



**The Corporation of the City of Temiskaming Shores**  
**Regular Meeting of Council**  
**Tuesday, July 13, 2021 – 6:00 p.m.**  
**City Hall – Council Chambers – 325 Farr Drive**

---

**Agenda**

1. **Call to Order**
2. **Roll Call**
3. **Review of Revisions or Deletions to Agenda**
4. **Approval of Agenda**

*Draft Resolution*

Moved by: Councillor

Seconded by: Councillor

Be it resolved that City Council approves the agenda as printed / amended.

5. **Disclosure of Pecuniary Interest and General Nature**
6. **Review and adoption of Council Minutes**

*Draft Resolution*

Moved by: Councillor

Seconded by: Councillor

Be it resolved that City Council approves the following minutes as printed:

- a) Regular meeting of Council – June 15, 2021; and
- b) Special meeting of Council – June 29, 2021.

**7. Public Meetings pursuant to the Planning Act, Municipal Act and other Statutes**

None

**8. Question and Answer Period**

**9. Presentations / Delegations**

a) Mark Wilson, Resident

**Re:** A Case for Slower Posted or Default Speeds and Lane Reductions

b) Jean-Pierre Rivet, Chairman - 100th Anniversary of the Haileybury Golf Club Committee

**Re:** 100th Anniversary of the Haileybury Golf Club

**10. Communications**

a) Ontario Ombudsman

**Re:** Annual Report 2020-2021

**Reference:** Received for Information

b) Accessibility Standards Canada

**Re:** Annual Report 2020-2021

**Reference:** Received for Information

c) Bonnie Nistico-Dunk, City Clerk – St. Catharines

**Re:** Lyme Disease Awareness Month, 2021-06-11

**Reference:** Received for Information

- d) Lyne Labelle, Housing Services Manager - District of Timiskaming Social Services Administrative Board (DTSSAB)

**Re:** Housing and Homelessness Services – Working Group Request, 2021-06-14

**Reference:** Received for Information

- e) Ryan Doyle, Canadian Author

**Re:** Bullying Elimination Week Proclamation for the week of May 23rd- 30th 2022, 2021-06-21

**Reference:** Received for Information

- f) John Vanthof, MPP – Timiskaming - Cochrane

**Re:** Ontario Northland Letter, 2021-06-22

**Reference:** Received for Information

- g) Virginia Montminy, Clerk - Township of Eanturel

**Re:** Town of Englehart Request to NorthernTel/ Bell Canada Inc. - Improved Broadband Internet, 2021-06-25

**Reference:** Received for Information

- h) Tammy Godden, Clerk - Municipality of St. Charles

**Re:** Support Resolution - Municipal Land Transfer Tax, 2021-06-28

**Reference:** Received for Information

- i) The Regional Municipality of York

**Re:** Report of the Regional Solicitor - Court Services Annual Report 2020

**Reference:** Referred to the Treasurer (Provincial Offences Office)

- j) Ms. Gayle McNaughton, Gem Sewing

**Re:** Road Closure Request of Whitewood Avenue East for Vendor Sale

**Reference:** Referred to the Manager of Transportation Services

- k) Mr. Richard Benoit, President and Mr. Roger Robinson, Vice-President,  
cimetiere catholique de Haileybury

**Re:** Transit Route Request

**Reference:** Referred to the Temiskaming Transit Committee

- l) Sylvia Jones, Solicitor General - Office of the Solicitor General

**Re:** Fire Marshal's Communique - Responding to Animals Left in Motor  
Vehicles Training E-Module

**Reference:** Received for Information

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that City Council agrees to deal with Communication Items 10. a) to  
10. l) according to the Agenda references.

**11. Committees of Council – Community and Regional**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that the following minutes be accepted for information:

- a) Minutes of the New Liskeard Business Improvement Area Board of Management  
meetings held on April 12, 2021; May 10, 2021; May 13, 2021; and June 7, 2021;
- b) Minutes of the Committee of Adjustment meeting held on May 26, 2021;
- c) Minutes of the District of Timiskaming Social Services Administration Board  
meeting held on March 24, 2021; April 28, 2021; and May 19, 2021;



- d) Minutes of the Temiskaming Shores Public Library Board meeting held on May 26, 2021; and
- e) Minutes of the Temiskaming Transit Committee meeting held on June 15, 2021.

**12. Committees of Council – Internal Departments**

*Draft Resolution*

Moved by: Councillor

Seconded by: Councillor

Be it resolved that the following minutes be accepted for information:

- a) Minutes of the Building Maintenance Committee meeting held on June 16, 2021;
- b) Minutes of the Corporate Services Committee meeting held on June 16, 2021;
- c) Minutes of the Protection to Persons and Property Committee meeting held on June 16, 2021;
- d) Minutes of the Public Works Committee meeting held on June 16, 2021; and
- e) Minutes of the Recreation Committee meeting held on June 14, 2021.

**13. Reports by Members of Council**

**14. Notice of Motions**

**15. New Business**

**a) January to June 2021 Year-to-Date Capital Financial Report**

*Draft Resolution*

Moved by: Councillor

Seconded by: Councillor

Be it resolved that the Council of the City of Temiskaming Shores hereby acknowledges receipt the January to June 2021 Year-to-Date Capital Financial Report for information purposes.

**b) Memo No. 025-2021-CS – Sidewalk Patios – By-law 2021-076 Amendment**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Memo No. 025-2021-CS; and

That Council directs staff to prepare the necessary by-law to amend By-law No. 2021-076 (Outdoor Patio Policy) in order to maintain the sidewalks for pedestrian use and the wooden bump-outs for patios purposes in accordance with the recommendations by the Temiskaming Shores Accessibility Advisory Committee, for consideration at the July 13, 2021 Regular Council meeting.

**c) Administrative Report No. CS-030-2021 – ZBA-2021-04 & 05: 495 & 497 Ferguson Avenue**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-030-2021;

That Council agrees to amend the provisions of the City of Temiskaming Shores Zoning By-law 2017-154 to permit a maximum of 26 dwelling units in the High-Density Residential Exception 14 (R4-14) Zone; and

That Council directs staff to prepare the necessary by-law to amend the City of Temiskaming Shores Zoning By-law 2017-154 for consideration at the July 13, 2021 Regular Council meeting.

**d) Administrative Report No. CS-031-2021 – Tench-MacDiarmid Insurance Brokers Ltd. Premium Summary**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-031-2021; and

That Council for the City of Temiskaming Shores directs staff to prepare the necessary by-law to enter into an agreement with BFL Canada Ltd. brokered

by Tench-MacDiarmid Insurance Brokers Ltd. for Municipal Insurance and Risk Management Services for a premium of \$594,031 plus applicable taxes to be presented for consideration at the July 13, 2021 Regular Council Meeting.

**e) Administrative Report No. PPP-003-2021 – Appointment of Volunteer Firefighter**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PPP-003-2021; and

That Council hereby appoints Hayden Fiset as a Volunteer Firefighters to the Temiskaming Shores Fire Department in accordance with the *Recruitment and Retention Program*.

**f) Memo No. 013-2021-PW – Grant Drive Extension – 2022 Capital Budget**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Memo No. 013-2021-PW;

That Council hereby supports the cost sharing proposal between the City of Temiskaming Shores and the Ministry of Transportation for the design and construction of turning lanes onto the Grant Drive extension; and

That Council directs staff to include the construction of the Grant Drive Extension, estimated at \$1,315,500 plus the 50% cost of the turning lane construction, within the 2022 Capital Budget.

**g) Administrative Report No. PW-020-2021 – Amendment to Water Works System By-law No. 2016-083**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-020-2021; and

That Council directs staff to prepare the necessary by-law to amend Section 5 – Water Rates and Meters in By-law No. 2016-083, to regulate the management and operation of the Water Works Systems in the City of Temiskaming Shores, for consideration at the July 13, 2021 Regular Council meeting.

**h) Memo No. 009-2021-RS –2021-22 Seniors Community Grant Program**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Memo No. 009-2021-RS; and

That Council approves the submission of a funding application to the Seniors Community Grant Program, funded by the Province of Ontario, in the amount of \$25,000.

**i) Administrative Report No. RS-013-2021 – Temiskaming Shores Climate Change Committee**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. RS-013-2021; and

That Council directs staff to prepare the necessary by-law to adopt the Terms of Reference for the Temiskaming Shores Climate Change (Ad-Hoc) Committee for consideration at the July 13, 2021 Regular Council Meeting.

**j) Administrative Report No. RS-014-2021 – Don Shepherdson Memorial Arena Accessibility Project**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report RS-014-2021;

That Council cancels the procurement process for RS-RFT-001-2021;

That Council acknowledges the submission of the Phase One application to FedNor and the Canada Community Revitalization Fund for the Don Shepherdson Memorial Arena Accessibility Project; and

That Council directs staff to submit a Phase Two application to FedNor in the amount of \$1,000,000 for the Don Shepherdson Memorial Arena Accessibility Project.

**k) Administrative Report No. RS-015-2021 – Tender Award STATO – Farr Drive Extension**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report RS-015-2021;

That Council directs staff to prepare the necessary by-law to enter into an agreement with Pedersen Construction (2013) Inc. for the construction of an extension of the STATO Trail from City Hall on Farr Drive to Albert Street, in the amount of \$167,880 plus applicable taxes, for consideration at the July 13, 2021 Regular Council meeting; and

That Council agrees to reallocate \$70,834 from the Don Shepherdson Memorial Arena Accessibility Capital Project, to the STATO Trail – Farr Drive Extension.

**16. By-laws**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that:

By-law No. 2021-104 Being a by-law to amend By-law No. 2019-119 (Occupation of Land Agreement with Nancy E. Cassidy and Gerald J. Brandon – L'Autochtone Outdoor Patio)

- By-law No. 2021-105 Being a by-law to amend By-law No. 2020-065 (Occupation of Land Agreement with Marc Andre Therrien and Luc Johnson – Whiskeyjack Beer Company Ltd. Outdoor Patio)
- By-law No. 2021-106 Being a by-law to amend By-law No. 2021-076 (Outdoor Patio Policy for the City of Temiskaming Shores)
- By-law No. 2021-107 Being a By-law to amend By-law No. 2017-154 to amend the provisions of the High-Density Residential Exception 14 (R4-14) Zone to allow a maximum of 26 residential units between the two buildings
- By-law No. 2021-108 Being a by-law to enter into an agreement to provide Municipal Insurance and Risk Management Services with BFL Canada Ltd. brokered by Tench-MacDiarmid Insurance Brokers Ltd.
- By-law No. 2021-109 Being a by-law to amend By-law No. 2016-083 (Regulate the Management and Operation of the Water Works System in the City of Temiskaming Shores)
- By-law No. 2021-110 Being a by-law to enter into an agreement with Pedersen Construction (2013) Inc. for the construction of an extension of the STATO Trail from City Hall on Farr Drive to Albert Street
- By-law No. 2021-111 Being a by-law to adopt Terms of Reference for the Temiskaming Shores (Ad Hoc) Climate Change Committee

be hereby introduced and given first and second reading.

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that:

By-law No. 2021-104;  
By-law No. 2021-105;  
By-law No. 2021-106;  
By-law No. 2021-107;  
By-law No. 2021-108;  
By-law No. 2021-109;  
By-law No. 2021-110; and  
By-law No. 2021-111;

be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

**17. Schedule of Council Meetings**

- a) Regular – Tuesday, August 10, 2021 at 6:00 p.m.
- b) Regular – Tuesday, September 7, 2021 at 6:00 p.m.

**18. Question and Answer Period**

**19. Closed Session**

*Draft Resolution*

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council agrees to convene in Closed Session at \_\_\_\_\_ p.m. to discuss the following matters:

- a) Adoption of the April 20, 2021 – Closed Session Minutes;
- b) Section 239(2)(b) of the Municipal Act, 2001 – Personal matter (identifiable individual) – Temiskaming Shores (Ad Hoc) Climate Change Committee Member Appointments; and
- c) Section 239(2)(b) of the Municipal Act, 2001 – Personal matter (identifiable individual) – Treasurer Appointment.

*Draft Resolution*

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council agrees to rise with report from Closed Session at \_\_\_\_\_ p.m.

**20. Confirming By-law**

*Draft Resolution*

Moved by: Councillor

Seconded by: Councillor

Be it resolved that By-law No. 2021-112 being a by-law to confirm certain proceedings of Council of The Corporation of the City of Temiskaming Shores for its

Special meeting held on **June 29, 2021**, and for its Regular meeting held on **July 13, 2021** be hereby introduced and given first and second reading.

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that By-law No. 2021-112 be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

**21. Adjournment**

Draft Resolution

Moved by: Councillor

Seconded by: Councillor

Be it resolved that Council hereby adjourns its meeting at \_\_\_\_\_ p.m.





**The Corporation of the City of Temiskaming Shores**  
**Regular Meeting of Council**  
**Tuesday, June 15, 2021 – 6:00 p.m.**  
**Electronic Meeting**

---

**Minutes**

**1. Call to Order**

The meeting was called to order by Mayor Kidd at 6:00 p.m.

**2. Roll Call**

Council: Mayor Carman Kidd; Councillors Jesse Foley, Patricia Hewitt, Doug Jelly, Jeff Laferriere, Mike McArthur and Danny Whalen

Present: Logan Belanger, Clerk  
Kelly Conlin, Deputy Clerk  
Shelly Zubyc, Director of Corporate Services  
Mathew Bahm, Director of Recreation  
James Franks, Economic Development Officer  
Steve Langford, Fire Chief  
Brad Hearn, IT Administrator  
Steve Burnett, Manager of Environmental Services  
Mitch Lafreniere, Manager of Transportation Services  
Jennifer Pye, Planner  
Michael Pilon, Acting Chief Building Official

Regrets: None

Members of the Public: 2

**3. Review of Revisions or Deletions to Agenda**

None

**4. Approval of Agenda**

Resolution No. 2021-260

Moved by: Councillor Jelly

Seconded by: Councillor McArthur

Be it resolved that City Council approves the agenda as printed.

**Carried**

**5. Disclosure of Pecuniary Interest and General Nature**

Councillor Laferriere declared a Conflict of Pecuniary Interest related to **Section 9 a) – Whiskeyjack Beer Company Ltd. - Land Lease Agreement and Pergola Presentation**, as his son owns and operates Zante's Bar and Grill.

**6. Review and adoption of Council Minutes**

Resolution No. 2021-261

Moved by: Councillor Foley

Seconded by: Councillor Laferriere

Be it resolved that City Council approves the following minutes as printed:

a) Regular meeting of Council – June 1, 2021.

**Carried**

**7. Public Meetings pursuant to the Planning Act, Municipal Act and other Statutes**

a) Zoning By-law Amendment (ZBA-2021-04)

**Owner:** Vision Property Development and Management Inc.

**Land:** 495 & 497 Ferguson Avenue

**Purpose:** The purpose of the application is to amend the Zoning By-law for the provisions of the High-Density Residential Exception 14 (R4-14) Zone, to recognize a total of 26 units between the two buildings, where the Zoning By-law currently permits a total of 22 units

Mayor Kidd outlined that the purpose of this public meeting is for one (1) Zoning By-law amendment application. The Planning Act requires that a public meeting be held before Council decides whether to pass a by-law adopting a proposed amendment.

The public meeting serves two purposes: first, to present to Council and the public the details and background to the proposed amendment and second, to receive comments from the public and agencies before a decision is made by Council.

Mayor Kidd declared the meeting to be open and to be a public meeting pursuant to Section 34 of the Planning Act, and requested the Planner to outline the details of the application.

Jennifer Pye, Planner, utilizing PowerPoint, outlined the background, purpose, and planning analysis related to the zoning by-law amendment. Prior to the public meeting, no comments were received. Notice of the public meeting was provided via the City Bulletin in accordance with the statutory notice requirements of the Planning Act.

Mayor Kidd inquired if there are any members of the public wanting to speak to this issue to input their comments into the chat box. The Director of Corporate Services indicated no comments were received.

Mayor Kidd inquired if there were any comments from members of Council. Mayor and Council requested staff to review procedure to ensure the number of units at time of occupancy match the City's Zoning By-law.

Mayor Kidd declared that this public meeting is closed, and Council will give due consideration to the application.

b) Potential Disposition of Land

**Applicant:** Fredric and Carmen Mackewn

**Property:** Vacant parcel of land (BUCKE CON 4 S PT LOT 1 PCL 5447NND)

**Purpose:** The Applicants are interested in acquiring the subject property to have contiguous property ownership, and for access to an adjoining property from Firstbrook Line Road

Mayor Kidd outlined that the purpose of this public meeting is to present to Council and the public details related to proposed disposition of land, being a Vacant parcel of land, off of Firstbrook Line Road.

The meeting also allows the public to provide comments on the proposed disposition prior to Council making a decision.

Mayor Kidd declared that this to be an open public meeting and requested the Clerk, Logan Belanger to outline the details of the proposed disposition.

Municipal Clerk Logan Belanger, utilizing PowerPoint, outlined the background related to the proposed disposition, and the subject property/ immediate area was illustrated using an aerial photograph.

Notice of the public meeting was provided in accordance with the City's disposition of land By-law No. 2015-160, through posting on the City's website and in the City Bulletin.

Next steps would include an administrative report to Council recommending a purchase and sale agreement.

Mayor Kidd stated that if there are any members of the public wanting to speak to this issue to input their comments into the chat box. The Director of Corporate Services indicated no comments were received.

Mayor Kidd inquired if there were any comments from members of Council, and no comments were received.

Mayor Kidd declared that this public meeting is closed, and Council will give due consideration to the application.

c) Potential Disposition of Land

**Applicant:** Brad Sauve

**Property:** Nugget Street and Portion of Laneway adjacent to 155 Crosslake Road

**Purpose:** The applicant owns 155 Crosslake Road adjacent to Nugget Street and a portion of a back laneway. The Owner is interested in acquiring the subject properties to have contiguous property ownership for continued residential use and for the construction of a garage.

Mayor Kidd outlined that the purpose of this public meeting is to present to Council and the public details related to proposed disposition of land, being Nugget Street and Portion of Laneway adjacent to 155 Crosslake Road.

The meeting also allows the public to provide comments on the proposed disposition prior to Council making a decision.

Mayor Kidd declared that this to be an open public meeting and requested the Clerk, Logan Belanger to outline the details of the proposed disposition.

Municipal Clerk Logan Belanger, utilizing PowerPoint, outlined the background related to the proposed disposition, and the subject property/ immediate area was illustrated using an aerial photograph.

Notice of the public meeting was provided in accordance with the City's disposition of land By-law No. 2015-160, through posting on the City's website and in the City Bulletin.

Next steps would include ordering a reference plan, an administrative report to Council recommending a purchase and sale agreement, and a stop-up and closure by-law for the applicable portion of the laneway and for Nugget Street.

Mayor Kidd stated that if there are any members of the public wanting to speak to this issue to input their comments into the chat box. The Director of Corporate Services indicated no comments were received.

Mayor Kidd inquired if there were any comments from members of Council, and no comments were received.

Mayor Kidd declared that this public meeting is closed, and Council will give due consideration to the application.

## **8. Question and Answer Period**

None.

## **9. Presentations / Delegations**

*Councillor Laferriere disclosed a conflict of pecuniary interest regarding the Whiskeyjack Beer Company Ltd. presentation and did not participate in the discussion of the subject matter*

- a) Luc Johnson – Founder/President and Marc-André Therrien - Vice President - Whiskeyjack Beer Company Ltd.

**Re:** Land Lease Agreement and Pergola on Patio

Mr. Luc Johnson, Founder/ President of Whiskeyjack Beer Company Ltd. thanked Mayor and Council for the opportunity to request the construction of a pergola on the patio space leased by the City, while ensuring compliance with local and provincial regulations. The project would be funded by NOHFC, and has numerous benefits for the business and for the area. The structure would help

lengthen their outdoor operating season, as well as add to the curb appeal of the downtown area. The property owner for the neighbouring building as also provided a letter of support for the project.

Mayor Kidd outlined that the existing lease does not permit permanent structures, to ensure the underground utilities can be serviced in the event of an emergency. Mr. Johnson indicated that access was considered during the planning phase, to ensure the construction does not hinder necessary access for repairs. Ideally, notice would be preferred.

Councillor McArthur thanked the representatives for the presentation and for investing in the City of Temiskaming Shores. Councillor McArthur inquired if consultation with the Director of Corporate Services and the Acting Chief Building Official are ongoing. Mr. Johnson stated that there were concerns and issues identified; however, they are willing to complete the work required to be compliant.

Councillor Whalen identified two concerns: 1) in an emergency situation, reasonable notice may not always be possible to remove structures, and 2) concerns with the proposed heaters in relation to the Fire Code. Mr. Therrien commented that the heaters are compliant with ESA standards and are removable.

Councillor Jelly commented on liability, and prior to making a decision would like to see an administrative report from staff to outline the project and whether it is endorsed by the Chief Building Official.

Councillor Foley inquired if staff will prepare a report to review the matter.

Councillor McArthur requested comments from the Acting Chief Building Official, Mike Pilon. Mr. Pilon reviewed the requirements under the Ontario Building Code, related to the proposed construction, in relation to the laneway and the neighbouring building, particularly the required setbacks. Any designated structure over 108 square feet, would not comply with the Building Code in this location. Mr. Johnson reviewed some amendments to the pergola plans, to meet these concerns. Mr. Pilon stated that he would review, and calculations for limiting distances would be required from an Engineer.

Councillor Jelly recommended that this matter be deferred to review at a special meeting, until a report can be provided by staff.

*As Councillor Laferriere disclosed a conflict of pecuniary interest regarding the Whiskeyjack Beer Company Ltd. presentation, he did not vote on Resolution No. 2021-262.*

Draft Resolution No. 2021-262

Moved by: Councillor Jelly

Seconded by: Councillor McArthur

Whereas representatives from Whiskeyjack Beer Company Ltd. submitted a request to amend their lease agreement with the City, to permit the construction of a pergola on a portion of a laneway, located adjacent to 485 Feguson Avenue.

That Council defers this matter and directs staff to prepare an administrative report regarding the construction of a pergola on the outdoor patio space, leased by Whiskeyjack Beer Company Ltd., for Council consideration at a Special Meeting of Council.

**10. Communications**

- a) Carol Schofield, Manager, Legislative Services/Clerk – Town of Fort Erie

**Re:** Capital Gains Tax on Primary Residence, 2021-06-01

**Reference:** Received for Information

- b) Carol Schofield, Manager, Legislative Services/ Clerk – Town of Fort Erie

**Re:** Support of the Corporation of the Town of Perth's Resolution - Provincial Hospital Funding of Major Capital Equipment, 2021-06-01

**Reference:** Received for Information

- c) Danny Whalen, President – FONOM

**Re:** Media Release - Transition the Blue Box program from municipalities to producers, 2021-06-03

**Reference:** Received for Information

- d) Timiskaming Health Unit

**Re:** 2020 Audited Financial Statements, 2021-06-04

**Reference:** Received for Information

- e) Stasia Carr, CAO/Clerk – Town of Gore Bay

**Re:** Lottery Licensing to Assist Small Organizations, 2021-06-08

**Reference:** Received for Information

- f) Share the Road Cycling Coalition

**Re:** Bicycle Friendly Communities Feedback Report, May 2021

**Reference:** Received for Information

- g) Mayor Carman Kidd – City of Temiskaming Shores

**Re:** Ontario Northland Support - Letter to John Vanthof, MPP – Timiskaming - Cochrane

**Reference:** Received for Information

Resolution No. 2021-263

Moved by: Councillor Hewitt

Seconded by: Councillor Whalen

Be it resolved that City Council agrees to deal with Communication Items 10. a) to 10. g) according to the Agenda references.

**Carried**

**11. Committees of Council – Community and Regional**

None

**12. Committees of Council – Internal Departments**

Resolution No. 2021-264

Moved by: Councillor Foley

Seconded by: Councillor McArthur

Be it resolved that the following minutes be accepted for information:

- a) Minutes of the Recreation Committee meeting held on May 10, 2021;



- b) Minutes of the Building Maintenance Committee meeting held on May 19, 2021;
- c) Minutes of the Corporate Services Committee meeting held on May 19, 2021;
- d) Minutes of the Protection to Persons and Property Committee meeting held on May 19, 2021; and
- e) Minutes of the Public Works Committee meeting held on May 19, 2021.

**Carried**

**13. Reports by Members of Council**

Councillor Whalen congratulated the Timiskaming Health Unit on their work on the COVID-19 Vaccine rollout.

Councillor Foley updated that the Bike Exchange has been rescheduled to June 19, 2021.

Councillor Laferriere commented that he has received a complaint, regarding the change of the Transit Route, and he forwarded the concern to the Transit Committee to be reviewed.

Mayor Kidd updated that he participated on a webinar hosted by the Northern Policy Institute. A representative was present from Statistics Canada and discussed the census data and how it is used to generate the new report this fall.

**14. Notice of Motions**

None

**15. New Business**

- a) Memo No. 024-2021-CS – Amendment to By-law No. 2019-139 (FedNor Agreement – Culinary Tourism Strategy)**

Resolution No. 2021-265

Moved by: Councillor Jelly

Seconded by: Councillor Whalen

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Memo No. 024-2021-CS; and

That Council direct staff to prepare the necessary by-law to amend By-law No. 2019-139 as amended, regarding the “Culinary Tourism Strategy for the Lake

Temiskaming Tour”, for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**b) Administrative Report No. CS-026-2021 – ZBA-2021-03: 52 Jaffray Street**

Resolution No. 2021-266

Moved by: Councillor Laferriere

Seconded by: Councillor Hewitt

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-026-2021;

That Council agrees to amend the provisions of the City of Temiskaming Shores Zoning By-law 2017-154 to permit the zone change from Highway Commercial (C2) to Highway Commercial Exception 5 (C2-5); and

That Council directs staff to prepare the necessary by-law to amend the City of Temiskaming Shores Zoning By-law 2017-154, for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**c) Administrative Report No. CS-027-2021 – Tender Award Cultivation Lease Agreements**

Resolution No. 2021-267

Moved by: Councillor Foley

Seconded by: Councillor McArthur

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-027-2021;

That Council directs staff to prepare the necessary by-law enter into a lease agreement with Richard Forbes for the cultivation of land near the Mill Creek Area for consideration at the June 15, 2021 Regular Council meeting; and

That Council directs staff to prepare the necessary by-law enter into a lease agreement with Alexander Farms for the cultivation of land near the Municipal Sewage Lagoons in Dymond for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**d) Administrative Report No. PW-015-2021 – Tender Award – Rental Graders**

Resolution No. 2021-268

Moved by: Councillor Laferriere

Seconded by: Councillor Hewitt

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-015-2021; and

That Council directs staff to prepare the necessary by-law to enter into an agreement with Jade Equipment for supply and delivery of three (3) Rental Graders for the City's Winter Operations (2021-2022) in the amount of \$92,400 plus applicable taxes for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**e) Administrative Report No. PW-016-2021 – Tender Award – Engineering Investigation - Bridges**

Resolution No. 2021-269

Moved by: Councillor Whalen

Seconded by: Councillor Jelly

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-016-2021;

That Council agrees to increase the Budget amount for the Engineering Inspections from \$20,000 to \$21,866;

That Council agrees to re-allocate \$1,866 from the Decorative Street Light Capital Project, originally budgeted at \$75,000 (not yet tendered), in order to fund the revised Budget amount for the Bridge Inspections; and

That Council directs staff to prepare the necessary by-law to enter into an agreement with D.M. Wills Associates Ltd. for supply and delivery of a report for two bridges (Mowat Landing Road bridge and Golf Course Road bridge East), in the amount of \$21,488 plus applicable taxes for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**f) Administrative Report No. PW-017-2021 – Tender Award – Light Duty Truck**

Resolution No. 2021-270

Moved by: Councillor McArthur

Seconded by: Councillor Laferriere

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-017-2021; and

That Council directs staff to prepare the necessary by-law to enter into an agreement with Wilson Chevrolet for supply and delivery of one (1) light duty truck in the amount of \$36,074.25 plus applicable taxes for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**g) Administrative Report No. PW-018-2021 – Tender Award – Street Lights Grant Drive**

Resolution No. 2021-271

Moved by: Councillor Jelly

Seconded by: Councillor Whalen

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-018-2021; and

That Council directs staff to prepare the necessary by-law to enter into an agreement with Miller Maintenance for supply and installation of Street Lights on Grant Drive in the amount of \$118,500 plus applicable taxes for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**h) Administrative Report No. PW-019-2021 – Tender Award – Warning Sign & Lights – Radley Hill Crossing**

Resolution No. 2021-272

Moved by: Councillor McArthur

Seconded by: Councillor Hewitt

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-019-2021; and

That Council directs staff to prepare the necessary by-law to enter into an agreement with Miller Maintenance for supply and installation of a Warning Sign and Lights for the Radley Hill Crossing in the amount of \$41,275 plus applicable taxes for consideration at the June 15, 2021 Regular Council meeting.

**Carried**

**i) Administrative Report No. RS-012-2021 –Haileybury Fire Hall Advocate RFP Award**

Resolution No. 2021-273

Moved by: Councillor Whalen

Seconded by: Councillor Foley

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report RS-012-2021; and

That Council directs staff to prepare the necessary by-law to enter into an agreement with Shaba Testing Services Ltd. for Advocate Architect services related to the construction of the new Haileybury Fire Station in the amount of \$38,880, plus applicable taxes, for consideration at the June 15, 2021 Regular Council Meeting.

**Carried**

**16. By-laws**

Resolution No. 2021-274

Moved by: Councillor Laferriere

Seconded by: Councillor Hewitt

Be it resolved that:

By-law No. 2021-092 Being a by-law to amend By-law No. 2017-154 to rezone 52 Jaffray Street from Highway Commercial (C2) to the Highway Commercial Exception 5 (C2-5) Zone to add a light industrial use as an additional permitted use on the property

By-law No. 2021-093 Being a by-law to authorize a Land Lease Agreement with Rick Forbes to permit the use of municipal land for Cultivation Purposes (Farr Historic Cemetery Area)

By-law No. 2021-094 Being a by-law to authorize a Land Lease Agreement with Alexander Farms to permit the use of Municipal Land for Cultivation Purposes (NL/Dymond Wastewater Lagoon Area)

- By-law No. 2021-095 Being a by-law to enter into a Rental Agreement with Jade Equipment Company Ltd. for the short-term rental of one (1) Tandem Drive Motor Grader and two (2) 6-Wheel Drive Graders
- By-law No. 2021-096 Being a by-law to enter into an agreement with D.M. Wills Associates Limited for an Engineering Investigation Report for two (2) Bridges
- By-law No. 2021-097 Being a by-law to enter into a Purchase Agreement with Wilson Chevrolet Limited for the supply and delivery of one (1) Chevrolet Light Duty Truck
- By-law No. 2021-098 Being a by-law to enter into an agreement with Miller Maintenance for the Supply and Installation of Street Lights
- By-law No. 2021-099 Being a by-law to enter into an agreement with Miller Maintenance for the Supply and Installation of a Warning Sign and Lights for the Radley Hill Railway Crossing
- By-law No. 2021-100 Being a by-law to enter into an agreement with Shaba Testing Services Ltd. for Advocate Architect services for the construction of the new Haileybury Fire Station
- By-law No. 2021-101 Being a by-law to amend By-law No. 2019-139 to enter into an agreement with Her Majesty the Queen in Right of Canada as represented by the Ministry of Industry – FedNor to implement a Culinary Tourism Strategy for the Lake Temiskaming Tour – Project No. 851-512497

be hereby introduced and given first and second reading.

**Carried**

Resolution No. 2021-275

Moved by: Councillor Foley

Seconded by: Councillor Jelly

Be it resolved that:

By-law No. 2021-092;  
By-law No. 2021-093;  
By-law No. 2021-094;  
By-law No. 2021-095;  
By-law No. 2021-096;  
By-law No. 2021-097;  
By-law No. 2021-098;

By-law No. 2021-099;  
By-law No. 2021-100; and  
By-law No. 2021-101

be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

**Carried**

**17. Schedule of Council Meetings**

- a) Regular – Tuesday, July 13, 2021 at 6:00 p.m.
- b) Regular – Tuesday, August 10, 2021 at 6:00 p.m.

**18. Question and Answer Period**

Councillor Laferriere thanked the volunteer firefighters who responded to the structure fire last week, to protect our community.

**19. Closed Session**

None

**20. Confirming By-law**

Resolution No. 2021-276

Moved by: Councillor Whalen  
Seconded by: Councillor Laferriere

Be it resolved that By-law No. 2021-102 being a by-law to confirm certain proceedings of Council of The Corporation of the City of Temiskaming Shores for its Regular meeting held on **June 15, 2021** be hereby introduced and given first and second reading.

**Carried**

Resolution No. 2021-277

Moved by: Councillor Jelly  
Seconded by: Councillor Foley

Be it resolved that By-law No. 2021-102 be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

**Carried**

**21. Adjournment**

*Resolution No. 2021-278*

Moved by: Councillor Hewitt

Seconded by: Councillor McArthur

Be it resolved that Council hereby adjourns its meeting at 7:05 p.m.

**Carried**

---

Mayor- Carman Kidd

---

Clerk – Logan Belanger





**The Corporation of the City of Temiskaming Shores**  
**Special Meeting of Council**  
**Tuesday, June 29, 2021 – 6:00 p.m.**  
**Electronic Meeting**

---

**Minutes**

**1. Call to Order**

The meeting was called to order by Mayor Kidd at 6:01 p.m.

**2. Roll Call**

Council: Mayor Carman Kidd; Councillors Jesse Foley, Patricia Hewitt, Doug Jelly, Jeff Laferriere, Mike McArthur and Danny Whalen

Present: Logan Belanger, Clerk  
Kelly Conlin, Deputy Clerk  
Shelly Zubycck, Director of Corporate Services  
Brad Hearn, IT Administrator  
Mitch Lafreniere, Manager of Transportation Services  
Michael Pilon, Acting Chief Building Official

Regrets: None

Members of the Public: 1

**3. Approval of Agenda**

Resolution No. 2021-279

Moved by: Councillor Laferriere

Seconded by: Councillor Foley

Be it resolved that City Council approves the agenda as printed.

**Carried**

**4. Declaration of Special Council Meeting**

Resolution No. 2021-280

Moved by: Councillor Hewitt

Seconded by: Councillor Whalen

Be it resolved that the Council of the City of Temiskaming Shores declares this meeting a “Special Meeting of Council” in accordance to Section 7 of Procedural By-law No. 2008-160.

**Carried**

**5. Disclosure of Pecuniary Interest and General Nature**

Councillor Laferriere declared a Conflict of Pecuniary Interest related to:

- Section 6 a) Support for Whiskeyjack Beer Company Pergola delegation; and
- Section 7 a) Administrative Report No. 028-2021-CS – Whiskey Jack Land Use Agreement;

as his son owns and operates Zante’s Bar and Grill.

**6. Presentations / Delegations**

*Councillor Laferriere disclosed a conflict of pecuniary interest regarding the delegation and did not participate in the discussion of the subject matter.*

- a) Hugo Rivet, Resident and Local Business Owner (Head to Toe Sportswear)

**Re:** Support for Whiskeyjack Beer Company Pergola

Mr. Rivet outlined several thoughts regarding the Haileybury patios based on observations from operations last summer. The patios were a great addition, and helped bring life to downtown Haileybury. Mr. Rivet expressed his support and appreciation that the local business worked with the City to use and beautify the space for patios. He hopes that Council will continue to support the businesses that have made investments on this land, contributing to a vibrant community.

Mayor Kidd thanked Mr. Rivet for the presentation.

**7. New Business**

*Councillor Laferriere disclosed a conflict of pecuniary interest with New Business Item 7 a), and did not participate in the discussion of the subject matter nor did he vote on Resolution No. 2021-281.*

**a) Administrative Report No. 028-2021-CS – Whiskey Jack Land Use Agreement**

Resolution No. 2021-281

Moved by: Councillor McArthur

Seconded by: Councillor Jelly

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. CS-028-2021; and

That Council directs staff to prepare the necessary by-law to amend By-law 2020-065 to allow for construction of a fence and the installation of interlocking brick for consideration during the July 13th, 2021 Regular Meeting of Council.

**Recorded Vote**

**For Motion**

Councillor Jelly  
Councillor Foley  
Councillor Hewitt  
Councillor McArthur  
Councillor Whalen  
Mayor Kidd

**Against Motion**

**Carried**

**b) Administrative Report No. 029-2021-CS – Tender Award - Cultivation Agreement with Chieftain Dairy Farms Ltd.**

Resolution No. 2021-282

Moved by: Councillor Laferriere

Seconded by: Councillor Foley

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. CS-029-2021; and

That Council directs staff to prepare the necessary by-law enter into a lease agreement with Chieftain Dairy Farms Ltd. for the cultivation of land off of Grant Drive, for consideration at the June 29, 2021 Special Council meeting.

**Carried**

**8. By-laws**

Resolution No. 2021-283

Moved by: Councillor Whalen

Seconded by: Councillor Hewitt

Be it resolved that By-law No. 2021-103 being a by-law to authorize a Lease Agreement with Chieftain Dairy Farms to permit the Cultivation of Municipal Land be hereby introduced and given first and second reading.

**Carried**

Resolution No. 2021-284

Moved by: Councillor Foley

Seconded by: Councillor Jelly

Be it resolved that By-law No. 2021-103 be given third and final reading, be signed by the Mayor and Clerk and the corporate seal affixed thereto.

**Carried**

**9. Adjournment**

Resolution No. 2021-285

Moved by: Councillor McArthur

Seconded by: Councillor Laferriere

Be it resolved that City Council adjourns at 6:20 p.m.

**Carried**

---

Mayor- Carman Kidd

---

Clerk – Logan Belanger

# 30 km Speed Limits and Lane Reductions

The case for slower posted or default speeds and lane reductions

# Why 30 km Speed Limit roads

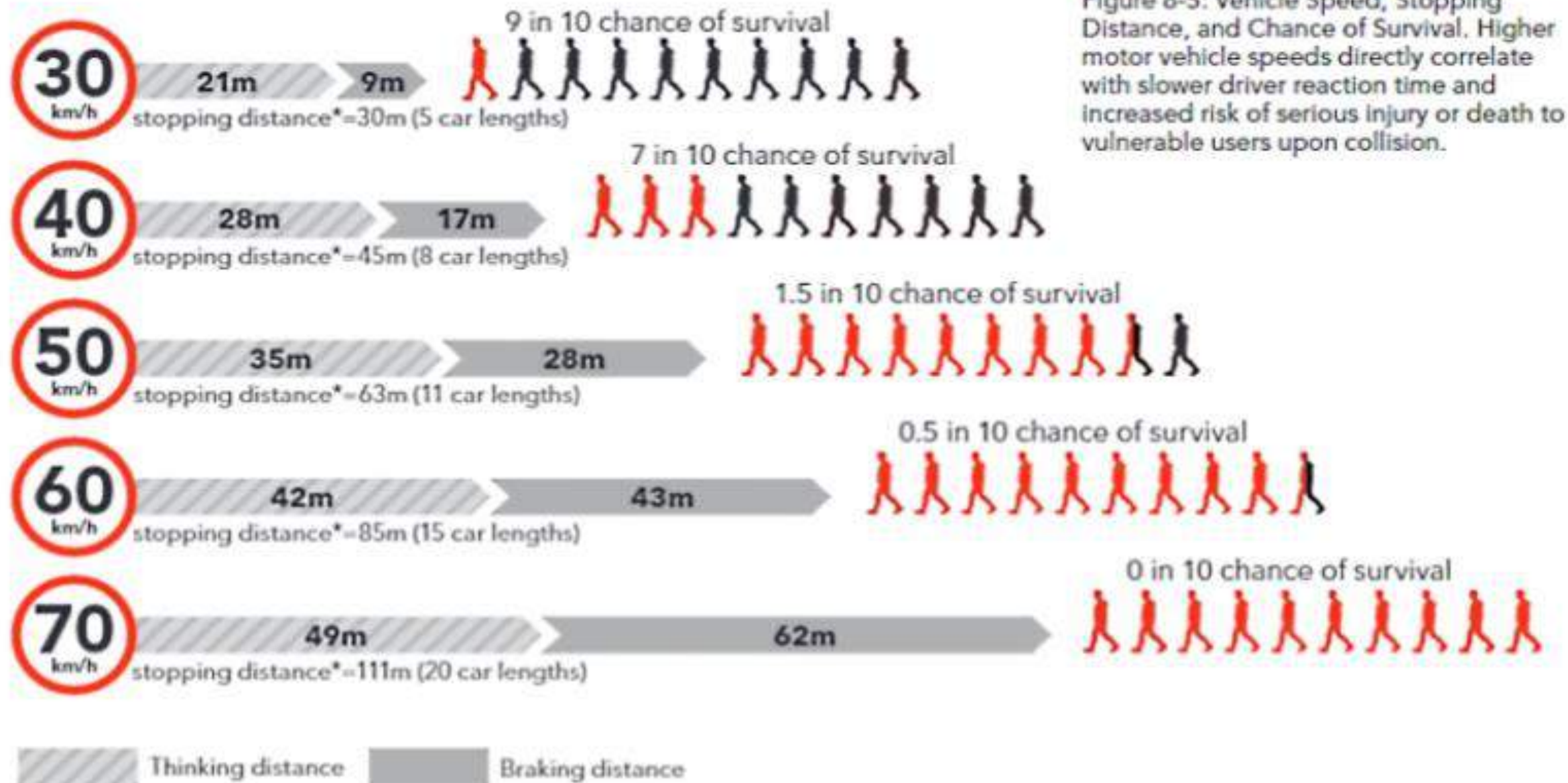
Pedestrian and cyclist fatalities are increasing

Vehicles are getting bigger

Visibility of drivers is reduced

Slower speeds reduce severity of crashes

Slower speeds allow for more reaction time to prevent crashes











MAXIMUM  
30  
km/h













# 30 km speed limit

Saves Lives

Reduces severity of crashes

Make streets more liveable

Begins to change the culture of speed – Stunt driving

Reduces noise

Contributes to the climate change efforts

Improves the business environment in our downtowns

# Streets are for People

Places where children and families can play and socialize

Places where people can walk and bike

Places where vehicles can travel -Slowly

# Many Cities and towns have had success

---

## Dropping speed limits in central Toronto has made pedestrians safer, new report says

---

OLIVER MOORE > URBAN AFFAIRS REPORTER  
PUBLISHED FEBRUARY 9, 2020

TRENDING

---



**But** -Lowering Speed Limits are Not Enough

**We must apply the Safe Systems Approach.**

Design streets for road users that make mistakes

Traffic Calming

Lane Reductions



# Reducing Travel Lanes -Reduce Speeds

**Wide, multi lane roads say “Go fast”**

**This is not appropriate in urban or residential areas.**

**Reducing lanes results in traffic monitoring its own speed**

**Platoons move through at a reasonable pace**

**No one is delayed significantly**













LAKESHORE RD S









# Considerations

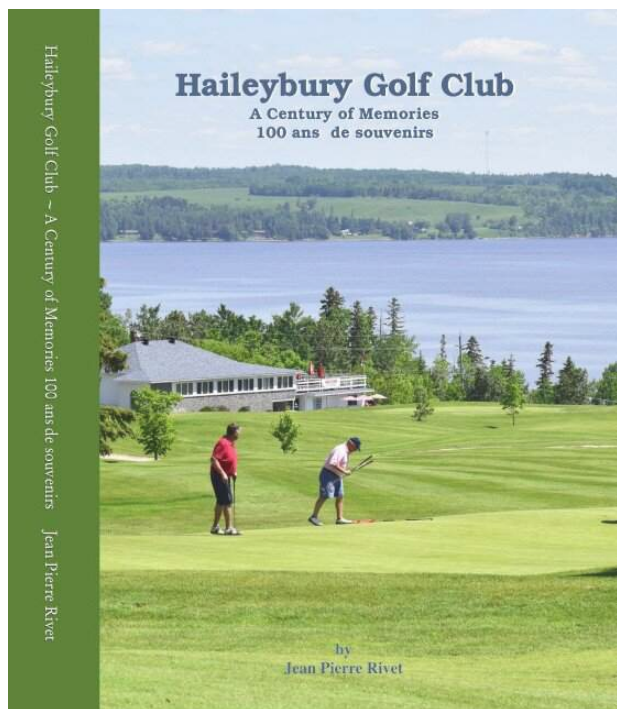
- Consider investigating the implementation of a default speed of 30 km/h on residential streets throughout Temiskaming Shores and in main downtown areas of Haileybury and New Liskeard.
- Consider reducing Lakeshore in New Liskeard to one southbound lane from Melville to just past NLSM and maintain 50km speed limit another .2 km. This reduces the passing opportunity from 2.7 km to 1.5km which is more than adequate for the traffic volume.

## Breaking 100

About Us Blog Our Books  
Contact

Golf • History • 100 Years • Northern Ontario • Canada  
Jun 3 • Written By Rick Parnham

# Haileybury Golf Club's Century of Memories



A conversation with  
club historian and  
author JP Rivet.

The cover of his book Haileybury Golf Club: A  
Century of Memories

Northern Ontario is renowned for the wealth of its natural riches. The endless blankets of forests, the sparkling minerals and gemstones held within its granite grip, and the countless waterways with their coveted bounty of sport fish are all iconic symbols of the vast territory that sits between the Great Lakes to Hudson

By using this website, you agree to our use of cookies. We use cookies to provide you with a great experience and to help our website run effectively.

OK



# Breaking 100

About Us Blog Our Books

Contact

Haileybury may not be the most recognized municipality in Northern Ontario, but it does have a lengthy history dating back to 1889 and the Hudson Bay Company fur trade. The town sits on the western shore of Lake Temiskaming, a historic corridor along the Ottawa River, which brought European settlers north in search of a wealth of opportunity. The area today is part of a clay belt and has an usually large agricultural community to go with the customary forestry and mining activities found in the north. It was the discovery of silver in the nearby town of Cobalt that brought miners and businessmen to the area in the early 20th Century. This metallic discovery and the resultant influx of wealth to the area were major reasons for the construction of the Haileybury Golf Club.

JP Rivet didn't grow up playing golf like many other club historians. His entrance to the game occurred when he was operating a local motel in Haileybury and wanted to make time for himself and to enjoy his community. This led him to the golf club for mens night on Thursdays. There, Rivet found a welcoming second home, the same way countless men and women have across Canada and the globe. It was a place of fun, camaraderie and provided an opportunity to connect deeper to his community. He has remained a member at the club since taking up the game and has fulfilled many leadership roles such as club president, leader of the junior program and now club historian and author of "Haileybury Golf Club: A Century of Memories."

Rivet said the book has been a labor of love for the past two years. When the club formed an anniversary committee, he took on the challenge to chronicle the storied past of the club and its place within the town. Rivet proudly describes the club as a community hub having hosted generations of townsfolk and guests alike. He shared a conversation he had with a long time member who recalled being a young boy and caddying for the famous boxer Joe Louis. His role directing the junior program is a prideful point for Rivet.

He speaks with great pride of the work the club has done to game with the youth of the community. One of the notable juniors Rivet remembers is Natalie Desjardins, who had an accomplished NCAA career as a scholarship player at Long Island University and is now the Head Womens' Golf Coach at Seton Hall University. When contacted about her history at the club, Desjardins shared, "That place holds a special place in my heart! I have the golf course layout hanging up in my office as a reminder of what that place has afforded me throughout my years as a member; it will always be my HOME course!"

By using this website, you agree to our use of cookies. We use cookies to provide you with a great experience and to help our website run effectively.

OK

# Breaking 100

[About Us](#) [Blog](#) [Our Books](#)[Contact](#)

crafted summary of the surrounding regional history. It highlights the individuals that spearheaded the building of the course and what it has meant to the town for the past 100 years. Rivet is pleased to have been able to include many historic photos, as he paid homage to the eternal expression, “A picture is worth a thousand words.”

The club has ambitious plans to celebrate their centennial, but the Covid pandemic and uncertainty which surrounds the ability to gather has shelved some of the celebrations until 2022. A commemorative granite plaque is scheduled to be unveiled on the clubhouse July 24th this summer, however. As for Rivet’s book, “Haileybury Golf Club: A Century of Memories,” it is in its second print run and copies can be ordered in advance through the course’s website.

Congratulations to the Haileybury Golf Club on its milestone anniversary and to JP Rivet for the contribution he has made to the club’s history and the Northern Ontario golf community.

Visit the club’s website [here](#) to order your own copy of the book or to plan a trip to this historic Northern Ontario golf venue.



Stay & Play Experiences Course Reviews  
Resort Reports Apres Golf Excursions

Check out more local and golf travel opportunities at [www.ontheteemagazine.com](http://www.ontheteemagazine.com)

[Golf](#) • [Golf Courses](#) • [Cobalt](#) • [Haileybury](#) • [Silver mining](#) • [Joe Loius](#) • [Natalie Desjardins](#) • [JP Rivet](#) • [Book](#) • [Northern Golf Association](#) • [Lake Temiskaming](#)



Rick Parnham

By using this website, you agree to our use of cookies. We use cookies to provide you with a great experience and to help our website run effectively.

[OK](#)

# Breaking 100

About Us Blog Our Books  
Contact

# Breaking 100

About Us  
Blog

Our Books  
Contact

Made with Squarespace

By using this website, you agree to our use of cookies. We use cookies to provide you with a great experience and to help our website run effectively.

OK



## **Annual Report 2020-2021 – Ombudsman’s remarks**

Good morning and thank you to everyone tuning in today, in person, online and on the phone.

I am pleased to be back at Queen’s Park to table my Annual Report, after so many months of working remotely.

I want to acknowledge that this land is the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Hadenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples.

I am here to talk to you about the work that my Office has done over the past fiscal year to help Ontarians with issues across the provincial public sector.

It’s important to recognize the gravity of what this province has faced in that time: More than 9,000 Ontarians have died from COVID-19, and almost 550,000 contracted the virus. Every aspect of our public and private sectors has been affected.

As we seek to learn and implement lessons from this crisis, we must be mindful of the incredible work and sacrifice of so many across this province. I want to recognize the co-operation and tremendous efforts of public servants at the provincial and local levels, which helped us resolve more than 20,000 complaints this past fiscal year.

Ontarians relied on public services more than ever during this time – but at times also found them more complicated and difficult to access. With directives, plans, policies, and programs constantly evolving in response to the ever-changing state of public health, many turned to us to help them obtain services and information when they felt lost and overwhelmed.

The stories outlined in my report are a testament to the many ways in which we serve Ontarians and enhance governance – by promoting transparency, accountability, fairness, and respect for rights. We helped thousands of people get the information they needed and the services they required, all while working remotely, like most of the public service.

For vulnerable people like inmates in provincial jails, children and youth in care and custody, or Ontarians reliant on social benefits who were unable to reach caseworkers, our staff’s ability to connect them with the right person was particularly valuable. Or even, in the words of one father who sought our help with Ontario Works benefits, “life-changing.”

We helped many people sort out issues with the various government relief and emergency benefit programs, and also nudged officials of those programs to help applicants who were unfairly denied.

Sometimes we simply directed people to information – for example, if they were worried that their health cards or marriage licences were going to expire. Other times, we made persistent inquiries with officials at many levels – for example, to help adults with complex special needs who were languishing in hospitals because their placements and supports were delayed by the pandemic.

Another important aspect of our work is being proactive and offering guidance to government. For instance, when municipal meetings went virtual for the first time, we put our expertise in open meetings to good use, advising municipalities on how to ensure their electronic meetings were within the law.

Of course, we are well known for our systemic investigations, and we continued with several of these against the backdrop of the pandemic. Last month, the Ministry of Health agreed to all of my recommendations for overhauling its oversight of ambulance services, after we published our latest investigative report. We have also had excellent co-operation from that Ministry and the Ministry of Long-Term Care in our ongoing investigation of the province's oversight of long-term care during the pandemic.

We have seen progress and reform at the Landlord and Tenant Board as well, as our investigation into delays there continues. And our two new investigations are progressing, one into the closures of two youth justice centres in the North, and another into cuts to French-language programs at Laurentian University.

I'm pleased to say that in the newest areas of our jurisdiction – French language services and children and youth – we have done a great deal to ensure that the rights of Francophones and young people in care are respected.

Commissioner Kelly Burke's first Annual Report and recommendations on improving French language services were well received in December, and she will report in detail on our work in that area later this year.

Our Children and Youth Unit has worked tirelessly to ensure the concerns of young people in care are heard. They participate in meetings every week with senior government and child welfare sector leaders to discuss emerging issues, and do regular virtual outreach with kids in care and service providers. They have flagged disturbing complaint trends, such as children's aid societies resorting to calling police to deal with children in their care.

All of these examples demonstrate the value of independent oversight. Which brings me to two areas where I feel a lack of oversight and action is a disservice to the public: Public health units and policing.

Public health units, which have played such a huge role in our lives this past year, have no independent oversight. Not only was my office unable to address the complaints we received about them, we could not refer them to the Patient Ombudsman or anywhere else. For any public body to function effectively, there must be oversight, a complaint mechanism, and a way to have complaints addressed.

And after a year of protests calling for police reform across North America, I have to note the regrettable lack of progress on my 2016 recommendations to improve police de-

escalation training. As well, parts of new policing legislation that would expand my office's jurisdiction over all of the province's police oversight bodies have still not been brought into force.

I encourage the government to address these gaps in the oversight of police and public health units as part of its efforts to implement lessons learned from this pandemic year.

I'm now happy to take questions from the journalists in attendance.

## Annual Report 2020-2021 – Facts and highlights

### By the numbers – cases received

Total cases received, April 1, 2020-March 31, 2021: 20,015

Correctional facilities: **3,691** (p. 16)

Municipalities: General – **2,281** (p. 24); Closed meetings – **94** (p. 30)

School boards: **569** (p. 34)

Universities: **213** and colleges: **200** (p. 38)

Most complained-about organization: Tribunals Ontario (**935** cases – p. 22)

Cases received by Children and Youth Unit and about youth justice centres: **1,402** (p. 40)

Cases received by French Language Services Unit: **267** (p. 67)

Top 10 provincial organizations and correctional facilities by case volume: p. 77

**34%** of cases closed within one week, **50%** closed within two weeks

### New in 2020-2021 – Complaint trends and proactive work

- Inmates who were locked down and deprived of services due to COVID-19 restrictions received health care and cultural/religious programming, and phones to communicate with loved ones and lawyers (pages 19-21).
- A correctional facility changed its practices after several inmates complained they were strip searched in full view of security cameras (p. 23).
- Several municipalities improved their public communications and provided answers to residents about local processes and procedures (p. 26).
- Ombudsman staff provided best practices to municipalities for local complaint protocols and the conduct of integrity commissioners (p. 27)
- The Ombudsman's review of 160 noise by-law complaints about mosques in four municipalities broadcasting the evening call to prayer during Ramadan in 2020 found that the municipalities followed reasonable processes (p. 28).
- Ombudsman staff provided guidance to municipalities to ensure transparency and rules for open meetings were respected during electronic meetings. The Ombudsman investigated 80 complaints about closed meetings – double that of the previous year (p. 31).
- The Ombudsman flagged a loophole in the *Municipal Act* that could allow members of council to skirt the open meeting rules through virtual discussions or emails (p. 31).
- The Municipal Property Assessment Corporation reviewed its outdated database and how it processes school support applications in light of complaints that support designations for French-language boards defaulted to English boards (p. 36).

- Several children's aid societies changed their practices after the Ombudsman's Children and Youth Unit raised complaints about them calling police to deal with youths in their care (p. 42).
- Ombudsman staff identified inconsistencies across youth justice facilities, including the use of pepper spray and standards for local investigations (p. 44).
- The Deputy Minister of Children, Community and Social Services acknowledged more could have been done to ensure social benefits recipients were aware of the province's pandemic Emergency Benefit (p. 50).
- The Ministry of Transportation agreed to update the Ombudsman on its strategies to address a massive backlog of driving tests due to pandemic shutdowns (p. 54).
- The French Language Services Commissioner raised concerns about information about new emergency orders not being made available in French (p. 69).

## Reports released

Oversight 911 (May 2021): The Ministry of Health accepted all 53 of the Ombudsman's recommendations to improve its processes for investigating complaints about ambulance services (p. 57).

Annual Report of the French Language Services Commissioner (December 2020): The government welcomed Commissioner Kelly Burke's eight recommendations to improve planning for French language services, including that each ministry submit a plan and that the Minister of Francophone Affairs report annually on the implementation of these plans, starting in 2022. The Commissioner's next annual report and recommendations will be released in late 2021.

Municipal closed meeting investigations: The Ombudsman issued 26 reports and 11 letters regarding investigations of 47 meetings in 41 municipalities. He found 8 illegal meetings, 10 procedural violations, and made 30 best practice recommendations. These can be searched in the Open Meetings: Case Digest at [www.ombudsman.on.ca](http://www.ombudsman.on.ca).

## Investigation updates

### New and ongoing

- Closures of youth justice centres in Kenora and Thunder Bay (launched March 2021), p. 44.
- Cuts to French-language programs at Laurentian University (launched June 2021), p. 69.
- Oversight of long-term care during pandemic (launched June 2020), p. 58
- Delays at Landlord and Tenant Board (launched January 2020), p. 63.

### Updates on selected completed investigations

*A Matter of Life and Death* (2016): Most of the Ombudsman's key recommendations – such as new use-of-force model that stresses de-escalation over the use of weapons, and more mandatory de-escalation training for police across the province – have not been implemented. The Ombudsman is considering whether a follow-up investigation is necessary (p. 17)

*Out of Oversight, Out of Mind* (2017): Most of the Ombudsman's recommendations to improve the tracking of inmates in solitary confinement (segregation) have been implemented, but the government has still not brought the *Correctional Services Transformation Act, 2018* into force.



