to ensure protection against unauthorized access, use, disclosure, modification, or destruction.

This Policy supports the Town’s Privacy Management Program, as required under section 25 of the Protection of Privacy Act (POPA), and contributes to the Town’s duty to manage and protect records under the Access to Information Act (ATIA).

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5. This Act requires public bodies to protect personal information through reasonable administrative, technical, and physical safeguards and to establish a Privacy Management Program pursuant to section 25.

This Policy also supports the Town’s obligations under the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, with respect to the management and protection of records in the custody or control of public bodies.

This Policy further supports the Town’s authority under the Municipal Government Act (MGA), Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all Town of Carstairs employees, Members of Council, contractors, consultants, service providers, and volunteers who collect, access, use, disclose, or manage information on behalf of the Town.

The Policy applies to all records and information in the custody or control of the Town of Carstairs, regardless of format. This includes but is not limited to paper records, electronic files, emails, databases, text messages, photographs, audio and video recordings, and any other recorded information created or received in the course of Town business.

Definitions

“Access to Information Act” or **“ATIA”** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

“Chief Administrative Officer” or **“CAO”** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

“Municipal Government Act” or **“MGA”** means the Alberta legislation, Revised Statutes of Alberta 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“Office of the Information and Privacy Commissioner” or **“OIPC”** is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

“Security Classification System” is the framework used by the Town of Carstairs to classify information based on sensitivity and risk, and to apply appropriate safeguards.

Roles and Responsibilities

Council

Council members are responsible for complying with this Policy when creating, receiving, or handling Town of Carstairs information in the course of their official duties.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring organizational compliance with POPA and ATIA, and for supporting the effective implementation of the Town of Carstairs' Privacy Management Program.

Privacy Officer

The Privacy Officer supports the Town of Carstairs' Privacy Management Program required under section 25 of the Protection of Privacy Act by providing coordination, guidance, and advice on privacy compliance. The Privacy Officer supports the development and maintenance of privacy-related policies and procedures, promotes privacy awareness and training, and acts as a liaison with the Office of the Information and Privacy Commissioner of Alberta as required.

Directors and Managers

Directors and Managers are responsible for ensuring that staff understand and correctly apply security classifications, and that access to Confidential and Restricted information within their areas of responsibility is limited to individuals with a legitimate business need.

Employees and Authorized Users

All employees elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for applying appropriate security classifications, accessing information only as required to perform their duties, protecting information in accordance with this Policy, and promptly reporting any suspected or actual privacy or security incidents.

Guidelines:

a. Security Classification Levels

Information is classified based on sensitivity. Classification determines access controls, storage requirements, transmission methods, and disposal methods.

The Town of Carstairs uses the following classification levels:

i. Public

Public Information includes records and information approved for public release with minimal risk if disclosed. This includes information such as published bylaws and policies, Council agendas, approved minutes, public notices, and information published on the Town's website.

ii. Internal

Internal information includes records intended for internal Town of Carstairs use where unauthorized disclosure could result in minor operational, financial, or reputational impact. Examples include internal emails, draft reports, administrative working documents, routine internal correspondence, and internal guidelines that are not intended for public distribution.

iii. Confidential

Confidential information includes sensitive information where unauthorized access, use, or disclosure could result in privacy impacts, legal risk, or harm to individuals or the Town. This includes personal information, employment records, financial records, tax and assessment information, investigative records, contracts prior to execution, and information subject to access-to-information exceptions.

iv. **Restricted**

Restricted information includes highly sensitive information requiring the highest level of protection, where unauthorized disclosure could result in serious harm, significant privacy breaches, or major legal, financial, or safety risks. Examples include security plans, law-enforcement related information, system access credentials, encryption keys, legal advice subject to solicitor-client privilege, and highly sensitive personal or investigative information.

b. **Classification and Handling Requirements**

All Town of Carstairs information must be assigned a security classification at the time it is created or received. The classification must reflect the sensitivity of the information, the potential risk of harm if it were disclosed without authorization, and applicable legislative requirements. Where information could reasonably fit more than one classification level, the highest applicable classification shall be applied.

Information must be handled, stored, transmitted, and disposed of in a manner consistent with its security classification and the safeguard obligations set out in section 10(1) of the Protection of Privacy Act.

i. **Letterhead, Correspondence, and Templates**

Standard letterhead, correspondence, and templates must be designed and used in a manner that supports appropriate information handling. When correspondence contains Confidential or Restricted information, the classification must be clearly indicated and shared only with authorized recipients. Personal information must only be included where it is necessary, authorized, and appropriate for the stated purpose.

