



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

**AGENDA**

**June 15<sup>th</sup>, 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. Public Consultation – Proposed Amendment to the Building Permit Fee Schedule**
  - i. Report 23/06/15/601 – Building Permit Fee Schedule Amendment**
- 7. Adoption of Minutes of Previous Meeting**
  - **Council Minutes**
    - i. May 18, 2023**
  - **Recreation Committee Minutes**
    - i. May 9, 2023**
- 8. Petitions and Correspondence**  
**Information Only – (Please advise if you feel any item warrants further consideration)**
  - i. Town of Fort Frances – Opioid Crisis**
  - ii. Province of Ontario – New Interactive High-Speed Internet Map**
  - iii. Township of Ryerson – Water Aerodromes**
  - iv. Municipality of Tweed – Bell-Hydro Infrastructure**
  - v. Municipality of Huron Shores – Health Care Crisis**
  - vi. Family and Children Services, Renfrew County – Appointment of Executive Director**
  - vii. Renfrew County – May County Council Summary**
- 9. Council Reports –**
  - i. Report 23/06/15/901 – Mayor's Report**
- 10. Staff Reports – none**
- 11. Financial Reports**
  - i. Report 23/06/15/1101 – Revenue and Expense Report**

**12. Unfinished Business**

- i. Report 23/06/15/1201 – 2022-2026 Strategic Plan
- ii. Report 23/06/15/1202 – Ministry of Transportation Request for Pavement Millings from Resurfacing Project

**13. Addendum (New Business) - none**

**14. Notice of Motion - none**

**15. Policy/By-Law Review**

- i. Report 23/06/15/1501 – Accessibility Policy

**16. By-Laws**

**17. Closed Session**

- i. To Review Clerk's KPIs

**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.

*United Townships of Head, Clara & Maria Council*

**Report to Council**

Type of Decision								
Meeting Date	Thursday, June 15, 2023			Report Date	Wednesday, May 31, 2023			
Decision Required		Yes	X	No	Priority	X	High	Low
Direction		Information Only		X	Type of Meeting	X	Open	Closed
<b>Report #23/06/15/601 – Building Permit Fee Schedule Amendment</b>								

**Subject:** Building Permit Fee Schedule Amendment – Public Consultation

**Recommendation:** That Council accepts this report as information only to correspond with the public consultation process of a proposed amendment to the Building Permit Fee Schedule.

**Background:**

At its regular meeting of May 18<sup>th</sup>, 2023 Council received Report #23/05/18/1302 regarding a proposal to increase the fees in the building permit by-law. Council passed Resolution No.: 23/05/18/003 directing staff to proceed with starting the process of increasing building permit fees with the fee schedule proposed and to include public consultation to take place at the Regular Meeting of Council on June 15<sup>th</sup>, 2023.

Therefore, the first portion of this meeting will have allotted time for the public to comment on the proposed amendment to the building permit fee schedule.

Robert Labre, Chief Building Official will attend the meeting of June 15<sup>th</sup>, 2023 to answer any questions that Council and/or the public may have regarding the proposed increase in building permit fees.

A final report will be provided at the Regular Meeting of August 26<sup>th</sup>, 2023 for Council’s consideration in approving the proposed increase in the building permit fee schedule.

When proposing an increase to the building permit fee schedule, The Ontario Building Code Act (OBCA) requires that the Municipality shall hold a public meeting and ensure that minimum 21 days notice has been provided for such meeting including a provision in the notice that sets out the intention of the Municipality to pass a by-law or resolution to impose a fee that was not in effect on the day notice was given. These requirements under the OBCA have been met.

The Municipality also has to make the following information available to the public, which has been completed through the enclosed document titled “Information Supporting the Proposed Increases in Building Permit Fees”:

- an estimate of the costs of administering and enforcing the Act by the principal authority,
- the amount of the fee or of the change to the existing fee, and
- the rationale for imposing or changing the fee.

**Financial Considerations/Budget Impact:**

None at this time, as this report is in regards to the public consultation process to receive feedback on the proposed increase in fees.

If Council proceeds with implementing an increase in building permit fees, once all feedback has been considered, there will be an increase in the base level of revenues received by the municipality and will help move the municipality towards a 50% cost recovery rate in providing building permit and inspection services.

**Enclosures:**

Information Supporting the Proposed Increases in Building Permit Fees

**Others Consulted:**

Robert Labre, Chief Building Official

Approved and Recommended by the Clerk
Crystal Fischer, Municipal Administrator



## Information Supporting the Proposed Increases in Building Permit Fees

(as required by Section 1.9.1.2 of Ontario Regulation 332/12 under the Building Code Act)

The Council of the United Townships of Head, Clara and Maria is proposing to amend the building permit fees following a review of the current permit fee schedule and the costs associated with providing the service to enforce the Ontario Building Code Act. The intent will be to increase the existing fee structure.

Council will consider this matter on June 15<sup>th</sup>, 2023 at 2:00 pm at its regular meeting. Anyone wishing to provide comments may write to the Clerk at [clerk@headclaramaria.ca](mailto:clerk@headclaramaria.ca) before June 14<sup>th</sup> at 4:00 pm. An opportunity for verbal comments will be provided during the meeting on June 15<sup>th</sup>, 2023.

### Current Versus Proposed Fees

Permit Type	Current	Proposed
Residential - New Construction	0.45/ft <sup>2</sup>	0.70/ft <sup>2</sup>
Residential – Additions, Repairs and Renovations	0.45/ft <sup>2</sup>	0.70/ft <sup>2</sup>
Residential - Wood Shed	\$30	\$30
Minor Alterations, Repairs and Renovations	\$20	\$30
Residential - Accessory Buildings	0.22/ft <sup>2</sup>	0.45/ft <sup>2</sup>
Residential Decks	\$30	\$30
Roof	\$30	\$30
Commercial – New Construction	0.60/ft <sup>2</sup>	0.80/ft <sup>2</sup>
Commercial - Accessory	0.55/ft <sup>2</sup>	0.80/ft <sup>2</sup>
Demolition Permit	\$40	\$50
Septic Class 1		
Septic Class 2	\$150	\$150
Septic Class 3	\$150	\$150
Septic Class 4	\$300	\$300
Renewal of Lapsed Permit	\$25	\$50
Change of Use	\$100	\$150
Deferral or Revocation of Permit	\$10-30	\$20

### Summary of Justification for Increasing Fees

Building Permit Fee Schedule has not increased since 2019.

The Building Code Act provides that building permit fees can be set on a cost-recovery basis relative to the reasonable costs to provide the service. The average cost recovery rate in 2022 was 37%.

The proposed increases improve the financial sustainability of providing this service, and move towards a 50% cost recovery rate.

The proposed increases move Head, Clara and Maria's building permit fees to be similar to those of neighbouring municipalities.

**Information Supporting the Proposed Increases in Building Permit Fees  
Historical Comparison of Revenues, Expenses and Recovery Rates**

	2019	2020	2021	2022
Number of permits issued	18	14	15	13
Total value of permits	\$383,500	\$1,003,100	\$305,500	\$1,044,000
Total revenue generated from permits	\$1,988.68	\$3,172.56	\$3,659.24	\$4452.62
Total cost of building permit and inspection service	\$12,825.64	\$11,635.66	\$12,483.10	\$12,044.91
Surplus/(Deficit)	(\$10,836.96)	(\$8,463.10)	(\$8,823.86)	(\$7,592.29)
Cost recovery rate	15.5%	27.3%	29.3%	37%

**Applicable Sections of the Building Code Act and Associated Regulations**

**Building Code Act, 1992, as amended**

Section 7 (1) The council of a municipality or of an upper-tier municipality that has entered into an agreement under subsection 3 (5) or a board of health prescribed for the purposes of section 3.1 may pass by-laws:

(c) requiring the payment of fees and prescribing the amounts of the fees

- (i) on application for and on issuance of permits
- (ii) for maintenance inspections
- (iii) for providing documentation, records or other information under section 15.10.4
- (iv) for providing information under subsection 15.10.6 (2)

Section 7 (2) The total amount of the fees authorized under clause (1) (c) must not exceed the anticipated reasonable costs of the principal authority to administer and enforce this Act in its area of jurisdiction.

**Ontario Regulation 332/12**

**Section 1.9.1.2. Change of Fees**

(1) Before passing a bylaw or resolution or making a regulation under clause 7 (1) (c) of the Act to introduce or change a fee imposed for applications for a permit, for the issuance of a permit or for a maintenance inspection, a principal authority shall,

(a) hold the public meeting required under subsection 7 (6) of the Act,

(b) ensure that a minimum of 21 days notice of the public meeting is given in accordance with Clause (c), including giving 21 days notice to every person and organization that has, within five years before the

day of the public meeting, requested that the principal authority provide the person or organization with such notice and has provided an address for the notice,

(c) ensure that the notice under Clause (b),

(i) sets out the intention of the principal authority to pass the bylaw or resolution or make a regulation under section 7 of the Act and whether the bylaw, resolution or regulation would impose any fee that was not in effect on the day the notice is given or would change any fee that was in force on the day the notice is given,

(ii) is sent by regular mail to the last address provided by the person or organization that requested the notice in accordance with Clause (b), and

(iii) sets out the information described in Clause (d) or states that the information will be made available at no cost to any member of the public upon request, and

(d) make the following information available to the public:

(i) an estimate of the costs of administering and enforcing the Act by the principal authority,

(ii) the amount of the fee or of the change to the existing fee, and

(iii) the rationale for imposing or changing the fee.



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

### **Minutes of May 18, 2023**

Minutes of a regular meeting of Council held on Thursday, May 18, 2023 at 2:00 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**  
Councillor Richer declared a perceived indirect pecuniary interest concerning Report No.: 23/05/18/1303 – Annual Trailer Licencing for Private Campgrounds as she is employed by a private campground in the municipality.
6. **DEPUTATIONS/PRESENTATIONS**
  - i. Peter Harrington, Welch LLP – 2022 Municipal Audit  
Resolution No.: 23/05/18/1001  
Moved by Councillor Kelly-Chamberlain and Seconded by Councillor LeClerc  
**WHEREAS** Council has received and reviewed the audited financial statements for the 2022 financial year and has had the opportunity to ask clarifying questions of the Municipal Auditor at this meeting;  
**BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby accept these documents as an accurate reporting of the 2022 municipal finances.

Carried Unanimously

See page seven for notes.

**7. ADOPTION OF MINUTES OF PREVIOUS MEETINGS (INCLUDING COMMITTEES)**

Resolution No.: 23/05/18/001

Moved by Councillor Richer and Seconded by Councillor Kelly-Chamberlain

**BE IT RESOLVED THAT** the minutes of the regular meeting of Council of April 20<sup>th</sup>, 2023 and May 10<sup>th</sup>, 2023 be accepted as amended.

Carried Unanimously

**8. CORRESPONDENCE & PETITIONS**

**Petitions - none**

**Correspondence**

- i. Regional Municipality of Waterloo – Privacy of Information Election Forms
- ii. Township of Puslinch – Act of Litter Ontario
- iii. Ontario Provincial Police – 2024 Municipal Billing Statement
- iv. The Federation of Northern Ontario Municipalities – Bail Reform  
**Action: Clerk to send letter of support.**
- v. City of Stratford – Use of Long-Term Care Funding to Support Community Care Services
- vi. Township of The Archipelago – Road Management Action on Invasive Phragmites
- vii. Town of Cochrane – Barriers for Women in Politics  
**Action: Clerk to send letter of support. (majority female Council and MLSC)**
- viii. City of Stratford – Funding and Support for VIA Rail Services
- ix. North Renfrew Family Services – Request for Increase in Funding  
Mayor Grills will contact NRFS to obtain additional information and will bring it back at the next council meeting if needed.
- x. Emergency Management Ontario – 2022 Compliance
- xi. MECP – Provincial Day of Action on Litter  
**Action: Clerk to send letter to Ministry of Transportation regarding litter collections along Highway 17.**
- xii. MNRF – Bear Population Survey Information  
**Action: Clerk to add information to website.**
- xiii. City of Cambridge – Municipal Codes of Conduct and Enforcement
- xiv. Request to Endorse Bill 5 – Stopping Harassment and Abuse by Local Leaders
- xv. Prince Edward County – Proposed Changes to the Provincial Policy Statement
- xvi. City of Cambridge – Highway Traffic Act Amendments
- xvii. Peggy Young-Lovelace, E4M – Peter Kenyon Workshop  
**Action: Clerk to send letter of support.**

**Late Correspondence**

- xviii. North Renfrew Long Term Care – Seeking Board of Directors Membership  
**Action: Clerk to advertise on behalf of NRLTC.**



**9. MAYOR'S REPORT**

- i. Report 23/05/18/901 –Mayor's Report

**10. STAFF REPORTS**

- i. Report 23/05/18/1001 – Municipal Administrator's Report

**11. FINANCIAL REPORTS - none**

**12. UNFINISHED BUSINESS - none**

**13. NEW BUSINESS –**

- i. Report 23/05/18/1301 – Ontario Trillium Fund Capital Grant  
Resolution No.: 23/05/18/002

Moved by Councillor Kelly-Chamberlain and Seconded by Councillor LeClerc

**WHEREAS** the Ontario Trillium Foundation is accepting applications for funding under the Capital Grant Program;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby direct staff to submit an application for funding through the Capital Grant Program to reconfigure the dishwashing area and replace the current dishwashing system and ageing equipment as needed.

Carried Unanimously

- ii. Report 23/05/18/1302 – Change of Fees in Building Permit By-Law  
Resolution No.: 23/05/18/003

Moved by Councillor Dowser and Seconded by Councillor Kelly-Chamberlain

**WHEREAS** the Fee Schedule was last reviewed in 2019;

**AND WHEREAS** the Chief Building Official deems it appropriate to amend the current building permit fee schedule;

**AND WHEREAS** a public involvement process is required in order to make changes under the Building Code Act;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby direct staff to proceed with beginning the process of increasing building permit fees with the fee schedule proposal as presented;

**AND FURTHER** directs staff to include public consultation on the building fee schedule to take place at the Regular Meeting of Council on June 15<sup>th</sup>, 2023.

Carried Unanimously

Councillor Richer left Council Chambers at 4:13 p.m.

- iii. Report 23/05/18/1303 – Annual Trailer Licencing for Private Campgrounds  
Resolution No.: 23/05/18/004

Moved by Councillor Dowser and Seconded by Councillor Kelly-Chamberlain

**WHEREAS** Council received a request to consider implementing a \$200 annual trailer licence fee for private campgrounds in the municipality;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby direct Staff to research implementation of an annual trailer licence fee for private campgrounds and bring a report back to Council in August 2023.