This legislation would establish new limits on the use of segregation and regular independent reviews of placements. (p. 22).

*Nowhere to Turn* (2016): The Ministry of Children, Community and Social Services has implemented 48 of the Ombudsman's 60 recommendations to improve services for adults with developmental disabilities who are in crisis. Still, Ombudsman staff dealt with more than 40 new cases in 2020-2021 of adults with complex special needs unable to find placements – several of which were exacerbated by the pandemic (p. 51).

*Between a Rock and a Hard Place* (2005): Ombudsman staff continue to address individual cases where parents of children with complex special needs relinquish custody of their children in order to get care for them. The Ministry of Children, Community and Social Services committed to reviewing its processes to identify potential improvements and issued guidance to agencies and children's aid societies on how to refer such cases (p. 51).

### **Individual case highlights – how Ombudsman intervention helped**

- An inmate was given access to a new phone account to reach his lawyer after his mother died (p. 19).
- An inmate who hadn't been seen by mental health staff at his correctional facility for months was connected with a psychiatrist (p. 21).
- A transgender woman in jail who complained about being placed in a protective custody unit for men was given access to a social worker to discuss her placement (p. 21).
- A group of residents received refunds for property inspection fees that were not authorized by their municipality's by-laws (p. 28).
- Housing was arranged for a single mother of five who was initially denied due to a debt she owed from 15 years earlier (p.29).
- A school board bypassed its waiting list for online learning to accommodate the child of an immunocompromised woman (p. 35).
- A student received \$11,600 in OSAP funding after a technical glitch causing his applications to be rejected was resolved (p. 38).
- A student who withdrew from classes due to mental illness had her failing grade replaced with a "withdrawn," and her university revised its grade appeals process (p. 39).
- A youth in care was provided with a service dog and his treatment home developed a new policy regarding service animals (p. 47).
- The Family Responsibility Office arranged a new family support payment plan for a man who lost his business due to the pandemic (p. 48).
- A woman's disability support payments were restored after they were accidentally cut off and she could not reach her caseworker (p. 50).
- A father and two children who were on the brink of homelessness had their Ontario Works benefits reinstated (p. 50).
- Residential placements were found for two adults with autism and challenging behaviours who had been housed in hospitals for more than two years (p. 51).

- A mother was refunded \$1,100 that the Family Responsibility Office had garnished from her unemployment benefits for child support, when it was revealed that the children's father had died and they lived with her (p. 52).
- The Ministry of Health amended its automated system after applicants were denied Northern Health Travel Grants but approved for overnight accommodation allowances with no explanation (p. 57).
- A woman received close to \$700 in missed payments from the province's Assistive Devices Program after her cheques were returned as undeliverable (p. 59).
- Ontario Health committed to ensuring agreements with third parties include provisions for services in French, after a traveller screened for COVID-19 at Toronto Pearson airport was not served in French (p. 70).
- After four years of complaining about excessive noise from a nearby factory, a man received word from provincial officials that it indeed exceeded provincial standards and an investigation was underway (p. 72).



  
**Ombudsman**  
ONTARIO

ONTARIO'S WATCHDOG



# ANNUAL REPORT

2020/2021



Office of the Ombudsman of Ontario

483 Bay Street  
10<sup>th</sup> Floor, South Tower  
Toronto, Ontario  
M5G 2C9

TELEPHONE: 416-586-3300  
COMPLAINTS LINE: 1-800-263-1830  
FAX: 416-586-3485  
TTY: 1-866-411-4211  
WEBSITE: [www.ombudsman.on.ca](http://www.ombudsman.on.ca)



June 2021

Hon. Ted Arnott, Speaker  
Legislative Assembly  
Province of Ontario  
Queen's Park

Dear Mr. Speaker,

I am pleased to submit my Annual Report for the period of April 1, 2020 to March 31, 2021, pursuant to section 11 of the *Ombudsman Act*, so that you may table it before the Legislative Assembly.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Paul Dubé'.

**Paul Dubé**  
Ombudsman

Office of the Ombudsman of Ontario  
483 Bay Street  
10<sup>th</sup> Floor, South Tower  
Toronto, Ontario  
M5G 2C9

Telephone: 416-586-3300  
Complaints line: 1-800-263-1830  
Website: [www.ombudsman.on.ca](http://www.ombudsman.on.ca)



We strive to be an agent of positive change by enhancing fairness, accountability and transparency in the public sector, and promoting respect for French language service rights as well as the rights of children and youth.



# Table of Contents

<b>OMBUDSMAN'S MESSAGE .....</b>	<b>4</b>
<b>ABOUT OUR OFFICE .....</b>	<b>8</b>
<b>HOW WE WORK .....</b>	<b>10</b>
WE CAN .....	11
WE CANNOT .....	11
VALUES, MISSION AND VISION .....	11
WHO WE ARE .....	12
<b>ABOUT THIS REPORT .....</b>	<b>13</b>
<b>2020-2021 HIGHLIGHTS .....</b>	<b>14</b>
<b>YEAR IN REVIEW - CASES BY TOPIC .....</b>	<b>16</b>
LAW & ORDER .....	16
MUNICIPALITIES .....	24
EDUCATION .....	34
CHILDREN & YOUTH .....	40
SOCIAL SERVICES .....	48
TRANSPORTATION .....	53
HEALTH .....	56
CERTIFICATES & PERMITS .....	60
MONEY & PROPERTY .....	62
EMPLOYMENT .....	65
FRENCH LANGUAGE SERVICES .....	67
ENERGY & ENVIRONMENT .....	71
<b>APPENDIX - CASE STATISTICS .....</b>	<b>74</b>
TOTAL CASES RECEIVED, FISCAL YEARS 2016-2017 - 2020-2021 .....	74
HOW CASES WERE RECEIVED, 2020-2021 .....	74
DISPOSITION OF CASES, 2020-2021 .....	75
CASES BY PROVINCIAL RIDING, 2020-2021 .....	76
TOP 10 PROVINCIAL GOVERNMENT ORGANIZATIONS AND PROGRAMS BY CASE VOLUME, 2020-2021 .....	77
TOP 10 CORRECTIONAL FACILITIES BY CASE VOLUME, 2020-2021 .....	77
TOTAL CASES RECEIVED ABOUT PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS, 2020-2021 .....	78
CASES RECEIVED ABOUT MUNICIPALITIES, 2020-2021 .....	80
CASES RECEIVED ABOUT SCHOOL BOARDS, 2020-2021 .....	85
CASES RECEIVED ABOUT UNIVERSITIES AND COLLEGES OF APPLIED ARTS AND TECHNOLOGY, 2020-2021 .....	86
CASES RECEIVED ABOUT CHILDREN & YOUTH, 2020-2021 .....	87
FINANCIAL SUMMARY, 2020-2021 .....	88

# Ombudsman's Message

## Essential Lessons from a Pandemic Year

At this time last year, reporting on the impact of the first few months of the COVID-19 pandemic on Ontario public services, I observed that in mid-March 2020, “everything changed.”

In fiscal 2020-2021, as the province and the world struggled with the pandemic's first, second and third waves, much of what had been unprecedented became entrenched: Public servants (including our entire Office) working from home; masking and social distancing; virtual meetings, hearings and classes; and varying degrees of lockdowns.

It is precisely in circumstances such as a global pandemic that citizens need and rely upon their governments and public services more than ever. Our role in overseeing Ontario's public sector has proven vital: As experts in navigating the complexities of government, we helped thousands of people get answers and connect with the right officials. As administrative problem solvers, we provided guidance to government and flagged urgent issues, particularly those involving vulnerable people. As experienced investigators, we probed complex and systemic issues and, when appropriate, made recommendations for corrective change.

We received **20,015** cases between April 1, 2020 and March 31, 2021. That number is lower than in recent years, and understandably so, given that many Ontarians



were grappling with matters well beyond those of public administration. Our move to working remotely also temporarily affected our ability to receive complaints by mail and through our central phone intake line - although we quickly established new lines to ensure vulnerable populations could reach us, and always remained accessible online.

Through it all, our staff demonstrated that independent oversight of public services is essential, particularly in times of crisis. They ensured transparency, accountability, fairness and respect for people's rights. They ensured Ontarians' complaints were heard and addressed, and that investigative action was taken when necessary. Examples of the results they achieved can be found throughout this report.



## Opportunities from crisis

Those achievements, of course, would not have been possible without the co-operation and tremendous efforts by public servants. Their work at all levels throughout the pandemic – in advising political leaders, implementing new policies and pivoting existing ones to adapt to new and rapidly changing demands – must be recognized. Thanks to our long-established working relationships across the public sector, we were able to provide guidance, propose best practices and improvements, and resolve problems behind the scenes.

For example:

- Throughout the pandemic, senior members of our team have met regularly with ministry leadership and stakeholders to address urgent and ongoing concerns about vulnerable groups like children and youth in care, adults and children with developmental disabilities, and inmates in provincial correctional facilities. These consultations keep us abreast of policy changes and allow us to flag complaint trends and concerns. Our long track record with the Ministry of the Solicitor General and the Ministry of Children, Community and Social Services has served these populations well in this time of crisis, and our new Children and Youth Unit has enabled us to do the same for young people in need of protection.
- Municipalities across Ontario have worked hard to adapt to the new reality of holding council meetings virtually – ensuring transparency and public participation amid myriad technical difficulties. Municipal staff have done a commendable job of advising and assisting councils in this transition, and have largely embraced the best practices and recommendations stemming from our investigations in this area. Many have expressed gratitude for our searchable online digest of open meeting investigation reports. They also welcomed our tips and best practices for municipal integrity commissioners.
- The Ministry of Health accepted all of my recommendations in our latest systemic investigation

report, *Oversight 911*, agreeing to bolster oversight of its ambulance services – even as the Ministry and ambulance services themselves faced the extreme pressures of the pandemic. We have received good co-operation from the ministries of Health, Long-Term Care, Attorney General, and Children, Community and Social Services in all of our ongoing investigations, all of which are updated in the relevant chapters of this report.

- The Minister of Francophone Affairs welcomed all of the recommendations made by French Language Services Commissioner and Deputy Ombudsman Kelly Burke in her first Annual Report, released in December 2020. Commissioner Burke's proactive urging of the independent commission into long-term care to apply a Francophone lens to its work was also productive: The commission's final report this spring included a recommendation to design and implement a provincial strategy to increase French-language long-term care services. Against the backdrop of the pandemic, our French Language Services Unit also helped many Franco-Ontarians access services and information in their language.

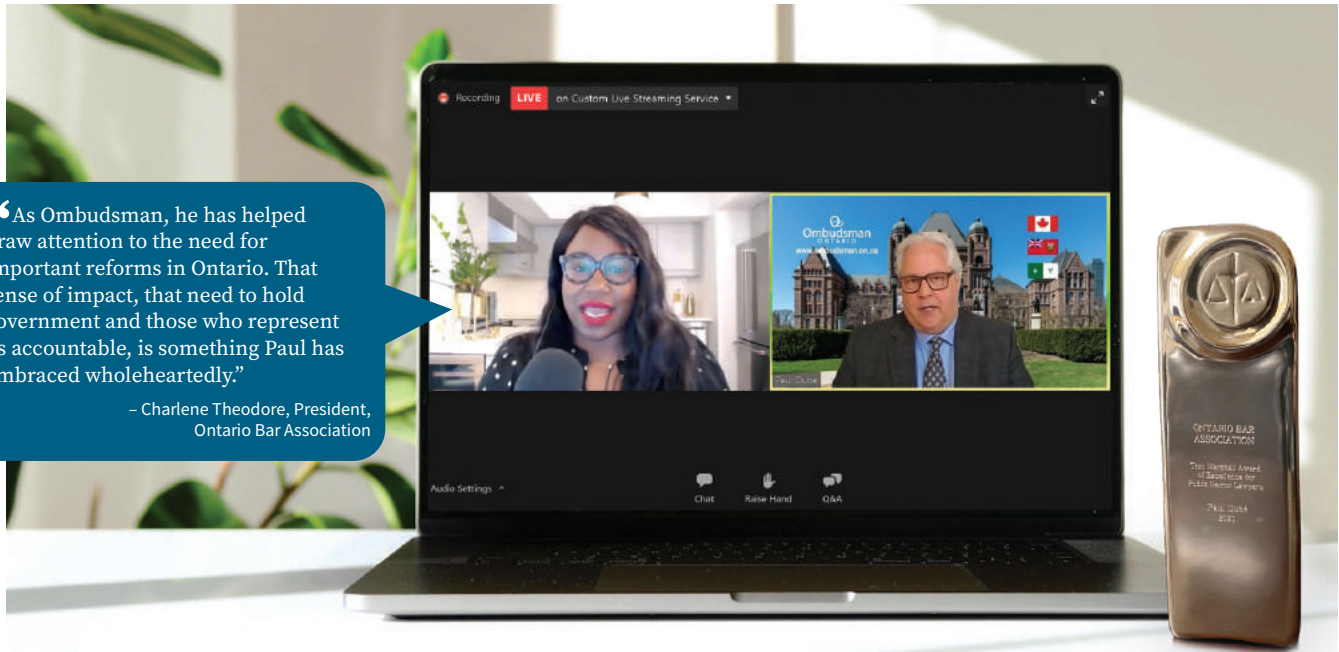
## Gaps exposed – public health and policing

By the same token, the challenges of this pandemic year have also exposed gaps in our public services, where oversight is lacking or nonexistent. I will focus on the two most significant:

- Public health units have been central to Ontarians' experience of the pandemic, responsible for everything from playground closures to mask mandates to vaccination operations. Their work is crucially important and their decisions collectively affect millions. And yet they operate without oversight: They are exempt from the jurisdiction of my Office, and that of the Ministry of Health's Patient Ombudsman. As our report on the Ministry's ambulance services pointed out, for any public service to function as well as possible, there must be oversight, a complaint mechanism, and a way to

“As Ombudsman, he has helped draw attention to the need for important reforms in Ontario. That sense of impact, that need to hold government and those who represent us accountable, is something Paul has embraced wholeheartedly.”

– Charlene Theodore, President, Ontario Bar Association



■ **JUNE 8, 2021:** Ombudsman Paul Dubé is honoured with the Ontario Bar Association's Tom Marshall Award of Excellence for Public Sector Lawyers.

have those complaints addressed. I encourage the government to establish independent oversight of public health units as soon as is practicable.

- Concerns about oversight and training of police continued to be a key public focus in 2020-2021 across North America after the police killing of George Floyd and several other Black individuals in the U.S. sparked widespread protests and calls for policing reform. This is an area where change in this province has stagnated: It has now been almost five years since the then-government accepted my recommendations for improved de-escalation training in my 2016 report, *A Matter of Life and Death*. Most of those recommendations – which stemmed from reviews of dozens of police-involved deaths in Ontario, going back decades – have not been implemented. I know many leaders in policing agree that changes are needed, and there have been some improvements to de-escalation training. But a new use-of-force model is long overdue, de-escalation training is still not standardized across the province, and new legislation that would address some of this and improve oversight of police is still not

in force. My fear is that the glacial pace of reform, in the face of the tragedies that continue to occur, will further undermine public confidence in the police.

## Act locally, think globally

The most obvious lesson from the pandemic has been that viruses know no borders, so our search for effective strategies to deal with its impact on public services should not be constrained by geography. Through our work with our fellow ombudsmen and administrative watchdogs around the world, we continue to share strategies and expertise. These include the International Ombudsman Institute (IOI), where I serve as President of the North America Region, and its Francophone counterpart, the Association des ombudsmans et médiateurs de la francophonie (AOMF).

This international co-operation produced a significant milestone in December 2020, when the United Nations ratified a resolution “on the role of the Ombudsman and mediator institutions in the promotion and protection of human rights, good governance and the rule of law.” This

historic resolution, supported by the IOI, AOMF and others, will help bolster and protect ombudsman institutions around the world. It encourages UN member states to establish effective ombudsman institutions and ensure they have the necessary independence, legal authority, security of tenure, budget and mandate to fulfil their role.

Across Canada, my provincial counterparts and I have taken turns hosting monthly information sessions for colleagues across the country, and regularly discuss common complaint topics, such as long-term care and vaccine passports. And we continue to liaise with colleagues in the International Association of Language Commissioners and the Canadian Council of Child and Youth Advocates.

## Five more years

One year ago in this space, I noted that the pandemic would ultimately provide lessons for public services and opportunities to strengthen them in future. Those lessons and opportunities are still emerging. I am committed to building on them in the years to come, and honoured that the Legislative Assembly has entrusted me to do so, having reappointed me to a second five-year term as of April 1, 2021.

In the past five years, this Office has seen two unprecedented expansions of its mandate, more than doubling the number of public bodies within our jurisdiction: Municipalities, universities and school boards were added in 2015-2016; then child protection services and French language services in 2019-2020. I am enormously proud of the work that our dedicated, resourceful and talented team has done across such a broad range of topic areas.

I will leave the last word to a complainant who was kind enough to send us a letter of thanks last summer after we resolved her issue. Her words perfectly capture what we aspire to do for Ontarians and how we aspire to do it - in a fair, diligent and impartial way. It is a great privilege to be able to do this work, and my team and I look forward to helping many more Ontarians in the years to come.

“ I am writing this letter to convey my sincere thanks and appreciation for the time and dedication I was provided in addressing my complaint. The time taken to listen to my concerns [...] in an open and unbiased manner was remarkable.

“I was provided ample opportunity to provide any information regarding this complaint and I felt truly heard and understood. Even amidst the global pandemic of COVID-19, I received detailed responses and updates, including suggestions for actions I could take [...].

“I was fortunate enough to receive a resolution that was beyond my expectation and I cannot thank [your staff] enough for helping to facilitate this. My experience was true to the values, mission and vision of the Ombudsman of Ontario.”

– Email from complainant, August 26, 2020

# About our Office

## What is an Ombudsman?

An ombudsman is an independent and impartial officer who raises citizens' concerns with government bodies. The first parliamentary ombudsman was established in Sweden in 1809; the word ombudsman is Swedish for "citizen's representative" and is considered to be gender-neutral.

If a complaint has merit, an ombudsman will first seek to resolve the dispute at the lowest level possible, but will conduct an investigation when necessary. Ombudsman findings and recommendations are based on an impartial assessment of the facts and evidence. An ombudsman acts impartially, not on behalf of either party.

## Ontario Ombudsman

Established in 1975, the **Ontario Ombudsman** is an Officer of the Legislature, independent of the government and political parties. We promote fairness, accountability and transparency in the public sector by resolving and investigating public complaints and systemic issues within the Ombudsman's jurisdiction.

The *Ombudsman Act* stipulates that complaints to our Office are confidential and investigations are conducted in private. Our services are free of charge.



[Your Early Resolution Officer] was able to do in weeks, during a pandemic crisis, what [the agency] failed to do... I can sleep a little better instead of being angry at my government."

– Complainant

## The Ombudsman around the world

Ombudsman institutions protect people from maladministration and violation of their rights in more than 100 countries worldwide. Our Office works collaboratively with provincial, national and international oversight bodies to share insights, strategies and best practices. Participation in organizations related to our jurisdiction optimizes our knowledge and skills and enables us to better serve Ontarians. They include:

**International Ombudsman Institute (IOI):** Established in Canada in 1978, the IOI is the only global ombudsman organization, with a membership of almost 200 independent institutions from more than 100 countries. The Ontario Ombudsman is a Director on the IOI's World Board, and President for the North American Region.

**Canadian Council of Parliamentary Ombudsman (CCPO):**

Every province and territory that has a parliamentary ombudsman is part of the CCPO. Through the CCPO, we support each other and share expertise to optimize our service to the people and institutions we serve.

**Forum of Canadian Ombudsman (FCO):** The FCO brings together a range of ombudsman offices across Canada, including those that operate within public sector bodies or organizations. Our Office participates in FCO conferences and workshops, including its “ombudsman essentials” training program with Osgoode Professional Development.

**International Association of Language Commissioners**

**(IALC):** The French Language Services Commissioner represents our Office in the IALC, which shares best practices and expertise in protecting minority language rights around the world.

**Canadian Council of Child and Youth Advocates**

**(CCCYA):** Our Office is a member of the CCCYA, an association of independent officers of the legislature from across Canada who have mandates to advance the rights of children and youth.

**L'Association des Ombudsmans et des Médiateurs de la**

**Francophonie (AOMF):** The AOMF supports independent ombudsmen, mediators and human rights commissioners throughout the French-speaking world.

**United States Ombudsman Association (USOA):** The USOA fosters the development of professional ombudsman offices across the U.S., Canada and elsewhere.

**Canadian Association for Civilian Oversight of Law**

**Enforcement (CACOLE):** Our Office regularly shares expertise in oversight of law enforcement with members of CACOLE, which advances the application of civilian oversight of law enforcement throughout Canada and abroad.

**International Corrections and Prisons Association (ICPA):**

An international organization of correctional services professionals and oversight bodies, the ICPA promotes standards for humane and effective correctional practices.

“ [Y]ou have shown how strongly committed you are to the Ombudsman concept and the principles of a transparent and fair administration. Under your able leadership, the Office of the Ontario Ombudsman took on additional mandates and further grew to become a well-established and highly regarded institution.”

– Letter from Werner Amon, Secretary General of the International Ombudsman Institute, congratulating Ombudsman Paul Dubé on his reappointment, December 21, 2020



Ombudsman institutions protect people from maladministration and violation of their rights in more than **100** countries worldwide.

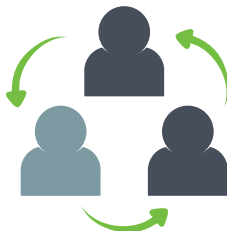
# How we work



## COMPLAINT INTAKE

We take complaints via the complaint form on our website, by email, phone or letter, or in person (when COVID-19 restrictions permit). Our staff will contact you for more details to pursue your complaint. We will not divulge your name or information to anyone without your consent, and there is no charge for our services.

Not a complaint? No problem - we also handle inquiries. Our staff can answer general questions or point you in the right direction.



## REFERRALS

If your complaint is not within the Ombudsman's jurisdiction, we will refer you accordingly. If you haven't tried existing complaint mechanisms, we'll suggest you do that first - and return to us if the issue isn't resolved.



## EARLY RESOLUTION

We always seek to resolve complaints at the lowest level possible. To do so, we often make informal inquiries and requests for information with the relevant bodies, for example, to learn more about their processes and policies.



## INVESTIGATION

If we are unable to resolve the matter informally, the Ombudsman may decide to conduct an investigation. We notify the organization in question, and we may conduct interviews and request documents or other relevant evidence. If the Ombudsman determines that there is a potential systemic issue underlying the complaints, he may decide to launch a systemic investigation.



## FINDINGS AND REPORTS

The Ombudsman provides his findings to the organization in question for a response before they are finalized. His findings and recommendations are published in investigation reports and/or in our Annual Reports, and shared publicly on our website, via social media, news media and our e-newsletter. Copies are also available from our Office.



## RESULTS

We communicate the outcome of individual investigations and most reviews and informal resolutions to complainants and the relevant public sector bodies, as warranted. Summaries of many such cases are published in our Annual Reports and other communications. When the Ombudsman's recommendations are accepted, our staff follow up to ensure they are implemented, and we monitor to ensure problems don't recur.



## WE CAN:

- ✓ Review and investigate complaints about provincial government organizations, administrative tribunals, municipalities, universities, school boards, child protection services and French language services.
- ✓ Help you connect with the appropriate officials, if you have not already tried to resolve your complaint.
- ✓ Refer you to others who can help, if the matter is not within our jurisdiction.
- ✓ Attempt to resolve your problem through communication with the organization(s) involved, if your efforts to do so have failed, and the matter is within our jurisdiction.
- ✓ Determine whether or not the organization's actions or processes were fair.
- ✓ Flag trends in complaints to government officials and recommend best practices and/or ways to improve administrative fairness.
- ✓ Assist public sector officials with general questions about our processes or best practices.
- ✓ Conduct a formal investigation, if the Ombudsman determines it is warranted, and make recommendations for constructive change.

## WE CANNOT:

- ✗ Overturn decisions of elected officials or set public policy.
- ✗ Redo the work of other investigative bodies or accountability mechanisms.
- ✗ Take sides in disputes.
- ✗ Provide legal advice or representation.
- ✗ Act as an advocate for a person or public body; we advocate for fairness.
- ✗ Take complaints about:
  - Individual elected officials at the municipal, provincial or federal levels
  - The Premier, Cabinet and its decisions, and political staff
  - Judges and the provincial and federal courts
  - Legal disputes
  - Private companies or individuals
  - Local, provincial or federal police services or conduct (except some Ontario Provincial Police administrative matters)
  - The federal government and its departments and agencies
  - Federally regulated industries (banks, insurance companies, etc.)
  - Self-regulating professions (e.g., lawyers, doctors, nurses, teachers)
  - Student associations and student unions
  - Local public health units
  - Hospitals and long-term care homes (except those designated under the *French Language Services Act*)



## VALUES, MISSION AND VISION



### OUR VALUES

- Fair treatment
- Accountable administration
- Independence, impartiality
- Results: Achieving real change



### OUR MISSION

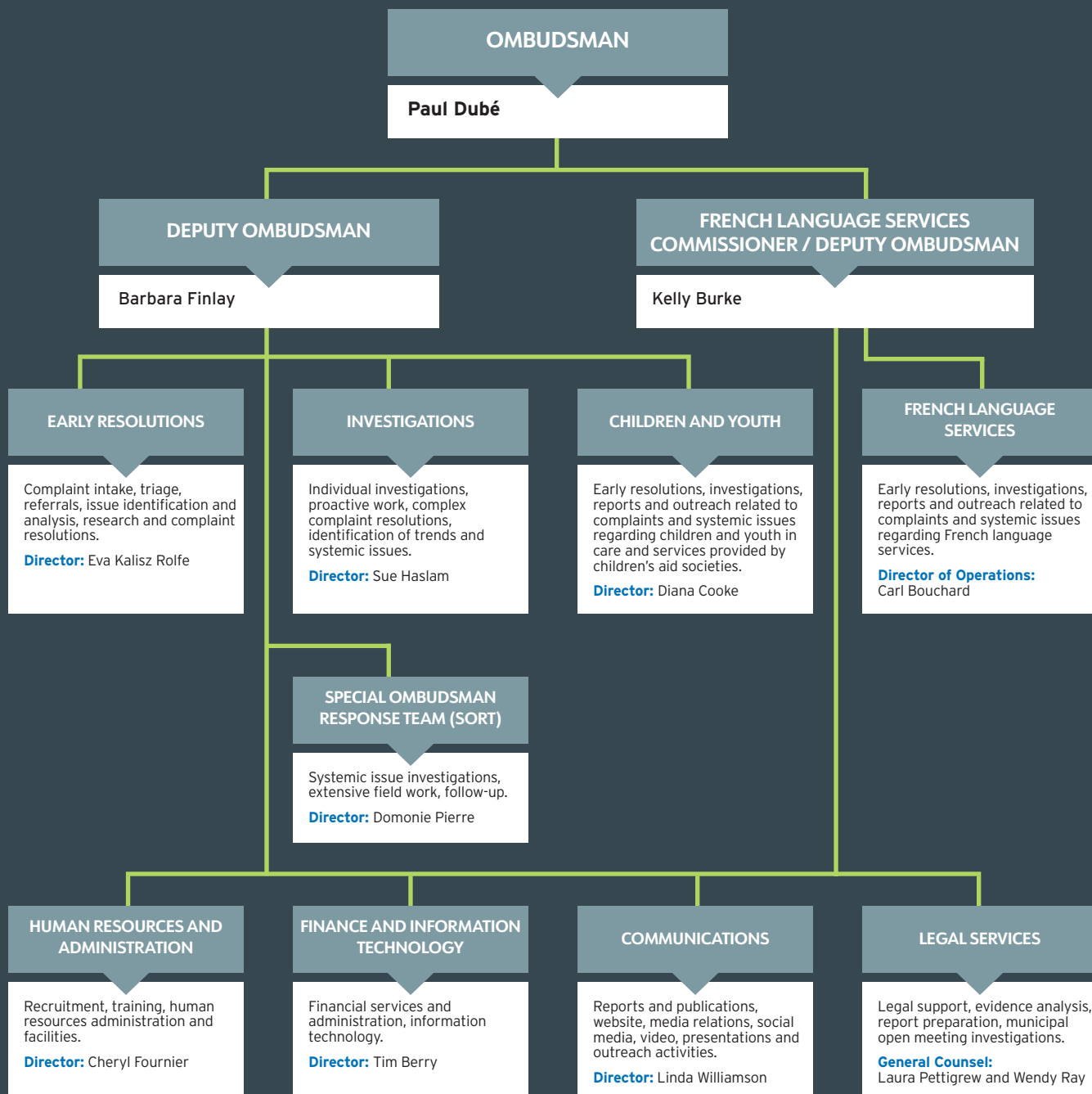
We strive to be an agent of positive change by enhancing fairness, accountability and transparency in the public sector, and promoting respect for French language service rights as well as the rights of children and youth.



### OUR VISION

A public sector that serves citizens in a way that is fair, accountable, transparent and respectful of their rights.

# Who we are





# About this Report

Cases discussed in this report were received between April 1, 2020 and March 31, 2021.

We use “cases” to mean individual complaints and inquiries. Individual cases often involve multiple issues and several different public sector bodies, requiring input and collaboration from teams across our Office.

This report is organized by topic area, rather than by government body. The chapters are arranged in order of case volume, as shown in the accompanying chart. Each topic chapter discusses the main complaint trends and significant cases of the past year.

A breakdown of complaints by ministry, program, municipality, etc. can be found in the **Appendix**.

## Good to know

Watch for “Good to know” boxes throughout this report for explanatory notes.

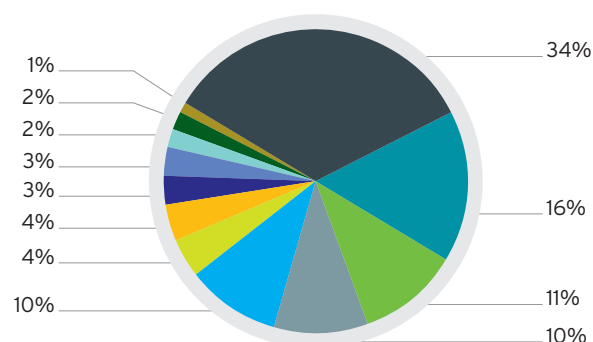
## CASES BY TYPE

Within each topic area, the most common complaint - by far - is service delivery. Here are the **10 most common** types of complaints we receive.

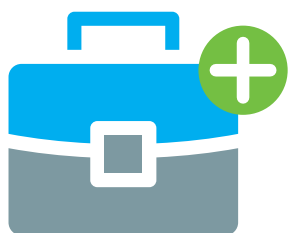
- 1 Service delivery
- 2 Administrative decisions
- 3 Delays
- 4 Legislation and/or regulations
- 5 Communication
- 6 Enforcement of rules or policies
- 7 Broader public policy matters
- 8 Procedures
- 9 Internal complaint processes
- 10 Funding

## CASES BY SUBJECT

LAW & ORDER	HEALTH
MUNICIPALITIES	CERTIFICATES & PERMITS
EDUCATION	MONEY & PROPERTY
CHILDREN & YOUTH	EMPLOYMENT
SOCIAL SERVICES	FRENCH LANGUAGE SERVICES
TRANSPORTATION	ENERGY & ENVIRONMENT



# 2020-2021 Highlights



Total cases  
received

20,015



34%

resolved within one week



50%

resolved within two weeks



58%

received online



31%

received by phone

## Outreach with stakeholders

44

virtual events  
[presentations,  
speeches, etc.]



295

stakeholder  
consultations and  
requests answered



# 2020-2021 Highlights

## Communications



**170,285**

website visitors from **195** countries

**683,913**

pageviews



**258,779** people

Facebook reach

**210**

Instagram posts

**3,039,463**

Twitter impressions

**7,155**

YouTube views



**1,907**

print media articles



**847**

broadcast media stories

## Top 10 case topics



**3,691**

Correctional facilities



**2,375**

Municipalities and municipal meetings



**1,402\***

Children and youth



**935**

Tribunals Ontario



**569**

School boards



**553**

Ontario Disability Support Program



**381**

Family Responsibility Office



**305**

Service Ontario



**283**

DriveTest



**267\*\***

French language services

\*Cases received by the Children and Youth Unit, and about youth justice centres  
\*\*Cases received by the French Language Services Unit - details of these will be published in the Annual Report of the French Language Services Commissioner in late 2021.

# Year in Review – Cases by Topic



## LAW & ORDER

### Overview

This case category encompasses all aspects of policing, correctional services and the justice system that are within the Ombudsman's jurisdiction. It is routinely the largest category of complaints to our Office, with the top sources being the programs and services provided through the Ministry of the Solicitor General (**3,966** cases) and the Ministry of the Attorney General (**1,329** cases).

Although the onset of the COVID-19 pandemic saw a decline in complaints in general, it also exacerbated many of the challenges faced by these organizations. Complaints about correctional facilities declined overall (to **3,691** from last year's record high of 6,000), but they increased steadily from April 2020 onward. Similarly,

Tribunals Ontario was the single most complained-about organization for the second year in a row (**935** cases), mostly due to ongoing issues with the Landlord and Tenant Board.

The Ombudsman's oversight does not include judges or court decisions, municipal police services or police service boards. Wherever possible, we refer people to other avenues where they can complain about these matters.

### Trends in cases – policing

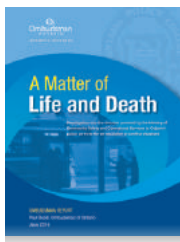
Public attention focused on policing issues with new urgency in 2020-2021 in the wake of several shocking police-involved killings of Black men and women in the U.S., which sparked months of protests across that

country, Canada and elsewhere, even amidst pandemic restrictions. These events renewed calls to ensure police have stronger civilian oversight and better training in de-escalating situations involving persons in crisis – both issues the Ombudsman has explored in systemic investigations (see more information under **Investigations – policing**).

Although we do not have jurisdiction over municipal police, we received **202** complaints that we referred to the appropriate avenues, such as the Office of the Independent Police Review (OIPRD). New legislation that will replace the OIPRD and expand the Ombudsman’s mandate over all of the province’s police oversight bodies (the *Comprehensive Ontario Police Services Act, 2019*) has not yet been fully brought into force. However, in October 2020, the government appointed its new Inspector General of policing under this Act, which will directly oversee and monitor policing. The Inspector met with the Ombudsman to discuss this new body and our oversight. In December 2020, the new, standalone *Special Investigations Unit Act* came into force, fulfilling one of our Office’s longstanding recommendations.

## Investigations – policing

### Police de-escalation training



#### Report: *A Matter of Life and Death*, released June 2016

**Investigation update:** Prompted by the fatal police shooting of 18-year-old Sammy Yatim on a Toronto streetcar in 2013, this investigation explored systemic problems in the way

Ontario police are trained to handle conflict situations. It also reviewed more than 20 years’ worth of coroners’ inquests into similar incidents and echoed hundreds of recommendations stemming from them.

Key among the Ombudsman’s 22 recommendations were the development of a new use-of-force model and a regulation requiring officers to use de-escalation techniques before weapons when appropriate, as well as better de-escalation training for new and existing officers. The Minister at the time accepted all of his recommendations and committed to making the major changes within 12 months.

Five years later, however, the majority of the recommendations have not been implemented. The Ministry of the Solicitor General has opted instead for more study on almost every aspect. The Ombudsman is deeply concerned about this lack of progress, as people in crisis continue to be killed in interactions with police that might have been de-escalated. In an October 2020 media interview, he said many needless deaths and injuries might have been prevented if clear legislation and better training had been put in place.

We continue to engage with the Ministry on this issue, and the Ombudsman is considering whether a follow-up investigation is necessary.

“I am dissatisfied, and I am not alone. If you persistently fail to respond to calls for reforms that are evolutionary, you eventually get demands for changes that are revolutionary. Unless government drives the change, it will move slowly and be difficult to achieve.”

– Ombudsman Paul Dubé, as quoted by *Toronto Star*, October 6, 2020:  
“Ontario Ombudsman slams ‘outdated’ training tool that emphasizes weapons over de-escalation, despite repeated calls for change”

## Special Investigations Unit – Director’s reports



### Reports: *Oversight Unseen* (2008) and *Oversight Undermined* (2011)



**Investigation update:** Our Office has conducted two systemic investigations regarding the province’s Special Investigations Unit (SIU), the civilian oversight body that investigates police-involved deaths or incidents of serious bodily harm. These resulted in our reports *Oversight Unseen* (2008) and *Oversight Undermined* (2011), in which the Ombudsman made numerous recommendations to bolster the SIU’s oversight and transparency. One key

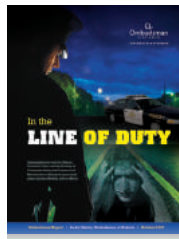
recommendation – that there be standalone legislation governing the SIU – was finally met in December 2020 when the new *Special Investigations Unit Act* came into force. Another was that the SIU Director’s reports be made public.

The SIU Director must write a report in any case where the Unit opts not to lay charges after an investigation. Historically, these reports were provided to the Ministry of the Attorney General but never made public. In the wake of Justice Michael Tulloch’s 2017 Independent Police Oversight Review, which echoed our Office’s recommendations, the then-Attorney General committed to releasing all such reports, dating back to the SIU’s inception in 1990. However, the review of each report to remove confidential information slowed the process. Reports from 2005 onward were made public and accessible, but those from 1990-2004 remained sealed.

We received **32** complaints about various issues involving the SIU in 2020-2021. In one case, a journalist complained to us about being unable to access some SIU directors’ reports. When we raised the matter with the Ministry of the Attorney General and the SIU, we discovered some confusion over who was responsible for reviewing and redacting the pre-2005 reports. The Ministry decided that

it fell to the SIU, and after discussions with our Office, the SIU’s Director committed to reviewing requests to release these reports on a case-by-case basis.

## Operational stress injury and suicide affecting Ontario Provincial Police



### Report: *In the Line of Duty*, released October 2012

**Investigation update:** We have monitored the issue of OPP deaths by suicide for many years, leading up to this 2012 report and since.

The Ombudsman’s report made 28 recommendations to the OPP to improve psychological supports, education and training, and 6 to what is now the Ministry of the Solicitor General to help address suicides and operational stress injury among police provincially. The Ministry and the OPP continue to work toward the full realization of these recommendations.

In August 2018, in the wake of more member suicides, the OPP announced an internal review of its mental health supports and of officer suicides since 2012. Several government initiatives followed, including additional funding to address mental health challenges.

In March 2020, the OPP Commissioner confirmed that since 2012, 17 OPP officers had died by suicide. The province and the Ontario Provincial Police Association also launched a new government-funded mental health support program.

Our Office has actively followed the OPP’s progress in this area, including reviewing complaints and engaging with stakeholders to assess whether a new investigation is warranted. The Ombudsman has also met multiple times with the OPP Commissioner and senior Ministry officials for updates on their actions. Complaints on this issue have dropped significantly from the 90 we received in 2018-2019 – we received **2** in 2020-2021, and 5 in 2019-2020.

## Trends in cases – correctional services

The fair treatment of people in Ontario correctional facilities, including their health and safety, has always been a priority for our Office. In the early days of the COVID-19 pandemic, when our staff moved to working remotely and we were temporarily unable to receive mail or operate our central complaint intake phone lines, we worked with the Ministry of the Solicitor General to establish new phone lines for inmates to reach us. We continue to meet regularly with senior officials to receive updates on the Ministry's responses to outbreaks of the virus and its health and safety measures to protect inmates and staff.

The volume of complaints we received about correctional facilities in 2020-2021 tended to reflect the progress of the pandemic itself. In early spring 2020, hundreds of low-risk inmates charged with non-violent offences were released, and many serving intermittent (weekend) sentences were permitted to do so in the community, to reduce the risk of spreading the virus. The population in Ontario jails decreased by 34% between February and April 2020.

However, inmate counts began to climb again that summer, as did complaints to our Office. In addition to COVID-19 concerns, we continued to deal with complaints about persistent issues like lockdowns, segregation, health care, and matters affecting inmates' safety and well-being. For example:

- We received more than **100** complaints from inmates at several facilities across the province about bad food, including partially frozen, soggy sandwiches. We spoke directly with staff at these facilities to confirm they were providing replacement meals and addressing any potential health risks. Senior Ministry officials confirmed that they were working with the responsible vendor and staff at the facilities to address the issue.



Thank you for taking the time to look into my case. I very much appreciate it.”

– Complainant

## COVID-19 and inmates' access to communication

Throughout the pandemic, we have heard concerns from inmates' family members, lawyers and other advocates about restrictions that left them unable to communicate for extended periods. When in-person visits were restricted, the Ministry provided inmates with phone accounts that permitted them to call cell phones for the first time. We received many complaints about problems with this system. These issues were often exacerbated during virus outbreaks.

For example:

- An inmate whose mother had died complained that he could not call his family or speak with a lawyer about her estate, because his phone account was not working. After we contacted the facility, he was provided with phone access and a new account number.
- We alerted a facility to the case of an inmate whose phone account number was being used by other inmates, leaving him unable to call his family more than once a month. Senior staff at the facility investigated the matter and issued him a new account number.

## Conditions in Thunder Bay and Kenora jails

In last year's Annual Report, the Ombudsman described the deplorable and unsanitary living conditions he observed at the Kenora and Thunder Bay jails during his visits in 2019. The Ombudsman met with the Solicitor General to discuss how the Ministry is addressing issues with staffing and programming, as well as its long-term plans to address overcrowding.

The Ministry has identified a contractor to expand the Thunder Bay Correctional Centre and Kenora Jail, and is offering incentives to correctional officers who wish to relocate to the region. We were told at least 25 new recruits were hired as a result of these efforts in 2020-2021.

We continue to closely monitor and address complaints from inmates at these facilities, and they are a standing agenda item in our meetings with senior Ministry staff. We heard that the persistent lockdowns were exacerbated by COVID-19, due to outbreaks, quarantine measures and staff shortages. For example:

- A group of inmates raised concerns with us about living conditions in their unit and the death of an inmate by suicide. Some described comments by correctional officers that affected their own mental health. We flagged this to senior correctional staff, who told us internal and police investigations were underway. They also noted that inmates had access to a chaplain, a social worker and a Native Inmate Liaison Officer, who conducted a smudge ceremony with those who wished to participate.



It's heart-wrenching to see the conditions in which those inmates are living. I was shaken when I left that visit to the Thunder Bay jail."

– Ombudsman Paul Dubé, as quoted by The Canadian Press,  
June 30, 2020

## Medical issues

Year after year, access to health care is the most common complaint we hear from inmates, and the pandemic has only intensified this. Not only were they concerned about contracting COVID-19, their access to medical and mental health care was affected by quarantine, distancing, isolation and testing protocols, as well as lockdowns and staff shortages. Treatments by doctors, dentists, psychiatrists and other specialists were often limited, cancelled or delayed.

Although we refer many cases to facilities' internal complaint mechanisms, we prioritize those where an inmate's health and safety could be seriously at risk. We co-ordinated our inquiries wherever possible, in recognition of the additional pressures that health care staff faced due to the pandemic. We resolved many cases by ensuring inmates received the medical attention they needed.

Some examples:

- An inmate who broke his wrist but received little treatment had his injury x-rayed after we raised his case with health care staff at his facility.
- We raised concerns about an inmate who told us he feared for his mental health when the facility stopped his medications. A mental health nurse checked on him and set up an appointment where he could be referred for psychological help.



- When an inmate complained of being depressed due to lengthy lockdowns, we discovered he had been referred to a psychiatrist but had not been seen by mental health staff for months. As a result of our inquiries, the facility reminded staff to follow up on inmates' mental health referrals.
- An inmate sought our help with significant tooth pain and infection. His prescribed painkillers were not working and dentist visits were restricted due to COVID-19. We confirmed with the facility that he was put on a priority list to see a dentist the following week.

## Assaults and threats of violence

Another matter of safety in correctional facilities that we prioritize involves assaults or other threats of violence against inmates. In cases of serious inmate-on-inmate assault or unreasonable use of force by a correctional officer, we confirm that the required investigations are being done at the local level, and that inmates have timely access to health care.

Some examples of how we helped address threats:

- The wife of an inmate who had been hospitalized due to an attack by other inmates urgently sought our help when he was returned to the same unit as his assailants. We confirmed with the facility that they would address the inmate's safety concerns.
- A transgender inmate complained to us that she had been placed in a protective custody unit for men, where she felt unsafe. She said male inmates were approaching her in the showers and on the range and making harassing comments. We alerted facility staff, who committed to have a social worker speak with her about another placement.

## Cultural and diversity issues

We often help inmates who complain about a lack of access to cultural and spiritual programming and services, including religious diet accommodations and the provision of culturally appropriate hygiene products. These services have been significantly affected throughout the pandemic, but wherever possible we have resolved issues by contacting relevant officials. We also flagged a number of inmate complaints alleging racist conduct by correctional staff; in these cases, we followed up to confirm the allegations were investigated and the results shared with the inmates.

Some examples:

- Indigenous inmates at several facilities complained about being prevented from smudging because COVID-19 protocols restricted visits from Native Inmate Liaison Officers (NILOs), particularly in quarantine or isolation units. We confirmed that smudging stations were available throughout one facility and smudging could be arranged through a unit sergeant. At another facility, we were advised that inmates had no access to smudging during the 14-day isolation period after their arrival, but a NILO was available to them afterward.
- We resolved a number of complaints from inmates about a shortage of kosher meals in 2019 and early 2020. The Ministry told us its supplier initially could not meet the demand, but by May of 2020, it had secured another supplier.
- A group of inmates complained about a correctional officer using a racial slur against an inmate on their range. We confirmed with senior staff at the facility that the matter was investigated, written statements were provided by the inmates, and the outcome was communicated to them.

## Investigations – correctional services

### Tracking of inmates in segregation



**Report: *Out of Oversight, Out of Mind*, released April 2017**

**Investigation update:** This report revealed major issues with the government's tracking and reporting on prisoners in solitary confinement, known in Ontario as "segregation."

The Ombudsman's investigation was prompted by a steady increase in complaints, as well as the extreme case of Adam Capay, a young Indigenous man who was held in segregation in Thunder Bay Jail for more than four years while awaiting trial for murder.

Key among the Ombudsman's 32 recommendations was that the Ministry of the Solicitor General redefine "segregation" to reflect inmates' actual conditions of confinement, rather than where they are housed, as was the practice. He also recommended the use of technology to better track prisoner movement, and an independent panel to review all segregation placements.

The Ministry accepted all of the Ombudsman's recommendations and has implemented **25** of them to date, including crafting a new definition for segregation, and improved reporting on segregation placements.

Many of the outstanding recommendations are dependent on the status of the *Correctional Services Transformation Act*, which was passed in May 2018, but has still not been proclaimed in force. Among other changes, the Act would set new limits on the use of segregation for inmates and establish an independent panel to review segregation placements on a set schedule.

The Ombudsman continues to engage with the Ministry on these outstanding issues, but it has been unable to say when or whether the new Act will be brought into force.

## Other trends in cases

### Administrative tribunals

We receive hundreds of complaints each year about the province's administrative tribunals – independent, quasi-judicial bodies that make decisions about a wide range of issues, including housing, social benefits and human rights.

Tribunals Ontario, a cluster of 14 tribunals that collectively deal with nearly 100,000 cases each year, was the most complained-about organization in 2020-2021, as it was the previous year – although complaints fell to **935** from 1,051 in 2019-2020. The bulk of these complaints were about delays and other issues involving the Landlord and Tenant Board, which we continue to investigate (see the **Money & Property** chapter of this report).

The complaints we receive about other tribunals also typically relate to long delays, process issues, or disagreement with decisions. The Ombudsman cannot overturn decisions, but we can review whether the decisions and process followed were fair. Due to the COVID-19 pandemic, most tribunals now hold electronic hearings, and we helped resolve some complaints about issues with this new technology. Tribunals Ontario has also kept us up to date on its efforts to address delays and backlogs by hiring more adjudicators.

### Probation and parole

We received several complaints from inmates about late delivery of deferred Ontario Parole Board decisions. Some did not receive their decisions until after their parole eligibility dates had passed; although they were denied parole, the delays caused them considerable anxiety. We discovered that facilities across the province have different practices for the delivery of parole decisions – at some, staff refuse to deliver them, or the responsibility for the delivery is unclear.

We continue to follow up on this issue with the Ministry, which is working on a process that will provide for consistency and accountability in the delivery of these decisions.

## Office of the Chief Coroner – delays and closure of forensic facility

We received **12** complaints in 2020-2021 about the Office of the Chief Coroner, which is responsible for conducting death investigations and inquests. Several people complained about delays or a lack of information about investigation outcomes. Some were family members who were impacted financially because they needed information to settle estate and insurance matters related to a loved one's death. We resolved these cases by connecting people with the right officials or making inquiries with the coroner's office.

We also reviewed several complaints received in 2019 after the Chief Coroner announced plans to close the Hamilton Regional Forensic Pathology Unit and transfer all work done there to the newer Forensic Services and Coroner's Complex in Toronto (the Hamilton facility ultimately closed in March 2020). The decision prompted considerable controversy and speculation about the motives behind it. Complainants told us there was no public consultation, and that the Ministry of the Solicitor General would not respond to their requests for information.

Our review revealed that the decision was made in late 2018 as part of a confidential government-wide fiscal planning process, which made public consultation impossible. Both the Ministry and coroner's office acknowledged the confusion that this caused, and agreed to provide clarification to the complainants about this process. Senior officials also answered questions publicly about the matter before the Legislative Assembly's Standing Committee on Public Accounts in October 2020.

## Case summaries

### Search terms

Several inmates in the same facility complained to us that they were strip searched in a main hallway, in view of security cameras. Ministry policy requires that searches be conducted in an area and a manner that preserves inmates' privacy and dignity. Our inquiries led us to escalate the matter to a regional director with the Ministry, who acknowledged the policy had not been followed in this case. As a result, the facility made procedural changes, including conducting searches out of view of cameras and using privacy screens.

### Report duty

An inmate sought our help after he was involved in an altercation with another inmate and then pepper sprayed and assaulted by correctional officers. He had reported the assault to health care staff, but our review showed that they did not report the incident to superiors as required by Ministry policy. We raised the inmate's concerns with senior Ministry officials, who confirmed that they spoke with the facility's health care staff to remind them of the reporting requirements.

### Under the gun

We received numerous complaints in 2020-2021 about delays in approvals by Ontario's Chief Firearms Officer (CFO) for transfers of restricted firearms. We learned that this backlog was largely due to COVID-19, as the office was struggling with staff shortages and technological limitations related to working from home, while dealing with an increase in applications. Our staff confirmed that the CFO had put out messages to advise the public of possible delays. We also worked with CFO staff, through a spreadsheet system, to ensure that each application related to a complaint we received was processed.



## MUNICIPALITIES

### Overview

The Ombudsman has now had full oversight of Ontario's municipalities for more than five years. This role, in addition to our work as the closed meeting investigator for hundreds of municipalities since 2008, has enabled us to help tens of thousands of Ontarians with their complaints about local issues. We have also helped many of the province's 444 municipalities enhance governance, fairness and transparency, often by sharing best practices based on our expertise in resolving complaints.

From the start of this new mandate on January 1, 2016 to the end of the fiscal year covered by this report (March 31, 2021), we received **14,371** cases about general municipal issues. We have successfully resolved all but a handful of these without need for formal investigation. To date, we have conducted **6** formal investigations related to municipalities. No new investigations were launched in 2020-2021.

General complaints declined overall in 2020-2021 due to the pandemic, but we continued to help thousands of people with local issues and services hard hit by lockdowns and other restrictions. At the same time, we saw a surge in complaints about municipal

**“ I would like to personally thank you for your professionalism and co-operation in working with us.”**

– Complainant

meetings, as councils across the province moved to electronic meetings for the first time. Thanks to our years of experience in this area, we helped many municipalities ensure real transparency and public accessibility in their virtual meetings.

Our normal outreach activities with municipal officials also went virtual in 2020-2021, as in-person gatherings were cancelled and many, like our staff, worked from home. We continued to give presentations on our role and approach to municipal matters, answer inquiries from municipal staff, and share our online resources for municipalities and interested members of the public.

## Trends in cases – general municipal issues

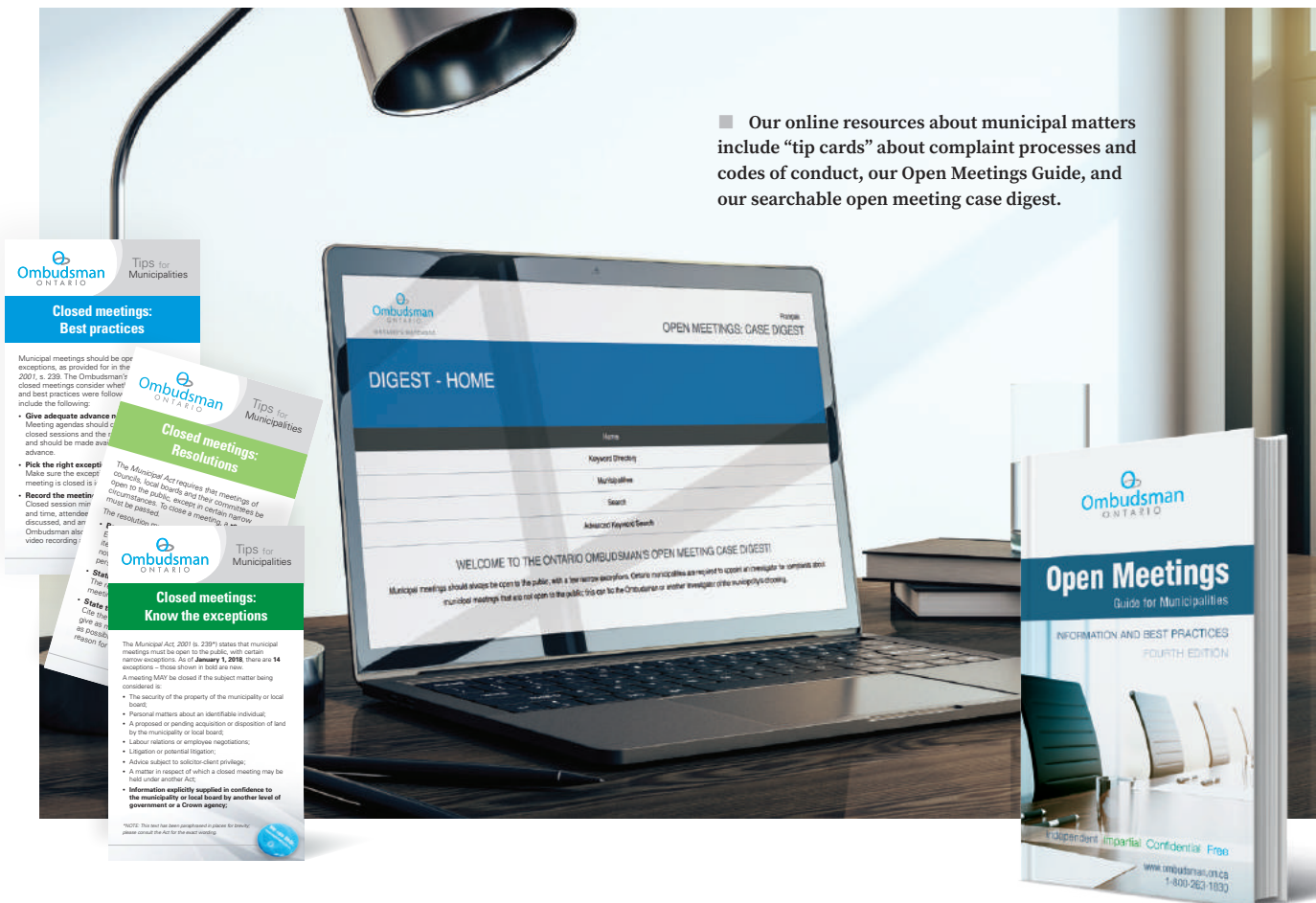
The most common topics of complaints in this area continue to be municipal councils, by-law enforcement, housing and infrastructure. In the spring of 2020, we also received many inquiries from residents seeking information about closures or restrictions on access to public spaces due to COVID-19 – as well as complaints about masking and distancing protocols being too lax or too strict.

Wherever possible, we connected people with local services and officials, directed them to public information, or reached out to municipalities ourselves. For example:

- When a ratepayer complained about his municipality raising property taxes during the pandemic, we pointed out that the council was considering waiving penalties for late payments, and directed him to assistance programs available from the municipality and other levels of government.

We routinely emphasize the importance of resolving local issues at the local level wherever possible. The Ombudsman has always encouraged municipalities to have clear and robust complaints processes available to the public. They should be free of charge, posted publicly with clear contact information, and provide for a response within a specific timeframe.

Our online resources about municipal matters include “tip cards” about complaint processes and codes of conduct, our Open Meetings Guide, and our searchable open meeting case digest.





## Good to know

Cases about municipal hydro can be found in the **Energy & Environment** chapter of this report; cases about Ontario Works in the **Social Services** chapter; and cases about municipal marriage licences in the **Certificates & Permits** chapter.

By working with municipalities in this way, we help strengthen local governance and transparency. For example:

- After we discovered that a municipality's process referred complaints to a particular employee, but did not indicate how to contact them, it added the contact information to its website.
- After we inquired on behalf of a man who received no response from the municipality, it revised its system of logging complaints.
- After we asked why a man's complaint was dismissed with minimal explanation, the municipality contacted him to discuss details of its investigation and decision.

## Councils, committees and conduct

Most of the complaints we receive about municipalities relate to councils and committees, including the conduct of elected officials and their decisions. The Ombudsman does not intervene in political decisions at any level, and the conduct of officials usually falls within the purview of the local Integrity Commissioner.

