



THE CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA

AGENDA

November 16th, 2023 at 2:00 p.m.

1. Call to Order and Moment of Silence

Let us take a moment of silent reflection to contemplate in our own way the responsibility we have to collectively use our skills and experience to ensure the mutual long-term benefit of our Municipality and those we represent.

2. Traditional Land Acknowledgement

As we gather this morning (afternoon), I would like to acknowledge on behalf of Council and our community that we are meeting on the traditional territory of the Algonquin People. We would like to thank the Algonquin people and express our respect and support for their rich history, and we are extremely grateful for their many and continued displays of friendship. We also thank all the generations of people who have taken care of this land for thousands of years."

3. Roll Call

4. Recital of the Municipal Mission and Vision Statements

5. Disclosure of Pecuniary Interest & General Nature Thereof

6. Deputations and Presentations

7. Adoption of Minutes of Previous Meeting

- Council Minutes
 - i. October 19, 2023
- Library Board Minutes
 - i. June 6, 2023
- Emergency Management Program Committee Minutes
 - i. October 19, 2023

8. Petitions and Correspondence

Information Only – (Please advise if you feel any item warrants further consideration)

- i. Township of The Archipelago – Cigarette Producer Responsibility
- ii. Township of East Hawkesbury – Bill 21, Fixing Long-Term Care Amendment Act
- iii. Township of McKellar – Call for Amendment to Legislation Act, 2006
- iv. Minister of Finance – Ontario Municipal Partnership Fund
- v. Township of Rainy River – Water Treatment Training
- vi. Town of Aurora – Cannabis Retail Applications for the Town of Aurora
- vii. Ministry of Health – Strengthening Public Health
- viii. RCDHU – Medical Officer of Health to the Board
- ix. Town of Arnprior – Support for MHSRC Hoarding Program

9. Council Reports
 - i. Report 23/11/16/901 – Mayor's Report
10. Staff Reports
 - i. Report 23/11/16/1001 – Clerk's Report
11. Financial Reports
 - i. Report 23/11/16/1101 – 2024 Recreation Advisory Committee Budget
12. Unfinished Business
 - i. Report 23/11/16/1201 – Auto Extrication
 - ii. Report 23/11/16/1202 – RAC Terms of Reference
13. Addendum (New Business)
 - i. Report 23/11/16/1301 – 2024 Council Meeting Schedule
 - ii. Report 23/11/16/1302 – Community Safety and Well-Being Plan
 - iii. Report 23/11/16/1303 – Deputy Mayor Appointment
 - iv. Report 23/11/16/1304 – Signing and Borrowing Authority
 - v. Report 23/11/16/1305 – 2024 Emergency Management Program, Plan and Committee
14. Notice of Motion - none
15. Policy/By-Law Review -
 - i. Report 23/11/16/1501 – Asset Management Policy
 - ii. Report 23/11/16/1502 – Complaint Handling Policy
16. By-Laws
17. Closed Session - none
18. Questions and Answers
19. Confirmation of Proceedings By-law
20. Adjournment

Note* Alternate formats and communication supports are available on request.

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.



THE CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA
Minutes of October 19, 2023

Minutes of a regular meeting of Council held on October 19, 2023 at 2:19 p.m.

1. **CALL TO ORDER & MOMENT OF SILENT REFLECTION** – Let us take a moment of silent reflection to contemplate in our own way the responsibility we have to collectively use our skills and experience to ensure the mutual long-term benefit of our Municipality and those we represent.
2. **TRADITIONAL LAND ACKNOWLEDGEMENT**
As we gather this afternoon, I would like to acknowledge on behalf of Council and our community that we are meeting on the traditional territory of the Algonquin People. We would like to thank the Algonquin people and express our respect and support for their rich history, and we are extremely grateful for their many and continued displays of friendship. We also thank all the generations of people who have taken care of this land for thousands of years.
3. **ROLL CALL** – The following persons were present: Mayor Debbi Grills, Councillors: Chris Dowser, Fran Kelly-Chamberlain, Karen LeClerc and Rachel Richer
Staff: Crystal Fischer, Municipal Administrator
Absent/Regrets: none
Guests: none
4. **RECITAL OF THE MUNICIPAL MISSION AND VISION STATEMENTS** – Councillor Dowser
HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.
HCM Vision: Providing a healthy, connected and sustainable community teeming with possibilities for our citizens now and into the future.
5. **DISCLOSURE OF PECUNIARY INTEREST & GENERAL NATURE THEREOF** – none
6. **DEPUTATIONS/PRESENTATIONS** – none
7. **ADOPTION OF MINUTES OF PREVIOUS MEETINGS (INCLUDING COMMITTEES)**
Resolution No.: 23/10/19/001
Moved by Councillor LeClerc and Seconded by Councillor Kelly-Chamberlain
BE IT RESOLVED THAT the minutes of the regular meeting of September 21st, 2023 be accepted as presented.

Carried Unanimously
8. **CORRESPONDENCE & PETITIONS**
Petitions - none
Correspondence
 - i. Association of Municipalities of Ontario - Affordable Homes and Good Jobs Act
 - ii. Wasaga Beach - Illegal Car Rally
 - iii. Township of Montague - Municipal Freedom of Information and Protection of Privacy Act
 - iv. Town of Aurora - Opposition to Strong Mayors Powers in Aurora
 - v. Association of Municipalities of Ontario - New Ministers and Transit Legislation

- vi. Township of West Lincoln - Challenges Faced by Smaller Developers in Ontario Communities
- vii. Municipality of Bluewater - Childcare Availability in Ontario
- viii. City of Pembroke/ Pembroke Public Library - 2024 Multicultural Festival Sponsorship
- ix. Town of Cobourg - Illegal Land Use Enforcement
- x. Ministry of Infrastructure - Administrative Penalties Regulation under the Building Broadband Faster Act

Late Correspondence

- xi. North Renfrew Family Services – Christmas Basket Program

9. MAYOR'S REPORT

- i. Report 23/10/19/901 –Mayor's Report
Action: Mayor Grills to request a copy of the Peter Kenyon presentation to provide to Council.

10. STAFF REPORT

- i. Report 23/10/19/1001 – Clerk's Report
 Resolution No.: 23/10/19/002
 Moved by Councillor Kelly-Chamberlain and Seconded by Councillor LeClerc
WHEREAS Council has allocated \$2,500 towards donations in the 2023 budget;
AND WHEREAS Council has already made donations in 2023 in the amount of \$515;
AND WHEREAS Council has received and reviewed requests for donations from the Catholic Women's League for the Community Christmas Party and North Renfrew Family Services for the Christmas Basket Program;
THEREFORE BE IT RESOLVED THAT the Council of the United Townships of Head, Clara and Maria does hereby direct Staff to issue the following donations for the remainder of 2023:
 \$250 CWL Community Christmas
 \$250 Bernadette McCann House
 \$250 Deep River and Area Food Bank
 \$1250 North Renfrew Family Services

Carried Unanimously

Action: Clerk to send letter requesting a discussion with Town of Deep River concerning the potential for partnership of auto-extrication services.

Action: Clerk to submit an application for funding under OTF's Resilient Communities Fund for accessibility software and training.

11. FINANCIAL REPORTS - none

12. UNFINISHED BUSINESS – none

13. NEW BUSINESS –

- i. Report 23/10/19/1301 – Recreation Advisory Committee Appointments
 Resolution No.: 23/10/19/003
 Moved by Councillor Kelly-Chamberlain and Seconded by Councillor Dowser
WHEREAS the Recreation Advisory Committee Terms of Reference provides for annual appointments of members to the committee;

AND WHEREAS the following persons have indicated their interest in serving on the group;

AND WHEREAS Council sees the value in continuing this group in providing activities for the members of the community;

THEREFORE BE IT RESOLVED THAT the Council of the United Townships of Head, Clara and Maria does hereby appoint to the Recreation Advisory Group for the year 2024: Glenn Stewart, Bonnie Stewart, Deborah Froehlich and Melissa Foster with Councillor Dowser as chair of the committee;

AND FURTHER that Melissa Foster be appointed to the Recreation Advisory Committee for the remainder of the 2023 term.

Carried Unanimously

Action: Clerk to update the RAC Terms of Reference to permit two members of Council to sit on the Committee.

Action: Clerk to create a resolution for the November meeting to appoint Councillor Richer to the committee.

14. NOTICE OF MOTION – none

15. POLICY/BY-LAW REVIEW –

i. Report 23/10/19/1501 – Policy Review

Resolution No.: 23/10/19/004

Moved by Councillor Richer and Seconded by Councillor Dowser

WHEREAS Council received Report 23/10/19/1501 regarding the Accountability and Transparency By-law and have had an opportunity to ask clarifying questions and make recommendations of updates to the by-law;

THEREFORE BE IT RESOLVED that By-law 2023-22 being a by-law to adopt an Accountability and Transparency Policy be read a first, second and third time passed this 19th day of October, 2023.

Carried Unanimously

Resolution No.: 23/10/19/005

Moved by Councillor Dowser and Seconded by Councillor Richer

WHEREAS Council received Report 23/10/19/1501 regarding the Delegation of Authority By-law and have had an opportunity to ask clarifying questions and make recommendations of updates to the by-law;

THEREFORE BE IT RESOLVED that By-law 2023-23 being a by-law to adopt a Delegation of Authority Policy be read a first, second and third time passed this 19th day of October, 2023.

Carried Unanimously

ii. Report 23/10/19/1502 – Fee Schedule Review

Resolution No.: 23/10/19/006

Moved by Councillor Dowser and Seconded by Councillor Richer

WHEREAS the Fee Schedule was last reviewed in 2011 since which time the cost of providing service has increased;

AND WHEREAS Staff completed a comparison of neighbouring municipality's fee schedules;

THEREFORE BE IT RESOLVED THAT By-law 2023-24 being a by-law to adopt an updated Fees and Charges Policy be read a first, second and third time passed this 19th day of October, 2023.

Carried Unanimously

iii. Report 23/10/19/1503 – Multi-year Accessibility Plan
Resolution No.: 23/10/19/007

Moved by Councillor Dowser and Seconded by Councillor Richer

WHEREAS Council received Report#23/08/26/1501 concerning the Draft Multi-Year Accessibility Plan;

AND WHEREAS Council completed public consultation to gather feedback on barriers affecting the Municipality;

AND WHEREAS the Draft Plan has been updated to include public and Council feedback on the Draft Plan;

THEREFORE BE IT RESOLVED THAT By-law 2023-25 being a by-law to adopt a Multi-Year Accessibility Plan be read a first, second and third time passed this 19th day of October, 2023.

Carried Unanimously

16. BY-LAWS –none

17. CLOSED SESSION - none

18. QUESTIONS AND ANSWERS

People are being restricted from taking items at the landfill sites - allowing scavenging is not permitted at the landfill.

Action: Clerk to advertise that re-use section is available at both sites; try to encourage its use as an alternative to scavenging.

Update on Streetlights – materials have been ordered for the bases. There was an error in the order list from Aultman Rental and therefore Staff is waiting for an updated order approval. There is a 4-6 week lead time for delivery of materials. Installation will depend on weather.

19. CONFIRMATION OF PROCEEDINGS

Resolution No.: 23/10/19/008

Moved by Councillor Richer and Seconded by Councillor LeClerc

BE IT RESOLVED THAT By-law 2023-26 being a by-law to confirm proceedings of the meeting of Council of Thursday, October 19th, 2023 be read a first time short and passed.

Carried Unanimously

20. ADJOURNMENT

Resolution No.: 23/10/19/009

Moved by Councillor Dowser and Seconded by Councillor Kelly-Chamberlain

BE IT RESOLVED THAT this meeting adjourn at 4:13 p.m. to meet again on November 16, 2023 at 2:00 p.m.

Carried Unanimously

MAYOR

CLERK

**Head, Clara and Maria Public Library
Board Meeting Minutes**

June 6th , 2023

A Regular Meeting held on June 6, 2023 was called to order at 10 AM

As we gather this morning, I would like to acknowledge on behalf of The Head Clara & Maria Public Library Board and our community that we are meeting on the traditional territory of the Algonquin People. We would like to thank the Algonquin people and express our respect and support for their rich history, and we are extremely grateful for their many and continued displays of friendship. We also thank all the generations of people who have taken care of this land for thousands of years.

1. Roll Call

Designation	Name	P	A	E	Designation	Name	P	A	E
Chair	Marlene Gibson	x			Member	Gay Baribeau	X		
Member	Catherine Sutherland	X			Member	Fran Kelly-Chamberlain	X		
Member	Nancy Voros	x			CEO	Lexi Rivett	X		

2. Pecuniary Interest: none

3. Approval of agenda:

Resolution #1; Moved by Fran Kelly-Chamberlain seconded Nancy Voros. Be it resolved that the agenda for June 6,2023 be accepted as Presented. CARRIED

4. Approval of Minutes of Previous Meeting:

Resolution # 2; Moved by Nancy Voros Seconded by Fran Kelly-Chamberlain . Be it resolved that the minutes of May 4, 2023 be accepted as Presented. CARRIED

5. Business Arising From The Minutes:

- All documents have been moved off of the CEO computer and onto the hard drive.

6. Report of the CEO:

- A facebook post has been made to tell patrons that the CEO/Librarian is in on Tuesdays if they need assistance with anything
- The policies are being worked on

7. Report of The Chair: NONE

8. Financial Reports:

Resolution # 3; Moved by Nancy Voros Seconded by Catherine Sutherland Be it resolved that the Revenue and Expense Report for June 6, 2023 be accepted as presented. CARRIED

- The Auditors report has been reviewed by the board.

9. Correspondence: None

10. Policies: None

11. New Business:

- The Municipality will be taking responsibility for the war monument

Resolution # 4; Moved by Nancy Voros Seconded by Gay Baribeau Be it resolved that a Motion to transfer responsibility of the war monument to the township be accepted as presented. CARRIED

- It should be added to the newsletter that we have Ontario Parks passes available for 1 week of rental at a time.

12. Report of the Projects:

- Volunteer Dinner
 - There was a time mix up with one of the volunteers and there ended up being not enough chairs
 - Next time we will add more chairs and also make the spacing closer so people can talk easily
 - The chicken wings were not favoured by many so next time we will go with a different dish
- June Jazaar
 - 20 Vendors attended, 184 people were counted at the door
 - It was suggested that students receive a formal thank you for their contribution
 - We can include a thank you to all volunteers in the next newsletter
 - We should look into getting signs for the highway made that can be used every year to show people where the event is.
 - A finalized list of all donations will be provided at a later date. But our rough profits were; 83.75 from baking, \$449.90 from the flea market, \$230.50 from the flea market, \$595 from the baskets, \$510 from the quilt raffle, \$34.50 from plant sales, \$520 from the vendor fees, \$132 from the book sales and the expenses were \$120

13. Questions and Answers: None

14. Adjournment:

Resolution #4;

Be it resolved that this meeting adjourn at 11:40 a.m. to meet again September 12th 2023 at 10:00 a.m. in the hall. Moved by Catherine Sutherland seconded by Nancy Voros
CARRIED



United Townships of Head, Clara and Maria Emergency Management Program Committee Meeting Minutes Thursday October 19th, 2023

1. Emergency Management PowerPoint Presentation

Municipal Emergency Control Group members must verify that they completed training in order to meet compliance under the Emergency Management and Civil Protection Act (EMCPA). Each year, every municipality must review their individual plan and adopt it by by-law to maintain compliance. Previously, you had to declare an emergency to receive assistance. That is no longer a requirement. Municipalities are now able to reach out for assistance required from the County of Renfrew, PEOC and neighboring municipalities even before declaring an emergency.

The Emergency Control Group reviewed legislation; procedures for declaring and terminating an emergency; Roles of the PEOC, CEMC, Control Group and Program Committee; HIRA information, Critical Infrastructure information; elements of an OEC, and the requirements of an Emergency Response Plan and annual exercise.

Stephany to follow up with remaining volunteer assessors.

Councillor LeClerc to follow up with residents on Harvey Creek Road, requesting that they contact the office in regards to potentially be added to the volunteer assessor list.

Stephany to provide acronym list for new members.

The municipality must take into consideration that the insurance does not cover volunteers over the age of 80 years. Volunteers who do not fall in that age category are considered an employee of the municipality and would be covered in the event of an injury and or accident when volunteering for the municipality (WSIB). Are our volunteers covered under WSIB in the event of an emergency if we have not declared an emergency?

The Clerk will look into WSIB coverage if an emergency is not declared.

2. Plan Review

Our EOC would most likely be in the back room of the municipal office, the community center would be used for the evacuation center. Regarding alternate EOC locations, depending on the location of the emergency, we could ask the Clouthier's to use their space in Deux Rivières and/or we could use the Salt Shed. An alternate EOC could be set up at Councillor Kelly-Chamberlain's house in Mackey.

Ensuring we have charging equipment for cellphones is important; include chargers in the kits.

The primary kit is stored in the community center, so it is be accessible to everyone in case Staff is not first on scene.

Staff is still working on the double-tagging system for each kit.

The Public Works and Landfill Attendant should be included in the control group.

TransCanada Pipeline is now called TC Energy.

Should our control group wear vest if there is a reception/evacuation centre so that they can be easily identified? We should have a vest for anyone working with the public to identify that they are able to help.

Lots of the positions are overlapped for the CEMC; the CEMC can delegate duties to others.

Confidentiality statements will be added to the kits for volunteers.

County of Renfrew Emergency Plan- ensure that the most up to date version is in the kits.

ARES coordinator for our area Bob Howard, he is located Point Alexander. There are copies of the call out list for ARES members in each kit.

The HIRA was reviewed and will remain the same for 2024.

Critical Infrastructure was reviewed and the MECG recommends adding Rogers as an owner-operator under Communications.

3. IMS

IMS was reviewed briefly. It is a coordinated approach to emergency response and the structure will vary depending on the complexity of the event.

4. JIT Agreement with Canadian Red Cross

The Canadian Red Cross is looking to secure agreements with municipalities in advance of their services being needed so that all expectations and details are agreed upon before an emergency happens. The "Just in Time" agreement only becomes active when needed. The details and expectations are set out in advance, but the agreement is only effective if there is an emergency and the services are required. The JIT agreement will be reviewed annually during Emergency Management training and be included as a schedule to the Plan. The mileage on the JIT agreement will need to be updated. Crystal will ask for clarification from the Red Cross about rates and cost to supply food, cots and blankets when she has a meeting with the representative. Support we would require from the Red Cross would most likely be for the reception and evacuation center.

5. Communications Collocate Information

The municipality will not be allowed to use the existing building at the cell towers to house radio equipment, we would have to have our own building. The estimated costs provided for the collocate are high. We will keep the information for the future if there is ever a bigger budget or grant funding for a project this large. The recommendation to Council is not to proceed with a collocate at this time. The cost is too prohibitive. There are other options to consider for communications. VHF Radios.

6. Questions and Answers – none

7. Exercise

Flooding exercise – notes were taken on the exercise and are kept in the Clerk's office.

8. Discussion

A survey should be sent to residents and the public to see who would need assisted or who would like to be contacted in the case of an emergency.