Defeated

Recorded Vote		
Dowser, C	Yes ___	No <u>x</u>
Grills, D	Yes ___	No <u>x</u>
Kelly-Chamberlain, F	Yes ___	No <u>x</u>
LeClerc, K	Yes ___	No <u>x</u>
Richer, R	Yes ___	No ___

Resolution No.: 23/05/18/005

Moved by Councillor Dowser and Seconded by Councillor Kelly-Chamberlain

**WHEREAS** Council received a request to consider immediately doubling the bag tag fee from trailer sites and initiate a review of the cost of operating the disposal sites;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby direct Staff to double the bag tag fee effective

\_\_\_\_\_ and directs Staff to initiate a review of the cost to operate the disposal sites and bring a report back to Council in August 2023.

Defeated

Recorded Vote		
Dowser, C	Yes ___	No <u>x</u>
Grills, D	Yes ___	No <u>x</u>
Kelly-Chamberlain, F	Yes ___	No <u>x</u>
LeClerc, K	Yes ___	No <u>x</u>
Richer, R	Yes ___	No ___

**Action: Clerk to bring cost analysis report at budget review to be considered for 2024 budget.**

Councillor Richer re-entered Council Chambers at 4:20 p.m.

#### 14. NOTICE OF MOTION

- i. Councillor Richer – Intimate Partner Violence

Resolution No.: 23/05/18/006

Moved by Councillor Richer and Seconded by Councillor LeClerc

**WHEREAS** Councillor Richer presented a Notice of Motion concerning intimate partner violence for Council's consideration;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby:

Formally declare intimate partner violence as an epidemic;

Encourage that intimate partner violence be integrated into every municipality's

Community Safety and Well-Being Plan; and

Create a "Safe Spaces" program where survivors can feel safe and be provided with information.

Carried Unanimously

ii. Councillor Dowser – Lending Hub

Resolution No.: 23/05/18/007

Moved by Councillor Dowser and Seconded by Councillor LeClerc

**WHEREAS** the Lending Hub is a valuable source of activity and pleasure for our residents; and

**WHEREAS** valuable information can be taken from the administration and loaning of such equipment; and

**WHEREAS** some equipment in the lending hub is showing its age and signs of wear and tear; and

**WHEREAS** Council would like to continue this program into the future;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby direct staff to determine the inventory adequacy of kayaks and paddleboards and to formulate a plan for rolling replacement to meet the continued demand of our residents; and

**FURTHER** directs staff to keep statistics on the loaning of each item as follows:

frequency, demand vs inventory, number of different individuals, late fees, damages, repair costs and any other information that staff deems important.

Carried Unanimously

**15. POLICY/BY-LAW REVIEW**

Resolution No.: 23/05/18/008

Moved by Councillor Kelly-Chamberlain and Seconded by Councillor Dowser

**WHEREAS** Council received and provided input on C-04 Provision of Notice Policy;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does adopt By-Law 2023-10 to adopt C-04 Provision of Notice Policy as amended at the regular meeting of May 18, 2023.

Carried Unanimously

**16. BY-LAWS**

Resolution No.: 23/05/18/009

Moved by Councillor Dowser and Seconded by Councillor Kelly-Chamberlain

**BE IT RESOLVED THAT** By-law 2023-11 being a by-law to adopt the 2023 Final Tax Rates be read a first, second and third time passed.

Carried Unanimously

**17. CLOSED SESSION**

Resolution No.: 23/05/18/010

Moved by Councillor LeClerc and Seconded by Councillor

**WHEREAS** Section 239 of the Municipal Act, 2001, allows for an in-camera session to discuss personal matters about identifiable individuals, including municipal employees (2.b) and for education and training purposes (3.2) and to review minutes of a previous meeting;

**THEREFORE BE IT RESOLVED** that Council enter into closed session at 4:42 p.m. to discuss the Municipal Administrator's updated KPIs for 2023, complete DISC Assessment Training and to review minutes of a previous closed meeting.

Carried Unanimously

Resolution No.: 23/05/18/011

Moved by Councillor Richer and Seconded by Councillor Kelly-Chamberlain

**WHEREAS** Council went into closed session under Section 239 2(b) and 3.2 of the Municipal Act, 2001 to discuss personal matters about identifiable individuals, including municipal employees, for education and training purposes and to review the minutes of a previous closed meeting;

**THEREFORE BE IT RESOLVED** that Council comes out of closed session at 5:00 p.m. and the public portion of the meeting continues.

Carried Unanimously

Resolution No.: 23/05/18/012

Moved by Councillor Kelly-Chamberlain and Seconded by Councillor Richer

**BE IT RESOLVED THAT** the minutes if the closed meeting of May 10, 2023 be accepted as presented.

Carried Unanimously

**18. QUESTIONS AND ANSWERS –**

Councillor Dowser – Facebook Page for RAC – there has been no opposition therefore RAC will proceed with creating one.

RAC Volunteers – asking a lot – to put on events, work events and attend private events. Council should consider revision of Terms of Reference so that volunteers do not need to attend private events.

Has there been an update on when work will start on the Algonquin Trail?

**Action: Clerk to get update on Algonquin Trail for June meeting.**

Councillor LeClerc- when gravelling; has belly dumping been considered?

Has not been presented as an opportunity through the tendering process.

**19. CONFIRMATION OF PROCEEDINGS**

Resolution No.: 23/05/18/013

Moved by Councillor Dowser and Seconded by Councillor Richer

**BE IT RESOLVED THAT** By-law 2023-12 being a by-law to confirm proceedings of the meeting of Council of Thursday, May 18, 2023 be read a first time short and passed.

Carried Unanimously

**20. ADJOURNMENT**

Resolution No.: 23/05/18/014

Moved by Councillor Richer and Seconded by Councillor LeClerc

**BE IT RESOLVED THAT** this meeting adjourn at 5:33 p.m. to meet again on Thursday, June 15, 2023 at 2:00 p.m.

Carried Unanimously

---

**MAYOR**

---

**CLERK**

## Deputation Notes

Peter Harrington, CPA – Welch LLP

Peter does not audit or evaluate Council's decisions or outcomes; only whether staff puts the decisions of Council in play. He does help make sure that financial statements reflect Council's decisions.

Can always ask for clarification of process, roles etc. at any time.

There were issues with software regarding outstanding items in Bank Reconciliation – will work with Crystal to have a solution for the software issues.

Page 3 – Statement of Financial Position - taxes receivable is at \$140,000; one of the provincial parks is not making its Payments in Lieu of taxes. Only approximately \$40,000 is rate payer arrears, and \$100,000 is PILs not being paid.

Deferred Revenue - Money is in the municipality's account, but the municipality has not earned it, or met the conditions to earn it (for example OCIF).

Page 4 – Statement of Operations - PSAB – not cash accrual

Capital assets

Legislation is changing for reporting requirements in 2023, will likely increase the liability.

Page 7 – \$185,504 surplus for municipality; \$11,118 library surplus.

## Library Audit

Owed from Own Municipality – funds that have been claimed and submitted on behalf of the municipality that were not transferred to the library (for example HST Rebate).

Veterans memorial – library's project, they did the fundraising, that is why it is being recorded on their books.

Mayor Grills - Should it be transferred or leave it where it is?

Peter Harrington – if everyone is aware of why it is there, it should not be an issue. If you want to formally forward it to the municipality, it is not an issue but it is on municipal land and it is all consolidated.

Councillor Kelly-Chamberlain – would like to see it out of the Library's hands.

Councillor Dowser – potential that the monument will be renovated should the money be filtered through the Library since it's in their books?

The money would have to be transferred to the library as a revenue and then the expense of the renovations would be an expense of the library.

The monument should be transferred to municipality if Council is anticipating to incur the expenses moving forward.

Library to pass a motion to transfer the monument and its ownership and responsibility to the municipality.

THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA  
HCM RECREATION ADVISORY COMMITTEE  
**Minutes**

Tuesday May 9<sup>th</sup>, 2023– 3:00 p.m.

1. Roll Call:

Committee Members: Glenn Stewart, Bonnie Stewart, Deborah Froehlich

Council Reps: Deputy Mayor Rachel Richer

Chairperson: Councillor Chris Dowser

Staff: Stephany Rauche

Absent:

Guests:

Adoption of Agenda:

Moved by: Glenn Stewart and Seconded by: Bonnie Stewart

Be it resolved that the Agenda for May 9<sup>th</sup>, 2023 meeting be accepted as presented.

Adoption of Previous Minutes:

Moved by: Bonnie Stewart

Be it resolved that the meeting Minutes for April 14<sup>th</sup> 2023 be accepted as presented.

2. Unfinished Business:

I. Canada Day Committee

Glenn and Bonnie will not be in the area. At this time, no food will be served. We will have fireworks at dusk.

**Action: Stephany to advertise that the RAC is looking for someone to provide food services for July 1<sup>st</sup> for their own fundraising event. Chris will look into the purchase of the fireworks.**

II. Ball Tournament

We have a date set for June 10<sup>th</sup>, 2023. The extension was applied for and approved for the bar. Staff will just have to set up the snow

fencing. Rachel will let Stephany know if she has completed her training by that date. If so, she could volunteer for the bar and as a RAC Rep.

III. Darts/Winter Games

**Action: Stephany to bring the topic back to the table in August. Look into to regulations for hosting a Bingo for RAC in the fall.**

IV. Facebook Page

**Action: Chris will ask again in questions and answers at he council table to get an update from Staff and Council.**

V. Megaphone

**Action: Stephany to follow up with the Clerk to see if we should purchase this for multi-purpose; Emergency Management, Remembrance Day and Canada Day.**

3. New Business

I. Summer meetings

No meeting in July

4. Financials –

5. Events-

- **May 4<sup>th</sup>, 2023 (LIBRARY)**  
Bartender: Roseanne Boudreau  
RAC Rep: Lexi Rivett
- **June 10<sup>th</sup>, 2023 (Ball Tournament)**  
Bartender:  
RAC Rep:

**6. Questions and Answers:**

**Can we add New Years Eve to the next meeting?**

**Can we go ahead and book the New Years Eve DJ? Yes, Rachel Richer will go ahead and confirm the DJ for NYE event for a cost of \$800.00.**

**Moved by: Deborah Froehlich Seconded by: Glenn Stewart**

**Be it resolved that this meeting adjourn at 4:29 p.m. to meet again June 6<sup>th</sup>, 2023.**



Administration & Finance Division  
Planning & Development Division  
Phone: (807)274-5323  
Fax: (807)274-8479

Mailing Address for All Divisions:  
320 Portage Avenue  
Fort Frances, ON  
P9A 3P9



# FORTFRANCES

## BOUNDLESS

Operations & Facilities Division  
Phone: (807)274-9893  
Fax: (807)274-7360

Community Service Division  
Phone: (807)274-4561  
Fax: (807)274-3799

Email: [town@fortfrances.ca](mailto:town@fortfrances.ca)  
[www.fortfrances.ca](http://www.fortfrances.ca)

May 15, 2023

### **RE: RESOLUTION IN RESPONSE TO THE OPIOID CRISIS**

---

Please be advised that at the Regular Council Meeting on May 8<sup>th</sup>, 2023 the Town of Fort Frances Council considered and adopted the following Resolution:

**Resolution No. 195**

Moved By: Mandi Olson  
Seconded By: Steven Maki

**WHEREAS** Fort Frances recognizes that challenges of mental health, addictions, specifically opioids, and homelessness are complex issues that have a significant and detrimental impact on the residents of Fort Frances;

**WHEREAS** addressing and responding to these issues has placed extreme stress on all levels of municipal and non-municipal programs and services, including various not-for-profit organizations and provincially funded health services within Fort Frances and surrounding communities;

**WHEREAS** mental health, opioids and homelessness trends are, in recent years, at an all-time high and such prevalence is impacting the overall wellbeing of the people of Fort Frances and the surrounding communities;

**WHEREAS** Fort Frances Council acknowledges that approaches to addressing and responding must include diverse and inclusive approaches to these issues, and should not be viewed as a single solution response;

**WHEREAS** addressing and responding will require strategies and practices specific and uniquely designed for Fort Frances and surrounding communities;

**WHEREAS** Fort Frances Council accepts that the responsibility to address these challenges rests with community stakeholders, partners, residents, as well as federal and provincial government and agencies;

**WHEREAS** challenges of mental health, addictions and homelessness are not unique to Fort Frances; Fort Frances and surrounding communities hold the greatest prevalence of opioid crisis within Ontario;

**WHEREAS** Fort Frances Council recognizes that municipal emergencies in Ontario are declared by the head of council as per the process detailed in the Emergency Management and Civil Protections Act; and

**WHEREAS** Fort Frances Council acknowledges that a declaration of emergency does not immediately result in a municipality receiving any additional funds or resources from a senior government level.

**THEREFORE IT IS RESOLVED THAT** Council of the Town of Fort Frances ("**Council**") conveys the following comments as submissions to the Commission:

1. THAT **Council** directs staff to send a letter to all municipalities in Ontario, surrounding First Nation communities, MPs and MPPs, requesting letters of support advocating for additional resources to combat the opioid crisis;

And **FURTHER THAT** these letters be forwarded to Rural Ontario Municipal Association (ROMA), Northwestern Ontario Municipal Association (NOMA) the Association of Municipalities of Ontario (AMO), and the federal and provincial government advocating the need for additional resources and support towards the current opioid crisis in Northwestern Ontario.

2. THAT **Council** recommend and support the Northwestern Health Unit establish a north or northwest regional coalition of public health, relevant community agencies, and others as appropriate, in order to amplify regional concerns and investigate potential strategies and resources."

CARRIED

Sincerely,



Gabrielle Lecuyer, AOMC  
Clerk

ms/GL

## NEWS RELEASE

## Ontario Launches New Interactive High-Speed Internet Map

Province announces service providers for 14 high-speed internet projects

April 27, 2023

Infrastructure

---

THUNDER BAY — The Ontario government is launching a new interactive map that will make it easier for residents and businesses to learn more about provincially funded high-speed internet projects across the province. Users can search the map by address, community or municipality to find project details, including information on construction status and internet service providers that will be delivering reliable high-speed internet in unserved and underserved communities.

"I am so proud to launch this new online tool that will help people learn more about high-speed internet access currently available and coming soon to communities across the province," said Kinga Surma, Minister of Infrastructure. "This user friendly map will provide Ontarians with the latest information about our government's progress in bringing reliable high-speed internet access to every community by the end of 2025. Through our ambitious plan, our government will ensure that no community will be left behind in today's digital world."