Our role is primarily to review the fairness of the municipality's processes and procedures. When we find that the municipality followed a fair process, we communicate this to the complainant. When we find that the municipality's process could be improved, we often resolve the matter by suggesting best practices to help avert future complaints. For example:

- A woman complained that because of the pandemic, she was only permitted to make a written submission rather than address council directly. After we spoke with municipal staff, they contacted her to explain the new rules for addressing council, and agreed to update related policies and forms on their website.

### Integrity commissioners

Since 2018, all municipalities have been required to appoint an integrity commissioner (IC) to investigate complaints of violations of their codes of conduct. We receive many complaints about local ICs, but our role is not to redo their work or act as an appeal court for their decisions. Instead, when we receive a complaint about a municipal IC, we look to see whether a fair process was followed, in accordance with legislation, by-laws, and policies. Where problems are identified, the Ombudsman may share best practices with the IC, or make recommendations to the municipality to improve its processes in future.

In reviewing a range of complaints in 2020-2021, we shared best practices with many municipalities regarding the integrity commissioner process. We are developing new resources for municipalities and the public on this topic, similar to our existing materials on municipal codes of conduct and ICs (available on our website).

Here are some examples of cases we resolved that illustrate the need for these best practices:

**Fees and barriers:** A resident told us his municipality required him to submit an affidavit in order to make a complaint under its code of conduct process. We also heard from a municipality that was considering charging complainants a fee. As a best practice, the Ombudsman urges municipalities not to impose such barriers; instead, they should empower their integrity commissioner to dismiss vexatious or frivolous complaints.

**Act within authority:** We reminded an integrity commissioner who failed to follow the municipality's established complaints protocol to remember to act within their legislative and delegated authority.



## Ombudsman's Tips

### INTEGRITY COMMISSIONERS

All municipalities must provide access to an integrity commissioner.

**Municipalities should:**

- Remove or reduce barriers, such as fees for making a complaint, or heavy administrative requirements, such as swearing affidavits.
- Empower the integrity commissioner to dismiss frivolous or vexatious complaints.
- Establish reasonable timelines for integrity commissioner reviews, with the flexibility to extend them if required.

**Integrity commissioners should:**

- Stay within the mandate set out in legislation and the duties assigned by municipalities.
- Ensure their findings are supported by evidence.
- Communicate their decision and reasons to complainants once they have completed a review, or declined to do so.
- Provide thorough reports, setting out the reasons for their findings and any recommendations, their investigative process, the evidence they relied upon and how they weighed it against the relevant ethical rule.
- Abide by the strict timelines in the *Municipal Conflict of Interest Act* for the review of conflict-of-interest complaints.

**Evidence:** We reviewed a number of complaints about integrity commissioners not considering all available evidence or interviewing all potential witnesses. ICs have the discretion to determine the evidence relevant to their investigation, including which witnesses to interview, and to prefer some pieces of evidence over others. As a best practice, they should explain the evidence they rely upon and the reasons for doing so.

**Delays:** We often receive complaints about delays and lack of communication in integrity commissioner investigations. One man told us he heard nothing for eight months after submitting a complaint. As a best practice, we advise municipalities to have clear timelines in their code of conduct complaint protocols, while allowing ICs the discretion to extend them if necessary. In another case, we reminded an IC to be mindful of the strict timelines under the *Municipal Conflict of Interest Act*, after a woman complained that he had exceeded them in her case.

**Decisions:** A woman who felt the integrity commissioner had not addressed all of her complaints told us he never responded to her concerns. Another woman received no further communication from the IC about her matter once she filed suit against her municipality. We spoke with these ICs to stress the importance of communicating the reasons for their decisions to complainants. As a best practice, municipalities' protocols should include communicating with a complainant when an investigation is closed, including because of related litigation.

### ***Policies on public conduct***

While many residents complain about the conduct of public officials, the conduct of certain members of the public is also a persistent problem for municipal staff. Municipalities can issue trespass notices or bar individuals from municipal property in particularly troublesome cases – as long as the restrictions are justified, minimally impair the person's rights, and are issued through a fair process.

We help resolve these issues for all concerned by sharing best practices. For example, the Ombudsman advises municipalities to have clear policies regarding conduct of members of the public, and trespass notices. (Details can be found in the Ombudsman's reports *Press Pause* and *Counter Encounter*, available on our website.)

In some recent cases:

- We discovered that municipal staff who barred a man from emailing them were not familiar with their own community code of conduct. They rescinded the ban and sent the man a warning letter instead, explaining why his voluminous correspondence was unwelcome.
- We spoke with the mayor and staff at a municipality that barred a resident indefinitely from all municipal property and virtual council meetings. They agreed to adopt a “respectful conduct” policy that includes an appeal mechanism and a process for regular reviews of existing restrictions.

## By-law enforcement

By-law enforcement generates hundreds of complaints each year - **239** in 2020-2021 - from people who think by-laws are being unfairly applied or not strict enough. The Ombudsman identified several best practices for by-law enforcement in his 2018 report *By-law Surprise*,

and we regularly share them with municipalities.

These include having clear complaints processes and appeal mechanisms, and ensuring any fees charged are authorized by by-law.

We resolved many such cases in 2020-2021, often by verifying municipalities' processes or by prompting them to make improvements. For example:

- We received **160** complaints about four municipalities permitting local mosques to broadcast the evening call to prayer during Ramadan in 2020. The municipalities permitted the broadcasts for a few minutes each day, despite local noise by-laws, as they have discretion to do. Our review found that the municipalities weighed the noise issue against the meaningful positive impact for members of the local Muslim community (one even found noise levels during the call to prayer were no higher than passing vehicle traffic). The municipalities also openly communicated with the public about these decisions and received feedback to improve the process for similar decisions in future.
- A municipality issued refunds to a group of residents after we discovered that the fees they were charged for property inspections were not authorized in any by-law, as required by the *Municipal Act*.

Several of the **217** housing-related cases we handled in 2020-2021 involved **vulnerable people** affected by the pandemic.



### By-laws requiring services in French

Municipalities are not subject to the Ombudsman's jurisdiction under the *French Language Services Act*, but some have opted to pass their own by-laws requiring the provision of some services in French. When they then fail to deliver such services, we receive complaints. As with other municipal complaints, we make inquiries as necessary and work to resolve these at the local level. For example:

- A man who spotted an electronic traffic sign near a construction site in English only – contrary to his city's French language services by-law – complained to us after municipal staff told him it was on private property. We confirmed it was on city property, and that staff should have referred the matter to their French language services office. As a result of our inquiries, the sign was replaced with a bilingual one, and staff were reminded about how to refer such complaints internally.

### Housing

Social housing, administered by municipalities and district social services administration boards, is consistently a top topic of complaint. Several of the **217** housing-related cases we handled in 2020-2021 involved vulnerable people affected by the pandemic. For example:

- We helped a woman connect with her local housing provider and support agencies on behalf of her sister, who was at risk of becoming homeless. She said finding help was especially difficult during the pandemic because many government forms could only be accessed online.
- We helped a single mother and her five children, including one with complex special needs, who were living in a motel. She had been told she would not qualify for social housing unless she paid \$3,500 in arrears from 15 years earlier. With our help, she reached a local housing manager who reviewed her situation and committed to finding a home for the family.

## Good to know

See the **Appendix** of this report for more statistics on cases received about municipalities.

## Investigations


### Hiring process for Regional Municipality of Niagara's Chief Administrative Officer



**Report: *Inside Job*, released November 2019**

**Investigation update:** Launched in August 2018, this investigation revealed that the Chief Administrative Officer (CAO) hired by the Regional Municipality of Niagara in 2016 had been provided with inside information. It also exposed serious inadequacies in the local ombudsman's review of the matter.

The Ombudsman made 16 recommendations to improve the Region's processes for hiring a new CAO and engaging a local ombudsman. All were accepted, and as of February 2021, **13** had been implemented. One of the most significant outstanding recommendations relates to terms of reference for hiring a municipal ombudsman in future. The Region plans to have this in place later in 2021, and will continue to report back to us on its progress.



## Ombudsman's Tips

### ELECTRONIC MEETINGS

All of the open meeting rules – *Municipal Act* s. 239(1) – apply to virtual meetings and must be followed. In addition, municipalities should:

- Provide clear instructions in the agenda or meeting notice that indicate how the public can access an electronic meeting, such as a link or call-in number.
- Amend their procedure by-laws to provide for electronic meetings.
- If the meeting goes into closed session, make the resolution to do so in open session. When back in open session, report the general nature of what was discussed. Ensure the public has real-time access to both of these steps.
- Consider providing separate meeting invitations or call-in instructions to safeguard the security of closed meetings, or ensure that live broadcasting capabilities can be enabled or disabled as required. Security concerns do not override the open meeting rules.
- Develop procedures to address technological issues – e.g., if the livestream goes down during an open meeting – and make them public.
- Monitor live broadcasts or teleconferences to ensure transmission quality, so the meeting can be stopped if problems arise. Have a backup method of broadcasting in case the first one fails.
- Consider providing telephone conferencing or other alternatives for members of the public who can't watch a livestream.

## Trends in cases – open meetings

All municipal meetings must be open to the public, unless they meet certain narrow exceptions set out in section 239 of the *Municipal Act*. Anyone who thinks a municipal meeting may have violated these open meeting rules can make a complaint.

Since 2008, the Ombudsman has been the investigator for these complaints in all municipalities except those that have appointed their own. This number continues to grow: As of March 31, 2021, the number of municipalities using the Ombudsman as their investigator reached a new high of **256** (up from last year's peak of 236).

Complaints about closed meetings also rose sharply in 2020-2021: Last year's all-time low of **40** cases within the Ombudsman's jurisdiction doubled to **80**. These complaints related to **47** meetings in **41** municipalities (compared to 26 meetings in 24 municipalities in 2019-2020).

Key factors in this increase were COVID-19 and the resulting restrictions on public gatherings, which forced municipalities to conduct their meetings electronically instead of in person. This shift required legislative change at the provincial level and numerous changes to municipal processes and procedures.

We received **94** complaints between April 1, 2020 and March 31, 2021 – **80** of which were about municipalities where the Ombudsman is the investigator. The Ombudsman reported his findings in **26** cases – **15** as formal reports and **11** as letters to the municipalities. Notwithstanding the increase in complaints, only **8** of the 47 meetings we reviewed were illegal (**17%**), down from 19% 2019-2020. The Ombudsman also found **10** procedural violations and made **30** best practice recommendations.

All of these reports and letters can be found on our website and in our searchable **Open Meetings Digest** online.

## Electronic meetings

Prior to the pandemic, fully electronic meetings were not permitted under Ontario law. Any municipal council member who participated in a meeting electronically could not count towards quorum and could not participate in closed meetings.

Amid the March 2020 state of emergency, the province amended the *Municipal Act* and permitted municipalities to amend their procedure by-laws to allow electronic meetings (open and closed). In July, further amendments were made to allow electronic meetings even outside of emergency situations. However, the open meeting rules did not change. This means even electronic meetings must be open to the public, minutes must be recorded, and a resolution must be passed in open session before a meeting can be closed.

In reviewing and investigating complaints about virtual meetings, the Ombudsman sought opportunities to provide best practices and guidance to municipalities grappling with this new reality.

Some examples:

- The **City of Richmond Hill** contravened the Act when it provided notice ahead of an electronic meeting, but failed to provide a livestream or information about how the public could access the meeting.
- The **Board of Management for the Greater Napanee Business Improvement Area (BIA)** went ahead with electronic meetings without first amending its procedure by-law to permit them.
- The **Village of Westport** went ahead with two meetings despite technical problems with its live broadcasting technology, improperly excluding the public. The Ombudsman noted that posting recordings of the meetings after the fact, while a good practice, did not bring the Village into compliance with the open meeting requirements.

We are in the process of developing best practice resources for municipalities to assist them in this area.

## Definition of “meeting”

Along with the move to virtual meetings, pandemic restrictions and stay-at-home orders necessitated more electronic communication between council members – and prompted complaints about possible violations of the open meeting rules.

The rules exist in the interest of transparency – not to discourage socializing amongst members, but to deter councils from conducting business out of public view. Prior to 2018, we investigated several cases where the Ombudsman found that a quorum of council members coming together to conduct business could constitute an illegal “meeting,” even if it was over email or a series of phone calls.

But in 2018, the definition of “meeting” in the *Municipal Act, 2001* was changed to require that a “quorum of members is present,” which does not apply to email or other virtual discussions. In 2020-2021, this proved problematic in a few cases. For example:

- When the Mayor of the **Town of Hawkesbury** met individually, in sequence, with three council members about terminating specific town employees, these discussions did not constitute a “meeting” as defined in the Act, because there was never a quorum of members “present” at once. However, the Ombudsman found that the Mayor had “effectively organized a voting bloc of councillors who strategically agreed ahead of time about how to deal with a specific matter,” away from public view and with no minutes being taken. It would have been more transparent and accountable to introduce the matter at a formal council meeting, he said.

“Given the importance of accountability, transparency, and ensuring that openness requirements are not subverted, the government may wish to clarify whether pre-agreements by a majority of council are contrary to the *Municipal Act’s* open meeting provisions.”

– Ombudsman Paul Dubé, Report on the Town of Hawkesbury’s decision-making process on June 15, 2020, released March 2021



We shared a copy of this report and the Ombudsman's comments with the Minister for Municipal Affairs and Housing. The Ombudsman also wrote to the Minister directly in April 2021, proposing a simple change to the Act to address this issue:

“[T]he Act's current definition of meeting goes beyond allowing councillors to socialize and share information informally. Rather, the requirement that a quorum be 'present' means that the form of the gathering or exchange can determine whether the open meeting rules apply. Councillors who are seeking to avoid public scrutiny of their exchanges and decision-making can use the limits of the current definition to ensure their conduct remains in the shadows and outside the reach of my Office's investigative mandate. This deprives citizens of 'the right to observe municipal government in process' referred to by the Supreme Court.

“Eliminating the phrase 'is present' from the definition of meeting would resolve this issue and ensure that the open meeting rules apply whenever a quorum of councillors materially advances council business or decision-making. This would allow the definition to focus on the substance of the councillors' exchange, rather than its form.”

– Letter from Ombudsman Dubé to Minister of Municipal Affairs and Housing, April 26, 2021

## Other common open meeting issues

Complaints about municipal meetings tend to stem from confusion about the meaning of the various open meeting exceptions, or common procedural matters like voting and note-taking. On our website, our **Open Meetings Guide** and searchable **Digest** provide detailed information about these issues and numerous examples of the Ombudsman's decisions on them.

### Personal matters

Under s. 239(2)(b) of the *Municipal Act*, meetings can be closed for discussions about “personal matters about an identifiable individual.” This is one of the most cited – and frequently misunderstood – exceptions.

Discussions about a person in their professional capacity do not fit within the exception, so should not be held behind closed doors. For example:

- The **Municipality of Temagami's** discussion about a harassment investigation did not fit because council did not identify the individuals involved or discuss any information about the alleged harassment.
- The **Township of Sables-Spanish Rivers'** discussion of a bidder on a Request for Proposals did fit within the exception because it included personal information about the person's suitability and conduct.

### Minutes and recordings

The *Municipal Act* requires that the proceedings of all meetings be recorded, whether they are open or closed to the public. Minutes that describe the proceedings, including the matters discussed and any decisions made, are essential for transparency and accountability. The Ombudsman also recommends that all municipalities audio or video record meetings, open and closed. These practices not only enhance transparency, they also make investigations more efficient in the case of a complaint.

Some municipalities fell short in this area in 2020-2021 – for example:

- After the **Board of Management for the Greater Napanee Business Improvement Area** lost its only

employee, it stopped circulating minutes, and none could be located during our investigation.

- Participants in closed meetings we investigated in the **Township of Sables-Spanish Rivers** and the **Township of Johnson** had conflicting recollections of what was discussed behind closed doors, and poor minutes made it difficult to determine what took place.
- The **Municipality of West Nipissing** apologized publicly after it inadvertently failed to make audio or video recordings of two meetings when council began holding them via teleconference due to the pandemic.

### Voting

Votes are not allowed during closed meetings, except for procedural matters or to give direction to municipal staff or officers. We investigated several cases of improper votes behind closed doors. For example:

- Council for the **Township of Sables-Spanish Rivers** voted improperly when it decided matters related to staff wages, paying out a claim, and hiring an individual.
- Councils for the **Township of Johnson** and the **Town of Plympton-Wyoming** violated the rules when they voted in closed session on procedures to fill council vacancies.
- When a quorum of council for the **Town of Pelham** decided over email not to accept a donation from a cannabis producer, the Ombudsman found this was wrong and contrary to law, as municipalities are only permitted to make decisions by by-law or resolution.

## Case summaries

### Process undermined

Residents who live close to an open-pit mine contacted us in frustration after complaining to their municipality about noise, dust, and emissions for years. Our review revealed that the municipality had not established a clear complaints procedure or communicated how people should raise

their concerns about the mine. Frontline municipal staff sometimes did not know what to do with these complaints, and at least two different departments responded at various times, leading to confusion. The municipality agreed to clarify its process directly to the residents and on its website. It also committed to training staff so they are able to handle similar complaints in future.

### Information flow

More than **30** people from the same municipality sought our help with concerns about leaking water pipes. They complained that their calls to the municipality were not returned, and it provided no information on its website about what to do when they found a leak, how to have pipes repaired when they crossed onto municipal property, or how to obtain permission to connect new pipes to its infrastructure. After we raised the matter with municipal officials, they agreed to add information to the website, and to provide contact information for staff who could respond to the residents' inquiries.

### Bad signs

A man who received a ticket for stopping in a "no stopping" zone complained that only a "no parking" sign was visible from the spot. When we raised the issue with city officials, they confirmed there was a mix of "no stopping" and "no parking" signs in the area. They decided to refund the man's ticket and fix the signs to prevent future confusion.

### Cleared up

After a woman told us her drinking water was discoloured and she feared it was unsafe to drink, we contacted her municipality and the Ontario Clean Water Agency, which runs its water system. We were told the water was safe, but discoloured because of a new chemical treatment method. The agency said it addressed the matter by changing the chemicals, and worked with the municipality to try a new filtration system while it pursues longer-term improvements. Municipal officials agreed to explain the situation to residents on an upcoming water bill, and the woman told us her water quality had improved.



## Overview

The Ombudsman oversees the province's 72 school boards, 10 school authorities, all publicly funded universities and colleges of applied arts and technology. We also oversee the Ministry of Education and the Ministry of Colleges and Universities - and their programs. In 2020-2021, all of these bodies were greatly affected by the COVID-19 pandemic, as most schools and post-secondary institutions closed their doors and moved to virtual classes for much of the academic year.

In 2020-2021, we received **107** complaints and inquiries about the Ministry of Education and its programs, and **569** about school boards. In the post-secondary sector, we received **399** cases about the Ministry of Colleges and Universities, including **200** about colleges of applied arts and technology. We also received **213** cases about universities.

Our staff handled a wide range of complaints from parents, students and educators about the effects of the pandemic on education and public sector officials' response to it. Some decisions - such as when and whether to close schools and the public health guidelines for doing so - fell outside of the Ombudsman's jurisdiction, but we helped people access information and complaint processes wherever possible. We also raised complaint trends with

officials and gathered information about how such decisions were carried out - and suggested best practices for improving public communication where warranted.

## Themes in cases – early years through Grade 12

### In-person and virtual school

Schools across Ontario were closed due to the pandemic state of emergency in the spring of 2020, leaving millions of Ontarians to cope with the multiple challenges of virtual learning - often while working from home themselves. Students also saw their extra-curricular activities and graduations cancelled. In the fall, schools reopened with guidelines for mask-wearing and social distancing, although some families opted to continue virtual learning. But by spring 2021, in-person classes were again cancelled due to the third wave of COVID-19, and March break was moved to April.

Throughout these changes, our staff reviewed the Ministry of Education's policies and expectations for both in-person and virtual school, as well as the policies developed by individual school boards.

**“ Thank you so much for following up with this... We all appreciate the steps your office took and the level of professionalism throughout the process.”**

– Email from group of parents regarding a school board case

This allowed us to make appropriate referrals and facilitate communication between families and school boards. We provided information to parents who expressed concerns about the effects of the pandemic on their children, such as the consequences of closing – or reopening – schools, or the adequacy of masking and distancing. We resolved these cases by researching the available information and referring people to local school and public health officials.

We also helped parents and boards sort out issues over cancelled events, and spoke with the Ministry of Education about its plans to address a shortage of French immersion teachers in boards that had moved to virtual school.

Here are some other examples of how we helped:

- We made inquiries with a school board after a group of parents complained that all students were being moved to a hybrid learning model (combining in-person and online students). The board acknowledged that the change was made without consultation, and its trustees voted to maintain the existing virtual learning model until June 2021.
- In the fall of 2020, a mother was told her children were not registered for virtual school as she requested, and they would have to attend in person while the board worked through a large waiting list for virtual classes. We followed up with the school board and confirmed the students were registered for online classes by October.
- A mother who had just moved to a new city sought our help in registering her daughter, who has special needs, in virtual school. She then complained that the school board had not sent her a tablet for the girl to

access online materials. We connected her with board officials, and she obtained the tablet.

- We helped a mother, who has cancer, switch her child's school registration from in-person to online, due to her doctor's concerns about COVID-19 transmission risk. The board had a long waiting list but prioritized health considerations.

## Pandemic support benefits

Over the course of the pandemic, the government has created several financial benefits programs to help support students and parents, such as Support for Families, Support for Learners and the COVID-19 Child Benefit. We heard from many Ontarians seeking information about these programs or the status of their benefits. For example:

- When a woman complained to us about delays in receiving her Support for Families payment, we put her in touch with a ServiceOntario manager, who confirmed the date when her payment would arrive.
- A woman complained that she never received the one-time Support for Families benefit, and when she inquired about it, she was told her application had been deleted because the program was now closed. Our staff spoke to senior officials who resolved the issue and processed her payment.
- After her computer automatically added an old email address to her Support for Learners application, a mother of two students had trouble correcting the error with the Ministry of Education. We confirmed with the director of the program that the benefit would be sent to her.

## Special education and accommodations

Notwithstanding the pandemic, schools are still required to have Identification, Placement and Review Committees (IPRCs) to determine appropriate supports or placements for students with special needs, at the request of parents

or principals. Boards also must develop Individual Education Plans (IEPs) for such students. We routinely help families with issues related to special education supports, and this was especially important to those dealing with COVID-19 changes. For example:

- We helped confirm that a family was permitted to have a support person participate in their child's IPRC meeting, in accordance with the law.
- We made inquiries on behalf of a student with special needs to determine how he would be accommodated in a virtual classroom. The boy's mother had requested that he be exempt from screen time but had received no information from the board about how his IEP would work. The board approved the request and assigned a teacher to the student.
- Guardians of a child with special needs sought our help after the child's education was significantly interrupted by the pandemic and their request to have them repeat Grade 2 was denied. Board officials reversed their decision after we contacted them about the case.

## Trustee conduct and integrity commissioners

We frequently receive complaints about the conduct of school board trustees. The Ombudsman has always encouraged boards to have a clear complaint process for such cases, and to appoint their own integrity commissioners - as is now mandatory for municipalities. This is a best practice that ensures an independent and impartial mechanism for complaints at the local level.

We are aware of 5 boards that engage the services of an integrity commissioner: The English public boards in York, Peel, Durham and Toronto - and, new this year, the Toronto Catholic District School Board (TCDSB). Prior to the appointment of the TCDSB integrity commissioner, our Office suggested to the board that it clarify its process for complaints about trustee conduct. It now has this information on its website.

In a case involving another board, a man complained to us after he received no response to his concerns about a decision to sanction a trustee. After we inquired with board officials, they acknowledged that they had not answered the man's emails, and committed to do so.

## Property tax designations of support for French-language school boards

In response to concerns from Ontario's French Catholic school trustees' association, their boards, and individual Francophone property owners, our Office prompted the Municipal Property Assessment Corporation (MPAC) to review how it processes school support applications. The property owners complained after they discovered the school support designations on their properties had defaulted to English public school boards, instead of their choice of the local French-language board. The French Catholic boards raised concerns about the accuracy of MPAC's information.

Under the *Assessment Act*, MPAC is responsible for collecting information about school board supporters across the province. This responsibility dates back to a time when school board funding was based on property taxes: By default, property owners are listed as supporting their local English public board, unless they fill out an application to support the local English Catholic, French public or French Catholic board instead. Although this no longer determines school funding (which is now based on the Ministry of Education's per-pupil funding formula), it does determine how many trustees a school board has, and who can run and vote in trustee elections.

We heard from several Francophones whose support had defaulted to English boards, even though they submitted the required documentation to change it:

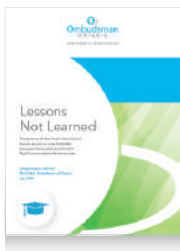
- A French Catholic school supporter told us he had to make multiple attempts to ensure his application was processed and his support recorded.

- A French public school supporter checked MPAC's **voterlookup.ca** website and discovered that her support had defaulted to English public. She complained that she and her Anglophone husband had to sign school support documentation, even though their child had attended a French public school.
- After a French public school supporter moved to a new property within the same school board area, his school support designation did not follow him. Our inquiries revealed that a database MPAC had established in 2012 to track school support when someone moves had not been updated for many years. MPAC corrected the error and updated the database. Its Quality Services Commissioner also did an internal review and recommended that MPAC engage with school boards about ways to improve and simplify the school support designation process.

We continue to monitor the implementation of these changes by MPAC in the run-up to the 2022 school board elections. We have also informed the relevant ministries about these issues.

## Investigations

### Transparency of a school closure decision in North Bay



#### Report: *Lessons Not Learned*, released July 2019

**Investigation update:** The Ombudsman found that the Near North District School Board failed to follow a rigorous and transparent process when it decided to close a secondary

school in North Bay in 2017, despite the lessons it could have applied from a similar controversy in 2013. All of his recommendations were accepted by the board, including that it hold a new vote on closing the school.

As of December 2020, **12** of the Ombudsman's 14 recommendations were fully implemented. The board adopted a new governance manual that addressed recommendations made by the Ombudsman, the 2013 review and by Ministry of Education advisors in February 2020.

The two outstanding recommendations relate to updating the board's accommodation review policy and will be implemented once the Ministry of Education updates its Pupil Accommodation Review Guideline. There has been a moratorium on school closings since June 2017, so the board has not had to engage its accommodation review policy. The school at the centre of this case finally closed in June 2020.

### School busing issues in Toronto



#### Report: *The Route of the Problem*, released August 2017

**Investigation update:** The Ombudsman launched this systemic investigation after more than 1,000 students at the Toronto District School Board and the Toronto Catholic District School Board

were affected by severe school bus delays, last-minute route changes and a bus driver shortage at the start of the 2016-2017 school year.

All 42 of his recommendations were accepted. These included developing a school bus transportation complaint procedure, a communication protocol to ensure parents, boards and other stakeholders are notified of service disruptions, and contingency staffing plans.

We received no complaints about school bus delays or driver shortages in fiscal 2020-2021. The school boards and their shared transportation consortium continue to update us on their implementation of the Ombudsman's recommendations. As of March 2021, **11** recommendations remain outstanding and in progress. The most significant of these are expected to be addressed when transportation contracts are renewed in 2022.



## Trends in cases – post-secondary

Over the past five years, the most common complaints relating to universities and colleges have been about admissions, academic appeals, financing and student services. In 2020-2021, most post-secondary education in the province was moved online due to COVID-19, and our staff helped hundreds of people navigate the impacts of this change.

In addition to resolving individual cases, we often suggest best practices to post-secondary institutions to improve their processes and avert future complaints – such as having a clear procedure for grade appeals and giving plenty of notice for appeal hearings.

As well, as of 2019, all Ontario colleges and universities are required to have policies to protect free speech on campus, and any unresolved complaints may be referred to the Ombudsman. We received few new complaints this year, but continued to follow up with one university on previous cases related to security fees: The university committed to posting clear information on its website about its process for assessing security fees for events that are expected to spark controversy and protests.

Since February 2021, our Office has closely monitored the impact of Laurentian University's efforts to avoid bankruptcy, and its decision in April to cut numerous programs, including several designated under the *French Language Services Act*. In June, the French Language Services Commissioner launched an investigation regarding the cuts to French-language programs. We continue to review other complaints from affected individuals.

### Ontario Student Assistance Program (OSAP)

We routinely help students with issues related to OSAP loans and grants, and in 2020-2021, the pandemic complicated matters for many. Among those we helped:

- After becoming a permanent resident of Canada and receiving a new Social Insurance Number (SIN), a

### Good to know

See the **Appendix** of this report for more statistics on cases received about school boards, universities and colleges of applied arts and technology.

student's OSAP applications were repeatedly rejected because they did not match the former temporary SIN on his file. Our staff raised the case with OSAP and the student ultimately received **\$11,600** in funding.

- A mother who urgently needed OSAP to support her family while she pursued her studies feared OSAP would reject her because she did not have a birth certificate for one of her children. We spoke with OSAP officials, who advised that she could apply and access funding, then update her application once she obtained the missing birth certificate.
- Two years after transferring programs, a student was told he was no longer eligible for OSAP funding due to the length of time he had been in school. He complained to us that he would not have enrolled in a three-year program if he had known his funding would not cover the full period. After we inquired about the case, OSAP audited his file and found he was eligible for an additional **\$5,000**, enough to cover his third year.

### Fees

Many of the students we helped with fee issues in 2020-2021 were dealing with matters related to program changes and cancellations due to the pandemic. For example:

- A would-be student in a college English program was required to take an English proficiency test administered by an external agency. She paid \$40 for the test and a \$500 deposit to reserve a spot in the program. She never received her test result and thus could not enrol in the program – but the college would not refund her deposit. After we raised the case with college officials, they sent her a cheque for **\$500**.

- Students in a college animation program were told they would have to buy desktop computers because the school's computer labs would be inaccessible due to COVID-19. After we spoke to the college about one student's complaint about this extra cost, arrangements were made for students to access a computer lab, and additional bursaries were set aside to help students purchase computers.

## University/college ombudsman

Our Office encourages universities and colleges to have their own ombudsman to resolve issues at the local level. We often help students connect with their ombudsman, and have suggested best practices to several university and college ombudsman offices. For example:

- We checked with a university ombudsman after a student complained that he had failed to follow up on his case – it turned out that the ombudsman's email response to the student was still in his "draft" folder.
- We suggested several best practices to a college ombudsman regarding a student with learning disabilities and mental health challenges who requested certain accommodations. The case raised issues of confidentiality. We reviewed the college's code of ethics for the ombudsman and suggested best practices to ensure complainants' information is not disclosed without their consent.

## Case summaries

### Opportunity granted

A former master's student who began to work in her field just before she completed her degree complained to us that the Ontario Student Assistance Program (OSAP) had deemed her ineligible for an Ontario Student Opportunities Grant, due to unreported income. She noted the decision seemed to be based on income she earned after graduation. We spoke with OSAP officials, who conducted an additional assessment and determined that the woman was indeed eligible for a grant of **\$7,880**.

### Process upgrade

A university student who had completed two years of courses applied for late withdrawal because of a previously undiagnosed mental illness. She sought our help after the university's academic appeals committee denied her request and she was given a failing grade. Our review of the committee's decision identified issues with its processes and the handling of the student's complaint. As a result, the student's "F" grade was replaced with "withdrawn," and the university began addressing the problems we identified with its appeals process.

### Slow off the marks

A college graduate seeking to pursue studies at a university sought our help when he was unable to provide official transcripts from the college, whose offices were closed in spring 2020 due to COVID-19. He complained that the college did not respond to his inquiries until June, and did not provide his unofficial transcript until October, which was too late for the university's fall semester. College officials acknowledged that changes to its processes due to the pandemic had resulted in issues that they had since addressed. They offered to apologize to the graduate and explain the situation to his new university, where he successfully enrolled for the next semester.

### Trucker stop

A would-be commercial truck driver complained to us after the private career college where he took his Mandatory Entry Level Training course was suspended by the Ministry of Colleges and Universities. He had passed the training and road test, but was told he was no longer eligible to receive his commercial truck licence because of the college's status. He attempted to raise the issue with the Ministry of Transportation, but had no response for months. We confirmed with the Ministry that it would not require affected students to re-take the course – however, it did not notify them of this. In light of our inquiries, the Ministry told us it will consider improving the program and including a provision to inform students if a similar situation arises.



## CHILDREN & YOUTH

### Overview

Under Ontario's *Child, Youth and Family Services Act, 2017*, children and youth in care – young people living in foster homes, group homes, treatment placements and youth justice facilities – have a legislated right to contact the Ombudsman.

This means they must be told about who we are, and how to reach us – in language they can understand. Those providing them with services must not only inform them about us, but allow them to communicate with us privately and without unreasonable delay.

These special safeguards echo Article 20 of the *United Nations Convention on the Rights of the Child*, which places an obligation on governments to provide “special protection and assistance” to young people who live in state care. We reflect this notion in the way we handle complaints from children and youth in the province’s child welfare and youth justice systems.

Our Children and Youth Unit resolves and investigates complaints regarding young people in care, conducts outreach to promote and protect young people’s rights, and provides advice and recommendations to government. We also have dedicated staff who handle cases related to youth justice centres.

### Trends in cases

Between April 1, 2020 and March 31, 2021, we received **959** complaints and inquiries about children’s aid societies, **173** about youth justice centres, and **124** about residential licensees (group homes and foster homes). Although we have always had oversight of youth justice centres, this is our first full fiscal year of oversight of the other bodies, which became part of the Ombudsman’s jurisdiction on May 1, 2019.

We received **938** cases from adults (service providers, family members, police, etc.), and **291** from children and youth.

Among the most common issues raised with us by young people were concerns about their placements, issues related to their culture or identity, being physically restrained or assaulted (by staff or peers), and wanting to have more or less access to their parents.

The most common issues raised by parents included access to their children and concerns about unfair treatment by children’s aid societies (CASs). Common complaints from other adults included COVID-19 restrictions, a shortage of placements, human trafficking, the safety of placements and the response by CASs to safety concerns.


Children and youth in care were particularly affected by the pandemic, as lockdowns reduced or eliminated many aspects of their care, including visits by family, social workers and inspectors. As well, safeguards such as criminal record checks on caregivers faced delays.

Throughout this time, the Director of the Children and Youth Unit and staff have participated in weekly meetings with the Ministry of Children, Community and Social Services and stakeholders in the child welfare sector to discuss these and other issues. These included a moratorium on youth “aging out” of care (so that those turning 18 would not have to leave care during the pandemic).

## Complaints about children’s aid societies and residential licensees

As the organizations directly responsible for most children in care in Ontario, children’s aid societies (CASs) account for most of our complaints in this area. These range from communication issues – a lack of information provided to children or families, or delayed responses – to concerns about the adequacy of care or staff conduct. We resolved these by facilitating contact with CASs, making inquiries, and following up with complainants. For example:

- We prompted a CAS to inform a mother and her two foster children about the outcome of its investigation into their allegation of abuse by a former foster parent.
- A woman who had waited four months for court documents verifying custody of her niece received them within four days after we contacted the CAS.
- A whistleblower contacted us with allegations of physical abuse and failure to provide some basic medical services at a group home for medically fragile youth. After we connected him with the relevant CAS, it completed an investigation and recommended several improvements to the home’s staff.

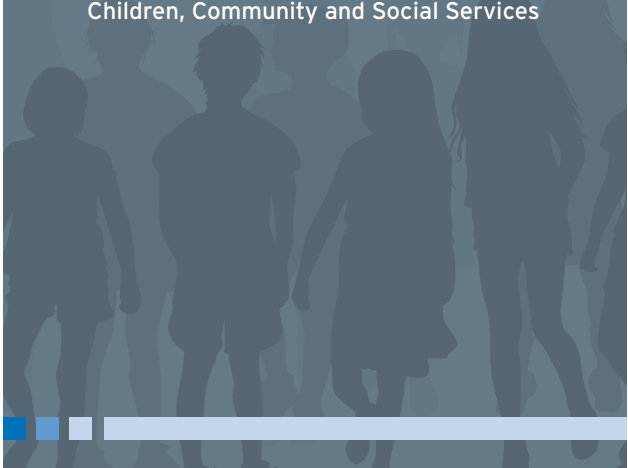



## How we Work

### OUR ROLE WITH CHILDREN AND YOUTH

To help children and youth in care, we:

- Receive and review complaints about any matter concerning a young person receiving residential care services or in a youth justice facility
- Conduct investigations
- Review, analyze and follow up on Death and Serious Bodily Harm reports
- Promote and protect young people’s rights
- Meet with children and youth in care, as well as service providers and youth justice facility staff, to inform them about how we can help
- Conduct outreach with community groups and professionals who help young people
- Liaise with and provide advice to Ministry of Children, Community and Social Services





## How we Work

### WHEN A YOUNG PERSON CALLS

When a child or youth contacts our Office, we:

- Ask them to explain the problem, and whether they've already spoken to someone about it.
- Contact their service provider, with the youth's consent, to find someone who can help resolve their complaint.
- Stay involved by following up and monitoring the outcome.

If the issue isn't resolved, we can review it further by making inquiries and obtaining documents. We consider whether the decisions, processes and treatment of the young person were fair.

We resolve almost all cases without formal investigation, but can also investigate further if needed.

We also track complaint trends and raise them proactively in our regular meetings with officials at the Ministry of Children, Community and Social Services, as well as with local children's aid societies and youth justice centres, and other stakeholders.

The *Child, Youth and Family Services Act, 2017*, establishes several mechanisms where adults can complain prior to contacting our Office. When adults complain to us, we first refer them to these mechanisms, but advise them that they can return to us if the matter is not resolved.

Our focus is to resolve issues as quickly as possible, and to improve the services provided to young people and families by Ontario's child welfare system through our oversight.

## CAS-initiated calls to police

We raised concerns with the Ministry and the Ontario Association of Children's Aid Societies about a number of cases across the province in which CASs called in police to deal with young people in their care. This practice is disturbing, as Section 28.1 of the *Youth Criminal Justice Act* makes it clear that the criminal justice system should not be used as a substitute for child protection, mental health or other social measures. In several cases, our intervention prompted the CASs to review their processes.

Some examples:

- When a 13-year-old racialized girl refused to go to her new group home because it was far from her home community, the CAS called police - who handcuffed her and placed her in the back of a police vehicle. We spoke with the CAS, which had no formal policy on when to involve police. It now requires staff to obtain the service director's approval before contacting them, and is working on a formal policy. We also confirmed the girl was moved to a foster home in the area she originally requested.
- After a youth left her foster home without permission and returned to her family home, the CAS called police, who ultimately handcuffed and removed her. As a result of our inquiries about the incident, the CAS spoke with its staff about how issues could be proactively identified and noted in a youth's file, so they can be resolved without involving police.
- A youth who has a developmental disability and behavioural issues had his arm broken while being restrained by staff at his group home. We reviewed the investigation of the incident by the CAS and police, and discovered that one of the resulting recommendations was for the group home to ask the police to caution the youth about his recurring problematic behaviour. We inquired with the CAS and group home and confirmed that they did not - and would not - ask police to do this. The home has since brought in a new supervisor who has emphasized de-escalation and reviewed the use of restraints, resulting in them being used less often on this youth.

## Death and serious bodily harm reports

Children's aid societies and licensed residential service providers are legally required to inform our Office when they become aware of an incident of death or serious bodily harm involving a child who has sought or received services from a children's aid society within the past 12 months.

CASs and residential service providers are expected to notify us within 48 hours of the incident, which is often before any of the required child protection, police or coroner's investigations are complete. The involved young person or their parent(s) must also be notified about our Office and how to contact us in such situations. Serious bodily harm includes physical, sexual and/or psychological harm, and must be reported whenever a young person requires treatment beyond basic first aid. These reports are submitted via a secure portal on our website.

We review them weekly to identify any cases that require follow-up, and conduct a monthly analysis of the data to identify patterns and potential systemic issues. We flag any issues of concern in the death reports to the Office of the Chief Coroner of Ontario - who also receives them, by law. Although we cannot investigate child deaths, we can review the services provided to the young person once the Coroner's investigation is complete.

We received 1,299 reports on 1,050 incidents in 2020-2021. There were 105 reports of deaths, and 975 reports of serious harm. We followed up with **41** cases. For example, we follow up on all reports that indicate a child was injured as a result of physical restraint:

- A youth in a group home who was injured when she was physically restrained for self-harming behaviour told us she had had "a really hard day," and staff were trying to assist her. She confirmed she now felt fine, and was supported by staff in the home.
- A youth we contacted about being injured revealed to us that her CAS worker had refused to meet with her about previous incidents where she had been

## Good to know

See the **Appendix** of this report for more statistics on cases received about child protection services.

restrained and unable to breathe. We helped her file a complaint with the CAS, and a new worker was assigned to her.

## Youth justice centres

Ontario's youth justice system includes secure custody and open custody facilities for youths between the ages of 12 and 17 who come in conflict of the law. Youth custody/detention facilities are operated directly by the Ministry of Children, Community and Social Services, which also funds open and secure custody youth centres operated by third parties.

On March 1, 2021, the Ministry closed 26 of these centres, including 21 open custody centres and five secure facilities; 10 of the 26 were located in Northern Ontario. In a statement, it noted that the closures addressed under-utilization of these facilities, where admission rates had declined 80% in recent years due to programs emphasizing alternatives to custody. The Ombudsman launched an investigation into the Ministry's planning and implementation of the closures of two centres in Kenora and Thunder Bay (see update under **Investigations**). Five custody/detention facilities and 22 open and secure custody centres remain.

We meet regularly with senior officials in the Ministry's Youth Justice Division to discuss COVID-19 protocols and other safety measures at youth justice facilities, as well as individual cases. Among the issues we raised were restrictions on in-person visits, which continued in some regions even when lockdowns were lifted. We worked with officials to have many visits approved on a case-by-case basis. These included several young people who had not seen family members for five months or more and were experiencing mental health issues.



Other common topics of complaint were the use of restraints and pepper spray, staff conduct, youth at risk of suicide, unfair loss of privileges, and forms of isolation such as restricted contact with other youth and limited school attendance or participation in programs.

Another significant concern we raised with the Ministry in 2020-2021 was inconsistency in policies and procedures within and across facilities. The Ministry agreed to address the gaps we identified and to re-examine existing practices.

Some examples:

- We made inquiries about a youth who had been assessed as being at risk of suicide, who complained of having to wait for a psychologist's assessment. He said this prolonged the restrictions he faced while on "suicide watch." Ministry policies require youth at risk of suicide to be assessed daily by a "designated professional" such as a psychologist wherever possible, but the facility told us a psychologist visited just once a week and daily assessments were done by a nurse. The Ministry agreed to review its policies in light of the concerns we raised.
- Our review of an incident where pepper spray was used on a youth determined that the Ministry's policy for pepper spray use was not followed. Further to our inquiries, the Ministry referred the matter for investigation and committed to providing our Office with an update.
- We noted a lack of uniformity across youth centres in their use of disciplinary consequences, in our review of a complaint from a 16-year-old who was confined to his room for an extended period. Staff at the detention centre received a memo after we alerted management to their failure to complete the required paperwork. The Ministry agreed to our recommendation to develop a framework for youth centres to follow when assigning consequences.

As noted in last year's Annual Report, we have suggested that the Ministry implement a general oversight procedure that identifies when local investigations of serious incidents are required. In 2020-2021, we identified several cases where such guidance would have been helpful. For example:

- A facility's investigation of a youth's allegation that he was assaulted by staff did not include interviewing the youth, witnesses or any staff. We raised the case with the Ministry, which committed to develop a guidance document for local investigations.
- After a youth told us she was physically restrained and "slammed" to the ground by youth centre staff, we reviewed the investigation reports and available video of three such incidents. We advised the Ministry that several policies were not followed and the reports of the incidents were vague. In continuing to follow up on the case, we learned the Ministry was conducting an operational review of the centre that included some of the issues we raised.

## Investigations

### Closures of youth justice centres in Kenora and Thunder Bay

**Launched: March 2021**

**Investigation update:** The Ombudsman launched this investigation in light of complaints about the abrupt closures of Creighton Youth Centre in Kenora and J.J. Kelso Youth Centre in Thunder Bay, and concerns about their impact on vulnerable youth. The investigation is focused on how the closures were carried out by the Ministry, including its planning, consultation, communications and youth transfer process. At the time of writing this report, investigators were in the midst of conducting interviews and reviewing relevant documents.

“Concerns have been raised about a lack of notice and consideration for the vulnerabilities of the young people who were moved out of these centres – for example, whether their rights were respected and what planning was done for transitioning them to new facilities. As always, if we find that the planning was adequate and the actions appropriate, we will say so. If not, we will make recommendations for improvement.”

– Ombudsman Paul Dubé, news release announcing youth justice centre investigation, March 16, 2021

## Services provided to missing youth

### Launched: November 2020

**Investigation update:** The Ombudsman launched this investigation after we became aware of a case of a 13-year-old girl at risk of human trafficking, who went missing from her group home for a significant period of time. The investigation is examining the services provided by a number of agencies to this highly vulnerable youth. At the time of writing this report, this investigation was in progress.

## Investigations initiated by former Child Advocate

### Launched: Prior to May 2019

**Investigation updates:** The Ombudsman committed to completing the investigations that were in progress when our Office assumed the investigative function of the former Provincial Advocate for Children and Youth in May 2019. We have raised issues that we identified in two of these cases with the Ministry. These involve

the entitlement of both parents to information about child protection investigations regarding their child, and anonymous reports of child protection concerns.

The Ministry has committed to address these issues as part of its ongoing efforts to review and modernize the child welfare system, and to report back to the Ombudsman when its review is completed.

## Communications and outreach

To help ensure that children and youth in care are aware that they can contact the Ombudsman, our staff conducted numerous virtual presentations throughout 2020-2021 – to young people, management and staff at CASs and residential licensees, community agencies, and post-secondary students training to work in the children's services sector.

We follow up individually with children and youth by phone after our presentations to ask if they have any questions about our Office or anything they would like to talk to us about.

We continue to bolster our online resources for children and adults. Among our latest communications products are:

- Short, accessible, child- and youth-friendly videos about how we can help (we encourage CASs and residential licensees to embed these on their websites and use them to explain our role to children and families);
- Contact cards that can be distributed by police officers and community agencies who come into contact with young people who are having problems at home or with residential placements; and
- “Know Your Rights” brochures and posters, detailing six key areas of rights assured under Ontario law.

■ Our online resources about children and youth in care include our new “Know your rights” poster, brochures in English, French and some Indigenous languages, and videos targeted to young people and service providers.



In fiscal 2021-2022, we have begun to prioritize our outreach activities to include agencies providing services to Indigenous children and families, and agencies providing services to Black children and families, in recognition that both groups are over-represented in Ontario's systems of care. Within our Children and Youth Unit, an Indigenous Circle composed of Indigenous staff, along with managers, leads our outreach to Indigenous family agencies and young people. The circle also provides consultative advice on complaints and reports of death and serious bodily harm incidents involving Indigenous youth. We have also established a Black Children, Youth and Families Roundtable along similar lines.

Our Office is an active member of the Canadian Council of Child and Youth Advocates and the Children and Family Chapter of the United States Ombudsman Association. We work with these organizations to promote the rights of youth in care and share information about common issues affecting them across North America and elsewhere.

## Case summaries

### Culture change

A Black 16-year-old complained that her CAS worker was dismissive of her requests for hair and skin products that met her cultural needs, making her feel like she was being treated differently because of her race. After we spoke to a manager at the youth's CAS, they agreed to make appropriate hair and skin products available, and offered to facilitate a meeting with the youth to discuss her concerns. They committed to including a Black staff person in all meetings with her, to help ensure her cultural needs are being met.\* The youth told us she was satisfied with the outcome of the first meeting.

*\*Under the Child, Youth and Family Services Act, 2017, a service provider is required to take identity characteristics such as race, ancestry, colour and ethnic origin into account when providing services.*

**“ I would like to say thank you for so being caring and concerned about this matter. Everything is sorted out and all is well.”**

– Complainant

### Talk or else

A 13-year-old in a group home complained that staff were forcing him to talk to them and share his feelings, rather than respecting his privacy. He said they threatened to remove privileges, like making calls to his parents or using an iPad, if he didn't comply.\* We raised the issue with the home's supervisor, who agreed that staff should not threaten him when he does not feel like talking.

*\*Rights cannot be taken away as a form of punishment. Under the Child, Youth and Family Services Act, 2017, a young person in care has a right to speak in private with, visit and receive visits from members of their family or extended family regularly.*

### Dogged determination

After a youth living in a treatment home complained that his request for a service dog was refused,\* we followed up with his CAS worker. She raised the issue with the home, which agreed to develop a new policy regarding service dogs, which they provided to us. She also arranged for a puppy to be trained as a service dog for the youth.

*\*Services provided under the Child, Youth and Family Services Act, 2017, should, among other identity characteristics, take a young person's disability into account.*



## SOCIAL SERVICES

### Overview

Social services and benefits are provided to Ontarians primarily through programs within the Ministry of Children, Community and Social Services, along with a network of agencies and government-funded service providers. Municipalities and social services boards also administer social assistance through Ontario Works.

Every year, we help hundreds of people resolve issues with these organizations, particularly those who receive benefits through the Ontario Disability Support Program (ODSP) and/or Ontario Works (OW), or who pay or receive family support via the Family Responsibility Office (FRO). In 2020-2021, the COVID-19 pandemic left many of them struggling to reach caseworkers or searching for information about available benefits.

### Trends in cases

Throughout the pandemic, our staff have taken an active role in helping those in need access crucial social services and information. We have also worked closely with provincial and municipal officials to flag issues with communication and service delivery, which were the most common complaint trends we encountered.

### Family Responsibility Office

The FRO is the provincial government organization that is responsible for enforcing court-ordered child and spousal support payments. Given the large number of families in Ontario affected by divorce, the FRO has traditionally been one of the top sources of complaints to our Office. Many are from parents who did not receive their support payments and criticized FRO's lack of enforcement action; many others are from parents who met their support obligations but felt they faced unfair enforcement action.

We work closely with FRO officials to resolve cases and flag trends. Although the pressures of the pandemic posed new challenges for them and their clients, we received significantly fewer FRO cases in 2020-2021 - **381**, compared to 832 the previous year.

We helped several people sort out issues with FRO related to their COVID-19 circumstances, for example:

- A man who lost his business due to the pandemic told FRO he could no longer meet his support obligations, and was initially told he would have to go to court to make his case. Instead, we connected him with FRO officials who worked with him on a payment plan he could afford.



**“ I would like to thank you very much for helping me through this difficult time. You were absolutely very helpful and very understanding and patient.”**

– Complainant

- A man who had been out of work and unable to make support payments for several months due to COVID-19 shutdowns had his unemployment benefits and wages garnished for unpaid support. After our staff spoke to FRO officials, he was refunded **\$700** and the deductions from his wages were suspended for a month.

We also resolved many complaints about the FRO's enforcement activity, largely by reviewing key facts of cases with FRO staff or connecting clients with them, highlighting the provisions in court orders or referencing policies. For example:

- A single mother who was owed child support complained to us that the FRO was taking too long to process her paperwork, while her ex-partner had just received a \$30,000 severance payment from his employer. After we raised the case with FRO officials, they arranged a bank garnishment against the man in an attempt to capture the funds owed to the mother.
- A man complained that his wages were being garnished in excess of what was stated in his court order. FRO officials initially told us their enforcement was appropriate, but our review of the file indicated the man had overpaid more than \$2,000. The FRO lifted its enforcement actions against him and did not require him to pay support for five months.
- A woman complained that the FRO was garnishing her wages to pay support for three children, when two of them actually lived with her. She had applied to have this changed, but received no response. Over several months, we raised the case with FRO officials, who ultimately terminated her support obligations for the two children and lifted several enforcement actions against her.

Our Office also has a direct line to FRO's Issues Resolution Unit, which is connected to the Assistant Deputy Minister's office, and we frequently resolve cases through both. For example:

- A man sought our help after a lengthy dispute with FRO officials over having to pay what he felt was an excessive amount of support. FRO staff had offered multiple explanations about what he owed, but he remained dissatisfied. We escalated the matter to senior FRO officials, whose review of the case found several errors. They met with him to discuss his concerns and possible resolutions, and provided him with an apology.

## Ontario Disability Support Program and emergency benefits

Ontarians receiving disability support were especially vulnerable to the effects of COVID-19 shutdowns, and many sought our help to resolve issues with missing payments, unreachable caseworkers and general confusion over their entitlements. We received **553** complaints about ODSP in 2020-2021. In many cases, people were frustrated with the rollout of emergency benefit programs - both federal and provincial - and public communications about how these programs affected ODSP support.

Our staff were able to help by contacting ODSP officials directly to connect them to clients, clarifying the rules for emergency benefits, and flagging issues with delayed or missing payments. We discovered that a new email system, as well as reduced staff and reduced hours due to COVID-19, contributed to ODSP's communication issues in the early days of the pandemic.

Some case examples:

- We contacted ODSP staff after a man sought our help with his shelter allowance. They determined he was not entitled to more shelter benefits, but noticed he had not received the province's Emergency Benefit. They transferred it to him immediately and ensured he received it for three more months.



## Good to know

Cases about children's aid societies and other matters relating to children and youth in care can be found in the **Children & Youth** chapter of this report.

- A woman who relies on ODSP to pay for her leukemia medication complained to us that she was suddenly cut off from her support and could not reach her caseworker. We discovered this was due to ODSP operating with reduced staff, who immediately restored the woman's funding after we reached them.

Many support recipients complained to us that they did not learn about the province's Emergency Benefit - which was available to ODSP and Ontario Works recipients from April through July of 2020 - until after it ended. We raised this lack of communication with senior ODSP officials and the Deputy Minister, who acknowledged that greater measures could have been taken to ensure those in need were aware of the benefit, such as including information about it in monthly ODSP and Ontario Works statements. The Deputy Minister committed to reviewing the Ministry's process to address similar concerns in future.

## Ontario Works

Municipal service managers and District Social Services Administration Boards administer the Ontario Works (OW) social benefits program. We received **143** complaints related to municipal social assistance programs in 2020-2021. We helped many people who weren't able to access their benefits, often due to a breakdown in communication with local officials. Among those we helped:

- A single father with two young children told us Ontario Works had denied his request for emergency housing benefits and the family was close to becoming homeless. We discovered that OW needed more information from him before they could approve the benefit - which they did as soon as he connected with them. He told our staff our intervention was "life changing."
- A man whose Ontario Works cheque had gone missing was told a replacement cheque would not be issued unless he picked it up in person - which he could not do because he was in jail. We learned that the Ministry had no policy for such situations, but it worked with OW staff to ensure a replacement cheque was issued.
- A woman who suffered an injury that left her unable to work complained to us that her Ontario Works benefits did not cover her monthly expenses. We shared her concerns with OW staff, who agreed to adjust her monthly payments and help her apply for further benefits through the Ontario Disability Support Program.

## Services for adults with developmental disabilities

Among the Ontarians most reliant on social services are those with developmental disabilities and the family members who care for them. In normal times, they can find it difficult and complicated to access services; this past year, they faced the additional impact of COVID-19 restrictions. Among other things, in-person programming was often not available, and beds in residential facilities were more limited to allow for social distancing between residents.

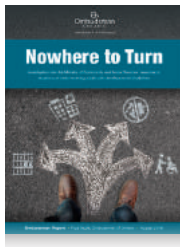
We helped to clarify funding processes for several families and ensured that officials making decisions took relevant information into account. For example:

- A mother whose son with developmental disabilities was turning 19 sought our help in obtaining funding to allow him to stay with his residential provider as an adult. Through numerous inquiries, we learned that the Ministry and other community partners were working on a budget for services for him, and he was able to stay in his residence while his transition to adult services was approved.
- We helped a mother who could no longer cope with her 22-year-old daughter's worsening behaviours. When our staff spoke with Ministry officials, they confirmed the case had been referred for urgent response, but the situation was more severe than they realized, and they reassessed her daughter's needs.

We also assisted several families in desperate need of placements for loved ones – situations similar to those outlined in the Ombudsman's 2016 report, *Nowhere to Turn* (see update under **Investigations**).

## Investigations

### Services for adults with developmental disabilities in crisis



#### Report: *Nowhere to Turn*, released August 2016

**Investigation update:** Our investigation, launched in 2012, reviewed more than 1,400 complaints from families in crisis situations – where adults with developmental

disabilities were placed in hospitals, long-term care homes, homeless shelters and even jail because no appropriate care or placements could be found for them. When the Ombudsman's report was released in 2016, the Ministry accepted all 60 of his recommendations to address systemic problems with services and supports.

We continue to meet regularly with the Deputy Minister and senior Ministry officials on their progress in implementing them; to date, **48** recommendations have been implemented.

Still, we regularly receive new complaints from families in similar situations – more than 600 since the completion of the Ombudsman's report, and more than **40** in 2020-2021. We bring these cases to the Ministry's attention and discuss potential solutions. This past year, we raised concerns about long delays in transitioning people into appropriate placements, which were often exacerbated by COVID-19.

We are closely monitoring several cases where progress has been delayed by the pandemic. Ministry officials provide us with regular updates on these cases. They include:

- A 31-year-old woman and a 23-year-old man, both with autism and challenging behaviours, who have been in hospital for more than two years, mostly confined to their rooms and in restraints. The Ministry recently confirmed to us that both would be moving to residential placements.
- A 50-year-old man with developmental disabilities and mental health conditions who is living with his brother and elderly mother despite behaviours that have resulted in multiple calls to police and hospital stays.
- A 26-year-old man with a developmental disability, epilepsy, and mental health diagnoses who has been in hospital for more than a year.
- A 23-year old man with a developmental disability, chronic health conditions and violent behaviours who remains in hospital because of several factors, including that the pandemic delayed the community placement that had been arranged for him. He continues to have personal support workers funded by the Ministry.