**The Corporation of The Township of The Archipelago
Council Meeting**

Agenda Number: 15.13.
Resolution Number 23-178
Title: Cigarette Producer Responsibility
Date: Friday, October 13, 2023

Moved by: Councillor Sheard
Seconded by: Councillor MacLeod

WHEREAS cigarette manufacturers play a crucial role in the creation and distribution of cigarette products. Cigarettes, are responsible for significant environmental damage and contribute to waste and pollution; and

WHEREAS cigarette butts are the most common form of litter worldwide and pose a threat to aquatic life and ecosystems. As reported 26 July 2023 to the Canadian Council of Ministers of the Environment, Pollution Probe's Great Lakes Plastic Cleanup identified cigarette butts one of the top five items of microplastics found in the Great Lakes, and

WHEREAS cigarette filters are composed of non-biodegradable materials that can take several years to degrade, exacerbating the problem of waste accumulation; and

WHEREAS the concept of producer responsibility promotes the idea that the party that profits from the creation and sale of a product should also be responsible for managing the product's end-of-life environmental impact; and

WHEREAS the Province of Ontario has successfully implemented producer responsibility programs for various industries, such as electronics, packaging, and batteries, resulting in significant improvements in waste management and environmental sustainability; and

WHEREAS the exclusion of cigarette manufacturers from current producer responsibility programs in our province creates an inconsistency in environmental policy and hampers our overall efforts to reduce waste and protect our environment. It is imperative to address the environmental impact of cigarette manufacturing, usage, and disposal.

NOW THEREFORE BE IT RESOLVED that the Township of The Archipelago hereby requests the Province of Ontario to include cigarette manufacturers within the scope of producer responsibility regulations and programs;

AND FURTHER BE IT RESOLVED that the Ontario Government takes necessary steps to develop and amend legislation to ensure cigarette manufacturers are responsible for the collection, recycling, and proper disposal of cigarette waste and the Province of Ontario be encouraged to work collaboratively with relevant stakeholders, including public health organizations, environmental groups, and retail associations, to develop comprehensive and effective strategies for the inclusion of cigarette manufacturers in producer responsibility program, taking into account the unique challenges posed by tobacco products;

AND FURTHER BE IT RESOLVED that the Province of Ontario allocate adequate resources and establish monitoring systems to ensure compliance with the newly imposed responsibilities by cigarette manufacturers, including penalties for non-compliance;

AND FURTHER BE IT RESOLVED that the Province of Ontario adopts regulations and policies that require cigarette manufacturers to:

1. Take financial responsibility for the collection, transportation, recycling, or safe disposal of discarded cigarettes and related waste materials.
2. Develop and engage in public awareness campaigns to educate the public about the environmental impact of cigarette butt litter and implement programs to educate the public on the safe disposal of cigarette butts.
3. Implement measures to minimize the environmental impact of their products through the use of sustainable materials, reduced packaging, and improved recycling initiatives;

AND FURTHER BE IT RESOLVED The Ministry of the Environment actively collaborates with other provinces and territories within Canada to encourage a nationwide approach towards including cigarette manufacturers in Producer Responsibility initiatives;

AND FURTHER BE FINALLY RESOLVED that copies of this Resolution be sent to the Honorable Doug Ford Premier of Ontario, the Honorable Andrea Khanjin Minister of the Environment, Conservations and Parks, relevant Members of Provincial Parliament (MPPs), Leader of the Opposition parties, All Municipalities in Ontario, Pollution Probe, Georgian Bay Forever, Georgian Bay Association, and other pertinent stakeholders as appropriate, urging their support and action in this matter.

Carried

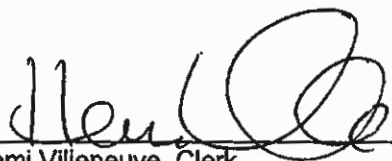
**Township of East Hawkesbury
Regular Meeting**



Agenda Number: 16.
Resolution # 2023-50
Title: Correspondence
Date: October 10, 2023

Moved by: Monique Desjardins
Seconded by: Stéphanie Sabourin

Be it resolved that Council support Bill 21 amends the Residents' Bill of Rights set out in section 3 of Fixing Long-Term Care Act, 2021 by adding the right of residents not to be separated from their spouse upon admission but to have accommodation made available for both spouses so they may continue to live together.


Hemi Villeneuve, Clerk,

Carried

R. K.



Catherine Fife

MPP Waterloo

Robert Kirby
Mayor of Township of East Hawkesbury
5151 County Road 14, P.O. Box 340, St-Eugene, ON, K0B 1P0

RE: Requesting your support for Bill 21, Fixing Long-Term Care Amendment Act (Till Death Do Us Part), 2022

September 25, 2023

Dear Mayor Kirby,

I am writing to you today to share an update on Bill 21, Fixing Long-Term Care Amendment Act (Till Death Do Us Part), 2022, and to request your support for this important legislation.

Bill 21 amends the Residents' Bill of Rights set out in section 3 of Fixing Long-Term Care Act, 2021 by adding the right of residents not to be separated from their spouse upon admission but to have accommodation made available for both spouses so they may continue to live together.

The Act was inspired by Cambridge resident Jim McLeod, who will have been separated from his wife of 65 years Joan, on September 17, 2023. Nearly 6 years later, Jim continues to champion spousal reunification. He often says that he will talk to anyone and has two giant binders full of his advocacy work on the Bill. Last week, he told me that his heart is breaking because of his separation from Joan. He has brought other seniors who are separated from their spouses into the advocacy – you cannot sit with these folks for any amount of time and not care deeply about this legislation.

I know that you value the many contributions that older adults have made to Waterloo Region, and care deeply that they can live their final years with dignity and love. **I am hoping you will consider bringing a motion forward to your Council, in support of the Till Death Do Us Part Act.** Your support will help us to keep attention on this important legislation, so that it can finally be called to the Standing Committee on Social Policy – one step closer to Royal Assent.

I would be happy to discuss the Bill with you further, via phone call or an in-person meeting at your convenience. Thanks in advance for considering my request.

Sincerely,

Catherine Fife, Waterloo MPP
Finance & Treasury Board Critic

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100 Regina St. S., Suite 220
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Email: cfife-qp@ndp.on.ca



Township of McKellar

701 Hwy #124, P.O. Box 69, McKellar, Ontario P0G 1C0

Phone: (705) 389-2842

Fax: (705) 389-1244

October 19, 2023

Hon. Doug Downey
Attorney General
McMurtry-Scott Bldg 11th Flr, 720 Bay St.
Toronto, ON M7A 2S9

Sent via email: Doug.Downey@ontario.ca

RE: Call for an Amendment to the *Legislation Act, 2006*

Dear Mr. Downey,

At the Regular Meeting of Council held on October 17, 2023, the Council of the Corporation of the Township of McKellar carried the following resolution:

Resolution No. 23-671

Moved by: Councillor Kekkonen

Seconded by: Councillor Zulak

WHEREAS Metroland Media Group has sought bankruptcy protection and will cease the print publication of its weekly community newspapers across Ontario, moving to an online-only model; and

WHEREAS Neil Oliver, Chief Executive Officer and President of Metroland Media Group, said the 71 Metroland community publications will be digital only going forward; and

WHEREAS the *Legislation Act, 2006* provides a definition of "newspaper" which applies to every Ontario Act and Regulation, as in a provision requiring publication, means a document that, (a) **is printed in sheet form**, published at regular intervals of a week or less and circulated to the general public, and (b) consists primarily of news of current events of general interest; ("journal"); and

WHEREAS Ontario Municipalities are required to follow publication and notice requirements for Provincial Acts and Regulations; and

WHEREAS communities such as the West Parry Sound Area cannot comply with publication requirements in Provincial Acts and Regulations as the Parry Sound North Star news publication is no longer being printed in sheet form and there are no other local news publications fitting the definition of "newspaper"; and

WHEREAS some small, rural, Ontario Municipalities may not have the means to bring an application to the Court to ask for directions and approval of an alternate manner of providing notice;

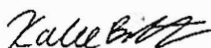
NOW THEREFORE BE IT RESOLVED THAT the Council of the Corporation of the Township of McKellar does hereby request the Provincial government to make an amendment to the *Legislation Act, 2006* to include digital publications as an acceptable means of publication and notice requirements for Provincial Acts and Regulations; and

FURTHER request the support of all Ontario Municipalities; and

FURTHER THAT this resolution be forwarded to the Minister of Municipal Affairs and Housing, Paul Calandra; Parry Sound-Muskoka MPP, Graydon Smith; The Association of Ontario Municipalities (AMO); CEO and President of Metroland Media Group, Neil Oliver and all Ontario Municipalities.

Carried

Regards,



Karlee Britton
Deputy Clerk
Township of McKellar
deputyclerk@mckellar.ca
(705) 389-2842 x5

cc:

Paul Calandra, Minister of Municipal Affairs and Housing
Graydon Smith, MPP Parry Sound-Muskoka
The Association of Ontario Municipalities (AMO)
Neil Oliver, CEO & President, Metroland Media Group
All Ontario Municipalities

Ministry of Finance
Office of the Minister
Frost Building S, 7th Floor
7 Queen's Park Crescent
Toronto ON M7A 1Y7
Tel.: 416-325-0400



Ministère des Finances
Bureau du ministre
Édifice Frost Sud 7e étage
7 Queen's Park Crescent
Toronto (Ontario) M7A 1Y7
Tél.: 416-325-0400

Minister of Finance | Ministre des Finances
PETER BETHLENFALVY

October 20, 2023

Dear Head of Council:

I am writing to provide details on the 2024 Ontario Municipal Partnership Fund (OMPF).

During this heightened period of economic uncertainty, municipalities need predictability during their annual budget planning. To help provide that predictability, Ontario is announcing the 2024 OMPF allocations now and maintaining the overall structure of the \$500 million program.

The program will continue to be responsive to changing circumstances of individual municipalities through annual data updates and related adjustments. As in prior years, transitional assistance will ensure that in 2024 municipalities in northern Ontario receive at least 90 per cent of their 2023 OMPF allocation while municipalities in southern Ontario receive at least 85 per cent.

Maintaining a close relationship with our municipal partners remains critical as we continue to work together to build a Strong Ontario. That is why our government has continued to increase support for municipalities through the doubling of the Ontario Community Infrastructure Fund (OCIF) and the introduction of the Northern Ontario Resource Development Support (NORDS). We also recently introduced the Building Faster Fund, which will provide up to \$1.2 billion over three years for municipalities that meet or exceed their housing targets, with a portion allocated to small, rural and northern communities to address their unique needs. Our government also announced that we will restore provincial annual base funding for public health units starting in 2024.

The Ministry of Finance's Provincial-Local Finance Division will be providing your municipal treasurers and clerk-treasurers with further details on your 2024 OMPF allocation. Supporting materials are also available on the ministry's web site at ontario.ca/document/2024-ontario-municipal-partnership-fund.

.../cont'd

- 2 -

I look forward to our continued collaboration as we move forward with building a strong future for our province.

Sincerely,

Original signed by

Peter Bethlenfalvy
Minister of Finance

c. c. The Honourable Paul Calandra, Minister of Municipal Affairs and Housing

PO Box 488
201 Atwood Avenue
Rainy River, ON
P0W 1L0



Office Phone: (807) 852-3244
Clerk Phone: (807) 852-3978
Fax: (807) 852-3553
Email: rainyriver@tbaytel.net
Website: www.rainyriver.ca

Town of Rainy River

RESOLUTION

MOVED BY  DATE: October 10, 2023

SECONDED BY  RESOLUTION: 23-020

WHEREAS the Corporation of the Town of Rainy River is a small community in Northwestern Ontario with limited financial resources;

AND WHEREAS the Town of Rainy River owns and operates the water treatment facilities, water distribution facilities, wastewater treatment facilities and wastewater collection facilities which service the residents of the Town of Rainy River;

AND WHEREAS the Town of Rainy River requires Class II Water Treatment Operators for its facilities;

AND WHEREAS the Corporation of the Town of Rainy River attempts to provide training as prescribed by the Province of Ontario to obtain the necessary classification(s);

AND WHEREAS the Town of Rainy River has been fortunate in obtaining a full staff compliment eager to take on the responsibilities of water treatment and distribution and wastewater collection and treatment operations;

AND WHEREAS any new employees of the Town of Rainy River require certification;

AND WHEREAS training is becoming increasingly difficult to procure;

AND WHEREAS the Province of Ontario has implemented stringent review of water treatment plants to ensure compliance;

AND WHEREAS the Province of Ontario is promoting and providing an increased number of training opportunities for a variety of trades;

BE IT HEREBY RESOLVED that the Corporation of the Town of Rainy River petitions the Province of Ontario to expand water treatment training opportunities for communities within Ontario;

AND FURTHER the training be delivered in a method that is flexible and affordable;

AND FURTHER utilize existing networks, such as Contact North, for on-line exam preparation and exam supervision;

AND FURTHER the Council of the Corporation of the Town of Rainy River forward copies of this resolution to Premier Doug Ford, Minister of Environment, Conservation and Parks Andrea Khanjin, MPP Greg Rickford, Walkerton Clean Water Centre, Ontario Municipalities.”

ABSTAIN _____
AYES _____
NAYES _____

D. ARMSTRONG _____
D. EWALD _____
J. HAGARTY _____
B. HELGESON _____
N. IVALL _____
M. KREGER _____
G. PROST _____

CARRIED _____ ✓
DEFEATED _____


MAYOR OR ACTING MAYOR





Legislative Services
Michael de Rond
905-726-4771
clerks@aurora.ca

Town of Aurora
100 John West Way, Box 1000
Aurora, ON L4G 6J1

October 30, 2023

The Honourable Doug Ford, Premier of Ontario
Premier's Office, Room 281
Legislative Building, Queen's Park
Toronto, ON M7A 1A1

Delivered by email
premier@ontario.ca

Dear Premier:

Re: Town of Aurora Council Resolution of October 24, 2023

Motion 10.1 – Councillor Kim; Re: Cannabis Retail Applications for the Town of Aurora

Please be advised that this matter was considered by Council at its meeting held on October 24, 2023, and in this regard, Council adopted the following resolution:

Whereas in January 2019, Council voted in favour of retail Cannabis in the Town of Aurora; and

Whereas the Alcohol and Gaming Commission of Ontario (AGCO) is the legal body overseeing Cannabis Retail; and

Whereas the Town of Aurora with geography of 7 km x 7 km and population of 64,000 currently has 13 Cannabis retail stores and 1 authorized at the AGCO; and

Whereas the long-term vision of the Town's Official Plan supports active and healthy lifestyle choices to complement a complete community; and

Whereas many cannabis stores are within close proximity to schools and daycares which are inhabited by society's most vulnerable; and

Whereas the Province of Ontario Liquor Licence and Control Act, 2019 (LLCA) in its regulation already has a precedent by limiting the number of grocery stores licensed to sell beer, wine, and cider to 450 and is currently not accepting any more applications;

- 1. Now Therefore Be It Hereby Resolved That the Town of Aurora requests that the Government of Ontario through its Alcohol and Gaming Commission of Ontario (AGCO) no longer accepts any further cannabis retail applications for the Town of Aurora; and**

2. **Be It Further Resolved That the Town of Aurora requests that the Government of Ontario re-evaluate its "formula" on how many cannabis stores are permissible within the boundaries of a municipality, including but not limited to:**
 - a. Utilizing a cap or upper limit;
 - b. Utilizing a population per capita formula;
 - c. Utilizing a distance to the next cannabis retail store formula; and
3. **Be It Further Resolved That should the Government of Ontario revisit the retail Cannabis formula guiding the number of cannabis retail stores permissible in a municipality, that it would extend to all existing municipalities; and**
4. **Be It Further Resolved That a copy of this Motion be sent to the Honourable Doug Ford, Premier of Ontario; the Honourable Doug Downey, Attorney General of Ontario; Dawn Gallagher Murphy, MPP Newmarket—Aurora; and the Honourable Michael Parsa, MPP Aurora—Oak Ridges—Richmond Hill; and**
5. **Be It Further Resolved That a copy of this Motion be sent to the Association of Municipalities of Ontario (AMO) and all Ontario municipalities for their consideration.**

The above is for your consideration and any attention deemed necessary.

Yours sincerely,



Michael de Rond
Town Clerk
The Corporation of the Town of Aurora

MdR/lb

Attachment (Council meeting extract)

Copy: Hon. Doug Downey, Attorney General of Ontario
Dawn Gallagher Murphy, MPP Newmarket—Aurora
Hon. Michael Parsa, MPP Aurora—Oak Ridges—Richmond Hill
Association of Municipalities of Ontario (AMO)
All Ontario Municipalities



100 John West Way
Aurora, Ontario
L4G 6J1
(905) 727-3123
aurora.ca

Town of Aurora

Council Meeting Extract

Tuesday, October 24, 2023

10. Motions

10.1 Councillor Kim; Re: Cannabis Retail Applications for the Town of Aurora

Moved by Councillor Kim

Seconded by Councillor Gilliland

Whereas in January 2019, Council voted in favour of retail Cannabis in the Town of Aurora; and

Whereas the Alcohol and Gaming Commission of Ontario (AGCO) is the legal body overseeing Cannabis Retail; and

Whereas the Town of Aurora with geography of 7 km x 7 km and population of 64,000 currently has 13 Cannabis retail stores and 1 authorized at the AGCO; and

Whereas the long-term vision of the Town's Official Plan supports active and healthy lifestyle choices to complement a complete community; and

Whereas many cannabis stores are within close proximity to schools and daycares which are inhabited by society's most vulnerable; and

Whereas the Province of Ontario Liquor Licence and Control Act, 2019 (LLCA) in its regulation already has a precedent by limiting the number of grocery stores licensed to sell beer, wine, and cider to 450 and is currently not accepting any more applications;

1. Now Therefore Be It Hereby Resolved That the Town of Aurora requests that the Government of Ontario through its Alcohol and Gaming Commission of Ontario (AGCO) no longer accepts any further cannabis retail applications for the Town of Aurora; and
2. Be It Further Resolved That the Town of Aurora requests that the Government of Ontario re-evaluate its "formula" on how many cannabis stores are permissible within the boundaries of a municipality, including but not limited to:
 - a. Utilizing a cap or upper limit;
 - b. Utilizing a population per capita formula;
 - c. Utilizing a distance to the next cannabis retail store formula; and

3. Be It Further Resolved That should the Government of Ontario revisit the retail Cannabis formula guiding the number of cannabis retail stores permissible in a municipality, that it would extend to all existing municipalities; and
4. Be It Further Resolved That a copy of this Motion be sent to the Honourable Doug Ford, Premier of Ontario; the Honourable Doug Downey, Attorney General of Ontario; Dawn Gallagher Murphy, MPP Newmarket—Aurora; and the Honourable Michael Parsa, MPP Aurora—Oak Ridges—Richmond Hill; and
5. Be It Further Resolved That a copy of this Motion be sent to the Association of Municipalities of Ontario (AMO) and all Ontario municipalities for their consideration.