Ontario has finalized agreements totalling more than \$2.3 billion for nearly 200 high-speed internet and cellular projects across the province. As part of these agreements, the Ontario government is announcing the internet service providers for 14 high-speed internet projects that will receive over \$8.4 million in provincial funding through the Improving Connectivity for Ontario (ICON) program. These projects, which are also featured on the new high-speed internet map, will bring reliable high-speed internet access to more than 11,000 homes and businesses across the province.

Ontario is providing families, businesses and communities with the infrastructure they need by investing more than \$184 billion over the next 10 years in roads, highways, public transit, hospitals, long-term care homes, schools, and high-speed internet.

---

## Quick Facts

- The Ontario government is investing nearly \$4 billion to bring access to reliable high-speed internet for every community across the province by the end of 2025. This is the largest single investment in high-speed internet, in any province, by any government in Canadian history.
- In 2021, Ontario passed the *Supporting Broadband and Infrastructure Expansion Act, 2021* to help speed up construction of broadband projects. To build upon this legislation, the Ontario government passed the *Getting Ontario Connected Act, 2022* which further reduces barriers, duplication and delays.
- High-speed internet provides easy access to more than 55 ServiceOntario online services. Renew your health card, driver's products and more at [Ontario.ca/Renew](https://Ontario.ca/Renew), book appointments at [Ontario.ca/Appointment](https://Ontario.ca/Appointment), and sign up for important renewal reminders at [Ontario.ca/Reminders](https://Ontario.ca/Reminders) or at 1-800-387-3445 (TTY 1-800-268-7095).

---

## Quotes

"The new interactive map will enable Ontarians to track the status of broadband infrastructure projects in their community and across the province with confidence. This step forward is another example of our government's commitment to expand access to high-speed internet to rural communities across the province to ensure people can live, work and farm wherever they want."

- Lisa Thompson  
Minister of Agriculture, Food and Rural Affairs

"Our government is taking action to improve access to reliable high-speed internet for Northern Ontarians. We recognize the importance of broadband for education, job creation and economic growth to keep the North connected and competitive."

- Greg Rickford  
Minister of Northern Development and Minister of Indigenous Affairs



**CORPORATION OF THE TOWNSHIP OF RYERSON**

**Date: May 30, 2023**

**Resolution Number: R- 101 - 23**

**Moved by: Councillor Abbott**

**Seconded by: Councillor Patterson**

WHEREAS some proponents of water aerodromes claim federal jurisdiction to bypass provincial and municipal authorities and build massive docks and boathouses under the guise of the Aeronautics Act;

AND WHEREAS Transport Canada does not require proponents of water aerodromes to follow the same registration and certification procedures as land aerodromes;

AND WHEREAS Transport Canada's current regulations for water aerodromes fail to state that mixed-use docks and structures are not permitted;

AND WHEREAS Transport Canada does not require a proponent to be transparent with local authorities about their intentions or submit a building permit and final construction plans;

AND WHEREAS Transport Canada does not require a proponent to provide the municipality with a copy of the water aerodrome registration or certification documents;

AND WHEREAS Registration and certification of water aerodromes are done without environmental impact assessments from provincial and municipal authorities;

AND WHEREAS Registration and certification of water aerodromes are done without safety assessments from local authorities;

AND WHEREAS Transport Canada's loopholes in the regulations lead to lengthy court battles paid by provincial and municipal jurisdictions.

NOW THEREFORE, be it resolved that the Council of the Township of Ryerson supports efforts to raise awareness about the loopholes in current regulations regarding water aerodromes that allow proponents to build massive docks and boathouses without municipal consultation, approval, or adherence to bylaws and regulations.

AND FURTHERMORE, The Council of the Township of Ryerson endorses the letter from the Three Mile Lake Community Club Inc. and calls on Transport Canada to:

- Amend current legislation regarding water aerodromes to require mandatory consultation and transparency with provincial and municipal authorities prior to construction.


- State that 'mixed-use' docks and structures will not be permitted

AND FURTHERMORE, the Council of the Township of Ryerson urges all mentioned in this resolution to support petition e4364 to the Minister of Transport, Omar Alghabra.

Petition e-4364 - Petitions (ourcommons.ca)

AND FURTHERMORE, be it resolved that this resolution be forwarded to neighbouring municipalities, the Association of Municipalities of Ontario (AMO), the Federation of Canadian Municipalities (FCM), Federation of Northern Ontario Municipalities (FONOM), Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO), MP Scott Aitchison, MP Marcus Powlowski (Haliburton-Kawartha Lakes-Brock, Ontario), Graydon Smith MPP.

Carried  Defeated

  
 \_\_\_\_\_  
 (Chair Signature)

Declaration of Pecuniary Interest by: \_\_\_\_\_

RECORDED VOTE					
Vote called by Clerk in random order, Chair to vote last					
Members of Council		Yea	Nay	Abstention	Absent
Councillors	Beverly Abbott				
	Glenn Miller				
	Delynne Patterson				
	Dan Robertson				
Mayor	George Sterling				

Municipality of Tweed Council Meeting  
Council Meeting



**Resolution No.**

328.

**Title:**

Proposed Resolution Re: Bell-Hydro Infrastructure

**Date:**

Tuesday, May 9, 2023

**Moved by**

J. Palmateer

**Seconded by**

J. DeMarsh

WHEREAS poles are essential for deployment of telecommunication and hydro networks across the Province of Ontario;

AND WHEREAS the coordination of pole infrastructure between stakeholders is necessary to limit duplication of servicing infrastructure;

AND WHEREAS the Canadian Radio-Television and Telecommunications Commission recently set expediated timelines for large telephone companies to provide competitors with access to poles to roll out networks more efficiently leading to more competition across Canada;

AND WHEREAS provincial and territorial government are being encouraged to coordinate with service providers and other stakeholders to facilitate sound network deployment;

NOW THEREFORE BE IT RESOLVED that the Municipality of Tweed calls on the Province of Ontario to facilitate, coordinate, and regulate pole deployment measures across the Province of Ontario to prevent unnecessary duplication of pole infrastructure;

AND FURTHER, that the Province of Ontario encourage Bell Canada and Hydro One to work together to provide access for poles to better service the infrastructure needs of Ontarians;

AND FURTHER, that this motion be circulated to the Premier of Ontario, the Association of Municipalities of Ontario (AMO), MPP Ric Bresee, all Ontario Municipalities for support, Bell Canada, Hydro One.

**Carried**

5

**Municipality of Huron Shores**  
7 Bridge Street, PO Box 460  
Iron Bridge, ON P0R 1H0



**Ontario Ministry of Health**  
**The Honourable Sylvia Jones**  
777 Bay Street, 5<sup>th</sup> Floor  
Toronto, On M7A 2J3

May 31, 2023

Minister Jones;

I am writing to you today regarding urgent and deeply-concerning challenges in medical care in the Municipality of Huron Shores and surrounding areas.

Over the past week, the Emergency Department at North Shore Health Network – Thessalon Site has been shut down four times due to a lack of available physicians. This is especially concerning as we have no primary care physicians in the four practices at two medical clinics that help service this site and catchment area. We currently rely on locum coverage.

Your Ministry recently decided to cancel the CTSLPE funding, a key tool in attracting the locums who have helped keep our Emergency Department open for the last two years. The removal of this program, with no replacement, has made the arduous task of attracting locums even more challenging.

As well, the RNPGA contract that our primary care physicians work under needs a major overhaul. It is no longer relevant, and acts as an impediment to attracting doctors to practice in the North, particularly in our small medical clinics that serve thousands of patients. This is as significant an issue as the discontinuation of the CTSLPE funding. Under a different contract, the neighboring practices in Blind River have full complements, including physicians who live in our Municipality. While we appreciate efforts like adding 30 undergraduate positions at NOSM, these are potential long-term fixes that do not address the current crisis.





**Municipality of Huron Shores**  
7 Bridge Street, PO Box 460  
Iron Bridge, ON P0R 1H0  
Tel: (705) 843-2033 Fax: (705) 843-2035

June 2, 2023

**Re: Res. #23-12-01 – Letter to the Ontario Minister of Health re: Health Care Crisis**

The Council of the Corporation of the Municipality of Huron Shores passed Resolution #23-12-01 at the Special Meeting held Wednesday, May 31<sup>st</sup>, 2023, as follows:

“WHEREAS the North Shore Health Network has temporarily closed the Emergency Department at the Thessalon site on May 24th, May 25th, May 29th, and May 31st, due to physician shortages;

AND WHEREAS having no primary care physicians to help service the Thessalon site and catchment area is particularly concerning;

NOW THEREFORE BE IT RESOLVED THAT the Council of the Municipality of Huron Shores authorizes Mayor Seabrook to draft a letter to the Minister of Health to address the current health care crisis occurring in rural and Northern Ontario;

AND THAT the letter be circulated to all Northern Ontario municipalities, the Premier of Ontario, the Ontario Minister of Health, and Northern Ontario MPP's;

AND THAT the letter be posted on the Municipal website and social media accounts.”

Should you require anything further in order to address the above-noted resolution, please contact the undersigned.

Yours truly,

**Natashia Roberts**

CAO/Clerk  
NR/KN

**Municipality of Huron Shores**  
7 Bridge Street, PO Box 460  
Iron Bridge, ON P0R 1H0



The daily closures I mentioned are not the only ones we will face at the Thessalon Site over the next few months. As you can appreciate, any Emergency Department closure puts patients at risk, particularly as the next nearest sites are significant distances away. We call on you and your government to engage with stakeholders in the North and provide the tools necessary to keep our Emergency Department open, and to attract physicians to the practices currently sitting empty.

Northern Ontario residents deserve quality local medical care.

Regards,

A handwritten signature in black ink, appearing to read "Matthew Seabrook".

**Matthew Seabrook, Mayor**  
Municipality of Huron Shores

c.c:     **Northern Ontario Municipalities**  
          **The Honourable Doug Ford, Premier of Ontario**  
          **Michael Mantha, MPP Algoma – Manitoulin**  
          **Ross Romano, MPP Sault Ste Marie**  
          **Lise Vaugeois, MPP Thunder Bay – Superior North**  
          **Hon. George Pirie, MPP Timmins**  
          **Jamie West, MPP Sudbury**  
          **Hon. Victor Fedeli, MPP Nipissing**  
          **Hon. Greg Rickford, MPP Kenora – Rainy River**



**Family & Children's Services**  
of Renfrew County

**Services à la famille et à l'enfance**  
du comté de Renfrew

**Family and Children's Services – Renfrew County**  
**Media Release (June 2, 2023):**

The Board of Directors of Family and Children's Services – Renfrew County is pleased to announce the appointment of Jennifer White as Executive Director, effective June 26, 2023.

Prior to joining FCS-RC, Mrs. White had more than a decade of progressive leadership in the not-for-profit (NFP) Health and Social Services sector working within multi-service agencies. She is versed in provincial, municipal and shared funding models, multi-million dollar budgets and is committed to care, development of community partnerships and the administration of services that are both adaptive and responsive.

She has a profound appreciation of both the value and necessity of embedding the principles of equity, diversity and inclusion into all organizational practices. She is practiced in effectively engaging with a large, diverse, and unionized multidisciplinary workforce and has broad experience in occupational health, labour management, collective bargaining and implementing creative recruitment and retention strategies. Jennifer is bilingual (French/English), has completed Indigenous Cultural Awareness Training and is currently completing a Master's degree. Her experience and leadership skills will be valuable in her role as Executive Director.

The recruitment process valued the contributions of more than seventy stakeholders that completed a survey about characteristics necessary for an Executive Director at FCS-RC. Feedback was used extensively in crafting the scoring mechanism and interview questions, and as a framework for the process of identifying a successful candidate. It is evidence of the scope of caring in our communities that people took time to contribute their thoughts.

Mrs. White replaces Kathy Davis, who has moved to a role with the Mississippi Mills municipality.

On behalf of our Board, staff, volunteers and caregivers, we welcome Jennifer White as our new Executive Director. The Board also wishes to acknowledge and thank Jeff List who is covering as acting Executive Director during the gap of Kathy's departure and Jennifer's start. Congratulations Jennifer, and welcome!

# County Council Summary

**May 31, 2023**

Below you will find highlights of the County of Renfrew County Council meeting from May 31, 2023. In the absence of Warden Peter Emon, the meeting was chaired by presiding officer Jennifer Murphy.

Please note that this summary does not constitute the official record of the meeting and approved minutes should be consulted for that purpose.

The full [County Council package](#) can be found on our website.

[May meeting YouTube link](#).

---

## Warden's Address

### Key highlights

During the month of May, Warden Peter Emon attended 23 meetings on County business.

- On May 3, he attended the Economic Development Symposium sponsored by the Ontario Ministry of Food Agriculture and Rural Affairs held at the Cobden Agricultural Society.
- On May 4 and 5, he attended the Ending Homelessness Symposium sponsored by the Association of Municipalities Ontario held in Toronto.
- On May 9, he attended the Culinary Tourism Strategy launch event held in the Township of McNab/Braeside.
- On May 10, he presented the Eastern Ontario Wardens' Caucus '7 in 7' housing initiative to the Councils of the County of Prescott and Russell and Lanark County, and on May 15, he presented to the Council of Hastings County.
- On May 12, he attended a meeting of the Eastern Ontario Wardens' Caucus held near Burleigh Falls in Peterborough County. Topics on the agenda were an update to the Final Report on the Paramedic Services Partial Refresh, a review of the Province's current planning legislation changes, current priorities review, EORN and EOLC updates and a discussion surrounding EOWC delegations to the Association of Municipalities Ontario Conference.
- On May 12, acting as the Chair of EOWC, Warden Emon met with the Eastern Ontario Mayors' Caucus to discuss joint initiatives and share priorities, including a regional approach to the housing crisis.
- On May 15, he attended a meeting of the United Way Eastern Ontario regarding their caregiver strategy.
- The Warden also expressed sincere condolences to Councillor James Brose and his family, on the passing of his mother-in-law Fay Krieger.

## Delegations

- Jade Nauman, Renfrew County Regional Director for United Way East Ontario, was on hand to accept a \$2,000 donation from the staff of the County of Renfrew. The funds were raised through payroll deductions and Jean Fridays. She was very appreciative of the generous support of the County of Renfrew and its staff. She noted the funds will be invested in Renfrew County to strategically tackle the greatest challenges in the community, where support is needed most and where it will have the greatest impact.
- Cyndy Phillips, Executive Director of Renfrew County Community Futures Development Corporation, provided an update on the organization, which is designed to support business enterprises, community-based development and employment in Renfrew County by offering small business financing, community economic development and business counselling and support. RCCFDC now has offices in Pembroke and Renfrew to serve residents across Renfrew County.
- The Renfrew County District School Board provided an update on activities within the District, highlighting the board's 2021-2025 Strategic Plan, Post-Pandemic Reset to Education, programs and partnerships. Taking part in the presentation were Susan Humphries, RCDSB Chair; Director of Education Dr. Pino Buffone; Kristin Riddell, Superintendent of Education – Program Services; and Meredith Caplan Jamieson, Executive Officer of Public Affairs.

