

ADMINISTRATIVE REPORT

TO: Board of Directors

FROM: J. Zaffino, Chief Administrative Officer

DATE: March 20, 2025

RE: Voyent Alert! Usage Policy Amendment

Administrative Recommendation:

THAT the RDOS Voyent Alert! Usage Policy be adopted as amended in the March 20, 2025 administrative report.

Purpose:

To ensure Regional District policies are relevant and reflect current practice.

Reference:

[Regional District Board Policies](#)

Draft amended Voyent Alert! Usage Policy
Current Voyent Alert! Usage Policy

Business Plan Objective:

Goal 2.2 of the RDOS Strategic Plan is to meet public needs through continuous improvement of key services. One of the objectives of this goal is achieved by ensuring policies are current and reflect the priorities of the Board of Directors.

Background:

The amended Voyent Alert! Usage Policy was considered at the March 6, 2025 Corporate Services Committee. No concerns about the proposed changes were raised by Committee, so it is now being brought to the Board for consideration of adoption.

Analysis:

The Voyent Alert! Usage Policy is intended to ensure that the RDOS uses the Voyent Alert! communication service and alerting app in a consistent manner. Voyent Alert! enables the RDOS to provide routine and emergency notifications via email, text, and telephone.

The proposed amendments incorporate the role of the Deputy Chief Administrative Officer and Managing Director. The recommended changes also provide clarity around terminology, processes, and notification criteria and radius.

Proposed changes include the following:

- Amending “Water Notifications Alert Administrator” to “Utilities Administrator”.
- Amending the Informational Notifications process to include the use of approved templates.
- Adding clarification to the roles and responsibilities of Emergency Program Coordinators, Managing Directors, and EOC Information Section Leads in the Critical Alert issuance process.
- Adding “Shelter in Place” to the list of Critical Alerts which can be issued.
- Adding the following to the Informational Notifications issuance list:
 - EOC activation due to wildfire, flood, or other emergency.
 - Provincial road or highway closures or area restrictions which impact the RDOS.
 - Bylaw amendment, Temporary Use Permit, and liquor and cannabis regulation brand applications.
- Adding Informational Notifications radius, referencing the Development Procedures Bylaw.
- Adding clarification around non-permitted uses.

Alternatives:

1. THAT the amended Voyent Alert! Usage Policy not be adopted.
2. THAT the Voyent Alert! Usage Policy be referred to staff for further amendments before being considered for adoption at a future Board of Directors meeting.

Communication Strategy:

The Policy Index on the RDOS website is updated as policies are adopted, revised or rescinded. Additionally, staff is advised of any change in policy through the staff Intranet.

Respectfully submitted:

“Marc Aucoin”

M. Aucoin, Legislative Services Coordinator

Endorsed by:

“Christy Malden”

C. Malden, Corporate Officer