Yeas (7): Mayor Mrakas, Councillor Weese, Councillor Gilliland, Councillor Gaertner, Councillor Thompson, Councillor Gallo, and Councillor Kim

Carried

Ministry of Health

Office of Chief Medical Officer
of Health, Public Health

Box 12
Toronto, ON M7A 1N3

Fax: 416 325-8412

Ministère de la Santé

Bureau du médecin hygiéniste
en chef, santé publique

Boîte à lettres 12
Toronto, ON M7A 1N3

Téléc. :416 325-8412

October 30, 2023

MEMORANDUM

TO: Local Public Health Agency (LPHA) Board Chairs, Medical Officers of Health, Chief Executive Officers

FROM: Dr. Kieran M. Moore, Chief Medical Officer of Health of Ontario and Assistant Deputy Minister, Public Health, Ministry of Health

RE: Strengthening Public Health – Planning Materials and Next Steps

Dear Colleagues:

As you are aware, in August 2023 the government announced the Ministry of Health's (ministry) commitment to working closely with local public health agencies (LPHAs), municipalities, and the broader public health sector on a strategy to strengthen public health, centred on three priorities:

1. Clarifying roles and responsibilities through the Ontario Public Health Standards (OPHS).
2. Supporting voluntary mergers among LPHAs.
3. Providing stable, sustainable funding to LPHAs.

As one of the foundational components of the strategy, voluntary mergers, particularly among smaller LPHAs, have significant potential to address long-standing challenges in the public health system and present an opportunity to work towards a vision for an optimized and better coordinated public health system.

This vision centers on LPHAs that have the critical mass and capacity, skilled personnel and competencies needed to deliver core public health services and address public health emergencies within a cohesive system that better aligns with local community and system partners.

In recent weeks, the ministry has reviewed past reports and recommendations and engaged with public health, municipal, community and other sector partners to gather input on a set of outcomes, objectives, and considerations to further articulate this future state and develop an approach to voluntary mergers that advances this vision. We are pleased to share the results of this work in the attached slide deck, *Strengthening Public Health: Outcomes and Objectives to Support Voluntary Mergers*.

In the coming days, we will be reaching out directly to LPHAs and Boards of Health to facilitate regional engagement, and support proposal development for LPHAs interested in voluntary mergers. We will be working with the Associate Chief Medical Officers of Health to schedule meetings, leveraging the existing regional engagement structure. LPHAs are also encouraged to engage with local communities and priority populations, including Indigenous and Francophone communities, early in the planning and assessment process.

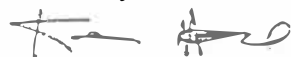
Additional information on the merger proposal submission process (including merger proposal business case template and eligible expenses) will be shared with the 2024 Annual Service Plan and Budget Submission template in early December 2023 with merger proposal business cases due in March 2024.

In the coming weeks, updates will also be provided on the Roles and Responsibilities and Funding workstreams of the Strengthening Public Health Strategy.

Should you have any questions about the process, please don't hesitate to contact the ministry team at StrengtheningPH@ontario.ca.

Thank you for your continued collaboration in the interest of improving public health for all Ontarians.

Sincerely,



Dr. Kieran Michael Moore, MD, CCFP(EM), FCFP, MPH, DTM&H, FRCPC, FCAHS
Chief Medical Officer of Health and Assistant Deputy Minister, Public Health

Attachment



Renfrew County and District Health Unit

"Optimal Health for All in Renfrew County and District"

Medical Officer of Health Report to the Board

Tuesday, October 31st, 2023

Health Promotion

Drug-related Deaths and Overdoses

Drug-related deaths and harms are increasing in Renfrew County and District. This month, we released an overdose alert with partners following an increase in overdoses and suspected overdose-related deaths. This recent increase is in the context of a year during which we have already been seeing elevated rates of drug-related harms.

From January 1st, 2023, to October 18th, 2023, there were 31 suspect drug-related deaths, or approximately 3 deaths per month. Prior to the pandemic, there was an average of 1 suspect drug-related death per month, so this is an approximately three-fold increase. In recent months, an increasing proportion of deaths have involved people experiencing homelessness.

In response to the increase in drug-related deaths, we are having frequent information sharing meetings with partners and adapting our approach as appropriate. We are also collaborating with local partners, including Renfrew County Paramedics and Community Services, to continue improving the effectiveness of our response to the opioid crisis. A mobile response unit is being planned to increase the accessibility of health and social services. We will support this initiative with a focus on maximizing access to harm reduction services.

Opioids continue to be involved in most drug-related deaths; however, polysubstance-use is increasingly involved. All street drugs must be considered potentially toxic and fatal. Friends, family members, and individuals who use drugs can reduce risk by carrying naloxone, avoiding drug-use alone, not mixing drugs, and calling the [National Overdose Response Service](#) if there is no other choice but to use alone. Our [RCDHU harm reduction web page](#) has more information, as well as an anonymous overdose reporting form.

We are deeply saddened by the impact of the opioid crisis on our communities and are dedicated to continued collaborative efforts to minimize drug-related illness and death.

Health Promotion Staff Education

In alignment with our strategic goal of increasing workforce capacity, the health promotion division is training staff in Trauma-and-Violence-Informed Care and Anti-Stigma.

Trauma-and-Violence-Informed-Care:

Trauma and violence-informed approaches are policies and practices that recognize the connections between violence, trauma, negative health outcomes, and behaviours. These approaches increase safety, control, and resilience for people who are seeking services in relation to experiences of violence and/or have a history of experiencing violence.

Staff are currently completing the following courses offered through the University of British Columbia's e-learning program:

- A) [Trauma- and Violence-Informed Care \(TVIC\) Foundations](#)
- B) [Trauma- and Violence-Informed Care \(TVIC\) Public Health Nurse Home Visiting & Outreach Curriculum](#)

Anti-Stigma:

Fear and misunderstanding often lead to prejudice against people with mental illness and addictions, even among health service providers. This prejudice and discrimination can lead to feelings of hopelessness and shame in those struggling to cope with their situation, creating a serious barrier to accessing services.

Taking positive steps towards addressing stigma includes increasing staff's knowledge about stigma and learning about practical strategies that they can put into practice daily.

Staff are completing a series of courses and readings through the Registered Nurses Association of Ontario (RNAO) and the [Canadian Centre on Substance Use and Addiction \(CCSA\)](#).

- A) [Mental Health and Substance Use: What is Stigma?](#)
- B) [Overcoming Stigma: Online Learning](#)
- C) [RNAO Best Practice Guideline: Engaging Clients Who Use Substances](#)
- D) [Engaging Clients Who Use Substances](#)

Healthy Babies, Healthy Children Program

The Healthy Babies Healthy Children (HBHC) home visiting program is an early intervention program for families confirmed through screening and assessment as being with risk of compromised child development. This voluntary program provides families in the prenatal period and families with children from birth until their transition to school with opportunities to achieve their full potential.

The HBHC Program intends to optimize growth and development and reduce health inequities. The Program components include.

- system integration,
- access to information and resources,

- early identification and intervention,
- assessments,
- service coordination,
- referral to community services,
- research and evaluation

Our HBHC team includes public health nurses, a home visitor, and social workers.

Clients may access our services through self-referrals or professional referrals. RCDHU continues its partnership with Pembroke Regional Hospital to enable HBHC Public Health Nurses meet with new families prior to discharge from hospital.

To date, HBHC team members have:

1. Visited with **280** families in hospital prior their discharge.
2. Reached **401** new families in the postpartum period through telephone calls to clients in Renfrew County and District.
3. Received **243** referrals to the HBHC Program.
4. Engaged with families over the course of **1133** home visits.

Health Protection

Healthy Environments

The Yellow Ribbon Campaign was undertaken by RCDHU to educate the public about injury prevention and rabies animal bite safety. The campaign encouraged dog owners to identify their pets with a yellow ribbon so that others would steer clear or ask the dog owner for permission to touch the dog. RCDHU offered local businesses and veterinary clinics yellow ribbons and postcards, encouraging them to support the campaign by providing the ribbons free of charge to their clients. We partnered with 11 retail pet food stores, one animal shelter/rescue service, and seven veterinary clinics. The campaign was promoted across Renfrew County and District.

Based on media analytics, it is the third highest performing social media post in 2023 (overdose alert and air quality media releases were the top two). This was a successful campaign that gained positive feedback online. We will continue to evaluate the program in terms of engagement and rate of animal bites over time.

Healthy Environments inspectors continue to complete regulatory inspections on food premises, personal service settings, recreational water facilities, small drinking water systems, and infection prevention and control inspections at long-term care and retirement homes.

Immunization (COVID-19, Flu, and RSV)

The first allocations of COVID-19 XBB 1.5 and influenza vaccine were received at RCDHU in the first week of October. Hospitals, long-term care homes, and primary care received

their first shipments of both vaccines in early October to support vaccination of individuals at high risk.

RCDHU has additionally hosted 6 community-based COVID-19 and influenza mass immunization clinics since October 10th. Vaccine uptake at these clinics has been high, with approximately 1600 doses of COVID-19 vaccine and 1400 doses of influenza vaccine administered between October 10th and October 18th. Due to high attendance at recent clinics, all fall COVID-19 and Influenza clinics have transitioned to appointment-based booking moving forward. Information on how to book an appointment can be found [here](#).

RCDHU COVID-19 Vaccine mobile clinics for retirement homes and congregate settings commenced in October. As of October 20th, 4 out of 11 clinics have been completed. Starting October 30th, both COVID-19 and influenza vaccines will be available to the general public. RCDHU will continue offering combined COVID-19 and influenza clinics across RCD. The pharmacy channel will remain another access point for both vaccines.

The Ministry of Health has shared that publicly-funded Respiratory Syncytial Virus (RSV) vaccine will be available for residents of long-term care homes, and some retirement homes this fall. RCDHU will initiate distribution of RSV once implementation materials have been received from the Ministry of Health.

Immunization (General Program)

The RCDHU Immunization team has been supporting ConnectWell Beachburg and Rainbow Valley Community Health Center in hosting Kids Come First immunization clinics. The Kids Come First Health Team launched this pilot vaccination campaign in June 2023 to help children and youth in Eastern Ontario catch up on routine immunizations. To date, two vaccination clinics have occurred, and an additional clinic is scheduled for November 16th, 2023.

The first round of Grade 7 immunization clinics for hepatitis B, meningococcal disease, and human papilloma virus are continuing to occur. As of October 20th, 27 clinics have been completed. School-based clinics are planned for completion by the first week of November.

Submitted by: Dr. Jason Morgenstern
Medical Officer of Health
Renfrew County and District Health Unit



105 Elgin St. West
Arnprior, ON K7S 0A8

tel 613 623 4231
fax 613 623 8091

arnprior@arnprior.ca
www.arnprior.ca

November 7th, 2023

Town of Arnprior
c/o Cory Nicholas, Deputy Fire Chief
67 Meehan Street
Arnprior, Ontario, Canada
K7S 2B7

Re: Status Update – Resolution for Support – Arnprior Fire Department (Support for MHSRC Hoarding Program)

To Whom It May Concern,

The Council of the Corporation of the Town of Arnprior at their October 23rd, 2023 Regular Council Meeting passed the following resolution:

That Council of the Corporation of the Town of Arnprior receive the correspondence from the Deputy Fire Chief related to the MHSRC Hoarding Program;

Whereas as a funded project of the Pembroke Regional Hospital, Mental Health Services of Renfrew County (MHSRC) operates a Hoarding Program aimed at creating a collaborative approach to both mental health treatment and Fire Code enforcement;

Whereas the MHSRC Hoarding Program has shown marked improvement in achieving compliance with the Fire Code along with a sharp decline in recidivism rates with clients presenting an overall improvement in mental and physical well-being;

Therefore Be It Resolved That Council supports the recommendation of the Arnprior Fire Department on the continuation of funding for the Hoarding Program operated by Mental Health Services of Renfrew County through the Pembroke Regional Hospital;

Further That a copy of this resolution be circulated to Pembroke Regional Health, all local municipalities and the County of Renfrew in support of the MHSRC Hoarding Program.

If you have any questions, comments or concerns, please do not hesitate to contact me.

WHERE THE RIVERS MEET

Sincerely,

A handwritten signature in black ink, appearing to be 'O. Jacob', with a stylized flourish at the end.

Oliver Jacob
A/ Deputy Clerk and Client Services Coordinator
613-623-4231 ext. 1840
ojacob@arnprior.ca

United Townships of Head, Clara & Maria Council

Report to Council

Type of Decision									
Meeting Date	Thursday, November 10, 2023				Report Date	Thursday, November 2, 2023			
Decision Required		Yes	X	No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1001- Clerk's Report									

Subject: Clerk's Report

Recommendation: That Council receive this report.

Background/Executive Summary:

Christmas Office Closure

Staff is seeking Council's consideration of closing the municipal office from December 25th, 2023 to and including January 5th, 2024 for the Christmas holidays. December 25th and 26th and January 1st are statutory holidays. I will regularly check my email for any issues. A resolution has been created to approve any office closure for the holidays.

A grant has been submitted under the Deep River and District Community Foundation to cover the costs of the purchase and installation of the remaining playground equipment at LaCroix Park. The application was submitted under the 2023 Fall Cycle. The amount requested was \$10,333.

Staff has been implementing the New Horizon's for Seniors Program, which has been providing a lot of activities and workshops for the public to attend. The program has received a lot of positive feedback.

In efforts to support Council's goal of bringing more services to the municipality, Staff has contacted Service Canada to schedule an Outreach Clinic at the municipal office. This will be a trial program, and based on public participation, may be able to continue if there is enough demand. The Outreach Clinic will provide services such as the intake of Canadian Pension Plan, Old Age Security, Guaranteed Income Supplement, Social Insurance Numbers, Employment Insurance and Passport applications. In addition, if there are questions or concerns regarding an already existing file in the aforementioned areas, the Service Canada Representative will be able to review individual files to answer questions and concerns. The tentative date is scheduled for December 6th from 10:00 am until 3:00 p.m., however, we are waiting for final approval of availability.

Upcoming Grant Opportunities

Canada Summer Jobs

The Call for Applications for the Canada Summer Jobs (CSJ) program will begin during the week of November 20th, 2023, and will end on January 10, 2024. The municipality will be eligible to receive a wage subsidy of up to 50% of the current provincial minimum hourly wage.

The municipality typically applies for funding under the Canada Summer Jobs program and has seen success in the program and the benefits of offering local youth summer employment. A resolution has been provided directing staff to submit an application for funding for two summer student positions for a period of eight weeks.

Community Emergency Preparedness Grant

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.

The Provincial government is providing funding to ensure communities across the province have the resources and equipment they need to prepare for natural disasters and emergencies. Applications are being accepted until November 30, 2023 to help communities and organizations purchase critical supplies, equipment and deliver training and services to improve local emergency preparation and response. Available funding opportunities from the Ontario Government.

Staff has requested further information from the program to determine if auto extrication equipment would be an eligible expense, if Council was interested in pursuing an internal response team. Otherwise, it may be an opportunity to purchase emergency communication equipment. Any suggestions from members of Council will also be considered.

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk-Treasurer

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.



HCM Recreation Committee
2024 Budget Working Document

Description	Type	2024 Budget	2024 Actual	Balance	2023 Budget	Description
Revenue						
Previous Year Surplus	Revenue					
Transferred from Reserves	Revenue					
Baked goods	Revenue					
Trail Side Cafe	Revenue	\$3,500.00				
Ball Tournament	Revenue					
Miscellaneous	Revenue					
Donations	Revenue					
Private Events	Revenue					
Unplanned Events	Revenue	\$1,000.00				
St Patricks Day	Revenue	\$2,500.00				
Mothers Day & Fathers Day	Revenue					
New Year Eve	Revenue	\$6,500.00				
Movie Night	Revenue					
Bingo	Revenue					
Total Revenue		\$13,500.00	\$0.00	\$ -	\$ -	
Expenses						
Baked goods	Expense					
Trail Side Cafe	Expense	\$2,000.00				
Ball Tournament	Expense					
Furniture & Equipment	Expense					
Halloween	Expense					
Donations	Expense					
Private Events	Expense					
Unplanned Events	Expense	\$3,500.00				
Miscellaneous	Expense					
Transfer to Reserves	Expense					
St- Patricks Day	Expense	\$1,500.00				
Mothers Day & Fathers Day	Expense					
New Years Eve	Expense	\$6,500.00				
Movie Night	Expense					
Bingo	Expense					
Total Expenses		\$13,500.00	\$0.00	\$ -	\$ -	
Income		\$0.00	\$0.00	\$ -	\$ -	

United Townships of Head, Clara & Maria Council
Report to Council

Type of Decision								
Meeting Date	Thursday, November 16, 2023				Report Date	Tuesday, November 7, 2023		
Decision Required	X	Yes		No	Priority	X	High	Low
Direction	X	Information Only			Type of Meeting	X	Open	Closed
Report #23/11/16/1201- Auto Extrication								

Subject: Auto Extrication

Recommendation: That Council receive this report and provide direction to Staff on how to proceed with the enclosed auto extrication response team proposal.

Background/Executive Summary:

On October 23rd, Mayor Grills and I had a meeting with a consultant from Rosehall Consulting. Rosehall Consulting provides consulting and auditing services regarding public fire and life safety, emergency management, and organizational governance and wellness. The consultant, who is an interested neighbor, has 45 years' experience working in various fire departments in different roles including Fire Chief and CEMC, along with working for the Office of the Fire Marshal. The consultant requested a meeting with Mayor Grills to discuss the municipality's current situation in regards to auto extrication services. At the meeting, a detailed proposal was discussed concerning the municipality's ability to establish an independent auto extrication response team. The proposal has been enclosed for Council's review and consideration.

Key items for consideration:

Council has previously discussed the possibility of establishing an internal response team for auto extrication, with the potential to purchase a trailer that would house the required equipment, instead of a vehicle. In discussion with the consultant, it has been advised that having a vehicle, instead of a trailer, is better suited for auto extrication response. It will reduce the amount of time required with hooking up a trailer; making response times much quicker. A vehicle will also provide a means of safety, shelter and a warming/cooling area for those who are impacted at the scene of an accident, as well as for responders. Storage of an additional vehicle would need to be considered.

The largest financial implications will be the purchase of capital equipment, which includes rescue equipment and a vehicle. It is believed that training can be completed for little to no cost, by requesting assistance from agencies like the Office of the Fire Marshal, OPP, Garrison Petawawa, CNL and the Ontario Volunteer Emergency Response Team as well as partnering with neighboring municipalities whose fire departments complete annual training. Firefighters are capable of providing annual training to volunteers, and it has been suggested that there are local firefighters who would be willing to assist the municipality with training. A detailed list of equipment is included in the proposal, most of which could be purchased second hand or donated at a reduced cost. Second hand equipment is still fully-functional and would be suitable for the municipality's needs.

The initial start up cost is estimated to be between \$150,000 - \$160,000, which funding and grant opportunities may be available to help offset the costs.

Establishing a volunteer auto extrication response team is a major undertaking, however, it is anticipated that it can be accomplished at little to no cost to ratepayers. Staff time would be required to complete further research, create policies and apply for funding opportunities. There are subject matter experts, neighbors and community members who are interested in assisting with the creation of a rescue team. Staff requires Council input and direction on proceeding with further investigation of the details of the proposal.

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.

If Council would like to consider the option of an internal response team, the first step, as outlined in the proposal, is to have a Vehicle Extrication Needs Analysis completed to determine the needs and benefits versus the disadvantages of establishing a response team.

Options:

Direct Staff to further investigate the enclosed proposal, beginning with having a Need Analysis completed;
Direct Staff to contact the Mattawa Fire Department to see if they would be interested in extending their response area to Colton Creek Road; or

Direct Staff to send a letter of request for partnership with the Town of Deep River.

Others Consulted:

Rosehall Consulting

Enclosures:

Auto Extrication Proposal

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk-Treasurer

HCM Mission: At your service, working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.

