



Standard Operating Procedure Flag-Raising and Tower Illumination Procedures

SOP #003

Effective Date: September 9, 2026

Related Policy: Protocol Policy (P-ADMIN-05)

1. PURPOSE AND SCOPE

- 1.1. The City welcomes requests to fly special-purpose flags and illuminate Charlottetown City Hall to raise awareness about causes and initiatives that are important to Charlottetown residents.
- 1.2. The City is committed to responding fairly and consistently to community requests and to offering equitable opportunities for external organizations to fly special-purpose flags from the community flagpole and to illuminate Charlottetown City Hall, as appropriate.
- 1.3. This is a procedural document for the Protocol Policy (P-ADMIN-05) and establishes a framework for considering internal and external requests to raise flags and to illuminate the tower at Charlottetown City Hall using the LED lighting system.
- 1.4. These procedures apply to all community flagpoles designated for use by external organizations to fly special-purpose flags at all City sites, as well as the LED lighting system on the tower at Charlottetown City Hall.

2. DEFINITIONS

- 2.1. CAO refers to the Chief Administrative Officer or their designee.
- 2.2. City refers to the Corporation of the City of Charlottetown.
- 2.3. City sites refer to facilities, properties, buildings, and parks owned or operated by the City of Charlottetown.
- 2.4. City Flagpole refers to the flagpole designated by the City of Charlottetown at any City site to fly the City flag when not in use by external organizations to fly special-purpose flags. At City Hall, the City flagpole refers to the flag on the right when facing the flags.
- 2.5. Community flagpole refers to the flagpole on City property designated for special-purpose flags. At City Hall, the Community flagpole is the City flagpole. If the community flagpole at City Hall is unavailable, the official City flagpole at Joe Ghiz Park will serve as the backup flagpole for special-purpose flag raisings.
- 2.6. External organizations refer to non-profits, not-for-profits, charitable organizations, formal or informal community groups, professional associations, or groups representing sports, tourism, and cultural events.
- 2.7. Special-purpose flags refer to the flag of another nation or external organization to be raised on the community flagpole at City Hall as requested by an external organization.
- 2.8. Tower lights refer to the LED lighting system installed on the tower at Charlottetown City Hall.

3. ELIGIBILITY FOR REQUESTS FROM EXTERNAL ORGANIZATIONS

- 3.1. Eligibility for external organizations to fly special-purpose flags or illuminate the tower at Charlottetown City Hall is determined by sections 4.0 and 9.0 of the Protocol Policy (P-ADMIN-05).

4. APPLICATION PROCESS FOR EXTERNAL ORGANIZATIONS

- 4.1 The application process and protocol for external organizations to request a flag-raising for special-purpose flags and tower illumination will be managed by the Office of the Mayor and made available on the City of Charlottetown website.
- 4.2 The Office of the Mayor will determine the preferred method for collecting applications for special-purpose flag raisings or tower illumination (e.g. email, web form) and what information organizations must provide.

5. GUIDELINES FOR FLAG-RAISING AND TOWER ILLUMINATION REQUESTS

- 5.1. It is the responsibility of the requesting organization to submit a request to the City for a flag-raising or tower illumination unless the City is a partner of the external organization.
- 5.2. Requests from external organizations must be submitted a maximum of four months prior to, and a minimum of 30 days before, the requested flag-raising or tower illumination date.
- 5.3. Requests from external organizations will be addressed and approved on a first-come, first-served basis.
- 5.4. If two or more external organizations submit a request for flag-raising or tower illumination for the same date or during an overlapping period, the request received first will be prioritized.
- 5.5. Tower illumination requests will only be approved for a single day, from dusk until dawn on the requested date.
- 5.6. Special-purpose flag shall be flown for a maximum of up to seven (7) consecutive days or for the length of the associated day or event, whichever is less.
- 5.7. External organizations must provide the City with flags at least three (3) days before the flag-raising date.
- 5.8. Civic events or significant community celebrations where the City is a major partner may illuminate the tower or raise a special-purpose flag for longer than described above, for the length of the associated event or initiative at the discretion of the Office of the Mayor.
- 5.9. During extended flag-raising tower illumination events, the community flagpole or tower lights may be made available to external organizations for one day if the requested date does not conflict with key signature event dates.
- 5.10. It is the responsibility of the external organization to coordinate the promotion of the tower illumination or flag-raising, including coordinating photography, sending out invitations to members of the public or the media, or coordinating social media posts.
- 5.11. External organizations must submit applications for tower illumination or flag-raising annually, as no annual or recurring requests will be granted.
- 5.12. The City reserves the right to deny requests, even if they meet the eligibility criteria.
- 5.13. The City reserves the right to cancel a tower illumination or flag-raising in the event of unforeseen circumstances.
- 5.14. In exceptional circumstances, and at the discretion of the Mayor's Office, the Provincial flag may be replaced with a special-purpose flag for one day if a special-purpose flag is already on display on the official City flagpole. Following City approval, the City must request permission from the Office of Protocol of the Government of Prince Edward Island.
- 5.15. If the community flagpole at City Hall is unavailable, the official City flagpole at Joe Ghiz Park will serve as the backup flagpole for special-purpose flag raisings.

6. ROLES AND PROCEDURES

Office of the Mayor

- Interpret and administer the operating procedures outlined in this document.
- Intake all applications for special-purpose flag-raising and tower illumination requests.
- If a request complies with the criteria outlined in the Protocol Policy and this procedures document, confirm with the external organization that their request has been granted.
- If a request does not comply or is prohibited according to the criteria in the Protocol Policy or does not receive approval, indicate in writing to the external organization the reason for the denial of the request.
- Notify the Public Works Department when a flag-raising is taking place, the reason for the raising, the date and time of the flag-raising ceremony (if requested), and the duration of the flag-raising.
- Notify the IT Department when tower illumination is taking place, the reason for the illumination, and the date of the tower illumination.
- Notify the Communications Department of a flag-raising ceremony or tower illumination, if appropriate.

Economic, Tourism, and Cultural Development Department

- Provide support on all matters related to the outcomes and interpretation of these procedures related to the Protocol Policy.
- Offer discretion for tower illumination or flag-raising for occasions not identified by the Protocol Policy or these procedures.

Communications Department

- Provide communications support and advice on all matters related to the outcomes of these procedures.

Public Works Department

- Ensure the community flagpole at Charlottetown City Hall is unlocked, and all snow, debris, and garbage are clear from the flag poles before a special-purpose flag-raising ceremony.
- Ensure Public Works staff are present to assist with flag-raising as needed.

Parks and Recreation Department

- Coordinate with the Office of the Mayor regarding special-purpose flag-raising at Joe Ghiz Park or other parks when necessary (i.e. Victoria Park).

IT

- Maintain the software for tower illumination until the tower illumination software is upgraded, at which point their involvement will be revised to provide IT assistance as needed.
- Input tower requests into the tower illumination software until the tower illumination software is upgraded, at which point their involvement will be revised.