### Care and custody of children with complex special needs



#### Report: *Between a Rock and a Hard Place*, released May 2005

**Investigation update:** It has been more than 15 years since our Office's investigation revealed a systemic issue facing parents of children with complex special needs: In order to obtain

appropriate residential care for the children, parents were forced to relinquish their custody to children's aid societies. The government at that time committed to ensuring this would no longer happen.

Still, we continue to see echoes of this problem today: Parents who cannot cope with their children's needs at home approach their local children's aid society (CAS) for help, and even though there are no child protection concerns, the CAS provides interim assistance because it has access to immediate funding and supports.

There appears to be no process for families to access services in urgent situations, particularly where the child needs to be placed outside the home. The Ministry has an “early alert” process to flag situations where a family requires urgent supports, but we have found that it is not always used, and in practice it does not provide an urgent response for families in crisis. We have also seen cases where families were not connected with funding sources for which they might have been eligible.

Our staff discussed these trends and individual cases with senior Ministry officials, who committed to reviewing their processes to clarify inconsistencies and identify possible improvements. In 2020, the Ministry issued a memo to agencies, clarifying eligibility for complex special needs funding and the roles and responsibilities of CASs, developmental services and mental health agencies. It also stressed that CASs should refer families in need of services to appropriate providers.

We worked directly with Ministry officials to assist individual families as well. For example:

- The parents of a 15-year-old with multiple mental health conditions and a developmental disability sought our help after he injured them and a sibling several times and was admitted to hospital. They did not feel safe bringing him back into their home, but feared they would have to surrender custody to the local CAS so it could find him a residential placement. After we spoke with senior Ministry officials, they reviewed the case and the family received funding for the teen’s placement.
- The mother of a 14-year-old with significant mental health challenges and a developmental disability had placed the youth temporarily in CAS custody because they were not safe at home. She complained to us that no other solutions were available for her child’s residential care, and that the CAS would soon be legally required to apply for permanent custody. After we raised the matter with Ministry officials, a placement order was found for the teen in a mental health treatment centre, and custody was returned to the mother.

## Case summaries

### After-life support

An unemployed woman who had been paying child support to her children’s father complained to us that the Family Responsibility Office was still intercepting 50% of her unemployment benefits, even though the man had died and the children were now in her care. Our staff flagged the case as urgent to FRO officials, who immediately lifted the garnishment of her benefits and returned **\$1,100** to the woman.

### Failed to send

An Ontario Disability Support Program (ODSP) recipient complained to us that her benefits had been cut off twice without warning. We made inquiries with ODSP officials, who determined that the woman should have received written notice that they were withholding benefits because they needed information about her living arrangements. But the woman’s caseworker, a new employee, had electronically generated letters of notice to her without sending them. They also noted that ODSP was operating with reduced staff due to the pandemic, and workers were dealing with unusually high caseloads.

### Letter imperfect

The mother of a 21-year-old woman with developmental disabilities complained to us that she had not been reimbursed by the province’s Passport program for support services that she purchased for her daughter. She was told that she had run out of funding, even though she thought she still had money to spend. She was initially approved for \$5,000 for her daughter’s needs for 2019-2020, but in late 2019 received a letter by email, stating that she was approved for \$17,000. She believed this meant she had an additional \$17,000 to spend, although she did not spend the entire amount. After we asked Passport to review the case, they discovered that their letter – based on a Ministry template – failed to provide a breakdown of the available funding or explain that it was prorated over six months. Their staff had also not contacted the woman to discuss it, as required by policy. We raised the case with Ministry officials, who provided the woman with a one-time payment to cover the expenses, and committed to review their template letter.



## TRANSPORTATION

### Overview

Cases in this chapter relate to programs and agencies within the Ministry of Transportation, including those that deal with driving, vehicles and highways, and public transit (Metrolinx and GO Transit). The most frequent topics of complaint involve driver licensing, medical review of licences, suspensions and fines. A common thread in many of these is communication, and we have frequently worked with the Ministry to encourage improvement, whether in the information it shares with individual drivers or the way it communicates broad public policy changes. This was all the more important during the pandemic.

### Trends in cases

#### Services during the pandemic

Public services across the transportation sector were affected by COVID-19. Expiry dates for renewals and medical reviews of driver's licences and vehicle registrations were extended. Driving tests were cancelled during periods of lockdown, resulting

in long waiting lists and backlogs. Public transit continued to operate, but with greatly reduced ridership and increased sanitation protocols. All of these changes prompted many Ontarians to turn to us for help.

We assisted many drivers who were concerned about missing deadlines to take tests or complete other requirements due to COVID-related shutdowns. For example:

- A senior who had been in a collision was required to take tests to maintain her driver's licence, but she was unable to schedule them because of the pandemic. Due to our inquiries, the Ministry confirmed it would allow her an extension.
- A woman in a rural area needed to take an eye test to renew her driver's licence, but DriveTest was closed. We contacted the Ministry and confirmed it had waived the vision test requirement to help people in such situations.
- A woman received a letter saying her temporary driver's licence was going to expire. We verified with the Ministry that the letter was sent in error and it had extended the validity of licences.

### DriveTest backlog

In the first wave of the pandemic, DriveTest centres cancelled all passenger road tests, from March to August 2020, resulting in a massive backlog when locations began reopening in late summer. By December 2020, the backlog of people waiting for tests exceeded 400,000, and it continued to grow in areas where lockdowns were in force (including in April 2021, when a new provincewide stay-at-home order was issued). Complaints about DriveTest increased sharply in 2020-2021 – to **283**, more than quadruple the previous year's total of 65.

Our Office continues to have regular discussions with Ministry officials to discuss the status of the DriveTest backlog and their strategies to reduce it.

### Public communications

We brought several complaints to the Ministry's attention regarding its communications with the public, and it agreed to a number of improvements. For example:

- A participant in the Ministry's pilot program for permits to use the High Occupancy Toll lanes on the QEW highway complained to us that she could not get a refund for her permit, despite the pandemic stay-at-home order. We learned that the Ministry gave refunds or extensions to permit holders if they asked for them, but it did not communicate this possibility to permit holders generally. Although it was too late to do so for this permit period, the Ministry committed to proactively communicate this type of information in future.
- We received several complaints from people who failed driving tests but were not given a full explanation or their scoresheet by their examiner. They were not aware that they could request this information from their DriveTest centre. When we raised this with the Ministry, we learned that some DriveTest examiners had experienced abuse from candidates who failed tests, including some who removed their face masks, contrary to COVID-19

safety protocols. As a result of our discussions with the Ministry, examiners now let candidates know before their test that they can get their results from the centre. The Ministry is also exploring other options that may make it even easier for drivers to obtain their scoresheets.

- A man complained that the Ministry's handbook for commercial drivers does not warn candidates that they will automatically fail the driving test if they take more than 10 minutes to back up a truck. The Ministry agreed to update its handbook and amended the online version immediately.
- We raised a complaint with Metrolinx management about noise from a train layover (where trains are stored overnight). Area residents had been told 10 years earlier that the layover would be temporary. More recently, the entrance to the layover was moved closer to residential homes, increasing noise in the neighbourhood when trains begin moving in and out before 5 a.m. The Ombudsman met with Metrolinx and encouraged its leadership to be more proactive in communicating to members of the public about changes that may affect them, and to have a framework to ensure this happens.

## Investigations

### Driver's licence suspensions and reinstatements



**Report: *Suspended State*, released September 2018**

**Investigation update:** This investigation focused on the Ministry of Transportation's processes for notifying and communicating with drivers about licence suspensions and

reinstatements due to unpaid fines. It was prompted by numerous complaints from people who had continued

to drive – in some cases for years – with no idea that their licences had been suspended, only to discover that they owed large fines and had to undergo a lengthy reinstatement process. The Ombudsman's report revealed systemic problems with the Ministry's communications, record-keeping and customer service, and made 42 recommendations to address them.

The Ministry reports to us regularly on its progress in implementing these recommendations. It now informs drivers of suspensions for defaulted fines when they renew their vehicle registrations, and fines can be paid online or at any ServiceOntario location. The number of licence suspensions has substantially decreased, and so have complaints to our Office on this issue: We received **5** in 2020-2021, compared to 76 in 2019-2020.

## Case summaries

### Kept in suspense

A driver whose licence was suspended as a result of a criminal charge successfully appealed the charge and had it removed from his record. He was told by ServiceOntario staff that the licence would be reinstated within 2-3 days. He complained to us when, several weeks later, he was charged with driving with a suspended licence and his car was impounded. Our inquiries with the Ministry revealed that the timeframe for processing licence reinstatements in these situations is actually 15 business days. However, this timeframe was not communicated to the public or even ServiceOntario and court staff who deal with public inquiries. After we raised this with the Ministry, it added information about the processing timeframe to its website and advised ServiceOntario and court staff. We also suggested that the Ministry's notices to drivers include information about its free online service for checking the status of their licence. The Ministry agreed to reimburse the man for half of the costs he incurred when his car was impounded.

### Experience counts

A man who had driving experience in India and in British Columbia sought our help after he tried to obtain an equivalent Ontario driver's licence. His experience should have qualified him immediately for a G2 licence (the second of three steps in Ontario's graduated licence program) and allowed him to take the final road test. Instead, DriveTest staff told him he would have to start at the most basic level. After we made inquiries with Ministry officials, they ensured the man's driving experience was taken into account and he was given his G2 licence and final road test. They also sent him a letter of apology and clarified the procedure for such cases with DriveTest staff.

### No surrender

A driver complained to us after he was told the Ministry had no record of the licence he had surrendered to them 30 days earlier. Drivers whose licences are suspended because of demerit points are required to surrender them in person at ServiceOntario centres or mail them to the Ministry. However, in this case, the man did so at a DriveTest centre, and it was not until he went to ServiceOntario a month later to reinstate his licence that he learned there was a problem. We made inquiries with Ministry officials, who confirmed that DriveTest staff should not have taken the man's licence. They ensured he could reinstate his licence without delay, and asked DriveTest to instruct staff on the relevant policy for such situations.

**“ Thank you very much for all you have done. I have learned many lessons in this entire process.”**

– Complainant





## HEALTH

### Overview and trends in cases

Health and long-term care continued to be a dominant concern of Ontarians in 2020-2021, as every aspect of the health care system was affected by the pandemic in some way, and this was reflected in the complaints we received in this area. Ontarians sought our help in accessing information about everything from COVID-19 protocols and testing to how and when they could obtain vaccines. The pandemic also had an impact on surgeries, drug benefits and more.

We helped connect many people with the health information and services they needed. We also made progress on our two health-care-related systemic investigations: Our ongoing probe of the province's oversight of long-term care, and our completed investigation into the Ministry of Health's oversight of ambulance services (more detail under **Investigations**).

“ I can't say enough... other than thank you! You've made a world of difference.”

– Complainant

One complaint trend highlighted a serious gap in oversight: We received complaints about local public health units, but they are outside of the Ombudsman's jurisdiction, as well as that of the Ministry of Health's Patient Ombudsman. They are also not subject to the *French Language Services Act*, although our Office and the Chief Medical Officer of Health have encouraged them to provide health information in French wherever possible.

### Public health units

Throughout the pandemic, directives issued by local public health units across the province have significantly affected Ontarians' daily lives. We received **87** complaints and inquiries about public health units in 2020-2021, covering a wide range of issues relating to COVID-19 testing, contact tracing, mask and social distancing guidelines, various orders to close down local amenities, and access to vaccines. Since public health units are outside of our jurisdiction, we referred many people back to them, but our staff provided information and other avenues of complaint wherever possible.

## Vaccine rollout

As several COVID-19 vaccines began to become available in late 2020 and early 2021, many people contacted our Office in search of information about them - or to complain about aspects of the government's plans to administer them. We received **93** cases related to COVID-19 vaccines in fiscal 2020-2021, including complaints about the speed and order of the vaccine rollout to different age groups and high-risk populations, the processes to register for vaccination, the conditions at vaccine clinics, and general vaccine availability. Our staff shared vaccine information with people as it became available, and pointed them to resources where they could escalate their concerns, such as to their local public health unit or their MPP.

## Communication issues during the pandemic

We helped many Ontarians resolve communication issues related to their health care and medication, often by contacting the relevant officials for clarification. Some examples:

- We confirmed that a man who was having trouble changing the name on his health card could still see a specialist and maintain his health care coverage.



We received **93** cases related to COVID-19 vaccines in fiscal 2020-2021.

- We helped a cancer patient who was temporarily living in B.C. during the pandemic apply to have her Ontario health care coverage extended so she could continue to consult with her Ontario oncologist.
- We helped a man get information about the status of his rescheduled elective surgery.
- We alerted the Ministry of Health to a problem with letters sent to Northern Health Travel Grant applicants through its automated system. When applicants were denied travel grants but approved for accommodation allowances, they did not receive an explanation about why they did not receive the travel grant. The Ministry adjusted its process as a result.

## Investigations

### Oversight of complaints about ambulance services



**Report: Oversight 911, released May 2021**

**Investigation update:** The Ombudsman launched this investigation in May 2018, after we received complaints about the Ministry of Health's oversight of

investigations conducted by land and air ambulance service providers. The investigation focused on how the Ministry reviews and investigates patient complaints and incident reports about emergency health services.

We received 72 complaints from patients, their families and a number of emergency health service stakeholders after the investigation was announced. We conducted 60 interviews with complainants, stakeholders and Ministry officials, as well as whistleblowers from across the system.

The investigation identified serious issues with the Ministry's oversight and investigation framework. For instance, many complaints about ambulance services were not investigated, because the Ministry viewed its role as limited – and even when it did investigate, it lacked a clear process to do so.

We also identified problems with the Ministry's investigations, its follow-up on recommendations, and its review of the approximately 250,000 incident reports submitted each year. And we found many obstacles that prevent the public from complaining about ambulance services.

The Ombudsman made **53** recommendations aimed at correcting these deficiencies. He initially provided his findings and recommendations to the Ministry in July 2020, but due to the Ministry's central role in responding to the pandemic, its response was delayed until the end of March 2021. All of the Ombudsman's recommendations were accepted.

The Ministry has already acted on several of these – for instance, it has drafted new investigation and training-related policies and protocols and added resources to its investigations team. It will continue to update our Office on the implementation of other improvements.

## Oversight of long-term care homes during COVID-19

**Launched: June 2020**

**Investigation update:** The Ombudsman launched this investigation at the height of the pandemic's first wave, in the wake of a report by Canadian Armed Forces personnel who had been called in to assist with the crisis, which detailed shocking conditions in five long-term care homes.

The Ombudsman invoked his authority to investigate on his own initiative, without receiving complaints. We have since received more than **200** complaints and submissions related to the investigation, from long-term

**“With so many people being transported by ambulance due to the pandemic, the changes we are recommending are timely and valuable. Ontarians deserve better oversight of ambulance services, and I am pleased that the Ministry has recognized this.”**

– Ombudsman Paul Dubé, news release on *Oversight 911*, May 20, 2021

care residents, concerned family members, advocacy groups and whistleblowers. The investigation is focused on whether the oversight of long-term care homes by the Ministry of Health and the Ministry of Long-Term Care during the COVID-19 pandemic has been adequate to ensure the safety of residents and staff.

To date, we have conducted scores of interviews with complainants, stakeholders, long-term care staff and officials from both ministries, mostly via videoconference. We have also received hundreds of thousands of documents, including more than 500,000 emails, from the ministries and are in the process of reviewing these as our investigation continues.

## Case summaries

### Healthy extension

A woman who had lived in Canada for 76 years sought our help when she attempted to renew her health card and discovered she did not have Canadian citizenship. She feared this would affect her health coverage, as she was told she would have to apply for a passport in her birth country and then apply for permanent resident status in Canada before she could renew her health card. We spoke to Ontario Health Insurance Plan officials, who confirmed her health coverage would be extended for a year in order to complete the requisite applications.

## Information, please

A woman who has several health issues and relies on Ontario Disability Support Program benefits complained to us that her request for coverage of her medications had been denied by the Ontario Drug Benefit program. She relied on food banks to eat so that she could purchase her medications as prescribed. Our inquiries with the Ministry of Health revealed that her doctor had not submitted sufficient information for the program to consider her application. We explained this to her and referred her back to her physician to provide the missing information to the Ministry.

## Checked and re-chequed

A woman contacted us after she missed several cheques from the province's Assistive Devices Program (ADP), which she required to cover the cost of ostomy supplies. She explained that she had changed addresses several times. Our staff contacted ADP officials, who determined that two of the woman's cheques had been returned as undeliverable. They reissued **\$694** in payments to her.

**“** You've been more helpful in five minutes than [public sector officials] have been in two years.”

– Complainant

## Long-term loan

A man with ALS complained that when he moved into a long-term care home in 2017 due to his deteriorating condition, he became ineligible for the ventilator that he had been provided through the province's Ventilator Equipment Pool program. Our staff confirmed with Ministry of Health and program officials that they would not remove the ventilator until the man was ready to return it. The man told us this gave him “great comfort.”

We have received hundreds of thousands of documents, including more than **500,000** emails, from the ministries and are in the process of reviewing these as our investigation into long-term care oversight continues.





## CERTIFICATES & PERMITS

### Overview

Ontarians frequently come to us when they encounter problems in obtaining official documents, from birth certificates to death certificates. The frontline agency responsible for these and other services is ServiceOntario, which has an internal complaints process to which we make many referrals. We also deal directly with the Registrar General to address process issues related to identity certificates and similar documents. We received **305** complaints and inquiries about ServiceOntario, and **35** regarding the Registrar General in 2020-2021.

Due to COVID-19, many of the requirements for renewing expired permits, licences and identification were waived, as expiry dates were extended until further notice. Cases generally declined in this area compared to previous years, but our staff dealt with many complaints and inquiries from Ontarians seeking clarification of these changes or help with delays.

In several cases, our intervention and inquiries resolved individual service difficulties and led to improved processes.

“ I would like to express my sincere gratitude to you for the assistance and taking the time in order to resolve the issue. I would not have received the card without your help.”

– Complainant

### Trends in cases

#### Services during the pandemic

Many of the complaints we resolved about ServiceOntario operations early in the pandemic were about the closures of some ServiceOntario locations – which left many people wondering where to go – and sanitation precautions at those that were open. For example:

- A man called us in frustration when he was unable to register a used vehicle due to the closure of his nearest ServiceOntario. Our staff researched open locations and found one that was 14 kilometres away.
- A physician complained that ServiceOntario wrongly refused to serve him because he had just returned from Nova Scotia, even though he was exempt from isolation requirements. After we raised the case with ServiceOntario, it committed to clarifying guidelines with its staff about interprovincial travel and isolation requirements for essential workers.

#### Multiple first names on identification and health cards

While expiry dates for driver's licences, identification and health cards were extended during the pandemic, our Office continued

## Good to know

Cases related to driver's licences, DriveTest and vehicle registration can be found in the **Transportation** chapter of this report.

to work with several ministries on an issue with these cards that affects Ontarians who have multiple first names. In one case we reviewed, a man seeking to renew his health card ran into problems because it showed a different first name than the one on his other identification. We discovered that the health card only displayed the first of multiple names that appeared on his birth certificate, and it deleted the name that he actually used. This was due to a requirement that health card names match birth certificate names, which did not allow flexibility for people who have multiple names.

An MPP also raised this issue with us, saying that it particularly affected Franco-Ontarians in her community, who were commonly given additional first names at birth as a cultural-religious practice, but did not use them in their daily lives. We have made inquiries with the Ministry of Government and Consumer Services, the Ministry of Health, and the Ministry of Transportation about their policies on this, and are researching other provinces' approaches.

In the meantime, we were able to resolve the man's health card issue through our inquiries with the OHIP Eligibility Committee. His card was changed to include his usual first name.

## Marriage licence extensions

Under the *Marriage Act*, marriage licences issued by municipalities are valid for only three months. When COVID-19 restrictions on gatherings forced many people to delay or cancel weddings, we received a flurry of complaints from people who had purchased soon-to-be-expired marriage licences. Some were frustrated because their municipalities would not issue refunds.

Our staff helped connect these people with the most up-to-date information and contacts for relevant municipal and provincial officials. The Ministry of Government and Consumer Services has since extended the expiry date for most marriage licences.

## Case summaries

### Proven parenthood

A father whose wife died in childbirth sought our help in obtaining a birth certificate and Social Insurance Number for the new baby, which he needed in order to claim survivor benefits. Registrar General officials told him one of the forms he had filled out was invalid, and he would have to provide an affidavit from his deceased wife's parents to confirm he was the child's father. Our staff spoke to a manager at the Registrar General's office, who reviewed the file. The manager discovered that correction fluid had been used on one of the man's forms, making it unacceptable - however, she determined that additional proof of fatherhood was not required. She confirmed the case would be expedited so the widower could apply for benefits.

### Double time

A man complained to us about long delays in getting ServiceOntario and the Registrar General to correct a name error on his mother's death certificate. Our inquiries revealed that the Registrar General routinely processed a person's Statement of Death form separately from their Medical Certificate of Death, and this contributed to delays in amending both forms. Because of our inquiries, the man not only received the corrected death certificate, but ServiceOntario and the Registrar General changed the process so both forms will be corrected at the same time in future.

### Bad form

A father whose child was born through a surrogate mother complained to us after the Registrar General asked him to resubmit the paperwork for registering the birth, and include an additional form swearing that his statements were true. He complained that this additional requirement was discriminatory towards him. Our staff determined that in fact, the form was sent to him in error and was unrelated to the surrogacy, and a Registrar General manager confirmed that this was clarified with the responsible staff.





## MONEY & PROPERTY

### Overview

This category of cases relates to provincial ministries, agencies and corporations that deal with financial and property matters, from the Ministry of Finance to the Municipal Property Assessment Corporation (MPAC) to the Liquor Control Board of Ontario (LCBO), the Ontario Lottery and Gaming Corporation, and the Ontario Cannabis Store. It also includes bodies that fall under the Ministry of the Attorney General, such as the Landlord and Tenant Board (LTB) and the Office of the Public Guardian and Trustee, which handles money and property matters for people who are unable to do so themselves.

The operations of many of these bodies were dramatically affected by the COVID-19 pandemic, and the volume of complaints we received reflected this:

- MPAC's provincewide property assessment, originally scheduled for 2020, was postponed indefinitely; we received relatively few complaints about MPAC (**30**, compared to 49 in 2019-2020).
- The LCBO's outlets remained open, but we heard many concerns from Ontarians about its safety protocols - for example, its practice of asking people to remove face masks to confirm their identification (in accordance with public health guidelines).

- The LTB was, for the second consecutive year, the source of a high volume of complaints, as our systemic investigation into delays and other issues continued (see more under **Investigations**).

We resolved many complaints in this category by helping people connect with these agencies or sharing information with them about COVID-19 protocols.

### Trends in cases

#### Office of the Public Guardian and Trustee

We often receive complaints from clients of the Office of the Public Guardian and Trustee (OPGT) who have difficulty communicating with their caseworkers - and the pandemic increased these difficulties for many. Our staff were able to help clients escalate their concerns within the OPGT, and make direct inquiries about their cases. We received **116** cases about the OPGT in 2020-2021.

Among those we helped in 2020-2021 were:

- A woman living at a mental health treatment centre who needed funding for university continuing education courses and could not reach her caseworker. We connected her with OPGT staff and they confirmed that her course costs would be reimbursed.

**“ It was a pleasure to meet you on the call and discuss my concerns... I came away from that call feeling you truly want to help and be part of the solution.”**

– Complainant

- A resource co-ordinator at a community agency who complained to us on behalf of a man who is unable to speak or write. She needed to get the man's consent for the OPGT to provide the agency with information about the man's finances. Our staff obtained the man's consent via videoconference and then facilitated a virtual meeting between him, the agency and OPGT.
- A woman who urgently needed her OPGT caseworker's help to move out of a shelter and into subsidized housing. We were able to contact the caseworker and the woman's move went ahead.

## Investigations

### Landlord and Tenant Board delays

**Launched: January 2020**

**Investigation update:** The Ombudsman launched this investigation prior to the pandemic, in the wake of a surge of complaints about severe delays at the Landlord and Tenant Board (LTB), the administrative tribunal that resolves residential tenancy disputes. The investigation is focused on whether Tribunals Ontario and the Ministry of the Attorney General are taking adequate steps to address the delays and backlogged cases. We have received some **1,200** complaints related to this investigation.

The government and the LTB have since implemented many changes due to COVID-19, including replacing in-person hearings with virtual ones. This prompted an influx of new complaints to our Office from people frustrated with the virtual hearing process, access issues and delays.

The Ombudsman met with the leadership of Tribunals Ontario, the Ministry of the Attorney General and the LTB in October 2020 to ensure they continued to engage with us on these issues. Tribunals Ontario is also implementing a new digital case management system, which is expected to be in use at the LTB by the end of summer 2021.

Limitations on residential evictions during lockdowns over the past year have also affected LTB proceedings, resulting in more complaints and delays. Between March and July 2020, the LTB introduced a process to allow some urgent eviction cases to proceed, but our review found that this was not clearly communicated to the public. We raised these issues with the LTB, which responded by publishing more information about this process on its website.

The LTB has also made changes to address delays and backlogs since the start of our investigation. It has hired several new adjudicators, including some who can conduct hearings in French as well as English, an issue raised by our French Language Services Unit.

The Ombudsman has been encouraged by the government's willingness to engage with our Office and address issues proactively as they arise, while our investigation continues.



**The LTB has made changes to address delays and backlogs since the start of our investigation.**

## Case summaries

### Find us online

Several people who work as title searchers complained to us about the province's decision to end in-person services at all 54 of its Land Registry Offices in October 2020. Our staff made inquiries with senior officials at the Ministry of Government and Consumer Services to learn more about the potential impact of this change. We confirmed that the offices would continue to be staffed and directly reachable by email and by telephone, and we let the complainants know how they could continue to access documents and escalate their concerns if necessary.

### Family connection

A woman contacted us in frustration over delays and a lack of communication from the Office of the Public Guardian and Trustee (OPGT) regarding her brother, who was an OPGT client. Her application to assume guardianship and control of her brother's finances from the OPGT was taking too long, and she was unable to get a response to her questions about her brother's payments on a house he co-owned with their mother. We brought the case to the attention of OPGT officials, who acknowledged that staffing issues due to the pandemic had contributed to their delayed response. They confirmed that they had not paid the brother's share of the mortgage, but took steps to address this and to process the sister's application for guardianship.

The Ombudsman has been encouraged by the government's willingness to engage with our Office and **address issues proactively as they arise**, while our Landlord and Tenant Board investigation continues.





## EMPLOYMENT

### Overview and trends in cases

Employment across Ontario continued to be dramatically affected by the pandemic throughout 2020-2021, as employers grappled with varying levels of restrictions on their operations, and employees faced layoffs, reduced hours and/or the challenges of working from home.

The Ombudsman oversees the Ministry of Labour, Training and Skills Development and its programs, agencies and tribunals, including the Employment Practices Branch, the Workplace Safety and Insurance Board (WSIB) and its internal ombudsman, the Fair Practices Commissioner. We received **293** complaints about the Ministry and its programs in 2020-2021.

Cases related to these programs dropped in the past year, but we heard concerns from many Ontarians about the effects of the government's response to the pandemic on their employment.

### Impact of shutdowns

As the province imposed different degrees of lockdown in response to the pandemic, the complaints we received spanned the spectrum - from those who felt restrictions were not tough enough, to those who felt they were too harmful to the economy. We also heard concerns about employers not following public health guidelines or not being clear enough about what constituted "essential" work.

Although our Office cannot intervene in public policy decisions made by elected officials, our staff helped hundreds of people find information about these policies and programs and assisted them in raising their complaints to the appropriate officials. We helped others resolve their issues wherever possible.

## Concerns about pandemic pay

Concerns and confusion over the different types of support provided to workers and employers by the federal and provincial governments prompted numerous complaints and inquiries to our Office. Our staff researched new programs and policies and provided people with the appropriate referrals. One common concern we heard from numerous workers in the health care field was the eligibility rules for so-called “pandemic pay.” We made inquiries about the program rules with the Ontario Treasury Board and Ministry of Health and referred these people to available mechanisms for requesting pandemic pay.

## Case summaries

### Open and shut case

A woman who was waiting for the Fair Practices Commissioner (FPC – the WSIB’s internal ombudsman) to assist her with a loss-of-earnings assessment and prescription cost refund sought our help early in the pandemic. The FPC’s office was shut down and she was unable to reach them. We contacted staff at the WSIB, who confirmed that they were processing the prescription costs but there had been a delay because the initial information the woman had submitted was incomplete. Our staff confirmed that the FPC had reopened, and the woman was able to pursue her concerns.

### Exclusion explanation

A personal support worker contacted us in frustration when he and his colleagues were denied “pandemic pay,” despite being in close contact with patients. We provided him with information about the criteria for this pay program, including that it only pertained to employers who received direct funding from the provincial government. This appeared to exclude his company, but we referred him to an online platform where he could request a rule change and make further inquiries.

## Home safe

A group home worker raised health and safety concerns with us after he and a few colleagues contracted COVID-19. He believed they were exposed to a resident who tested positive, and said they had not been provided with personal protective equipment (PPE). We made inquiries with Ministry of Children, Community and Social Services officials, who told us service providers were expected to comply with all safety measures and reporting requirements and that the group home was frequently in contact with public health authorities to ensure it was following recommendations. The Ministry also noted that agencies were required to report PPE shortages. We confirmed that the Ministry provided PPE to the group home, and also referred the worker to Ministry of Labour resources for their workplace safety concerns.

“This is wonderful news, thank you so much for your help with this! Times are tough right now, and this will help SO much.”

– Complainant



## FRENCH LANGUAGE SERVICES

### Overview

This is our first full fiscal year of reporting in this area, as the Ombudsman's oversight of the application of the *French Language Services Act* took effect on May 1, 2019. In 2019-2020, we established our dedicated French Language Services Unit to handle complaints, and the Ombudsman appointed Kelly Burke as French Language Service Commissioner on January 13, 2020, after a nationwide search.

Since then, Commissioner Burke and her team have resolved hundreds of complaints, engaged directly with complainants and stakeholders in the Franco-Ontarian community, and proactively raised issues involving French language rights with senior government officials, deputy ministers and ministers.

Franco-Ontarians should know that from the start of this important new mandate, our entire organization has made a concerted effort to position the Ombudsman's Office as an effective promoter and protector of French language service rights. Directors and managers from all of our teams, as well as legal counsel, have worked

diligently to find the ideal Commissioner, recruit staff for our French Language Services Unit, co-ordinate training, research legal issues and provide opinions, develop a new case management system and provide technical support, build communications capacity and strategy, and much more.

In addition to publishing a separate Annual Report, detailing cases received by the French Language Services Unit, the Commissioner engaged with the Franco-Ontarian community throughout 2020-2021 by participating (virtually) in numerous outreach activities, and with colleagues across Canada and around the world who promote language rights and Francophone issues. Ms. Burke represents our Office as a member of the International Association of Language Commissioners and the Association des Ombudsmans et Médiateurs de la Francophonie (the international francophone ombudsman association).



**The situation is resolved... Thank you for all your help."**

– Complainant)



As a Deputy Ombudsman and member of our senior executive team, the Commissioner helps ensure a “Francophone lens” is brought to all areas of our work. This includes our ongoing investigations into delays at the Landlord and Tenant Board and the government’s oversight of long-term care during the pandemic.

More information - including short videos explaining the work of the French Language Services Unit and a printable brochure - can be found on our website.

## Annual Report of the French Language Services Commissioner, 2019-2020



The *French Language Services Act* requires our Office to publish a report and recommendations by the Commissioner for improving the provision of French language services. To emphasize the importance of this work, we decided to publish the Commissioner’s report and recommendations as a standalone publication, separate from the Ombudsman’s Annual Report.

**Problems accessing services in French? Contact us. We can help.**  
[www.ombudsman.on.ca](http://www.ombudsman.on.ca) • 1-866-246-5262 • [sf-fls@ombudsman.on.ca](mailto:sf-fls@ombudsman.on.ca)

**What we do:**

- Protect French language rights in Ontario
- Oversee the application of the *French Language Services Act*
- Resolve and investigate complaints about public services in French
- Proactively flag issues to public officials to improve the offer of services in French
- Make recommendations and monitor progress made by public bodies
- As part of the Ombudsman’s Office, ensure its oversight of provincial and broader public sector bodies includes a “Francophone lens”
- Engage with Ontario Francophones and Francophiles in celebrating our Francophone

Tracking complaints about French language services provided by certain hospitals, long-term care homes and other designated bodies specified under the *French Language Services Act*.

**Why file a complaint with us?**

- When we resolve complaints, we help improve French language services for all
- We can point you in the right direction if the matter is not in our jurisdiction
- Our services are confidential and convenient: Call, email or use our online form

The Ombudsman is an impartial officer of the Legislature who takes complaints about municipalities, school boards, colleges and universities, and children and youth in care.

**COMMON TYPES OF COMPLAINTS**

Service Type	Percentage
In-person services	35%
Online services	25%
Social media	15%
Written communications	10%
Signage	5%
Telephone services	5%
Other	5%

**La Minute de la Commissaire**

Kelly Burke, French Language Services Commissioner of Ontario

Our online resources about French language services include our new poster, and the Commissioner’s series of short question-and-answer videos.

## Good to know

We publish a separate *Annual Report of the French Language Services Commissioner*, which includes detailed case breakdowns and the Commissioner's recommendations to government to improve services in French. Watch for the next one in late 2021.

Commissioner Burke's first Annual Report, published in December 2020, covered cases received by the French Language Services Unit from the start of our Office's jurisdiction in this area (May 1, 2019) to September 30, 2020. She made eight recommendations, urging the government to improve planning for the provision of services in French across all ministries. Her main recommendations call for each ministry to produce a plan, and for the Minister of Francophone Affairs to report annually on the implementation of these plans, starting in the spring of 2022.

The Commissioner's next report will provide an update on the government's progress in implementing these recommendations.

“The majority of the complaints we dealt with could have been resolved if adequate planning for the provision of French language services had been done. The pandemic has exacerbated these issues and has highlighted the need for the government to assess how planning for the provision of French language services is being carried out.”

– French Language Services Commissioner Kelly Burke, news release on her 2019-2020 Annual Report, December 10, 2020

## Trends in cases, 2020-2021

Between April 1, 2020 and March 31, 2021, our French Language Services Unit received **267** cases. The top topic of complaint continued to be government communications. As the Commissioner and the Ombudsman have repeatedly pointed out, it is all the more important during a pandemic that the government's urgent communications be available in English and French simultaneously.

The Commissioner has raised this matter proactively with deputy ministers, ministers and the Premier, who have all committed to making this information available in both languages. We have also resolved cases quickly by bringing them to the attention of relevant officials.

Still, with new developments in the pandemic, communications in French have sometimes been overlooked. For example, several government announcements regarding new shutdowns and emergency measures in December 2020 and January 2021 were not made available in French. We continue to proactively engage with senior government officials on this issue.

We also continue to monitor the administration of Regulation 398/93 under the *French Language Services Act* (Designation of Public Service Agencies) and the schedule to the Act that sets out designated areas. Both contain outdated information, such as government agency names, services offered, and geographical information, that may affect the ability of Franco-Ontarians to identify and access French language services.

In June 2021, the Commissioner launched an investigation into Laurentian University's decision to cut several French-language programs as part of its financial restructuring. We received more than 60 complaints about these cuts by the university, which is a partially designated agency under the *French Language Services Act*.

## Case summaries

### Email fail

After twice requesting information from the Ministry of Health in French and receiving answers in English only, a Francophone journalist complained to our Office. He noted that the email signatures of the government employees he contacted were also in English only. We discovered that all media requests to the Ministry were going to the same email address and an acknowledgment of receipt was generated in English when no bilingual staff were available to respond in French. After our intervention, the Ministry's communications team implemented several corrective measures, including translating acknowledgments of receipt and other standard messages, ensuring email signatures are bilingual, and creating a specific inbox for requests from French-language media.

“Thanks for all your help, it's much appreciated.”

– Complainant

### Improved form

A Francophone member of the board of directors of a small housing co-op in northern Ontario alerted us to a form on the website of the Condominium Authority of Ontario (CAO). The form, which all condominium boards are required to submit each spring, was only available in English, due to recurring technical issues. Although the CAO is not within our jurisdiction, we raised the matter with officials at the Ministry of Government and Consumer Services, who in turn contacted the CAO. The man confirmed to us that a French-speaking employee at the CAO called him and helped him complete the form, which was also made available online in French.

### Landing test

A woman returning from an overseas trip complained to us that she was not served in French during the COVID-19 test she was required to undergo at Toronto Pearson airport. We discovered that the test was administered by a third party as part of a pilot-screening project set up by the Ministry of Health and managed by Ontario Health. After we made inquiries, Ontario Health committed to ensure its future agreements with third parties include provisions for services in French.



## ENERGY & ENVIRONMENT

### Overview

Cases in this category include complaints about public sector administration of all forms of electricity and fuel in the province, as well as natural resources, rural affairs, and the environment. This year, this included many inquiries from people seeking information about the province's emergency relief rate for hydro and its effect on local bills. (Our Office does not have jurisdiction over Hydro One, which has its own internal ombudsman, but we do oversee municipal hydro.)

In 2020-2021, as in previous years, we heard concerns about the province's actions - or lack thereof - to address excessive noise or other impacts from industry, or contaminants to air and water. We also received complaints about a lack of communication or consultation about projects within the purview of the Ministry of the Environment, Conservation and Parks and the Ministry of Natural Resources and Forestry. Our staff resolve such cases by reviewing the application of relevant policies and procedures by the ministries and facilitating communication between them and complainants.

### Trends in cases

#### Municipal hydro

As part of our jurisdiction over municipalities, the Ombudsman oversees municipally-controlled corporations, which include those that provide electricity locally. We received **84** complaints about municipal hydro companies in 2020-2021. We resolved many of these by helping people get needed information. For example:

- We helped a woman find the necessary forms to close a hydro account from her former residence, for which she continued to be billed after she moved.
- After a man complained that a hydro pole near his property was unsafe, we prompted the hydro company to share the results of its investigation of the matter with him, and explain how the pole met safety requirements.
- The owner of an essential business complained to us that she was notified, purportedly by the local hydro company, that her hydro would be cut off in 30 minutes unless she transferred a large sum of money to cover an unpaid bill - which she did. She suspected that this was a scam, and we pointed out that the

company's website warned customers to be on the alert for such fraudulent notices during the pandemic. We provided her with information on how to report the scam to the company and the police, and about consumer protection resources available through the Ontario Energy Board.

## Lack of communication, consultation or clarity

We helped several people obtain information or clarification from both of the ministries responsible for environmental and natural resources issues, regarding projects or processes that affected them. Where warranted, we escalated their concerns to senior officials, or encouraged the ministries to improve their communication with stakeholders. For example:

- A man sought our help after four years of raising concerns with the Ministry of the Environment, Conservation and Parks (MECP) about excessive noise and vibration from a nearby factory. After we made inquiries, the Ministry contacted him to explain the steps it had taken to address the noise levels, which it had found in violation of provincial standards. The man was pleased to learn that his concerns had been heard and the Ministry was investigating further.



We received **84** complaints about municipal hydro companies in 2020-2021.



Thank you so much for helping move this process along! I appreciate it very much!!”

– Complainant

- After a farmer complained to us that his fields were being flooded by storm water runoff from a nearby residential subdivision, we helped him find out how to lodge a complaint and follow up with the MECP directly. Ministry officials advised us that monitoring of the storm water works was required for two years, and that a complaint procedure was available to affected residents.
- After we contacted officials at the Ministry of Natural Resources and Forestry, they offered to do a site visit to address a woman's concerns about the construction of a trail that she felt had been permitted without adequate public consultation. They also sent her copies of their assessments and reports.

## Discontinuation of environmental assessment of dam

Two Indigenous groups, along with individuals engaged in native fish management and rehabilitation, complained to us after the Ministry of Environment, Conservation and Parks unexpectedly discontinued a class Environmental Assessment (EA) related to a local dam. The groups argued that the dam is a barrier to fish accessing local spawning grounds, and have advocated for years to have it removed. They said the Ministry had decided to repair the dam, but had not been in touch with them about the EA process for more than three years. As well, they said that when the EA was discontinued, stakeholders, including Indigenous groups, were unable to comment or request an individual environmental assessment, as provided for under the *Environmental Assessment Act* and Ministry protocol.

Our Office made inquiries with Ministry officials, who agreed to provide affected stakeholders with a written explanation for the decision, along with reports from consultants they had considered. Their letter acknowledged delays in the process and in communication. The Ministry also held virtual meetings with affected groups. We continue to follow up with the Ministry on the management of native fish populations in the area of the dam, as well as its EA processes.

### **Electric and Hydrogen Vehicle Incentive Program**

We continued to follow up with the Ministry of Transportation in 2020-2021 on issues arising from the government's cancellation of this environmental incentive program in 2018. As noted in our past two Annual Reports, our review of numerous complaints found that the Ministry had not clearly communicated the eligibility criteria for winding down the program, disappointing many people who had purchased electric vehicles with the belief that they would qualify for incentives of \$5,000-\$14,000.

The Ombudsman made suggestions to the Ministry to improve communication and transparency in any such programs in future. The Deputy Minister responded in writing, acknowledging that the Ministry "should proactively communicate any future program changes to all program participants via website updates and ensure key program changes are captured accurately and in advance of the effective date of those changes."

“Success! All taken care of. 😊  
Thanks for your assistance.”

– Complainant

## **Case summaries**

### **Upstream battle**

A homeowner complained to us about a pipe outlet on his property that was leaking foul-smelling fluid. His municipality referred him to the Ministry of Transportation, which denied responsibility. Our inquiries determined that it was a matter for the Ministry of the Environment, Conservation and Parks. We learned it had conducted an investigation, traced the sewage spill to a commercial plaza upstream, and instructed the business to resolve the issue. The homeowner told us that although the sewage had stopped, storm water was still flowing from the pipe. After we followed up with both ministries and the municipality, the Ministry of Transportation had the storm drain filled with cement. The homeowner confirmed that this resolved the issue.

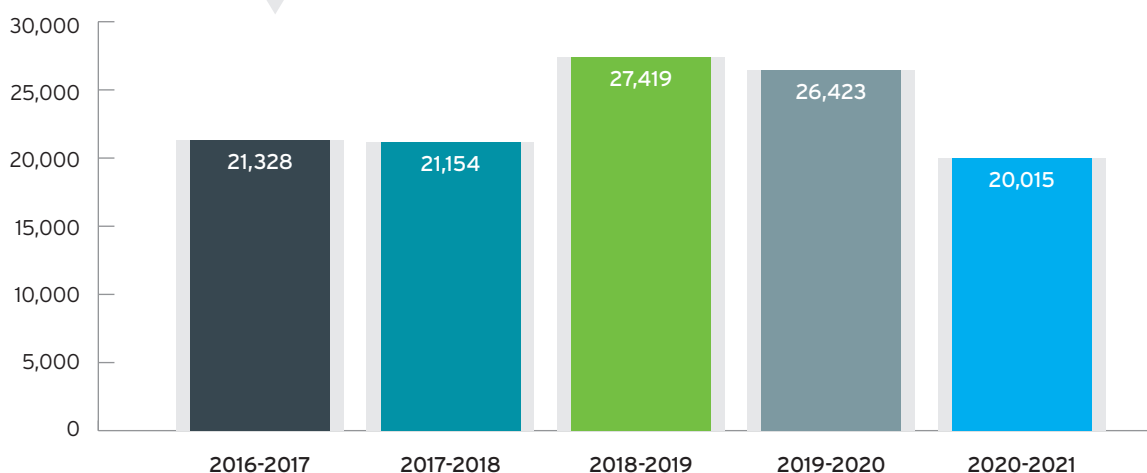
### **Un-fur treatment**

A First Nations trapper sought our help in obtaining a refund from the Ministry of Natural Resources and Forestry for licences to sell furs commercially, and a mandatory humane trapping course. He had learned that the course was available through his First Nation at a greatly reduced cost, and complained that the Ministry should have informed him of this when he was applying for the licences. He noted that the information provided to Indigenous trappers was unclear. He had escalated his concerns within the Ministry, but was dissatisfied with its initial response and lack of follow-up. After our Office made inquiries, the Ministry reimbursed the man **\$317** for the licences and course. Ministry staff also told us they would ensure trappers are provided with relevant information about course providers, including resources available specifically for First Nations trappers.

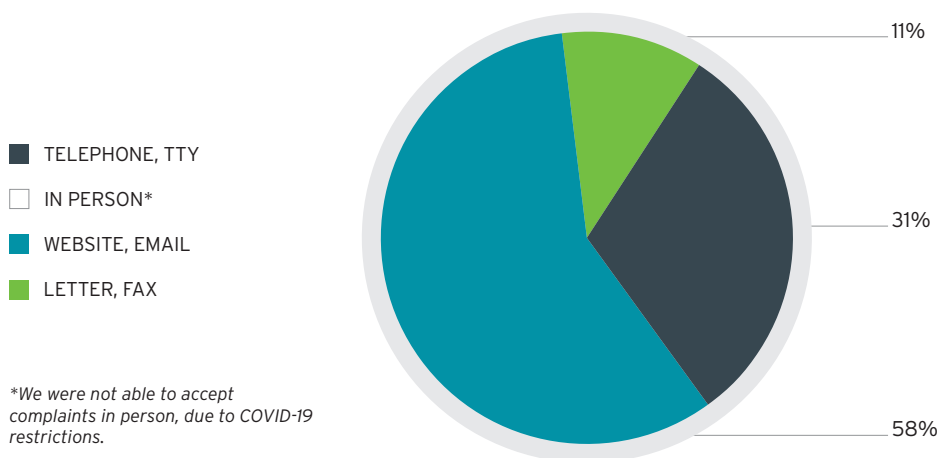


# Appendix – Case Statistics

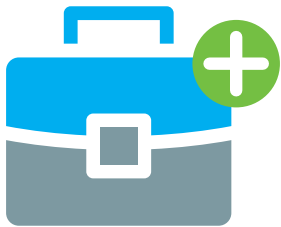
## TOTAL CASES RECEIVED, FISCAL YEARS 2016-2017 – 2020-2021



## HOW CASES WERE RECEIVED, 2020-2021



## DISPOSITION OF CASES, 2020-2021



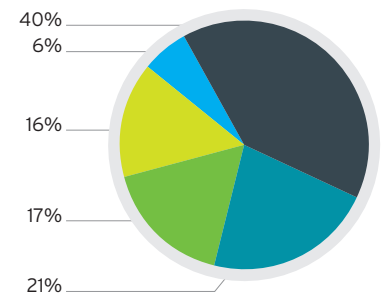
20,015

Cases received in  
fiscal 2020-2021295 consultations  
or questions587 information  
submissions

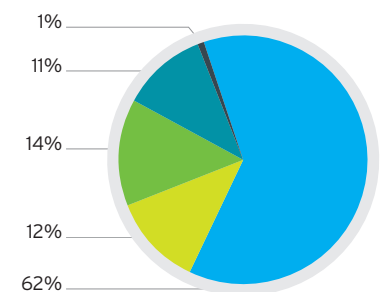
## CASES CLOSED - 2020-2021

13,165  
caseswithin the  
Ombudsman's authority

- INQUIRIES MADE OR REFERRAL GIVEN
- CLOSED AFTER OMBUDSMAN'S REVIEW
- RESOLVED WITH OMBUDSMAN INTERVENTION
- DISCONTINUED BY COMPLAINANT
- RESOLVED WITHOUT OMBUDSMAN INTERVENTION

5,984  
casesoutside the  
Ombudsman's authority

- OUTSIDE ONTARIO
- PROVINCIAL OUTSIDE AUTHORITY\*
- BROADER PUBLIC SECTOR OUTSIDE AUTHORITY\*\*
- FEDERAL
- PRIVATE



## % OF CASES CLOSED IN A WEEK / 2 WEEKS



34% Closed in 1 week



50% Closed in 2 weeks

\*E.g., complaints about officials and bodies outside the Ombudsman's jurisdiction  
 \*\*E.g., complaints about hospitals, long-term care homes, public health units, municipal police

## CASES BY PROVINCIAL RIDING, 2020-2021\*

AJAX	53
ALGOMA-MANITOULIN	103
AURORA-OAK RIDGES-RICHMOND HILL	55
BARRIE-INNISFIL	93
BARRIE-SPRINGWATER-ORO-MEDONTE	90
BAY OF QUINTE	95
BEACHES-EAST YORK	99
BRAMPTON CENTRE	40
BRAMPTON EAST	56
BRAMPTON NORTH	38
BRAMPTON SOUTH	90
BRAMPTON WEST	62
BRANTFORD-BRANT	89
BRUCE-GREY-OWEN SOUND	78
BURLINGTON	54
CAMBRIDGE	74
CARLETON	42
CHATHAM-KENT-LEAMINGTON	64
DAVENPORT	47
DON VALLEY EAST	42
DON VALLEY NORTH	37
DON VALLEY WEST	77
DUFFERIN-CALEDON	70
DURHAM	94
EGLINTON-LAWRENCE	64
ELGIN-MIDDLESEX-LONDON	76
ESSEX	78
ETOBICOKE CENTRE	48
ETOBICOKE NORTH	50
ETOBICOKE-LAKESHORE	131
FLAMBOROUGH-GLANBROOK	62
GLENGARRY-PRESCOTT-RUSSELL	119
GUELPH	80
HALDIMAND-NORFOLK	90
HALIBURTON-KAWARTHA LAKES-BROCK	99
HAMILTON CENTRE	137
HAMILTON EAST-STONEY CREEK	77
HAMILTON MOUNTAIN	52
HAMILTON WEST-ANCASTER-DUNDAS	65
HASTINGS-LENNOX AND ADDINGTON	92
HUMBER RIVER-BLACK CREEK	53
HURON-BRUCE	62
KANATA-CARLETON	42
KENORA-RAINY RIVER	56
KIIWETINOONG	8
KINGSTON AND THE ISLANDS	83
KING-VAUGHAN	58
KITCHENER CENTRE	55
KITCHENER SOUTH-HESPELER	43
KITCHENER-CONESTOGA	43
LAMBTON-KENT-MIDDLESEX	80
LANARK-FRONTENAC-KINGSTON	125
LEEDS-GRENVILLE-THOUSAND ISLANDS AND RIDEAU LAKES	82
LONDON NORTH CENTRE	107
LONDON WEST	59
LONDON-FANSHAW	81
MARKHAM-STOUFFVILLE	63
MARKHAM-THORNHILL	32
MARKHAM-UNIONVILLE	32
MILTON	68
MISSISSAUGA CENTRE	67
MISSISSAUGA EAST-COOKSVILLE	53

MISSISSAUGA-ERIN MILLS	64
MISSISSAUGA-LAKESHORE	72
MISSISSAUGA-MALTON	63
MISSISSAUGA-STREETSVILLE	56
MUSHKEGOWUK-JAMES BAY	25
NEPEAN	49
NEWMARKET-AURORA	59
NIAGARA CENTRE	121
NIAGARA FALLS	130
NIAGARA WEST	55
NICKEL BELT	63
NIPISSING	93
NORTHUMBERLAND-PETERBOROUGH SOUTH	79
OAKVILLE	61
OAKVILLE NORTH-BURLINGTON	59
ORLÉANS	87
OSHAWA	114
OTTAWA CENTRE	101
OTTAWA SOUTH	54
OTTAWA WEST-NEPEAN	67
OTTAWA-VANIER	107
OXFORD	73
PARKDALE-HIGH PARK	75
PARRY SOUND-MUSKOKA	89
PERTH-WELLINGTON	52
PETERBOROUGH-KAWARTHA	106
PICKERING-UXBRIDGE	71
RENFREW-NIPISSING-PEMBROKE	92
RICHMOND HILL	55
SARNIA-LAMBTON	60
SAULT STE. MARIE	102
SCARBOROUGH CENTRE	66
SCARBOROUGH NORTH	26
SCARBOROUGH SOUTHWEST	87
SCARBOROUGH-AGINCOURT	25
SCARBOROUGH-GUILDWOOD	61
SCARBOROUGH-ROUGE PARK	59
SIMCOE NORTH	113
SIMCOE-GREY	122
SPADINA-FORT YORK	96
ST. CATHARINES	97
STORMONT-DUNDAS-SOUTH GLENGARRY	70
SUDBURY	119
THORNHILL	53
THUNDER BAY-ATIKOKAN	114
THUNDER BAY-SUPERIOR NORTH	98
TIMISKAMING-COCHRANE	100
TIMMINS	26
TORONTO CENTRE	116
TORONTO-DANFORTH	83
TORONTO-ST. PAUL'S	80
UNIVERSITY-ROSEDALE	75
VAUGHAN-WOODBRIDGE	42
WATERLOO	58
WELLINGTON-HALTON HILLS	55
WHITBY	62
WILLOWDALE	51
WINDSOR WEST	124
WINDSOR-TECUMSEH	66
YORK CENTRE	37
YORK SOUTH-WESTON	57
YORK-SIMCOE	77

\*All cases where a postal code was available, including those related to municipalities, universities and school boards, but excluding those related to correctional facilities.

## TOP 10 PROVINCIAL GOVERNMENT ORGANIZATIONS AND PROGRAMS BY CASE VOLUME, 2020-2021\*

		NUMBER OF CASES
1	TRIBUNALS ONTARIO	935
2	ONTARIO DISABILITY SUPPORT PROGRAM	553
3	FAMILY RESPONSIBILITY OFFICE	381
4	SERVICEONTARIO	305
5	DRIVETEST	283
6	COLLEGES OF APPLIED ARTS AND TECHNOLOGY	200
7	ONTARIO STUDENT ASSISTANCE PROGRAM	181
8	YOUTH JUSTICE CENTRES	173
9	WORKPLACE SAFETY AND INSURANCE BOARD	162
10	DRIVER LICENSING	134

\*Excluding correctional facilities

## TOP 10 CORRECTIONAL FACILITIES BY CASE VOLUME, 2020-2021

		NUMBER OF CASES
1	CENTRAL EAST CORRECTIONAL CENTRE	546
2	CENTRAL NORTH CORRECTIONAL CENTRE	435
3	MAPLEHURST CORRECTIONAL COMPLEX	350
4	TORONTO SOUTH DETENTION CENTRE	306
5	NIAGARA DETENTION CENTRE	278
6	VANIER CENTRE FOR WOMEN	239
7	OTTAWA-CARLETON DETENTION CENTRE	210
8	HAMILTON-WENTWORTH DETENTION CENTRE	169
9	SOUTH WEST DETENTION CENTRE	156
10	TORONTO EAST DETENTION CENTRE	156

## TOTAL CASES RECEIVED ABOUT PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS,\* 2020-2021

<b>MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS</b>		<b>8</b>
<b>MINISTRY OF THE ATTORNEY GENERAL</b>		<b>1,329</b>
ALCOHOL AND GAMING COMMISSION OF ONTARIO	26	
CHILDREN'S LAWYER	16	
COURT ADMINISTRATION	42	
LEGAL AID CLINIC	10	
LEGAL AID ONTARIO	66	
OFFICE OF THE PUBLIC GUARDIAN AND TRUSTEE	116	
SPECIAL INVESTIGATIONS UNIT	32	
TRIBUNALS ONTARIO	935	
<b>MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES</b>		<b>1,305</b>
DEVELOPMENTAL SERVICES PROGRAMS	44	
FAMILY RESPONSIBILITY OFFICE	381	
MINISTRY FUNDED SERVICE PROVIDER - CHILDREN AND YOUTH	16	
MINISTRY FUNDED SERVICE PROVIDER - COMMUNITY AND SOCIAL SERVICES	66	
ONTARIO DISABILITY SUPPORT PROGRAM	553	
SPECIAL NEEDS PROGRAMS - CHILDREN	22	
YOUTH JUSTICE CENTRES - DIRECT OPERATED	112	
YOUTH JUSTICE CENTRES - MINISTRY FUNDED	61	
<b>MINISTRY OF COLLEGES AND UNIVERSITIES</b>		<b>399</b>
COLLEGES OF APPLIED ARTS AND TECHNOLOGY	200	
ONTARIO STUDENT ASSISTANCE PROGRAM	181	
<b>MINISTRY OF ECONOMIC DEVELOPMENT, JOB CREATION AND TRADE</b>		<b>16</b>
<b>MINISTRY OF EDUCATION</b>		<b>107</b>
<b>MINISTRY OF ENERGY, NORTHERN DEVELOPMENT AND MINES</b>		<b>33</b>
ONTARIO ENERGY BOARD	11	
<b>MINISTRY OF THE ENVIRONMENT, CONSERVATION AND PARKS</b>		<b>53</b>
ONTARIO PARKS	20	
<b>MINISTRY OF FINANCE</b>		<b>205</b>
FINANCIAL SERVICES REGULATORY AUTHORITY	20	
LIQUOR CONTROL BOARD OF ONTARIO	26	
MUNICIPAL PROPERTY ASSESSMENT CORPORATION	30	
ONTARIO CANNABIS STORE	20	
ONTARIO LOTTERY AND GAMING	77	
<b>MINISTRY OF FRANCOPHONE AFFAIRS</b>		<b>2</b>
<b>MINISTRY OF GOVERNMENT AND CONSUMER SERVICES</b>		<b>381</b>
REGISTRAR GENERAL	35	
SERVICEONTARIO	305	

\*Total figures are reported for each provincial government ministry, including agencies and programs falling within its portfolio.  
Each government agency or program receiving 10 or more cases is also included.

