

Pillar 1: Work Together

Strategy	2022 Q2 Actions	Status
Listen and Empower		
Hold annual outreach sessions throughout West Grey	Hybrid council meetings; virtual meetings for majority of committee meetings; some committees have started in-person meetings (pending staff availability)	Daytime council meetings in person, evening meetings remain virtual; advisory committee meetings via ZOOM, with some exceptions for in-person
Develop a customer service strategy to exercise industry best practices and instill a customer service first workplace culture	Partnership with Wilfrid Laurier University MBA students	Project conclusion Q3, 2022
Review council committee structure and procedural bylaw to empower and encourage diversity	Training for committee members	Ongoing. Clerk is attending Advisory Committee meetings to provide training, in addition to individual training for new chairs and vice-chairs
Provide a variety of opportunities for stakeholders to provide feedback in person, online or in print	Area of focus in development of Customer Service Strategy	Q3, 2022
Build Partnerships		
Explore new cost-sharing initiatives	Bulk group buying program; fleets and public works vehicles	Project will be re-evaluated for next budget cycle and recruitment of next Director Explore EV initiatives through climate action lens
Leverage partnership with neighbouring municipalities	Community Safety Well-Being Plan (CSWBP) County Climate Action Plan Social Enterprise Program with Grey Highlands	CSWBP ongoing County adopted Climate Action Plan and will be working with West Grey’s Climate Action Advisory Committee and new Environment Officer staff (in Q3 2022) to explore alignment Program concluded. Staff to meet with Grey County to explore future viability models
Develop programs to encourage youth involvement	Youth summit Student Start-Up Program with Saugeen Connects Summer program with Elephant Thoughts	Youth Summit on hold Intake started for 2022 Student Start-Up season Camp program expanded and completely filled for the 2022 season
Clear Communication		

Develop a corporate communication strategy	Communication strategy and visual identity guide approved 2020	Completed
Create accessible and informative content in a variety of formats	Upgraded Microsoft; staff able to create accessible documents easily and conveniently	Completed
Improve internal communication	Launch of Intranet in 2021	Intranet – not completed, no budget allocated
	Weekly CAO news updates	CAO updates implemented
Launch a new West Grey website	Launched in June 2020	Ongoing updates, improvements to content
Implement online services	Booking software, some online payments launched	Completed
	Internal online payroll system to be launched	Q3, 2022
Produce an annual review to communicate accomplishments	Year in review incorporated into budget 2022 media release	Completed