Vehicle extrication proposal

For the United Townships of Head, Clara, and Maria (HCM)

Scope:

This proposal is prepared for the Corporation of the Municipality of the United Townships of Head, Clara, and Maria (HCM).

Applicability:

This proposal is applicable to single or multi-vehicle MVCs that occur on the King's Highway #17 and its associated right of way within the municipal boundaries of HCM.

Definitions:

Motor Vehicle	A motor vehicle includes passenger owned vehicles, school buses, other (for hire) transportation buses, tractor trailers, and all terrain vehicles (ATV).
HCM Rescue Squad	HCM Rescue Squad means the designated group of private citizens who volunteer for and are authorised by the Council of HCM to be a member of a rescue squad that responds to motor vehicle collisions within the municipal boundaries of HCM on the King's highway 317.

Conceptual Requirements:

There are various criteria which have been determined to be essential for the safe, effective, and efficient response and operation of the HCM Rescue Squad and they include, but are not limited to, the following:

- HCM complete a formal 'Vehicle Extrication Needs Analysis' (VENA)
 - VENA to be completed by external 3rd party, at no cost to HCM, with input and support from the Council of HCM to include aspects and 'hard questions' such as:
 - ◆ Is there a need for the service? Potential call volume of MVCs?
 - ◆ What type of emergent service is needed? Hand tools versus expensive 'Jaws of Life'?
 - ◆ Staffing, vehicle(s), and equipment required/needed?
 - ◆ Is there a local 'Project Champion(s)' who can lead the project?
 - ◆ What can the Council of HCM afford?

- ◆ Are the residents in favour of setting up an HCM led and managed vehicle extrication service?
- ◆ What can the general/personal and business/commercial community contribute/afford?
- ◆ Are local corporate neighbours willing to assist/support with 'in kind' training and donation of surplus equipment?
- ◆ What is the Province of Ontario willing to contribute through 'in kind' and other donations, grants, and fiscal support?
- ◆ What is the federal government willing to contribute through 'in kind' and other donations, grants, and fiscal support?
- ◆ What is the County of Renfrew and District of Nipissing willing to contribute through 'in kind' and other donations, grants, and fiscal support?
- ◆ What organisational structure is permitted under municipal or provincial regulations/statutes?
- ◆ Who will dispatch the HCM Rescue Squad. Renfrew CACC or Deep River Police? Use a smart phone dispatching application (App).
- ◆ Are there liability and/or risk management issues?
- Establish a formal HCM Rescue Squad organisational/oversight body that reports to the Council of HCM. This should include representation from residents, HCM Council and a technical 'Subject Matter Expert'.
- An establishing and regulating bylaw passed by the Council of HCM for the HCM Rescue Squad which defines:
 - The types and levels of services to be delivered by the HCM Rescue Squad.
 - The administrative and human resource related aspects related to the operation of the HCM Rescue Squad.
 - Roles and responsibilities of the HCM Rescue Squad members.
 - Operational Risk Statement and Occupational Health & Safety requirements for members.
- Workers Safety Insurance Board coverage – like the coverage for those residents of HCM who volunteer at the library or for recreational activities sponsored by the Council of HCM.
- Monthly or other periodic in-house and external training sessions.
- Public education and training
 - Ontario Volunteer Emergency Response Team (OVERT)
 - Local clubs and public service groups
 - Province of Ontario/Office of the Fire Marshal and Emergency Management (OFMEM).
- HCM Rescue Squad operational partnerships.
 - OFMEM

- Ontario Provincial Police (OPP)
- Renfrew County Paramedics
- Local municipal fire services
- Victim Services of Renfrew County (VCARS)
- Canadian Red Cross
- HCM Public Works
- MTO representatives
- Local MTO highway maintenance contractor
- Training, initial and on-going, as a rescue squad member on topics such as:
 - Vehicle extrication and patient care
 - Incipient fire suppression using manually operated portable fire extinguishers.
 - Standard first aid and Basic Life Support (CPR) – initial and recertification
 - Two-way radio communications.
 - MTO Book 7 Traffic Control procedures – similar to that service provided by firefighters.
 - Inspection, testing and maintenance (ITM) of HCM Rescue Squad issued kit such as, but not limited to:
 - ◆ Personal protective equipment and clothing (PPE&C).
 - ◆ Vehicle extrication equipment.
 - ◆ Portable fire extinguishers.
 - ◆ HCM Rescue Squad vehicle(s).
 - ◆ Portable two-way radios/chargers.
 - Urgent response (Highway Traffic Act) and scene set up at MVCs such as:
 - ◆ Scene lighting.
 - ◆ Equipment staging.
 - ◆ Incident Command post establishment and operations.
 - ◆ Incident Command operations, including Unified Command with OPP and RC Paramedics.
 - ◆ Scene size up and information gathering.
 - ◆ Incident Action Plan (IAP) development and implementation.
 - ◆ Rehabilitation sector – set up and operations.
 - Post-incident review (PIR) for learning opportunities and training.
 - Incident Management System training (IM 100 and IMS 200) – as provided by Office of the Fire Marshal and Emergency Management (OFMEM).
 - Note taking.
 - Ontario Municipal Act awareness – as may be required as a member of the HCM Rescue Squad.
- Adequate, heated, furnished, and well-lit quarters provided by the Council of HCM, to house the HCM Rescue Squad vehicle(s) and ancillary equipment.

- System or process for cleaning and drying of contaminated PPE&C and ancillary equipment.

Proposed administrative operational criteria:

The following criteria are proposed for the delivery or sustained support of on-going operational activities of the HCM Rescue Squad:

- Administrative support from HCM for the operation of HCM Rescue Squad.
- Recruitment Strategies.
- Funding – initial ‘one time’ grants and donations cannot sustain an organisation like the HCM Rescue Squad for ‘the long term’. Annual fiscal budgeting with dedicated and sustained funding from the Council of HCM and other entities is required.
- Fundraising strategies.
 - Engage OFMEM and MTO to participate in the provincial reimbursement program for emergency responses on The King’s Highways program. This is a province wide program designed and intended to reimburse entities (like municipal fire departments, that respond to and provide services like vehicle extrication regarding MVCs, on the provincial highway network.
 - Charitable donations to HCM Rescue Squad and receipts issued from HCM.
 - Fundraising and public education events.
 - Grant and ‘in kind’ funding applications (capital and operational) and appeals made on behalf of the HCM Rescue Squad under the auspices of the Council of HCM.
 - Federal
 - Provincial
 - County
 - Commercial/Corporate organisations
 - Private donors
- Establishment of reporting structure and expectations such as:
 - Quarterly reporting on urgent incident response, training activities, attendance, and interim operational needs and assessments.
 - Community feedback and engagement.

Background details and insight or ‘food for thought’:

The following may assist with the formulation of a formal needs analysis:

- Staffing of the HCM Rescue Squad (using a population of 300 people, 10 members represent about 3% of the residential population)
 - Maximum of 12 and minimum of 8 active/operational members
 - Maximum of 12 auxiliary members (support group)
 - Between 16-75 (or so) and able to work in Canada

- Annual volunteer vulnerable sector report from OPP required.
- Willing to have a notification application (app) uploaded to their personal phone so that they can be dispatched to urgent incidents?
- Family units are encouraged/accepted such as spousal teams, mother/daughter teams etc.
- Willing to attend initial and on-going training.
- Need to have leaders (hierarchy) for operational effectiveness.
- Can non-residents serve in the summer?
- Can residents from Papineau, Mattawa, Laurentian Hills or Deep River be a member?
- Willing to participate in ITM of vehicle(s) and equipment.
- Volunteers and is there support for an annual stipend?
- Are members eligible for the CRA \$3000 annual Income tax credit?
- PPE&C requirements per member:
 - CSA safety boots
 - Eye protection
 - Hearing protection
 - Varied sets of safety gloves (Traffic control versus actual extrication)
 - Reflective personal wear (t-shirts and coveralls e.g.) for training
 - Reflective cold weather clothing (may be surplus or non-certified firefighter bunker gear)
 - Reflective cool weather clothing (may be surplus or non-certified firefighter bunker gear)
 - Helmet
 - Gear bag
 - Packsacks for hygiene and personal needs
 - Rechargeable flashlight/charger for home
 - 1 – 2A,10BC portable fire extinguisher with vehicle bracket
 - Seat belt cutter
 - Window centre punch
- Radio communications
 - Dispatch/notification app on personal smart phone
 - 2-way portable radio/charger
- Vehicle(s)
 - Minimum of one (1) heavy-duty pick-up style vehicle with 4-wheel drive such as an F-350 or F-550
 - 8' cargo area preferred
 - 4 door with heating and air conditioning for rehab and patient care
 - Yellow caution light bar and LED lighting in signal light areas

- Exterior compartments with access to rescue tools and slide out tray for other equipment
- Exterior 360° LED white light bar flood lighting
- Mobile radio and Public Address (no siren) with various simplex and repeater channels (if practical)
- 2 - Heavy duty electric winches, front and back
- Similar 'duplicate' vehicle for scene safety, rehab, and patient care
- Ancillary equipment
 - 2 – Come-a-longs with 4 spare handles
 - 3 sets of 7m rescue rated chains
 - Hydraulic spreaders (battery operated?)
 - Hydraulic cutters (battery operated?)
 - 1 set of (3) high pressure air bags c/w regulator
 - Windshield glass cutters
 - Air chisel kit
 - 4 air cylinders for air bags and chisels
 - 2 – Halligan bars
 - 2 – rescue axes
 - 6 - Flashlights in charger
 - 2 - Trauma bags with Oxygen units, defibrillators, burn kits
 - 2 - spare Oxygen cylinders on vehicle and (2) at base
 - 2 spare radios and batteries on vehicle(s)
 - Battery operated scene lighting (3 sets minimum) with spare batteries and chargers in vehicle and (3) at vehicle base
 - 4 - 4m X 4m plastic tarps
 - 2 - 4m X 4m canvas tarps
 - Supply of plastic body tarps 2m X 2m
 - Contaminated medical equipment and absorbent disposal kits
 - Supply of 'Fire Blankets'
 - Engine oil/radiator fluid absorbent (in re-sealable containers)
 - Traffic control kit (signage and 'Stop/Slow' signs)
 - IMS kit (clipboard, Tactical Worksheet and other admin supplies)
 - Assortment of
 - square and round mouth shovels, stable brooms
 - vehicle ex wood cribbing
 - purpose built vehicle ex stabilisation strut kit
 - 2 – 10A:120BC (20lb) portable fire extinguishers/brackets
 - Blankets – flannel and rescue type
 - Tyvek type coveralls

- Spare PPE&C
- Rope and rope bags

Ontario Volunteer Emergency Response Team (OVERT)

<https://overt.ca/> 2370 Nash Road, Bowmanville, Ontario, L1C 3K4

Email: publicrelations@overt.ca

OVERT is a non-profit organization comprised of passionate and trained volunteers who are ready to respond to various emergency situations in our local communities and across the province of Ontario. From Search and Rescue operations to natural disasters, community emergencies and public events, our team stands prepared to provide essential support, assistance, and relief.

- The OVERT Incident Command Unit offers a range of essential services:
 - **Support for Community:** Assisting local communities in emergency preparedness and response planning.
- The OVERT Ground Search and Rescue (GSAR) Unit offers a range of essential services.
 - **Search and Rescue:** To locate and rescue individuals who are lost, injured, or missing in remote, wilderness or urban areas.
 - **Emergency Response:** To respond swiftly to calls for help and provide vital assistance during natural disasters, outdoor emergencies, and various critical situations.
 - **Community Education:** To educate the public about outdoor safety, preparedness, and responsible outdoor recreational practices.
- The OVERT Marine Unit is committed to ensuring the safety and well-being of the residents of Ontario by delivering timely and effective emergency response services on the water. Our mission and objectives include:
 - **Emergency Response:** To respond swiftly and effectively to water-related emergencies, including floods, water rescues, and natural disasters, to safeguard lives and property.
 - **Search and Rescue:** To conduct search and rescue operations in Ontario's waterways, locating and rescuing individuals in distress.
 - **Public Education:** To educate the community about water safety, emergency preparedness, and the importance of responsible boating practices.
- The OVERT Communications Unit's primary mission is to establish and maintain reliable communication systems that facilitate the coordination of response efforts during emergencies. Our objectives include:

- **Emergency Communication:** To establish and maintain reliable communication channels to ensure timely and accurate information flow among emergency response teams.
 - **Interagency Coordination:** To facilitate effective communication between various emergency response agencies, ensuring seamless cooperation during incidents.
 - **Technical Support:** To provide expertise in communication equipment and technologies to enhance the overall effectiveness of emergency response efforts.
 - **Community Education:** To educate the public about the importance of effective communication during emergencies and how to access emergency services.
 - Additionally OVERT can provide training and resources to the community on effective communication practices during emergencies.
- The OVERT Aerial Drone Unit offers a range of essential services to the community, including:
 - **Aerial Reconnaissance:** Providing valuable aerial perspectives to assist incident commanders and emergency response teams.
 - **Search and Rescue Support:** Aiding in locating missing persons and assessing the terrain in challenging environments.

Vehicle Ex and related training sources:

- OFMEM (Fire Marshal and Emergency Management) - vehicle
- OPP – rules of the road, Traffic Control
- RC Paramedics – medical and patient care
- Local municipal fire departments and other in-service fire service individuals
- Training from Corporate equipment suppliers

CRA Line 31240 – Search and rescue volunteers' amount

Eligible search and rescue volunteer services with an eligible search and rescue organization include:

-responding to, and being on call for, search and rescue and related emergency calls as a search and rescue volunteer

-attending meetings held by the organization

-participating in required training related to search and rescue services

To be eligible, a search and rescue organization has to be recognized by a provincial, municipal, or public authority.

You can claim \$3,000 for the search and rescue volunteers' amount (SRVA), if you meet all of the following conditions:

- You were a search and rescue volunteer during the year.
- You completed at least 200 hours of eligible search and rescue volunteer services in the year.

Initial financial grant request suggestions:

Lumber company (Brent Road)	\$2000
CNL	\$2000 (plus \$5000 already donated from CNEA)
County of Renfrew	\$5000
Province of Ontario	\$150,000

Initial 'In Kind' grant request suggestions:

Laurentian Hills	Surplus equipment
Deep River	Surplus equipment and 20 hours of training
Mattawa	Surplus equipment
Garrison Petawawa	Surplus equipment and 40 hours of training
OPP	Surplus equipment and 40 hours of training
Renfrew County Paramedics	Surplus equipment and 40 hours of training
OVERT	Surplus equipment and 40 hours of training
OFMEM	Surplus equipment and 400 hours of scheduled initial training for HCM Rescue Squad members
Corporate equipment suppliers	Surplus equipment and 40 hours of training
Seek out training commitments from local fire service individuals	

United Townships of Head, Clara & Maria Council

Request for Decision

Type of Decision									
Meeting Date	Thursday, November 16, 2023				Report Date	Tuesday, November 7, 2023			
Decision Required	X	Yes		No	Priority		High	X	Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1202- Recreation Advisory Committee									

Subject: Recreation Advisory Committee Terms of Reference and Appointment of Councillor

Recommendation: That Council update the Terms of Reference to allow an additional member of Council to serve on the committee and pass a resolution to appoint Councillor Richer to serve as a Recreation Advisory Committee member.

Resolution:

WHEREAS Council directed the Clerk to update the Terms of Reference to require two members of Council to serve on the committee;

AND WHEREAS Councillor Richer has expressed interest in serving on the committee as a Council representative;

THEREFORE BE IT RESOLVED THAT Council does hereby amend "Schedule A" (the Terms of Reference) to By-law 2014-05 being a by-law to establish a Community Social Programming Committee;

AND FURTHER THAT Councillor Richer be appointed to the Recreation Advisory Committee for the remainder of 2023 and the 2024 calendar year.

Background/Executive Summary:

At the regular meeting of Council on October 19th, direction was provided to the Clerk to update the Terms of Reference to allow two members of Council to serve on the Recreation Advisory Committee. The Clerk was also directed to prepare a resolution appointing Councillor Richer as a member of the Recreation Advisory Committee.

Financial Considerations/Budget Impact:

None at this time.

Enclosures:

Recreation Advisory Committee Terms of Reference

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk-Treasurer

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.



The United Townships of Head, Clara & Maria Recreation Advisory Committee Terms of Reference

Purpose

The Head, Clara & Maria Recreation Advisory Committee is a volunteer committee established to provide recommendations to Staff and Council on matters related to recreational programming and events in the municipality. The committee strives to increase and strengthen social and recreational activities in the community.

Mandate

- To support and enhance existing recreational opportunities in the municipality.
- To advise on new and emerging recreational opportunities.
- To support interested organizations or community members in carrying out events as per Council direction and policy.

Membership and Responsibilities

The Committee is to serve as an advisory body to Council and has limited delegated authority.

1. The committee shall be comprised of at least three members of the public with two members of Council.
2. Members shall be appointed by resolution of council. The chair will be appointed at the same time, by the Mayor. Council members shall have voting privileges equal to every other member. Volunteer members of the committee, who are also municipal employees, shall have voting privileges equal to every other member.
3. The chairperson is responsible for leading the discussion at each meeting pursuant to the meeting agenda. If a chair or co-chair is not present, members are to select an acting chairperson to serve in the same capacity for the duration of that meeting.
4. Appointments may be revoked at any time at the discretion of Council with or without the recommendation of staff.

Reporting

1. The committee reports regularly to council through meeting minutes.
2. The committee will prepare an annual operating and capital budget for Council consideration.
3. The committee will receive administrative support from the Clerk's office. This will include the recording of minutes, the preparation of agendas, support necessary to convene a meeting and support operations. The employee providing administrative support is not a member of the committee and does not have voting privileges.

Decision Making and Voting

Decisions will be made by way of consensus. Minutes of the meeting will reflect whether or not all members, or only a majority, agreed with the decision. Meetings shall be open to the public and properly advertised as per the Municipal Notice By-Law.

Quorum

A quorum shall be a simple majority of the total number of committee members (i.e. 50% plus one). If a quorum does not exist for a meeting, it shall be cancelled. Administrative support employee is not counted towards a quorum.

Meeting Structure and Format

The committee shall meet at least six times per year and at the call of the Chair at other times necessary and to be determined by the committee.

1. A meeting will take place in the last quarter of each year to create an annual Work Plan, outlining goals for the following year. The Work Plan will align with the annual budget presented to Council. A meeting schedule for the following year will also be established in the last quarter of each year.
2. All meetings of the committee shall be open to the public.
3. As an advisory committee to Council, the committee is subject to the Municipal Code of Conduct, the Municipality's Harassment and Workplace Health and Safety Policies and any other applicable policies and/or procedures and legislation.
4. At all times, the committee is a function of Council and acts at Council's pleasure meaning it may be dissolved at any time.

Committee Reimbursements

1. All members of the Recreation Advisory Committee shall serve without financial remuneration.
2. Committee members will not be reimbursed for expenses incurred, unless pre-approved by the Clerk-Treasurer, who is directly accountable to Council for all purchasing and procurement decisions.

United Townships of Head, Clara & Maria Council

Request for Decision

Type of Decision									
Meeting Date	Thursday, November 16, 2023				Report Date	Friday, October 27, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1301 – 2024 Council Meeting Schedule									

Subject: 2024 Council Meeting Schedule

Recommendation: That Council pass the following resolution to adopt the schedule of regular Council meetings for 2024.