## Announcements

- Chief Administrative Officer Craig Kelley informed County Council that Rose Gruntz, Deputy Clerk for the County of Renfrew, has submitted her letter of retirement. The August session will be her last meeting of County Council. He noted Rose has been the glue that has held this corporation together for 25 years.
- In honour of the Stanley Cup playoffs, County Councillor David Mayville, a former hockey scout and executive, showed off a collection of rings he won during his career – Stanley Cup (Calgary Flames), Calder Cup (Hamilton Bulldogs) and Memorial Cup (Sault Ste. Marie Greyhounds and Halifax Mooseheads) as well as Ontario Hockey League champion rings, also won with the Greyhounds. He noted he was fortunate during his previous career being involved in great organizations. "This is what the players play for at this time of the year...everyone plays the game to get one of those rings," Councillor Mayville said.

---

## Finance & Administration Committee

Presented by: Valerie Jahn, Vice-Chair

- County of Renfrew Directors, Managers and Supervisors attended a professional training session facilitated by Dr. JP Gedeon on the Art of Transformative Leadership. Dr. Gedeon focused the full-day session on teaching the fundamentals of how successful leaders can begin to enact change with their teams, the workforce, and the culture of the organization through a Model of Transformative Leadership.

- County Council approved the following submission for delegation requests for the Association of Municipalities Ontario Conference, taking place in London, Ontario from August 20-23, with the appropriate Ministers:
  - Solicitor General – To discuss the financial challenges with respect to changes in the Provincial Offences Act policies;
  - Minister of the Attorney General – To discuss the ongoing shortage of Justices of the Peace and the availability of Justices of the Peace physically within the County of Renfrew;
  - Minister of Municipal Affairs – A discussion and request to continue funding the Municipal Modernization Fund to address challenges and opportunities related to the shift in workplace demands resulting from a post-pandemic workplace/ workforce;
  - Minister of Long-Term Care to address the County of Renfrew concerns with the current model of Case Mix Index (CMI) funding;
  - Minister of Health and/or Premier for sustainable funding for RC VTAC;
  - Minister of Health and/or Premier for the Province to fund all WSIB presumptive claim related costs - move from 50/50 to 100% funding model;
  - Minister of Long-Term Care for sustainable Funding for Community Paramedicine and support for regulatory reform of the Ambulance Act and establishing Paramedics in the Regulated Health Professions Act;
  - Minister of Colleges and Universities to address the paramedic shortage in Ontario;
  - Minister of Children, Community and Social Services (MCSS) to advocate for a funding review of social assistance programs that have a tremendous impact on our resources in 2024 and beyond;
  - Minister of Education to advocate for a greater emphasis on rural child care spaces, including a review of the workforce crisis in rural areas;
  - Minister of Municipal Affairs and Housing (MMAH) for funding design and policy should transparently and easily allow for the stacking of multiple types of funding and years of funding (the multiple funding guides between MMAH and Canada Mortgage and Housing Corporation (CMHC) do not line up);
  - Minister of Infrastructure to discuss funding opportunities for County Road 51 (Petawawa Boulevard); and
  - Minister of Natural Resources/Minister of Municipal Affairs and Housing to address the issues of accurate and current flood mapping for the major rivers and tributaries in the region.
  - Minister of Health to address Renfrew County and District Health Unit costs and mitigation funding.
- County Council approved that \$145,562.50 be transferred to the Ottawa Valley Ontario Health Team (OVOHT) Reserve for use of the OVOHT Steering Committee consistent with the provisions outlined in the Transfer Payment Agreement. In March 2022, County Council authorized the County of Renfrew to sign an Ontario Transfer Payment Agreement with the Province for the OVOHT whereby, the Province has provided a provincial subsidy from October 2021 to March 2023 to the Ottawa Valley Ontario Health Team to be administered through the County of Renfrew.
- County Council adopted a by-law amending Corporate Policy E-11 Flexible Work Arrangements effective July 1, 2023. The Flexible Work Arrangements will be implemented on a one-year trial basis with the intention that a report will be provided to Council at that time summarizing the merits of the program along with a recommendation regarding continuation.

- County Council adopted a revised user fee by-law and schedule. As part of our annual budget process, the County of Renfrew User Fee By-law was reviewed and changes have been made to a number of areas:
  - Corporate Services - Provincial Offences
  - Corporate Services – Information Technology
  - Emergency Services - Paramedic Service
  - Public Works
  - Bonnechere Manor

## Community Services Committee

Presented by: Anne Giardini, Chair

- The Community Services office in Arnprior is moving from 80 McGonigal Street, into the Renfrew County Housing Corporation (RCHC) building on Albert Street. To facilitate this change, Arnprior staff will temporarily transfer to the Renfrew County Place office as of the end of May/early June. Services will continue to be provided in Arnprior and staff has made arrangements with local agencies to utilize common room space when an in-person meeting is needed. It is anticipated that the new office will be ready late August.
- The Grand Opening of the Renfrew and Area Connection Centre was held on April 4, 2023. The Connection Centre is an initiative launched by the Renfrew OPP Detachment, in collaboration with the Renfrew Police Services Board, and is funded through a Community Safety and Policing Grant. Located at 161 Raglan Street South in Renfrew, the Connection Centre is a space where residents can connect with whatever services they need. Local agencies, including Community Services, will have a staff presence at the hub to seamlessly connect individuals with services. The centre will also work closely with the Mobile Crisis Response Team (MCRT), a unit comprised of an OPP officer and a crisis worker who jointly respond to calls for service in relation to mental health, addictions, and individuals in crisis.
- County Council adopted a by-law authorizing the County of Renfrew to enter into a Recreation Agreement with the Town of Arnprior – Arnprior & District Museum Summer Experimentation Station to provide subsidies or special needs resource funding for children aged 6 to 12 years who are enrolled in an authorized recreational and skill building program. The Town of Arnprior is offering an eight-week camp through the Arnprior and District Museum for the summer.

## Development & Property Committee

Presented by: James Brose, Chair

- Expressions of Interest were received from a number of municipalities to host a Taste of the Valley event in their respective community in 2023 and 2024. Following a review of expressions of interest received, the Economic Development team announced the dates and locations for 2023 and 2024. See our full [Taste of the Valley media release](#) here.  
**2023 Dates & Locations:**
  - August 12: Eganville Arena
  - September 9: Community Rink & Hall, Calabogie

- September 30: Town Hall Parking Lot, Deep River
- October 14: Cobden Fairgrounds
- December 16: Germania Club, Pembroke

**2024 Dates & Locations:**

- August 10: The Railway Station, Barry's Bay
  - September 7: Municipal Office Parking Lot, Killaloe
  - September 28: Civic Centre, Petawawa
  - October 12: Cobden Fairgrounds
  - 2024 Holiday Edition location to be determined following 2023 event
- The Ottawa Valley Tourist Association (OVTA) held its tourism conference and Annual General Meeting (AGM) on Tuesday, April 25 at Maplehaus Banquet and Events in Hardwood Lake in the Township of Brudenell, Lyndoch and Raglan. The OVTA announced the 2023-24 Board of Directors, elected during the AGM on April 25. The event wrapped up with presentation of the Ottawa Valley Tourism Awards and the winners were:
    - Tourism Champion – Teresa Hebb, Renfrew County ATV Club
    - Business/Organization – Madawaska Kanu Centre
    - Event – Pembroke Multicultural Festival
    - Sustainability Champion – Somewhere Inn Calabogie
    - New Tourism Product – RIO Tap and Grill's Rooftop Patio
    - Tourism Marketing – Oh-el-la Café
  - The County of Renfrew has received the building permit from the City of Pembroke and construction started May 11, 2023 on the new affordable housing project located at Lea and Douglas Streets in Pembroke. The contractor, Brawn Construction, has started delivering equipment and will commence site preparation. Staff looks forward to working with the architects and contractors during the various phases as the project progresses. The anticipated completion date for the project is May 13, 2024.
  - County Council passed a resolution requesting a letter be sent under the Warden's signature to Canadian Nuclear Laboratories (CNL) in support of their proposal to construct a Near Surface Disposal Facility (NSDF) in Chalk River.
  - County Council approved the Ottawa Valley Tourist Association 2023 Budget. Ottawa Valley Tourist Association, the City of Pembroke and the County of Renfrew are partners in the delivery of tourism marketing and tourism business development for the City of Pembroke, Renfrew County and the Ottawa Valley. This marketing relationship and the financial support provided by the County of Renfrew and the City of Pembroke is guided by an Agreement which was approved by by-law at the April meeting of County Council for a five-year term from 2023-2027.
  - County Council approved a contract for new barriers on Algonquin Trail over Highway 17, 0.16km east of Menet Lake Road, United Townships of Head, Clara and Maria, in the amount of \$313,350 plus applicable taxes as submitted by Bonnechere Excavating Inc. (BEI), Renfrew, Ontario.
  - County Council approved a contract for the construction of one equipment storage unit at Renfrew County Place, 450 O'Brien Road, Renfrew, Ontario, in the amount of \$215,350 plus applicable taxes as submitted by TSG Contracting, Pembroke, Ontario.
  - County Council adopted Official Plan Amendment No. 34, which was initiated by the Township of Whitewater Region to adjust the settlement boundary of Cobden. There are two components of the amendment:



- The expansion of the Cobden Village Community designation (settlement area boundary) by 10.91 gross hectares to the southeast (along Astrolabe Road and Highway 17) to accommodate future employment uses. These lands will be placed in a Village Community Exception designation to only permit employment uses.
- The adjustment of the Cobden Community Village designation (settlement area boundary) through the relocation of 39.57 gross hectares to better accommodate future residential development.

## Health Committee

Presented by: Michael Donohue, Chair

- County Council approved a resolution directing the Warden and Chief Administrative Officer/Clerk to enter into an agreement with Contak Staffing Solutions to coordinate recruitment of up to twenty (20) International Personal Support Worker staff, at an average per candidate cost of \$7,800 subject to variance in airfare charges, equating to an approximate cost of \$156,000, through the Temporary Foreign Worker Program. Fees include completion of Labour Market Impact Assessment Application per Employment and Social Development Canada (ESDC).
- County Council adopted a by-law authorizing the Warden and Chief Administrative Officer/Clerk to sign the 2023/24 Ontario Health Team Continued Implementation Supports Agreement for the Ottawa Valley Ontario Health Team (OVOHT). The County of Renfrew is the lead on the Transfer Payment Agreement for the OVOHT and Ontario Health/Province of Ontario. The Ottawa Valley Ontario Health Team (OVOHT) was officially launched in October 2021, and is made up of more than 50 local health professionals, health care providers, organizations, and community members who are working together to improve our health system and connect patients to the services they need in a more consistent and timely way.

## Operations Committee

Presented by: Glenn Doncaster, Chair

- A full day 'Road Tour' with County Council to review this year's road and bridge construction projects is planned for August 10, 2023. This Road Tour will provide an opportunity for Council to witness the wide expanse of projects undertaken annually on roads, bridges, and structure culverts. With the guidance of the Asset Management Plan, approximately \$25 million of improvements will be completed in 2023.
- County Council approved a one (1.0) metre hardened shoulder be placed on all eligible County Roads as part of the annual Capital Program Road Rehabilitation projects. The cost of hardened shoulders is approximately \$31,200 per kilometre. For 2023 budget for road projects, \$1,326,312 of the \$21,310,490, or 6% of the total value, has been set aside for hardened shoulders. Though 1-metre hardened shoulders will be budgeted for in all road projects, they would continue to only be applied where the existing road platform is already wide enough to facilitate it. Where the existing road platform is not wide enough to facilitate 1-metre hardening, a narrower hardened shoulder would be considered.

- County Council approved a new console and radio system for the Fire Radio Dispatch be purchased from BearCom in the amount of \$318,710 plus applicable taxes. A cost-sharing agreement between the following 17 user agencies will be finalized at a later date: Towns of Deep River, Laurentian Hills, Petawawa, Renfrew, the Townships of Admaston/Bromley, Bonnechere Valley, Brudenell, Lyndoch and Raglan, Greater Madawaska, Horton, Killaloe, Hagarty and Richards, Laurentian Valley, Madawaska Valley, McNab/Braeside, North Algona Wilberforce, Whitewater Region, the City of Pembroke, and the Algonquins of Pikwakanagan First Nation. The system will be placed in the County of Renfrew Asset Management Plan.
- County Council recommended no adjustment in speed is required at this time for County Road 2 (White Lake Road) or County Road 23 (Highland Road), within the Township of McNab/Braeside, as a result of the data collected during a speed study.
- County Council approved Public Works and Engineering Policies PW-01 Roadway Classification and Design and PW-10 Road Occupancy Permits. No comments or concerns were received with regards to the Roadway Classification and Design Policy. County of Renfrew requires that a Road Occupancy Permit be obtained by all persons, companies, utilities, agencies and municipalities prior to commencing any work within the County's Road Allowances.
- County Council approved a contract for the rehabilitation of County Road 1 (River Road), from Lochwinnoch Road to the Algonquin Trail, Townships of McNab/Braeside and Horton, in the amount of \$804,530.75 plus applicable taxes as submitted by McCrea Excavation Ltd., Pembroke, Ontario.
- County Council approved a contract for the rehabilitation of County Road 515 (Palmer Road), from 200m West of Southwest Patrol Yard to County Road 514 (Schutt Road), Township of Brudenell, Lyndoch and Raglan, in the amount of \$1,536,287.76 plus applicable taxes as submitted by Bonnechere Excavating Incorporated (BEI), Renfrew, Ontario.
- County Council approved a quotation for Supply, Delivery, and Installation of Steel Beam Guiderail for County Structure C115 (Dunlop Crescent Culvert) and County Road 635 (Swisha Road), in the Township of Head, Clara and Maria and Township of Laurentian Hills, respectively, as submitted by Peninsula Construction Incorporated, Thorold, ON, in the amount of \$108,398.04, plus HST.
- County Council passed a by-law amendment to permit Off-Road Vehicles on some sections of County Roads in the Town of Petawawa.