Where appropriate, templates may include handling language or visual indicators to reinforce classification expectations.

ii. **Emails and Electronic Communications**

Emails and electronic communications must be classified based on their content and any attachments. Staff must exercise care when including personal, Confidential, or Restricted information in electronic communications. Such information must only be sent to authorized recipients and protected using reasonable safeguards, which may include secure file transfer or other approved technical measures.

Any suspected misclassification, unauthorized disclosure, or loss of information must be reported immediately in accordance with the Town of Carstairs' incident and breach management practices.

c. **Access Control**

Access to information classified as Confidential or Restricted must be limited to individuals who require such access to perform their job duties. Access must be role based, approved by appropriate authority, and reviewed on a regular basis. Access rights must be promptly updated or revoked when roles change or when an individual ceases to act on behalf of the Town. Unauthorized access to personal information may constitute a breach under the Protection of Privacy Act.

d. **Staff Training and Awareness**

The Town of Carstairs shall provide mandatory privacy and information protection training as part of its Privacy Management Program. Training will be delivered under the direction of the Privacy Officer and will occur upon onboarding, periodically thereafter, and following material legislative or policy changes. Training will address security classification, information handling expectations, obligations under POPA and ATIA, and incident and breach reporting requirements.

e. **Review, Assessment, and Updates**

This Policy ~~is a living document and~~ will be reviewed at least every two years, or sooner if legislative, operational, or risk conditions change. Reviews will ensure continued alignment with legislative requirements, OIPC guidance, and the Town's Privacy Management Program.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, ATIA, or related Town procedures may result in disciplinary action up to and including termination of employment.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in this Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information and Privacy Commissioner of Alberta.

End of Policy

/Carstairs____/XX

Signatures:

M____/XX Policy No. 12-043-26 adopted at Council on Month XX, XXXX

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Privacy Complaints and Requests Handling
Policy No. 12-044-26**

Date: **Month XX, 2026**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to establish a clear and consistent framework for the receipt, management, and resolution of privacy complaints and access-related requests involving records and personal information in the custody or under the control of the Town of Carstairs. This Policy also establishes the Town's approach to requests for the correction of personal information under section 7 of the Protection of Privacy Act.

This Policy supports the Town's obligations under the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA) and forms part of the Town's Privacy Management Program.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, including section 25, which requires public bodies to establish and maintain a Privacy Management Program that includes processes for handling complaints.

This Policy is also enacted under the authority of the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, which governs access to records in the custody or control of public bodies and provides mechanisms for complaints and reviews.

This Policy further supports the Town's general authority and responsibilities under the Municipal Government Act, Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all employees of the Town of Carstairs, Members of Council, contractors, consultants, service providers, volunteers, and any other individuals authorized to manage records or personal information on behalf of the Town.

This Policy applies to privacy complaints respecting the collection, use, disclosure, retention, or protection of personal information under the Protection of Privacy Act, as well as requests for access to records and related complaints or concerns under the Access to Information Act.

This Policy does not replace or limit formal complaint or review mechanisms available through the Office of the Information and Privacy Commissioner of Alberta.

This Policy applies to requests for the correction of personal information under section 7 of the Protection of Privacy Act, including requests to correct factual information or to add a statement of disagreement where correction is not permitted.

Definitions:

"Access Request" means a request for records made under the Access to Information Act.

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

“Complaint” means an expression of concern or dissatisfaction regarding the Town’s handling of personal information under the Protection of Privacy Act or the Town’s response to an access request under the Access to Information Act.

“Correction Request” means a written request made by an individual under section 7 of the Protection of Privacy Act to correct personal information or to annotate or link a record where correction is not made.

“Custody or control” has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

“Municipal Government Act” or “MGA” means the Alberta legislation, Revised Statutes of Alberta 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“Office of the Information and Privacy Commissioner” or “OIPC” is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or “POPA” is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and supporting compliance with POPA and ATIA by ensuring appropriate policies, resources, and accountability mechanisms are in place.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring the implementation and enforcement of this Policy and for supporting the fair and timely resolution of complaints and access-related matters.

The CAO shall be informed of significant or sensitive complaints and may authorize actions or responses where required.

Privacy Officer

The Privacy Officer is responsible for coordinating the receipt, assessment, investigation, and resolution of privacy complaints and access requests. The Privacy Officer shall manage access requests under the Access to Information Act, receive and assess privacy complaints under the Protection of Privacy Act, provide advice to staff and applicants regarding rights and processes, maintain records of complaints and requests, and coordinate responses to any reviews, investigations, or inquiries initiated by the Office of the Information and Privacy Commissioner of Alberta.

Directors and Managers

Directors and Managers are responsible for cooperating with the Privacy Officer in the investigation and resolution of complaints and requests within their areas and for implementing corrective measures where required.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for assisting with complaints and access requests as required, preserving relevant records, and complying with this Policy and applicable legislation.