Resolution:

WHEREAS Section 5.1 of the Procedure By-law states that the Clerk, by December 31st of each calendar year, must provide a schedule of upcoming regular Council meetings for consideration and adoption of Council;
AND WHEREAS Council provided direction to the Clerk regarding the creation of the 2024 schedule of regular meetings;

THEREFORE BE IT RESOLVED THAT Council of the United Townships of Head, Clara and Maria does hereby approve the 2024 schedule of regular Council meetings as follows:

Meeting Date	Time
Thursday February 8	2:00 p.m.
Thursday February 22	2:00 p.m.
Thursday March 21	2:00 p.m.
Thursday April 18	2:00 p.m.
Thursday May 16	2:00 p.m.
Thursday June 20	2:00 p.m.
Saturday August 17	1:00 p.m.
Thursday September 19	2:00 p.m.
Thursday October 17	2:00 p.m.
Thursday November 21	2:00 p.m.
Thursday December 19	2:00 p.m.

Background:

Section 5.1 of the Procedure By-law states that the Clerk, by December 31st of each calendar year, must submit a schedule of upcoming regular meetings for consideration and adoption by Council. At the October Council meeting, direction was provided to the Clerk to create the 2024 regular meeting schedule based on the current schedule as outlined in the Procedure By-law, with the exception of January and February to accommodate staff vacation.

Committee of the Whole, public or special meetings of Council may be scheduled as required during the year with appropriate notice provided.

Options/Discussion:

Specific dates can be modified before adopting the resolution if a particular date does not work for a member of Council.

Financial Considerations/Budget Impact:

Honorariums will be included in the 2024 budget with a contingency allotment for special meetings.

Approved and Recommended by the Clerk	
Crystal Fischer,	
Clerk/Treasurer	

United Townships of Head, Clara & Maria Council
Request for Decision

Type of Decision									
Meeting Date	Thursday, November 16, 2023				Report Date	Monday, October 30, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1302 – Community Safety and Well-Being Plan									

Subject: Adoption of the Community Safety and Well-Being Plan

Recommendation: That Council pass the following resolution to adopt Community Safety and Well-Being Plan.

Resolution:

WHEREAS each municipality in the Province of Ontario is required to adopt a Community Safety and Well-Being Plan as required by the Safer Ontario Act, through the Ministry of Solicitor General;

AND WHEREAS the City of Pembroke Police Services Board was successful in obtaining a grant which supported the board in hiring a consultant to assist with the development of the Community Safety and Well-Being Plan;

AND WHEREAS the City of Pembroke Police Services Board invited other local Upper Ottawa Valley municipalities, including Head, Clara and Maria to jointly develop a plan;

AND WHEREAS Council has been presented with the Community Safety and Well-Being Plan at the regular meeting of November 16th, 2023;

THEREFORE BE IT RESOLVED THAT Council of the United Townships of Head, Clara and Maria does hereby approve and adopt the Community Safety and Well-Being Plan as presented.

Background:

Legislative amendments to the Police Services Act, 1990, required every municipal council to prepare and adopt a Community Safety and Well-Being Plan (CSWB plan). The requirement for CSWB planning came into force on January 1st, 2019. Under the legislation, the responsibility to prepare and adopt a CSWB plan applied to single, lower-tier, and regional municipalities; however, municipalities had the discretion and flexibility to develop joint plans with surrounding municipalities.

A consensus was reached between the municipalities of the City of Pembroke, the Town of Petawawa, the Town of Laurentian Hills, the Town of Deep River, the Township of Laurentian Valley, the Township of Whitewater Region, the Townships of Head, Clara and Maria, the Township of North Algona Wilberforce and portions of the Township of Admaston/Bromley to develop a joint CSWB Plan.

Council passed a resolution formally agreeing to participate in the development of a joint CSWB at the regular meeting of Council on December 17th, 2020.

The City of Pembroke obtained a provincial grant and hired a qualified coordinator to assist the municipalities through the plan development process. An advisory committee was established with representation from the participating municipalities (municipal staff and members of Council), along with a variety of stakeholders representing emergency, social, education, and health services.

The CSWB Plan identifies risks to community safety and well-being, and sets actions to help reduce these risks.

Financial Considerations/Budget Impact:

None at this time.

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk/Treasurer

United Townships of Head, Clara & Maria Council

Request for Decision

Type of Decision									
Meeting Date	Thursday, November 16, 2023				Report Date	Monday, October 30, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1303- Deputy Mayor Appointment									

Subject: Appointment of a Deputy Mayor

Recommendation: That Council complete the appointment of a Deputy Mayor for the 2024 calendar year.

Resolution:

WHEREAS Section 226 of the Municipal Act, 2001 allows that a municipality may, with the consent of the head of council, appoint a member of council to act in the place of the head of council on any body, other than on the council of another municipality, of which the head of council is a member by virtue of being head of council;

AND WHEREAS Council understands the value in appointing a Deputy Mayor for such purposes;

AND WHEREAS the nomination process according to Council Policy C-03 to Appoint a Deputy Mayor resulted in Councillor being selected to serve as Deputy Mayor for the 2024 calendar year;

THEREFORE BE IT RESOLVED THAT By-law 2023-27 being a By-law to Appoint a Deputy Mayor be read a first, second and third time passed.

Background/Executive Summary:

A Deputy Mayor may be appointed by council to assist the Mayor in carrying out their powers and duties, act in the place of the head of council when the head of council is absent or refuses to act or the position is vacant. Section 225 of The Municipal Act, 2001 defines the role of the Mayor as follows:

It is the role of the head of council

- (a) to act as chief executive officer of the municipality;
- (b) to preside over council meetings so that its business can be carried out efficiently and effectively;
- (c) to provide leadership to the council; and
- (d) to represent the municipality at official functions.

Section 226 of the Municipal Act, 2001 defines a substitution:

A municipality may, with the consent of the head of council, appoint a member of council to act in the place of the head of council on any body, other than on the council of another municipality, of which the head of council is a member by virtue of being head of council.

Council adopted a formal policy in regards to appointing a Deputy Mayor in January 2023, which has been enclosed to help guide the selection process.

Options:

Complete the nomination process according to Policy C-03 and adopt By-law 2022-27 appointing a member of Council to serve as Deputy Mayor for the 2024 calendar year; or

Defer the nomination process and adoption of By-law 2022-27.

The existing Deputy Mayor by-law assigning the position for the 2023 calendar year expires on December 31st, 2023. If Council decides to post-pone the nomination process and/or adoption of a new by-law past the expiration date, there will no longer be a member of Council assigned to that position.

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.

Council also has the option to update Policy C-03 to extend the period of service to align with Council's term in office.

Financial Considerations/Budget Impact:

None at this time.

Enclosures:

Draft Copy of By-law 2023-27 being a By-law to Appoint a Deputy Mayor
Policy C-03 - Appointment of Deputy Mayor

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk-Treasurer

HCM Mission: At your service, working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.



**THE CORPORATION OF THE UNITED TOWNSHIPS OF
HEAD, CLARA & MARIA**

BY-LAW NUMBER 2023-27

Appointment of Deputy Mayor By-law

BEING a by-law to appoint a Deputy Mayor

WHEREAS Section 225 of the Municipal Act, 2001 defines the role of the head of council as follows:

- (a) to act as chief executive officer of the municipality;
- (b) to preside over council meetings so that its business can be carried out efficiently and effectively;
- (c) to provide leadership to the council;
- (c.1) without limiting clause (c), to provide information and recommendations to the council with respect to the role of council described in clauses 224 (d) and (d.1);
- (d) to represent the municipality at official functions; and
- (e) to carry out the duties of the head of council under this or any other Act.

AND WHEREAS Section 226 of the Municipal Act, 2001 allows that a municipality may, with the consent of the head of council, appoint a member of council to act in the place of the head of council on any body, other than on the council of another municipality, of which the head of council is a member by virtue of being head of council;

AND WHEREAS Council understands the value in appointing a Deputy Mayor for such purposes;

AND WHEREAS the nomination process outlined in Policy C-03 Appointment of Deputy Mayor resulted in Councillor _____ being selected to serve as Deputy Mayor for the 2024 calendar year;

THEREFORE BE IT RESOLVED THAT Councillor _____ is hereby appointed Deputy Mayor for a term of one year to end December 31, 2024.

READ a first and second time this 16th day of November, 2023.

READ a third time and passed this _____ day of _____

MAYOR

CLERK

Head, Clara & Maria Policies and Procedures			
DEPARTMENT: Council Policies			POLICY #: C-03
POLICY NAME: Appointment of Deputy Mayor Policy			
DATE: January 2023	REV. DATE:	APPROVED BY: Council	PAGE #: 1 of 2

Purpose

This policy establishes the process for the appointment of a Deputy Mayor to: assist the Mayor in carrying out their powers and duties; act in the place of the head of Council when the head of Council is absent or refuses to act; or the position is vacant.

This shall include general business continuity in the absence of, or refusal to act by, the Mayor; attendance at meetings/events on behalf of the Mayor; participation/representation on committees, boards and other related organizations.

Procedure

At the first regular meeting of Council following:

a general municipal election;

the expiry of the term of a previous Deputy Mayor;

receiving notice of the resignation of a Deputy Mayor;

the Deputy Mayor's removal from office in accordance with this Policy and/or any applicable legislation; or

the office of Deputy Mayor otherwise becoming vacant

Council shall select from among its members a Deputy Mayor in accordance with the process and rules set out below.

Selection

The Deputy Mayor shall be elected from Council in accordance with the following process and rules:

1. After announcing that the business of Council at the meeting is to elect a Deputy Mayor, the Chair shall call for nominations. All nominations shall be made openly and publicly, by raising of the hand to attract the attention of the Chair and announcing the nomination of a candidate when called upon.
2. A candidate may be nominated by him or herself, or by any other Councillor. Nominations do not require a seconder.
3. Each nominee shall be asked if they consent to being nominated. If the nominee declines, the nominee's name shall not be included in the list of candidates to be voted upon.
4. If only one candidate receives a nomination, they will be acclaimed to the position via a resolution of Council.
5. If more than one candidate was nominated, a vote will be taken by secret ballot. The Clerk shall prepare ballots with each candidate's name and shall distribute one ballot to each Councillor.
6. Before the voting occurs, each candidate, in the order of their nomination, may address Council, for not more than five minutes to share why they are interested in the position and what they feel they will bring to the role.
7. The Councillors shall vote by placing a mark beside the candidate of their choice and folding the ballot to be returned to the Clerk. A candidate may vote for themselves.
8. The ballots shall be collected and counted in a manner that preserves the confidentiality of each Councillor's ballot. The Clerk shall only declare a ballot to be spoiled if the ballot does not disclose a clear preference in favour of anyone candidate.

Head, Clara & Maria Policies and Procedures			
DEPARTMENT: Council Policies			POLICY #: C-03
POLICY NAME: Appointment of Deputy Mayor Policy			
DATE: January 2023	REV. DATE:	APPROVED BY: Council	PAGE #: 2 of 2

9. After the votes are tallied, the successful candidate with the highest amount of votes will be appointed Deputy Mayor by resolution of Council.
10. If a tied-vote is achieved, new ballots shall be prepared but the name of the candidate with the fewest number of votes on the previous vote shall be excluded from the new ballots. Voting shall continue in the same fashion until a Deputy Mayor is declared elected.

Term

1. The term of the Deputy Mayor shall last for a one year period to end on December 31.
2. There shall be no limit to the number of terms a member of Council can serve as Deputy Mayor.
3. The Deputy Mayor may be removed from office by a vote of two-thirds of the Council members after 20 days' notice in writing has been provided to the Clerk and members of Council.
4. In the event that a Deputy Mayor is removed from office, a new Deputy Mayor will be appointed through the same process described above.

United Townships of Head, Clara & Maria Council

Request for Decision

Type of Decision									
Meeting Date	Thursday, November 16, 2023				Report Date	Tuesday, October 31, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1304- Signing and Borrowing Authority									

Subject: Approval of Signing and Borrowing Authority

Recommendation: That Council adopt the following resolution to approve signing authority and adopt the annual borrowing by-law.

Resolution:

Resolution #1:

WHEREAS Scotiabank Business Services has been contracted for municipal VISA credit cards which require renewed Council authorization on a yearly basis;

THEREFORE BE IT RESOLVED THAT By-law 2023-28 being a Borrowing By-law be read a first, second and third time passed.

Resolution #2:

WHEREAS the purpose of this resolution is to provide the municipality with flexibility in the signing of various documents to improve the efficiency of business operations and yet maintain effective internal controls and approval processes.

THEREFORE BE IT RESOLVED THAT the Council of the United Townships of Head, Clara & Maria enacts as follows:

THAT for purposes of completing budgeted, emergency or specifically approved financial transactions for the United Townships of Head, Clara & Maria as well as to complete routine contracts, applications and agreements;

THAT signing is hereby authorized effective immediately and for the calendar years 2024 -2026 or until changed by a resolution of Council;

THAT Mayor Grills is appointed as having signing authority for Council with Deputy Mayor as alternate;

THAT the Clerk, Crystal Fischer, is appointed as having signing authority for administration with the Administrative Assistant, Stephany Rauche as alternate;

THAT all cheques, pre-authorized payments or other forms of payment excepting municipal credit cards are to be signed by one representative of Council and one representative of administration;

THAT this authority becomes effective on the date of passing.

Background/Executive Summary:

Scotiabank Business Services has been contracted for municipal VISA credit cards which require renewed Council authorization on a yearly basis. By-law 2023-28 has been enclosed for review and approval for this purpose.

Scotiabank Business Services also requires Council authorization of representatives for signing cheques, Payroll, Electronic Funds Transfers and wire payments. A signature of one representative of Council and one representative of municipal administration is required to approve all withdrawal of funds from the municipal bank accounts. It is prudent that an alternate also be appointed in case there is an absence of the Mayor or the Clerk. Signing authority is also a requirement for many contracts, grants and government programs. Signing authority requires update upon selection of a new Deputy Mayor and therefore a resolution has been created for this purpose.

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HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.

Options:

If the resolution is not passed, staff will not be able to issue payments to vendors or enter into legal and binding contracts for services.

Financial Considerations/Budget Impact:

None at this time.

Enclosures:

2023-28 Borrowing By-law

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk-Treasurer

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THE CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA

BY-LAW NUMBER 2023-28

BEING a by-law to for the purpose of authorizing the municipality to incur indebtedness as a credit card holder.

WHEREAS Section 401 of the Municipal Act, 2001 permits a municipality to incur a debt for municipal purposes;

WHEREAS the use of credit cards facilitates municipal business especially with the increase in on-line purchasing;

AND WHEREAS Scotiabank Business Services has been contracted for municipal Visa cards which requires renewed Council authorization;

THEREFORE BE IT RESOLVED THAT the Council of the United Townships of Head, Clara & Maria does hereby authorize the Municipal Administrator to act as administrator for the Municipal corporation Visa Cards account with a total combined borrowing limit of \$40,000.00;

AND FURTHER THAT this authorization is valid until the end of December 2024.

READ a first and second time this 16th day of November, 2023.

READ a third time and passed this 16th day of November, 2023.

MAYOR

CLERK

United Townships of Head, Clara & Maria Council

Request for Decision

Type of Decision									
Meeting Date	Thursday, November 16, 2023				Report Date	Tuesday, October 31, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1305- Emergency Management Program									

Subject: Adoption of Emergency Management Program, Plan and Committee

Recommendation: That Council pass the following resolution to adopt By-law 2023-29 to authorize the Emergency Management Program, Plan and Committee in order to ensure annual compliance under the Emergency Management and Civil Protection Act.

Resolution:

Moved by Councillor _____ and seconded by Councillor _____

WHEREAS Council received Report 23/11/16/1305 regarding the municipality's Emergency Management annual compliance, training and program requirements;

THEREFORE BE IT RESOLVED THAT By-law 2023-29 being a by-law to authorize the Emergency Management Program, Program Committee and Emergency Response Plan be read a first, second and third time passed.

Background/Executive Summary:

All municipalities must have an emergency management program as set out under the Emergency Management and Civil Protection Act (EMCPA). EMCPA establishes the legal basis and framework for managing emergencies within public order and welfare and defines authority and responsibilities given to provincial ministries, municipalities, and specific individual appointments.

Under the EMCPA and O. Reg. 380/04, an emergency management program must:

- Designate an emergency management program coordinator and alternate
- Complete training for the emergency management program coordinator
- Establish and conduct training for Municipal Emergency Control Group
- Conduct an annual exercise for the Municipal Emergency Control Group
- Establish an emergency management program committee
- Designate an emergency information officer
- Establish an Emergency Operations Centre
- Ensure 24/7 notification arrangements
- Identify and assess hazards and risks
- Identify important infrastructure
- Conduct public education
- Formulate an emergency plan
- Revise the emergency plan
- Conduct an annual review of the municipal emergency management program

As required by the province to attain annual compliance with regulations and to ensure that each municipality is in a position to address emergency situations should they arise, a review and meeting occurred on October 19, 2023 which included:

A review of all components of the Emergency Management Program;

A review of the HIRA and Critical Infrastructure list;

A review of the municipal Emergency Response Plan including individual roles and responsibilities of Control Group Members;

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Review of procedures used to activate and operate under the Plan;
An annual table top exercise to determine whether attendees would be able to think on their feet and identify ongoing challenges with our program/plan;
A review of notification procedures used to notify members of the Control Group when the Plan is activated;
A review of the location, communications and technology that is used in the EOC/kits; and
Identifying gaps in the plan/program and ways to address them.

Options:

If the by-law is not adopted, the municipality will be in non-compliance under the Emergency Management and Civil Protection Act for the year 2023. Council can defer adoption of the by-law if further information or direction to Staff is required, however, the deadline for compliance reporting is December 31, 2023.

Financial Considerations/Budget Impact:

None

Enclosed:

By-law 2023-29 being a By-law to Adopt the Emergency Management Plan and Program

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk-Treasurer

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**THE CORPORATION OF THE UNITED TOWNSHIPS OF
HEAD, CLARA & MARIA
BY-LAW NUMBER 2023-29
Emergency Management By-Law**

BEING a by-law to adopt the municipality's Emergency Management Program, Program Committee and Emergency Response Plan and appoint a Chair of the Community Emergency Management Committee.

WHEREAS the Province of Ontario has passed the *Emergency Management and Civil Protection Act*, R.S.O. 1990 which requires the formulation and implementation of an emergency plan by the Council of a Community;

AND WHEREAS Section 2.1 (1) of the Act states that "every municipality shall develop and implement an emergency management program and the council of the municipality shall by by-law adopt the emergency management program."