## TOTAL CASES RECEIVED ABOUT PROVINCIAL GOVERNMENT MINISTRIES AND SELECTED PROGRAMS, 2020-2021

<b>MINISTRY OF HEALTH</b>		<b>367</b>
ASSISTIVE DEVICES / HOME OXYGEN PROGRAMS	19	
HEALTH PROFESSIONS APPEAL AND REVIEW BOARD	29	
HEALTH QUALITY ONTARIO	13	
LOCAL HEALTH INTEGRATION NETWORKS	65	
MINISTRY FUNDED SERVICE PROVIDER	36	
ONTARIO HEALTH INSURANCE PLAN - OHIP	53	
ONTARIO PUBLIC DRUG PROGRAMS	31	
<b>MINISTRY OF HERITAGE, SPORT, TOURISM AND CULTURE INDUSTRIES</b>		<b>11</b>
<b>MINISTRY OF INDIGENOUS AFFAIRS</b>		<b>3</b>
<b>MINISTRY OF INFRASTRUCTURE</b>		<b>1</b>
<b>MINISTRY OF LABOUR, TRAINING AND SKILLS DEVELOPMENT</b>		<b>293</b>
EMPLOYMENT PRACTICES BRANCH	12	
OCCUPATIONAL HEALTH AND SAFETY BRANCH	14	
ONTARIO LABOUR RELATIONS BOARD	19	
SECOND CAREER	10	
WORKPLACE SAFETY AND INSURANCE BOARD	162	
WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL	29	
<b>MINISTRY OF LONG-TERM CARE</b>		<b>91</b>
PERFORMANCE IMPROVEMENT AND COMPLIANCE BRANCH	23	
<b>MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING</b>		<b>41</b>
MINISTER'S ZONING ORDER (MZO)	10	
<b>MINISTRY OF NATURAL RESOURCES AND FORESTRY</b>		<b>27</b>
<b>MINISTRY FOR SENIORS AND ACCESSIBILITY</b>		<b>2</b>
<b>MINISTRY OF THE SOLICITOR GENERAL</b>		<b>3,966</b>
CORRECTIONAL FACILITIES	3,691	
OFFICE OF THE CHIEF CORONER	12	
ONTARIO PROVINCIAL POLICE	98	
OPP-CHIEF FIREARMS OFFICER	116	
PROBATION AND PAROLE	20	
<b>MINISTRY OF TRANSPORTATION</b>		<b>606</b>
DRIVER LICENSING	134	
METROLINX / GO TRANSIT	35	
DRIVETEST	283	
TRANSPORTATION - MEDICAL REVIEW	67	
VEHICLE LICENSING	14	
<b>TREASURY BOARD SECRETARIAT</b>		<b>7</b>



## CASES RECEIVED ABOUT MUNICIPALITIES, 2020-2021 ■ TOTAL: 2,281

ADDINGTON HIGHLANDS, TOWNSHIP OF	3
ADJALA-TOSORONTIO, TOWNSHIP OF	6
AJAX, TOWN OF	5
ALFRED AND PLANTAGENET, TOWNSHIP OF	5
ALGONQUIN HIGHLANDS, TOWNSHIP OF	1
ALNWICK/HALDIMAND, TOWNSHIP OF	1
AMARANTH, TOWNSHIP OF	2
AMHERSTBURG, TOWN OF	5
ARNPRIOR, TOWN OF	10
ARRAN-ELDERSLIE, MUNICIPALITY OF	1
AURORA, TOWN OF	7
BANCROFT, TOWN OF	1
BARRIE, CITY OF	13
BAYHAM, MUNICIPALITY OF	5
BECKWITH, TOWNSHIP OF	1
BELLEVILLE, CITY OF	13
BILLINGS, TOWNSHIP OF	2
BLACK RIVER-MATHESON, TOWNSHIP OF	1
BLANDFORD-BLENHEIM, TOWNSHIP OF	1
BLIND RIVER, TOWN OF	2
BLUEWATER, MUNICIPALITY OF	1
BONFIELD, TOWNSHIP OF	4
BONNECHERE VALLEY, TOWNSHIP OF	1
BRACEBRIDGE, TOWN OF	1
BRADFORD WEST GWILLIMBURY, TOWN OF	2
BRAMPTON, CITY OF	42
BRANT, COUNTY OF	5
BRANTFORD, CITY OF	12
BRIGHTON, MUNICIPALITY OF	4
BROCK, TOWNSHIP OF	3
BROCKTON, MUNICIPALITY OF	2
BROCKVILLE, CITY OF	1
BROOKE-ALVINSTON, MUNICIPALITY OF	1
BRUCE MINES, TOWN OF	2
BRUCE, COUNTY OF	3
BRUDENELL, LYNDONCH AND RAGLAN, TOWNSHIP OF	4
BURLINGTON, CITY OF	2
CALEDON, TOWN OF	5
CALLANDER, MUNICIPALITY OF	4
CAMBRIDGE, CITY OF	6
CARLETON PLACE, TOWN OF	1
CARLING, TOWNSHIP OF	2
CARLOW/MAYO, TOWNSHIP OF	1
CASSELMAN, MUNICIPALITY OF	1
CAVAN MONAGHAN, TOWNSHIP OF	7

CENTRAL ELGIN, MUNICIPALITY OF	7
CENTRAL FRONTENAC, TOWNSHIP OF	2
CENTRAL HURON, MUNICIPALITY OF	2
CENTRAL MANITOULIN, MUNICIPALITY OF	3
CENTRE HASTINGS, MUNICIPALITY OF	1
CENTRE WELLINGTON, TOWNSHIP OF	3
CHAMPLAIN, TOWNSHIP OF	4
CHATHAM-KENT, MUNICIPALITY OF	10
CHATSWORTH, TOWNSHIP OF	2
CLARENCE-ROCKLAND, CITY OF	6
CLARINGTON, MUNICIPALITY OF	9
CLEARVIEW, TOWNSHIP OF	4
COBOURG, TOWN OF	2
COCHRANE, TOWN OF	8
COLLINGWOOD, TOWN OF	1
CONMEE, TOWNSHIP OF	2
CORNWALL, CITY OF	5
CRAMAHE, TOWNSHIP OF	3
DEEP RIVER, TOWN OF	1
DESERONTO, TOWN OF	2
DRUMMOND/NORTH ELMSLEY, TOWNSHIP OF	1
DRYDEN, CITY OF	2
DUBREUILVILLE, TOWNSHIP OF	1
DUFFERIN, COUNTY OF	2
DURHAM, REGIONAL MUNICIPALITY OF	25
DYSART ET AL, MUNICIPALITY OF	2
EAST FERRIS, MUNICIPALITY OF	3
EAST GARAFRAXA, TOWNSHIP OF	1
EAST GWILLIMBURY, TOWN OF	1
EAST HAWKESBURY, TOWNSHIP OF	1
EDWARDSBURGH/CARDINAL, TOWNSHIP OF	1
ELIZABETHTOWN-KITLEY, TOWNSHIP OF	2
ELLIOT LAKE, CITY OF	2
EMO, TOWNSHIP OF	5
ENNISKILLEN, TOWNSHIP OF	1
ERIN, TOWN OF	7
ESPANOLA, TOWN OF	3
ESSA, TOWNSHIP OF	3
ESSEX, TOWN OF	2
FARADAY, TOWNSHIP OF	1
FORT ERIE, TOWN OF	9
FORT FRANCES, TOWN OF	3
FRONT OF YONGE, TOWNSHIP OF	2
FRONTENAC ISLANDS, TOWNSHIP OF	3
GANANOQUE, TOWN OF	4

Note: Municipalities that were not the subject of any cases are not listed.

## CASES RECEIVED ABOUT MUNICIPALITIES, 2020-2021

GEORGIAN BAY, TOWNSHIP OF	3
GEORGIAN BLUFFS, TOWNSHIP OF	2
GEORGINA, TOWN OF	4
GRAND VALLEY, TOWN OF	2
GRAVENHURST, TOWN OF	1
GREATER NAPANEE, TOWN OF	1
GREATER SUDBURY, CITY OF	43
GREENSTONE, MUNICIPALITY OF	4
GREY, COUNTY OF	3
GRIMSBY, TOWN OF	10
GUELPH, CITY OF	7
HALDIMAND COUNTY	4
HALIBURTON, COUNTY OF	1
HALTON HILLS, TOWN OF	3
HALTON, REGIONAL MUNICIPALITY OF	3
HAMILTON, CITY OF	63
HAMILTON, TOWNSHIP OF	4
HASTINGS HIGHLANDS, MUNICIPALITY OF	5
HASTINGS, COUNTY OF	3
HAWKESBURY, TOWN OF	3
HIGHLANDS EAST, MUNICIPALITY OF	4
HORTON, TOWNSHIP OF	2
HUNTSVILLE, TOWN OF	1
HURON EAST, MUNICIPALITY OF	1
HURON, COUNTY OF	1
IGNACE, TOWNSHIP OF	6
INGERSOLL, TOWN OF	3
INNISFIL, TOWN OF	10
IROQUOIS FALLS, TOWN OF	12
JOHNSON, TOWNSHIP OF	3
JOLY, TOWNSHIP OF	1
KAPUSKASING, TOWN OF	1
KAWARTHA LAKES, CITY OF	14
KEARNEY, TOWN OF	2
KENORA, CITY OF	5
KILLALOE, HAGARTY AND RICHARDS, TOWNSHIP OF	1
KINCARDINE, MUNICIPALITY OF	4
KING, TOWNSHIP OF	19
KINGSTON, CITY OF	15
KINGSVILLE, TOWN OF	5
KIRKLAND LAKE, TOWN OF	3
KITCHENER, CITY OF	8
LAIRD, TOWNSHIP OF	1
LAKE OF BAYS, TOWNSHIP OF	3
LAKESHORE, TOWN OF	16

LAMBTON SHORES, MUNICIPALITY OF	7
LAMBTON, COUNTY OF	2
LANARK HIGHLANDS, TOWNSHIP OF	12
LANARK, COUNTY OF	3
LARDER LAKE, TOWNSHIP OF	2
LAURENTIAN HILLS, TOWN OF	2
LEAMINGTON, MUNICIPALITY OF	5
LEEDS AND GRENVILLE, UNITED COUNTIES OF	5
LEEDS AND THE THOUSAND ISLANDS, TOWNSHIP OF	1
LENNOX & ADDINGTON, COUNTY OF	2
LINCOLN, TOWN OF	2
LONDON, CITY OF	44
LOYALIST TOWNSHIP	2
LUCAN BIDDULPH, TOWNSHIP OF	2
MADAWASKA VALLEY, TOWNSHIP OF	1
MAGNETAWAN, MUNICIPALITY OF	2
MALAHIDE, TOWNSHIP OF	2
MANITOUWADGE, TOWNSHIP OF	1
MAPLETON, TOWNSHIP OF	1
MARATHON, TOWN OF	1
MARKHAM, CITY OF	7
MARKSTAY-WARREN, MUNICIPALITY OF	2
MARMORA AND LAKE, MUNICIPALITY OF	1
MCDougALL, MUNICIPALITY OF	4
MCGARRY, TOWNSHIP OF	3
MCKELLAR, TOWNSHIP OF	2
MCMURRICH/MONTEITH, TOWNSHIP OF	1
MCNAB/BRAESIDE, TOWNSHIP OF	2
MEAFORD, MUNICIPALITY OF	1
MELANCTHON, TOWNSHIP OF	3
MERRICKVILLE-WOLFORD, VILLAGE OF	3
MIDDLESEX CENTRE, MUNICIPALITY OF	5
MIDLAND, TOWN OF	2
MILTON, TOWN OF	25
MINDEN HILLS, TOWNSHIP OF	4
MINTO, TOWN OF	4
MISSISSAUGA, CITY OF	170
MISSISSIPPI MILLS, MUNICIPALITY OF	5
MONO, TOWN OF	2
MOONBEAM, TOWNSHIP OF	1
MORRIS-TURNBERRY, MUNICIPALITY OF	1
MULMUR, TOWNSHIP OF	1
MUSKOKA LAKES, TOWNSHIP OF	1
MUSKOKA, DISTRICT MUNICIPALITY OF	2
NEW TECUMSETH, TOWN OF	4

## CASES RECEIVED ABOUT MUNICIPALITIES, 2020-2021

NEWBURY, VILLAGE OF	1
NEWMARKET, TOWN OF	4
NIAGARA FALLS, CITY OF	22
NIAGARA-ON-THE-LAKE, TOWN OF	12
NIAGARA, REGIONAL MUNICIPALITY OF	25
NIPIGON, TOWNSHIP OF	3
NIPISSING, TOWNSHIP OF	1
NORFOLK COUNTY	27
NORTH BAY, CITY OF	6
NORTH DUNDAS, TOWNSHIP OF	2
NORTH GLENGARRY, TOWNSHIP OF	3
NORTH GRENVILLE, MUNICIPALITY OF	1
NORTH HURON, TOWNSHIP OF	1
NORTH MIDDLESEX, MUNICIPALITY OF	1
NORTH STORMONT, TOWNSHIP OF	2
NORTHEASTERN MANITOULIN AND THE ISLANDS, TOWN OF	1
NORTHERN BRUCE PENINSULA, MUNICIPALITY OF	6
NORTHUMBERLAND, COUNTY OF	5
OAKVILLE, TOWN OF	20
OLIVER PAIPOONGE, MUNICIPALITY OF	1
ORANGEVILLE, TOWN OF	1
ORILLIA, CITY OF	3
ORO-MEDONTE, TOWNSHIP OF	7
OSHAWA, CITY OF	14
OTTAWA, CITY OF	93
OWEN SOUND, CITY OF	2
OXFORD, COUNTY OF	7
PAPINEAU-CAMERON, TOWNSHIP OF	1
PARRY SOUND, TOWN OF	1
PEEL, REGIONAL MUNICIPALITY OF	46
PELHAM, TOWN OF	6
PENETANGUISHENE, TOWN OF	2
PERTH, TOWN OF	1
PETERBOROUGH, CITY OF	11
PETROLIA, TOWN OF	1
PICKERING, CITY OF	9
PLUMMER ADDITIONAL, TOWNSHIP OF	2
PORT COLBORNE, CITY OF	4
PORT HOPE, MUNICIPALITY OF	1
PRESCOTT AND RUSSELL, UNITED COUNTIES OF	8
PRESCOTT, TOWN OF	2
PRINCE EDWARD, COUNTY OF	4
QUINTE WEST, CITY OF	9
RAMARA, TOWNSHIP OF	3
RED LAKE, MUNICIPALITY OF	2
RED ROCK, TOWNSHIP OF	5

RENFREW, COUNTY OF	3
RENFREW, TOWN OF	1
RICHMOND HILL, CITY OF	10
RUSSELL, TOWNSHIP OF	7
RYERSON, TOWNSHIP OF	1
SABLES-SPANISH RIVERS, TOWNSHIP OF	4
SARNIA, CITY OF	5
SAUGEEN SHORES, TOWN OF	7
SAULT STE. MARIE, CITY OF	10
SEGUIN, TOWNSHIP OF	3
SELWYN, TOWNSHIP OF	2
SEVERN, TOWNSHIP OF	3
SHELBURNE, TOWN OF	1
SHUNIAH, MUNICIPALITY OF	6
SIMCOE, COUNTY OF	21
SIOUX LOOKOUT, MUNICIPALITY OF	1
SMITHS FALLS, TOWN OF	2
SOUTH BRUCE PENINSULA, TOWN OF	8
SOUTH BRUCE, MUNICIPALITY OF	6
SOUTH FRONTENAC, TOWNSHIP OF	3
SOUTH GLENGARRY, TOWNSHIP OF	3
SOUTH HURON, MUNICIPALITY OF	1
SOUTH RIVER, VILLAGE OF	2
SOUTH STORMONT, TOWNSHIP OF	3
SOUTHWEST MIDDLESEX, MUNICIPALITY OF	3
SOUTHWOLD, TOWNSHIP OF	2
SPRINGWATER, TOWNSHIP OF	2
ST. CATHARINES, CITY OF	23
ST. CLAIR, TOWNSHIP OF	4
ST. JOSEPH, TOWNSHIP OF	1
ST. THOMAS, CITY OF	7
ST.-CHARLES, MUNICIPALITY OF	1
STIRLING-RAWDON, TOWNSHIP OF	6
STONE MILLS, TOWNSHIP OF	4
STORMONT, DUNDAS & GLENGARRY, UNITED COUNTIES OF	1
STRATFORD, CITY OF	9
STRATHROY-CARADOC, MUNICIPALITY OF	1
TAY VALLEY TOWNSHIP	3
TAY, TOWNSHIP OF	5
TECUMSEH, TOWN OF	2
TEMAGAMI, MUNICIPALITY OF	1
TEMISKAMING SHORES, CITY OF	2
THAMES CENTRE, MUNICIPALITY OF	1
THE ARCHIPELAGO, TOWNSHIP OF	1
THE BLUE MOUNTAINS, TOWN OF	1
THE NATION MUNICIPALITY	4

## CASES RECEIVED ABOUT MUNICIPALITIES, 2020-2021

THE NORTH SHORE, TOWNSHIP OF	5
THOROLD, CITY OF	14
THUNDER BAY, CITY OF	44
TILLSONBURG, TOWN OF	2
TIMMINS, CITY OF	1
TINY, TOWNSHIP OF	5
TORONTO, CITY OF	254
TRENT HILLS, MUNICIPALITY OF	4
TUDOR & CASHEL, TOWNSHIP OF	15
TWEED, MUNICIPALITY OF	3
UXBRIDGE, TOWNSHIP OF	3
VAUGHAN, CITY OF	12
WAINFLEET, TOWNSHIP OF	1
WARWICK, TOWNSHIP OF	1
WASAGA BEACH, TOWN OF	11
WATERLOO, CITY OF	2
WATERLOO, REGIONAL MUNICIPALITY OF	14
WAWA, MUNICIPALITY OF	1
WELLAND, CITY OF	27
WELLESLEY, TOWNSHIP OF	1
WELLINGTON NORTH, TOWNSHIP OF	1
WELLINGTON, COUNTY OF	5
WEST ELGIN, MUNICIPALITY OF	1
WEST GREY, MUNICIPALITY OF	5
WEST LINCOLN, TOWNSHIP OF	2
WEST NIPISSING, MUNICIPALITY OF	10
WEST PERTH, MUNICIPALITY OF	1
WESTPORT, VILLAGE OF	5
WHITBY, TOWN OF	8
WHITCHURCH-STOUFFVILLE, TOWN OF	11
WHITESTONE, MUNICIPALITY OF	4
WILMOT, TOWNSHIP OF	3
WINDSOR, CITY OF	31
WOLLASTON, TOWNSHIP OF	1
WOODSTOCK, CITY OF	3
YORK, REGIONAL MUNICIPALITY OF	18
CASES WHERE NO MUNICIPALITY WAS SPECIFIED	34

<b>SHARED CORPORATIONS</b>	
ALECTRA	23
AUSABLE BAYFIELD CONSERVATION AUTHORITY	4
CATARAQUI REGION CONSERVATION AUTHORITY	1
CENTRAL LAKE ONTARIO CONSERVATION AUTHORITY	3
CONSERVATION HALTON	2
ELEXICON ENERGY	5
ENERGY + INC.	1
ENTEGRUS POWERLINES	3
ESSEX POWER CORPORATION	1
HAMILTON CONSERVATION AUTHORITY	4
KITCHENER-WILMOT HYDRO INC.	3
LAKE SIMCOE REGION CONSERVATION AUTHORITY	1
LAKELAND POWER DISTRIBUTION LTD.	2
LOWER THAMES VALLEY CONSERVATION AUTHORITY	1
LOWER TRENT CONSERVATION	1
MISSISSIPPI VALLEY CONSERVATION	1
NEWMARKET-TAY POWER DISTRIBUTION LTD.	1
NIAGARA PENINSULA CONSERVATION AUTHORITY	2
OTTAWA RIVER POWER CORPORATION	1
RIDEAU VALLEY CONSERVATION AUTHORITY	1
SOUTH NATION CONSERVATION	1
TORONTO AND REGION CONSERVATION AUTHORITY	6
UPPER THAMES RIVER CONSERVATION AUTHORITY	1
<b>SHARED LOCAL BOARDS</b>	
ALGOMA DISTRICT SERVICES ADMINISTRATION BOARD	1
DISTRICT OF COCHRANE SOCIAL SERVICES ADMINISTRATION BOARD	5
DISTRICT OF PARRY SOUND SOCIAL SERVICES ADMINISTRATION BOARD	3
DISTRICT OF SAULT STE. MARIE SOCIAL SERVICES ADMINISTRATION BOARD	5
KENORA DISTRICT SERVICES BOARD	3
MANITOULIN-SUDBURY DISTRICT SERVICES BOARD	3
THUNDER BAY SOCIAL SERVICES ADMINISTRATION BOARD	9
CASES WHERE NO SHARED LOCAL BOARD WAS SPECIFIED	3

## CASES RECEIVED ABOUT CLOSED MUNICIPAL MEETINGS, 2020-2021

CASES ABOUT MUNICIPALITIES WHERE OMBUDSMAN IS THE INVESTIGATOR	80*
CASES ABOUT MUNICIPALITIES WHERE ANOTHER INVESTIGATOR HAS BEEN APPOINTED	14**

SUMMARY OF COMPLETED INVESTIGATIONS				
MUNICIPALITY	MEETINGS & GATHERINGS REVIEWED	ILLEGAL MEETINGS	PROCEDURAL VIOLATIONS FOUND	BEST PRACTICES SUGGESTED
CALLANDER, MUNICIPALITY OF	2	0	0	0
EMO, TOWNSHIP OF	1	0	1	0
GREATER NAPANEE BIA	2	0	0	3
HAMILTON, CITY OF	1	0	0	1
HAWKESBURY, TOWN OF	1	0	0	1
JOHNSON, TOWNSHIP OF	1	0	1	3
LANARK HIGHLANDS, TOWNSHIP OF	1	0	0	1
LOYALIST TOWNSHIP	1	0	1	0
NIAGARA FALLS, CITY OF	1	0	1	1
NORFOLK, COUNTY OF	1	0	0	1
NORTHERN BRUCE PENINSULA, MUNICIPALITY OF	1	0	0	0
PELHAM, TOWN OF	1	0	1	1
PICKERING, CITY OF	1	0	0	1
PLYMPTON-WYOMING, TOWN OF	1	1	1	1
RICHMOND HILL, CITY OF	5	3	0	2
RUSSELL, TOWNSHIP OF	2	0	0	1
SABLES-SPANISH RIVERS, TOWNSHIP OF	1	1	0	4
SAUGEEN SHORES, TOWN OF	4	0	0	0
SAULT STE. MARIE, CITY OF	1	0	0	1
SOUTHGATE, TOWNSHIP OF	1	0	1	2
STONE MILLS, TOWNSHIP OF	5	0	0	0
TEMAGAMI, MUNICIPALITY OF	7	1	3	3
THE NORTH SHORE, TOWNSHIP OF	1	0	0	2
WEST NIPISSING, MUNICIPALITY OF	2	0	0	0
WESTPORT, VILLAGE OF	2	2	0	1

\*Not all cases result in investigations; multiple cases may relate to the same meeting.

\*\*These cases were referred accordingly.

## CASES RECEIVED ABOUT SCHOOL BOARDS, 2020-2021 ■ TOTAL: 569

ENGLISH PUBLIC SCHOOL BOARDS	
ALGOMA DISTRICT SCHOOL BOARD	3
AVON MAITLAND DISTRICT SCHOOL BOARD	1
BLUEWATER DISTRICT SCHOOL BOARD	1
DISTRICT SCHOOL BOARD OF NIAGARA	10
DISTRICT SCHOOL BOARD ONTARIO NORTH EAST	1
DURHAM DISTRICT SCHOOL BOARD	12
GRAND ERIE DISTRICT SCHOOL BOARD	3
GREATER ESSEX COUNTY DISTRICT SCHOOL BOARD	7
HALTON DISTRICT SCHOOL BOARD	10
HAMILTON-WENTWORTH DISTRICT SCHOOL BOARD	19
HASTINGS & PRINCE EDWARD DISTRICT SCHOOL BOARD	4
KAWARTHA PINE RIDGE DISTRICT SCHOOL BOARD	11
KEEWATIN-PATRICIA DISTRICT SCHOOL BOARD	1
LAKEHEAD DISTRICT SCHOOL BOARD	5
LAMBTON KENT DISTRICT SCHOOL BOARD	5
LIMESTONE DISTRICT SCHOOL BOARD	2
NEAR NORTH DISTRICT SCHOOL BOARD	1
OTTAWA-CARLETON DISTRICT SCHOOL BOARD	44
PEEL DISTRICT SCHOOL BOARD	21
RAINBOW DISTRICT SCHOOL BOARD	5
RAINY RIVER DISTRICT SCHOOL BOARD	2
SIMCOE COUNTY DISTRICT SCHOOL BOARD	7
THAMES VALLEY DISTRICT SCHOOL BOARD	17
TORONTO DISTRICT SCHOOL BOARD	101
TRILLIUM LAKELANDS DISTRICT SCHOOL BOARD	5
UPPER CANADA DISTRICT SCHOOL BOARD	10
UPPER GRAND DISTRICT SCHOOL BOARD	6
WATERLOO REGION DISTRICT SCHOOL BOARD	7
YORK REGION DISTRICT SCHOOL BOARD	11
ENGLISH CATHOLIC SCHOOL BOARDS	
ALGONQUIN AND LAKESHORE CATHOLIC DISTRICT SCHOOL BOARD	3
BRANT HALDIMAND NORFOLK CATHOLIC DISTRICT SCHOOL BOARD	2
BRUCE-GREY CATHOLIC DISTRICT SCHOOL BOARD	1
CATHOLIC DISTRICT SCHOOL BOARD OF EASTERN ONTARIO	2
DUFFERIN-PEEL CATHOLIC DISTRICT SCHOOL BOARD	14
DURHAM CATHOLIC DISTRICT SCHOOL BOARD	5

HALTON CATHOLIC DISTRICT SCHOOL BOARD	8
HAMILTON-WENTWORTH CATHOLIC DISTRICT SCHOOL BOARD	2
HURON-PERTH CATHOLIC DISTRICT SCHOOL BOARD	3
HURON-SUPERIOR CATHOLIC DISTRICT SCHOOL BOARD	2
KENORA CATHOLIC DISTRICT SCHOOL BOARD	1
LONDON DISTRICT CATHOLIC SCHOOL BOARD	1
NIAGARA CATHOLIC DISTRICT SCHOOL BOARD	3
NIPissing-PARRY SOUND CATHOLIC DISTRICT SCHOOL BOARD	1
NORTHEASTERN CATHOLIC DISTRICT SCHOOL BOARD	1
OTTAWA CATHOLIC SCHOOL BOARD	13
PETERBOROUGH VICTORIA NORTHUMBERLAND AND CLARINGTON CATHOLIC DISTRICT SCHOOL BOARD	6
SIMCOE MUSKOKA CATHOLIC DISTRICT SCHOOL BOARD	53
THUNDER BAY CATHOLIC DISTRICT SCHOOL BOARD	2
TORONTO CATHOLIC DISTRICT SCHOOL BOARD	28
WATERLOO CATHOLIC DISTRICT SCHOOL BOARD	5
WELLINGTON CATHOLIC DISTRICT SCHOOL BOARD	1
WINDSOR-ESSEX CATHOLIC DISTRICT SCHOOL BOARD	5
YORK CATHOLIC DISTRICT SCHOOL BOARD	9
FRENCH CATHOLIC SCHOOL BOARDS	
CONSEIL DES ÉCOLES CATHOLIQUES DU CENTRE-EST	9
CONSEIL SCOLAIRE CATHOLIQUE DE DISTRICT DES GRANDES RIVIÈRES	2
CONSEIL SCOLAIRE CATHOLIQUE FRANCO-NORD	3
CONSEIL SCOLAIRE CATHOLIQUE MONAVENIR	6
CONSEIL SCOLAIRE CATHOLIQUE PROVIDENCE	4
FRENCH PUBLIC SCHOOL BOARDS	
CONSEIL DES ÉCOLES PUBLIQUES DE L'EST DE L'ONTARIO	10
CONSEIL SCOLAIRE VIAMONDE	5
SCHOOL AUTHORITIES	
JAMES BAY LOWLANDS SECONDARY SCHOOL BOARD	1
MOOSE FACTORY ISLAND DISTRICT SCHOOL AREA BOARD	1
MOOSONEE DISTRICT SCHOOL AREA BOARD	1
PROTESTANT SEPARATE SCHOOL BOARD OF THE TOWN OF PENETANGUISHENE	1
CASES WHERE NO SCHOOL BOARD WAS SPECIFIED	
	23

Note: Boards that were not the subject of any cases are not listed.



## CASES RECEIVED ABOUT UNIVERSITIES AND COLLEGES OF APPLIED ARTS AND TECHNOLOGY, 2020-2021

### CASES RECEIVED ABOUT UNIVERSITIES, 2020-2021 ■ TOTAL: 213

ALGOMA UNIVERSITY	3
BROCK UNIVERSITY	9
CARLETON UNIVERSITY	7
LAKEHEAD UNIVERSITY	4
LAURENTIAN UNIVERSITY	12
MCMASTER UNIVERSITY	14
NIPISSING UNIVERSITY	3
OCAD UNIVERSITY	3
ONTARIO TECH UNIVERSITY	7
QUEEN'S UNIVERSITY	7
RYERSON UNIVERSITY	20

TRENT UNIVERSITY	7
UNIVERSITY OF GUELPH	6
UNIVERSITY OF OTTAWA	18
UNIVERSITY OF TORONTO	20
UNIVERSITY OF WATERLOO	10
UNIVERSITY OF WINDSOR	9
WESTERN UNIVERSITY	7
WILFRID LAURIER UNIVERSITY	10
YORK UNIVERSITY	30
CASES WHERE NO UNIVERSITY WAS SPECIFIED	7

*Note: Universities that were not the subject of any cases are not listed.*

### CASES RECEIVED ABOUT COLLEGES OF APPLIED ARTS AND TECHNOLOGY, 2020-2021 ■ TOTAL: 200

ALGONQUIN COLLEGE	14
CAMBRIAN COLLEGE	5
CANADORE COLLEGE	6
CENTENNIAL COLLEGE	19
COLLÈGE BORÉAL	5
COLLÈGE LA CITÉ	7
CONESTOGA COLLEGE	17
DURHAM COLLEGE	7
FANSHAW COLLEGE	14
FLEMING COLLEGE (SIR SANDFORD FLEMING COLLEGE)	8
GEORGE BROWN COLLEGE	11
GEORGIAN COLLEGE	4

HUMBER COLLEGE	23
LAMBTON COLLEGE	5
LOYALIST COLLEGE	4
MOHAWK COLLEGE	9
NIAGARA COLLEGE CANADA	4
NORTHERN COLLEGE	3
SAULT COLLEGE	4
SENECA COLLEGE	18
SHERIDAN COLLEGE	4
ST. CLAIR COLLEGE	3
ST. LAWRENCE COLLEGE	4
CASES WHERE NO COLLEGE WAS SPECIFIED	2

*Note: Colleges that were not the subject of any cases are not listed.*

## CASES RECEIVED ABOUT CHILDREN & YOUTH, 2020-2021

959

CHILDREN'S AID SOCIETIES

173

YOUTH JUSTICE CENTRES

124

RESIDENTIAL LICENCEES

### MOST COMMON CONCERNS RAISED ABOUT CASs AND RESIDENTIAL LICENCEES

BY CHILDREN AND YOUTH	BY PARENTS	BY EXTENDED FAMILY MEMBERS	BY PROFESSIONALS, WHISTLEBLOWERS, OTHER ADULTS
UNHAPPY WITH PLACEMENT	ACCESS VISITS WITH CHILDREN	CAS NOT TAKING CHILD PROTECTION CONCERNS SERIOUSLY	CHILD UNSAFE IN PLACEMENT
USE OF PHYSICAL RESTRAINTS/ ALLEGATIONS OF ASSAULT	TREATMENT, CONDUCT OR LACK OF RESPONSE BY CAS	ACCESS VISIT WITH CHILDREN	CAS NOT TAKING CHILD PROTECTION CONCERNS SERIOUSLY
SECURITY OF POSSESSIONS	CAS NOT TAKING CHILD PROTECTION CONCERNS SERIOUSLY	SHORTAGE OF PLACEMENTS	SHORTAGE OF PLACEMENTS
ACCESS VISITS WITH PARENTS	ISSUES WITH CAS INVESTIGATIONS	COVID-19 SAFETY ISSUES	HUMAN TRAFFICKING
CULTURE/IDENTITY ISSUES	BARRIERS TO MAKING COMPLAINT TO CAS		COVID-19 SAFETY ISSUES

### MOST COMMON CONCERNS RAISED ABOUT YOUTH JUSTICE CENTRES

MINISTRY-OPERATED CENTRES	MINISTRY-FUNDED CENTRES
TRANSFERS	TRANSFERS
STAFF CONDUCT	STAFF CONDUCT
TELEPHONE ACCESS	CONSEQUENCES (DISCIPLINE)
CONSEQUENCES (DISCIPLINE)	VISITORS
HEALTH	ACCESS TO PROGRAMS AND EDUCATION
SAFETY AND SECURITY	TELEPHONE ACCESS

## CASES RECEIVED ABOUT CHILDREN'S AID SOCIETIES, 2020-2021 ■ TOTAL: 959

ALGOMA, CHILDREN'S AID SOCIETY OF	27
ANISHINAABE ABINOOJII FAMILY SERVICES	7
BRANT FAMILY AND CHILDREN'S SERVICES	25
BRUCE GREY CHILD AND FAMILY SERVICES	22
CHATHAM-KENT CHILDREN'S SERVICES	10
DILICO ANISHINABEK FAMILY CARE	31
DNAAGDAWENMAG BINNOOJIIYAG CHILD & FAMILY SERVICES	14
DUFFERIN CHILD AND FAMILY SERVICES	5
DURHAM CHILDREN'S AID SOCIETY	27
FRONTENAC, LENNOX AND ADDINGTON, FAMILY AND CHILDREN'S SERVICES OF	20
GUELPH AND WELLINGTON COUNTY, FAMILY AND CHILDREN'S SERVICES OF	15
HALDIMAND AND NORFOLK, THE CHILDREN'S AID SOCIETY OF	12
HALTON CHILDREN'S AID SOCIETY	11
HAMILTON, CATHOLIC CHILDREN'S AID SOCIETY OF	24
HAMILTON, CHILDREN'S AID SOCIETY OF	35
HIGHLAND SHORES CHILDREN'S AID	23
HURON-PERTH CHILDREN'S AID SOCIETY	14
JEWISH FAMILY AND CHILD SERVICE	7
KAWARTHA-HALIBURTON CHILDREN'S AID SOCIETY	13
KENORA-RAINY RIVER DISTRICTS CHILD AND FAMILY SERVICES	9
KINA GBEZHGOMI CHILD & FAMILY SERVICES	3
KUNUWANIMANO CHILD & FAMILY SERVICES	1
LANARK, LEEDS AND GRENVILLE, FAMILY AND CHILDREN'S SERVICES OF	15
LONDON AND MIDDLESEX, CHILDREN'S AID SOCIETY OF	14
NIAGARA, FAMILY AND CHILDREN'S SERVICES	36
NIIJAANSINAANIK CHILD AND FAMILY SERVICES	1

NIPISSING AND PARRY SOUND, CHILDREN'S AID SOCIETY OF THE DISTRICT OF	11
NOGDWINDAMIN FAMILY AND COMMUNITY SERVICES	7
NORTH EASTERN ONTARIO FAMILY AND CHILDREN'S SERVICES	11
OGWADENI:DEO	4
OTTAWA, THE CHILDREN'S AID SOCIETY OF	38
OXFORD COUNTY, CHILDREN'S AID SOCIETY OF	10
PAYUKOTAYNO JAMES AND HUDSON BAY FAMILY SERVICES	1
PEEL CHILDREN'S AID SOCIETY	30
RENFREW COUNTY, FAMILY AND CHILDREN'S SERVICES OF	11
SARNIA-LAMBTON CHILDREN'S AID SOCIETY	14
SIMCOE MUSKOKA FAMILY CONNEXIONS	42
ST. THOMAS AND ELGIN COUNTY, FAMILY AND CHILDREN'S SERVICES OF	10
STORMONT, DUNDAS AND GLENGARRY, THE CHILDREN'S AID SOCIETY OF THE UNITED COUNTIES OF	13
SUDBURY AND MANITOULIN, THE CHILDREN'S AID SOCIETY OF THE DISTRICTS OF	23
THUNDER BAY, THE CHILDREN'S AID SOCIETY OF THE DISTRICT OF	12
TIKINAGAN CHILD AND FAMILY SERVICES	6
TORONTO, CATHOLIC CHILDREN'S AID SOCIETY OF	13
TORONTO, CHILDREN'S AID SOCIETY OF	41
TORONTO, NATIVE CHILD AND FAMILY SERVICES OF	5
VALORIS FOR CHILDREN AND ADULTS OF PRESCOTT-RUSSELL	8
WATERLOO REGION, FAMILY AND CHILDREN'S SERVICES OF THE	26
WEECHI-IT-TE-WIN FAMILY SERVICES	8
WINDSOR-ESSEX CHILDREN'S AID SOCIETY	23
YORK REGION CHILDREN'S AID SOCIETY	35
CASES WHERE NO CAS WAS SPECIFIED	136

Note: Children's aid societies that were not the subject of any cases are not listed.

## FINANCIAL SUMMARY, 2020-2021

Our Office's budget for the fiscal year 2020-2021 was **\$30.46 million**. Actual expenditures, (unaudited) were **\$23.08 million**. All unspent funds were returned to the Ministry of Finance.

	(IN \$ THOUSANDS)
<b>OPERATING EXPENSES</b>	
SALARIES & WAGES	12,473
EMPLOYEE BENEFITS	3,150
COMMUNICATION & TRANSPORTATION	223
SERVICES	4,255
SUPPLIES & EQUIPMENT	2,979
<b>TOTAL ANNUAL OPERATING EXPENSES</b>	<b>23,080</b>






 Ontario Ombudsman

 OntarioOmbudsman

 OntOmbuds

 @Ont\_Ombudsman and  
@Ont\_OmbudsmanFR

# 2020–2021 Annual Report



Accessibility Standards  
Canada

Normes d'accessibilité  
Canada

Canada



This publication is available for download at  
[www.accessible.canada.ca/reports/2020-2021-annual-report-keeping-our-focus](http://www.accessible.canada.ca/reports/2020-2021-annual-report-keeping-our-focus)

For alternative formats, contact: 1-833-854-7628 or TTY 1-833-854-7630.

© Her Majesty the Queen in Right of Canada, 2020

Cat. No.: AS1-2E-PDF ISSN: 2563-285X (Print) / 2563-2868 (Online)



# Content

<b>Message from the Chairperson</b>	<b>5</b>
<b>Message from the Chief Executive Officer</b>	<b>7</b>
<b>1 About us</b>	<b>9</b>
<b>2 Board of Directors</b>	<b>11</b>
2.1 Overview of Board activities	11
2.2 Committee reports	13
<b>3 Engagement</b>	<b>17</b>
3.1 Online Consultation	17
3.2 Stakeholder engagement	18
3.3 Public events	20
3.4 Outreach tools	21
<b>4 Standards and technical committees</b>	<b>22</b>
4.1 Standards under development	23
4.2 Next set of standards	24

<b>5</b>	<b>Funding research</b>	<b>26</b>
5.1	Objectives	26
5.2	Projects funded in fiscal year 2020 to 2021	26
5.3	Research priorities for fiscal year 2021 to 2022	27
5.4	Call for proposals 2021 to 2022	27
<b>6</b>	<b>Accessibility guidelines for COVID-19 and other emergencies</b>	<b>28</b>
<b>7</b>	<b>Finance</b>	<b>30</b>
<b>8</b>	<b>Looking ahead</b>	<b>31</b>
	<b>Appendices</b>	<b>33</b>
	Appendix 1: Board members	33





## Message from the Chairperson

As I look back and reflect on the past year, I could not be more proud of this organization. We all faced unprecedented challenges. Still, our organization was able to continue to deliver results. As you will see in this report, 2020 to 2021 was a year in which we kept our focus on our goal of a barrier-free Canada from coast to coast.

The COVID-19 pandemic challenged us as a society. Many persons with disabilities experience greater barriers because of it. It showed us the importance of having accessibility standards in place. As an interim measure, the organization developed accessibility guidelines for COVID-19 and other emergencies.

Despite the pandemic, the Board was able to learn from and use our first public consultations when setting the priorities. Board members are firmly committed to the mission entrusted in them. The Board is comprised of persons with disabilities to reflect the principle of Nothing Without Us. It is critical that the work of our organization maintains this principle. We must work with persons with disabilities and their organizations.

We will only succeed if we are able to develop and implement rigorous and effective standards. That work has begun. Technical committees have already started to develop our first four standards. What's more, we have identified another five priorities for standard development – our work does not stop.

Clearly, our focus was to achieve concrete results. Still, we did not neglect our long-term vision; one of a Canada without barriers. This will not happen overnight, which is why the Board has started to develop a road map to 2040. We are working with our partners to determine the best path toward our goal of a barrier-free Canada.

We are committed to developing effective standards that remove and prevent barriers. We are committed to doing this by working with persons with disabilities throughout the country. These are our commitments.

A handwritten signature in black ink, appearing to read 'P. Bérubé', with a stylized, cursive script.

Paul-Claude Bérubé,  
Chairperson



## Message from the Chief Executive Officer

After our first year filled with major milestones, the past year saw us make tangible progress toward our mandate. Despite the challenges of a pandemic, we actually managed to gather momentum and achieve more than anticipated. We continued to build our organization and were able to dive into our core business of developing standards.

We kept our focus on establishing standard development committees. These groups of accessibility experts are already developing standards in the areas of:

- plain language;
- outdoor spaces;
- employment; and
- emergency egress.

We kept our focus on funding innovative research that will fuel accessibility standards. Through our program Advancing Accessibility Standards Research, we signed 18 funding agreements with organizations. We also launched our second competitive call for proposals.



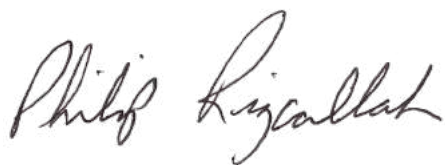
We kept our focus on sharing information about accessibility. We created four sets of accessibility guidelines in the context of COVID-19, to help persons with disabilities and organizations. We hope they will serve as best practices for other types of emergencies as well.

We kept our focus on collaborating with Canadians with disabilities and stakeholders. No matter the circumstances, receiving input from Canadians to inform our work is vital. A big thank you to all those who provided input during our first online public consultation.

We kept our focus on hiring a strong and diverse workforce. I am proud of this group and everything that we have accomplished.

However, if 2020 showed us anything, it's that we still have a lot of work to do. We already look forward to creating new technical committees, and are partnering with other standard development organizations, provinces and territories to develop standards.

Year three is on the horizon, and we will keep our focus on working together to break down barriers. After all, collaborating with persons with disabilities is the only way to build a truly accessible Canada.

A handwritten signature in black ink, reading "Philip Rizcallah". The signature is fluid and cursive, with the first name "Philip" and last name "Rizcallah" clearly distinguishable.

Philip Rizcallah,  
Chief Executive Officer

# 1 About us

## Vision

Everyone, including people with disabilities, can:

- expect a Canada without barriers; and
- be sure that opportunities and services are fully accessible.

## Mission

People with disabilities lead Accessibility Standards Canada to create a Canada without barriers. We work with people with disabilities to:

- create modern accessibility standards in priority areas;
- revise current accessibility standards;
- lead research; and
- support society to reach the highest level of accessibility.



## Values

These six value statements guide our work. We value:

1. The knowledge and experience of people with disabilities. We expect those we collaborate with to show this same value.
2. The diversity of society. Our work respects human rights and focuses on including everyone.
3. A Canada without barriers where people with disabilities can expect the same high level of access across the country.
4. Universal access where services, products and places are designed to be accessible to everyone.
5. Two-way communication in all areas of our work. It must be:
  - open;
  - accessible;
  - timely; and
  - clear.
6. Lived experience of disability and research as equally important when making decisions.

These values are based on the principles outlined in the *Accessible Canada Act*.

## 2 Board of Directors

As we described in [last year's annual report](#), our organization is unique. A [10 person Board of Directors](#) leads our organization. The Board represents the views and perspectives of the community of persons with disabilities.

Following a fruitful first year, which established our organization as a key player in the field of accessibility standards development, our Board was eager to do more. We had a clear vision and mandate, as well as a robust framework that includes by-laws and policies. It was now time to put things into action and start working toward real, concrete change.

“Now in our second year, Accessibility Standards Canada is showing how we will contribute to a barrier free Canada by 2040. The Roadmap will ensure we keep on track by ensuring we measure against milestones identified.”

– **Maureen Haan**, Board of Directors member

### 2.1 Overview of Board activities

The Board of Directors was excited to host our first annual public meeting and engage with the public in person. Unfortunately, due to COVID-19, we cancelled the meeting. The pandemic also prevented the Board and its standing committees to hold meetings in different Canadian cities.

The Board adapted to the new reality and carried on with business as usual. It approved an interim strategic plan early in the year to change the way it executed its priorities and activities.

## **Key accomplishments**

- Establishing priorities for new standards and our grants and contributions program.
- 12 virtual meetings and 3 training sessions on:
  - the standards development process and national codes system;
  - the accreditation process as a standards development organization; and
  - Indigenous awareness.
- Setting the CEO's objectives for 2020 to 2021.
- Directing the organization to support the work of the COVID-19 Disability Advisory Group, which involved developing accessibility guidelines related to COVID and other emergencies.
- Updating its By-laws and governance policies to improve the governance framework moving forward.
- Adopting new protocols to enhance internal communications and Board effectiveness.
- Developing and implementing an internal accessibility policy to enhance accessibility practices.

## 2021 priority areas

### Standards:

- emergency measures (particularly during a pandemic)
- wayfinding, including signage (finding location and destination)
- procurement (buying goods and services)
- acoustics (sound quality)

### Research:

- design and delivery of programs and services
- built environment with a focus on Heritage buildings
- accessibility in Indigenous communities
- information and communication technology
- communication (other than plain language)
- procurement

## 2.2 Committee reports

Members of the Board of Directors contribute to the work of four standing committees. These committees give advice to the Board and make recommendations specific to the mandate of each committee. After a busy first year, standing committees kept their focus and continued to support the Board on all fronts. In total, we held 31 committee meetings.



## Key Accomplishments

### External relations committee

#### Role

Give advice and ideas to the Board of Directors about including persons with disabilities and other partners in the organization's activities.

#### 2020 Highlights

- Provided insight into communications strategy.
- Directed the development of a stakeholder engagement strategy.
- Provided direction on virtual national consultations that informed research and standards development priorities.
- Identified strategies and tools to increase our reach and allow us to engage more partners (read [engagement section](#) for more).

### Governance committee

#### Role

Provide advice to the Board of Directors on governance issues and training requirements.

#### 2020 Highlights

- Reviewed and updated the organization's by-laws and governance policy.
- Made great progress on Board training and on the development of a roadmap for future training.

## Strategic planning committee

### Role

Propose a strategic plan to help the Board of Directors govern the organization. Propose a vision and values that guide the work of our organization.

### 2020 Highlights

- Working on a roadmap to guide work for the next 20 years. This roadmap will help remove barriers in the 7 priority areas in the *Accessible Canada Act*, by 2040. Implementation is expected for fiscal year 2021 to 2022.
- Kept the organization's focus on creating new standards and strengthening existing ones.
- Identified guidelines and tools to help implement standards and research on accessibility best practices.
- Through this roadmap, identified milestones that will keep us on track to achieve our goal of a Canada free of barriers.



## Performance appraisal committee

### Role

Develop, maintain and regularly review the tools used for the annual performance review of the Board of Directors and the CEO.

### 2020 highlights

- Completed the work on the review of the performance framework for the CEO
- Worked in conjunction with the Strategic Planning Committee to establish commitments for the review period (ending March 31, 2020).

“Accessibility Standards Canada is committed to developing accessibility standards and resources that really do remove barriers. This is critical for Canada’s social and economic well-being and for that of its citizens.”

– **Mary Reid**, Vice-Chairperson, Board of Directors

## 3 Engagement

Engaging Canadians is at the heart of everything we do. Nothing is done without first engaging Canadians and seeking their expertise. Despite the challenges that the pandemic presented last year, we kept our focus on engaging with persons with disabilities and other stakeholders.

### 3.1 Online Consultation

We held our first national consultations in the fall of 2020. It was very successful: 588 Canadians participated. Most of the participants had disabilities or represented organizations of and for persons with disabilities.



Participants were invited to:

- fill the online survey;
- access American Sign Language (ASL) and Langue des Signes Québécoise (LSQ) versions of the survey and provide feedback in ASL or LSQ;
- provide feedback through phone interviews; and
- provide feedback through other ways such as mail and email.

The consultations helped us determine:

- how to engage Canadians in our work;
- what kind of research to support; and
- which barriers to address in our standards.

Read our [consultation report](#) – available in accessible formats – and discover what Canadians had to say.

Throughout the year, we held roundtables with key stakeholders. They provided feedback on each set of accessibility guidelines we developed in the context of COVID-19. Learn more about these in the [guideline section](#).

## 3.2 Stakeholder engagement

Over the last year, we continued to expand our stakeholder database. As of today, we engage with over 3,500 stakeholders – and the list continues to grow everyday. We put the emphasis on under-represented categories this year.

More importantly, we continued to build strong relationships with:

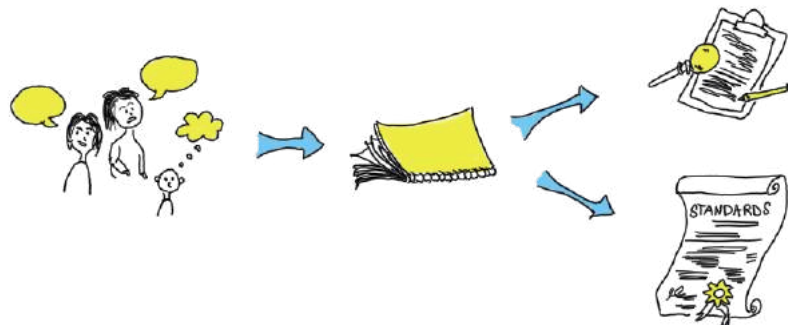
- the community of persons with disabilities;
- municipal and provincial governments;
- Indigenous governments and organizations;
- industry partners; and
- many others.

We collaborated closely with government departments that focus on accessibility and disability inclusion. We co-led the planning for:

- the Government of Canada's National AccessAbility Week celebrations; and
- the Government of Canada's International Day for Persons with Disabilities celebrations.

We also participated in the following inter-departmental working groups:

- the Accessibility Strategy Working Group;
- the Parliamentary Precinct Accessibility Advisory Committee;
- the Centre Block Rehabilitation Project's Universal Accessibility Committee; and
- the working group on the coordination of external consultations for accessibility plans.



“As experts on our limitations, we want Accessibility Standards Canada to be connected to the realities on the ground for people with disabilities across Canada. We all share the same goal: a barrier-free Canada by 2040. To achieve this goal, policies, regulations, standards, codes of practice and guidelines must be put in place that reflect our perspectives and respect the “nothing about us, without us” approach.”

– **Jérôme Plante**, Case manager, Confédération des organismes de personnes handicapées du Québec (COPHAN)

### 3.3 Public events

Last year, we had to cancel our first annual public meeting due to COVID-19. It was going to be the first time the public met the Board of Directors in person. For this year’s public meeting, we are planning an accessible virtual event. It will be held in the spring of 2021 and will provide an opportunity for:

- the Board of Directors to present our goals and achievements to date; and
- stakeholders to provide input and connect with us.

Looking ahead, we are planning a virtual youth roundtable. This will be an opportunity for us to build relationships with young Canadians with disabilities. We want to hear and better understand their unique perspectives.



## 3.4 Outreach tools

In 2020 to 2021, we continued to develop tools to interact with Canadians and support stakeholder engagement.

First, we launched our brand guide, which is a model of accessibility. It will serve as a reference for any organization that wants to ensure their designs are accessible.

We kept our focus on engaging Canadians through communication campaigns. We continued to promote our programs and launched four successful technical committee recruitment processes.

We continued to grow our networks on social media. Now, we engage with stakeholders daily on:

- [Facebook](#);
- [Twitter](#);
- [LinkedIn](#); and
- [YouTube](#).

We held a public photo contest for National AccessAbility Week. We also published our e-newsletter on a monthly basis.



In December 2020, we migrated [our website](#) to an accessible and easy to use platform. This was perhaps our most important communications achievement as it gave us complete control of our webpages. This meant more flexibility, which allowed us to tailor it to our audience's specific needs. We are constantly working with experts. We undergo user accessibility testing to improve the accessibility of our site. Read our website's [accessibility statement](#) to learn about our commitment.

We encourage Canadians to [provide feedback](#) all year long and to subscribe to our [newsletter](#).

## 4 Standards and technical committees

Developing standards to increase accessibility is our primary focus. In the last year, we made big strides in this area.

Once our standards are developed, they can be recommended to the Minister to be made into regulations. This means that federally-regulated entities will be required to implement them.



## 4.1 Standards under development

Four technical committees are already working to identify and eliminate accessibility barriers. We created these committees last year, through an open application process. Committees include persons with disabilities and other experts in the following categories:

- Industry and commerce
- Governmental authorities
- Consumers and Public Interest
- Workers and Trade Unions
- Academic and research organizations
- Non-governmental organizations
- Standards Development Organizations



A technical committee is a group of people from different organizations and backgrounds who combine their expertise to solve a problem facing an industry.

Our committees will identify where persons with disabilities may experience barriers. They will develop a national standard, or suite of standards, to eliminate these barriers.

## Technical committees for [plain language](#) and [outdoor spaces](#)

- Our very first technical committees have been meeting since October 2020.
- So far, the committees have identified barriers and developed the clauses for their respective standards.
- Expected public review date: late 2021.
- Expected publication: 2022.

## Technical committees for [employment](#) and [emergency egress \(exits\)](#)

- The above-mentioned committees were selected early 2021.
- Work has begun to identify accessibility barriers in their respective areas.

Across the four technical committees mentioned above, 49% of members are persons with disabilities.

## 4.2 Next set of standards

Last December, our Board of Directors identified four new priorities for standards development in 2021 to 2022. These include:

- emergency measures;
- wayfinding, including signage;
- procurement; and
- acoustics (sound quality).

We will establish technical committees for these in the coming months. Canadian experts can look forward to submitting their applications once we launch the process on our website.

Learning from experts in a variety of areas is vital to our organization's success. As such, we are collaborating with:

- the CSA Group to develop a new/revised electronic payment terminals standard;
- the CSA Group and Canada Mortgage and Housing Corporation to co-brand an accessible housing standard; and
- the National Research Council of Canada to improve the accessibility of the built environment.

In March, we started recruiting members for the built environment technical committee.

“It’s really important for us all to work together in building an accessible Canada. There’s no ‘one size fits all’ answer to accessibility, and the more we collaborate, the farther we will go.”

– **Dr. Mahadeo A. Sukhai**, Ph.D., Director of Research and Chief Inclusion & Accessibility Officer, Canadian National Institute for the Blind (CNIB)



## 5 Funding research

Our grants and contributions program – [Advancing Accessibility Standards Research](#) – supports research projects that will inform standards that find, remove and prevent obstacles to accessibility.

### 5.1 Objectives

The Program allows us to work with many people and organizations across Canada. Our goal is to make progress in accessibility standards research. The Program also has the following goals:

- to involve persons with disabilities, other experts and organizations to help carry out the research; and
- to find and share research, information, best practices and tools about accessibility obstacles and standards.

### 5.2 Projects funded in fiscal year 2020 to 2021

Following a competitive call for research project proposals, we assessed all applications. In the end, we approved and funded [18 research projects](#).

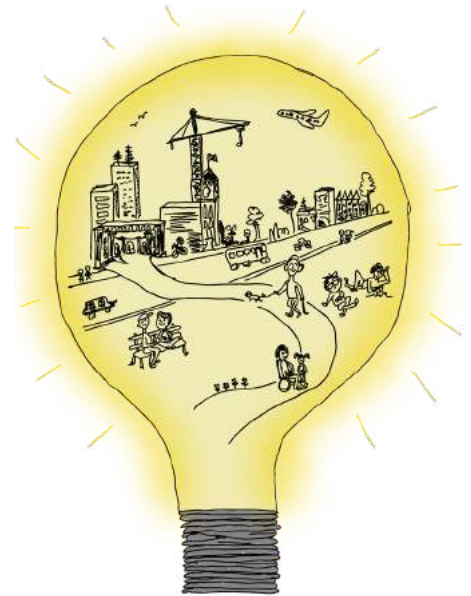


## 5.3 Research priorities for fiscal year 2021 to 2022

Looking forward to our 2021 call for proposals, we asked Canadians about their research funding priorities.

Following the review of the input received, the Board of Directors identified the following research priorities:

- Accessibility in Indigenous communities
- Built environment, with a focus on Heritage buildings;
- Communication, other than plain language;
- Design and delivery of programs and services;
- Information and communication technologies; and
- Procurement (buying) of goods, services and facilities.



## 5.4 Call for proposals 2021 to 2022

Our organization recently completed its second call for proposals. It focused on the research areas listed above. The process ended on March 25 and approved projects will be chosen soon.



## 6 Accessibility guidelines for COVID-19 and other emergencies

The pandemic brought challenges for all Canadians. It amplified existing barriers and created new barriers for persons with disabilities. To help with this serious situation, our organization created four accessibility guidelines for COVID-19 or other emergencies.