Guidelines:

a. Receipt of Complaints and Requests

Privacy complaints and access requests shall be directed to the Privacy Officer or designate in accordance with Town procedures.

Where concerns are raised informally, reasonable efforts shall be made to address issues at an early stage where appropriate.

b. Processing Access Requests

Access requests shall be processed in accordance with ATIA, including the duty to assist applicants openly, accurately, and completely, without unreasonable delay.

c. Handling Privacy Complaints

Privacy complaints respecting the handling of personal information shall be assessed by the Privacy Officer to determine their nature, scope, and appropriate resolution.

The Town shall make reasonable efforts to resolve complaints informally and promptly, where appropriate.

d. Investigations and Responses

Where a complaint warrants investigation, the Privacy Officer shall gather relevant information, consult with affected departments, and prepare a response outlining findings and any corrective actions.

e. Escalation and Further Review

Individuals retain the right to make a complaint or request a review by the Office of the Information and Privacy Commissioner of Alberta (OIPC) in accordance with POPA or ATIA.

The Town shall cooperate fully with any investigation or review initiated by the OIPC.

f. Documentation and Retention

All complaints, access requests, and related correspondence shall be documented and retained in accordance with the Town's Records Retention and Disposition Bylaw No. 2070 and approved records retention and disposition schedules.

g. Requests for Correction of Personal Information

Individuals have the right to request correction of their personal information under section 7 of the Protection of Privacy Act. A request for correction applies to factual personal information, not opinions.

The Privacy Officer shall assess whether the requested correction is supported by appropriate evidence and whether the information is factual or opinion-based. Where correction is made, the Town shall correct the personal information in all relevant records and systems and annotate the date of correction.

Where a requested correction is refused or cannot be made, including where the information constitutes an opinion or where sufficient proof is not provided, the Town shall annotate or link the record with a statement reflecting the individual's position, in accordance with POPA.

The Town shall provide written notice of its decision respecting a correction request within 30 business days of receiving the request.

Where the personal information was originally collected or created by another public body, the request may be transferred in accordance with section 8 of POPA, and the individual shall be notified of the transfer.

Where required by POPA, the Town shall notify other public bodies or third parties that received the personal information of any correction, annotation, or linkage.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary action, up to and including termination of employment, and may expose the individual and the Town of Carstairs to legal or regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy:
/CarstairsXX/XX

Signatures:
Policy No. 12-044-26 was adopted by Council on Month XX, 2026

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Privacy Risk and Impact Management
Policy No. 12-045-26**

Date: **Month XX, 2026**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to establish a structured and proportionate approach for identifying, assessing, and managing privacy risks associated with the collection, use, disclosure, retention, and protection of personal information by the Town of Carstairs.

This Policy provides a framework for conducting Privacy Impact Assessments and managing privacy risks as part of the Town's Privacy Management Program, as required by section 25 and section 26 of the Protection of Privacy Act (POPA).

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, including sections 25 and 26, which require public bodies to establish and maintain a Privacy Management Program and to conduct Privacy Impact Assessments where required.

This Policy is also enacted under the authority of the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, and supports the Town's responsibilities respecting records in its custody or control.

This Policy further supports the Town's general authority and responsibilities under the Municipal Government Act, Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all employees of the Town of Carstairs, Members of Council, contractors, consultants, service providers, volunteers, and any other individuals authorized to plan, design, implement, or manage programs, services, systems, or initiatives on behalf of the Town.

This Policy applies to all initiatives involving personal information in the custody or under the control of the Town of Carstairs, including new programs, changes to existing programs, information systems, data sharing initiatives, or the use of third-party service providers.

Definitions:

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Custody or control" has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

"Municipal Government Act" or **"MGA"** means the Alberta legislation, Revised Statutes of Alberta, 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

"Office of the Information and Privacy Commissioner" or **"OIPC"** is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy Impact Assessment” or **“PIA”** means a documented assessment required under section 26 of POPA that identifies and evaluates potential privacy risks associated with a proposed or modified program, service, or initiative and sets out measures to mitigate those risks.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Privacy risk” means the potential for negative impacts on individuals or the Town arising from the collection, use, disclosure, retention, or protection of personal information.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Program or service” includes any activity, initiative, system, process, or function of the Town that involves personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and supporting compliance with POPA by ensuring that appropriate policies and resources are in place to manage privacy risks and support the Town’s Privacy Management Program.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring the implementation and enforcement of this Policy and for supporting a culture of privacy risk awareness across the organization.

The CAO may require that a Privacy Impact Assessment be completed for proposed initiatives and may delay or restrict implementation until privacy risks have been appropriately assessed and addressed.

Privacy Officer

The Privacy Officer is responsible for overseeing the Town’s privacy risk management framework and coordinating Privacy Impact Assessments in accordance with section 26 of POPA.