AND WHEREAS the Act requires that "The emergency management program shall consist of: (a) an emergency plan; (b) training programs and exercises for employees of the municipality and other persons with respect to the provision of necessary services and the procedures to be followed in emergency response and recovery activities; and (c) public education on risks to public safety and on public preparedness for emergencies;

AND WHEREAS the Act authorizes employees of a community to respond to an emergency in accordance with the emergency response plan where an emergency exists but has not yet been declared to exist;

NOW THEREFORE the Council of the Corporation of the United Townships of Head, Clara & Maria enacts as follows:

1. **THAT** the Emergency Response Plan dated October 2023 and reviewed by the Municipal Community Control Group authorized by Council is hereby approved and adopted;
2. **THAT** updates and/or corrections made to the plan and appendices as authorized during the plan review be formally adopted;
3. **THAT** annual training of the Municipal Community Control Group occurred on October 19th, 2023;
4. **THAT** Crystal Fischer be appointed CEMC with Stephany Rauche appointed as Alternate CEMC unless otherwise changed by Resolution of Council;
5. **THAT** a Municipal Emergency Management Program Committee be confirmed with the Mayor, one Member of Council, the CEMC and Alternate CEMC be

appointed with Mayor Debbi Grills being appointed as “Chair” of that committee;

6. **THAT** By-law No. 2022-37 is hereby repealed and replaced;

7. **THAT** this by-law comes into force on the day of final reading.

READ a first and second time this 16th day of November, 2023.

READ a third time and passed this day of

MAYOR

CLERK

**THE CORPORATION OF THE UNITED
TOWNSHIPS OF HEAD, CLARA & MARIA**

EMERGENCY RESPONSE PLAN



**UNDER AUTHORITY OF BY-LAW NUMBER 2023 -29
AMENDED
OCTOBER 2023**

THE PLAN

PART 1: INTRODUCTION

An emergency is defined as “A situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

Emergencies affect public safety, including the health, welfare and property, as well as the environment and economic health of the Corporation of the United Townships of Head, Clara & Maria, its property and its residents.

The population of the Townships of Head, Clara & Maria is comprised of 267 permanent residents and increases to about 1000 during the summer months. In order to protect the property, residents, businesses and visitors of the Municipality, the Townships of Head, Clara & Maria requires a coordinated emergency response by various agencies under the direction of the Community Control Group. This emergency response is significantly different from the normal, day-to-day operations of emergency departments and other agencies and varies depending on the location and nature of the event.

The Townships' Emergency Management Committee developed this emergency response plan with direction from the CEMC and under guidelines from Emergency Management Ontario. Every official, volunteer and municipal employee listed in this plan must be prepared to carry out assigned responsibilities in an emergency situation, depending on the type of emergency and the required response.

The response plan has been prepared to provide key officials, volunteers and employees of the United Townships of Head, Clara & Maria with important emergency response information related to:

Plans and procedures, services and available equipment; and
Roles and responsibilities during an emergency.

In addition, it is important that residents, businesses and interested visitors become aware of the plan's provisions. To aid in this task, copies of the Townships' Emergency Response Plan may be viewed at the Township Office, on-line at www.townshipsofheadclaramaria.ca and in the Township Library.

For more information, please contact the:

Community Emergency Management Coordinator or alternate
Townships of Head, Clara & Maria at 613-586-2526

E-mail: clerk@headclaramaria.ca

PART 2: AIM

The aim of this plan is to make provision for the extraordinary arrangements and measures that may be required to protect the health, safety, welfare, environment and economic health of the residents, businesses and visitors of the United Townships of Head, Clara & Maria when faced with an emergency. It enables a centralized, controlled and coordinated response to emergencies within the Municipality, and meets the legislated requirements of the *Emergency Management and Civil Protection Act, 2003*.

Emergency Management is based on hazard identification and risk assessment. Hazards have been identified and the risk of these hazards occurring within the Municipality has been analyzed and considered based on history, the probability of occurrence and the consequences of an occurrence.

A hazard is further described as "an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business, or other types of harm or loss." As such, after analysis it has been determined that the emergencies most likely to occur within the United Townships of Head, Clara & Maria based on the events, probability of occurrence, consequences of occurrence, and history are:

Transportation Accident, Passenger;

Severe Windstorms including: micro bursts, tornadoes or hurricanes;

Fire, specifically Forest Fires;

Severe Winter Weather including: snow, freezing rain, sleet, ice storms or blizzards.

Pipelines.

For additional details, please contact the Community Emergency Management Coordinator at the address listed above in Part One.

PART 3: AUTHORITY

The Emergency Management and Civil Protection Act, 2003 (EMCPA) is the legal authority for this emergency response plan in Ontario. The EMCPA section 3. (1) states that: "Every municipality shall formulate an emergency plan governing the provision of necessary services during an emergency and the procedures under, and the manner in which, employees of the municipality and other persons will respond to the emergency and the council of the municipality shall by by-law adopt the emergency plan."

As enabled by the Emergency Management and Civil Protection Act, 2003, this emergency response plan and its elements have been:

Issued under the authority of the Townships of Head, Clara & Maria Bylaws updated annually.

Filed with Emergency Management Ontario, Ministry of Community Safety & Correctional Services.

a) Definition of an Emergency

The EMCPA defines an emergency as:

"a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise." The Municipal Emergency Operations Centre (MEOC) can be

activated for any emergency for the purposes of managing said emergency, maintaining continuity of services to the community and providing support to the emergency site.

b) Action Prior to Declaration

When an emergency exists or is impending but has not yet been declared, municipal employees may take such action(s) under this emergency response plan as may be required to protect the health, safety and welfare of the persons and property of the Corporation of the United Townships of Head, Clara & Maria.

PART 4: EMERGENCY NOTIFICATION PROCEDURES

Only a member of the Municipal Emergency Control Group (MECG) may initiate the notification procedure. The contact phone numbers of the MECG members (and their alternates) are contained in Appendix A to this plan.

When a member of the MECG receives a warning of a real or potential emergency, that member will immediately contact the municipal office at 613-586-2526 and direct office staff to initiate the notification of the MECG. After office hours, the MECG member will utilize their MEOC directory and begin placing calls from the top of the list down activating the MEOC or initiating the call-out tree. The MECG member initiating the call must provide pertinent details (e.g. - a time and place for the MECG to meet and the general nature of the emergency) as part of the notification procedure.

Where a threat of an impending emergency exists, any member of the MECG may initiate the notification procedure and place MECG members on standby. A record of the date and time that each MECG member was contacted must be recorded by the person performing the callout and then retained in the Township records. All attempts to contact members of the MECG must be documented on the forms provided.

When members of the MECG have been placed on standby, they will remain in that status until the standby is called down, or an event has occurred that results in activation of the MEOC depending on the nature and location of the event. If a member of the MECG chooses to make themselves unavailable after they have been placed on standby, they should ensure that their alternate (if available) has been contacted prior to their unavailability and that the office and/or MEOC is made aware of that arrangement.

Calling down the MECG after it has been placed on standby will occur by office and/or MEOC personnel after consultation with the appropriate authorities depending on the nature and location of the incident.

a) Requests for Assistance

Assistance may be requested from the County of Renfrew at any time by contacting the County CEMC at 613-735-7288. The request shall not be deemed to be a request that the County assume authority and control of the emergency but a request for assistance and advice. It should be realized that the County has no obligation to assist in a lower-tier Municipal emergency but will offer what assistance they can should they be in a position to do so.

Assistance may also be requested from the Province of Ontario at any time without any loss of control or authority. A request for assistance should be made by contacting Emergency Management Ontario (EMO) by phone at 1-866-314-0472 or via fax at 416-314-0474. All other Provincial and/or Federal resources, if required, will be contacted via EMO.

b) A Declared Community Emergency

The Mayor or Acting Head of Council of the United Townships of Head, Clara & Maria, as the Head of Council, is responsible for declaring an emergency. This decision is usually made in consultation with other members of the Community Control Group (MECG) but is ultimately the sole responsibility of the Head of Council. Council has adopted the checklist as provided by EMO and included in this plan as Appendix B to be used as a tool to assist in making the decision to declare an emergency.

Upon declaring an emergency, the Mayor (Head of Council or acting Head of Council) will notify or cause to have notified through appropriate and timely methods:

Emergency Management Ontario (EMO), Ministry of Community Safety & Correctional Services;

Township Council;

The County CEMC, as appropriate;

The Public;

Neighbouring community officials, as required;

Local Member of the Provincial Parliament (MPP);

Local Member of Parliament (MP).

All records of notification and/or attempts at contact will be documented and retained.

A community emergency may be terminated at any time by the:

Mayor, or Acting Head of Council;

Township Council; or

Premier of Ontario.

When terminating an emergency, the Mayor (Head of Council or acting Head of Council) will notify or cause to have notified through appropriate and timely methods:

Emergency Management Ontario, Ministry of Community Safety & Correctional Services;

Township Council;

County CEMC, as appropriate;

The Public;

Neighbouring community officials, as required;

Local Member of the Provincial Parliament (MPP);

Local Member of Parliament (MP).

All records of notification and/or attempts at contact will be documented and retained.

PART 5: EMERGENCY COMMUNITY CONTROL GROUP

a) Municipal Emergency Operations Centre (MEOC)

The location of the Municipal primary MEOC will be determined at the time of the emergency as dictated by the location and nature of the event. Normally, the MEOC will be the Municipal Hall/Office Complex located in Stonecliffe unless it is affected by the incident. The Alternate MEOC will be located at Councillor Kelly-Chamberlain's residence located at 108B Jennings Road, Mackey, ON. Alternate locations will be researched and provided as required should the primary site be within the affected area or inaccessible.

Equipment

The equipment required for the operation of the Municipal Emergency Operations Centre is organized in a kit form. The primary kit is located in a locked closet in the Municipal Hall. The CEMC, the Municipal Administrator, and the Information Officer all either have a key to or have access to a key for this closet.

Alternate kits are to be stored at Councillor Kelly-Chamberlain's residence in Mackey, Councillor Richer's residence in Bissett Creek and John and Trudy Miller's residence in Deux Rivieres so as to have the contents available should the Municipal Hall be within the affected area and unavailable.

A list on the top of the kit will detail the contents as well as the location of required items stored in other locations. The CEMC is responsible for inspecting the kits on a regular basis and for ensuring that each kit's contents are current and operational.

Reception Centre

The location of the reception centre will be determined by the location and nature of the emergency, if a centre is required. It is likely that any reception will occur at the Municipal Hall in Stonecliffe or at a location outside of the municipality, as we are limited in our options. The CEMC is responsible to research options and to ensure availability of a site as needed.

b) Municipal Emergency Control Group (MECG)

The emergency response will be directed and controlled by the Municipal Emergency Control Group (MECG) - a group of officials who are responsible for coordinating the provision of essential services necessary to minimize the effects of the emergency on the community. Depending on the emergency, the MECG may consist of all or any of the following:

Active Group

- Mayor (Head of Council) of the United Townships of Head, Clara & Maria, or alternate;
- Municipal Administrator (who may become the Operations Officer in the MEOC);
- Community Emergency Management Coordinator
- Emergency Information Officer;
- Members of Council (who may be assigned various roles as required);

The Control Group may function with a limited number of members present depending upon the situation. While the MECG may not require the presence of all the listed members, all members of the active MECG must be notified.

Additional individuals who may provide advice to the control group (which may include but are not limited to):

- Public Works Leader;
- Public Works and Landfill Attendant;
- OPP Representative;
- Emergency Management Ontario;
- County representative – County CEMC and/or Director of Emergency Services;
- Other officials, experts or representatives from provincial ministries, the public or private sector as deemed necessary by the MECG including but not limited to: the

Ontario Ministry of Natural Resources, TC Energy, Hydro One, Ontario Power Generation;

- Any member of the Emergency Management Committee deemed necessary by the MEOC.

The decision to invite additional members to the MEOC must be made through the Head of Council and/or the Municipal Administrator with consultation with the existing MEOC members if possible. Contact must be made through appropriate channels. All provincial and/or federal ministries are to be contacted through EMO, not directly by the Municipality. Any attempted or successful contact should be documented and remitted to the Municipality for record retention.

c) Operating Cycle

Members of the MEOC will meet at regular intervals to share information, discuss actions to be taken and/or issues to be resolved. They will inform each other of activities and challenges encountered since the group last met. The Mayor, with input from the CEMC, will establish the frequency of meetings and agenda items. Meetings will be kept as brief as possible allowing members to carry out their individual duties. The CEMC or delegate will maintain a status board and maps which will be kept current and prominently displayed in the MEOC detailing currently known developments, meeting times and other pertinent information.

d) Municipal Emergency Control Group Responsibilities

The members of the Municipal Emergency Control Group (MECG) will be responsible for the following actions or participating in making the following decisions:

- Maintaining a log outlining decisions made and personal actions taken, and submitting the log and a summary of the log (if writing is illegible or shorthand has been used) to the CEMC within one week of the termination of the emergency;
- Mobilizing their emergency services personnel, agencies and equipment;
- Ensuring that an Incident Commander is identified as necessary;
- Ensuring support to the Incident Commander by offering equipment, staff and resources, as required;
- Coordinating and directing their service personnel and ensuring that any actions necessary for the mitigation of the effects of the emergency are taken, provided they are not contrary to any law;
- Determining if the location of the MEOC and the composition of the MECG are appropriate;
- Advising the Mayor on the decision to declare an emergency;
- Advising the Mayor on the need to apply to the province to have all or part of the Townships declared an emergency area;
- Activating their Emergency Response Plans if appropriate and necessary— e.g. Hydro One, OPG, MNRF – flood, TC Energy, etc.

Depending on the type of emergency further responsibilities may include:

- Ordering, coordinating and/or overseeing the evacuation of residents;

- Arranging for the discontinuation of utilities or services provided by public or private concerns, i.e. hydro, rail and highway traffic, gas;
- Arranging for necessary services and equipment from local agencies i.e. private contractors, industry, volunteer agencies, service clubs;
- Making the decision to notify or request assistance from various other levels of government and any public or private agencies, as considered necessary;
- Determining if additional volunteers are required and if appeals for volunteers are warranted;
- Determining if additional transportation is required for evacuation or transport of persons and/or supplies and assisting with arranging;
- Ensuring that pertinent information regarding the emergency is promptly forwarded to the Emergency Information Officer, through the Mayor and/or CEMC for dissemination to the media and the public;
- Determining the need to establish advisory groups and/or subcommittees/ working groups for any aspect of the emergency including recovery;
- Authorizing expenditure of money required to deal with the emergency;
- Notifying the service, agency or group under their direction, of the termination of the emergency;
- Any other such decisions as deemed necessary by the group and dependent on the specific situation;
- Participating in the debriefing following the emergency.

e) MEOC Procedures

Upon arrival at the Municipal Emergency Operations Centre, each MEOC member will:

- Sign in by recording time of entry into the log book.
- Retrieve their ID tag to wear for public identification and place their corresponding "double tag" to the white board indicating their location and function/position.
- Check telephone/communications devices for operation.
- Open a personal log and record all personal actions or direction given.
- Contact own department/agency and obtain a status report.
- Participate in the initial briefing.
- Participate in planning the initial response/decision making process.
- Transmit MEOC decisions on to department and/or agency staff.
- Continue participation in the MEOC Operations Cycle.

Upon leaving the Municipal Emergency Operations Centre, each MEOC member will:

- Sign out (including date and time information) and provide location/contact information for the duration of absence.
- Fully brief any replacement/relief.
- Turn in identification tag and remove corresponding "double tag" from the white board.

PART 6: EMERGENCY RESPONSE SYSTEM

a) The individual responsibilities of the Municipal Emergency Control Group:

In addition to the general responsibilities of being in the Municipal Emergency Control Group, each member of the active MCEG will have individual responsibilities and duties as follows:

1. Mayor – (Head of Council or Acting Head of Council)

The Head of Council or Acting Head of Council is responsible for:

- Providing overall leadership in response to an emergency;
- Declaring an emergency;
- Terminating the emergency (Council and the Premier may also terminate the emergency);
- Notifying EMO and others as listed above, of the declaration and termination of the emergency;
- Ensuring that all members of Council are advised of the declaration and termination of an emergency, and are kept informed of the emergency situation;
- Acting as a key spokesperson for media.
- Normally acting as Chair of the MCEG. If not able to attend, appointing an alternate;
- Calling MCEG meetings and setting the agenda with assistance from the CEMC; and
- Participating in the post-emergency de-briefing sessions.

2. Operations Officer

Normally the Municipal Administrator becomes the Operations Officer for the MCEG and depending on the emergency will be responsible for and is able to delegate responsibility for any of the following:

- Activating notification of the MCEG;
- Ensuring that a communication link is established between the MCEG and the Incident Commander;
- Ensuring that all important decisions made and actions taken by the MCEG are recorded;
- Providing information and advice on procurement policy and financial decisions as they relate to emergency operations ensuring that proper authorization is given for expenditures;
- Ensuring that records of decisions and expenses are maintained for future claim purposes;
- Ensuring the prompt payment and settlement of all the legitimate invoices and claims incurred during an emergency;
- Ensuring maps and status boards are kept current;
- Providing a process for registering and maintaining a list (double tag system) to account for MCEG members;
- Continued operation of the Municipal office (if it is to remain open during the emergency) and performing essential Municipal tasks (if the office is to be closed);
- Assuming responsibility for how citizen's inquiries are managed;

- Upon direction from the Mayor, arranging special meetings of Council, as required, and notifying Council members;
- Procuring staff/volunteers to assist in the office and/or MEOC as required; and
- Participating in the post-emergency de-briefing sessions.

3. Community Emergency Management Coordinator

The Community Emergency Management Coordinator is responsible for and is able to delegate responsibility for any of the following:

- Activating the Municipal Emergency Operations Centre and ensuring that it is operational within 120 minutes of notification;
- Arranging for security for the MEOC, if necessary;
- Coordinating all operations within the Municipal Emergency Operations Centre;
- Advising the Mayor and the MEOC on policies and procedures, as appropriate;
- Approving, in conjunction with the Mayor, major announcements and media releases prepared by the Emergency Information Officer, in consultation with the MEOC;
- Ensuring that all members of the MEOC have necessary plans, resources, supplies, maps, and equipment;
- Providing advice and clarification about the implementation details of the Emergency Response Plan;
- Ensuring liaison with community support agencies (e.g. St. John's Ambulance, Canadian Red Cross);
- Ensuring that the operating cycle is met by the MEOC and related documentation is maintained and kept for future reference;
- Addressing any action items that may result from the activation of the Emergency Response Plan and keep MEOC informed of implementation needs;
- Maintaining in a safe place, the records and logs for the purpose of debriefings and post-emergency reporting;
- Liaising with the County and outside agencies when necessary; and
- Coordinating, recording and participating in the post-emergency de-briefing sessions.

4. Emergency Information Officer

The Emergency Information Officer is responsible for and is able to delegate responsibility for any of the following:

- Ensuring that all information released to the media and public is timely, complete and accurate and has been authorized by the Clerk/CEMC and/or the Mayor;
- Establishing a link with and arranging a mutually satisfactory method of disseminating information to the media;
- Releasing pre-scripted public information bulletins as directed by the CEMC and/or the Mayor;
- Coordinating interviews and organizing press conferences;
- Monitoring news coverage when possible and attempting to correct any erroneous information;
- Maintaining a record of all media releases, comments and newspaper articles pertaining to the emergency;

- Assisting the office/MEOC staff with all other public enquiries and any other tasks as directed; and
- Participating in the post-emergency de-briefing sessions.

5. Members of Council

Members of Council are responsible for:

- Providing support to the Head of Council;
- Assuming any role in the MECG as assigned by the current MECG;
- Reassuring constituents and disseminating only that information that is available to the public and the media keeping all other information confidential;
- Not making promises that we may not be in a position to keep;
- Meeting as a Council as requested by the Head of Council and the MECG for briefings, passing resolutions (e.g. DRAO/ MDRA) and endorsing/making decisions of a major nature outside the scope of the Community Control's Group authorization; and
- Participating in the post-emergency de-briefing sessions.