## **Additional Information**

**Craig Kelley, Chief Administrative Officer/Clerk**

**613-735-7288**

*United Townships of Head, Clara & Maria Council*

**Report to Council**

Type of Decision									
Meeting Date	Thursday, June 15, 2023				Report Date	Tuesday, May 30, 2023			
Decision Required		Yes	X	No	Priority		High	X	Low
Direction		Information Only		X	Type of Meeting	X	Open		Closed
<b>Report #23/06/15/1101- Revenue and Expense Report</b>									

**Subject:** Revenue and Expense Report Ending May 31, 2023

**Recommendation:** That Council accepts this report as information only, to correspond with the enclosed Revenue and Expense Report.

**Resolution:**

Resolution No.: 23/06/15/002

Moved by Councillor \_\_\_\_\_ and seconded by Councillor \_\_\_\_\_

**WHEREAS** Council has received Report #23/06/15/1101 concerning the Revenue and Expense Report ending May 31, 2023 and have had the opportunity to ask clarifying questions of the report;

**THEREFORE BE IT RESOLVED THAT** Council of the United Townships of Head, Clara and Maria does hereby accept the Revenue and Expense report dated May 31, 2023 as presented.

**Background/Executive Summary**

This report includes comments on accounts that may be questioned due to large variances from its budgeted amount.

51-1119 – System has recorded 2023 invoicing for LaCroix Park, account will be updated to reflect actual revenue once transaction is complete.

51-1311 – FCM Asset Management Funding

61-1133 – YTD is recording under the liability account, not the expense account. Total YTD for WSIB is \$2350.87.

61-1214 – Remaining election bond reimbursements from 2023 Form 4 Financial Filings.

61-1344 – Land Use Permit for Stonedcliffe Waste Disposal Site.

61-1354 – Disbursements; cannot be expended through the Municipality’s minutes in the package.

61-1363 – Purchased Interim Tax Bill Notices along with annual software licencing.

61-8441 – Cost recovery; not an actual expense to the municipality. Amounts are billed back the specific property tax account.

**Financial Considerations/Budget Impact:**

61-3911 - Sand and Salt Purchase is currently over budget with approximately six weeks remaining in the contract for 2023. Staff will monitor the remaining expense accounts within the Roads Department to ensure that overall departmental expenses are within budget.

**Enclosures:**

Revenue and Expense Report Dated May 31, 2023

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

**Townships of Head, Clara, and Maria**  
*Revenue & Expenses Report*  
For the Period Ending May 31, 2023

	Budget	Year To Date	Variance
<b>REVENUE</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Previous Year Surplus</b>			
41-8410 - Previous Year Surplus (Deficit)	185,000		(185,000)
<b>Total Previous Year Surplus:</b>	<b>185,000</b>	<b>0</b>	<b>(185,000)</b>
<b>Taxation</b>			
41-8411 - Municipal Taxation - General	520,258		(520,258)
41-8412 - Grants in Lieu of Hydro	105,790	114	(105,676)
41-8421 - Municipal Taxation - PIL Prov	69,390	97,718	28,328
41-8431 - Interest on Taxes Outstanding	1,000	2,515	1,515
41-8441 - Tax Sale Cost Recovery		48,104	48,104
<b>Total Taxation:</b>	<b>696,438</b>	<b>148,451</b>	<b>(547,987)</b>
<b>General Government</b>			
51-1111 - Permits & Fees - Admin	4,000	1,328	(2,672)
51-1119 - Miscellaneous - Admin	500	6,000	5,500
51-1120 - Convenience Fees	80		(80)
51-1121 - General Bank Interest	12,000	14,889	2,889
51-1122 - Treasurer Bank Interest	7,500	7,858	358
51-1123 - HST Rebate	40,000	25,114	(14,886)
51-1140 - Land Lease	10,000	10,488	488
51-1141 - OMPF (ON Mun Partnership Fund)	69,000	34,500	(34,500)
51-1142 - Gas Tax	8,210		(8,210)
51-1151 - Aggregate Resources	8,000		(8,000)
51-1311 - Special Grants - Admin		16,346	16,346
51-1611 - Library Reimbursement		54	54
<b>Total General Government:</b>	<b>159,290</b>	<b>116,577</b>	<b>(42,713)</b>
<b>Building Services</b>			
51-2311 - Building Permits & Fees	2,000	2,978	978
<b>Total Building Services:</b>	<b>2,000</b>	<b>2,978</b>	<b>978</b>

**Townships of Head, Clara, and Maria**  
*Revenue & Expenses Report*  
For the Period Ending May 31, 2023

	Budget	Year To Date	Variance
<b>Fire Services</b>			
51-2511 - Fire Permits & Fees	200	130	(70)
<b>Total Fire Services:</b>	<b>200</b>	<b>130</b>	<b>(70)</b>
<b>Environmental Services</b>			
51-4211 - Tipping Fees	4,000	80	(3,920)
51-4511 - Recycling Grant	23,350	6,052	(17,298)
51-4512 - Recycling Income	3,000		(3,000)
<b>Total Environmental Services:</b>	<b>30,350</b>	<b>6,132</b>	<b>(24,218)</b>
<b>Helipad</b>			
51-5211 - Helipad/Ornge	3,500		(3,500)
<b>Total Helipad:</b>	<b>3,500</b>	<b>0</b>	<b>(3,500)</b>
<b>Rec Committee (RC)</b>			
51-6112 - Trail Side Cafe	2,500	2,619	119
51-6119 - Miscellaneous - RC	6,400		(6,400)
51-6125 - New Year's Eve	5,500		(5,500)
51-6250 - Unplanned Events - RC	1,000	707	(293)
<b>Total Rec Committee (RC):</b>	<b>15,400</b>	<b>3,326</b>	<b>(12,074)</b>
<b>Parks &amp; Recreation General (P &amp; RG)</b>			
51-6511 - Hall Rental - P & RG	400	630	230
51-6512 - Sales - Bar - P & RG	430	2,338	1,908
51-6513 - Sales - Canteen - P & RG	140	5	(135)
<b>Total Parks &amp; Recreation General (P &amp; RG):</b>	<b>970</b>	<b>2,973</b>	<b>2,003</b>
<b>Special Projects (RG)</b>			
51-9114 - 2018-02 / NHSP		13,675	13,675
51-9115 - 2018-03 / OSCG	13,000		(13,000)
<b>Total Special Projects (RG):</b>	<b>13,000</b>	<b>13,675</b>	<b>675</b>

**Townships of Head, Clara, and Maria**  
*Revenue & Expenses Report*  
For the Period Ending May 31, 2023

	Budget	Year To Date	Variance
<b>Special Grants</b>			
51-9521 - OCIF	100,000	100,000	
51-9541 - Misc Transfer	10,000		(10,000)
51-9551 - Canada Summer Jobs	4,340		(4,340)
<b>Total Special Grants:</b>	<b>114,340</b>	<b>100,000</b>	<b>(14,340)</b>
<b>EXPENSES</b>			
	<b>0</b>	<b>0</b>	<b>0</b>
<b>Payroll Expenses</b>			
61-1121 - Salaries/Wage	275,860	79,482	196,378
61-1131 - Payroll Taxes	20,000	6,425	13,575
61-1132 - Employment Benefits	16,000	5,954	10,046
61-1133 - WSIB Employer	9,000		9,000
61-1134 - EHT	5,000	1,520	3,480
61-1135 - Vacation Pay Employer	6,500	1,079	5,421
61-1136 - Employee Pension/RRSP Contributions	14,670	4,118	10,552
<b>Total Payroll Expenses:</b>	<b>347,030</b>	<b>98,578</b>	<b>248,452</b>
<b>Council</b>			
61-1211 - Donation - Council	2,500		2,500
61-1212 - Conventions & Training - Council	2,500		2,500
61-1214 - Charges to be Reimbursed - Council		300	(300)
61-1215 - Integrity Commissioner	500		500
61-1222 - Honorarium - Council	38,000	17,325	20,675
61-1223 - Mileage for HCM - Mayor	250		250
61-1224 - Mileage - Councillors	250		250
61-1241 - Resource Material - Council	500		500
<b>Total Council:</b>	<b>44,500</b>	<b>17,625</b>	<b>26,875</b>
<b>Administration General</b>			
61-1313 - Bank Charges	2,850	1,035	1,815
61-1314 - Convenience Fee	2,700	1,409	1,291
61-1317 - Resource Materials - Admin	500		500

**Townships of Head, Clara, and Maria**  
*Revenue & Expenses Report*  
For the Period Ending May 31, 2023

	Budget	Year To Date	Variance
61-1318 - Education & Training - Admin	3,000	1,012	1,988
61-1319 - Miscellaneous - Admin	500	100	400
61-1323 - Mileage - Admin	500	282	218
61-1342 - Supplies - Office	4,500	1,783	2,717
61-1344 - Permits & Fees - Admin		117	(117)
61-1345 - Postage & Courier	1,300	671	629
61-1353 - Audit Fees	27,270	27,984	(714)
61-1354 - Legal Fees		111	(111)
61-1355 - Internet	1,800	570	1,230
61-1356 - Insurance	35,630		35,630
61-1357 - IT Services	1,200	1,033	167
61-1358 - Advertising	750	665	85
61-1361 - Computer Software	3,400	239	3,161
61-1362 - Computer Hardware	2,500		2,500
61-1363 - Taxation & Accounting Software	4,860	5,010	(150)
61-1366 - Membership Fees - Admin	1,720	1,631	89
61-1411 - Property/Office Maintenance & Repair	700	81	619
61-1412 - Furniture & Equipment - Office	500		500
61-1413 - Repair - Office	500		500
61-1458 - Telephone - Office	1,500	316	1,184
61-1611 - Library Expenses	500	81	419
<b>Total Administration General:</b>	<b>98,680</b>	<b>44,130</b>	<b>54,550</b>
<b>Building Inspector</b>			
61-2311 - Mileage - CBO	900		900
61-2351 - Education/Training - CBO	200		200
<b>Total Building Inspector:</b>	<b>1,100</b>	<b>0</b>	<b>1,100</b>
<b>Emergency Management</b>			
61-2411 - Preparedness - EMgt	2,000		2,000
61-2423 - Supplies - EMgt	750		750
61-2431 - Mileage - EMgt	200		200
61-2451 - Education/Training - EMgt	200		200
<b>Total Emergency Management:</b>	<b>3,150</b>	<b>0</b>	<b>3,150</b>

*United Townships of Head, Clara & Maria Council*

**Report to Council**

Type of Decision									
Meeting Date	Thursday, June 15, 2023				Report Date	Wednesday, May 31, 2023			
Decision Required		Yes	X	No	Priority	X	High		Low
Direction		Information Only		X	Type of Meeting	X	Open		Closed
<b>Report #23/06/15/1201 – 2022-2026 Strategic Plan</b>									

**Subject:** 2022-2026 Strategic Plan Feedback and Progress

**Recommendation:** That Council accepts this report as information to correspond with the enclosed Public Feedback.

**Background:**

At the regular meeting of February 23, 2023, Council received Report 22/09/12/1202 concerning Strategic Planning Public Consultation and passed Resolution No: 22/09/12/005 directing staff to circulate the Strategic Planning Survey online and via hard copy in the municipal office as well as scheduled a date for public consultation for June 17<sup>th</sup> 2023 at 1:00 p.m.

The fillable PDF questionnaire was circulated via the community contact with a follow-up reminder email closer to the survey closing date. The link to the survey was also included on the Municipality’s website, Facebook page and hard copies were available in the office.

Eleven responses were received in total and a summary of the results have been enclosed, with the exception of one response, as it was not contributive to Strategic Planning. Council has been provided with a full copy of the survey results. The SWOT analysis information on the enclosed summary has not been updated; the information contained within is from the 2019-2022 Strategic Plan. Only the public feedback received to date has been updated.

All feedback received will be considered in developing the Action Plan contained within the Strategic Plan that will be approved by Council (aiming Fall 2023).

This report will also be used at the Public Consultation meeting on June 17<sup>th</sup>.

**Financial Considerations/Budget Impact:**

None at this time, however, the public consultation process will help Council determine goals and objectives for the next four years and ultimately have effect on the municipal operating budgets moving forward.

**Enclosures:**

Public Feedback Results

Public Consultation Meeting Agenda – June 17, 2023

Approved and Recommended by the Clerk
Crystal Fischer, Municipal Administrator





# **THE CORPORATION OF THE UNITED TOWNSHIPS OF HEAD, CLARA & MARIA** **PUBLIC MEETING AGENDA**

Saturday, June 17<sup>th</sup>, 2023 – 1:00 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. Introduction and Explanation of Protocol – Mayor Grills

*Welcome! Today's public meeting is an opportunity for you, the members of the Head, Clara and Maria community to express your opinions, ask questions and for your elected representatives to get a sense of what you feel are important goals for the next four years. No decisions of council will be made today. All comments will be made through the Chair. If you wish to speak, please come to the microphone, state your name and your comment or question. Comments will extend to no more than 10 minutes per speaker (as stated in our Procedure By-Law).*

*I would like to refer to three very important statements about effective Municipal Government from the Municipality's "Moving Forward" document.*

*These statements will be the guide for our discussions today.*

- *Healthy, strong and vital communities work as a "team" toward a common vision for the future. They have developed community plans and implementation strategies.*
- *The public expresses their opinion in an open public forum. Everyone is treated with respect and has an opportunity to express their opinion without fear of being ostracized, criticized or humiliated. People do not openly attack one another.*
- *The public is seen as a valuable resource with a wide array of skills, experiences and opinions. They are consulted often, including those individuals who may have opposing views. Opposing views are sought to ensure that all points have been considered in the decision-making process on potentially contentious issues.*

7. Review of the Draft Strategic Plan Document

8. Open Session for Comments on 2022-2026 Strategic Plan

9. Confirmation of Proceedings By-law

## 10. 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.

**United Townships of Head, Clara and Maria  
2022-2026 Strategic Plan**

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

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

**SWOT Analysis**

A SWOT analysis is a strategic planning technique used to identify an organization’s Strengths, Weaknesses, Opportunities and Threats. It helps develop a better understanding of all factors involved in decision making.