The guidelines provide information on accessibility best practices and tips about the following topics:

- [accessible practices for returning to the workplace](#) and [best practices for accessibility when working from home](#);
- accessible communication during COVID-19 and other emergencies [for persons with disabilities](#) and [organizations](#);
- accessible service delivery; and
- emergency and public health barriers.

We consulted with stakeholders to make sure that these guidelines met the needs of Canadians with disabilities.

The guidelines are available in the [resources section of our website](#). For each set, you can access a series of downloadable one-pagers. The guidelines are available in French, English, ASL and LSQ. Alternate formats are also available on request.



## 7 Finance

One of the most important milestones in our first year was receiving our own budget.

The table below represents the resources available and used during fiscal year 2020 to 2021. You can find more details about our financial activities in the 2020 to [2021 Departmental Results Report](#). Expect it on our website in fall 2021.

Details	Full-Time Equivalent	Salary	Operating & Maintenance	Total – Operating	Grants & Contributions	Total
<b>Actual Spending</b>						
Operating	38.8	4,427,781	4,938,757	9,366,538	N/A	<b>9,366,538</b>
Grants & Contributions	N/A	N/A	N/A	N/A	5,237,602	<b>5,237,602</b>
<b>Total 2020 to 2021 Funding</b>						
Main Estimates	46	4,820,511	6,169,209	10,989,720	5,500,000	<b>16,489,720</b>

## 8 Looking ahead

“Engagement of our stakeholders is key to ensuring that the work of Accessibility Standards Canada reflects the needs and views of Canadians with disabilities. We are so grateful to the hundreds of individuals with disabilities and organizations who provided their opinions and suggestions that have helped inform our priorities. Your input was very valuable and appreciated.”

- **Penny Hartin**, Board of Directors member

For the past year, our team worked strictly from home. It has been an adjustment, but we adapted well.

This new reality made it easy to forget that some of our colleagues were hard at work on completing our new work offices. Currently, we are in the final steps of the construction. It will be a modern and inclusive workplace; a workplace that is a model of accessibility. Dare we say, the most accessible workplace in Canada? That is certainly the goal. We plan to complete the project in summer 2021 and move into our new offices as soon as permissible.

In the year ahead, we are also taking the steps to become a standards development organization accredited by the Standards Council of Canada. This means that our standards will be developed following an approved process, ensuring they reflect the input of Canadians. It will make them official standards of Canada and help ensure that they are more widely adopted.

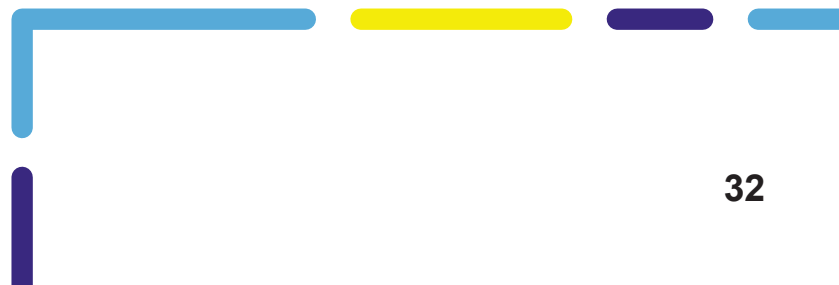
We plan to be fully staffed over the next year. We will continue to try to attract top and diverse talent.

## Roadmap to 2040

We mentioned above that the Board of Directors was working on a roadmap. Once completed, we will share this roadmap with Canadians. It will show them our plans to get us to an accessible Canada by 2040.

Finally, we will continue to build relationships with our many stakeholders. Nothing is possible without the expertise and support from our partners, including:

- persons with disabilities;
- provinces and territories;
- Indigenous organizations; and
- standards development organizations.



# Appendices

## Appendix 1: Board members



Paul-Claude Bérubé,  
Chairperson



Mary Reid,  
Vice-Chairperson



William Adair,  
Director



Kory L. Earle,  
Director



Maureen Haan,  
Director



Penny Hartin,  
Director



Rabia S. Khedr,  
Director



Brad McCannell,  
Director



Dr. Joe McLaughlin,  
Director



Laurie Ringaert,  
Director





Accessibility Standards  
Canada

Normes d'accessibilité  
Canada

**Contact us**

320 St-Joseph Boulevard, suite 246  
Gatineau QC K1A 0H3

1-833-854-7628 TTY: 1-833-854-7630

**Follow us**

[accessible.canada.ca](https://accessible.canada.ca)





June 11, 2021

The Honourable Doug Ford, M.P.P.  
Premier of Ontario  
Legislative Building  
Queen's Park  
Toronto, ON M7A 1A1

Sent via email: [premier@ontario.ca](mailto:premier@ontario.ca)

**Re: Lyme Disease Awareness Month**  
**Our Files: 35.31.99/35.23.12**

Dear Premier Ford,

At its meeting held on May 31, 2021, St. Catharines City Council approved the following motion:

“WHEREAS May is Lyme Disease National Awareness Month; and

WHEREAS the City of St. Catharines Strategic Plan includes improving livability for all; and

WHEREAS Niagara Region is a high-risk area for ticks and Lyme Disease, and cases continue to increase; and

WHEREAS Ontario health does not cover treatment and testing for all strains of Lyme Disease; and

WHEREAS Lyme Disease is a crippling disease if not diagnosed and treated appropriately;

THEREFORE BE IT RESOLVED the City of St. Catharines call on the Ontario government to expand testing to all strains of Lyme Disease and improve the level of treatment and care for those diagnosed with this crippling disease; and

BE IT FURTHER RESOLVED the Premier of Ontario, Ontario Minister of Health, local MPPs, Niagara Health, Niagara Region Public Health, all Ontario municipalities, and the Association of Municipalities of Ontario be sent correspondence of Council's decision; and

BE IT FURTHER RESOLVED the Mayor bring this matter to the attention of the Niagara Region and request that the Region build an awareness campaign with on-line resources for families with Lyme Disease.”

If you have any questions, please contact the Office of the City Clerk at extension 1524.



Bonnie Nistico-Dunk, City Clerk  
Legal and Clerks Services, Office of the City Clerk  
:mb

cc: Ontario Minister of Health  
Niagara Area MPPs  
Niagara Health  
Niagara Region Public Health  
Niagara Region  
Ontario Municipalities  
Association of Municipalities of Ontario, [amo@amo.on.ca](mailto:amo@amo.on.ca)  
Melissa Wenzler, Government Relations Advisor



June 14, 2021

## City of Temiskaming Shores Council

Homelessness is not someone else's issue. It has a ripple effect throughout a community. It impacts the availability of healthcare resources, crime, and safety. Furthermore, homelessness impacts us in the present as well as the future. It benefits all of us to break the cycle of homelessness, one individual at a time. As a community we must work together to end homelessness and break the stigma and discrimination associated with it.

Often individuals experience homelessness when their income is not sufficient to cover rent, mortgage, and necessities such as food, health care needs, transportation costs, and childcare. There are many circumstances that can contribute to an individual experiencing homelessness and multiple challenges that must be overcome to gain and maintain housing stability. Recently, some of our Community Partners have reported a dramatic increase in homeless individuals due to illegal evictions by private landlords, domestic abuse, and loss of employment.

The District of Timiskaming Social Services Administration Board (DTSSAB) is responsible for homelessness initiatives in our communities. As the Service Manager for Timiskaming, our vision is to establish solutions for housing across the continuum which includes emergency shelter, affordable housing, affordable private homeownership, rent supplement programs and homelessness prevention. In 2014, the DTSSAB developed a 10-Year Housing & Homelessness Plan and released an update version in 2019. The 10-Year Plan identified gaps and outlined action items to address areas that are under resourced such as insufficient supply of emergency housing/shelters and transitional housing in the district.

In 2018 the DTSSAB undertook its first homelessness enumeration. Although the focus was on two of the larger communities (the City of Temiskaming Shores and the Town of Kirkland Lake), the results raised many important questions and the need to conduct a future homelessness enumeration which is planned for September 2021. The results of the enumeration will help inform efforts for evidence-based advocacy and funding applications. Furthermore, homelessness enumeration will support strengthened relationships among community partners supporting our individuals who are experiencing homelessness.

The DTSSAB is also responsible for the delivery of the Community Homelessness Prevention Initiative (CHPI) funding to assist individuals at risk of homelessness to remain housed. Each year the DTSSAB has the privilege to support over one hundred households with financial assistance to maintain their housing. The Initiative also provides non-monetary supports such as crucial referrals to other community agencies who offer the help needed by these individuals.

The housing and homelessness services provided by the DTSSAB would not be possible without the partnership and collaboration between a wide range of community-based agencies. The DTSSAB is committed to engage with partners on ways to enhance service delivery by leveraging opportunities such as Zack's Crib, to assist in supporting the most vulnerable in our communities. We work collaboratively with existing and new partners to improve the services and supports in our communities.

Also outlined in the 5 Year housing and homelessness plan review is the DTSSAB's commitment to enhance and increase partnerships with senior levels of government, local municipalities, non-profit housing providers and community agencies to meet locally identified housing needs and supports. By supporting community agencies to create emergency shelter options, the local homeless population's needs will be met.

Our aim is to engage with and/or meet with the City to provide education and understand the concerns about the project in order to move forward collaboratively to ensure its successful opening. We are proposing that a working group be formed to work through community concerns and establish awareness. Together we can provide our communities with accurate information. I look forward to hearing from you.

Sincerely,

A handwritten signature in cursive script that reads "Lyne Labelle".

Lyne Labelle  
Housing Services Manager – DTSSAB

Cc: Yves Paille – Zack's Crib  
Mark Stewart – Director of Client Services – DTSSAB  
Kelly Black – Chief Administrative Officer – DTSSAB

ATCH.

## Shelter Facts

- Shelters are a safe place to rest and sleep.
- Shelters can be a place for individuals to begin the process of finding and securing stable housing.
- Shelters provide supports related to health care, housing access and advocacy as well as basic necessities such as food, beverages, laundry facilities and hygiene supplies.
- Shelters have guidelines that guests must follow while in the building, such as no substance use of any kind.
- Homelessness can exacerbate mental illness, addiction, financial distress and make overcoming these problems more difficult.
- **There is strong evidence that housing stability, safety and affordability affect health outcomes.** Individuals experiencing homelessness face **challenges accessing housing**. Temporary shelter can be the bridge **to help them lead a healthy and meaningful life**.

## Myths & Questions:

**Myth:** People choose homelessness.

**Fact:** A variety of different factors can contribute to an individual's experience of homelessness. Some of the obstacles that may lead people to experience homelessness include eviction, lack of affordable housing, loss of employment, family violence, mental illness, substance use, poor physical health, and physical, sexual or emotional abuse.

**Myth:** All people who experience homelessness are addicts.

**Fact:** Many people who experience homelessness do not struggle with substance abuse problems or addictions. Like the general population, only a percentage of those who are homeless deal with addictions. Individuals experiencing homelessness may face other challenges related to not having adequate shelter, including theft, harassment, abuse, and assault.

**Myth:** People experiencing homelessness should just find a job.

**Fact:** Some people who are homeless are employed; however, it is more difficult to find a job while experiencing homelessness. Several challenges such as lacking a permanent address, or no access to a phone, computer, or shower on a regular basis make it difficult.

## Logan Belanger

---

**From:** noreply@esolutionsgroup.ca on behalf of Ryan Doyle [REDACTED]  
**Sent:** Monday, June 21, 2021 2:54 AM  
**To:** Logan Belanger  
**Subject:** \*\*\*-Bullying Elimination Week Proclamation-\*\*\*

Attention Mayor Carman Kidd!

My name is Ryan Doyle. I'm a Canadian Author of an anti-bullying book entitled "Tears of Loneliness" which is a partial memoir that chronicles my personal experiences involving bullying on a grade-by-grade basis. The remaining sections of "Tears of Loneliness" are tremendously helpful for victims of bullying as well as their family and friends.

I have made several news appearances to promote my book, but mainly to raise awareness about bullying, and to shed light on the fact that bullying must be eliminated from society at all costs. Now more than ever this country needs unity. It is my mission to declare May 23rd- 30th 2022 "Bullying Elimination Week".

On the dawn of my 28th birthday on Wednesday, March, 18th, 2015, I saved my mother's life. She went into cardiac arrest and I used CPR to save her with the help of my father. She made a full recovery. I was presented with the "2015 City of Oshawa Heroism Award" for saving her life. I would like to declare May, 23rd-30th, 2022 "Bullying Elimination Day" because May, 28th is my mother's birthday.

I'm confident that you will help me turn my mission into an inspirational reality. I need your help to make this happen. You're an excellent Mayor. I trust that you will assist me with this matter of urgency. You continue to go above and beyond for Canadians.

Thank you for your time,

Cordially,

Ryan Doyle

News Appearances:

"International Bullying Elimination Day". Hosted By: Ryan Doyle. Author of "Tears of Loneliness: The Angel Within". -  
"International Bullying Elimination Day" | iHeartRadio

<https://www.thestar.com/news/canada/2021/02/24/standing-up-against-bullying.html>

<https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fglobalnews.ca%2fvideo%2f3876224%2fbullying-survivor-speaks-out&c=E,1,RLXWTeDOR6wxK1NbtT7eK8iAXJemZzpAcN9DdGwxnDSnZnjdX0ZPBI4xELmb1PdHS0HJXul3OMLkoYEEW2rI82MbyTpP0ur9aHEmbUg6M2p7DexdS5Rhthc,&typo=1>

<https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fglobalnews.ca%2fvideo%2f4054531%2ftears-of-loneliness-the-angel-within-is-a-self-help-memoir-by-ryan-doyle-a-survivor-of-bullying&c=E,1,gkof1C3-LytYwkl1mP1C1yTbiSFhS6ElhQgZWmqX3CQpzPVrbA2zeTf6u8tBS0DHyr-ZNJ9SgMEE8yjEIOWuEqBGzISEI-LHtRPFYQG3u8VQ0EQf-7U4gfq1vj8,&typo=1>



Origin: [https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.temiskamingshores.ca%2fen%2fcity-hall%2fContact-Us.aspx&c=E,1,gHVy7g-NKPTGkYGWRumdYPW5ztaYB4FH3FBne8GZUfjX0On8u7G1t2ej2Kd6XwyVXm21UO6VkF81yTAGzruHCixvjq76F-N64h6D1\\_EsLhfMwaBqY8HJohY,&typo=1](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.temiskamingshores.ca%2fen%2fcity-hall%2fContact-Us.aspx&c=E,1,gHVy7g-NKPTGkYGWRumdYPW5ztaYB4FH3FBne8GZUfjX0On8u7G1t2ej2Kd6XwyVXm21UO6VkF81yTAGzruHCixvjq76F-N64h6D1_EsLhfMwaBqY8HJohY,&typo=1)  
-----

This email was sent to you by Ryan Doyle<[ryanddd123@hotmail.com](mailto:ryanddd123@hotmail.com)> through <https://www.temiskamingshores.ca>.



**John Vanthof**

MPP/député Timiskaming-Cochrane



June 22, 2021

City of Temiskaming Shores  
325 Farr Drive Box 2050  
Haileybury, Ontario P0J 1K0

Dear Mayor Kidd and Council,

Thank you for the June 15, 2021 letter outlining Council's concerns regarding the updated business plan for passenger rail service in northern Ontario.

To begin, I would like to thank mayor and council for the continued support of the return to passenger rail service in our region. I have always supported passenger rail service for the North and I continue to advocate for the return of the passenger train and I look forward to working with the City to achieve that goal in the future. When the MTO requested public input through an on-line passenger rail survey in 2020, our office distributed and collected hard copies of the online MTO passenger rail service survey throughout the Old Order Amish and Mennonite Communities to ensure that their voices would be heard.

During the 2018 last election campaign, both the Conservative party and the NDP promised to re-instate passenger rail service as part of their first mandate. I can assure you that the NDP will maintain that commitment if given the opportunity to govern in 2022. It should be noted that the funding to update the business plan, while good news, does not fulfill the Conservative promise to return train service to Northern Ontario within their first mandate.

The bill that included a 5 million dollar funding allotment for the train study was not an individual piece of legislation; it was the all-encompassing, 2021 budget motion, which was tabled in March 2021. As with any omnibus legislation, the decision to support this bill was made based on the impact of the overall legislation to the residents of each specific riding and the overall Provincial population. The NDP voted against the budget motion on the basis that it did not address the needs of Ontarians in the midst of a worldwide pandemic. Some of the specific reasons for the lack of support included:

- the exclusion of emergency paid sick days to slow the spread of COVID
- inadequate support to assist small businesses with the economic crisis caused by the lockdowns

---

**Queen's Park** - Room/Bureau 156, Main Legislative Building/Édifice de l'Assemblée législative, Queen's Park, Toronto, ON, M7A 1A5 • Tel/Tél. : 416-325-2000 • Fax/Télécop. : 416-325-1999 • email/cour.: jvanthof-qp@ndp.on.ca

**Community Office** - Pinewoods Center, 247 avenue Whitewood Ave., Unit/Unité 5, Temiskaming Shores, • Tel/Tél. : 705-647-5995 • Fax/Télécop. : 705-647-1976 • toll free/sans frais : 1-888-701-1105 • email/cour.: jvanthof-co@ndp.on.ca **Mailing Address** - PO Box 398, New Liskeard, ON, P0J 1E0



**John Vanthof**

MPP/député Timiskaming-Cochrane



- No funding to provide a permanent wage increase to PSWs as part of a recruitment strategy to address the desperate staffing needs in long-term care facilities and home care

As with any budget, there are measures contained within the document that would be supported if given the opportunity to vote on them individually. The Ontario Northland Transportation Commission (ONTC) budget announcement was a positive budget item and I have full confidence that the 5 million dollars will be used wisely by the ONTC to further the project. Unfortunately, the Ford Government did not include long term stable funding for this project, which causes concern for the required funding commitment needed to restore train services in Northern Ontario.

In closing, I would like to thank you for the opportunity to discuss the passenger rail issue and I look forward to future partnerships that will make train service a reality. The lack of an alternative travel option to highway 11 is an obstacle that prevents our region from reaching its full potential.

Together, we can bring the train back.

Sincerely,

John Vanthof,  
MPP Timiskaming-Cochrane

Tel: (705) 544-8200

E-mail: [clerk@evanturel.com](mailto:clerk@evanturel.com)  
[www.evanturel.com](http://www.evanturel.com)



334687 Hwy. 11 N  
P.O. Box 209  
Englehart, ON  
P0J 1H0

June 25, 2021

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

Dear Honourable Sir,

**Re: Town of Englehart Request to NorthernTel/Bell Canada Inc. – Improved Broadband Internet**

Be advised the Council of the Corporation of the Township of Evanturel, at the regular council meeting of June 23, 2021, supported the Corporation of the Town of Englehart in its request to NorthernTel/Bell Canada Inc. to provide improved broadband internet quality, speed, and reliability to the businesses and residents in the Town of Englehart and surrounding areas.

Find enclosed a copy of the resolution from the Town of Englehart.

Also, find enclosed a certified true copy of Resolution No. 6 passed in open council June 23, 2021, authorizing said support.

A handwritten signature in dark ink, appearing to read "Virginia Montminy", is written over a faint, circular official stamp.

Virginia Montminy  
Clerk  
THE CORPORATION OF THE  
TOWNSHIP OF EVANTUREL

Encl:

- c.c. Honourable Steve Clark – Minister of Municipal Affairs & Housing
- Honourable Vic Fedeli – Minister of Economic Development, Job Creation and Trade
- Honourable Stephen Lecce – Minister of Education
- Mirko Bibic – CEO of Bell Canada/BCE Inc.
- Charlie Angus – MP Timmins-James Bay
- John Vanthof – MPP Timiskaming-Cochrane
- Surrounding Municipalities - emailed

**TOWN OF ENGLEHART**  
61 Fifth Avenue, Englehart, Ontario, P0J 1H0  
Tel: 1-705-544-2244  
<https://www.engagehart.ca/>

May 26, 2021

**RESOLUTION**

**Agenda Item # 9.6.2 Bell Canada-Broadband Internet**

**Resolution # COU1-21-05-14**

**Moved By : Twyla Wilson**

**Seconded By : Pam Bannink**

**Whereas, community social and economic well-being is dependent on fast, reliable, and affordable broadband connectivity and better cellular coverage;**

**And Whereas, Municipal, Provincial and Federal Governments as well as healthcare, education and other sectors will continue to depend on the internet to communicate, provide services and ensure accessibility to information;**

**And Whereas, digital literacy skills are essential to collaborate, innovate, and compete both regionally and globally and require appropriate and affordable broadband;**

**And Whereas, the availability of broadband that is on par with larger, urban areas in Canada is essential for Northern Ontario to achieve economic sustainability and social well-being;**

**And Whereas, the Town of Englehart contracts broadband internet service from Northern Telephone which is a subsidiary of Bell Canada;**

**And Whereas, the current broadband supplied by NorthernTel / Bell Canada in the Town of Englehart is well below the minimum quality, speed, and reliability required to conduct business operations as a Municipal Government;**

**And Whereas, NorthernTel / Bell Canada has offered us other options the cost to bring the new options to our Municipal building was substantial and not feasible and would not be feasible for any other businesses in Englehart;**

**And Whereas, the Corporation of the Town of Englehart completed a full upgrade of computer equipment including new desktops, laptops, and a new server through NorthernTel in 2020 but now are not able to operate effectively with the existing broadband supplied by NorthernTel / Bell Canada Inc.**

**And Whereas, the current broadband supplied by NorthernTel / Bell Canada to the residents and businesses in the Town of Englehart is also well below the required quality, speed, and reliability.**

**Therefore be it resolved, the Corporation of the Town of Englehart request NorthernTel / Bell Canada Inc. provide improved broadband internet quality, speed, and reliability to the Corporation of the Town of Englehart as well as our businesses and residents in the Town of Englehart and surrounding areas.**

**BE IT FURTHER RESOLVED THAT** a copy of this resolution be sent to Premier Doug Ford, Minister of Municipal Affairs and Housing, Steve Clark, Minister of Economic Development, Job Creation and Trade, Vic Fedeli, Minister of Education, Stephen Lecce, President and CEO of Bell Canada / BCE Inc., Mirko Bibic, MP Charlie Angus, MPP John Vanthof and the surrounding Municipalities.

**Carried**

  
**Mayor**  
**Town of Englehart**

Tel: (705) 544-8200

E-mail: [clerk@evanturel.com](mailto:clerk@evanturel.com)  
[www.evanturel.com](http://www.evanturel.com)



334687 Hwy. 11 N  
P.O. Box 209  
Englehart, ON  
PDJ 1H0

### Resolution of Council

Moved by: Councilor Fricker

Date: June 23, 2021

Seconded by: Councillor Gravel

Resolution No: 6

**THAT** the Council of the Corporation of the Township of Evanturel hereby resolves to support the Corporation of the Town of Englehart in its request to NorthernTel/Bell Canada Inc. to provide improved broadband internet quality, speed, and reliability to all businesses and residents in the Town of Englehart and surrounding areas;

**AND FURTHER** that this resolution of support be forwarded to Premier Doug Ford; the Minister of Municipal Affairs and Housing; Minister of Economic Development, Job Creation and Trade; the Minister of Education; CEO of Bell Canada/BCE Inc., Mirko Bibic; Charlie Angus – MP Timmins-James Bay; John Vanthof – MPP Timiskaming- Cochrane; and the surrounding Municipalities.

Carried 

Reeve Derek Mundle

#### DIVISION VOTE

YEAS	NAME OF MEMBER OF COUNCIL	NAYS
	BARBARA BEACHEY, COUNCILLOR	
	MIKE FRICKER, COUNCILLOR	
	HENRI GRAVEL, COUNCILLOR	
	ROBBIE MACPHERSON, COUNCILLOR	
	DEREK MUNDLE, REEVE	
	TOTALS	

Declaration of Pecuniary Interest – Report to Council TWP2019-05 – Form A – Reeve Mundle \_\_\_\_; Councillor

Certified to be a true copy of Resolution No. 6 of the Corporation of the Township of Evanturel  
passed in open Council on the 23rd day of June, 2021.

Virginia Montminy – Clerk  
Township of Evanturel



*La Corporation de la Municipalité de / The Corporation of the Municipality of*  
**ST. CHARLES**

C.P. / Box 70, 2 King Street East St.-Charles ON  
Tel: 705-867-2032 Fax: 705-867-5789

P0M 2W0  
[www.stcharlesontario.ca](http://www.stcharlesontario.ca)

June 28, 2021

**VIA EMAIL TO:** [premier@ontario.ca](mailto:premier@ontario.ca)

The Honourable Doug Ford, M.P.P.  
Premier of Ontario  
Legislative Building  
Queen's Park  
Toronto, ON M7A 1A1

Dear Premier Ford:

**Re: Resolution - Municipal Land Transfer Tax**

At its Regular Meeting of Council held April 21, 2021, Council for the Corporation of the Municipality of St.-Charles passed the following Resolution:

**Resolution No.: 2021-94**

**Moved by: Councillor Monica Loftus**

**Seconded by: Councillor Richard Lemieux**

"WHEREAS Municipalities in Ontario have an infrastructure deficit of \$34 billion dollars;

AND WHEREAS there is extremely limited grant money being received by the provincial and federal governments;

WE THEREFORE ASK that Municipalities be allowed to have a charge applied to all land transfers within their boundaries and that this amount go directly to the Municipality.

**CARRIED"**

Your attention to this matter is greatly appreciated.





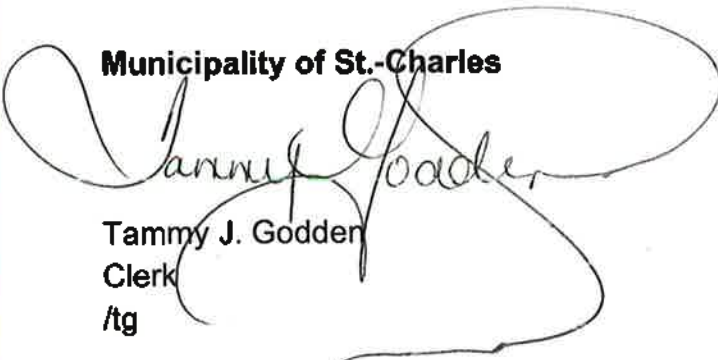
*La Corporation de la Municipalité de / The Corporation of the Municipality of*  
**ST. CHARLES**

C.P. / Box 70, 2 King Street East St.-Charles ON  
Tel: 705-867-2032 Fax: 705-867-5789

P0M 2W0  
[www.stcharlesontario.ca](http://www.stcharlesontario.ca)

Sincerely,

**Municipality of St.-Charles**

  
Tammy J. Godden  
Clerk  
/tg

CC: Right Honourable Justin Trudeau (Via Email To: [Justin.Trudeau@parl.gc.ca](mailto:Justin.Trudeau@parl.gc.ca))  
Minister of Municipal Affairs and Housing, Steve Clark (Via Email To:  
[Steve.Clark@pc.ola.org](mailto:Steve.Clark@pc.ola.org))  
Association of Municipalities of Ontario (Via Email To: [AMO@amo.on.ca](mailto:AMO@amo.on.ca))  
The Federation of Northern Ontario Municipalities (Via Email To:  
[Office@fonom.org](mailto:Office@fonom.org))  
Ontario Municipalities

# **The Regional Municipality of York**

Committee of the Whole  
Finance and Administration  
June 10, 2021

Report of the Regional Solicitor

## **Court Services Annual Report 2020**

### **1. Recommendations**

1. Council adopt the Resolution in Attachment 2 advocating for immediate regulatory and legislative amendments to provide municipal Provincial Offences Courts with the flexibility to respond to the critical pressures described in this report.
2. The Regional Clerk circulate the Resolution in Attachment 2 to other municipalities that administer Provincial Offences Courts, the Ministry of the Attorney General, Ministry of Transportation and Association of Municipalities of Ontario for support.
3. The Regional Clerk circulate this report to the Clerks of the local municipalities.

### **2. Summary**

This report provides Council with an overview of the Legal and Court Services, Court Services Branch ("Court Services") 2020 Annual Report (Attachment 1) submitted to the Ministry of the Attorney General. The report includes a summary of the impact of the COVID-19 pandemic on Court Services, recovery efforts, and planned initiatives for 2021. The Annual Report is required under the 1999 Memorandum of Understanding with the Province of Ontario. This report also recommends advocacy for immediate regulatory and legislative changes enabling flexibility for municipal Provincial Offences Courts to respond locally to their respective critical pressures as court operations resume.

#### Key Points:

- In response to the COVID-19 pandemic, emergency orders adjourned most 2020 court matters and extended *Provincial Offences Act* ("POA") legislated timelines, impacting Court Services operations from March, 2020 to the end of February, 2021
- These extensions and adjournments significantly increased the Ontario Court of Justice pending caseload in York Region, led to a substantial administrative backlog and had an adverse impact on fine revenues collected by Court Services

- Court Services resumption efforts included implementation of remote (audio) hearings and the reopening of front counters with appropriate health and safety measures in place
- In addition to leading the resumption and modernization of POA court services, Court Services continued to focus resources on priority projects that improved access to justice and benefitted both York Region and stakeholders
- Council's support is requested in advocating for POA Court reforms which will modernize and streamline the processes governing administration of charges and support municipal recovery efforts while addressing an increasing pending caseload and restoration of revenue streams

### 3. Background

#### **Court Services administers the *Provincial Offences Act* program in accordance with strict legislative and legal requirements by providing two distinct functions, respectively Court Operations and Prosecutions**

In 1999, the Province downloaded responsibility for administration, prosecution, and fine collection of Provincial Offences to municipalities. This transfer resulted in the Ministry of the Attorney General taking on an oversight function and assuming responsibility for the integrity of municipal courts programs. This includes providing ministerial direction on procedural guidelines, prosecutorial, court administration and court support processes and changes to case management procedures. The Ontario Court of Justice maintained its responsibility for the adjudicative function of the courts, while also identifying available judicial resources and providing scheduling for each municipal court.

At the same time, York Region and Court Services took over responsibility for Court Operations and Prosecutions. Court Operations is primarily responsible for court support services, administration of all *Provincial Offences Act* charges issued in York Region, and enforcing and collecting *Provincial Offences Act* fines, costs, surcharges and fees. Prosecutions provides a wide range of services, including the prosecution of cases before the Ontario Court of Justice, appeals, and judicial reviews in the Ontario Superior Court, the Court of Appeal for Ontario, and the Supreme Court of Canada.

York Region's Provincial Offences Court—which is the second largest POA court program in Ontario based on the number of charges filed—is a crucial part of the justice system providing administrative services to over 30 law enforcement and regulatory agencies. These include municipal bylaw enforcement, York Regional Police (YRP), Ontario Provincial Police (OPP), and other Provincial and Federal enforcement agencies operating in York Region. In accordance with the Inter-Municipal Agreement, all municipal parking, bylaw, building and fire code matters are administered and prosecuted by York Region at the

Region's expense with all revenue collected from municipal matters disbursed to the appropriate municipality.

## **Bill 177 aims to modernize and streamline the Provincial Offences Courts**

Legislative amendments to the *Provincial Offences Act* were passed by the Ontario Legislature in December 2017 under Schedule 35 of Bill 177, the *Stronger, Fairer Ontario Act (Budget Measures)*, 2017. These amendments include reforming the Early Resolution process, transferring Part III prosecutions to municipalities, improving collection of default fines, and expanding the powers of the Clerk of the Court. Ultimately, the proposed Early Resolution reforms fall considerably short of supporting the justice system modernization and efficiency objectives of the Ministry of the Attorney General.

In December 2019, the Ministry of the Attorney General indicated its intention to implement a phased-in approach to the Bill 177. To date, the Attorney General has only proclaimed and implemented section 48.1, which allows for the use of certified evidence for all Part I proceedings where a set fine exists (commonly referred to as "tickets"). The balance of the Bill 177 amendments is expected to be proclaimed later in 2021.

## **4. Analysis**

### **COURT SERVICES ANNUAL REPORT 2020**

#### **Throughout 2020, three separate orders were issued by the Ontario Court of Justice and the Province adjourning all court matters, suspending all *Provincial Offences Act* timelines, and later extending these timelines into 2021**

The Chief Justice of the Ontario Court of Justice (the "Chief Justice") and the Province of Ontario issued separate emergency orders in response to the pandemic throughout 2020 directly impacting Court Services operations. These orders had the combined effect of extending the *Provincial Offences Act* legislative timelines in the period March 16, 2020 through to and including February 26, 2021. Prior to COVID-19, defendants that did not dispute a ticket within the legislated timeline were deemed not to dispute the charge and would be convicted. Without the timelines in effect, defendants no longer were required to pay a ticket or request a trial throughout the duration of the emergency order, ultimately hindering Court Services ability to process matters and adding to the caseload of unprocessed tickets.

Simultaneously, the Chief Justice also issued orders that adjourned all court matters from March 16, 2020 until January 25, 2021. This resulted in the postponement of nearly 100,000 trial matters until 2021, at the earliest. As part of court recovery, the Chief Justice advised Provincial Offence Courts that non-trial matters could go ahead by audio hearings starting September 28, 2020 and that the resumption of remote trials could go forward as early as January 25, 2021, subject to local judicial approval and court readiness. In-person trials

would continue to be adjourned until the court schedule is approved by the Regional Senior Justice of the Peace and health and safety measures have been implemented.

Regrettably, Provincial Offences Court recovery was impeded by lack of timely Provincial direction concerning the resumption of services. While the Provincial objective may have been to support POA operations, the priority was on resumption of Criminal Court operations, resulting in changing timelines and direction. When this was coupled with the existing issue of limited judicial resources—which was intensified throughout the pandemic—Court Services was prevented from effectively responding to the growing POA Court backlog, which directly impacted public access to justice.

### **Closure of courts due to the pandemic resulted in a 50 per cent decrease in fine revenue and an increased pending caseload of over 100,000 court matters**

Extension of *Provincial Offences Act* timelines, along with the continued closure of trial court hearings significantly impacted the ability to process charges and to address pending caseload despite reopening Court Services' front counters on September 14, 2020 for essential administrative services. For example:

- A total of 103,434 charges were filed by enforcement officers—including 400 COVID-19 enforcement related charges—representing a 30 percent decrease from 2019.
- 23,401 charges (or 23 per cent of all charges filed) were marked as “Fail to Respond”. This means the defendant did not select one of the three options on the ticket: pay the fine; plead guilty before a Justice of the Peace; or file a trial request. Since timelines to respond to a ticket were extended throughout 2020, the ability to process Fail to Respond matters was pushed to 2021 has resulted in a significant pending caseload that requires judicial resources—which are not forthcoming—in order to move forward.
- Approximately 100,000 trial matters were impacted in 2020, including 49,000 trial requests. This has put additional pressure on courts that were already operating over maximum capacity prior to the pandemic.

Additionally, court revenue was impacted by operational instabilities such as the Chief Justice's order extending time to pay a fine to February 26, 2021. Total courts revenue for 2020 was \$11,956,394, about 50 per cent lower than 2019 revenue. As of December 2020, approximately 85,666 cases were in default totalling \$53 million. Defaults are considered deferred revenue as all outstanding fines are a debt to the Crown, owed in perpetuity and never forgiven.

### **Court Services 2020 accomplishments focused on resumption of in-person services, modernizing operations and improving access to justice**

In 2020, Court Services' main focus was responding to the COVID-19 pandemic and embracing opportunities to modernize York Region's courts through digital transformation of

services. Health and safety considerations, technology advancements and targeted campaigns were all key components to COVID-19 response initiatives. Even with the disruption to regular operations, Court Services continued to focus resources on priority projects that benefitted both York Region and stakeholders:

- Developed a comprehensive COVID-19 recovery framework including: a phased resumption plan for Court Services; a comprehensive communication plan to internal and external stakeholders; a Safe Space plan for in-person services ensuring the health and safety of staff and customers; and a training plan for staff on health and safety measures, mental wellbeing, and customer service during COVID-19.
- Reopened court and prosecution in-person front counter services. This included leading the coordination of front entrance protocols at the Newmarket and Richmond Hill courts and implementing modified customer journey processes under new health and safety measures that support active COVID-19 screening, occupancy standards, and compliance with face covering requirements. The new processes were further supported through installing self-serve kiosks and purchasing an online appointment solution for courts.
- In collaboration with Property Services, Court Services retrofitted all POA courtrooms and court public space in both Newmarket and Richmond Hill to comply with Regional and Ministry of the Attorney General health and safety requirements.
- In response to Bill 197 the *COVID-19 Economic Recovery Act, 2020*, Court Services assembled a Digital Transformation Team tasked with expanding court services to online or remote access. Some of the initiatives implemented throughout 2020 included acquiring and implementing a remote hearing solution for non-trial court proceedings to help reduce the pending caseload by providing a safe remote environment.
- Court Services' Reminder Notice letter campaign to defaulted offenders reminded them of their outstanding fine and encouraged them to address it. Of 6,212 letters sent, 702 resulted in payments totaling approximately \$200,000. This initiative was a proactive approach to addressing the default fine backlog, while reviving reduced revenue streams due to a pause in collections enforcement. A second round of this initiative was implemented in Q1 of 2021.
- In anticipation of York Region POA Courts resuming remotely in 2020, Prosecutions proactively reviewed approximately 57,000 matters awaiting trial. Where phone numbers or email addresses were available, prosecutors contacted defendants to resolve these matters so that defendants could plead guilty once Court resumed remotely. Through these efforts, approximately 3,000 matters were heard remotely in November and December 2020, which helped to reduce the pending caseload of charges to reschedule and improved revenue.

## **2020 Key Accomplishments**

- Transitioned the Newmarket Provincial Offences court location to 17150 Yonge Street in a timely and efficient manner while adapting to the remote work environment, transitioning to online services, and responding to the Emergency Orders
- In collaboration with York Region Transportation Services, Court Services processed charges and provided support in tracking Key Performance Indicators for the Automated Speed Enforcement Pilot intended to improve road safety, change driver behaviour, and promote safer communities.
- Court Services, along with York Regional Police, implemented a new Digital Evidence Management System (DEMS), which modernizes outdated processes for disclosure of evidence in media format (in-car camera and dashcam videos, photographs and 911 calls). The previous system required disclosure of media evidence to be provided in a physical disc format, whereas DEMS securely shares digital evidence/disclosure with prosecutors, courts and defendants, when requested. This transition has eliminated the backlog of approximately 6,000 disclosure requests that were outstanding as of April 1, 2020.
- Reviewed over 80,000 default case files to facilitate future collection activity to maximize recovery of revenue.
- Participated in the Bill 177 Working Group with Ministry staff and other Municipal Court Managers. As part of this working group, Regional staff provided recommendations to move parts of Bill 177 forward in support of POA courts recovery. Section 48.1(1) allowing for the use of certified evidence involving tickets was proclaimed into effect on December 14, 2020 and Prosecutions implemented process changes in response.

## **York Region 2021 key priorities will build on technology advancements to improve operational efficiencies and promote greater customer service**

In 2021, Court Services will continue to advocate for legislative and regulatory change to advance our objective to provide access to justice that is customer centred, timely, efficient, and fiscally responsible. Court Services will also explore opportunities to increase revenue collection and realize savings through the adoption of technological solutions.

### **2021 Priorities:**

- Continue to expand the remote hearing solution for court proceedings and related processes to reduce backlog and support health and safety precautions
- Leverage the Provincial Audit and Accountability Fund to support York Region's Courts Modernization Project which includes developing a Court Services Digital



Roadmap and a Regional Administrative Monetary Penalties System business model, which will drive efficiencies and improve service delivery

- Implement an online appointment management system for in-person and remote services, supporting York Region's customer-centric approach by providing efficient and timely access to justice
- Working alongside Property Services and other Corporate partners, execute the redesigned workspace project at the Richmond Hill court location to improve customer flow and available office space
- Provide training and wellness opportunities to help staff manage their health and well-being and focus on their continued development.

## **COUNCIL RESOLUTION**

### **Operational pressures that existed prior to the pandemic have become more pronounced and need to be met with legislative reforms to enable timely recovery of Provincial Offences Courts**

Court Services has long advocated for legislative reforms streamlining and modernizing POA Courts to support equitable and timely access to justice. Immediate regulatory and legislative changes are critical to delivering services to the public by putting in place the most modern, efficient, and effective justice system attainable. The resolution in Attachment 2 requests:

1. That the Attorney General halt proclamation of the Early Resolution reforms included in Bill 177 and take immediate action to streamline and modernize this section of the legislation. Under the proposed amendment, complex and redundant time periods and rules will be introduced which will delay court outcomes and cause multiple defendant appearances.
2. That the Attorney General Enact changes to the *Provincial Offences Act* and any related regulations to permit the prosecution and defence to agree, at any stage of a proceeding, to a resolution in writing. This will conserve court time and judicial resources for contested matters.
3. That the Minister of Transportation, in consultation with municipalities, consider temporarily suspending the imposition of demerit points for persons who pay their ticket in cases where they have no previous relevant convictions.

### **Proclamation of currently planned Bill 177 reforms to the Early Resolution process will prevent reasonable and effective access to court proceedings by creating a complex and lengthy process**

Early Resolution is an optional program Provincial Offences Courts can offer allowing defendants who opt to dispute their charges to request a meeting with a prosecutor to resolve the charges prior to a trial. Operational limitations resulted in York Region Court Services suspending this option in 2017. Prior to 2016, matters set for early resolution were

heard within the intake court, however, due to a province-wide shortage of Justices of the Peace, the Regional Senior Justice of the Peace directed these matters to be scheduled within the courtroom. York Region Court Services did not have the capacity to accommodate the roughly 30,000 early resolution matters into the court schedule therefore suspending this option on January 1, 2017.

Under the proposed Bill 177 amendment, when a defendant attends a meeting with the prosecutor, a successful resolution culminating in a recorded judicial outcome is inordinately delayed by a series of complicated rules and redundant time periods which will not be easily understood by the public and will accordingly hinder and not facilitate access to justice.

In order to achieve the stated goal, the Bill 177 provisions must be amended to facilitate prosecution/defendant resolution discussions and to allow the resolution to be implemented without the need for judicial involvement and redundant waiting periods. If the Ministry of the Attorney General were to make it more effective and efficient to administer Early Resolution proceedings, York Region Court Services would reconsider offering the Early Resolution option to defendants.

### **Legislative reforms would provide timely access to justice to millions of Ontarians accessing the system annually**

Provincial Offence Courts play an integral role in Ontario's Justice system with an average of 1.5 million matters heard in Provincial Offences Courts across the Province annually. POA Courts are the most frequently accessed courts by Ontarians while at the same time being the most overlooked and under resourced by the Province. Chronic under-allocation of judicial resources has resulted in increased scheduled and unscheduled court closures. Municipalities have no control over the availability of Judicial resources and are at the mercy of the province to allocate adequate resources.

These issues are not unique to York Region. The Municipal Court Managers Association of Ontario has elevated these issues and made requests to Provincial staff with limited response. There are many benefits to be realized Province-wide through streamlining and modernizing of the Provincial Offences Program. Reforms will reduce dependency on scarce judicial resources while enabling timely access to justice. Importantly, it will also allow municipalities to implement the technology to support an efficient process and expedite dispositions for defendants.

### **Temporarily suspending imposition of demerit points would result in fewer trial requests**

It is understood that defendants often request trials to seek resolutions that reduce demerit points. If demerit points were temporarily suspended for defendants with no previous relevant convictions who acknowledge guilt and pay their ticket, this could potentially reduce trial requests and accordingly alleviate pressures faced by trial courts. Pertinent details—such as the duration of the temporary initiative and which offences it would apply to, how to deal with multiple tickets, as well as eligibility criteria—could be determined by the Ministry of Transportation in consultation with municipalities.

## 5. Financial

There are no financial implications directly associated with this report. The performance measures set out in this report are reflected in the 2021 operating budget.

## 6. Local Impact

There is no local municipal impact directly associated with this report. The Region's Provincial Offences Courts provide court administration and prosecution related to municipal bylaw and parking matters for all nine local municipalities.

## 7. Conclusion

This annual report provides an overview of the activities and Provincial Offences Court services provided by York Region Court Services in 2020, and identifies key legislative amendment opportunities that York Region should continue to advocate for.

---

For more information on this report, please contact Lisa Brooks, Director Court Operations at 1-877-464-9675 ext. 73209. Accessible formats or communication supports are available upon request.



Recommended by:

**Dan Kuzmyk**  
Regional Solicitor



Approved for Submission:

**Bruce Macgregor**  
Chief Administrative Officer

May 28, 2021  
Attachments (2)  
eDocs #12583939



# ANNUAL REPORT

For the Year Ended December 31, 2020

**COURT SERVICES**  
905-898-0425  
1-877-331-3309  
[york.ca](http://york.ca)

  
**York Region**





## TABLE OF CONTENTS

Court Services Mandate .....	4
Organizational Chart .....	5
Message from Directors .....	6
Key Accomplishments .....	8
COVID-19 Impacts and Initiatives .....	9
Key Workload Drivers .....	10
Expenditure and Revenue Analysis .....	12
Introduction to the External Auditor's Report .....	13
Statement of Receipts and Expenses .....	14
Notes to the Financial Statement .....	15
Court Services: Priorities for 2021 .....	16



## COURT SERVICES MANDATE

### Court Services provides two distinct functions:

- Court Operations and Prosecution
- York Region operates the second largest Provincial Offences Act court program in Ontario

### Provides services to:

- Members of the public
- York Region's nine cities and towns
- Over 30 law enforcement and regulatory agencies
- Ministry of the Attorney General
- Judiciary

### Operates:

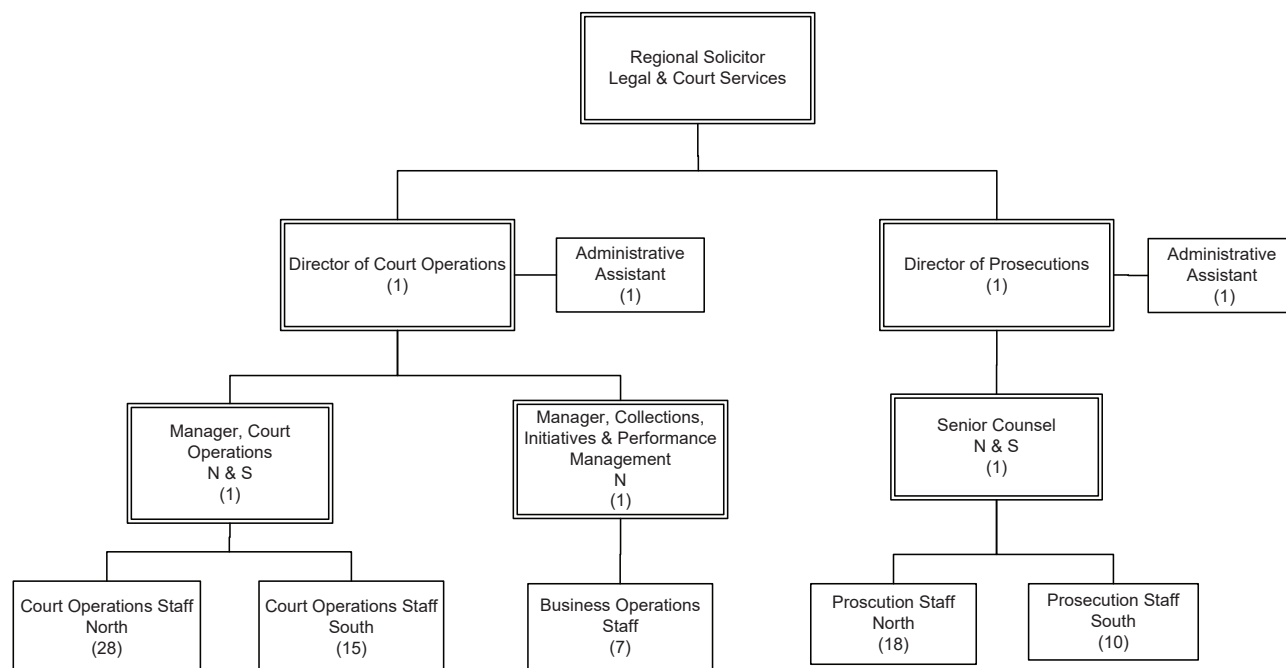
- 2 court locations in the Town of Newmarket and City of Richmond Hill
- 6 trial courtrooms\* (4 in Newmarket, 2 in Richmond Hill)
- 2 intake courtrooms\* (1 in Newmarket, 1 in Richmond Hill)

*\*As per approved court master plan*

We are committed to creating and fostering a progressive culture in Courts that strives to always be innovative, technologically advanced, inclusive, progressive and fiscally responsible and which upholds a sustainable justice model.



# ORGANIZATIONAL CHART



(85 FTE)

*\*As of December 31, 2020*

# MESSAGE FROM DIRECTOR OF COURT OPERATIONS LISA BROOKS

Providing timely, quality and cost-effective access to justice remains a top priority for York Region's Court Operations. Despite the impacts of the COVID-19 pandemic and subsequent court closures across Ontario in 2020, we continued making strides to uphold our mandate.

The Newmarket Court relocated to 17150 Yonge Street, a significant undertaking achieved efficiently and on time despite the challenges imposed by the pandemic. This exciting change and opportunity allows York Region Court Services to identify further operational efficiencies and improve the customer experience.

The impact of COVID-19 throughout 2020 necessitated the implementation of innovative technologies to improve service delivery and increase operational efficiencies. This led to the introduction of a number of key initiatives and implementation of a digital transformation plan identifying key requirements for supporting

courts recovery, accelerating the modernization of Court Services, the expansion of remote-video capabilities and the implementation of automated speed enforcement technology.

We recognize the important role our staff play in our objectives. Despite the challenges we experienced in 2020, staff persevered, learning new skills and training to support the use of new technologies. We maintained our focus on development through the training of staff in the integration of new digital technologies, providing opportunities for our staff to achieve a positive and safe working environment.

## MESSAGE FROM DIRECTOR OF PROSECUTIONS HANS SAAMEN

Prosecutions is responsible for a wide range of legal services including the prosecution of charges before the Ontario Court of Justice (OCJ) as well as appeals and judicial reviews in the OCJ, the Superior Court of Justice, the Court of Appeal for Ontario and the Supreme Court of Canada.

In 2020, Prosecutions faced the closure of courts and transitioned to work from home. New processes were developed including converting paper-based files to electronic files, providing staff with secure remote access. All disclosure was provided through electronic means, eliminating the backlog of disclosure requests. The new basket consent order process for appeals started on January 1, 2020, resulting in the ability to resolve approximately 50% of appeals without the need for the parties to appear in person. More than 50,000 files were reviewed and defendants and legal representatives were contacted to resolve charges. Through these efforts, more than 5,000 resolutions were

arranged in 2020 and scheduled for pleas in virtual courtrooms beginning in November. Various conferences and education programs allowed prosecution managers to train prosecutors and officers.

Moving into 2021, the focus will be transitioning to virtual hearings, working with enforcement agencies to improve the ability to receive and provide disclosure electronically and working toward completing the transfer of Part III prosecutions from the Province to the Region. We will continue advocacy for streamlining and modernization the Provincial Offences Act (POA), as well as legislative reforms to create more efficiencies related to automated speed enforcement and red-light cameras to free up court time.

## 2020 KEY ACCOMPLISHMENTS

### POA Court Process Improvement

Court Services in collaboration with the Judiciary, the Crown Attorney's Office, the Ministry of the Attorney General, the Ontario Paralegal Association and the York Region Law Association implemented the new consent order process for appeals. This allows for resolved appeals and applications to be completed over the counter without the need for the prosecutor and defendant to appear in court, saving court time for contested applications and appeals. This process is saving court time for contested applicants and appeals and reducing the time to wait for a hearing from eight months to less than four.

Court Services, along with York Regional Police, implemented a new Digital Evidence Management System (DEMS), which modernizes disclosure processes. The previous system required disclosure to be provided in a physical format, the new DEMS securely shares digital evidence/disclosure with crown prosecutors, courts and defendants.

In collaboration with York Regional Police, Court Services eliminated the backlog of approximately 6,000 disclosure requests and established a new process to process requests within 30 days.

### Ministry cooperation and resource-sharing initiatives:

Participated in the Administrative Monetary Penalty System (AMPS) Working Group with Ministry staff and affected stakeholders, to determine the feasibility of AMPS for specific *Highway Traffic Act* offences.

### Facilities improvements:

Transitioned the Newmarket Provincial Offences court location to 17150 Yonge Street, in a timely and efficient manner, reducing disruption in service and introducing modernized approaches to daily operations. The addition of two trial courtrooms and one intake courtroom increases capacity at the new location. York Region will work with local judiciary to incorporate the new resources into the future court masterplan.

### Information technology upgrades:

In collaboration with Transportation Services, Court Services provided support in tracking performance measures data related to the Automated Speed Enforcement (ASE) Pilot. Court Services will continue to process ASE related charges

for the duration of the pilot. The pilot will determine the capacity of York Region's Provincial Offences Court to process infractions, test technology capabilities and promote safer communities.

### Fine enforcement and collection initiatives:

York Region analyzed over 80,000 default case files to prepare for future collection activity. In addition, processes were implemented to support a consistent approach and key performance indicators were developed to support future decision making and audits. Monitoring and will be finalized in 2021.

### Legislative Analysis and Implementations:

When passed in 2017, Bill 177 *Stronger, Fairer Ontario Act* reformed the early resolution process transferred Part III prosecutions to municipalities, improved the collection of default fines and expanded the powers of the court clerk by amending the *Provincial Offences Act*.

Court Services participated in the Bill 177 Working Group with Ministry staff and other Municipal Court Managers providing recommendations to move portions of the bill forward to support Provincial Offences Court recovery.

Prosecutions analyzed the impact of proclaiming section 48.1 of the *Provincial Offences Act*, implemented the appropriate process changes and communicated this to the stakeholders who would be impacted by the legislative change.

This amendment will help Court Services recovery by reducing the number of charges to be withdrawn if the officer fails to attend the trial. Prosecutions will now discuss a resolution with the defence rather than withdrawing the charge. However, it will not change prosecutions requirement to have the officer notified to attend trial for most offences.

### Notable Precedent Setting Cases

Precedent setting cases refer to court decisions that are considered as authority for deciding subsequent cases involving identical or similar facts, or similar legal issues. Precedent requires courts to apply the law in the same manner to cases with the same facts. Precedent establishes guiding legal principles for participants of the justice system.

Prosecutions successfully argued several precedent setting cases:

*R v Nguyen* – Decision was upheld at the Ontario Court of Appeal case that the s. 11(b) 18-month presumptive ceiling for delay established by the Supreme Court of Canada in *R v. Jordan* applies to Provincial Offences Act proceedings.

*R v Irwin* – Decision was upheld at the Ontario Court of Appeal that a defendant cannot collaterally attack an Order issued by a building inspector under the *Building Code Act*.

*Regional Municipality of York v. 2575173 Ontario Inc.*

*o/a Wimpy's Dinner* - Established a precedent that if an officer certifies an offence notice was served on a corporate defendant and the Offence notice requesting a trial is filed, the court can be satisfied the corporate defendant was served and can convict the defendant if he or she fails to appear for trial.

## 2020 COVID-19 IMPACTS AND INITIATIVES

The emergency orders, while necessary for public safety, placed additional stress on York Region's Provincial Offences Courts. While enforcement activity continued throughout the pandemic, the means to handle these matters were effectively shut down without alternatives, increasing risk of extending the time to trial. With York Region courts already operating at maximum capacity, this was a significant challenge.

Prior to the pandemic, municipalities were calling on the Province to modernize court due to increasing times to trial, pressures on judicial resources and restrictive legislation preventing innovation. With the Ontario Court of Justice orders extending time limitations and the suspension of in-person proceedings, this created additional unanticipated pressures on the Provincial Offences court system. Without significant improvements, adequate judicial resources and a system promoting greater flexibility and innovation, municipalities are at a disadvantage to progress.

### Response and Recovery Framework

York Region courts developed a COVID-19 recovery framework including a resumption plan, communication plan for internal and external stakeholders and a safe space plan to support health and safety measures accompanied by a staff training plan focused on health and safety, mental wellbeing and customer service. The framework focuses on digital modernization and resumption of in-person services aligned with direction from the Ministry of the Attorney General, Recovery Secretariat and Public Health.

### Digital Modernization

A digital transformation plan identifies the technology requirements to support court recovery and accelerate the modernization of Court Services. Initiatives identified within the digital plan and implemented throughout 2020 include:

- Remote hearing solution for non-trial court proceedings with associate processes (i.e. virtual dockets) to help reduce the pending caseload by providing a safe remote environment
- Virtual processes supporting the vetting of court files and streamlining disclosure processes allowing for digital delivery of disclosure to counsel, agents and defendants

### Resuming In-Person Service

Reopened court and prosecution in-person front counter services including the coordination of front-entrance protocols at Newmarket (17150 Yonge Street) and Richmond Hill (50 High Tech Road) court locations. A modified customer journey process was created to comply with new health and safety measures supporting active COVID-19 screening, occupancy standards and upholding the mandatory mask requirement. The installation of self-serve kiosks and purchasing of an online appointment solution also supported the reopening. York Region Court Services also retrofitted all courtrooms and court public spaces allowing customers to access services unavailable online or when the customer does not have access to technology. Prior to the implementation of DEMS and in the absence of in-court First Appearances, Prosecutions implemented a curbside pickup process for disclosure of DVD's to legal representatives and contacted defendants with Motor Vehicle Collision (MVC) offences to provide disclosure electronically.

### Revenue Recovery:

Court Services ran a targeted Reminder Notice letter campaign to defaulted offenders. Offenders were sent a friendly reminder of their outstanding fine and encouraged to address it. More than 6,000 letters were mailed and 702 payments were received, totaling approximately \$200,000, addressing the backlog of defaulted fines and reviving reduced revenue streams. This will be repeated in Q1 of 2021.