B) Support and Advisory People

All support or advisory people, with the exception of the Incident Commander, report to the CEMC - unless requested to provide advice to the Community Control Group (MECG).

1. Incident Commander

The Incident Commander is responsible for:

- Managing the emergency at the site;
- Assuming command of all resources at the site;
- In cooperation with the OPP, setting up the perimeter of the site;
- Managing the human resources at the site;
- Ensuring that the health and safety standards of the emergency site(s) and responders are maintained;
- Maintaining constant or consistent communications with the MEOC;
- Liaising with other agencies such as but not limited to: OPP, Paramedic Services and any other service or organization required to be on site;
- Holding regular briefings on site to maintain control and establish a chain of command; and
- Participating in the post-emergency de-briefing sessions.

This position will be determined at the time of the emergency according to the type of emergency.

2. Public Works Leader

The Public Works Labourer is responsible for and is able to delegate responsibility for any of the following:

- Activating the notification system;
- Depending on the nature of the emergency, assigning the Incident Commander and informing the MECG;

- Determining if additional or special equipment is needed and recommending possible sources of supply;
- Providing the MCEG with information and advice on engineering and public works matters within our scope of operations;
- Making recommendations and obtaining additional assistance if beyond our capabilities;
- Ensuring liaison with the public works representative from neighbouring community(s) to ensure a coordinated response, if applicable;
- Ensuring/coordinating construction, maintenance and repair of damage to municipal roads;
- Liaising with the Ottawa River Regulatory Committee and MNRF regarding flood control, conservation and environmental matters and assisting with preventative action;
- Locating and securing equipment, volunteers, staff and supplies as requested;
- Coordinating the acquisition, distribution and scheduling of various modes of transport (i.e. school buses, trains, boats and automobiles for the purpose of transporting persons and/or supplies) as directed by members of the MCEG and the support and advisory staff;
- Providing vehicles and equipment as available and required by any other emergency service;
- Providing assistance to other community departments and outside agencies and being prepared to take charge of or contribute to non-fire operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Ensuring that a record is maintained of all operators of Municipal vehicles and equipment utilized throughout the emergency; and
- Participating in the post-emergency de-briefing sessions.

2. Public Works and Landfill Attendant

The Public Works and Landfill Attendant is responsible for and is able to delegate responsibility for any of the following:

- Providing the MCEG with information and advice on waste and public works matters within our scope of operations;
- Locating and securing equipment, volunteers, staff and supplies as requested;
- Providing assistance to other community departments and outside agencies and being prepared to take charge of or contribute to non-fire operations if necessary, e.g., rescue, first aid, casualty collection, evacuation;
- Assisting with construction, maintenance and repair of damage to municipal roads;
- Participating in the post-emergency de-briefing sessions.

3. Human Resource/ Accountability Coordinator

The Human Resource Coordinator is responsible for and is able to delegate responsibility for any of the following:

- Coordinating and processing requests for human resources;
- Coordinating offers of and appeals for volunteers, possibly with assistance from the Red Cross or other organizations;

- Liaising and cooperating with outside organizations to aid with the HR and volunteer duties (e.g. Red Cross);
- Keeping accurate records of all actions taken;
- Properly recording each volunteers' registrant information and maintaining those records;
- Coordinating a staffing/work schedule to attempt to eliminate burnout and ensure that adequate resources are available until the emergency has terminated;
- Notifying the MECG through the Municipal Administrator or CEMC of any person who does not follow municipal rules and or laws;
- Arranging for transportation of volunteers to and from the emergency site, if necessary and applicable, recording the locations of each individual who has been assigned;
- Maintaining a "time in/ time out" log to ensure that all volunteers and staff members are accounted for at all times;
- Participating in the post-emergency de-briefing sessions; and
- Any other duties as assigned by the MECG.

This position may be assigned to a member of Council as necessary.

4. OPP

The OPP is responsible for:

- Notifying the municipality of an emergency and requesting the activation of the Emergency Response Plan of the Mayor, the Municipal Administrator or the CEMC (or their alternates);
- Establishing a site command post with communications with the MEOC;
- Depending on the nature of the emergency, providing the Incident Commander and informing the MECG of the assignment;
- Establishing and maintaining ongoing communications with the senior police officer at the emergency site(s);
- Establishing an inner and outer perimeter around the emergency site to facilitate the movement of emergency vehicles and restrict access to all but authorized personnel;
- Coordinating evacuation routes and procedures;
- Provision of services for ensuring the protection of life and property and the provision of law and order;
- Liaise with the municipality regarding the security of the MEOC, reception and evacuation centres, morgues, and other facilities, as required;
- Notifying the coroner of fatalities;
- Ensuring liaison with other communities, provincial and federal police agencies, as required;
- Participating fully in the Operations Cycle Meetings of the MECG regarding police service needs and responsibilities;
- Maintaining a personal log; and
- Participating in the post-emergency de-briefing sessions.

5. The Medical Officer of Health

The Medical Officer of Health is responsible to ensure:

Upon notification, participating via phone, virtual meetings, in person or through a designate;

- May request activation of the Emergency Response Plan of the Mayor, Municipal Administrator or the CEMC or alternates;
- Advises on matters that affect public health and safety including disease/pandemic spread and control;
- Liaises with the Ontario Ministry of Health, Public Health Branch;
- Coordinating the response to disease related emergencies or anticipated emergencies such as a human health pandemic, according to Ministry of Health and Long Term Care policy;
- Providing advice and direction on any matters that may adversely affect Public Health;
- Provide input to the municipality regarding public health and food safety issues at reception and evacuation centres;
- Providing authoritative instructions on public health matters to the public through the Emergency Information Officer;
- Coordinating public health resources and activating and coordinating volunteer and private agency response for the augmentation of the public health response;
- Effective prevention and control of infectious disease during the emergency;
- Maintaining a personal log; and
- Participating in the post-emergency de-brief sessions.

6. County

- Paramedic services;
- CEMC as advisor/support personnel will provide assistance as needed and as able. The County CEMC's duties as listed in the County Emergency Management Plan include:
- Initiating contact with the CEMC of the affected municipality(s). Conducting an assessment of the emergency situation regarding the level of assistance that may be requested and/or required of the County of Renfrew;
- Providing regular updates to the Chief Administrative Officer concerning the emergency and service implications for the County;
- Providing support to the CEMC and Community Control Group of the affected municipality, as requested;
- Providing liaison between the Community Control Group of the affected municipality(s) and the implicated departments and the County of Renfrew;
- Keeping a record of the activities and decisions taken during the emergency;
- Making recommendations to the Warden and CAO concerning the need to activate the County of Renfrew Emergency Response Plan; and
- Participating in the post-emergency de-brief sessions.

7. EMO

Emergency Management Ontario:

- Deploys PERT officer to provide advice and assistance to the MEOG;
- Provides liaison with the Provincial Emergency Operation Centre;
- Coordinates provincial resources through the PEOC;
- Provides liaison with other government and non-government agencies as necessary;
- Maintains a link to federal government; and
- Participates in the post-emergency de-briefing sessions.

8. Outside Organizations such as: Hydro One, Ontario Power Generation, TC Energy and others

- Will be contacted as required and will assume all responsibility for actions that relate directly to their applicable property, services and/or equipment;
- Each outside organization will be responsible for initiating their plan if deemed necessary;
- Representatives from other appropriate Provincial Ministries are available as resources to the Municipal Emergency Control Group. Members from other private, commercial and/or industrial organizations (e.g. TransCanada Pipeline, etc.) may also be requested to participate as advisors to the Municipal Emergency Control Group to assist with the response and recovery efforts; and
- Participating in the post-emergency de-brief sessions.

9. Telecommunications Coordinator (ARES)

- If available will assist with obtaining radio communications both within the municipality and with outside organizations;
- Will work with us to best utilize the resources that we own;
- Will use their own equipment to assist in establishing communications for the municipality;
- Maintains a list of related services and equipment that are available to us; and
- Participating in the post-emergency de-brief sessions.

10. Municipal office staff

- Sets up the phones in the MEOC and office;
- Sets up the fax machine in the MEOC or ensures access to one;
- Answers phones in the municipal office and conveys messages to and from the MEOC;
- Receives and sends faxes;
- Handles all public inquiries giving out only that information which is provided by the Mayor, Municipal Administrator or Information Officer;
- Directs all other inquiries to the appropriate authority;
- Directs all calls from the media to the Information Officer;
- Procures/ensures that water and food is available for all staff and volunteers as necessary;
- Any other duties as directed by the CEMC or Mayor; and

- Participating in the post-emergency de-brief sessions.

11. Scribe

Provides secretarial services to MEOC and MEOG members which include but are not limited to:

- Keeping minutes of all meetings and ensuring that all decisions are recorded;
- Updating the display board;
- Registering and keeping a log of all members of the MEOG;
- Photocopying etc. as required;
- Any other duties as requested by the CEMC or Mayor; and
- Participating in the post-emergency de-brief sessions

12. Reception Centre Coordinator

- Sets up the reception centre as per the Emergency Plan;
- Coordinates the registration of persons arriving at the site;
- Redirects persons to appropriate locations for shelter, medical attention etc., keeping records of where people are going/sent;
- Liaises with the MEOG when necessary to impart information or receive instruction;
- Arranges for and liaises with shelters;
- Ensures that there is water and basic refreshments available at the centre for staff and the public;
- If the emergency lasts more than 12 hours ensures that there is some type of appropriate food available;
- Contacts the Red Cross, or other appropriate organizations, for assistance if necessary and when directed to do so by the CEMC or Mayor;
- Any other duties as requested by the CEMC or Mayor; and
- Participating in the post-emergency de-brief sessions.

13. Volunteer Assessors

Notify Township office (613-586-2526) prior to leaving your home and upon returning from assessing your area so township staff will have a record of who is out and where they are heading and the time.

Travel the assigned area making note of the following:

- What roads and homes were checked and tagged;
- Blocked roads (level of urgency & equipment needed);
- Damaged homes- call ASAP with the following; location, type of damage, if people are at residence or not;
- Persons trapped – call ASAP with the location and details; injuries and the severity if any call 911;
- Tag residence with door tag noting: all clear or specific problem, date and sign tag and affix to the door with the provided elastic;
- Record Tag info in notebooks;
- If access clear – no follow-up needed at this time - simply call in;

- Call office staff to inform them you have completed your assessment and have returned safely home noting the time;
- Call results of assessments into office (or other location as directed) as soon as possible;
- Keep notes to hand into office for records and further event reporting; and
- Report to MEOC if volunteering for further activities.

PART 7 LIABILITY AND FREEDOM OF INFORMATION

a) Freedom of Information and Protection of Privacy

Any personal information collected under the authority of this plan shall be used solely for the purposes of planning, preparing and conducting response to emergencies as defined by the *Emergency Management and Civil Protection Act, 2003*, and the release of information under this plan shall be in conformity with the *Municipal Freedom of Information and Protection of Privacy Act, 1990, as amended*.

b) Liability

1. Employee Indemnification

Section 11, subsection 1 of the *Emergency Management and Civil Protection Act, 2003* protects individual members of council and staff of municipalities from personal liability.

"No action or other proceeding lies or shall be instituted against a member of council, an employee of a municipality, an employee of a local services board, an employee of a district social services administration board, a minister of the Crown, a Crown employee or any other individual acting pursuant to this Act or an order made under this Act for any act done in good faith in the exercise or performance or the intended exercise or performance of any power or duty under this Act or an order under this Act or for neglect or default in the good faith exercise or performance of such a power or duty." 2006, c.13, s.1 (6).

The Good Samaritan Act protects persons from liability in respect of voluntary emergency medical or first aid services.

2. Municipal Liability

In accordance with the *Emergency Management and Civil Protection Act, 2003* a municipality is not relieved from liability as stated in Section 11, subsection 3:

"Subsection (1) does not relieve a municipality of liability for the acts or omissions of a member of council or an employee of the municipality referred to in subsection (1), and the municipality is liable as if subsection (1) had not been enacted and, in the case of a member of council, as of the member were an employee of the municipality." 2006, c. 13, s.1 (6)

United Townships of Head, Clara & Maria Council

Request for Decision

Type of Decision									
Meeting Date	Thursday, November 16, 2023				Report Date	Thursday, November 2, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1501- Asset Management Policy									

Subject: Asset Management Policy

Recommendation: That Council pass the following resolution to adopt by-law 2023-30 being a by-law to adopt an Asset Management Policy.

Resolution:

WHEREAS Ontario Regulation 588/17 requires that each municipality in Ontario must adopt an Asset Management Policy;

AND WHEREAS Council was presented with a Draft Asset Management Policy at the regular meeting of November 16th, 2023;

THEREFORE BE IT RESOLVED THAT By-law 2023-30 being a by-law to adopt an Asset Management Policy be read a first, second and third time passed.

Background/Executive Summary:

In December 2017, Ontario Regulation 588/17 Asset Management Planning for Municipal Infrastructure was passed. The regulation provides a standardized framework to facilitate asset management planning for municipalities. A requirement of the regulation is to develop an Asset Management Policy which will help municipalities document the relationship between the Asset Management Plan and existing policies and practices as well as provide guidance for future capital investment decision making. The Asset Management Policy is mandated to be updated every 5 years, at a minimum.

The purpose of the policy is to provide the Municipality with clear processes to achieve the following asset management objectives:

Align the asset management plan with existing and future plans and policies to help inform the Municipality's overall capital investment decision making process and budget process;

Ensure the asset management plan is incorporated into annual budgeting, financial plans and alignment with the Ontario land-use planning framework; and

Commit to integrate asset management planning that:

Co-ordinates infrastructure planning with municipal neighbours and upper levels of government if there are benefits to the Municipality;

Provides opportunity for residents and Council to give input on asset management matters; and

Incorporates long-term planning for a changing climate.

Options:

If the resolution is not passed, and the by-law not adopted, the Municipality will not be in compliance with O.Reg 588/17. Council can defer adoption if further direction to Staff is required or can adopt the policy as amended, if required

Financial Considerations/Budget Impact:

None

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.

Enclosures:

Draft Asset Management Policy

Approved and Recommended by the Clerk

Crystal Fischer,
Clerk-Treasurer

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Head, Clara & Maria Policies and Procedures			
DEPARTMENT: Administration			POLICY #: A-05
POLICY NAME: Asset Management Policy			
DATE: November 2023	REV. DATE:	APPROVED BY: Council	PAGE #: 1 of 6

POLICY STATEMENT

The United Townships of Head, Clara and Maria has adopted a systematic and coordinated approach to asset management in delivering optimum levels of service to its residents and customers in a sustainable and cost-effective manner; in compliance with Ontario Regulation 588/17 (O. Reg. 588/17, Asset Management Planning for Municipal Infrastructure, under the *Infrastructure for Jobs and Prosperity Act, 2015*. This policy details key principles and guidelines to achieve financial sustainability and effective long-term management of the Municipality's infrastructure assets in support of a healthy, growing and a prospering community.

PURPOSE

The purpose of this policy is to provide leadership in, and commitment to, the development and implementation of the Municipality's asset management program. It is intended to guide the consistent and coordinated use of asset management across the Municipality and to facilitate logical and evidence-based decision-making for the management of municipal infrastructure.

Specifically, it addressed the need to:

- provide consistent and accurate means of tracking and reporting on the Municipality's assets, while improving decision-making, accountability and transparency;
- provide a framework that will enable the Municipality to implement plans and define goals to achieve medium and long-term sustainability, and to demonstrate fiscal stewardship;
- ensure transparency and accountability by engaging staff and Council in asset management planning;
- work to ensure that all municipal infrastructure assets meet expected performance levels;
- link service outcomes to infrastructure investment decisions;
- meet legislative reporting and organization financial planning requirements;
- improve customer service.

APPLICATION

This policy applies to all departments and employees of the Municipality that have a direct or indirect link with assets that are owned in whole or in part, leased, or operated by the Municipality.

DEFINITIONS

"Asset" means of physical nature, is a significant economic resource, and provides the delivery of programs and/or services.

"Asset Management" is a systematic approach to the governance of municipal assets using sound technical, social and economic principles that considers present and future needs of the community.

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“Asset Management Plan” means documented information that specifies the activities, resources, and timescales required for an individual asset, or a grouping of assets, to achieve the organization’s asset management objectives.

“Level of Service” means the parameters, or combination of parameters, which reflect social, political, environmental and economic outcomes that the organization delivers. Parameters can include, but are not limited to, safety, customer satisfaction, quality, quantity, capacity, reliability, responsiveness, environmental acceptability, cost, and availability.

“Life Cycle” means the time interval that commences with the identification of the need for an asset and terminates with the disposal of the asset.

“Life Cycle Cost” means the total cost of an asset throughout its life including planning, design, construction, acquisition, operation, maintenance, rehabilitation, and disposal costs.

ORGANIZATIONAL VISION AND GOALS

Vision Statement

Council’s vision is to provide a healthy, connected, and sustainable community teeming with possibilities for its citizens now and into the future.

A healthy, connected and sustainable community includes, but is not limited to:

- Safe and efficient road networks,
- Economical and reliable waste collection systems,
- Reliable information technology systems,
- Productive fleets,
- Accessible parks; and
- Efficient and reliable recreation facilities.

Council Commitment

Council is committed to integrating asset management planning within the organization in such a way that it is coordinated, cost effective and organizationally sustainable. Council is also committed to implementing good stewardship and delivering affordable services while considering its legacy to future residents.

Staff Commitment

Staff will implement the policy through the development and use of asset management guidelines and practices. Staff will continually work to optimize processes for the creation, operation,

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maintenance and disposal of assets as well as promote service levels that balance customer expectations with cost and risk.

GUIDELINES

1. The Municipality will implement continuous improvement protocols and adopt best practices regarding asset management planning, including:
 - Complete and Accurate Asset Data
 - Condition Assessment Protocols
 - Risk and Criticality Models
 - Lifecycle Management
 - Financial Strategy Development
 - Level of Service Framework
2. Municipal Staff will monitor standards and service levels to ensure that they meet and support the community, as well as Council's goals and objectives.
3. The Municipality will develop and maintain an asset inventory of all municipal infrastructure assets which includes asset ID, description, location information, value (historical and replacement), performance characteristics and/or condition, estimated remaining life and estimated repair, rehabilitation or replacement date; and estimated cost of repair, rehabilitation or replacement.
4. The Municipality will develop an asset management plan (AMP) that incorporates all infrastructure categories and assets that are necessary to the provision of services. This may include assets that fall below their respective capitalization thresholds as outlined in the Municipality's Tangible Capital Asset Procedure. The scope of these assets will be determined, according to relevance, based on the judgment of municipal staff. The Plan will be reviewed annually to address the Municipality's progress in implementing its asset management plan and updated at least every five years in accordance with O. Reg. 588/17 requirements.
5. The Municipality will integrate asset management plans and practices with its budgeting strategies. This includes the development of financial plans that determine the level of funding required to achieving short-term operating and maintenance needs, in addition to long-term funding needs to replace and/or renew municipal infrastructure assets based on full lifecycle costing.
6. The Municipality will develop meaningful performance metrics and reporting tools to transparently communicate and display the current state of asset management practice to Council and the community.