<b><u>Strengths</u></b>	<b><u>Weaknesses</u></b>
<ul style="list-style-type: none"> <li>● Small population – good volunteer base</li> <li>● Strong staff – good working relationships</li> <li>● Sense of community</li> <li>● Simple lifestyle</li> <li>● Cooperation within community</li> <li>● Good roads, waste sites</li> <li>● Safe, clean community</li> <li>● Communications with ratepayers</li> <li>● Pipeline assessment</li> <li>● Natural environment</li> <li>● Availability of communication tools – internet, Newsletters, social media</li> <li>● Lower cost of housing/taxes</li> <li>● Few restrictive local by-laws (noise, property standards, animal)</li> <li>● Financial strength - Good reserves – no debt</li> <li>● Good quality of life</li> <li>● Recreational opportunities</li> <li>● Updated infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>● Small population – decreasing?</li> <li>● Low tax base, fear of tax increases</li> <li>● Succession planning – few staff, absences are noticed immediately</li> <li>● Lack of Citizen Engagement - small pool of people for council, library board, etc.</li> <li>● Ability to quickly react to changes in legislation &amp; regulations</li> <li>● Aging population</li> <li>● Transportation</li> <li>● Emergency response times</li> <li>● Geography/size</li> <li>● Lack of commercial assessment</li> <li>● Connectivity</li> <li>● Lack of services (fire)</li> <li>● Lack of local employment opportunities</li> <li>● Winter maintenance of Highway 17</li> <li>● Dated municipal policies</li> </ul>

<b><u>Opportunities</u></b>	<b><u>Threats</u></b>
<ul style="list-style-type: none"> <li>• Potential for growth – space</li> <li>• Recreation</li> <li>• Graphite mine?</li> <li>• Funding/grants</li> <li>• Tourism – river, snowmobiling</li> <li>• Retirees</li> <li>• Solar</li> <li>• Joint Council projects</li> <li>• County resources, assistance – Economic Development</li> <li>• Future use of rail line</li> <li>• Education on emergency management</li> </ul>	<ul style="list-style-type: none"> <li>• Cuts in PILs</li> <li>• Increasing legislation and regulations, reporting requirements</li> <li>• Lifespan of landfill</li> <li>• Aging and declining population</li> <li>• Transportation requirements for residents</li> <li>• Access to reliable internet</li> <li>• Limited number of employers</li> </ul>

**Public Input Request Results (to date):**

*Vision for HCM:*

- Where others would consider living; either full time or with a camp/recreational building
- More young people living here
- Goals that promote development and welcome new residents to the area
- School buses running to Mattawa and Deep River
- Youth being employed in the municipality by existing and new businesses
- The northern playground of Renfrew County
- More docks on the river
- Continued open and transparent communication with all its residents via present means
- Similar to what it looks like now
- More residential development
- Proud and happy community with events and healthy volunteer base
- A place to enjoy the outdoors; inviting out of town public to enjoy what we have

*What does HCM do well, and should continue:*

- Sense of space, without interference with neighbours
- Continue to keep a place where people can live in the country, while following provincial rules and regulations
- Wouldn't change anything
- Freedom, space and wilderness; continue to promote area for what it is – space, freedom from city life and low cost of living
- Communication is good in newsletters
- Freedom to roam without permits
- Peace and quiet
- No more tax increases when the townships have healthy reserves
- Less intrusion on citizens and private lands compared to other municipalities
- Green space and trails that you don't have to pay to ride on your ATV
- Water access for recreational boating
- Low taxes
- Friendly people
- Friendly staff
- Good governance
- February lunch for public, kayak and SUP loans, dump facility

- Clean air, beautiful forests and waterways

**Areas for improvement:**

- Community services and recreational activities
- Continue to hold public information sessions with opportunity for public input whenever possible
- Having two landfills is an enormous waste of money and staffing; look at alternating dump sites on a monthly basis
- Fire Service/Department and Emergency Services
- A complete resource center to deal with questions regarding municipal, then county, and then Provincial legislation requirements
- Reach out with a "Can I Help?"; follow up with a phone call or a personal visit.
- Become more pro-active in helping develop private lands for residential occupation.
- Promoting awareness to seasonal visitors, including hunters, to respect privately marked property
- Roads – gravel
- Further boat launch improvements, improvements to Mackey Park, Town Hall beautification.
- Algonquin Trail
- Keep all municipal roads open and passable

**Top Priorities:**

- Activities for general public to meet others in HCM
- High-speed internet
- Assist development of property to generate tax revenue
- Review and find fire service solution
- Landfills, boat launches, land development
- Ask and follow up with "Can I Help?"
- Algonquin Trail infrastructure
- Bear proof garbage cans at the end of bush roads
- Municipally run seasonal food trucks at key locations clearly marked off the Highway; creates jobs and revenue to be directed to municipality
- Roads -summer and winter
- Asset Management
- Mackey Park improvements
- Kitchen and bar improvements
- More service to existing households
- Promote area as tourist attraction

**Words to describe HCM to others:**

- Peaceful, quiet and relatively inexpensive place to live
- Natural, quiet, accessible, friendly and caring
- Quiet, peaceful, wilderness, room to roam
- Freedom, low taxes, supportive
- Crown land, natural beauty, ATV playground
- Quiet, isolated, hidden gem
- Friendly, toy heaven, beautiful, best kept secret, cheap taxes
- Unknown area, people have no idea what its like here, quiet, god's country
- Pristine, nature abundance, quiet, friendly people

**Assets:**

- Geographic location between Algonquin Park and the Ottawa River

- Wilderness
- Easy and reliable access to Council members
- Reasonable property taxes
- Helpful and friendly administrative staff
- Land, Crown Land
- The people
- Natural beauty
- ATV playground
- Town Hall, Boat launches and parks
- Crown land trails
- Ottawa River

***Liabilities:***

- Provincial edits that are not realistic for small community
- Forced amalgamation with neighbouring communities
- Staff that do not reside in municipality
- Limited internet service
- No fire services
- The County and Province
- Small tax base from locals but large area to maintain
- Highway 17 and no infrastructure for emergency or police coverage
- Additional funding from present federal government
- People, location
- Landfill sites
- Possibility that new residents might bring city lifestyle and ideas
- Aging volunteers

***Best way to inform residents and landowners:***

- Newsletters – need to expand on “Can I Help” Section and report positive or negative outcomes with resource plan to follow.
- Information bulletins in mail boxes
- Email
- Social media
- North Renfrew Times
- More emphasis on electronic communication
- Website
- Text

***What would you like to see in HCM:***

- Increase in HCM supported access to Ottawa River where possible (e.g. Harvey Creek Road Boudreau Road or others in west end of township)
- Support for seniors living along and needing assistance with day to day chores
- List of retired professional and others that would be available for consultation and resource information
- Local ATV club and not RCATV
- Expanding Mackey dock; mini marina where proposed food trucks can be based.
- Power and designated parking lot at Mackey Park
- Fire prevention and response

*United Townships of Head, Clara & Maria Council*

**Request for Decision**

Type of Decision									
Meeting Date	Thursday, June 15, 2023				Report Date	Wednesday, May 24, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
<b>Report #23/06/15/1202- MTO Pavement Millings from Resurfacing Project</b>									

**Subject:** Discussion on Receiving Pavement Millings from MTO Resurfacing Project

**Recommendation:** To provide direction to Staff on how to proceed in terms of receiving payment millings from MTO.

**Resolution:**

Resolution No.: 23/06/15/

Moved by Councillor \_\_\_\_\_ and seconded by Councillor \_\_\_\_\_

WHEREAS Council received Report #23/06/15/ 1202 concerning the acquisition of pavement millings from the Ministry of Transportation’s resurfacing project;

THEREFORE BE IT RESOLVED THAT Council of the United Townships of Head, Clara and Maria does hereby direct staff to advise MTO that the Municipality will only accept 1,000m<sup>3</sup> of pavement millings.

**Background/Executive Summary:**

At its Regular Meeting of Council on December 1<sup>st</sup>, 2022, Council reviewed correspondence dated October 18<sup>th</sup>, 2022 from the Ministry of Transportation (MTO) concerning a scheduled project to resurface Highway 17 from Harvey Creek Road in Mackey, to Yates Road in Stonecliffe. The proposal includes milling and paving all Highway 17 lanes from 200 meters east of Harvey Creek Road to 400 meters west of Yates Road.

Upon review of the correspondence, Council directed the Clerk to request MTO’s consideration in providing the millings to the Municipality. The project has been delayed to Spring of 2024, however Staff have had initial communication with the MTO as they prepare the tender information.

The Clerk had a Teams Meeting on May 23<sup>rd</sup> with a representative from MTO and the following was provided as a recap of the discussion:

- i. It is anticipated that the project will generate a maximum amount of 21,000 tonnes of RAP; which is approximately 1,400 dump truck loads.  
This has not been confirmed yet, as a Highway 17 Design and Environmental Assessment is not complete. MTO may re-use some RAP on rebuilding highway shoulders and rounding and so it has not yet been determined whether all of RAP will be available to the Municipality or not.
- ii. The intent is for MTO to complete the design in fall 2023, tender in the winter, and have contractor prepared for construction to begin mid-May 2024. This is the current delivery schedule providing that this project has received provincial priority, funding and Environmental Assessment clearances.
- iii. Expectation of the contract is that once milling has started, RAP will be delivered and expected to continue to be delivered until milling is complete for the entire contract (143,552 m<sup>2</sup> @ 4000m<sup>2</sup>/day = 36 days or 7 weeks). Contractor will provide notice to Municipality one to four weeks prior to start of milling; the Municipality has to confirm preference for advance notification.
- iv. The Municipality could attend the construction pre-start meeting (early 2024) to have opportunity to discuss timing and schedule for milling with the contractor.
- v. The contractor is responsible to deliver RAP to the stockpile site with minimal turnaround time; any delays to contractor may incur additional costs to MTO contract.
- vi. It is the intent of municipality to reuse RAP as landfill cover material. The material can also be used for surfacing/ re-surfacing roads.
- vii. Kenny Road landfill is MTO’s preferred site for following reasons:

- located within project limits;  
shorter hauling distance;  
reduces traffic impact outside the contract limits; and  
reduces greenhouse gas emitted from hauling.
- viii. Can Kenny Road Landfill site accommodate 21,000 tonnes of RAP? Preference is that all RAP is hauled to one site.  
MTO would like to avoid unnecessary stalling of dump trucks. Will the contractor have exclusive access to Kenny Road Landfill every day for 7 weeks even on Thursdays and Saturdays? Will the municipality temporarily close public access and reroute municipal traffic to Bissett Creek Landfill during RAP delivery?
- ix. Will there be a designated RAP stockpile site or will there be a municipal staff member on site every day for seven weeks to direct trucks? Managing the stockpile site is considered municipality responsibility and includes:  
maintaining the access road to Kenny Rd Landfill site;  
providing front end loader operator to manage site and stockpile RAP once dumped;  
may require a staff member daily to manage RAP pile;  
building a stockpile platform, if required;  
drainage at the site so trucks can navigate in and out with ease; and  
public traffic control.
- x. A Letter of Understanding will be required; avoids a formal agreement but outlines expectations, responsibilities and understanding prior to requirements placed in the MTO contract (tender). Letter of Understanding will require signatures and commits municipality so that MTO does not incur additional costs during construction. A draft letter will be reviewed by MTO Contract Delivery Staff prior to finalizing).

In consideration of use of the material, Stonecliffe Waste Disposal Site is not approved for alternative daily cover, and therefore RAP cannot be used at this site until an Environmental Compliance Approval amendment is submitted and approved (approximate cost of \$2000). Currently, RAP can only be used at the Bissett Creek Waste Disposal Site. RAP can be stored at Stonecliffe Waste Disposal Site as waste.

Additional analysis and monitoring would be required to monitor potential impacts which would cost approximately \$200- \$300 per site, per year.

The Municipality may be required to purchase cover material in 2024, if no other re-usable material that is suitable for cover is brought into the site, and receiving RAP from the MTO could reduce operational costs.

Staff consulted with Cambium regarding the potential to accept the proposed RAP and based on the volumes provided, they do not recommend that the Municipality accepts the material:

"We estimate that the volume of RAP could be between 8,500 and 20,000 m<sup>3</sup>. Given these volumes, we don't recommend the Township accept this material. This material, particularly this volume of material, really should be recycled. (For your information – a 20yd<sup>3</sup> truck is about 15 m<sup>3</sup>. We also have a conversion on file that shows 1 m<sup>3</sup> of asphalt is 2.6 tonnes. This is where the 8,500 to 20,000 m<sup>3</sup> is derived from.) To give you some context, the following are the remaining capacities (incl. daily cover) at the two landfills:

Stonecliffe – 6,400 m<sup>3</sup>

Bissett Creek – 43,490 m<sup>3</sup>

This equates to about 50 years of useable landfill life at current annual volumes.

The Township's annual waste volumes are less than 1,000m<sup>3</sup> – so at 20% cover (assuming you used all RAP as ADC between the two sites) is only 200m<sup>3</sup> per year or a total of about 10,000 m<sup>3</sup> of cover required for the remaining site life. It would take 40 to 100 years to use the material as cover. If the volume accepted exceeded 10,000 m<sup>3</sup>, the remaining RAP would need to be landfilled as waste.

If the Township does end up deciding to accept all (or some) of the material, we highly recommend that most, if not all, of the material be trucked directly to Bissett Creek. The Township does not want to be on the hook of



handling this material to load and haul it to Bissett. For Stonecliffe, if the ECA was amended, a total of about 1,200 m<sup>3</sup> of cover will be required over the site life. That would only be about 80 to 200 loads of RAP. Further, there will have to be some discussions about where the material can be stockpiled given the area required to accommodate 1,400 truckloads”.

Council’s consideration should include if the material should be used to surface municipal roads. Processing and application costs would be applicable and are unknown at this time. If the material sits unused for too long at the site, the material will need to be re-processed.

If Council does not want to use any of the material to resurface roads, it is recommended that the Municipality does not accept the material, or only accepts a relatively small amount.

The estimated yearly required cover at both landfill sites is 200m<sup>3</sup>, which is approximately 13 dump truck loads. It may be reasonable to accept approximately five years’ worth of material which is estimated to be 1,000 m<sup>3</sup> or 67 dump truck loads between the two sites.

**Financial Considerations/Budget Impact:**

If Council decides to accept all of the material, costs associated with managing delivery and stockpiling of the material will be incurred which includes having a loader on site for the duration of delivery and additional staff time. Processing and application costs will be incurred if Council wishes to use the material to surface roads; however there will be a significant cost savings in not having to purchase the material.

If Council decides to only accept a minimal amount of material, enough cover for five years of operations at both sites, there will be a cost savings realized in not having to purchase cover material. Currently RAP can only be used as alternative daily cover at Bissett Creek. An ECA amendment is expected to occur when the transfer of land is completed in Stonecliffe and alternative daily cover will be included in the proposal. It is not confirmed that MTO will be willing to only dispose of a small amount of RAP.

If Council decides not to accept any of the material, when the Municipality is required to purchase cover material, it is estimated to cost approximately \$4000 per year, if used in conjunction with other means of alternative daily cover (tarps and re-used material like RAP). Unless re-usable material comes into the site, it is expected that material may need to be purchased in 2024 for one landfill site.

