

Type of Decision									
Meeting Date	Friday, June 15, 2012				Report Date	Wednesday, May 30, 2012			
Decision Required		Yes	X	No	Priority	X	High		Low
Direction Only		Information Only		x	Type of Meeting	X	Open		Closed

REPORT TITLE
Clerk's Report - For Information Only 15/06/12/801

1. Household Hazardous Waste Day had an exceptional turnout for our small municipality. We had 35 vehicles/households turn out and/or provide material to Bill prior to the event. A copy of the report has been attached here for your information.
2. Screen, laptop and projector have been purchased for the office and hall use.
3. The chipper has been purchased for road use but not ready until the last week of Paul's short term. Consequently, Paul's hours have been extended by two weeks based on Road's Dept. cost savings realized through culvert and ditching projects.
4. Bag tags have been delivered, mailed or picked up. We still have numerous MNR lease holder tags to give out however; this will be a lengthy and difficult process as the MNR does not provide us with a mailing list. Most individuals understand the reasoning behind the new process and staff is receiving relatively few complaints. Bill is doing an excellent job educating users and is experiencing minimal conflict.
5. Staff and three members of Council attended ACHIEVE training at the County on *Conflict Resolution and Dealing with Difficult People*. We are being charged for one seat, both days although the individual did not attend or cancel prior to the event. Do we absorb this cost or should the individual be responsible for payment?
6. Clerk's Report on ACHIEVE Training: The facilitator was excellent and kept the audience engaged. Most material was a review of knowledge held however; a refresher is always helpful. We discussed various scenarios and determined that the underlying challenge with mediation and resolving disputes was the ability of each party to recognize that there was a problem, admit their contribution and then to decide whether it was important enough to want to resolve it. If there was not buy in from all parties, there was no point.
  - a. As we all know there are various types of personalities, approaches to conflict and types of difficult people.
  - b. We acknowledged that at some times in our lives we are each that difficult person and sometimes intentionally.
  - c. Difficult people can be divided into: the chronically angry, the resistant, the passive-aggressive and the bully.
  - d. We each have "triggers" in the words and behaviours of others which naturally make us upset and defensive. The challenge is to recognize your own triggers, when they have been set off and then develop a means of not giving in to your normal reactions. We each need to learn to respond instead of react.
  - e. Individuals have preferred methods of dealing with conflict and these can change depending on your surroundings (home vs. work). These include: avoiding, competing, accommodating, compromising and collaborating. Where you use each depends on your priority at the time; the task or the relationship.

- f. Skills for conflict resolution include: validating the other person, questioning instead of judging, paraphrasing to obtain understanding, using neutral body language and using first person language.
  - g. Make it about the action not the person. "Your actions were appalling and made me feel like I was being bullied into ..." instead of "you are a bully".
  - h. We acknowledged that there were situations which or people whom you were never going to change no matter the technique you used as their issues were fundamental to who they were and deep seated, sometimes learned and sometimes even pathological.
  - i. We learned that early intervention was the key. That you are not to ignore the angry person or bully as it would be seen as to condone the behaviour.
  - j. The booklets provided to me are available in my office for other staff to review.
7. We were successful in obtaining the Canada Summer Jobs student grant for 7 weeks at 30 hours per week. We have not yet heard from the Ontario Summer Experience Program. With the grant we have received, we can hire one student for 8 weeks, 5 days a week, 8 hours per day. Advertisements have been posted. Criteria (weeks/hours) may be changed once we know if we have been successful with the second grant or not.
8. A Canada Day grant of \$700 was successfully obtained from the Canadian Department of Heritage. The committee is hard at work at preparations.
9. In meeting goals for 2012 we have resumed weekly ½ hour plus staff meetings to discuss challenges and work towards solutions. So far these brief meetings have been very successful.
10. I have an error to correct. At the last meeting I quoted photocopying costs of .22 per sheet and an estimate of approximately \$1,200 for the costs of the song books requested. In fact the costs are only .0224 cents per sheet for black and white copies (.2229 was for colour).
- a. Assuming that the song books are to be printed on plain copy paper, the Xerox contract costs would be \$112 for 5000 copies with them supplying their own paper.
  - b. With us providing paper, we would need to add approximately \$55. (The request was to have them provide their own paper).
  - c. Of course there is also time, wear and tear, and electricity however; this should be minimal.
  - d. Would Council consider donating the photocopying costs of \$112 for this project?
11. I have made arrangements with a company to collect electronics from our site – at no cost to the municipality or ratepayers. The only challenge is that with two sites, they will only collect at one – please encourage people to bring used electronics and MHSW to the Stonecliffe site.
12. In the vein of openness and transparency and meeting one of my goals of improved public education I plan to include a number of new columns in the next newsletters. The intent is to inform and educate the public, one small column or section at a time on the Procedure By-law; role of a Municipal Councillor and MMAH's Municipal Councillor's Guide in anticipation of the 2014 Election.
- a. I will also include regular reviews of the new Waste Management By-law, the Code of Conduct and Harassment and Workplace Violence policies; small sections at a time.

- b. I will begin a Q&A section whereby people can send questions to the municipal web address, by phone or regular mail and the responses will be printed on-line and in the next newsletter. So long as the request is respectful and the answer informative and general (not specific to one person's situation), the questions may be anonymous.
  - c. Open to suggestions...
13. Additional sections to be added to the Employee Code of Conduct (draft copies were already printed).
- a. Any submissions or written comments together with the personal information of the complainant made to the Municipality under this or any other process will become part of the public record and may be reproduced, recorded and/or reported on line. There is no promise of confidentiality provided to the complainant under this process; it is to be open and transparent.
  - b. Unsigned and/or anonymous complaints will not be recognized or acted upon.
  - c. Complaints that are considered frivolous and vexatious by the Clerk will not be subjected to the costs of investigation. In this instance "frivolous" means "not having any serious purpose or value" and "vexatious" means "annoying or harassing". These complaints shall be included in the annual report to Council.
14. Although not a part of his contract, Ken Giroux worked last week to clean and weed the garden around the Memorial. I have arranged to reimburse Ken for materials used. Gayle suggested that an informal group or committee of volunteers meet a couple of times a year to complete landscaping duties at the hall/office/library and perhaps Old Mackey and Lacroix parks. The plan is to advertise this in the next newsletter.
15. We are experiencing challenges with our recycling contractor moving materials quickly and may need to consider other options.
16. Bill has made arrangements with the highway construction companies to stock pile sand at the Bissett Creek disposal site.