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PRINCIPLES

The principles established under the asset management policy are intended to help direct decision making, actions and recommendations, as described below. The Municipality will strive to:

- Make informed decisions based on all available information on an asset class, identifying all revenues and costs (including operation, maintenance, and replacement and decommission) associated with asset decisions, including additions and deletions. The basis for the decisions made should be recorded and transparent;
- Create opportunities to communicate with the community and promote openness and transparency on the decision-making process as applicable;
- Integrate corporate, financial, business, technical and budgetary planning for municipal assets;
- Develop and enhance asset management knowledge and competencies to ensure the availability of skill sets required for the implementation of asset management programs; and
- Establish organization accountability and responsibility for asset inventory, condition, use and performance;
- Define and document service, maintenance and replacement levels and outcomes;
- Use available resources effectively;
- Manage assets to be sustainable;
- Minimize total life cycle costs of assets;
- Minimize risks to users and risks associated with failure;
- Achieve/pursue best practices where applicable;
- Report on the performance of its asset management program as require; and
- Promote accessibility for persons with disabilities.

ROLES AND RESPONSIBILITIES

The development and continuous support of the Municipality's asset management program requires a range of duties and responsibilities. The following passages outline the persons responsible for these tasks:

Council

1. Approve the asset management policy and direction of the asset management program through its approval of the Municipality's asset management plan.
2. Maintain adequate organizational capacity to support the core practices of the asset management program.
3. Prioritize effective stewardship of assets in adoption and ongoing review of policy and asset management plan.
4. Approve capital and operating budgets presented by Staff.

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Senior Staff

1. Develop policy and policy updates.
2. Provide corporate oversight to goals and directions and ensure the asset management program aligns with the Municipality's strategic plan.
3. Ensure that adequate resources are available to implement and maintain core asset management practices.
4. Develop and monitor levels of service and make recommendations to Council.
5. Track, analyze and report on asset management program progress and results.
6. Provide organization-wide leadership in asset management practices and concept.

Departmental Staff

1. Use the business processes and technology tools developed as part of the asset management program.
2. Participate in implementation to carry-out asset management activities.
3. Implement and maintain defined capital asset levels of service.
4. Manage budgets based on lifecycle activities and financial management strategies.

Public

1. Engage and voice level of service expectations and concerns to Council and Staff through surveys and public engagement opportunities.
2. Understand dynamic relationship between performance, cost, and risk of assets to deliver desired services.
3. Engage in discussions about strategic priorities and target levels of service for future planning.

United Townships of Head, Clara & Maria Council

Request for Decision

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Incorporates long-term planning for a changing climate.

Options:

If the resolution is not passed, and the by-law not adopted, the Municipality will not be in compliance with O.Reg 588/17. Council can defer adoption if further direction to Staff is required or can adopt the policy as amended, if required

Financial Considerations/Budget Impact:

None

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Enclosures:

Draft Asset Management Policy

By-law 2023-30 Asset Management Policy

Approved and Recommended by the Clerk

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Clerk-Treasurer

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“Asset Management Plan” means documented information that specifies the activities, resources, and timescales required for an individual asset, or a grouping of assets, to achieve the organization’s asset management objectives.

“Level of Service” means the parameters, or combination of parameters, which reflect social, political, environmental and economic outcomes that the organization delivers. Parameters can include, but are not limited to, safety, customer satisfaction, quality, quantity, capacity, reliability, responsiveness, environmental acceptability, cost, and availability.

“Life Cycle” means the time interval that commences with the identification of the need for an asset and terminates with the disposal of the asset.

“Life Cycle Cost” means the total cost of an asset throughout its life including planning, design, construction, acquisition, operation, maintenance, rehabilitation, and disposal costs.

ORGANIZATIONAL VISION AND GOALS

Vision Statement

Council’s vision is to provide a healthy, connected, and sustainable community teeming with possibilities for its citizens now and into the future.

A healthy, connected and sustainable community includes, but is not limited to:

- Safe and efficient road networks,
- Economical and reliable waste collection systems,
- Reliable information technology systems,
- Productive fleets,
- Accessible parks; and
- Efficient and reliable recreation facilities.

Council Commitment

Council is committed to integrating asset management planning within the organization in such a way that it is coordinated, cost effective and organizationally sustainable. Council is also committed to implementing good stewardship and delivering affordable services while considering its legacy to future residents.

Staff Commitment

Staff will implement the policy through the development and use of asset management guidelines and practices. Staff will continually work to optimize processes for the creation, operation,

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maintenance and disposal of assets as well as promote service levels that balance customer expectations with cost and risk.

GUIDELINES

1. The Municipality will implement continuous improvement protocols and adopt best practices regarding asset management planning, including:
 - Complete and Accurate Asset Data
 - Condition Assessment Protocols
 - Risk and Criticality Models
 - Lifecycle Management
 - Financial Strategy Development
 - Level of Service Framework
2. Municipal Staff will monitor standards and service levels to ensure that they meet and support the community, as well as Council's goals and objectives.
3. The Municipality will develop and maintain an asset inventory of all municipal infrastructure assets which includes asset ID, description, location information, value (historical and replacement), performance characteristics and/or condition, estimated remaining life and estimated repair, rehabilitation or replacement date; and estimated cost of repair, rehabilitation or replacement.
4. The Municipality will develop an asset management plan (AMP) that incorporates all infrastructure categories and assets that are necessary to the provision of services. This may include assets that fall below their respective capitalization thresholds as outlined in the Municipality's Tangible Capital Asset Procedure. The scope of these assets will be determined, according to relevance, based on the judgment of municipal staff. The Plan will be reviewed annually to address the Municipality's progress in implementing its asset management plan and updated at least every five years in accordance with O. Reg. 588/17 requirements.
5. The Municipality will integrate asset management plans and practices with its budgeting strategies. This includes the development of financial plans that determine the level of funding required to achieving short-term operating and maintenance needs, in addition to long-term funding needs to replace and/or renew municipal infrastructure assets based on full lifecycle costing.
6. The Municipality will develop meaningful performance metrics and reporting tools to transparently communicate and display the current state of asset management practice to Council and the community.

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PRINCIPLES

The principles established under the asset management policy are intended to help direct decision making, actions and recommendations, as described below. The Municipality will strive to:

Make informed decisions based on all available information on an asset class, identifying all revenues and costs (including operation, maintenance, and replacement and decommission) associated with asset decisions, including additions and deletions. The basis for the decisions made should be recorded and transparent;

Create opportunities to communicate with the community and promote openness and transparency on the decision-making process as applicable;

Integrate corporate, financial, business, technical and budgetary planning for municipal assets;

Develop and enhance asset management knowledge and competencies to ensure the availability of skill sets required for the implementation of asset management programs; and

Establish organization accountability and responsibility for asset inventory, condition, use and performance;

Define and document service, maintenance and replacement levels and outcomes;

Use available resources effectively;

Manage assets to be sustainable;

Minimize total life cycle costs of assets;

Minimize risks to users and risks associated with failure;

Achieve/pursue best practices where applicable;

Report on the performance of its asset management program as require; and

Promote accessibility for persons with disabilities.

ROLES AND RESPONSIBILITIES

The development and continuous support of the Municipality's asset management program requires a range of duties and responsibilities. The following passages outline the persons responsible for these tasks:

Council

1. Approve the asset management policy and direction of the asset management program through its approval of the Municipality's asset management plan.
2. Maintain adequate organizational capacity to support the core practices of the asset management program.
3. Prioritize effective stewardship of assets in adoption and ongoing review of policy and asset management plan.
4. Approve capital and operating budgets presented by Staff.

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Senior Staff

1. Develop policy and policy updates.
2. Provide corporate oversight to goals and directions and ensure the asset management program aligns with the Municipality's strategic plan.
3. Ensure that adequate resources are available to implement and maintain core asset management practices.
4. Develop and monitor levels of service and make recommendations to Council.
5. Track, analyze and report on asset management program progress and results.
6. Provide organization-wide leadership in asset management practices and concept.

Departmental Staff

1. Use the business processes and technology tools developed as part of the asset management program.
2. Participate in implementation to carry-out asset management activities.
3. Implement and maintain defined capital asset levels of service.
4. Manage budgets based on lifecycle activities and financial management strategies.

Public

1. Engage and voice level of service expectations and concerns to Council and Staff through surveys and public engagement opportunities.
2. Understand dynamic relationship between performance, cost, and risk of assets to deliver desired services.
3. Engage in discussions about strategic priorities and target levels of service for future planning.



CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA
BY-LAW NUMBER 2023-30
Asset Management Policy By-law

BEING a by-law to adopt an Asset Management Policy

WHEREAS Ontario Regulation 588/17, under the Infrastructure for Jobs and Prosperity Act, 2015, requires Ontario municipalities to prepare a strategic asset management policy;

AND WHEREAS Section 5(3) of the Municipal Act, 2001, as amended, provides that a municipal power, including a municipality's capacity, rights, powers and privileges under Section 9, shall be exercised by by-law unless the municipality is specifically authorized to do so otherwise;

AND WHEREAS the Council of the Corporation of the United Townships of Head, Clara and Maria deems it prudent to adopt an Asset Management Policy;

THEREFORE BE IT RESOLVED THAT the Council of the United Townships of Head, Clara and Maria enacts as follows:

THAT the Asset Management Policy attached hereto and marked as Appendix "A" to this by-law, be hereby adopted;

AND THAT this by-law shall come into force and take effect upon the date of the final passing.

Read a first and second time this 16th day of November, 2023.

Read a third time short and passed this day of , 2023.

MAYOR

CLERK

United Townships of Head, Clara & Maria Council

Request for Decision

Type of Decision									
Meeting Date	Thursday, November, 16, 2023				Report Date	Thursday, November, 9, 2023			
Decision Required	X	Yes		No	Priority		High	X	Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
Report #23/11/16/1502 – Complaint Handling Policy									

Subject: Complaint Handling Policy

Recommendation: That Council adopt By-law 2023-31 being a by-law to adopt a Complaints Handling Policy.

Resolution:

WHEREAS Council deems it necessary to create a Complaints Handling Policy in order to strengthen community engagement and communication;

WHEREAS Council was provided with a Draft Complaints Handling Policy at the regular meeting of Council on November 16th, 2023 and had the opportunity to make revisions to the policy;

THEREFORE BE IT RESOLVED THAT By-law 2023-31 being a by-law to adopt a Complaints Handling Policy be read a first, second and third time passed.

Background/Executive Summary:

Public feedback is important and can be used as valuable information regarding municipal services, operations and facilities. The information gained from complaints and feedback assists with improving the quality of the services provided by the Municipality. The purpose of a Complaints Handling Policy is to have a consistent and uniform process to respond to complaints received from members of the public regarding programs, facilities, services, staff and/or operational procedures. The creation of a Complaints Handling Policy was also listed as a "Measure" to strengthen community engagement and communication in the Clerk's Key Performance Indicators.

Options:

Adopt By-law 2023-31 to approve the enclosed Complaints Handling By-law as presented;
Adopt By-law 2023-31 to approve the enclosed Complaints Handling By-law as amended; or
Defer adopting of By-law 2023-31 and provide further direction to Staff on the creation of the policy.

Financial Considerations/Budget Impact:

None

Enclosures:

Draft Complaints Handling Policy
By-law 2023-31 Complaint Handling Policy

Approved and Recommended by the Clerk
Crystal Fischer, Clerk-Treasurer

HCM Mission: At your service; working effectively to bring together people, partnerships and potential for a strong, connected community.

HCM Vision: Providing a healthy, connected, and sustainable community teeming with possibilities for our citizens now and into the future.

Head, Clara & Maria Policies and Procedures			
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POLICY NAME: Complaint Handling Policy			
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POLICY STATEMENT

The United Townships of Head, Clara and Maria is committed to providing a uniform and consistent process for responding to concerns that arise from members of the public regarding municipal programs, facilities, services, procedures and Staff. The Complaint Handling Policy will establish standards for the efficient resolutions of complaints made towards the Municipality and will assist Council and Staff in continuing to provide excellent customer service to the members of the public while continuing to contribute to the improvement of operations and services.

PURPOSE

This policy sets out the general response and appeal process for complaints received by the Municipality. Should another policy adopted or piece of legislation by Council dealing with a specific issue contain an appeal process, that appeal process shall supersede this policy and take precedent. The Municipality recognizes the importance of public feedback and welcomes constructive complaints as a valuable form of feedback regarding our services, operations and facilities.

SCOPE

All members of municipal Council and Staff are to be familiar and be knowledgeable of the Municipality's Complaint Handling Policy and all that it entails.

DEFINITIONS

"Anonymous Complaint" refers to a phone call, letter, or complaint form that is received expressing "dissatisfaction" about a facility, service, staff, operational issue or program that has no return address or contact information provided for follow up;

"Clerk" refers to the Clerk or designate of the United Townships of Head, Clara and Maria, duly appointed by By-law;

"Complainant" refers to the individual filing the complaint with the Municipality;

"Complaint" means the issue or concern raised regarding the Municipality's service, operation or program;

"Council" means the Council of the United Townships of Head, Clara and Maria;

"Employee" or "Staff" refers to an employee of the Townships of Head, Clara and Maria;

"Policy" refers to the Townships of Head, Clara and Maria's Complaints Handling Policy;

"Resident" refers to a person who resides within the Townships of Head, Clara and Maria;

"Service Request" refers to a request for a specific service provided by the Townships of Head, Clara and Maria or an agent working on behalf of the Municipality;

"Municipality" or "Township" refers to the United Townships of Head, Clara and Maria.

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RESPONSIBILITIES

The Clerk is responsible for the receipt and response of complaints relating to the service standards established throughout this policy and holds responsibility for departmental compliance to the Complaints Handling Policy. All complaints will be dealt with in accordance with the Municipal Freedom of Information and Protection of Privacy Act R.S.O. 1990, and other applicable legislation. The identity of the complainant will be made known only to the appropriate participants in the complaint process and such participants shall keep the details and information of the complaint confidential except as required by by-law/procedure. Complaint records shall be retained in accordance with the Municipality's records retention schedule adopted by by-law and as amended from time to time.

GUIDING PRINCIPLES

Types of Complaints

Conduct of Municipal Employees

1. This includes any complaint received regarding an employee of the United Townships of Head, Clara and Maria.
2. Complaints may be submitted in writing through the complaint form attached as "Schedule A" and are processed in accordance with the Complaint Handling Procedure.
3. The Clerk is responsible to investigate all complaints made against a municipal employee(s). If the complaint is made against the Clerk, the Mayor is responsible for investigating the complaint.
4. The Clerk may follow up with the complainant to obtain any additional information. If the issue is resolved through discussion, written confirmation will be provided by the municipal representative and appropriate records are retained.
5. If the complaint is not resolved, the complainant(s) will receive an acknowledgement of receipt of their complaint within three (3) business days. This acknowledgement must identify who will be following up on the complaint as well as their contact information.
6. A final response or update must be sent to the complainant within thirty (30) business days, barring exceptional circumstances. If the complainant is satisfied, the complaint is closed. If the complainant is not satisfied with a decision made by the Clerk, it may be appealed to the Mayor.

Municipal Services and/or Facilities

This includes all operational-based complaints received regarding municipal services or facilities.

1. All policy-based service complaints will be dealt with through the formal submission of a letter to Council that is provided to the Clerk. Such complaints may be submitted in writing through the complaint form attached as "Appendix A".

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2. Operational-based complaints are dealt with on a staff level. Complaints that are operational are to be resolved by employees. Should a complaint escalate, the Clerk will be notified and informed of the matter to take action and provide an efficient resolution for the resident.

Anonymous

Such complaints that are anonymous or lack sufficient information will not be investigated by municipal staff. All complaints must be submitted through the appropriate complaint form attached as "Appendix A".

PROCEDURE

Filing a Complaint

1. A complaint is deemed complete when including the following information:
 - Contact information of the complainant including name, address, phone number and email address
 - Address/location of the complaint
 - Contact names of those involved
 - Nature of the complaint
 - Date filed
 - Signature
2. Complaints can be submitted through one of the following methods:
 - In person at the municipal office: 15 Township Hall Road, Stonecliffe, Ontario
 - By email to: clerk@headclaramaria.ca
 - By regular mail to: 15 Township Hall Road, Stonecliffe, Ontario K0J 2K0

Receipt and Acknowledgement

1. Complaints are received both in person and via email.
2. All complaints are received through the Clerk's Department.
3. Upon receipt, all complaints are recorded, scanned and electronically filed into the Municipality's electronic records management and retention system.
4. The complaint is then directed to the Clerk to be investigated.
5. The Clerk is responsible for following up with the complainant.

Investigation

1. The Clerk is responsible for investigating the manner. The Clerk may not delegate the authority to investigate a complaint to an employee who, is or may be named in the complaint.
2. If the complaint is made against Clerk, the Mayor shall conduct the investigation.

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3. In order for successful investigation the Clerk must take these steps:
 - i. Review relevant municipal and provincial legislation;
 - ii. Review the municipality's relevant by-laws, policies and procedures;
 - iii. Review any related existing documents;
 - iv. Interview employees or members of the public involved in the issue; and
 - v. Identify actions that may be taken to address the complaint or improve municipal operations.

Decision

1. Once the investigation is complete and the decision has been made on how to appropriately handle the matter, the Clerk will provide an appropriate response to the matter.
2. Within thirty (30) days of submission of a complaint, a response will be issued to the complainant. When responding to a complaint verbally, staff must document the conversation for correspondence to be included in record keeping.
3. If a decision cannot be determined within thirty (30) days of submission of the complaint, the complainant will be notified of the delay and provided with an estimate of when a response will be provided.
4. All responses provided shall be retained within the Clerk's Department for record keeping purposes.

Record Keeping

1. Complaints received by Municipal staff are to be filed accordingly in respect to the United Townships of Head, Clara and Maria's current record's management procedures adopted by by-law and as amended from time to time.
2. Staff are required to file all correspondence and appropriate information with the complaint and retain for records.
3. Where appropriate, copies of correspondence may be placed in the employee's file that is subject of the complaint.
4. Communications with a complainant shall not include any details of disciplinary actions that are imposed on any employee.
5. All record keeping efforts are completed by the Clerk's Department.

Appeal Process

1. If the complainant is not satisfied with the decision of a complaint, they may appeal it, in writing, to the Mayor who will investigate and communicate a decision.
2. If the complainant remains unsatisfied of a decision, they may appeal the Mayor's decision to Council.



CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA
BY-LAW NUMBER 2023-31
Complaint Handling Policy By-law

BEING a by-law to adopt a Complaint Handling Policy

WHEREAS Section 5(3) of the Municipal Act, 2001, as amended, provides that a municipal power, including a municipality's capacity, rights, powers and privileges under Section 9, shall be exercised by by-law unless the municipality is specifically authorized to do so otherwise;

AND WHEREAS the Council of the Corporation of the United Townships of Head, Clara and Maria deems it prudent to adopt a Complaint Handling Policy to strengthen community engagement and communication;

THEREFORE BE IT RESOLVED THAT the Council of the United Townships of Head, Clara and Maria enacts as follows:

THAT the Complaint Handling Policy attached hereto and marked as Appendix "A" to this by-law, be hereby adopted;

AND THAT this by-law shall come into force and take effect upon the date of the final passing.

Read a first and second time this 16th day of November, 2023.

Read a third time short and passed this day of , 2023.

MAYOR

CLERK