The Privacy Officer shall provide advice and guidance to staff, review completed assessments, identify mitigation measures, maintain records of Privacy Impact Assessments, and report material privacy risks to the CAO.

Directors and Managers

Directors and Managers are responsible for identifying initiatives within their areas that may involve privacy risk and for ensuring that Privacy Impact Assessments are completed where required.

Directors and Managers shall cooperate with the Privacy Officer and implement privacy risk mitigation measures as part of program design and operation.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for considering privacy requirements in the performance of their duties and for consulting with the Privacy Officer when planning or modifying initiatives involving personal information.

Guidelines:

a. Privacy Risk Management

The Town of Carstairs shall proactively identify and manage privacy risks throughout the lifecycle of its programs and services, including during planning, implementation, operation, and review.

Privacy risks shall be managed in a manner proportionate to the sensitivity, volume, and use of personal information involved.

b. When a Privacy Impact Assessment is Required

A Privacy Impact Assessment shall be conducted where required under section 26 of POPA and section 7 of the Protection of Privacy (Ministerial) Regulation, including for a new program or service or a substantial change to an existing program or service where:

- i. the loss of, unauthorized access to, or unauthorized disclosure of personal information could result in significant harm;
- ii. personal information of a high sensitivity will be collected, used, or disclosed;
- iii. the initiative involves the personal information of a significant portion of the population served by the Town;
- iv. data matching will occur between two or more public bodies;
- v. the initiative forms part of a common or integrated program or service; or
- vi. the initiative involves the development or use of innovative technology.

c. Conduct of Privacy Impact Assessments

Privacy Impact Assessments shall, at a level proportionate to the initiative, document:

- i. the purpose of the collection, use, or disclosure of personal information;
- ii. the legal authority for the collection, use, or disclosure;
- iii. identified privacy risks and mitigation strategies;
- iv. administrative, technical, and physical safeguards;
- v. procedures for accuracy, correction, and retention of personal information; and
- vi. governance and accountability arrangements where multiple public bodies are involved.

d. Approval and Implementation

The implementation of initiatives involving personal information may be deferred until identified privacy risks have been addressed to the satisfaction of the Privacy Officer and the CAO.

e. Documentation and Retention

Completed Privacy Impact Assessments and related documentation shall be retained in accordance with the Town's records retention and disposition schedules.

f. Ongoing Review

Privacy risks and mitigation measures shall be reviewed periodically and when significant changes occur to ensure continued compliance with POPA.

g. Submission to the Office of the Information and Privacy Commissioner

Where required under POPA or the Protection of Privacy (Ministerial) Regulation, the Town shall submit a completed Privacy Impact Assessment to the Office of the Information and Privacy Commissioner of Alberta using the prescribed POPA PIA template.

The Town shall provide a copy of a completed Privacy Impact Assessment to the Commissioner within 30 business days where requested under section 27(1)(j) of POPA.

h. Joint Privacy Impact Assessments and Addendums

Where the Town participates in a common or integrated program or service or engages in data matching with another public body, a joint Privacy Impact Assessment may be prepared.

Where applicable, the Town shall prepare a PIA addendum to address any collection, use, or disclosure of personal information unique to the Town.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary actions, up to and including termination of employment and may expose the individual and the Town of Carstairs to legal and regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy
/Carstairs02/26

Signatures
Policy No. 12-045-26 was adopted by Council on Month XX, 2026

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Privacy Breach Management
Policy No. 12-046-26**

Date: **Month XX, 2026**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to establish a clear, consistent, and municipally appropriate process for the prevention, identification, reporting, containment, assessment, investigation, notification, and remediation of privacy breaches involving personal information or data derived from personal information in the custody or under the control of the Town of Carstairs.

This Policy supports compliance with the Protection of Privacy Act (POPA) and forms an essential component of the Town's Privacy Management Program, as required by section 25 of POPA and the Protection of Privacy (Ministerial) Regulation.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, including sections 10(1) and 10(2), which require public bodies to make reasonable security arrangements to protect personal information and to notify affected individuals, the Information and Privacy Commissioner, and the Minister where a privacy breach presents a real risk of significant harm.

This Policy is also enacted under the authority of the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, and supports the Town's obligations respecting records in its custody or control.

This Policy further supports the Town's general authority and responsibilities under the Municipal Government Act, Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all employees of the Town of Carstairs, Members of Council, contractors, consultants, service providers, volunteers, and any other individuals authorized to access personal or confidential information on behalf of the Town.

This Policy applies to all personal information and records in the custody or under the control of the Town of Carstairs, regardless of format. This includes, but is not limited to, paper records, electronic files, databases, emails, text messages, photographs, audio or video recordings, and information stored or transmitted through third-party or cloud-based systems.