**Options:**

Accept all of the material if it is to be used as cover material at the landfill and to surface municipal roads;

Accept a minimal amount of the material (if MTO is willing to supply a partial amount); or

Do not accept any of the material.

**Others Consulted:**

Stephanie Reeder, Group Manager, Cambium

Ron Wilkes, MTO

Approved and Recommended by the Clerk

Crystal Fischer,  
Municipal Administrator

*United Townships of Head, Clara & Maria Council*

**Request for Decision**

Type of Decision									
Meeting Date	Thursday, June 15, 2023				Report Date	Wednesday, May 24, 2023			
Decision Required	X	Yes		No	Priority	X	High		Low
Direction	X	Information Only			Type of Meeting	X	Open		Closed
<b>Report #23/06/15/1501- Accessibility Policy</b>									

**Subject:** Review and update of the Municipal Accessibility Policy.

**Recommendation:** That Council adopt By-law # 2023-13 to update the Accessibility Policy.

**Resolution:**

Resolution No.: 23/05/15/

Moved by Councillor \_\_\_\_\_ and seconded by Councillor \_\_\_\_\_

WHEREAS Council received and provided input on Policy # A-04 Accessibility Policy at the regular meeting of June 15<sup>th</sup>, 2023;

THEREFORE BE IT RESOLVED THAT Council of the United Townships of Head, Clara and Maria does hereby adopt By-Law 2023-13 to adopt Policy # A-04 Accessibility Policy as presented.

**Background/Executive Summary:**

The Accessibility for Ontarians with Disabilities Act (AODA) is the law that sets out a process for developing, implementing and enforcing accessibility standards that government, businesses, non-profits and public sector organizations must follow to become more accessible. These laws and standards are intended to make Ontario open to everyone by helping to reduce and remove barriers.

As a designated public sector organization, the municipality must meet certain requirements including:

- Filing an accessibility compliance report every two years;
- Creating accessibility policies and a multi-year plan;
- Complete accessibility status reports;
- Train staff and volunteers;
- Buy accessible goods, services and facilities;
- Provide accessible customer service;
- Implement accessible employment practices;
- Provide accessible information;
- And provide an accessible website.

The current Accessibility Policy is dated April 2013. The current Accessible Customer Service Policy is dated October 2009. A draft copy of an updated Accessibility Policy that combines both existing policies into one, has been enclosed along with the current policies for comparison.

Staff is looking to have the current Accessibility Plan (2003) updated as well, however it will take additional time. The legislation has changed since its creation resulting in additional provisions and details required to be included in the updated plan.

A report to Council will be created outlining a proposal to update the existing Accessibility Plan, including a component of public consultation.

In regards to the requirements under the legislation, the municipality is required to create and maintain an accessibility policy and develop a statement of commitment to accessibility.

A statement of commitment summarizes the organization's commitment to meeting the accessibility needs of people with disabilities. The Municipality's vision, overall goals and its current level of accessibility should be considered in developing the statement of commitment.

Accessibility policies are the formal rules the municipality will implement to achieve its accessibility goals.

In developing an accessibility policy, the organization has the flexibility to determine what accessibility policies best fit its organizational culture and business practices. It is important to identify gaps in the current policy and consider how the policy could help you achieve your goals.

**Financial Considerations/Budget Impact:**

None at this time.

**Enclosed:**

Draft Accessibility Policy – 2023

Accessibility Policy – 2013

Accessible Customer Service Policy - 2009

**Others Consulted:**

Accessibility for Ontarians with Disabilities Act

[Accessibility rules for public sector organizations | ontario.ca](http://www.ontario.ca)

Approved and Recommended by the Clerk

Crystal Fischer,  
Municipal Administrator

<b>Head, Clara &amp; Maria Policies and Procedures</b>			
<b>DEPARTMENT: Administration</b>			<b>POLICY #:</b>
<b>POLICY NAME: Accessibility Policy</b>			
<b>DATE:</b> April 2013	<b>REV. DATE:</b> June 2023	<b>APPROVED BY:</b> Council	<b>PAGE #:</b> 1 of 7

**PURPOSE:**

The Accessibility Standards for Customer Service, Ontario Regulation 429/07, was created under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The standard came into effect on January 1, 2008. It sets out obligations for certain persons, businesses and other organizations to provide goods or services in a way that is accessible to people with disabilities in Ontario. The policy is drafted in accordance with the Accessibility Standards for Customer Service (Ontario regulation 429/07).

**STATEMENT OF ORGANIZATIONAL COMMITMENT:**

The United Townships of Head, Clara and Maria is committed to ensuring equal access and participation for people with disabilities and are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. The Municipality believes in integration, is committed to meeting the needs of people with disabilities in a timely manner and will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act and Ontario’s accessibility laws.

**DEFINITIONS:**

“Accessibility standard” means an accessibility standard made by regulation under section 6 of the AODA.

“Assistive Device” means any device that is designed and/or adapted to assist a person to perform a particular task (for example, canes, crutches, wheelchairs, walkers, communication aids and ventilators etc.).

“Barrier” means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or practice.

“Blind person” means a person who because of blindness is dependent on a guide dog or white cane.

“Disability” means,

Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, muteness or speech impediment,

## Head, Clara & Maria Policies and Procedures

**DEPARTMENT:** Administration

**POLICY #:**

**POLICY NAME:** Accessibility Policy

**DATE:**

April 2013

**REV. DATE:**

June 2023

**APPROVED BY:**

Council

**PAGE #:**

2 of 7

or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;

A condition of mental impairment or a developmental disability;

A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

A mental disorder; or

An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace safety and Insurance Act, 1997.

“Guide Dog” means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations under the Blind Persons Rights Act.

“Municipality” means the municipal Corporation of the United Townships of Head, Clara and Maria.

“Service Animal” means any animal used by a person with a disability for reasons relating to the disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to his or her disability.

“Support Person” means a person who accompanies a person with a disability in order to assist him or her with communication, mobility, personal care, or medical needs or with access to goods and services.

### **PRINCIPLE:**

The United Townships of Head, Clara and Maria will use reasonable efforts to ensure its policies, practices and procedures are consistent with the following principles:

The Municipality’s goods and services are provided in a manner that respects the dignity and independence of persons with disabilities;

The provision of municipal goods and services to persons with disabilities are integrated with those provided to persons who do not have disabilities unless an alternative measure is necessary to enable a person with a disability to obtain, use or benefit from the Municipality’s goods and services; and

Persons with disabilities are given an opportunity equal to that of persons without disabilities to obtain, use or benefit from the Municipality’s goods and services.

## Head, Clara & Maria Policies and Procedures

<b>DEPARTMENT: Administration</b>			<b>POLICY #:</b>
<b>POLICY NAME: Accessibility Policy</b>			
<b>DATE:</b> April 2013	<b>REV. DATE:</b> June 2023	<b>APPROVED BY:</b> Council	<b>PAGE #:</b> 3 of 7

### **TRAINING:**

The Municipality is committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities. The amount and format of training given will be tailored to suit each person's interactions with the public and his/her involvement in the development of policies, procedures and practices pertaining to the provision of goods and services.

#### **Training includes:**

- the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standards;
- municipal policies related to the Customer Service Standards;
- how to interact and communicate with people with various types of disabilities;
- how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person;
- how to use the equipment or devices available on-site or otherwise that may help with providing goods, services or facilities to people with disabilities; and
- what to do if a person with a disability is having difficulty in accessing the Municipality's goods, services or facilities.

The Municipality will train every person as soon as practical after being hired and provide training in respect of any changes to the policy. The Municipality maintains records of the training provided including the dates on which the training was provided and the number of individuals to whom it was provided.

### **COMMUNICATION:**

When communicating with a person with a disability, the Municipality will do so in a manner that considers the person's disability. The Municipality will work with the person with disabilities to determine what method of communication works for them.

The Municipality will, upon request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner:

- that considers the person's accessibility needs due to disability; and
- at a cost that is no more than the regular cost charged to other persons.

The Municipality will consult with the person making the request in determining the suitability of an alternative format or communication support.

### **ASSISTED DEVICES:**

People with disabilities may use their personal assistive devices when accessing our goods, services

<b>Head, Clara &amp; Maria Policies and Procedures</b>			
<b>DEPARTMENT: Administration</b>			<b>POLICY #:</b>
<b>POLICY NAME: Accessibility Policy</b>			
<b>DATE:</b> April 2013	<b>REV. DATE:</b> June 2023	<b>APPROVED BY:</b> Council	<b>PAGE #:</b> 4 of 7

or facilities. In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities where the Municipality has such other measures available.

It should be noted that it is the responsibility of the person with a disability to ensure his/her assistive device is operated in a safe and controlled manner at all times.

**SERVICE ANIMALS:**

Persons with a disability may enter premises owned and operated by the Municipality accompanied by a service animal and keep the animal with them if the public has access to such premises and the animal is not otherwise excluded by law. If the service animal is excluded by law from the premises, the Municipality will look to other available measures to enable the person with a disability to obtain, use or benefit from the Municipality's goods and services. The safety, care and protection of the community at large will take priority over any individual.

If it is not readily apparent the animal is a service animal, the Municipality may ask the person with a disability for a letter from a qualified medical physician confirming the person requires the animal for reasons relating to his/her disability. The Municipality may also, instead, ask for a certificate of training from a recognized guide dog or service animal training school.

It should be noted it is the responsibility of the person with a disability to ensure his/her service animal is kept in control at all times.

**SUPPORT PERSONS:**

The Municipality welcomes persons with disabilities who are accompanied by a support person. Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener, sign language interpreter, or as a personal support worker providing physical assistance. A support person may also be a volunteer, friend or relative who will assist and support the customer.

The Municipality may require a person with a disability to be accompanied by a support person while on its premises only if it is necessary to protect the health and safety of the person with a disability or the health and safety of others on the premises

If a person with a disability is accompanied by a support person, they are permitted to enter the premises together and are not prevented from having access to each other while on the premises. Support persons are non-participants and are allowed free admission to the goods and/or services being accessed by the person with a disability they are accompanying. If an amount is payable by a support person for admission to the premises or in connection with a person's presence at the

<b>Head, Clara &amp; Maria Policies and Procedures</b>			
<b>DEPARTMENT: Administration</b>			<b>POLICY #:</b>
<b>POLICY NAME: Accessibility Policy</b>			
<b>DATE:</b> April 2013	<b>REV. DATE:</b> June 2023	<b>APPROVED BY:</b> Council	<b>PAGE #:</b> 5 of 7

premises, notice shall be given in advance about the amount, if any, payable in respect of the support person.

**NOTICE OF TEMPORARY DISRUPTION:**

Temporary disruptions in municipal services or facilities may occur due to reasons that may or may not be within the Municipality's control or knowledge. The Municipality will make reasonable effort to provide notice of the disruption to the public, including information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.

If the disruption is anticipated, the Municipality will provide a reasonable amount of advance notice of the disruption.

The Municipality will provide notice by posting the information:  
in visible places (post office flyer boards, front entrance to municipal office);  
on the municipal website ([www.townshipsofheadclaramaria.ca](http://www.townshipsofheadclaramaria.ca));  
via the community email list; and/or  
by any other method that may be reasonable under the circumstances as soon as reasonably possible.

**FEEDBACK PROCESS:**

The goal of the Municipality is to meet and surpass customer expectations while serving customers with disabilities. Feedback from the public is welcomed as it may help to identify areas that require change and encourage continuous service improvement. The public can provide feedback to the Municipality on the delivery of goods and services to persons with disabilities:

(a) By mail addressed to:

Municipal Clerk  
15 Township Hall Road  
Stonecliffe, ON K0J 2K0

(b) By telephone: 613-586-2526

(c) In person at: Clerk's Office, Municipal Office

(d) By e-mail to: [clerk@headclaramaria.ca](mailto:clerk@headclaramaria.ca)

Feedback will not be acted upon unless the person providing the feedback includes his/her name, mailing address and telephone number. Customers can expect to hear back within ten (10) business days from its receipt. Information about the feedback process will be posted on the municipal website ([www.townshipsofheadclaramaria.ca](http://www.townshipsofheadclaramaria.ca)) and/or in other appropriate locations.

The Municipality ensures our feedback process is accessible to people with disabilities by providing or arranging for accessible formats and communication supports, on request.



<b>Head, Clara &amp; Maria Policies and Procedures</b>			
<b>DEPARTMENT: Administration</b>			<b>POLICY #:</b>
<b>POLICY NAME: Accessibility Policy</b>			
<b>DATE:</b> April 2013	<b>REV. DATE:</b> June 2023	<b>APPROVED BY:</b> Council	<b>PAGE #:</b> 6 of 7

**NOTICE OF AVAILABILITY OF DOCUMENTS:**

The Municipality is committed to raising awareness towards accessibility and to breaking down barriers for persons with disabilities in order for them to have the same kind of opportunities as everyone else. This policy shall be made available at the municipal office and shall be made available to anyone upon request. The Municipality will provide these documents in an accessible format or with communication support, on request, and will consult with the person making the request to determine the suitability of the format or communication support. The Municipality will provide the accessible format in a timely manner and, at no additional cost.

**PROCUREMENT:**

The Municipality incorporates accessibility criteria and features when procuring or acquiring goods, services or facilities. If it is not possible and practical to do so, the Municipality will provide an explanation upon request.

**EMPLOYMENT:**

The Municipality notifies employees, job applicants and the public that accommodations can be made during the recruitment and hiring process. The Municipality notifies job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. The Municipality consults with the applicants and provides or arranges for suitable accommodation. The Municipality notifies successful applicants of policies for accommodating employees with disabilities when making offers of employment.

The Municipality notifies staff that supports are available for those with disabilities as soon as practicable after they begin their employment and provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that consider an employee's accessibility needs due to a disability.

The municipality will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. The Municipality will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- information that is needed in order to perform the employee's job; and
- information that is generally available to employees in the workplace.

Where needed, the Municipality will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, the Municipality will provide workplace emergency information to a designated person who assisting that employee during an emergency.

The Municipality will provide the information as soon as practicable after becoming aware of the need for accommodation due to the employee's disability.

**Head, Clara & Maria Policies and Procedures**

<b>DEPARTMENT: Administration</b>			<b>POLICY #:</b>
<b>POLICY NAME: Accessibility Policy</b>			
<b>DATE:</b> April 2013	<b>REV. DATE:</b> June 2023	<b>APPROVED BY:</b> Council	<b>PAGE #:</b> 7 of 7

The Municipality will review the individualized workplace emergency response information:  
when the employee moves to a different location in the organization;  
when the employee's overall accommodations needs or plans are reviewed; and  
when the employer reviews its general emergency response policies.

Performance management, career development and redeployment processes consider the accessibility needs of all employees.