## Review and Resolution of Matters:

In anticipation of York Region's Provincial Offences Court resuming remotely, Prosecutions proactively reviewed 57,000 matters awaiting trial. Where phone numbers and/or email addresses were available, prosecutors contacted defendants to resolve matters so defendants could plead guilty once Court resumed. This reduced the pending caseload of charges and bolstered revenue streams. More than 5,000 matters were resolved through acceptance of offers in 2020, with 3,031 of these matters being heard remotely in November and December 2020. In 2021, resolution letters will be mailed due to no phone number or email address being on file.

## KEY WORKLOAD DRIVERS

The following numbers reflect the disruption of service caused by the COVID-19 pandemic response. York Region will continue to report this data for transparency and to contribute to future post-pandemic analysis. While this data should not be considered the norm, it reflects the pressures experienced and showcases the need for greater provincial direction and assistance in the resumption of services.

### Total Charges Filed (by Agency) in 2020

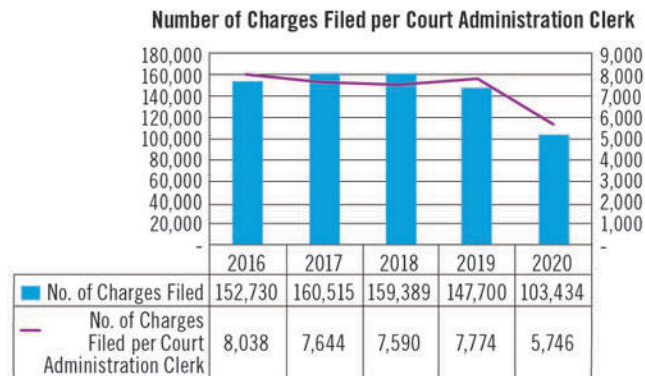
	Number of Charges	Percentage of Caseload
York Region Police	77,998	75.41%
Ministries and Other Agencies	11,410	11.03%
Ontario Provincial Police	9,038	8.74%
York Region	2,175	2.10%
Town of Aurora*	1,009	0.98%
City of Markham	462	0.45%
Town of East Gwillimbury*	336	0.32%
Town of Whitchurch-Stouffville*	298	0.29%
City of Vaughan	278	0.27%
Town of Richmond Hill	178	0.17%
Township of King*	133	0.13%
Town of Georgina	91	0.09%
Town of Newmarket	28	0.03%
<b>Total Charges Filed</b>	<b>103,434</b>	<b>100.00%</b>

\*These municipalities have not yet "opted in" under section 18.6(1)(a) of the *Provincial Offences Act*, meaning their Parking Tickets continue to be processed through the ICON computer system and are automatically included in the total number of charges filed. For other municipalities (those that have "opted in"), parking charges are not included in the statistics above. A pending caseload of 2020 parking violations for municipalities who have not opted in, is not represented in the table above as these will be processed through ICON in 2021.

In 2020, the total charges filed in York Region decreased slightly and can likely be attributed to provincewide stay-at-home orders, reduced daily commuting and less public and enforcement interaction. Of the charges filed, 399 are COVID-19 related charges.

Act Type	Number of Charges Filed
Certificate of Offence - Accidents (i.e. Motor Vehicle)	2,124
Accident Information	12
Federal Certificate of Offence	73
Federal Information	1
Certificate of Offence	91,662
Parking Infraction Notice	1,799
Information	7,763

The Provincial standard for number of charges filed per Court Administration Clerk is 5,000 to 6,000. A reduction greatly impacts the total number of charges filed per clerk. However, York Region met the Provincial standard. Court Services intends to seek innovative workload management strategies while continuing to maintain its high quality of work and customer service.





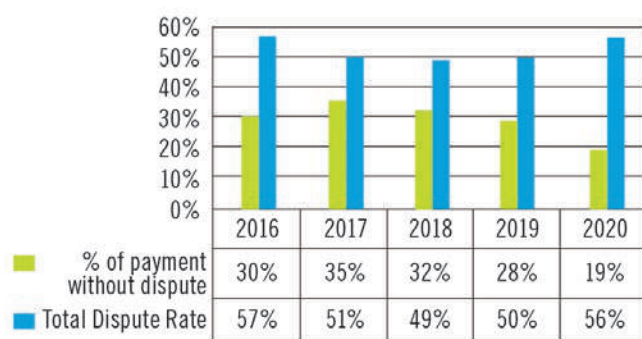
## Customer Service

York Region continues to provide in-person and telephone services to all court users at both court locations. There was a significant reduction in customer service numbers in 2020 compared to 2019. This is due to emergency orders extending timelines for defendants to respond to charges, the overall reduced number of charges filed with the court and the closure of front-counter operations from March to September 2020.

	Front Counter	Telephone	Total Customers Served
Newmarket Court Location	13,609	29,077	42,686
Richmond Hill Court Location	15,413	22,573	37,986
<b>Total</b>	<b>29,022</b>	<b>51,650</b>	<b>80,672</b>

## Dispute Rate

High dispute rates within York Region continue to put pressure on Court Services. While dispute rates have decreased since the suspension of the Early Resolution Program in 2017, half of the tickets issued within the Region were filed for trial. A notable jump in dispute rate from 2019 to 2020, is largely due to Option 2 - Walk-In Guilty, which provides defendants the opportunity to reduce a fine without going to trial, being unavailable for defendants in 2020. Without a remote process, defendants were only provided with payment or trial options.



Note: The remaining percentage of workload is Fail to Respond convictions

## Time to Disposition

All matters scheduled between March 2020 and December 2020 were adjourned by a Chief Justice of the Ontario Court of Justice order. Therefore, York Region will not be reporting on days to disposition in 2020 as the data is not an accurate representation and does not provide a statistically valid comparative. Over 59,600 matters were addressed in Trial Courts in 2020, only accounting for matters from January to March of 2020. Approximately 100,000 matters were impacted, including 49,000 trial requests received. This has put additional pressure on trial scheduling and limited judicial resources already operating at maximum capacity. York Region's limited judicial resources were further reduced as part of the provincial pandemic response and will remain at these levels throughout 2021.

Although Court Services is working to increase access to justice and making services more responsive, some of the court functions are within the purview of the Chief Justice. Court Services continues to work with judicial executives to find effective and efficient solutions to these challenges.

Appearance Room	Grand Total
R3 - Traffic and Municipal Parking and Bylaws	13,985
R4 - Part One Traffic Court	15,664
T1 - Part One Traffic Court	10,011
T2 - Ministry and Municipal Parking and Bylaw Court	4,409
T3 - Part Three Provincial Court	10,700
T4 - Part One Traffic Court	4,831
A1 - Part Three Provincial Court	3,717
A2 - Part One Traffic Court	9,136
A6 - Ministry and Municipal Parking and Bylaw Court	2,065
A7 - Part One Traffic Court	5,863
<b>Total Number of Matters on Trial Dockets</b>	<b>59,600</b>

\*\*R3 and R4 = Richmond Hill

T1 to T4 = Newmarket - old location (460 Davis Dr.)

A1, A2, A6, and A7 = Newmarket - new location (17150 Yonge St.)

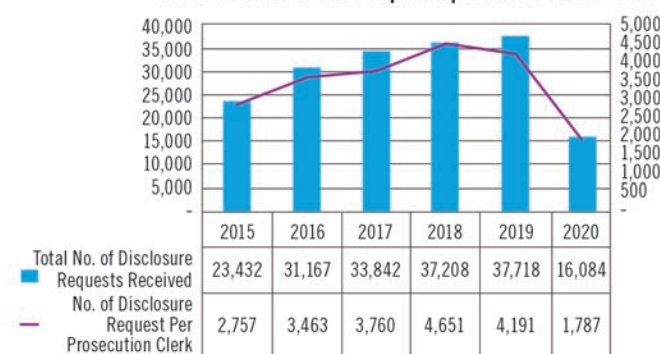


## Increasing Requests for Disclosure

In recent years, requests for disclosure have increased due to penalties for POA tickets becoming more severe. Due to increased fine amounts, demerit points and potential licence suspensions, an increasing number of defendants' resort to hiring legal representatives, who are required to request disclosure. Additionally, the increase in requests may be due to providing more accessible information to obtain disclosure. Since disclosure is free of charge and Court Services includes a disclosure request form with all notices of trial, more requests are submitted. Although streamlining the disclosure request process has resulted in a higher number of requests, it fulfils the prosecutor's duty of advising defendants of their right to disclosure, thus ensuring that every defendant's right to a fair trial is protected.

For pandemic-related reasons, requests for disclosure declined in 2020. This could be due to fewer charges filed, the court closure in March and no new trial notices being issued. However, Prosecutions did review over 57,000 charges and provided disclosure when required to reduce the backlog. This data is not captured in the disclosure requests received data since this was a proactive action.

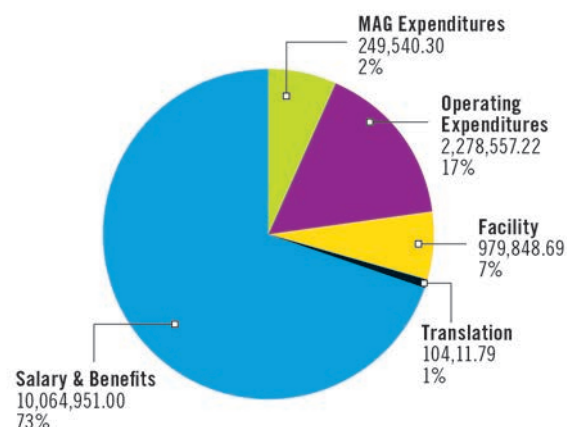
**Number of Disclosure Requests per Prosecution Clerk**



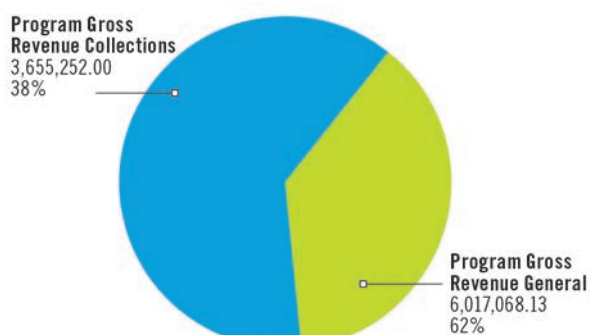
\*No provincial standards exist for the number of disclosure requests per prosecution clerk

## EXPENDITURE AND REVENUE ANALYSIS

**2020 Operating Budget by Expenditure Category**



**2020 Revenue Source<sup>1</sup>**



<sup>1</sup>2019 Revenue Source calculations include both internal and external collections efforts.

**Expenditure Salary and Benefits** - includes all staffing expenses related to Court Administration, Prosecution and Collections including permanent, casual and temporary staffing in addition to overtime and benefits.

**MAG Expenditures**- total cost of expenses paid to the Ministry of Attorney General includes Judicial and ICON related costs. Victim Fine Surcharge and Dedicated fines are not included.

**Operating Expenditures** - total cost of general operating expenses includes the purchase of charging documents, witness fees, general office supplies, postage expenses and other minor operating expenses.

**Facility** - total cost of facility expenses.

**Translation** - total is the cost of providing interpreter services to court users.

## 2020 AUDITORS REPORT

An independent audit of the consolidated financial statements of the Regional Municipality of York for the year ending December 31, 2020 was completed by KPMG International. Accordingly, the scope of the audit included information about the results of the Region's Provincial Offences Office presented in the notes of the consolidated financial statement.

### Excerpt from the Region's Audited Financial Statements

#### Provincial Offences Administration

The Region administers prosecutions and the collection of related fines and fees under the authority of the *Provincial Offences Act* ("POA"). The POA is a procedural law for administering and prosecuting Provincial Offences, including those committed under the *Highway Traffic Act*, *Compulsory*

*Automobile Insurance Act*, *Trespass to Property Act*, *Liquor License Act*, municipal by-laws and minor federal offences. Offenders may pay their fines at any court office in Ontario, at which time their receipt is recorded in the Integrated Courts Offences Network system ("ICON"). The Region recognizes fine revenue when the receipt of funds is recorded by ICON regardless of the location where payment is made.

Gross revenue is comprised primarily of fines levied under Part I, II and III (including delay penalties) for POA charges. The total revenue for 2020 amounts to \$11,956,394 (2019 - \$23,828,277) and the net surplus/(deficit) amounts to \$(4,203,175) (2019 - \$3,253,472). Balances arising from operations of POA offices are consolidated with these financial statements.



# The Regional Municipality of York

## Provincial Offences Office Statement of Receipts and Expenses

Year ended December 31, 2020

(Unaudited)

	Budget	2020	2019
<b>Revenue</b>			
Fines	\$ 21,049,204	\$ 11,541,676	\$ 23,398,247
Other Revenue	340,000	414,718	430,031
	21,389,204	11,956,394	23,828,278
<b>Expenses and Disbursements</b>			
Salaries and Benefits	10,333,921	10,064,951	9,888,567
General Administration	1,774,226	1,507,428	1,815,496
Progreem Related Services	1,711,753	540,572	1,668,610
Professional Services	895,463	470,201	852,321
Occupancy Expenses	1,096,270	979,737	976,212
Amortization	-	17,792	17,082
Asset Acquisitions	111,602	96,331	33,893
	15,923,235	13,677,012	15,252,181
Income before disbursements to Area Municipalities and Others	5,465,969	(1,720,618)	8,576,097
Disbursements to Area Municipalities and others	(5,496,790)	(2,482,558)	(5,322,625)
<b>Net Surplus (Deficit)</b>	(30,821)	<b>(4,203,176)</b>	3,253,472
<b>Contribution from Reserves</b>	530,446	<b>198,484</b>	93,793
<b>Contribution to Reserves</b>	(111,000)	<b>(111,000)</b>	(1,111,000)
<b>Net Surplus (Deficit) after Contribution to/from Reserves</b>	\$ 388,625	<b>\$ (4,115,692)</b>	\$ 2,236,265

**The Regional Municipality of York**  
**Notes to the Sinking Fund Financial Statements**  
December 31, 2020  
*(Unaudited)*

The Regional Municipality of York (the Region) administers prosecutions and the collection of related fines and fees under the authority of the Provincial Offences Act ("POA"). The POA is a procedural law for administering and prosecuting provincial offences, including those committed under the Highway Traffic Act, Compulsory Automobile Insurance Act, Trespass to Property Act, Liquor Licence Act, Municipal By-laws and minor federal offences. The POA governs all aspects of legal process from serving notice to a defendant, to conducting trials, including sentencing and appeals.

**1. Significant Accounting Policies**

The statement of financial activities for the Region's Provincial Offences Office is prepared by management in accordance with generally accepted accounting policies for local governments as recommended by the Public Sector Accounting Board of the Chartered Professional Accountants of Canada. Significant aspects of the accounting policies are as follows:

**(a) Revenue**

Revenues are accounted on cash basis. The revenues of the court office consist of fines levied under Parts I, II and III (including delay penalties) for POA charges filed at the courts located at 17150 Yonge St., Newmarket and 50 High Tech Road, Richmond Hill. Offenders may pay their fines at any court office in Ontario, at which time their receipt is recorded in the Integrated Courts Offences Network system ("ICON") operated by the Province of Ontario. The Region recognizes fine revenues when the receipt of funds is recorded by ICON regardless of the location where payment is made.

The Region also recognizes revenues that are collected on behalf of Area Municipalities and the Ministry of the Attorney General. These revenues include payments recovered with respect to local area municipal By-laws, Dedicated Fines related to various statutes, licence plate denial fees and the Province's portion of parking fees as well as the Victim Fine Surcharge.

Partial payments received for fines are automatically applied in the ICON system in the following order:

- Victim fine surcharge
- Fine
- Costs
- Administrative Fees
- Collection agency costs

**(b) Expenses**

Expenses are recorded on the accrual basis of accounting which recognizes expenses as they are incurred and measurable as a result of the receipt of goods or services and creation of a legal obligation to pay.

**(c) Use of Estimates**

The preparation of the financial statement in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of revenues and expenditures and disclosure of contingencies at the date of the financial statement and for the period being reported on. Actual results could vary from these estimates.

**(d) Reserve**

In 2015, a reserve was established to assist in planning and managing costs, which can vary significantly each year. The reserve will be funded through any net surplus in the prior year, after allocations, with an established upset limit.



## COURT SERVICES: PRIORITIES FOR 2021

### Performance Focused:

Continue POA streamlining and modernization efforts by onboarding MNP LLP to analyze the current legislative landscape and Court Services department to create a Digital Roadmap and Administrative Monetary Penalty System Business Model.

- The Digital Roadmap will identify strategic priorities and provide guidance to transform the current Court Operation systems and platforms to be accessible, efficient, and scalable and therefore meet public expectations for service excellence
- The Administrative Monetary Penalty System Business Model will help to address the pending caseload, better utilize resources, improve access to justice and customer experience, and further drive efficiencies through the automation and digitization of processes

### Customer Services:

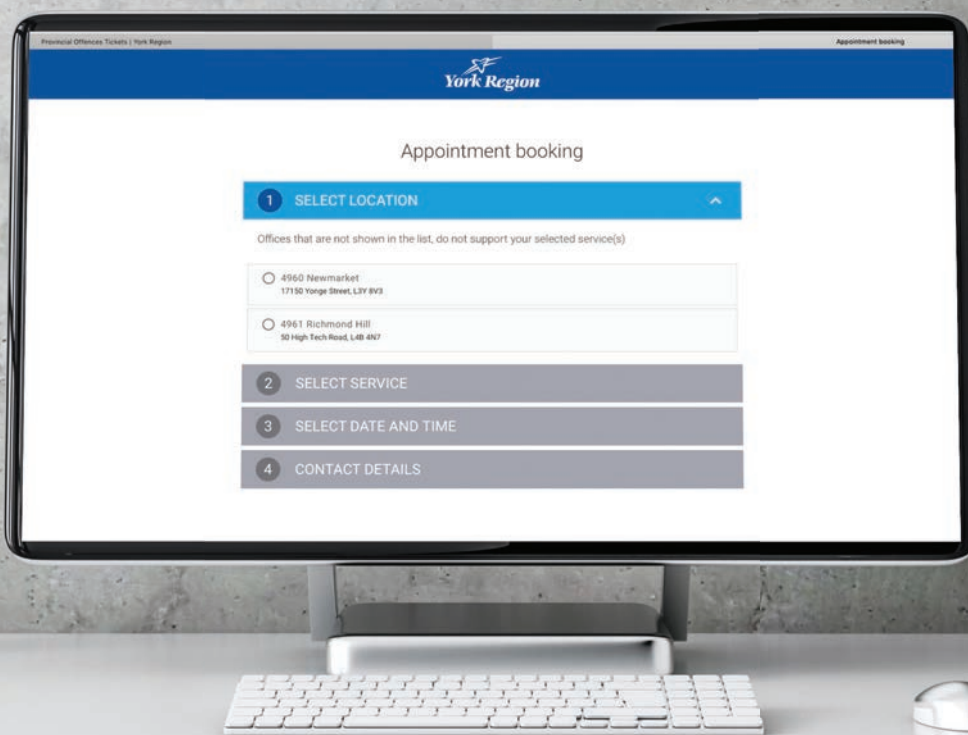
Onboard an appointment booking system, to establish a front-line customer service model that supports York Region's customer centric approach by providing efficient and timely access to justice.

Work with the Ministry and other impacted stakeholders to prepare for and respond to the resumption of Provincial Offence Act timelines.

### Process Improvement:

Continue participation in the Part III Transfer Working Group to finalize amending agreements to the Memorandum of Understanding and Local Side Agreements to implement the transfer of Part III prosecutions.

Analyze and implement process improvement opportunities made in the *Provincial Offences Act* as a result of the proclamation of *Bill 177, Stronger, Fairer Ontario Act (Budget Measures)*, 2017.



#### Training and Development:

Provide training and wellness opportunities to help staff manage their health and well-being, while equipping staff with tools and resources that focus on their continued development.

Ongoing training on enhanced and new technology and change management to support staff through York Region's digital transformation of Court Services, including the transition to remote hearings and appointment-based services.

#### Technology:

Continue to expand the remote hearing solution for non-trial and trial court proceedings and the related processes to reduce pending caseload and ensure health and safety precautions are followed.

Continue to process charges and analyze data for the Automated Speed Enforcement Pilot.

#### Capital Improvements:

Working alongside Property Services and other Corporate partners, execute the redesign workspace project at the Richmond Hill court location to improve customer flow and available office space for employees.





RESOLUTION OF THE REGIONAL MUNICIPALITY OF YORK

---

Subject: Date: Moved by: Seconded by: 

---

1. Whereas the impacts of COVID-19 on municipally administered Provincial Offences Court have resulted in a higher volume of pending *Provincial Offence Act* trial matters.
2. Whereas immediate regulatory and legislative changes are critical to delivering services to the public by putting in place the most modern, efficient, and effective justice system attainable.
3. Whereas the proposed Early Resolution reforms in Bill 177 *Stronger, Fairer Ontario Act (Budget Measures) 2017* do not fully support the objectives of the Ministry of the Attorney General pertaining to creating a modernized and efficient justice system.
4. Therefore, Be it Resolved, that Council requests the Attorney General of Ontario to halt the proclamation of the Early Resolution reforms included in Bill 177 *Stronger Fairer Ontario Act (Budget Measures), 2017* and take immediate action to streamline and modernize this section of the legislation by making it easier and more convenient for the public and prosecutors to engage in resolution discussions and by making it more effective and efficient to administer early resolution proceedings for Part I and Part II offences in the Provincial Offences Court.
5. And furthermore, that Council requests the Attorney General of Ontario to enact changes to the *Provincial Offences Act* and any related regulations to permit the prosecutor and defendant or legal representative to agree, at any stage of a proceeding, to a resolution in writing for proceedings commenced under Part I or Part II of the *Provincial Offences Act* and to permit the Clerk of the Court to register the court outcome immediately upon receipt of the written agreement without requiring an appearance before a justice of the peace.

## **ATTACHMENT 2**

6. And furthermore, that Council requests the Ministry of Transportation in consultation with Municipalities give consideration to suspending (temporarily) the imposition of demerit points for persons who pay their ticket in cases where they have no previous relevant convictions.

Gem Sewing, Gayle McNaughton  
12 Whitewood Ave East  
New Liskeard, ON  
POJ 1P0

June 4, 2021

City of Temiskaming Shores  
Mitch Lafreniere  
325 Farr Drive,  
Haileybury, ON  
POJ 1P0

Dear Council & Manager of Transportation Services:


Re: road closure of Whitewood Ave East

To the council – I am a business owner of Gem Sewing and I would like to have a tailgate Vendor Sale which would entail closing the street that our store is on. I would like to have a barricade put up at the light; east of the CITI Financial & Royal Bank and also at the Stop Sign towards the curling club. The date that I would like this done is for Saturday August 28, 2021 starting at 8:00am to 3:00pm.

To explain a tailgate vendor sale which we experienced in Brockville, is that the invited vendors would back up to the curb and lift their back hatch/tailgate and put a table/tent at the back of their vehicle, and sell their items. Example: Jennifer Paiement from thirty-one, Sarah Garber from Sarah's sweets, Petals would bring flowers and so on. This is a free event for the vendor to be completely responsible for all of their set up & take down.

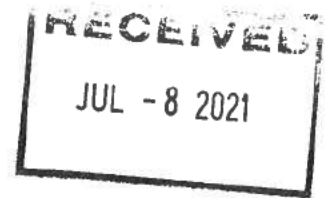
This would not effect other businesses on the street as they are closed on Saturdays.

Please let me know your decision as soon as possible as there is quite a bit to plan. This is not a BIA event; strictly personal. I can be reached by calling my cell 705-622-3723 if you require further information.

Sincerely,  
Gayle McNaughton  
Gem Sewing  


Le 8 juillet 2021

Membres du Conseil municipal  
Ville de Temiskaming Shores, ON



**Objet : Services de transport en commun municipaux**

Monsieur, madame,

L'autobus de ville passe sur la rue Meridian près du cimetière catholique de Haileybury tous les trente minutes.

Cette rue est dépourvue de trottoir et nous sommes inquiets pour la sécurité des gens qui marchent et qui circulent en triporteur. Lors de funérailles, les gens qui y assistent doivent stationner sur les deux cotés de la rue par manque de stationnement. Par le fait même, la rue devient encombrée et trop étroite pour qu'un autobus y circule.

A cause de la Covid 19, la plupart des enterrements ont été reportés mais il est évident qu'ils débiteront dans les prochaines semaines et notre liste est très longue.

C'est pourquoi nous vous demandons de rediriger le circuit d'autobus vers une autre artère.

Il serait très apprécié que vous discutiez de ce point à votre prochaine réunion.

Je vous remercie à l'avance et espère que nos suggestions seront retenues et vous aident dans votre décision.

Thérèse Benoit  
Secrétaire pour le cimetière catholique de Haileybury



Richard Benoit Président

A handwritten signature in cursive script, appearing to read "Richard Benoit".

Roger Robinson Vice-président

A handwritten signature in cursive script, appearing to read "Roger Robinson".

**Solicitor General**

Office of the Solicitor General

25 Grosvenor Street, 18<sup>th</sup> Floor  
Toronto ON M7A 1Y6  
Tel: 416 326-5000  
Toll Free: 1-866-517-0571  
SOLGEN.Correspondence@ontario.ca

**Solliciteur général**

Bureau du solliciteur général

25, rue Grosvenor, 18<sup>e</sup> étage  
Toronto ON M7A 1Y6  
Tél. : 416 326-5000  
Sans frais : 1-866-517-0571  
SOLGEN.Correspondence@ontario.ca



132-2021-2894

**By email**

July 8, 2021

Dear Heads of Council:

With warmer weather underway, it is important to ensure pets across the province remain safe, cool and comfortable. The Ontario government is strongly urging everyone to take the necessary precautions to keep their pets safe and protected during the hot summer months including making sure that pets are not left unattended in a vehicle.

Temperatures inside a vehicle can quickly become much hotter than the temperature outside. The most dramatic rise in temperature occurs within the first 10 minutes that a vehicle is idle. Even at an outdoor temperature of only 25°C, the inside temperature of a car can reach 34°C in as little as 10 minutes and up to 50°C by the time an hour has passed. Pets can be put at risk of serious illness and possibly death as a result of being left in a vehicle during hot weather. If an individual sees an animal in a hot car in distress and is concerned the animal's life is in danger, they should call 911 immediately as it is an emergency. Members of the public are not encouraged to enter a vehicle in these situations.

Pursuant to the *Provincial Animal Welfare Services Act, 2019*, police officers, First Nations Constables, and animal welfare inspectors may enter motor vehicles to remove animals in critical distress. Police officers commonly provide primary response to 911 calls for service across the province related to animals left in motor vehicles.

In addition, the *Fire Protection and Prevention Act, 1997*, provides authority for firefighters to enter motor vehicles to rescue and remove animals in distress, noting that municipal councils set the levels of fire protection services which may include the rescue of animals in motor vehicles.

To support firefighters in exercising this rescue function, the Ministry of the Solicitor General, through the Office of the Fire Marshal, has issued the attached Fire Marshal's Communiqué which provides information about a new, voluntary training e-module available to firefighters. This additional resource may assist fire services to effectively respond to animals left in hot or cold motor vehicles to best safeguard animal welfare.

Where appropriate, municipal councils, through their fire departments, may wish to work with and share this information with local communications and dispatch personnel to support effective dispatch of 911 calls for service related to animals left in hot or cold motor vehicles.

I appreciate your continued partnership to help protect animals in Ontario.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sylvia Jones', with a stylized, cursive script.

Sylvia Jones  
Solicitor General

Enclosure

c: Chief Administrative Officers  
Municipal Clerks

# COMMUNIQUÉ

du commissaire des incendies

July 8, 2021

No. 2021-06

## Responding to Animals Left in Motor Vehicles Training E-Module

Ontario's [Provincial Animal Welfare Services Act, 2019](#) (PAWS Act) came into effect on January 1, 2020 and allows police, First Nations constables and provincial animal welfare inspectors to enter motor vehicles to remove animals in critical distress. In accordance with the [Fire Protection and Prevention Act, 1997](#) (FPPA), municipal councils set the levels of fire protection services which may include the rescue of animals in motor vehicles. The FPPA provides authority for firefighters to enter motor vehicles to rescue and remove animals in distress.

To support firefighters in exercising this rescue function, the Ministry of the Solicitor General has developed a new voluntary, training e-module for fire services on responding to animals left in motor vehicles. The training e-module is available at the following link: <https://ofc.cerps.ca/mod/scorm/view.php?id=47233>. If prompted, users should log in as a guest.

The module includes information related to:

- The risks of an animal being left in a motor vehicle, and where the ministry directs the public to report these incidents;
- Authorities and protections under the FPPA related to rescuing animals left in motor vehicles;
- How to assess whether an animal in a motor vehicle is in distress, guidance on handling of the animal and immediate steps that can be taken to relieve the animal's distress; and,
- Who to contact when an animal has been removed from a motor vehicle.

In addition to this Communiqué, a letter is being sent to municipal councils and a copy of this Communiqué is attached to that letter.

For further information, please contact your local Fire Protection Adviser.





## **Minutes**

**April 12, 2021**

**7:00 P.M. Zoom Meeting**

---

**Present:** Penny Durrant, Jeff Laferriere, James Frank, Sharren Reil and visitors Suzanne Othmer and Rhianna Pinkerton

**Regrets:** Pascale Payette

---

**1.0 CALL TO ORDER:** 7:03 p.m.

**2.0 ROLL CALL:** See above

**3.0 APPROVAL OF AGENDA:**

Jeff motioned to approve the agenda as presented, seconded by Penny. **Motion carried.**

**4.0 DISCLOSURE OF PEUNIARY INEREST OF GENERAL NATURE:** None

**5.0 APPROVAL OF MNUTES FOR March 15, 2021**

Jeff motioned to approve the minutes, seconded by Penny. **Motion carried.**

**6.0 COORDINATORS REPORT:** Given verbally. Updated the board on how busy and backed up carpenters are but that I had sent the updated and stamped blueprints out to possible candidates.

**7.0 BUSINESS FORWARD: BUMP-OUT UPDATE:**

Waiting to hear back from carpenters. Finalized the plans with the engineering company and resent the stamped blueprints out. We need to know that wood costs have gone up some 180 % in the last year.

**7.1 HIGHWAY SIGNAGE INVOICE UPDATE:**

I had contacted Zolan with James's concern that the city may own one of the signs and he said he would look at the contracts and get back to the BIA. I have not been able to reach him since. We will not pay the invoice until the contracts are checked.

**7.2 COVID RECOVERY PROJECT UPDATE:**

The deadline has been extended until June 15<sup>th</sup>.

**7.3 BOARD RECRUITMENT:**

The newsletter will advertise for new members. Sharren will reach out to possible interested individuals.

**8.0 NEW BUSINESS: OBIAA CONFERENCE:**

Sharren cannot attend this year due to staff already booked off at the library. Penny may be interested. Sharren will forward all the OBIAA information to the board members.

#### **8.1 VILLAGE NOEL:**

Sharren brought forward the request from the organizing committee that the BIA cover the cost of the sleigh or wagon ride. Penny requested that we know the route before we agree. Sharren will contact them for clarification. The board would like to see a committee formed to represent the downtown businesses and Sharren will approach possible volunteers.

#### **8.2 ACTIVE TRANSPORTATION PLAN REQUEST:**

Sharren will participate in a one-hour virtual interview on behalf of the BIA

**9.0 ADJOURNMENT AND NEXT MEETING:** Adjournment at 7:42. Motion to adjourn by Penny. Next meeting is set for May 10, 2021 at 7:00.





## **Minutes**

**May 10, 2021**

**7:00 P.M. Zoom Meeting**

---

**Present:** Penny Durrant, Jeff Laferriere, James Frank, Sharren Reil and visitors Christine Benn, Mathew Larose, Andre Brock

**Regrets:** Patrick Corneil

---

**1.0 CALL TO ORDER:** 7:03 p.m.

**2.0 ROLL CALL:** See above

**3.0 APPROVAL OF AGENDA:**

Penny motioned to approve the agenda as presented with one addition-the addition of 6.1 Andre Brock, the COVID Recovery Coordinator Update, seconded by Jeff. **Motion carried.**

**4.0 DISCLOSURE OF PEUNIARY INEREST OF GENERAL NATURE:**

Penny stated that one of the contractors often grabbed lunch at Penny's, so she knew him in that sense. Sharren knows the business partner of one of the contractors, but they are not friends.

**5.0 APPROVAL OF MINUTES FOR April 12, 2021**

Jeff motioned to approve the minutes, seconded by Penny. **Motion carried.**

**6.0 COORDINATORS REPORT:** Given verbally.

**6.1 SOUTH TEMISKAMING COVID RECOVERY PROJECT UPDATE:**

Andre Brock, the Coordinator, is working out of the Chamber office and this program is in partnership with the City of Temiskaming Shores, NLBIA, and the TSACC. He updated the board on COVID-19 recovery money that is available to local businesses, and he has been meeting with many of our members. Andre can reach out to restaurants here that are interested in the bump-outs to discuss recovery incentives that may assist them in pursuing a patio. Sharren will put information in our next newsletter with his contact information.

**7.0 BUSINESS FORWARD: BUMP-OUT UPDATE:**

Sharren is to contact the three contractors and inquire about the timeline-can build three in three or four weeks. Sharren will also continue to reach out to the restaurants to finalize who is interested in the bump-outs. We will have to discuss which quote to take when all the information is in. Sharren and Penny will meet to discuss policy regarding the use of the bump-outs.

**7.1 HIGHWAY SIGNAGE INVOICE UPDATE:**

Sharren contacted Zolan and requested that he check the contracts on the billboards to make sure that the city did not own one of the signs. She has not heard back at this point.

**7.2 BOARD RECRUITMENT:** The newsletter seems to be a good way to advertise for interest as we have three visitors tonight and a regret from another interested individual.

**8.0 NEW BUSINESS: COMMITTEE FOR VILLAGE NOEL:**

Sharren has been reaching out to BIA members to sit on a committee which will coordinate the BIA holiday activities, and liaison with Village Noel to get some of their attendees downtown. So far Rhiannah Pinkerton and Michele Lamoureux have said they would be interested. Suzanne Othmer may be interested. Sharren will include a call for interest in the next newsletter.

**8.1 CHAMBER OF COMMERCE BOARD POSITION:**

Because the boards of the Chamber and the BIA share many similar interests and target groups, it has been raised that perhaps we should consider attending each others' meetings in the role of a guest. A discussion followed and the board has offered to let Andre audit our meetings as a guest and Penny may consider doing the same with the Chambers board.

**9.0 ADJOURNMENT AND NEXT MEETING:** Adjournment at 8:01 Motion to adjourn by Jeff. Next meeting is set for June 7, 2021, at 7:00.



## **Minutes**

**May 13, 2021**

### **Emergency meeting to pass a motion to hire a contractor – Zoom Meeting**

---

**Present:** Penny Durrant, Jeff Laferriere, James Frank, Sharren Reil

**Regrets:**

---

- 1.0 CALL TO ORDER:** unsure of time
- 2.0 ROLL CALL:** See above
- 3.0 APPROVAL OF AGENDA:** No agenda

**4.0 MOTION TO HIRE A CONTRACTOR TO BUILD THE BUMP-OUTS:**

Sharren updated the members on which contractors could build the three bump-outs in less than a month. The board decided to take the lowest quote from the four submitted. The board moves to hire Paul Sauve to build three bump-outs, according to the blueprints provided, for the quoted price of \$2,300.00. It is noted that wood prices are rising daily, and the quote may have to rise by that percentage. Motion moved by Jeff and seconded by Penny. **Motion carried.**



## Minutes

**June 7, 2021**

**7:00 P.M. Zoom Meeting**

---

**Present:** Penny Durrant, Jeff Laferriere, James Frank, Sharren Reil and visitors Andre Brock, Olivia and Liz Vandermeer.

**Regrets:**

---

**1.0 CALL TO ORDER:** 7:05 p.m.

**2.0 ROLL CALL:** See above

**3.0 APPROVAL OF AGENDA:**

Jeff motioned to approve the agenda as presented with two additions-the addition of 5.0 Minutes of May 13 and 5.1- Motion to remove Pascale Payette from the board, seconded by Penny.  
**Motion carried.**

**4.0 DISCLOSURE OF PEUNIARY INEREST OF GENERAL NATURE:**

None

**5.0 APPROVAL OF MNUTES FOR May 10 and May 13, 2021**

Jeff motioned to approve the minutes, seconded by Penny. **Motion carried.**

**5.1 MOTION TO REMOVE PASCALE PAYETTE FOR NONATTENDANCE FOR ALMOST A YEAR FROM THE BIA BOARD:** Penny motioned, and Jeff seconded. **Motion carried.**

**6.0 COORDINATORS REPORT:** Given verbally. Sharren will be moving back to the BIA office next week and will keep the regular office hours of 10:00-12:00 and 1:00-5:00. Everything else is covered under the bump-out update.

**7.0 BUSINESS FORWARD: BUMP-OUT UPDATE:**

Sharren and Penny met to write up an agreement for the businesses that will be utilizing the bump-outs this year. Sharren will take the agreement to both the Pantry and Liv and Gracie's to be signed. Both Penny and Olivia have their applications in to the City. James and Andre have been meeting with the business owners to finalize size and installation details. The city will move the two bump-outs from the contractors work yard to downtown and will install them either on the 11<sup>th</sup> or the 13<sup>th</sup>. We are going to need aluminum plates running along the sidewalk side and James has ordered them.

**7.1 HIGHWAY SIGNAGE INVOICE UPDATE:**

Sharren has two invoices from Zolan regarding the highway signage and can't reach him to clarify which one is correct. Sharren will contact Northern Signs for clarification.



**7.2 BOARD RECRUITMENT:** Three individuals were to attend tonight's meeting and put their names forward, but none seem to have made it. Sharren will follow-up and we will continue to mention recruitment in the monthly newsletter.

**8.0 NEW BUSINESS:** Paul Sauve, the buider of the bump-outs, contacted me and asked if he could be paid for one of the bump-outs now. The board said he could submit one invoice now if he wanted to.

**9.0 ADJOURNMENT AND NEXT MEETING:** Adjournment at 8:10 Motion to adjourn by Jeff. Next meeting is set for June 28, 2021, at 7:00.

## Agreement for Patio Sidewalk Use

- 1) Terms of agreement with the New Liskeard BIA, The City of Temiskaming Shores, The Temiskaming Health Unit and Ontario Public Health must be followed. Failure will result in Sidewalk removal and may be cause for future refusal.
- 2) The Patio and Sidewalk must be maintained in a tidy fashion. Garbage must be emptied daily. Signage shall be neat and well secured. Items on the patio will be secured from wind and weather.
- 3) Businesses that have been granted a patio Sidewalk will be given a renewal option at the end of the season. If declined, the Sidewalk will become available for another business. Requests for following years will be considered with new applicants.
- 4) The borrower is fully responsible for all fees due for operation.
- 5) No modifications are permitted to the Sidewalk structure.
- 6) Signage and decoration may be secured to the Sidewalk provided it can be done safely and without damage or interference with traffic.

Sidewalks will be lent to businesses based on the following:

- 1) Date of request. Applicants will be evaluated every two weeks to allow for delivery of requests.
- 2) Past history of Sidewalk use.
- 3) Traffic flow and safety
- 4) City infrastructure ie: alleys, hydrants, laneways, bus stops)

**The Corporation of the City of Temiskaming Shores  
Committee of Adjustment**

**Meeting Minutes**

May 26, 2021

---

**Present:** Chair: Carman Kidd  
Members: Dan Dawson; Florent Heroux; Suzanne Othmer; Voula Zafiris

**Also Present:** Jennifer Pye, Planner and Secretary-Treasurer  
Matt Bahm, Director of Recreation Services

**Public:** Bill Ramsay, Applicant B-2021-02

---

**1. Opening of Meeting**

*Resolution No. 2021-01*

Moved By: Dan Dawson

Seconded By: Suzanne Othmer

Be it resolved that the Committee of Adjustment meeting be opened at 1:30 p.m.

**Carried**

**2. Adoption of Agenda**

*Resolution No. 2021-02*

Moved By: Florent Heroux

Seconded By: Voula Zafiris

Be it resolved that the Committee of Adjustment adopts the agenda as printed.

**Carried**

**3. Declaration of Pecuniary Interest**

None

**4. Adoption of Minutes**

*Resolution No. 2021-03*

Moved By: Dan Dawson

Seconded By: Suzanne Othmer

Be it resolved that the Committee of Adjustment for the City of Temiskaming Shores hereby approves the minutes of the November 25, 2020 Committee of Adjustment Meeting as printed.

**Carried**

**5. Public Hearings**

Chair Carman Kidd advised that this afternoon a public hearing is scheduled for one minor variance application and two consent to sever applications.

The Planning Act requires that a public hearing be held before the Committee of Adjustment decides whether to approve such applications. The public hearing serves two purposes: first, to present to the Committee and the public the details and background to the proposed application and second, to receive comments from the public and agencies before a decision is made.

**5.1 Minor Variance Application A-2021-01 – The Corporation of the City of Temiskaming Shores**

The Chair declared the public hearing for Minor Variance Application A-2021-01 to be open.

**The Corporation of the City of Temiskaming Shores  
Committee of Adjustment**

**Meeting Minutes**

May 26, 2021

---

The Chair asked the Planner, Jennifer Pye, to summarize the proposal, provide any additional information that may be relevant and summarize any correspondence received to date regarding this application.

**Subject land:** 75 Wellington Street South, locally known as the Don Shepherdson Memorial Arena; Plan M-22NB Lots 30 to 47 Lots 27 to 40 Parcel 20419SST.

**Purpose of the application:** The applicant is seeking relief from the following requirements of the City of Temiskaming Shores Zoning By-law 2017-154:

Provision	Zoning By-law	Subject Property
Section 10.3 – Zone Requirements for Other Zones – Open Space (OS) Zone – Minimum exterior side yard (along Wellington Street South)	10m	1.7m

The City is proposing to construct a 3.048m x 4.8788m (10' x 16') vestibule in front of the existing main entrance doors to the arena building in order to improve access to the building for persons with disabilities.

**Statutory Public Notice:** The application was received on May 10, 2021 and was circulated to City staff. Notice of the complete application and the public hearing was advertised in the Temiskaming Speaker beginning on May 12, 2021 in accordance with the statutory notice requirements of the Planning Act. Notice of the application was also mailed to property owners within 60m of the subject land.

Jennifer Pye reviewed the planning report and advised that the application is consistent with the Provincial Policy Statement (2014), and meets the general intent and purpose of the City of Temiskaming Shores Official Plan and City of Temiskaming Shores Zoning By-law, and recommended that the Committee approve the application.

The Committee considered and adopted the following resolution:

**Resolution No. 2021-04**

Moved By: Dan Dawson

Seconded By: Suzanne Othmer

**Whereas** the Committee of Adjustment for the City of Temiskaming Shores has considered Minor Variance Application A-2021-01 as submitted by the Corporation of the City of Temiskaming Shores for the following lands: 75 Wellington Street South, locally known as the Don Shepherdson Memorial Arena; Plan M-22NB Lots 30 to 47 Lots 27 to 40 Parcel 20419SST.

**And whereas** the applicant is requesting relief from the following section of the City of Temiskaming Shores Zoning By-law 2017-154:

- 1) Section 10.4, Table 10.3 – Open Space Recreation Zone Requirements – Minimum Exterior Side Yard – Minimum Exterior Side Yard is 10m. The applicant is requesting 1.7m

**And whereas** the Committee of Adjustment for the City of Temiskaming Shores has received the planning report dated May 18, 2020 and has considered the recommendations therein;

**The Corporation of the City of Temiskaming Shores  
Committee of Adjustment**

**Meeting Minutes**

May 26, 2021

---

**Be it resolved that** the Committee of Adjustment for the City of Temiskaming Shores hereby approves Minor Variance Application A-2021-01.

**Further be it resolved that** the following variance be granted:

That the Committee of Adjustment grant relief from Section 10.4 of Zoning By-law 2017-154 to allow a minimum exterior side yard of 1.7m.

**Subject to the following conditions:**

- 1) That this approval applies only to the vestibule as proposed in this application.

**For the following reasons:**

In the opinion of the Committee:

1. The variance maintains the general intent and purpose of the City of Temiskaming Shores Official Plan;
2. The variance maintains the general intent and purpose of the City of Temiskaming Shores Zoning By-law;
3. The variance is desirable for the appropriate development or use of the land, building, or structure;
4. The variance is minor.

**Carried**

**5.2 Consent Application B-2021-01 – Daniel Paquette on behalf of Chantal Pellerin, Plan M54NB Lot 98 Parcel 2281NND**

The Chair declared the public hearing for Consent to Sever Application B-2021-01 to be open.

The Chair asked the Planner, Jennifer Pye, to summarize the proposal, provide any additional information that may be relevant and summarize any correspondence received to date regarding this application.

**Subject land:** Between 702 and 712 Rorke Avenue; Plan M54NB Lot 98 Parcel 2281NND

**Purpose of the application:** The applicant is proposing to sever the north half of the lot to serve as a lot addition to his adjacent residential property at 712 Rorke Avenue. Both the proposed severed and retained lands are 7.62m (25') wide along Rorke Avenue and 30.48m (100') deep, with an area of 464.5m<sup>2</sup> (2,500 sq.ft). Residential driveways/parking areas have already been constructed by each respective property owner on both the severed and retained lands, and the applicant is requesting ownership of the portion on which his driveway is located.

**Statutory Public Notice:** The application was received on May 7, 2021 and was circulated to City staff. Notice of the complete application and public hearing was advertised in the Temiskaming Speaker on May 12, 2021 in accordance with the requirements of the Planning Act. Notice was also mailed to property owners within 60m of the subject land.

Jennifer Pye reviewed the planning report and advised that the application is consistent with the Provincial Policy Statement (2014), and meets the general intent and purpose of the City of Temiskaming Shores Official Plan and City of Temiskaming Shores Zoning By-law, and recommended that the Committee approve the application.

The Committee considered and adopted the following resolution:

**The Corporation of the City of Temiskaming Shores  
Committee of Adjustment**

**Meeting Minutes**

May 26, 2021

---

Resolution No. 2021-05

Moved By: Voula Zafiris

Seconded By: Dan Dawson

**Whereas** the Committee of Adjustment for the City of Temiskaming Shores has considered Consent Application B-2021-01 as submitted by Daniel Paquette on behalf of Chantal Pellerin for the following lands: Between 702 and 712 Rorke Avenue; Plan M54NB Lot 98 Parcel 2281NND;

**And whereas** the applicant is proposing to sever the north half of the subject property to be transferred to the adjacent property to the north for lot addition purposes;

**And whereas** the Committee of Adjustment for the City of Temiskaming Shores has received the Planning Report dated May 20, 2021 and has considered the recommendations;

**Be it resolved that** the Committee of Adjustment for the City of Temiskaming Shores approves Consent Application B-2021-01 subject to the following conditions:

- 1) The following documents shall be provided to the Secretary-Treasurer for the transaction described:
  - a) Two copies of the signed Acknowledgement and Direction;
  - b) The "Transfer in Preparation" and/or "Transfer Easement in Preparation";
  - c) A Planning Act Certificate Schedule on which is set out the entire legal description of the parcel(s) in question. This Schedule must also contain the names of the parties indicated on Page 1 of the "Transfer in Preparation" and/or "Transfer Easement in Preparation";
  - d) A reference plan of survey which bears the Land Registry Office registration number and signature as evidence of its deposit therein, illustrating the parcel to which consent approval relates;
- 2) The Section 50(3) or 50(5) of the Planning Act apply to any subsequent conveyance of or transaction involving the parcel of land that is the subject of this Consent.
- 3) That the applicant obtain approval of a deeming by-law under Section 50(4) of the Planning Act for 712 Rorke Avenue.

**Carried**

5.3 Consent Application B-2021-02 – Bill Ramsay, Ramsay Law Office on behalf of Rudolph and Candace Tobler, 118072 Sales Barn Road

The Chair declared the public hearing for Consent to Sever Application B-2021-02 to be open.

The Chair asked the Planner, Jennifer Pye, to summarize the proposal, provide any additional information that may be relevant and summarize any correspondence received to date regarding this application.

**Subject land:** 118072 Sales Barn Road; Dymond Concession 4, South Part of Lot 12; Parcels 7919SST and 15244SST

**Purpose of the application:** The applicant is proposing to sever an L-shaped farm property that merged on title when the properties were acquired in the same name. The proposed severed land has an area of 31.6 hectares (78 acres) and 301m (987') of frontage on Sales Barn Road. The applicant is proposing

**The Corporation of the City of Temiskaming Shores  
Committee of Adjustment**

**Meeting Minutes**

May 26, 2021

---

to transfer this piece of property to the owner of other farm properties in the area. The proposed transferee does not own any of the abutting farm properties.

**Statutory Public Notice:** The application was received on May 7, 2021 and was circulated to City staff. Notice of the complete application and public hearing was advertised in the Temiskaming Speaker on May 12, 2021 in accordance with the requirements of the Planning Act. Notice was also mailed to property owners within 60m of the subject land.

Jennifer Pye reviewed the planning report and advised that the application is consistent with the Provincial Policy Statement (2014), and meets the general intent and purpose of the City of Temiskaming Shores Official Plan and City of Temiskaming Shores Zoning By-law, and recommended that the Committee approve the application.

The Committee discussed the prevalent agricultural land area pattern in northeastern Ontario and the Chair explained the geography dictating the way in which agricultural land was divided in the area.

The Committee considered and adopted the following resolution:

Resolution No. 2021-06

Moved By: Voula Zafris

Seconded By: Florent Heroux

**Whereas** the Committee of Adjustment for the City of Temiskaming Shores has considered Consent Application B-2021-02 as submitted by Bill Ramsay, Ramsay Law Office on behalf of Rudolph and Candace Tobler for the following lands: 18072 Sales Barn Road; Dymond Concession 4, South Part of Lot 12; Parcels 7919SST and 15244SST;

**And whereas** the applicant is proposing to sever the north portion of the subject property to be transferred to an agricultural operation in the vicinity of the subject property;

**And whereas** the Committee of Adjustment for the City of Temiskaming Shores has received the Planning Report dated May 20, 2021 and has considered the recommendations;

**Be it resolved that** the Committee of Adjustment for the City of Temiskaming Shores approves Consent Application B-2021-02 subject to the following conditions:

- 1) The following documents shall be provided to the Secretary-Treasurer for the transaction described:
  - a) Two copies of the signed Acknowledgement and Direction;
  - b) The "Transfer in Preparation" and/or "Transfer Easement in Preparation";
  - c) A Planning Act Certificate Schedule on which is set out the entire legal description of the parcel(s) in question. This Schedule must also contain the names of the parties indicated on Page 1 of the "Transfer in Preparation" and/or "Transfer Easement in Preparation";
  - d) A reference plan of survey which bears the Land Registry Office registration number and signature as evidence of its deposit therein, illustrating the parcel to which consent approval relates;
- 2) The submission of a letter from the Temiskaming Health Unit confirming that the existing septic system on the proposed retained property is adequate for existing residential use.
- 3) The applicant shall provide confirmation of the location of the buildings on the proposed retained property.



**The Corporation of the City of Temiskaming Shores  
Committee of Adjustment**

**Meeting Minutes**

May 26, 2021

---

- 4) The approval of a Zoning By-law amendment for both the severed and retained portions, the effect of which will be to prohibit future residential uses on the proposed severed property, to permit the reduced lot area of both of the severed and retained portions, and to recognize any situations of non-compliance created as a result of approval of the consent.

**Carried**

**6. New Business**

**6.1 2021-2022 Schedule of Meetings**

Resolution No. 2021-07

Moved By: Voula Zafiris

Seconded By: Dan Dawson

Be it resolved that the Committee of Adjustment adopts the 2021-2022 Schedule of Meetings.

**Carried**

**7. Unfinished Business**

None

**8. Applications for Next Meeting**

Next meeting: TBD

**9. Adjournment**

Resolution No. 2021-08

Moved By: Dan Dawson

Seconded By: Suzanne Othmer

Be it resolved that the Committee of Adjustment meeting be closed at 2:20 p.m.

**Carried**

---

Carman Kidd  
Chair

---

Jennifer Pye  
Secretary-Treasurer



## **MINUTES OF THE REGULAR MEETING OF THE BOARD**

Held on Wednesday March 24, 2021 at 5:30 PM via Zoom Videoconference

---

**Present:** Doug Jelly – Chair, Derek Mundle – Vice-Chair, Clifford Fielder, Patricia Hewitt, Airianna Leveille, Ian MacPherson, Sharon Gadoury-East, Kelly Black, Chief Administrative Officer,

**Staff:** Lyne Labelle, HS Manager; Mark Stewart, Director of Client Services, Lynne Bernier, CS Manager, Steve Beaton, EMS Interim Chief, Corey Mackler, IT Manager,

**Absent:** Pat Kiely, Patrick Adams

---

The Regular Meeting of the Board was called to order at 5:30 PM.

### **1.0 DISCLOSURE OF PECUNIARY INTEREST**

Nil

### **2.0 PETITIONS AND DELEGATIONS**

Nil

### **3.0 ACCEPTANCE/ADDITIONS TO THE AGENDA**

#### **Resolution #2021-21**

Moved by Derek Mundle and seconded by Airianna Leveille

**THAT the agenda of the regular meeting of the Board held on March 24, 2021 be accepted as presented.**

Carried.

### **4.0 ADOPTION OF THE PREVIOUS MINUTES**

#### **Resolution #2021-22**

Moved by Clifford Fielder and seconded by Sharon Gadoury-East

**THAT the minutes of the regular meeting of the Board held on February 17, 2021 be approved as presented.**

Carried.

### **5.0 CORRESPONDENCE**

- 5.1 Letter of Approval - Ministry of Municipal Affairs and Housing
- 5.2 Letter of Approval - Ministry of Municipal Affairs and Housing SSRF3
- 5.3 Press Release - NOSDA

#### **Resolution #2021-23**

Moved by Ian MacPherson and seconded by Derek Mundle

**THAT the Board receive the correspondence as presented.**

Carried

**6.0 BUSINESS ARISING FROM THE PREVIOUS MINUTES**

Nil

**7.0 NEW BUSINESS**

**7.1 COCHI Funding Year 3 Sustainability Plan**

Lyne Labelle, Housing Services Manager, Presented this Item for Approval.

**Resolution #2021-24**

Moved by Patricia Hewitt and seconded by Sharon Gadoury-East

**THAT the Board approve the Sustainability Pan for Canada-Ontario Community Housing Initiative (COCHI) Year 3 to allocate the \$45,846 to 99 Thompson Boulevard for repairs to the roof as presented.**

Carried.

**7.2 EMS – Shared Services Pilot Project**

Steve Beaton, EMS Interim Chief, Presented this Item for Approval.

**Resolution #2021-25**

Moved by Ian MacPherson and seconded by Derek Mundle

**THAT the Board approve to participate in a pilot to explore the potential for shared services within the Emergency Medical Services program across the District of Cochrane, Nipissing, Manitoulin-Sudbury, and Timiskaming. The pilot is expected to begin in April 2021 and span the next 12 to 18 months.**

Carried.

**7.3 EMS – Defibrillator RFP**

Steve Beaton, EMS Interim Chief, Presented this Item for Approval

**Resolution #2021-26**

Moved by Airianna Leveille and seconded by Clifford Fielder

**THAT the Board approve to award the Tender to Cardiac Defibrillators for the Emergency Medical Services Program to Stryker Canada for a five-year lease term at the cost of \$53,120.28 plus HST per year and interest of 1.99% applied to the lease at costs for years two, three, four and five of the lease agreement.**

Carried.

#### **7.4 EMS – Equipment Donation**

Steve Beaton, EMS Interim Chief, Presented this item for Approval

##### **Resolution #2021-27**

Moved by Sharon Gadoury East and seconded by Ian MacPherson

**THAT the Board approve the request for the donation of one Automated External Defibrillator to the Larder Lake Volunteer Fire Services, for use during fire/rescue services.**

Carried.

#### **7.5 CAO - Pandemic Update**

Kelly Black, Chief Administrative Officer, Presented this item for Information

#### **7.6 CAO - Report**

Kelly Black – Chief Administrative Officer, Presented this Item for Information

#### **8.0 IN-Camera Session**

##### **Resolution #2021-28**

Moved by Derek Mundle and seconded by Ian MacPherson

**THAT the Board move into the in-camera session – 6:00pm**

#### **9.0 Return to Regular Meeting**

##### **Resolution #2021-29**

Moved by Airianna Leveille and seconded by Derek Mundle

**THAT the Board resolve to rise from the in-camera session and reconvene with the regular meeting of the Board with report at 6:31 pm.**

Carried.

##### **Resolution #2021-30**

Moved by Sharon Gadoury-East and seconded by Ian MacPherson

**THAT the Board approve the direction given in camera regarding all Items under other business**

Carried.

**10.0 Adjournment / Next Meeting**

**Resolution #2021-31**

Moved by Clifford Fielder and seconded by Sharon Gadoury-East

**THAT the Board meeting be hereby adjourned at 6:35 PM**

**AND**

**THAT the next regular meeting of the Board be held on April 28, 2021 or at the call of the Chair.**

Carried.

Minutes signed as approved by the Board:

  
\_\_\_\_\_  
Doug Jelly, Chair

\_\_\_\_\_  
Date

Recorder: Velma Stanger



## **MINUTES OF THE REGULAR MEETING OF THE BOARD**

Held on Wednesday April 28, 2021 at 5:30 PM via Zoom Videoconference.