Definitions:

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Confidential information" means information that is restricted from disclosure by law, contract, or this Policy, including personal information and records subject to mandatory or discretionary exceptions under ATIA.

"Custody or control" has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

“Municipal Government Act” or “MGA” means the Alberta legislation, Revised Statutes of Alberta, 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

“Office of the Information and Privacy Commissioner” or “OIPC” is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy breach” means the unauthorized collection, use, disclosure, access to, or destruction of personal information or data derived from personal information.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or “POPA” is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Real risk of significant harm” means a risk that a privacy breach could reasonably be expected to result in significant harm to an individual, including financial loss, identity theft, damage to reputation, humiliation, or loss of employment or business opportunities.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

Roles and Responsibilities:

Council

Council is responsible for providing governance oversight and supporting compliance with POPA and ATIA. Council shall ensure that appropriate policies and resources are in place to support the Town’s Privacy Management Program, including effective privacy breach response.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring the implementation and enforcement of this Policy, designating a Privacy Officer, and supporting appropriate privacy breach response measures across the organization.

The CAO shall be informed of significant or high-risk privacy breaches and shall authorize breach response actions where required, including external notifications.

Privacy Officer

The Privacy Officer is responsible for coordinating and managing the Town’s response to privacy breaches. This includes receiving breach reports, directing containment efforts, conducting risk assessments, determining whether notification obligations apply, and ensuring compliance with POPA.

The Privacy Officer shall maintain records of all privacy breaches, provide guidance and training to staff, and recommend corrective or preventative measures to reduce future risk.

Directors and Managers

Directors and Managers are responsible for ensuring employees within their departments comply with this Policy and promptly report any suspected or actual privacy breaches.

Directors and Managers shall cooperate with breach investigations and ensure remedial actions are implemented as directed by the Privacy Officer or CAO.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for protecting personal and confidential information, complying with this Policy and related procedures, and immediately reporting any suspected or actual privacy breach to the Privacy Officer or CAO.

Guidelines:

a. Prevention and Safeguards

The Town of Carstairs shall take reasonable administrative, technical, and physical measures to protect personal information against unauthorized access, use, disclosure, or destruction, in accordance with section 10(1) of POPA.

Employees and authorized users must comply with all security and privacy safeguards established by the Town of Carstairs.

b. Identification and Reporting of Privacy Breaches

Any suspected or confirmed privacy breach must be reported immediately to the Privacy Officer or the CAO. Employees and authorized users shall not attempt to independently investigate or resolve a breach. All privacy breach responses and notifications shall be made without unreasonable delay.

c. Containment and Preliminary Response

Upon notification of a privacy breach, immediate steps shall be taken to contain the breach and reduce further risk, including securing records or systems and limiting further access.

d. Assessment of Risk

The Privacy Officer shall assess the nature and circumstances of the breach, including the sensitivity of the information, the likelihood of misuse, and the potential impact on affected individuals, to determine whether there is a real risk of significant harm.

e. Notification Requirements

Where a privacy breach presents a real risk of significant harm, the Town shall, without unreasonable delay, provide written notice to affected individuals, the Office of the Information and Privacy Commissioner of Alberta, and the Minister of Technology and Innovation, in accordance with POPA and its regulations.

Where notification is not legally required, the Town may choose to notify affected individuals as a transparency measure.

f. Investigation and Documentation

All privacy breaches shall be documented, regardless of severity. Investigation records shall be retained in accordance with the Town's records retention and disposition schedules. The Privacy Officer shall maintain a record of all privacy breaches, including those that do not require notification.

g. Corrective and Preventative Measures

Following a privacy breach, the Town shall implement reasonable corrective actions to address identified gaps, including updates to safeguards, procedures, training, or systems, as appropriate.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary actions, up to and including termination of employment and may expose the individual and the Town of Carstairs to legal and regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in the Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information Privacy Commissioner of Alberta.

End of Policy

/Carstairs02/26

Signatures:

M_____/26 Policy No. 12-046-26 adopted at Council on XXX, XX, 2026.

Mayor, Dean Allan

CAO, Rick Blair



Town of Carstairs

Policy: **Mandatory Privacy Training and Awareness
Policy No. 12-047-26**

Date: **Month XX, 2026**

Adopted by: **Council**

Purpose:

The purpose of this Policy is to establish a consistent approach to privacy training and awareness for employees and other authorized users of the Town of Carstairs, in order to support compliance with the Protection of Privacy Act (POPA) and the Access to Information Act (ATIA).

This Policy supports the Town's Privacy Management Program by ensuring that individuals who collect, access, use, disclose, or manage personal information on behalf of the Town understand their legislative obligations and responsibilities.