**DESIGN OF PUBLIC SPACES:**

The Municipality will meet accessibility laws when building or making major changes to public spaces. Municipal public spaces include:

Recreational trails/beach access routes

Outdoor public eating areas like rest stops or picnic areas

Outdoor play spaces, like playgrounds in provincial parks and local communities

Accessible off-street parking

Accessible on-street parking

Service-related elements like service counters, fixed queueing lines and waiting areas

The Municipality has procedures in place to prevent service disruptions to the accessible parts of our public spaces.



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

# Accessibility Policy

---

## *Integrated Accessibility Standards (IASR) Regulation Policy*

The Staff and Council of the Municipality of the United Townships of Head, Clara & Maria are committed as an organization to meeting the accessibility needs of people with disabilities in a timely manner and fully intend to comply with the requirements of the Integrated Accessibility Standards Regulation (IASRR), with a compliance date of January 1, 2014 and beyond as outlined below.

To provide accommodations and supports for persons with disabilities the Municipality will:

1. **Multi-year Accessibility Plan – January 2014**
  - a. Establish, maintain, and regularly update a multi-year accessibility plan at least every five years, in accordance with the requirements of the IASR, outlining the Municipality's strategy to prevent and remove barriers for people with disabilities.
  - b. Complete and post annual status reports on the plan as required.
2. **Procurement – January 2014**
  - a. Incorporate accessibility criteria and features when procuring or acquiring goods, services, or facilities, including self-service kiosks, in accordance with the requirements of the IASR, except where it is not practicable to do so.
  - b. When it is not practicable to do so, an explanation shall be provided upon request.
  - c. During procurement activities the Municipality will request a list of accessible features of the product or service from the provider.
  - d. The Accessibility Plan will include a list of criteria developed to be utilized to assess the product or service to obtain a final result which meets Accessibility Standards and Municipal requirements.
3. **Training – January 2015**
  - a. Ensure that training is provided and kept up to date on the requirements of the Accessibility Standards in accordance with the IASR, as well as the Human Rights Code as it relates to people with disabilities.

- b. Accessibility and Human Rights Code training will be provided to each new permanent employee within one month of hire.
  - c. An annual review of Accessibility and Human Rights Code training will be provided to each member of Council, employee and volunteer including Public Library Volunteers on a regular basis.
4. Information and Communication – January 2016
- a. Create, provide and receive information and communications in ways that are accessible to people with disabilities as outlined in Policy P&G165/ ADMIN/ Customer Services Standard Policy Oct-09 to comply with the Information and Communication Standard requirements of the IASR.
  - b. Upon request the Municipality shall provide or arrange for providing accessible formats and communication supports for people with disabilities in a timely manner and in consultation with the person making the request as outlined in Policy P&G165/ ADMIN/ Customer Services Standard Policy Oct-09.
  - c. Costs for accessible formats and communications supports will be no more than the regular cost for documents charged to other people. All other costs will be borne by the Municipality.
  - d. The Municipality shall notify the public about the availability of accessible formats and communication supports in all Municipal communications.
5. Feedback – January 2015
- a. To comply with the IASR, the Municipality will advertise the opportunity for Feedback on Accessibility Accommodations as described in the Municipal Policy P&G165/ ADMIN/ Customer Services Standard Policy Oct-09.
6. Municipal Website – January 2014
- a. Upon the redevelopment of the Municipal Web site the Web Content Accessibility Guidelines (WCAG) 2.0 Level A standards will be met and regularly maintained except where meeting the requirement is not practicable.
    - i. To determine practicability the Municipality may consider the availability of commercial software or tools or both.
7. Employment Standards – January 2015
- a. To comply with the Employment Standard requirements of the IASR the Municipality will identify, prevent, and remove barriers across the employment life cycle for people with disabilities and will provide accommodation where required short of undue hardship.

- b. Employees and the public shall be notified of the availability of accommodations for applicants with disabilities in the recruitment process.
  - c. Consultation with an applicant shall be made to arrange for or provide for the provision of a suitable accommodation in a manner that takes into consideration the applicant's accessibility needs due to disability.
  - d. Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities. Please see policy P&G159/ADMIN/Policy on Accommodation/Oct-2009.
  - e. Workplace emergency response information will be provided to individual employees, as necessary. If assistance is necessary in the event of an emergency it will be arranged.
  - f. Emergency response information and plans will be reviewed on a regular basis and as needs change.
  - g. As required the employer will develop and have in place a documented return to work process for employees with disabilities.
  - h. During performance appraisals, the employer shall take into consideration the accessibility needs of the employee and individual accommodation plans.
  - i. The municipality does not provide Career Development, Advancement or Redeployment programs due to the size of the organization.
8. Transportation – n/a
- a. The Municipality does not have a requirement to comply with the Transportation Standard requirements of the IASR as it does not have any transit services or license taxicabs.
9. Design Criteria – January 2016
- a. Although not a requirement until 2016, the Municipality will consider accessible design criteria for the design of public spaces as renovations are made or new builds occur.



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

**POLICY AND GUIDELINES ON ACCESSIBLE CUSTOMER  
SERVICE**

**POLICY STATEMENT**

The Municipality of the United Townships of Head, Clara & Maria is committed to being responsive to the needs of all of its residents. To do this, we must recognize the diverse needs of each resident and respond by striving to provide services and facilities that are accessible to all. As an employer, and a provider of services, the Municipality is committed to ensuring its services are provided in an accessible manner.

The Municipality will promote accessibility through the development and implementation of policies, procedures and practices and by ensuring that each considers people with disabilities. To do this we must ensure the policies, procedures and practices address **integration, independence, dignity and equal opportunity.**

This policy applies to all employees, volunteers, Council members, Board members and contractors of all boards, commissions and bodies of the Municipality of the United Townships of Head, Clara & Maria.

**PRINCIPLES**

Reasonable efforts will be made to ensure the following:

- (a) That goods and services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- (b) The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- (c) Persons with disabilities will be given an opportunity – equal to that given to others – to obtain, use and benefit from the goods and services.

## **GUIDELINES AND PROCEDURES**

Guidelines and procedures will strive to reflect or achieve the following:

- (a) Communication will occur, in a manner that takes into consideration a person's disability.
- (b) All staff and volunteers will receive appropriate customer service training.
- (c) Persons with disabilities accompanied by a guide dog or service animal will be permitted in those areas of the premises owned or operated by the United Townships of Head, Clara & Maria that are open to the public.
- (c) Persons with disabilities accompanied by a support person will be permitted to be accompanied by that support person in areas open to the public.
- (d) Admission fees will be waived for Municipal events for the support person who accompanies a person with a disability.
- (e) If a support person is admitted to an event on Municipal property and fees are payable to a third party, the support person is permitted to attend the event at their own cost or without fee at the discretion of the third party.
- (f) Notice will be provided when facilities or services that people with disabilities rely on to access Municipal services are temporarily disrupted.
- (g) The Municipality will establish a feedback process which will allow people to comment on how well or how poorly we are providing services to those with disabilities.
- (h) The Municipality will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.

## **GUIDELINES**

## **A. SUPPORT PERSON**

1. Support person means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.
2. The Municipality will allow people with disabilities, who require, to be accompanied by a support person in all municipally owned and operated public facilities. The Municipality reserves the right to request the person with a disability be accompanied by a support person, if Municipal staff considers it necessary to protect the health and safety of the person with a disability or others on the premises.
3. Where admission is payable to the Municipality, the Municipality will waive admission fees for support persons who accompany a person with a disability:
  - (a) Staff should be notified of the presence of the support person.
  - (b) If there is confidential information to be disclosed, consent must be received from the person with the disability.
4. Where admission fees to an event on Municipal property are owing to a third party the support person may attend the event at their own cost or free of charge at the discretion of the third party.

## **B. FEEDBACK PROCESS**

5. To submit a complaint:

Should a member of the public who has a disability wish to make a complaint regarding the service they have received:

- (a) The individual with the complaint or concern should primarily discuss the situation with the staff person involved in the incident or responsible for providing the service.
- (b) Should the discussion not resolve the complaint or should the person with the disability be uncomfortable discussing the issue with the staff person; the individual should fill out a complaint form for submission to the Clerk. The staff person



may assist with the complaint form in a manner that takes into consideration the individual's disability while respecting confidentiality.

- (c) The information to be provided by the person with the disability should include their personal contact information, the date, a description of the complaint, and what the member of the public requests to resolve the complaint. This information should be documented on the complaint form.
- (d) The complaint should be forwarded to the Clerk.
- (e) The Clerk will attempt to resolve the complaint in a timely manner, with the assistance of staff, Council and our Municipal solicitor if warranted.
- (f) The member of the public will be contacted once a resolution has been reached.

**6. To submit a suggestion:**

Should a member of the public wish to provide the Municipality with a suggestion on how to improve our service in order to assist any accommodation process:

- (a) The individual will inform a staff member of the suggestion.
- (b) The staff member will assist the individual in filling out the suggestion form, should they require assistance.
- (c) The individual will be notified in a timely manner of how the Municipality will proceed with their suggestion.
- (d) Staff response should include: if possible, an explanation of how we will implement the suggestion; a response indicating further investigation or an explanation of why we are unable to implement the suggestion.

All complaints and suggestions should be recorded on a complaint form, and forwarded to the Clerk for appropriate resolution and or accommodation.

### **C. SERVICE DISRUPTION**

7. If, in order to obtain, use or benefit from a provider's goods or services, persons with disabilities usually use particular facilities or services of the provider (for example, elevators) and if there is a temporary disruption in those facilities or services in whole or in part, the Municipality shall give notice of the disruption to the public.
8. Notice of the disruption shall include information about the reason for the disruption, its anticipated duration and a description of alternate facilities or services, if any, that are available.
9. Notice will be given by posting the information at a conspicuous place on premises owned or operated by the provider of goods or services, as well as by posting it on the Municipal website.
10. If the Municipal website should expect a temporary service disruption, advance notice where possible, keeping with the conditions of section 8, shall be provided on the website.

### **D. SERVICE ANIMALS**

11. For the purpose of this policy, a 'service animal' is defined as either:
  - (a) A "guide dog" as defined in section 1 of the *Blind Persons Rights' Act*, or
  - (b) A "service animal" for a person with a disability. For the purpose of this policy, an animal is a service animal for a person with a disability;
    - (i) if it is readily apparent that the animal is used by the person for the reasons relating to his or her disability; or
    - (ii) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.
12. The Municipality will allow the person and the animal into all municipally owned and operated public facilities that are open to

13. If a service animal is otherwise excluded by law from the premises, the provider of goods or services shall ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the provider's goods or services while maintaining their dignity and independence.

#### **E. FORMAT OF DOCUMENTS**

14. Should the Municipality be required to give a copy of a document to a person with a disability, the Municipality shall give the person the document, or the information contained in the document, in a format that takes into account the person's disability. See details under Section 16.
15. Material printed in-house and publications produced on behalf of the Corporation of the United Townships of Head, Clara & Maria should contain a note indicating, "alternate formats are available upon request" and include relevant contact information. See details under Section 16.
16. The United Townships of Head, Clara & Maria and the person with a disability will attempt to come to an agreement upon the format to be used for the document or information, subject to Section 17 of this policy.
17. Alternate formats that may be considered by the Municipality and the person with the disability will include, but are not limited to:

- (a) Print Requests:

Requests for alternate formats should be honoured in the most practical manner depending on the media chosen, the size and complexity of the document, the quality and source of the documents, the feasibility of the request (including the cost) and the number of documents to be converted. It should be noted that when a request for one of these formats is received and deemed feasible, staff should make every attempt to respond to the request in the most practical

manner and to the satisfaction of the requestor. If it is determined by staff that the production of the format requested is not feasible, then other alternate methods of providing the information should be explored that will still meet the needs of the requestor (e.g. Audio CD or explaining the information verbally etc.).

- (i) Employee receives request from member of the public for alternate format;
- (ii) Employee fills out alternative format request form;
- (iii) Forwards request to the Clerk;
- (iv) The Clerk and Treasurer (in conjunction with the Municipal Solicitor where warranted) determine feasibility; or advises that no alternative is available;
- (v) If feasible, proceeds with alternate format request; and
- (vi) If not feasible; contacts the individual with an alternative solution advising them that no alternative is available.

**(b) American Sign Language (ASL) Interpreter Request:**

- (i) Employee receives request from public for ASL Interpreter;
- (ii) Employee fills out alternative format request form;
- (iii) Forwards request onto the Clerk;
- (iv) The Clerk contacts the Canadian Hearing Society to make a request;
- (v) Once the Canadian Hearing Society confirms attendance of ASL Interpreter, the Clerk contacts the individual; and
- (vi) If ASL Interpreter is not available, the Clerk contacts the individual with an alternate solution or to advise them that no alternative is available.

18. The feasibility of supplying documents will be determined based upon cost in relation to size of document and time associated with processing document requests.

The time frame attached to the conversion process varies depending on the media chosen, the size, complexity, quality of source documents and number of documents to be converted. Documents shall be returned in a timely manner depending on the factors previously noted.

Conversion shall be processed in-house wherever possible. When a member of the public requests a piece of Municipal documentation in an alternate format, General Administration shall be responsible for the cost of the conversion, materials and distribution, not the public requestor.

In-house printing, where possible, should adhere to the CNIB's Clear Print Standards where applicable.

## **F. TRAINING**

19. The Municipality of the United Townships of Head, Clara & Maria shall ensure that the following persons receive training about the provision of its goods or services to persons with disabilities:
  - (a) Every person who deals with members of the public or other third parties on behalf of the Municipality, whether the person does so as an employee, agent, volunteer or otherwise.
  - (b) Every person who participates in developing the Municipality's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.
20. The training will include a review of the purposes of the Act and the requirements of this policy and instruction about the following matters:
  - (a) How to interact and communicate with persons with various types of disability, as outlined in this policy and procedures.

- (b) How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person, as outlined in this policy and procedures.
  - (c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability.
21. The Municipality will log and retain records which will record the details of the training provided, as well as the name of the person, format, and date the training was completed.
22. The Municipality will customize the training going forward, based on the actual experiences, usage of the persons with disability within municipally owned or operated facilities and legislative requirements as amended from time to time by the province.

## **G. ASSISTIVE DEVICES**

23. The Municipality will allow persons with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the Municipality.
24. Should a person with a disability be unable to access the Municipality's services through the use of their own personal assistive device, the Municipality will ensure the following measures:
- (a) Determine if service is inaccessible, based upon individual requirements.
  - (b) Assess service delivery and potential service options to meet the needs of the individual.
  - (c) Notify person with disability of alternative service and how they can access the service, temporarily or on a permanent basis.