

 CITY OF Welland	Title:	Remembrance Day – Workplace Observance Procedure		
	Doc. Control Number:			
	Effective Date:		Approved by:	
	Review Date:		Author:	Kate Lavell
	Document Type:	Standard Operating Procedure	Department:	Legislative Services

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1.0 Purpose

The purpose of this procedure is to establish a consistent, respectful, and practical approach for recognizing Remembrance Day (November 11) within the workplace while municipal offices remain open.

This procedure is intended to provide clear guidance to employees, supervisors, and managers regarding expected conduct, service continuity, and in-office observance, including the moment of silence at 11 a.m.

This procedure ensures the organization appropriately honours the sacrifices of Canadian Armed Forces members and veterans without disrupting essential municipal services.

2.0 Scope

This procedure:

- a) Applies to all departments, employees, and facilities of the organization during normal business operations on November 11;
- b) Focuses on internal workplace observance and employee conduct, including meetings, phone calls, customer service counters, and general office activity;
- c) Governs in-office recognition practices, including the moment of silence and respectful behaviour throughout the day;

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- d) Does not govern community-led ceremonies or external events, except where staff participation occurs during working hours with approval.

3.0 Definitions

For the purposes of this procedure, the following definitions apply:

Remembrance Day

A national day of commemoration observed annually on **November 11** to honour the service and sacrifice of members of the Canadian Armed Forces and veterans.

Moment of Silence

A period of quiet reflection observed at **11 a.m.** on November 11, lasting one or two minutes, to honour those who served and those who died in military service.

Ceremony

An organized event or formal observance, which may include wreath-laying, speeches, readings, or participation in community or Legion-led services.

Flag Policy

The established practices governing the display, lowering, or half-masting of flags in accordance with federal, provincial, or organizational guidelines.

Veteran

A person who has served in the Canadian Armed Forces, including Regular Force, Reserve Force, and those who served in times of war, conflict, or peacekeeping missions.

4.0 Responsibilities

4.1 Corporate Leadership Team and Council

- a) Demonstrate leadership and respect in the observance of Remembrance Day.
- b) Model appropriate conduct during the moment of silence and throughout the workday.

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4.2 Communications

- a) Issuing internal communications that clearly outline staff expectations for in-office observance on November 11, including the moment of silence at 11 a.m.
- b) Ensuring messaging emphasizes respectful conduct, service continuity, and the fact that municipal offices remain open.
- c) Preparing any necessary external communications limited to operational notices, such as brief service pauses at 11 a.m., where applicable.
- d) Ensuring all messaging reflects the solemn nature of Remembrance Day and aligns with approved corporate language and branding.
- e) Coordinating website, digital signage, or internal displays, where used to support staff awareness rather than promote community events.
- f) Providing guidance to departments and managers on timing, messaging, and operational considerations related to workplace observance.

4.3 Department Directors/Managers

- a) Ensure employees within their department are aware of Remembrance Day procedures.
- b) Plan for a brief pause in operations at 11 a.m. where feasible.
- c) Where possible, booking a meeting(s) should be avoided, and/or a moment of silence should be observed during that time.
- d) Provide direction to staff in public-facing roles on how to respectfully pause or acknowledge the moment of silence while maintaining essential services.

4.4 Employees

- a) Observe the moment of silence at 11 a.m. on November 11, including pausing work, standing where appropriate, and refraining from conversation.
- b) Conduct themselves in a respectful and professional manner throughout the day.
- c) Be mindful of the solemn nature of Remembrance Day when interacting with the public.
- d) Follow direction from supervisors regarding service continuity.

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5.0 Procedure

5.1 Pre-Remembrance Day Preparation

- a) Internal communications shall be issued with clear expectations for staff behaviour and operations at 11 a.m.
- b) Managers shall review scheduled meetings and operational activities and make adjustments as needed.
- c) Signage or notices for public counters may be prepared to advise of a brief pause in service.

5.2 Workplace Observance on November 11

- a) At 11 a.m., employees may observe a moment of silence lasting one or two minutes either at their desk or in a location as directed by their supervisor.
- b) Meetings, phone calls, and service counters should pause where operationally feasible.
- c) Employees should stand quietly where appropriate, recognizing that accessibility and operational realities may differ.
- d) No celebratory activities or non-essential events should be scheduled during this time.

5.3 Essential Services

- a) Departments providing essential services shall continue operations.
- b) Alternative observance measures may include staggered participation or individual moments of reflection.
- c) Public safety and service continuity take precedence.
- d) Directors/managers may implement alternative observance measures (e.g., staggered participation or individual moments of reflection).

5.4 Post-Observance

- a) Normal operations shall resume immediately following the moment of silence or completion of ceremonies.

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b) Managers may document any operational considerations for future years.

6.0 References

The following legislation, policies, and guidance documents inform this procedure:

- a) Government of Canada – Remembrance Day: Guidance on the significance and national observance of Remembrance Day.
- b) Canadian Heritage – National Flag of Canada Half-Masting Guidelines: Federal direction regarding flag protocol and half-masting practices.
- c) Royal Canadian Legion – Remembrance Day Ceremonial Guidance: Information on traditional observances, ceremonies, and respectful practices.
- d) Employment Standards Act, 2000 (Ontario): Provisions related to public holidays and workplace obligations.
- e) Municipal Policies and Procedures: Including applicable corporate communications policies, flag policy, and facility operations procedures.
- f) Collective Agreements: Where applicable, governing employee work arrangements and operational requirements.

7.0 Revision History

Date	Description of Change	Initials