Legislative Authority:

This Policy is enacted under the authority of the Protection of Privacy Act, Statutes of Alberta, 2024, c. P-28.5, including section 25, which requires public bodies to establish and maintain a Privacy Management Program that includes mandatory staff training as further prescribed by regulation.

This Policy is also enacted under the authority of the Access to Information Act, Statutes of Alberta, 2024, c. A-1.4, which governs access to records in the custody or control of public bodies and imposes duties on employees and officials handling such records.

This Policy further supports the Town's general authority and responsibilities under the Municipal Government Act, Revised Statutes of Alberta, 2000, c. M-26.

Scope:

This Policy applies to all employees of the Town of Carstairs, Members of Council, contractors, consultants, service providers, volunteers, and any other individuals authorized to access personal information or records in the custody or under the control of the Town.

This Policy applies to all roles and duties involving the collection, use, disclosure, retention, protection, or management of personal information or records on behalf of the Town.

Definitions:

"Access to Information Act" or **"ATIA"** is the Alberta legislation that provides the public with a right of access to records in the custody or control of public bodies, subject to limited and specific exceptions.

"Chief Administrative Officer" or **"CAO"** means the individual appointed by Council as the Chief Administrative Officer for the Town of Carstairs under section 205 of the MGA.

"Custody or control" has the same meaning as under section 4 of ATIA, including records held by Town employees, contractors, or service providers on behalf of the Town.

"Municipal Government Act" or **"MGA"** means the Alberta legislation, Revised Statutes of Alberta, 2000, c. M-26, that governs the incorporation, governance, powers, and administration of municipalities and municipal authorities in Alberta.

"Office of the Information and Privacy Commissioner" or **"OIPC"** is an independent Officer of the Legislature of Alberta responsible for overseeing compliance with access to information and privacy requirements.

“Personal information” has the same meaning as defined in section 1 of the Protection of Privacy Act, including information about an identifiable individual.

“Privacy Management Program” is the program required under section 25 of the Protection of Privacy Act and is a structured set of policies, procedures, and controls implemented by a public body to ensure ongoing compliance with personal information protection obligations.

“Privacy Officer” is the person designated by the Town of Carstairs to support accountability under the Privacy Management Program required by section 25 of the Protection of Privacy Act (POPA), including training, compliance, and monitoring.

“Protection of Privacy Act” or **“POPA”** is legislation that governs how public bodies collect, use, disclose, and protect personal information.

“Record” has the same meaning as defined in section 1 of the Access to Information Act and includes recorded information in any form.

Roles and Responsibilities:

Council

Council is responsible for supporting compliance with POPA and ATIA by ensuring that appropriate policies and resources are in place to promote privacy awareness and training across the organization.

Chief Administrative Officer (CAO)

The CAO is responsible for ensuring the implementation and enforcement of this Policy and for supporting a culture of privacy awareness and compliance within the Town of Carstairs.

Privacy Officer

The Privacy Officer is responsible for coordinating privacy training and awareness initiatives in accordance with the Town’s Privacy Management Program. This includes identifying training requirements, providing guidance and resources, maintaining records of completed training, and monitoring overall compliance.

Directors and Managers

Directors and Managers are responsible for ensuring that employees within their areas complete required privacy training and are aware of their responsibilities under applicable legislation and Town policies.

Employees and Authorized Users

All employees, elected officials, contractors, and service providers acting on behalf of the Town of Carstairs are responsible for completing required privacy training, applying privacy principles in the performance of their duties, and complying with POPA, ATIA, and related Town policies and procedures.

Guidelines:

a. Mandatory Privacy Training

Privacy training shall be mandatory for all employees and authorized users whose duties involve access to personal information or records. Training shall be completed upon commencement of employment or engagement and at intervals determined by the Town of Carstairs.

b. Ongoing Awareness

The Town of Carstairs shall promote ongoing privacy awareness through refresher training, guidance materials, and other reasonable measures appropriate to the size and operations of the organization.

c. Role-Based Training

Privacy training shall be proportionate to the duties and responsibilities of individuals, with additional or specialized training provided where roles involve higher privacy risk.

d. Training Records

Records of completed privacy training shall be maintained in accordance with the Town’s Records Retention and Disposition Bylaw and approved records retention and disposition schedules.

e. Non-Compliance

Failure to complete required privacy training may result in corrective action, including restrictions on access to records or information systems, in accordance with Town of Carstairs policies and procedures.

Compliance Note:

Failure for Town of Carstairs employees to comply with this Policy, POPA, or ATIA may result in disciplinary action, up to and including termination of employment, and may expose the individual and the Town of Carstairs to legal or regulatory consequences.

For members of Council, non-compliance may expose the individual and the Town to legal and regulatory consequences.

Nothing in this Policy limits the rights of individuals under POPA or ATIA, nor does it limit the authority of the Office of the Information and Privacy Commissioner of Alberta.

End of Policy

/Carstairs__/26

Signatures

Policy No. 12-047-26 was adopted by Council on Month XX, 2026

Mayor, Dean Allan

CAO, Rick Blair

**MINUTES OF THE POLICIES & PRIORITIES COMMITTEE MEETING
TUESDAY, MAY 19, 2026, 1:00 P.M.
CARSTAIRS MUNICIPAL OFFICE**

IN ATTENDANCE: Mayor Allan, Councillors Ball, Fricke, Tolley, Roberts & Wilcox; Director of Corporate Services Shannon Allison; Manager of Legislative Services Jessica Pryde; Director of Planning & Development & Deputy CAO Kirk Williscroft; & Executive Assistant Kayleigh Van Es

ABSENT: Councillor Selanders

CALL TO ORDER: Mayor Allan called the Policies & Priorities Committee meeting of Tuesday, May 19, 2026, to order at 1:00 p.m.

ADDED ITEMS: Nil

ADOPTION OF AGENDA: Motion by Councillor Wilcox to adopt the Policies & Priorities Committee meeting agenda of May 19, 2026, as presented.

CARRIED

ADOPTION OF MINUTES: Motion by Councillor Ball to adopt the Policies & Priorities Committee minutes of April 21, 2026, as presented.

CARRIED

UNFINISHED BUSINESS: 1. Financial Update

S. Allison updated the Committee on the EUNA budgeting software, noting it is still being finalized and will be presented once complete. She advised that the Town remains in line with 2026 revenue and expense projections, requisitions have begun, and tax notices will be sent following tax rate approval on Monday, May 25, 2026.

There are 9 assessment appeals, with hearings scheduled between June and September. Taxpayers remain responsible for paying taxes by the due date regardless of an appeal outcome.

To date, 11 of 35 capital projects have been completed, and as of May 19, the Town has \$11 million in the bank. Approval was received for the Canada Community-Building Fund (CCBF) grant for the 2026 Street Improvement Project, the LGFF for the Arena Ice Plant and the ACP grant for the IDP/Annexation project with funding all anticipated for July/August.

Councillor Tolley inquired about the projected 2025 surplus. S. Allison advised there is an estimated \$200,000 surplus, reminding the Committee of the \$500,000 designated for the Police station. Councillor Ball clarified that the \$500,000 is no longer considered surplus and has been designated for future planning.

Motion by Councillor Ball to accept the Financial Update as information.

CARRIED

BYLAW & POLICIES: 1. Policy No. 12-014-26 Access to Information and Privacy Administration Policy-Amended

J. Pryde spoke to the Policy and its changes.

Motion by Councillor Fricke to accept Policy No. 12-014-26 Access to Information and Privacy Administration Policy as amended and forward to the next Council meeting for ratification.

CARRIED

2. Policy No. 12-026-26 Tax Information Disclosure Policy-Amended

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J. Pryde spoke to the Policy and its changes.

Motion by Councillor Wilcox to accept Policy No. 12-026-26 Tax Information Disclosure Policy as amended and forward to the next Council meeting for ratification.

CARRIED

3. Policy No. 12-028-26 Records Retention and Disposition Policy-Amended

J. Pryde spoke to the Policy and its changes.

Motion by Councillor Roberts to accept Policy No. 12-028-26 Records Retention and Disposition Policy as amended and forward to the next Council meeting for ratification.

CARRIED

4. Policy No. 12-043-26 Security Classification System Policy

J. Pryde spoke to the Policy.

Motion by Councillor Wilcox to accept Policy No. 12-043-26 Security Classification System Policy as amended and forward to the next Council meeting for ratification.

CARRIED

5. Policy No. 12-044-26 Privacy Complaints and Requests Handling Policy

J. Pryde spoke to the Policy.

Motion by Councillor Tolley to accept Policy No. 12-044-26 Privacy Complaints and Requests Handling Policy as presented and forward to the next Council meeting for ratification

CARRIED

NEW BUSINESS:

Nil

REPORTS:

1. Development Reports

The Committee reviewed the Development Reports. To date, 84 permits have been issued, including 31 new home building permits and 29 compliance certificates.

Councillor Fricke requested clarification regarding project completions and safeguards for lot construction.

Councillor Ball asked whether Kitstone has sold any lots or is only building show homes. Deputy CAO K. Willisroft advised that one lot has been sold and six homes are beginning construction. He also noted that a new builder has taken over the Scarlett Ranch condominium development and will proceed one unit at a time. Concerns regarding house-wrap debris in windy conditions were raised, and Deputy CAO K. Willisroft advised Bylaw had been notified and cleanup action would be initiated shortly.

- a. Permit listing
- b. Compliance listing

Motion by Councillor Ball to accept the Permit and Compliance Listing as information.

CARRIED

2. City-Wide Monthly Reports

The Committee reviewed the following City-Wide Monthly reports.

- a. Fire Reports

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b. Bylaw Reports

Motion by Councillor Wilcox to accept the City-Wide Monthly Reports as information.

CARRIED

3. Emergency Services

The Committee reviewed the following Emergency Services reports.

- a. Carstairs Emergency Management Agency (CEMA) Report
- b. Emergency Services Report

Motion by Councillor Fricke to accept the Emergency Services Reports as information.

CARRIED

CORRESPONDENCE:

1. Letter-Mandalay Link Resident

The Committee reviewed the letter concerning speeding in Mandalay Link, requesting signage at two locations along the street. Deputy CAO K. Williscroft stated that the current signage meets normal community standards. He further noted that additional signage would likely not change driver behavior, and contractors will be reminded of the speed limit.

Councillor Ball suggested placing a speed radar/notification sign in the area instead. Deputy CAO K. Williscroft will facilitate the request.

Motion by Councillor Ball to accept the Letter from Mandalay Link as information.

CARRIED

CLOSED MEETING:

1. Disclosure Harmful to Personal Privacy-Section 20

Section 197 of the Municipal Government Act requires that Council and Council Committees conduct their meetings in public unless the matter to be discussed falls under one of the exceptions to disclosure outlined in Division 2 of Part 1 of the Access to Information Act (ATIA), including, but not limited to, matters related to business interests, personal privacy, individual or public safety, confidential evaluations, or law enforcement. (Sections 19 to 34).

Motion by Councillor Wilcox that Council close the meeting to the public to discuss Disclosure Harmful to Personal Privacy, as per Section 20, of the ATIA, at 1:27 p.m.

CARRIED

Motion by Councillor Fricke to come out of Closed Meeting session at 2:04 p.m.

CARRIED

GENERAL DISCUSSION:

Nil

NEXT MEETING:

Tuesday, June 16, 2026

ADJOURNMENT:

Motion by Councillor Roberts to adjourn the Policies & Priorities Committee meeting of Tuesday, May 19, 2026, at 2:05 p.m.

CARRIED

Dean Allan, Mayor

Kirk Williscroft, Deputy CAO



Administration Office
#301, 6501, 51 Street, Olds, Alberta T4H 1Y6
P: (403) 556-2957 | F: (587) 796-0773
engage@mvsh.ca | www.mvsh.ca

FOR IMMEDIATE RELEASE

Mountain View Seniors' Housing Releases 2025 Community Report

Olds, Alberta — Monday, May 11, 2026

Mountain View Seniors' Housing (MVSH) is proud to announce the release of its 2025 Report to the Community, highlighting another successful year of service, growth, and connection across Mountain View and Kneehill Counties.

The report reflects on a milestone year for the organization, marking 65 years of housing service in the region, while showcasing the people, programs, and partnerships that continue to strengthen MVSH's impact. "2025 was a year filled with celebration and meaningful progress," said Dwayne Fulton, Board Chair of Mountain View Seniors' Housing. "As we celebrated our 65th anniversary, we were reminded of the strong foundation this organization is built on and the incredible dedication of our team members who continue to carry that legacy forward every single day."

Throughout the year, MVSH supported more than 500 residents and clients, delivered thousands of meals, hosted hundreds of lodge activities and events, and completed nearly 20,000 maintenance work orders, ensuring safe, welcoming homes across its communities.

The report also highlights important organizational growth, including the expansion of the Rent Assistance Benefit into Kneehill County, refreshed Vision, Mission, Values and Commitments, facility upgrades across multiple sites, and the launch of a newly enhanced website to better serve residents, families, and community members. "Our continued growth is a reflection of both community need and the strength of our team," said Stacey Stilling, Chief Administrative Officer. "I am incredibly proud of our staff, who lead with compassion, professionalism, and heart. Their work ensures our lodges and housing sites truly feel like home, and this report is a celebration of their dedication and the trust our communities place in us."

The 2025 Report to the Community also recognizes MVSH as one of Mountain View County's largest employers, with nearly 150 employees, and highlights the organization's commitment to internal growth, with 16% of staff promoted from within during the year.

As MVSH looks ahead, the organization remains committed to transparency, collaboration, and sharing meaningful information with the communities it serves. "We are thrilled to continue sharing our story and the important work happening at MVSH," added Stilling. "This report is an invitation for our community to celebrate with us, learn more about our impact, and stay connected as we move forward together."

The 2025 Report to the Community is now available to the public and can be viewed online at www.mvsh.ca.

Media Contact:

Sarah Eichhorst
Marketing & Communications Specialist
Mountain View Seniors' Housing
engage@mvsh.ca | 403-556-2957



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