---

**Present:** Doug Jelly – Chair, Derek Mundle – Vice-Chair, Clifford Fielder, Patricia Hewitt, Airianna Leveille, Ian MacPherson, Patrick Adams, Kelly Black, Chief Administrative Officer,

**Staff:** Lyne Labelle, HS Manager; Mark Stewart, Director of Client Services, Lynne Bernier, CS Manager, Steve Beaton, EMS Interim Chief, Corey Mackler, IT Manager, Rachel Levis Director of HR, Janice Lorranger, Director of Finance,

**Guests:** Reeve Merrill Bond, Judy Kleinhuis, Grant Thornton, Darlene Wroe, Speaker

**Absent:** Pat Kiely, Sharon Gadoury-East

---

The Regular Meeting of the Board was called to order at 5:30 PM.

**1.0 DISCLOSURE OF PECUNIARY INTEREST**

Nil

**2.0 PETITIONS AND DELEGATIONS**

Nil

**3.0 ACCEPTANCE/ADDITIONS TO THE AGENDA**

**Resolution #2021-32**

Moved by Patrick Adams and seconded by Derek Mundle

**THAT the agenda of the regular meeting of the Board held on April 28, 2021 be accepted as presented.**

Carried.

**4.0 ADOPTION OF THE PREVIOUS MINUTES**

**Resolution #2021-33**

Moved by Clifford Fielder and seconded by Airianna Leveille

**THAT the minutes of the regular meeting of the Board held on March 24, 2021 be approved as presented.**

Carried.

**5.0 CORRESPONDENCE**

**6.0 BUSINESS ARISING FROM THE PREVIOUS MINUTES**

Nil

**7.0 NEW BUSINESS**

**7.1 DTSSAB 2020 Consolidated Financial Statements**

Janice Loranger, Director of Finance, Presented this Item for Approval.

**Resolution #2021-34**

Moved by Patricia Hewitt and seconded by Ian MacPherson

**THAT the Board approve the 2020 Audited Financial Statements as presented**

Carried.

**7.2 DTSSAB 2020 Report to the Board**

Judy Kleinhuis, Grant Thornton, Presented a Report to the Board for Information

**7.3 Completion KLNPH Corporation Transfer**

Lyne Labelle, Housing Services Manager, Presented this Item for Information

**7.4 Award Contract to Replace Roof – 60 Fifth Street, Kirkland Lake**

Lyne Labelle, Housing Services Manager, Presented this Item for Approval

**Resolution #2021-35**

Moved by Derek Mundle and seconded by Clifford Fielder

**THAT the Board approve to Award Jibb Construction the Contract to Replace the Roof at 60 Fifth Street Kirkland Lake for the total cost of \$72,859.45 plus HST.**

Carried.

**7.5 Homelessness Enumeration 2021**

Lynne Labelle, Housing Services Manager, Presented this item for Information

**7.6 Community Paramedicine**

Kelly Black, CAO, Presented this Item for Approval

**Resolution #2021-36**

Moved by Airianna Leveille and seconded by Patrick Adams

**THAT the Board approve to fund the continuation of the delivery of community paramedicine throughout Timiskaming until June 30, 2021 at an approximate cost of \$34,500 to cover wages for two community paramedics. The intention is to bridge the gap in time required for the LHIN to respond to the DTSSAB application for long term funding for Community Paramedicine.**

**AND**

**Should the DTSSAB funding request be approved that the funding will be applied retroactively to cover any municipal contributions that are eligible under the program guidelines.**

Carried.



## **7.7 Community Safety and Well-being Plan RFP**

Kelly Black, CAO, Presented this Item for Approval

### **Resolution #2021-37**

Moved by Ian MacPherson and seconded by Derek Mundle

**THAT the Board award the request for proposal for the development of a Community Safety and Well-being Plan for the District of Timiskaming to LBCG Consulting at a base cost of \$43,618 plus HST.**

**AND**

**That the Board direct the CAO to make decisions for adding additional work to the base contract as indicated in the options provided by LBCG Consulting.**

**AND**

**That all costs associated with the development and administration of the Community Safety and Well-being Plan be invoiced to the 23 member municipalities and Temagami using the existing cost sharing formula of the DTSSAB.**

Carried.

## **7.8 Kirkland Lake Opioid Task Force**

Kelly Black, CAO, Presented this Item for Approval

### **Resolution #2021-38**

Moved by Clifford Fielder and seconded by Airianna Leveille

**THAT the Board approves the DTSSAB to be a stakeholder of the Kirkland Lake Opioid Poisoning Prevention Task Force to participate in exploring opportunities for advocacy, awareness, funding and working with other stakeholders in the development of a strategic framework around the vision, mission, and core values of the Kirkland Lake Opioid Poisoning Prevention Task Force.**

**This Task Force's mission aligns with the DTSSAB's social assistance life stabilization and housing and homelessness programs and will directly and positively impact the clients we serve.**

Carried.

## **7.9 NOSDA – Chair Meeting and Annual General Meeting**

Janice Loranger, Director of Finance, Presented this Item for Approval.

### **Resolution #2021-39**

Moved by Patrick Adams and seconded by Airianna Leveille

**THAT the Board Chair attend the NOSDA Chair Meeting on May 17, 2021 and the following two Board members be approved to attend the NOSDA Annual General Meeting as voting members for the District of Timiskaming Social Services Administration Board that will be held virtually via Zoom on June 22, 2021.**

**1. Board Member: Doug Jelly**

**2. Board Member: Patricia Hewitt**

Carried.

**7.10 CAO Q1 Report**

Kelly Black, CAO, Presented this Item for Information.

**8.0 IN-Camera Session**

**Resolution #2021-40**

Moved by Patricia Hewitt and seconded by Ian MacPherson

**THAT the Board move into the in-camera session – 6:44 pm**

Carried

**9.0 Return to Regular Meeting**

**Resolution #2021-41**

Moved by Airianna Leveille and seconded by Derek Mundle

**THAT the Board resolve to rise from the in-camera session and reconvene with the regular meeting of the Board with report at 6:57 pm**

Carried.

**Resolution #2021-42**

Moved by Patrick Adams and seconded by Clifford Fielder

**THAT the Board approve the direction given in camera regarding all Items under other business specifically 8.3.1**

Carried.

**10.0 Adjournment / Next Meeting**

**Resolution #2021-43**

Moved by Clifford Fielder and seconded by Sharon Gadoury-East

**THAT the Board meeting be hereby adjourned at 6:35 PM**

**AND**

**THAT the next regular meeting of the Board be held on May 19, 2021 or at the call of the Chair.**

Carried.

Minutes signed as approved by the Board:

  
\_\_\_\_\_  
Doug Jelly, Chair

2021-05-19  
Date

Recorder: Velma Stanger



## **MINUTES OF THE REGULAR MEETING OF THE BOARD**

Held on Wednesday May 19, 2021 at 5:30 PM via Zoom Videoconference.

---

**Present:** Doug Jelly – Chair, Derek Mundle – Vice-Chair, Patricia Hewitt, Airianna Leveille, Ian MacPherson, Patrick Adams, Sharon Gadoury East, Clifford Fielder, Kelly Black, Chief Administrative Officer,

**Staff:** Lyne Labelle, HS Manager; Mark Stewart, Director of Client Services, Lynne Bernier, CS Manager, Steve Beaton, EMS Interim Chief, Corey Mackler, IT Manager, Rachel Levis Director of HR, Janice Loranger, Director of Finance,

**Guests:** Darlene Wroe, Speaker

**Absent:** Pat Kiely,

---

The Regular Meeting of the Board was called to order at 5:30 PM.

### **1.0 DISCLOSURE OF PECUNIARY INTEREST**

Nil

### **2.0 PETITIONS AND DELEGATIONS**

Nil

### **3.0 ACCEPTANCE/ADDITIONS TO THE AGENDA**

#### **Resolution #2021-44**

Moved by Sharon Gadoury East and seconded by Patrick Adams

**THAT the agenda of the regular meeting of the Board held on May 19, 2021 be accepted as presented.**

Carried.

### **4.0 IN-CAMERA SESSION**

#### **Resolution #2021-45**

Moved by Derek Mundle and seconded by Sharon Gadoury East

**THAT the Board move into the In-Camera Session (5:33 pm)**

Carried.

### **5.0 RETURN TO REGULAR MEETING**

#### **Resolution #2021-46**

Moved by Patricia Hewitt and seconded by Ian MacPherson

**THAT the Board resolve to rise from the in-camera session and reconvene with the regular meeting of the Board with report at 6:26 pm**

Carried.

---

**Resolution #2021-47**

Moved by Derek Mundle and seconded by Patrick Adams

**THAT the Board approve the direction given in camera regarding all Items under Other Business specifically 8.5.1 and 8.5.2**

Carried.

**6.0 ADOPTION OF THE PREVIOUS MINUTES**

**Resolution #2021-48**

Moved by Ian MacPherson and seconded by Patrick Adams

**THAT the minutes of the regular meeting of the Board held on April 28, 2021 be approved as presented.**

Carried.

**7.0 CORRESPONDENCE**

**Resolution #2021-49**

Moved by Ian MacPherson and seconded by Patrick Adams

**THAT the Board receive the Correspondence as presented, for Information.**

Carried

**8.0 BUSINESS ARISING FROM PREVIOUS MEETING**

NIL

**9.0 NEW BUSINESS**

**9.1 Policy Revision HR-14**

Kelly Black, CAO, Presented this Item for Approval.

**Resolution #2021-50**

Moved by Sharon Gadoury East and seconded by Patrick Adams

**THAT the Board approve the revised policy HR-14 Lieu and Overtime (Non-Union) Policy as presented**

Carried

## **9.2 North Office Renovation**

Kelly Black, CAO, Presented this Item for Approval.

### **Resolution #2021-51**

Moved by Derek Mundle and seconded by Patricia Hewitt

**THAT the Board award the Tender for the office renovations at 29 Duncan Avenue North, Kirkland Lake, ON to Crema Enterprises Inc. at a total cost of \$360,131.70 plus HST.**

**AND**

**That the Board approve to withdraw from the Working Fund Reserve to cover the costs of the renovations to the North DTSSAB office in Kirkland Lake, ON.**

Carried

## **9.3 2021 Q1 Report**

Janice Loranger, Director of Finance, Presented this Item for Information.

## **9.4 Paramedic Services Week 2021**

Kelly Black, CAO, and Steve Beaton, EMS Interim Chief, Presented this Item for Information.

## **9.5 CAO Update**

Kelly Black, CAO, Presented this Item for Information.

## **10.0 Adjournment / Next Meeting**

### **Resolution #2021-52**

Moved by Ian MacPherson and seconded by Patrick Adams

**THAT the Board meeting be hereby adjourned at 6:58 PM**

**AND**

**THAT the next regular meeting of the Board be held on June 16, 2021 or at the call of the Chair.**

Carried.

Minutes signed as approved by the Board:

  
Doug Jelly, Chair

2021-06-16  
Date

Recorder: Velma Stanger

## **Temiskaming Shores Public Library Board**

### **Meeting Minutes**

Wednesday, May 26, 2021

7:00 p.m. via zoom

#### **1. Call to Order**

Meeting called to order by Chair Brigid Wilkinson at 7:00 p.m.

#### **2. Roll Call**

Present: Jeff Laferriere, Brenda Morissette, Claire Hendrikx, Brigid Wilkinson, Jessica Cooper, Thomas McLean, Emily Kotalowski and Library CEO Rebecca Hunt.

Regrets: 0

Absent: Patricia Hewitt

Members of the Public: 0

#### **3. Adoption of the Agenda**

##### **Motion #2021-33**

**Moved by:** Thomas McLean

**Seconded by:** Claire Hendrikx

Be it resolved that the Temiskaming Shores Public Library Board accepts the May 26, 2021 agenda as amended.

**Carried.**

**Correspondence c. Ontario's Reopening Plan**



**4. Declaration of conflict of interest: None**

**5. Adoption of the Minutes**

**Motion #2021-34**

**Moved by:** Jeff Laferriere

**Seconded by:** Thomas McLean

Be it resolved that the Temiskaming Shores Public Library Board approves the minutes of the meeting held on Wednesday, April 28, 2021 as presented.

**Carried.**

**6. Business arising from Minutes**

None.

**7. Correspondence:**

- a. The Temiskaming Foundation: 2021 grants. For information.
- b. The Temiskaming Foundation: Fund reports and Annual Report. For information.
- c. Ontario's Reopening Plan. For information.

**8. Secretary–Treasurer's Report**

Report and monthly financial statement included in the trustees' information packet

### **Library CEO's Report**

**May 14, 2021**

**Building:** The elevator was inspected on May 3 and all is well. The exterior of the windows were washed on May 18.

**Contracting Townships:** I sent some information on the mobile wifi hotspots to the Clerk Treasurer of Casey, Harley and Kerns Townships, and he asked for more information on the library so they could create a library page on the township websites. I sent an overview of library services and how to get a library card and will send more information as it comes up each month.

**Going fine-free: Public Library Panel:** I will be participating as part of the Ontario Public Library Association Research and Education Committee in a public library panel on going fine-free in the library on June 10. The committee has played a support role in compiling data on going fine-free for the panel members, Ontario Library Service and for the Ontario Library Association.

**Mobile Wifi Hotspot feedback:** We have had some further feedback about the mobile wifi hotspots lending program, in the comments below. Five of the nine respondents have taken out the hotspots for the main reason of Homework/School:

- I wanted to try this because I have people I know who can't afford the internet and I want to see how it worked to pass that info on to them.
- Was very thankful for this device so that my kids could do online learning. When online learning started in April we had internet but a data plan, which was not enough data for 3 kids to do online learning. We have now switched providers so that we have unlimited data. The Mifi was very simple to use.
- I'm a nurse who just moved back from Sudbury with high speed internet, and until I got a service provider to hook up internet to my home, I was at a loss, having trouble with access to the internet. This helped bridge the gap for me. This will help other isolated, and struggling people through this pandemic. Thank you!! James Turner, RPN.
- Thank you! This is better quality than our own internet. Much appreciated.
- I borrowed the hotspot because I can't afford home internet.

**Outreach to the Manor:** We have started our audiobook exchange program with the Manor again as they had reached out to us to ask us if we could send some bins of audios over. We are exchanging the audios every two weeks.

**Public Library Operating Grant update:** The Public Library Operating Grant (PLOG) application process is expected to open in late June and be available for application for a period of five weeks. I will keep an eye out for the email as this is a much shorter application window than previously.

### **Finances and Statistics**

The Board reviewed the financial and statistical reports from Scotiabank and the city accounts as provided by the CEO.

### **Motion #2021-35**

**Moved by:** Brenda Morissette

**Seconded by:** Emily Kotalowski

Be it resolved that the Temiskaming Shores Public Library Board accepts the May Secretary-Treasurer's report and Financial report.

**Carried.**

### **9. Committee Reports:**

- a. FINANCE AND PROPERTY: Nothing to report.
- b. PLANNING, POLICY, PERSONNEL AND PUBLICITY: Nothing to report.
- c. LIBRARY SERVICES COMMITTEE: Nothing to report

### **10. New Business:**

- a. **Board Vacancy.** The CEO will advertise the vacancy on social media and the library's website.

**11. Plan, Policy review and By-law review:**

- a. Confidentiality of patron information.** Recommend to go to Policy Committee.

**12. Closed session**

**Motion #2021- 36**

**Moved by:** Jeff Laferriere

**Seconded by:** Claire Hendrikx

Be it resolved that the Temiskaming Shores Public Library Board goes into closed session at 7:26 in regards to identifiable individuals.

**Carried.**

**Motion #2021-37**

**Moved by:** Jessica Cooper

**Seconded by:** Emily Kotalowski

Be it resolved that the Temiskaming Shores Public Library Board rises from closed session at 7:34 without report.

**Carried.**

**13. Adjournment**

Adjournment by Brigid Wilkinson at 7:35 p.m.

---

Chair –

**1.0 CALL TO ORDER**

The meeting was called to order at 9:00 a.m.

**2.0 ROLL CALL**

PRESENT:	Councillor Mike McArthur (Chair) Mayor George Othmer, Town of Cobalt Councillor Pat Anderson, Town of Cobalt Christopher Oslund, City Manager Mitch Lafreniere, Manager of Transportation Kelly Conlin, Deputy Clerk (Committee Secretary) Dennis McCarty, Resident – Meridian/Morisette (Presentation only)
REGRETS:	Councillor Patricia Hewitt

**3.0 DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE**

None

**4.0 REVIEW OF REVISIONS OR DELETIONS TO AGENDA**

None

**5.0 APPROVAL OF AGENDA**

Recommendation TC-2021-011

Moved by: Councillor Pat Anderson

Be it resolved that:

The Temiskaming Transit Committee agenda for the June 15, 2021 meeting be approved as printed.

**CARRIED**

**6.0 REVIEW AND ADOPTION OF PREVIOUS MINUTES**

Recommendation TC-2021-012

Moved by: Mayor George Othmer

Be it resolved that:

The Temiskaming Transit Committee minutes for the April 13, 2021 meeting be adopted as printed.

**CARRIED**

## **7.0 CORRESPONDENCE/PRESENTATIONS**

### **a) Dennis McCarty: Concern regarding change to transit route to Morisette/Meridian (Haileybury)**

Mr. McCarty spoke with the Committee in regards to the recent change to the transit route and the concerns from him and his neighbours from the Meridian/Morisette area. The revised route now travels to the end of Morisette Drive and onto Meridian Avenue to access the stop at the Haileybury Medical Centre. The issues include, but are not limited to, early morning wake ups, house cracking/shaking and concerns for safety when there are several sporting events occurring at Farr Park which require vehicles to park along both sides of Morisette. Mr. McCarty stated the recent paving completed on Meridian Avenue has alleviated some of the shaking, however, if the bus were to remain on that route, the City would need to consider repaving Morisette as well.

The Committee thanked Mr. McCarty for his presentation. The Committee will review the current route, the concerns and potential alternatives.

## **8.0 NEW BUSINESS**

### **a) Financial Update**

#### **- YTD 2021 Financial Summary**

The Committee was provided with a YTD (April 2021) Financial Summary. Revenues are down, approximately \$52,000 less than projected. Fortunately, the Phase II re-start Covid funding should alleviate some of the losses.

### **b) 2021 Capital Budget Update**

The Committee was provided with an update in regards to the purchase of the Track my Ride App, which is currently in development and the two new bus shelters that should arrive in late August.

### **c) Transit Counts**

The Committee reviewed the YTD numbers for ridership, which are also much lower than previous years.

**d) Update on Engine Replacement**

Staff provided the Committee with an update in regards to the two engines that need replacing. Ideally, all or a portion of the replacement cost will be under warranty. On-going.

**9.0 NEXT MEETING**

The next meeting of the Transit Committee will be scheduled as required.

**10.0 ADJOURNMENT**

Recommendation TC-2021-013

Moved by: Councillor Pat Anderson

Be it resolved that:

The Transit Committee meeting is adjourned at 9:45 a.m.

**CARRIED**



## **1.0 CALL TO ORDER**

The meeting was called to order at 10:51 a.m.

## **2.0 ROLL CALL**

PRESENT:	Councillor Danny Whalen (Chair) Mayor Carman Kidd Councillor Doug Jelly Matt Bahm, Director of Recreation Paul Allair, Superintendent of Parks and Facilities Kelly Conlin, Deputy Clerk (Committee Secretary)
REGRETS:	Christopher Oslund, City Manager

## **3.0 REVIEW OF REVISIONS OR DELETIONS TO AGENDA**

None

## **4.0 DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE**

None

## **5.0 ADOPTION OF AGENDA**

Recommendation BM-2021-021

Moved by: Mayor Carman Kidd

Be it resolved that:

The Building Maintenance Committee Meeting Agenda for the June 16, 2021 meeting be adopted as printed.

**CARRIED**

## **6.0 APPROVAL OF PREVIOUS MINUTES**

Recommendation BM-2021-022

Moved by: Councillor Danny Whalen

Be it resolved that:

The Building Committee Meeting previous meeting minutes of May 19, 2021 be adopted as presented.

**CARRIED**

## **7.0 UNFINISHED BUSINESS**

### **a) New Liskeard Marina**

Staff informed the Committee of a recent sewer issue at the New Liskeard Marina. The upgrading of the sewer line will need to be a consideration when making a decision about the future of the marina at the Committee of the Whole meeting scheduled for August.

### **b) Don Shepherdson Memorial Arena Upgrades**

The deadline for bid submissions to have the upgrades completed was extended to June 17, 2021. All bids received will be reviewed by staff and Greenview, the project contractor, and will be presented at a Special Council meeting.

## **8.0 NEW BUSINESS**

### **a) Building Maintenance Department Update**

The Committee was provided with a summary of the status of current projects underway in the Building Maintenance Department.

### **b) 2022 Budget**

Staff informed the Committee of the projects that will be part of the 2022 budget request such as, roof replacement at the Pool Fitness Centre, the Don Shepherdson Memorial Arena and City Hall; installation of LED lights at all municipal facilities and City Hall landscaping.

## **9.0 ADJOURNMENT**

Recommendation BM-2021-023

Moved by: Councillor Doug Jelly

Be it resolved that:

The Building Maintenance Committee, be hereby adjourned at 11:26 a.m.

**CARRIED**

**1. CALL TO ORDER**

Meeting called to order at 12:01 p.m.

**2. ROLL CALL**

PRESENT:	Councillor Jeff Laferriere (Chair) Mayor Carman Kidd Councillor Danny Whalen Shelly Zubyck, Director of Corporate Services Laura Lee MacLeod, Treasurer Mitch Lafreniere, Manager of Transportation Services (Grant Drive Extension discussion) Kelly Conlin, Deputy Clerk (Committee Secretary)
REGRETS:	Christopher Oslund, City Manager

**3. REVIEW OF REVISIONS OR DELETIONS TO AGENDA**

None

**4. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE**

Councillor Laferriere declared a Conflict on this matter as his is the owner/operator of Zante's Bar & Grill

**5. APPROVAL OF AGENDA**

Recommendation CS-2021-033

Moved by: Councillor Danny Whalen

Be it resolved that:

The Corporate Services Committee agenda for the June 16, 2021 meeting be approved as printed.

**CARRIED**

**6. REVIEW AND ADOPTION OF PREVIOUS MINUTES**

Recommendation CS-2021-034

Moved by: Mayor Carman Kidd

Be it resolved that:

The Corporate Services Committee minutes of the May 19, 2021 meeting be approved as presented.

**CARRIED**

**7. UNFINISHED BUSINESS**

**8. NEW BUSINESS**

**a) Cultivation Lease Agreement, Request for Proposal - Parcel No. 25415 SST and 25416 SST on Grant Drive**

Recommendation CS-2021-035

Moved by: Mayor Carman Kidd

Be it resolved that:

The Corporate Services Committee hereby recommends that Council accept the offered price of \$25.00/acre from Chieftain Dairy Farms Ltd for the Grant Drive land parcel.

**CARRIED**

**b) Grant Drive Extension**

Staff have received preliminary pricing for the Grant Drive Extension which includes relocating the STATO trail. The estimated cost is just over \$1,000,000.

In order to secure the cost sharing from the Ministry of Transportation for the left turning lane at Hwy 65E, staff will be presenting a report to Council for their consideration to pre-commit the funds on the 2022 budget.

Recommendation CS-2021-036

Moved by: Mayor Carman Kidd

Be it resolved that:

The Corporate Services Committee hereby directs staff to prepare a report to Council, requesting a pre-commitment to the 2022 Capital Budget for the Grant Drive Extension project.

**CARRIED**

**c) Whiskey Jack Patio**

*Councillor Laferriere declared a Conflict on this matter as his son owns Zante's Bar & Grill*

Recently, Whiskey Jack installed patio stones and a wood pergola on city-owned land which they are leasing. The modifications to the space do not conform with provisions in the current lease agreement, nor the Ontario Building Code. There is no City owned infrastructure located in the laneway, however, there is gas and hydro.

Recommendation CS-2021-037

Moved by: Councillor Danny Whalen

Be it resolved that:

The Corporate Services Committee hereby recommends that Whiskey Jack revert the leased land owned by the City, currently being used as an outdoor patio space, to the permissible features as outlined within By-Law 2020-065.

**CARRIED**

**9. NEXT MEETING**

The next Corporate Services Committee Meeting will be scheduled for July 28, 2021.

**10. ADJOURNMENT**

Recommendation CS-2021-038

Moved by: Councillor Danny Whalen

Be it resolved that:

The Corporate Services Committee meeting is adjourned at 12:17 p.m.

**CARRIED**

## PROTECTION TO PERSONS AND PROPERTY COMMITTEE MEETING MINUTES

June 16, 2021 – 1:00 PM

VIA - ZOOM

CHAIR – Mayor Carman Kidd

### 1. CALL TO ORDER

Meeting called to order at 1:05 p.m.

### 2. ROLL CALL

PRESENT:	Mayor Carman Kidd (Chair) Councillor Doug Jelly Councillor Mike McArthur Shelly Zubyck, Director of Corporate Services Steve Langford, Fire Chief Kelly Conlin, Deputy Clerk (Committee Secretary) <i>Presentation only:</i> Sue Despres, Resident – North Cobalt Roxanne St. Germain, Animal Control Officer
REGRETS:	Christopher Oslund, City Manager

### 3. REVIEW OF REVISIONS OR DELETIONS TO AGENDA

None

### 4. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE

None

### 5. APPROVAL OF AGENDA

Recommendation PPP-2021-031

Moved by: Councillor Doug Jelly

Be it resolved that:

The Protection to Persons and Property Committee agenda for the June 16, 2021 meeting be approved as printed.

**CARRIED**

### 6. REVIEW AND ADOPTION OF PREVIOUS MINUTES

Recommendation PPP-2021-032

Moved by: Councillor Mike McArthur

Be it resolved that:

The Protection to Persons and Property Committee minutes of the May 19, 2021 meeting be adopted as presented.

**CARRIED**

## **7. PRESENTATIONS/CORRESPONDENCE**

### **a) Sue Despres/Roxanne St. Germain – North Cobalt: Concern with animal feces**

Mrs. Sue Despres presented a timeline of events starting in 2018 when she originally presented her concerns to the PPP Committee and Council. The issue of the neighbour leaving their dog's feces on the deck has not improved. Since then, the City has entered into an agreement with Roxanne St. Germain for Animal Control Services and she has been in contact with the neighbours about these concerns. Roxanne has also issued a ticket to the dog owners in hopes of gaining compliance.

Both Mrs. Despres and Roxanne have stated that amendments need to be made to the Animal Control By-Law. Chris Oslund, City Manager, previously circulated proposed amendments to the By-Law that would assist in matter such as this. The Committee was in support of the amendments.

Recommendation PPP-2021-033

Moved by: Councillor Mike McArthur

Be it resolved that:

The Protection to Persons and Property Committee hereby supports the proposed amendments to the Animal Control By-Law which will include provisions for Stop and Scoop.

**CARRIED**

## **8. UNFINISHED BUSINESS**

### **a) Stop Sign Request – Brewster/Ethel St. - Deferred from May 19/21 meeting**

The Committee was informed that Public Works staff investigated the area and are on favour of the installation of a Stop Sign in this area. A recommendation was also passed at the June 16<sup>th</sup> Public Works Committee.

Recommendation PPP-2021-034

Moved by: Councillor Mike McArthur

Be it resolved that:

The Protection to Persons and Property Committee hereby supports the installation of a Stop sign at the Ethel/Brewster Street intersection.

**CARRIED**



## **9. NEW BUSINESS**

### **a) Fire Activity Report**

The Committee was provided with a summary of Fire related activities and calls for service for the Fire and Emergency Services Department and for the three volunteer fire stations

### **b) Whiskey Jack Patio**

Recently, Whiskey Jack installed patio stones and a wood pergola on city-owned land which they are leasing. The modifications to the space do not conform with provisions in the current lease agreement, nor the Ontario Building Code. There is no City owned infrastructure located in the laneway, however, there is gas and hydro.

Recommendation PPP-2021-035

Moved by: Councillor Doug Jelly

Be it resolved that:

The Protection to Persons and Property Committee hereby recommends that Whiskey Jack revert the leased land owned by the City, currently being used as an outdoor patio space, to the permissible features as outlined within By-Law 2020-065.

**CARRIED**

## **10. NEXT MEETING**

The next Protection to Persons and Property Committee meeting is scheduled for July 28, 2021 at 1:00 p.m.

## **11. ADJOURNMENT**

Recommendation PPP-2021-036

Moved by: Councillor Mike McArthur

Be it resolved that:

The Protection to Persons and Property Committee meeting is adjourned at 1:54 p.m.

**CARRIED**

## 1. CALL TO ORDER

The meeting was called to order at 9:00 a.m.

## 2. ROLL CALL

PRESENT:	Councillor Doug Jelly (Chair) Mayor Carman Kidd Councillor Danny Whalen Mitch Lafreniere, Manager of Transportation Steve Burnett, Manager of Environmental Services Darrell Phanuef, Environmental Superintendent Kelly Conlin, Deputy Clerk (Committee Secretary) Presentation only: Matt Bahm, Director of Recreation Dave McLaughlin, WSP Justin Jones, WSP Scott Smith, WSP
REGRETS:	Christopher Oslund, City Manager Jamie Sheppard, Transportation Superintendent

## 3. REVIEW OF REVISIONS OR DELETIONS TO AGENDA

New Business: 10b) Whiskey Jack Patio

## 4. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE

None

## 5. APPROVAL OF AGENDA

Recommendation PW-2021-031

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee agenda for the June 16, 2021 meeting be approved as amended.

**CARRIED**

## **6. REVIEW AND ADOPTION OF PREVIOUS MINUTES**

Recommendation PW-2021-032

Moved by: Councillor Danny Whalen

Be it resolved that:

The Public Works Committee minutes for the May 19, 2021 regular meeting be adopted as presented.

**CARRIED**

## **7. PRESENTATIONS**

### **a) WSP – Active Transportation Plan**

Representatives from WSP presented the Committee with information regarding the project purpose, project timeline, means of community engagement and a SWOT analysis. WSP was also able to share a preliminary summary of survey results to date.

The Committee also took this opportunity to speak about a request from Navigateur School regarding a location change for their student crosswalk. After a review of the area and photos, the Committee was not in support of location proposed by the school as it is too close to the merging intersection from Armstrong Ave. The Committee suggested that staff complete a site visit to determine whether there is an alternative suitable location.

Recommendation PW-2021-033

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee does not support the proposed relocation of the student crosswalk at Navigateur School.

## **8. CORRESPONDENCE (INTERNAL/EXTERNAL)**

### **a) Letter from Ida Hilson: Speeding on Market Street/Bank Corners**

Received for information

## **9. UNFINISHED BUSINESS**

### **a) 2021-2022 Roadway Rehabilitation Program**

The Committee was provided with a status update on the program. The grinding on Lakeshore Road was completed earlier this week, as well as, the resurfacing of Glen Road and repairs to a couple soft spots on the recently resurfaced Meridian and Georgina. Grindings from Lakeshore were placed on Craven Cres, Barr Drive and a small section of Clover Valley Road. The remaining grindings are stock piled at the Public Works yard.

The Committee asked about traffic calming measures for Lakeshore Road such as a raised crosswalks in the Beach Boulevard and Northdale Manor area, speed limit reduction and the left turning lane as discussed at a previous PW Committee meeting. Staff are awaiting a quote for a raised crosswalk and will report back to the Committee before having a discussion with Council in regards to how to proceed.

### **b) Public Works Department Update**

The Committee was provided with a staffing and operations update. Staff informed the Committee that all the liquid calcium for 2021 has been spread, and there may be a requirement to purchase more should the dry weather continue.

The 2021 hydrant flushing program is nearing completion.

### **c) Decorative Street Lighting**

The quotes received are higher than anticipated and staff are putting this project on hold.

### **d) Grant Drive Extension**

Staff have received preliminary pricing for the Grant Drive Extension which includes relocating the STATO trail. The estimated cost is just over \$1,000,000.

The Committee requested this information be presented at the Corporate Services Committee before completing a report to Council for their consideration to pre-commit the funds on the 2022 budget in order to secure the cost sharing from the Ministry of Transportation for the left turning lane at Hwy 65E.

### **e) ICI Water Metering Program**

Installation program will start on June 28, 2021 with completion at the end of July. A stakeholders meeting was recently held with 5 participants, plus staff and two members of the PW Committee.

Based on the stakeholders meeting, staff would suggest that Council consider the implementation of a full ICI metering program together with a policy that identifies combined commercial/residential buildings be considered as commercial properties

#### Recommendation PW-2021-034

Moved by: Councillor Danny Whalen

Be it resolved that:

The Public Works Committee hereby directs staff to investigate a financial strategy for the full implementation of an ICI Water Metering Program that includes multi-residential buildings.

**CARRIED**

### **f) Speed Information Update**

The Committee reviewed the most recent report from the speed indicator sign that was located on Lakeshore Road at Radley Hill Road (heading north). The report indicates 17833 out of a vehicle count of 22321 vehicles were in speed violation. The Committee is pleased with the amount of information provided by the sign. The data from the sign is also being shared with the Ontario Provincial Police for their information. The next location for the sign will be Rorke Ave.

The Committee also reviewed a speed limit map for all city roadways. Currently there are 6 different speed limits within the municipality. Ideally, there would be no more than 3. The Committee requested that this map be circulated to staff for comment and the Road Safety Coalition for feedback.

Once more feedback is received, the Committee may consider recommending to Council that the speed limit be lowered to 60 KM between Haileybury and New Liskeard.

**g) Stop Sign Request – Brewster/Ethel (Deferred from May 19/21 meeting)**

Recommendation PW-2021-035

Moved by: Mayor Carman Kidd

Be it resolved that:

The Public Works Committee hereby supports the installation of a Stop sign at the Ethel/Brewster Street intersection.

**CARRIED**

**10. NEW BUSINESS**

**a) Drainage Ditch – Dymond**

Mayor Kidd requested that staff investigate a blocked drainage ditch from Grant Drive to Highway 11. Staff will investigate to ensure the proper easements are in place to have the work undertaken.

**b) Whiskey Jack Patio**

Staff informed the Committee that there is no City owned infrastructure located in the laneway that is currently being leased from the City by Whiskey Jack. There is however, gas lines and hydro. Whiskey Jack installed patio stones and a wood pergola, which does not conform with the current lease agreement. Staff will contact Hydro and Union Gas to determine whether they have any concerns with the patio stones being placed above their services lines.

**11. ADJOURNMENT**

Recommendation PW-2021-036

Moved by: Councillor Danny Whalen

Be it resolved that:

The Public Works Committee meeting is adjourned at 10:43 a.m.

**CARRIED**

**1. CALL TO ORDER**

Meeting called to order at 6:30 p.m.

**2. ROLL CALL**

PRESENT:	Councillor Mike McArthur (Chair) Mayor Carman Kidd Councillor Jesse Foley Matt Bahm, Director of Recreation Paul Allair, Manager of Parks & Facilities Jeff Thompson, Manager of Programming Chuck Durrant, Public Appointee Simone Holzamer, Public Appointee (arrived at 7:00 PM) Robert Ritchie, Public Appointee Kelly Conlin, Deputy Clerk (Committee Secretary)
REGRETS:	Chris Oslund, City Manager Public Appointees: Danny Lavigne, Richard Beauchamp and

**3. REVIEW OF REVISIONS OR DELETIONS TO AGENDA**

Addition under New Business

j) STATO trail – New Liskeard waterfront area

**4. DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE**

None

**5. APPROVAL OF AGENDA**

Recommendation RS-2021-022

Moved by: Chuck Durrant

Be it resolved that:

The Recreation Committee agenda for the June 14, 2021 meeting be approved as amended.

**CARRIED**



**6. REVIEW AND ADOPTION OF PREVIOUS MINUTES**

Recommendation RS-2021-023

Moved by: Councillor Jesse Foley

Be it resolved that:

The Recreation Committee minutes of the May 10, 2021 meeting be approved as presented.

**CARRIED**

**7. CORRESPONDENCE**

a) Letter from Gary Keith – Lion's Park

Dated: May 26, 2021

Reference: Discussion under New Business d)

**8. NEW BUSINESS**

**a) Programming Update (Verbal)**

The Committee was provided with an update in regards several Recreation activities and programs such as the Bike Exchange, Recreation and Age Friendly Guide development, Guide, Get Active Calendar and the community garden boxes. The Committee was also informed that the Pool Fitness Centre will re-open as part of the Stage 3 Covid framework and the Haileybury Beach will be opening effective June 27th. Staff have also completed the shower upgrades at the Pool Fitness Centre.

**b) Parks and Facilities Update (Verbal)**

The Committee was provided with an update in projects and operations within the department such as work at Pete's Dam Park, Ball diamond bleacher replacement, and repairs to public washrooms.

**c) Directors Update (Verbal)**

The Committee was provided with a summary of on-going projects and operations within the department. Matt Bahm will send the Committee the new layout for the tennis court space once the resurfacing is complete; which includes pickle ball and basketball courts in addition to a tennis court. Work will get underway shortly on the designated dog park in North Cobalt.

**d) Lions Park Request (Gary Keith letter referred from Correspondence)**

The Committee reviewed a letter from Mr. Gary Keith who is one of the adjacent land owners at the Lions Park on Dixon Ave. in New Liskeard. Staff have indicated there is a potential safety issue with the trees on the neighbouring properties.

The letter from Mr. Keith is requesting the City install a fence to mitigate any issues with people using his property assuming it is part of the park area. The Committee agreed that the hazardous trees must be addressed first, after which there may be consideration for a fence.

**e) Reopening schedule**

The Committee was provided with a report on the different stages of re-opening (1-3) and how they affect recreational programming and facilities.

**f) Arena opening dates**

Recommendation RS-2021-024

Moved by: Councillor Jesse Foley

Be it resolved that:

The Recreation Committee hereby supports the arena re-opening plan as presented for the Shelley Herbert Shea Memorial Arena on August 3, 2021 and the Don Shepherdson Memorial Arena on September 29, 2021.

**CARRIED**

**g) Community Gardens (Verbal)**

Staff have been made aware of an interest among residents to develop a more formal Community Garden, separate from the garden boxes that are located at the PFC. Staff would like to work with community members to encourage them to take the lead on such a project, with support from the City in regards to land, and reasonable site preparation should a suitable location be identified.

**h) Facility Fee Waiver Request – Little Claybelt Homesteaders Museum**

Recommendation RS-2021-025

Moved by: Rob Ritchie

Be it resolved that:

The Recreation Committee hereby approves the facility waiver request fee from the Little Claybelt Homesteaders Museum for a Christmas Bazaar at the Riverside Place.

**i) Active Transportation Plan (Verbal)**

Work on the Active Transportation plan is ongoing. The public survey was very successful with 275 responses.

**j) STATO Trail – New Liskeard Beach front**

Councillor McArthur was approached with a concern about people walking on the STATO trail in the New Liskeard Beachfront area, some with their dogs, instead of using the boardwalk. Staff advised the Committee that there are no rules that prohibit people from walking on the STATO trail.

**9. NEXT MEETING**

The next Recreation Committee Meetings are will be scheduled as follows:

- September 13, 2021

**10. ADJOURNMENT**

Recommendation RS-2021-026

Moved by: Robert Ritchie

Be it resolved that:

The Recreation Committee meeting is adjourned at 7:42 p.m.

**CARRIED**

# **THE CITY OF TEMISKAMING SHORES JANUARY - JUNE 2021 YEAR-TO-DATE CAPITAL FINANCIAL REPORT**

Finance Department Contact:  
Laura-Lee MacLeod, Treasurer

8-Jul-21

**GENERAL CAPITAL  
Revenues & Expenditures  
as at June 2021**

Department	Project	2021			%	G	Y	R
		Actual	Budget	Variance B/(W)				
<b>REVENUES:</b>	Transfer from Operations		1,065,365	(1,065,365)				
	Transfer from Reserves		3,103,939	(3,103,939)				
	Borrowing	3,712,027	4,676,130	(964,103)				
	Federal Gas Tax		1,894,874	(1,894,874)				
	Efficiency Funding		456,747	(456,747)				
	FCM Funding		50,000	(50,000)				
	OCIF Funding	167,159	195,000	(27,841)				
	FedNor Funding		18,000	(18,000)				
	COVID Resilience Funding		100,000	(100,000)				
	EDSC Accessibility Funding	100,000	100,000	0				
	Provincial Gas Tax		31,738	(31,738)				
	ICIP		87,262	(87,262)				
	Transport Canada		39,200	(39,200)				
	Ontario Trillium Fund	135,000	150,000	(15,000)				
	Partnership - Splashpad	63,973	300,000	(236,027)				
<b>Total Revenues</b>		<b>4,178,159</b>	<b>12,268,255</b>	<b>(8,090,096)</b>				
<b>EXPENDITURES:</b>								
<b>Corporate Services:</b>	Cemetery Columbarium Upgrades		15,000	15,000				
	Asset Management Software	8,721	100,000	91,279	10%	X		
<b>Fire:</b>	Jordair Fill Station (Stn #1)	11,224	11,200	-24	100%	X		
<b>Public Works:</b>	2021 Roads Program		5,000,000	5,000,000	50%	X		
	Roy's Bridge (Uno Park Road)	190,627	195,000	4,373	25%	X		
	Street Lights - Grant Drive	814	130,000	129,186	25%	X		
	Engineering - Bridges Structural Report		20,000	20,000	25%	X		
	Decorative Street Light LED Upgrades Phase 1		75,000	75,000				
	Radley Hill Road Crossing Engineering	507	49,000	48,493	25%	X		
	Landfill Expansion	6,365	1,500,000	1,493,635	20%	X		
<b>Solid Waste:</b>	Spoke Transfer Station - Rehab Project	28,865	50,000	21,135	100%	X		
<b>Property Mtnce:</b>	Haileybury Fire Station		2,513,000	2,513,000	50%	X		
	NL Arena Accessibility Project	13,067	450,000	436,933	15%	X		
	PFC Upgrades	21,746	43,750	22,004	50%	X		
	Spurline Building Accessibility Upgrades		30,000	30,000	15%	X		
	CJTT Window Upgrades		30,305	30,305	100%	X		
	NL Library Relocation	2,141	0	-2,141				
<b>Fleet:</b>	Small Fleet Replacement	61,264	155,000	93,736	25%	X		
	Tri Axle Dump Truck		225,000	225,000	50%	X		
	Loader		350,000	350,000	50%	X		
	Fire Rescue		415,000	415,000	50%	X		
<b>Transit:</b>	Bus Shelters		20,000	20,000	50%	X		
	Ridership App		99,000	99,000	25%	X		
<b>Recreation:</b>	Tennis Court Resurfacing		70,000	70,000	15%	X		
	Pool Regrouting	22,879	31,000	8,121	100%	X		
	Splash Pad	265,531	550,000	284,469	50%	X		
	Stairmaster		11,000	11,000	50%	X		
	Farr Park - Old Hilby Food Bank Demolition		10,000	10,000	15%	X		
	Wabi Pedestrian Project - Engineering		20,000	20,000	15%	X		
	COVID Resilience Project		100,000	100,000	15%	X		
<b>Total Expenditures</b>		<b>633,751</b>	<b>12,268,255</b>	<b>11,504,504</b>				

**ENVIRONMENTAL CAPITAL**  
**Revenues & Expenditures**  
as at June 2021

	<b>2021</b>		<b>Variance</b>
	<b>Actual</b>	<b>Budget</b>	<b>B/(W)</b>
<b>REVENUES:</b>			
Transfer from Operations		487,000	(487,000)
<b>Total Revenues</b>	<b>0</b>	<b>487,000</b>	<b>(487,000)</b>
<b>EXPENDITURES:</b>			
ICI Water Meter Program		100,000	100,000
Farr Drive Sewer Repair		35,000	35,000
Robert/Elm Pumping Station	116,510	190,000	73,490
Hwy 11 Emergency Watermain Relocation		162,000	162,000
<b>Total Expenditures</b>	<b>0</b>	<b>487,000</b>	<b>370,490</b>

# **Memo**

**To:** Mayor and Council  
**From:** Shelly Zubyc, Director of Corporate Services  
**Date:** July 13, 2021  
**Subject:** Sidewalk Patios – By-law 2021-076 Amendment  
**Attachments:** Appendix 01 –Draft By-law Amendment **(Please refer to By-law No. 2021-106)**

---

Mayor and Council:

On May 18, 2021, Council passed By-law 2021-076 to regulate outdoor sidewalk patios in the downtown areas. Since then, two (2) businesses have successfully installed patios.

On July 6, 2021, the Temiskaming Shores Accessibility Advisory Committee (TSACC) met and expressed concerns regarding the accessibility of the sidewalk should businesses use the sidewalk portion for their patio as opposed to the wooden bump out section. Based on the discussion, TSACC passed the following recommendation:

Moved by: Josette Cote  
Seconded by: Walter Humeniuk

Be it resolved that:

The Temiskaming Shores Accessibility Advisory Committee hereby recommends the following amendments to By-Law 2021-076:

- Participating businesses shall utilize the bump-out as their patio and thus keeping the sidewalk unimpeded for pedestrians
- Where bump-outs are used for the patio, an unobstructed right-of-way of a minimum of 1.5 metres (5 feet) should be maintained between the bump-out patio and the building or any physical obstructions. If exceptions are to be made, the Accessibility Advisory Committee should be consulted for input before approval
- When pop-up patios are located on the sidewalk, perimeter fencing or other barriers to delineate boundaries should be a minimum of 1.06m (42 inches) to a maximum of 1.2m (48 inches) in height so as not to pose as a tripping hazard and be removed from the sidewalk outside of business hours
- Fencing should not obstruct vehicular or pedestrian sightlines and accessibility.

- Patio and bump-out ingresses (entrances) and egresses (exits) should be a minimum of 1.1m (44 inches) wide
- Bump-outs should be located as to not interfere with access to adjoining properties (especially those that are frequented regularly by individuals with physical limitations)
- Bump-outs should never interfere with or be located over an accessible parking space, nor should accessible parking spaces be relocated to accommodate a bump-out
- Bump-outs and patios are to be a similar elevation as the adjacent sidewalk
- Carpeting can pose a tripping hazard and is not permitted.
- Perimeter landscaping should be contained within the approved outdoor patio area and be removed at the end of each business day and stored off the sidewalk
- All signage must be contained within the area of the patio
- Patio furniture is to be contained within the designated patio area
- Aerial awnings and umbrellas shall not project beyond the perimeter fence and maintain a vertical clearance of at least 2.1m (7ft) above patio floor pedestrian aisles.
- The proprietor will remove all furnishings on sidewalks or secure all furnishings on bump-outs at the end of each business day and place them out again at the beginning of each business day.
- The Temiskaming Shores Accessibility Advisory Committee will be consulted and provided with the opportunity to provide input into any future amendments and revisions of By-Law 2021-076 that may address or affect accessibility.

**CARRIED**

In addition, City staff and the OPP- Temiskaming Detachment have received complaints regarding the inability to use the sidewalk portion in the downtown core, specifically near to LifeLabs Medical Laboratory and the accessible parking spot.

Based on the above, the TSAAC recommendation and feedback from ratepayers, staff are recommending By-law 2021-076 be amended to maintain the sidewalks for pedestrian use and the wooden bump outs be used for patios purposes.

The amended By-law is included in the By-law section of tonight's meeting for Council's consideration and approval.



Should Council approve the amended By-law, staff will contact the New Liskeard BIA to advise them of this change in policy and process.

Prepared by:

Reviewed and submitted for Council's  
consideration by:

*"Original signed by"*

*"Original signed by"*

Shelly Zubych  
Director of Corporate Services

Christopher W. Oslund  
City Manager

**Subject:** ZBA-2021-04 & 05: 495 & 497  
Ferguson Avenue

**Report No.:** CS-030-2021

**Agenda Date:** July 13, 2021

### **Attachments**

**Appendix 01:** Planning Report

**Appendix 02:** Public Notice

**Appendix 03:** Draft By-law to amend Zoning By-law No. 2017-154 (**Please refer to By-law No. 2021-107**)

### **Recommendations**

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-030-2021;
2. That Council agrees to amend the provisions of the City of Temiskaming Shores Zoning By-law 2017-154 to permit a maximum of 26 dwelling units in the High Density Residential Exception 14 (R4-14) Zone; and
3. That Council directs staff to prepare the necessary by-law to amend the City of Temiskaming Shores Zoning By-law 2017-154 for consideration at the July 6, 2021 Regular Council meeting.

### **Background**

The applicant is seeking to recognize the 26 residential units existing in the two buildings at 495 & 497 Ferguson Avenue. The applicant originally applied to the City in 2012 to allow a maximum of 19 units between the two buildings. In 2014, after Northern College announced the student residence project, the applicant revised the floor plans to decrease the size of a number of the units in 497 Ferguson, and then reapplied to allow a maximum of 22 units.

City staff have reviewed the Building Department files and conducted a site-visit and it appears that the original permit issued in 2012 for 19 units was not amended upon the change in plans in 2014 for 22 units. It also does not appear that the units were constructed after occupancy was issued, but rather they were included in the original construction project. Occupancy was issued for both buildings around 2014 and the permits were closed in 2019.

## **Analysis**

The public meeting was held on June 15, 2021 and no comments were received. No written comments were received through the public and agency notification process.

The planning report attached as Appendix 01 provides information regarding the application within the policy framework.

It is the opinion of the undersigned that the proposed Zoning By-law amendment is consistent with the Provincial Policy Statement (2020), does not conflict with the Growth Plan for Northern Ontario, complies with the City of Temiskaming Shores Official Plan, and represents good planning. It is recommended that Council adopt the proposed Zoning By-law amendment.

## **Relevant Policy / Legislation / City By-Law**

- 2020 Provincial Policy Statement
- Growth Plan for Northern Ontario
- City of Temiskaming Shores Official Plan
- City of Temiskaming Shores Zoning By-law 2017-154
- City of Temiskaming Shores Site Plan Control By-law 2018-097

## **Consultation / Communication**

- Consultation with applicant
- Consultation with applicable City staff

## **Financial / Staffing Implications**

This item has been approved in the current budget: Yes ☐ No ☐ N/A ☒

This item is within the approved budget amount: Yes ☐ No ☐ N/A ☒

Staffing implications related to this matter are limited to normal administrative functions and duties.

## **Alternatives**

No alternatives were considered

**Submission**

Prepared by:

"Original signed by"  
Jennifer Pye, MCIP,  
RPP  
Planner

Reviewed by:

"Original signed by"  
Shelly Zubych  
Director of Corporate  
Services

Reviewed and submitted for  
Council's consideration by:

"Original signed by"  
Christopher W. Oslund  
City Manager



## **Planning Report**

**Zoning By-law Amendment Application:** ZBA-2021-04 & 05

**Owner:** Vision Property Development and Management Inc.

**Property:** 495 & 497 Ferguson Ave

**Roll No.:** 5418-030-002-088.00 & 091.00

**June 30, 2021**

### **Subject Land**

495 & 497 Ferguson Avenue; Plan M13NB Lot 7 and Part of Lots 8 and 9 Parcels 3845SST, 18323SST, 22048SST.

### **Background and Purpose of the Application**

The applicant purchased the properties in 2011 and worked with the City to redevelop the properties into multi-unit residential buildings. A Zoning By-law amendment was approved in 2012 to permit a maximum of 19 units between the two buildings. The original floor plan for the buildings included a number of larger units that were intended to accommodate students, however when the student residence at Northern College was approved and constructed in 2014, the floor plan was redesigned and another Zoning By-law amendment was approved to increase the maximum number of units between the two buildings to 22.

Earlier this year, the applicant contacted the City to advise that upon their appraiser's review it was noted that there are actually 26 units between the two buildings instead of the 22 that are currently permitted in the Zoning By-law. City staff reviewed the files and found nothing in-house to indicate that there are 26 units in the buildings. The applicant has stated that the units were not added after the City issued occupancy and that no construction has been done in the building since the initial construction was completed.

The properties are zoned High Density Residential Exception 14 (R4-14) in the City of Temiskaming Shores Zoning By-law, with the purpose of the exception being to permit 22 units between the two buildings. The current application seeks to increase the number of permitted units to 26.

The properties are designated Town Centres in the City of Temiskaming Shores Official Plan.

### **Statutory Public Notice**

The complete application was received on May 25, 2021. Notice of the complete application and public hearing was advertised in the Temiskaming Speaker on May 26, 2021, was mailed to all property owners within 120m of the subject land, and to public agencies in accordance with the requirements of the Planning Act.

The public hearing was held on June 15, 2021. No members of the public made oral submissions at the public hearing and no written submissions have been received as of the date of this report.

### **Site Analysis**

The subject properties measure a total of 25m x 45.8m (80.75' x 150.351') = 4,0254 sq.m (13,957 sq.ft). 495 Ferguson Avenue is the more southerly property while 497 Ferguson Avenue is the more northerly property located at the corner of Broadway Street and Ferguson Avenue.

### **Servicing**

The subject property is serviced with existing municipal water and sanitary sewer services. Storm sewers are also available in this area. No changes to the servicing are proposed or required as a result of this application.

### **Access**

The properties front on Ferguson Avenue with a flank yard along Broadway Street. The front entrance doors are accessed from the sidewalk on Ferguson Avenue and access to the parking area is from Broadway Street via two existing entrances. There is a rear entrance to each of the buildings that is accessible from the parking area located on the east side of the buildings.

### **Existing Land Use**

The properties each contain an existing multi-unit residential building and associated parking area.

## **Adjacent Land Uses**

North: Public Road (Broadway Street); Downtown Commercial Haileybury (C1A) Zone  
South: Downtown Commercial Haileybury (C1A) Zone; Public Lane  
East: Downtown Commercial Haileybury (C1A) Zone  
West: Public Road (Ferguson Avenue); Downtown Commercial Haileybury (C1A) Zone

## **Planning Analysis**

### **Provincial Policy Statement (2020)**

The Provincial Policy Statement (PPS) sets out the Provincial government's policy direction on matters of Provincial interest as they relate to land use planning and development. The PPS provides for appropriate development while protecting resources of provincial interest, public health and safety, and the quality of the natural and built environment.

The property is located within the established downtown area of Haileybury.

#### *1.0 Building Strong Healthy Communities*

#### *1.1 Managing and Directing Land Use to Achieve Efficient and Resilient Development and Land Use Patterns*

##### *1.1.1 Healthy, liveable and safe communities are sustained by:*

- a) promoting efficient development and land use patterns which sustain the financial well-being of the Province and municipalities over the long term;*
- b) accommodating an appropriate affordable and market-based range and mix of residential types (including single-detached, additional residential units, multi-unit housing, affordable housing and housing for older persons), employment (including industrial and commercial), institutional (including places of worship, cemeteries and long-term care homes), recreation, park and open space, and other uses to meet long-term needs;*
- e) promoting the integration of land use planning, growth management, transit-supportive development, intensification and infrastructure planning to achieve cost-effective development patterns, optimization of transit investments, and standards to minimize land consumption and servicing costs;*

##### *1.1.3 Settlement Areas*

##### *1.1.3.2 Land use patterns within settlement areas shall be based on densities and a mix of land uses which:*

- a) efficiently use land and resources;*
- b) are appropriate for, and efficiently use, the infrastructure and public service facilities which are planned or available, and avoid the need for their unjustified and/or uneconomical expansion;*
- c) minimize negative impacts to air quality and climate change, and promote energy efficiency;*
- d) prepare for the impacts of a changing climate;*
- e) support active transportation;*
- f) are transit-supportive, where transit is planned, exists or may be developed; and*
- g) are freight-supportive.*

##### *1.1.3.3 Planning authorities shall identify appropriate locations and promote opportunities for transit-supportive development, accommodating a significant supply and range of housing options through intensification and redevelopment where this can be accommodated taking into account existing building stock or areas, including brownfield sites, and the availability of suitable existing or planned infrastructure and public service facilities required to accommodate projected needs.*

1.1.3.5 *Appropriate development standards should be promoted which facilitate intensification, redevelopment and compact form, while avoiding or mitigating risks to public health and safety.*

1.4.3 *Planning authorities shall provide for an appropriate range and mix of housing options and densities to meet projected market-based and affordable housing needs of current and future residents of the regional market area by:*

*b) permitting and facilitating:*

- 1. all housing options required to meet the social, health, economic and well-being requirements of current and future residents, including special needs requirements and needs arising from demographic changes and employment opportunities; and*
- 2. all types of residential intensification, including additional residential units, and redevelopment in accordance with policy 1.1.3.3;*

The property is located within the settlement area in the existing established area of downtown Haileybury. The buildings on the property are existing and the units have been occupied since 2014. The initial amendments in 2012 and 2014 facilitated the development of the properties which was an infill/redevelopment project. Transit stops are located within a block of the properties, and there numerous recreation amenities within a very short distance of the properties, including the Haileybury Beach, Haileybury marina, the STATO trail, and playgrounds.

Based on the above information it is my opinion that the proposed exception to recognize 26 residential units in the existing buildings on the properties demonstrates consistency with the 2020 PPS.

### **Growth Plan for Northern Ontario**

The Growth Plan for Northern Ontario was developed under the Places to Grow Act to ensure greater growth occurs in an economically and environmentally sustainable manner.

A review of the Growth Plan for Northern Ontario confirms the proposal does not conflict with any of the Growth Plan policies.

### **City of Temiskaming Shores Official Plan**

The property is designated Town Centres in the City of Temiskaming Shores Official Plan.

### **3. Housing and Growth Management**

#### **3.7 Residential Intensification**

*The City will achieve the targets established in Section 3.5 for residential intensification within the settlement areas through one or more of the following measures:*

3.7.5 *Conversion or expansion of existing residential buildings to create new residential units or accommodation including accessory apartments, secondary suites and second units in a house.*

3.7.8 *Residential intensification shall consider the principles for urban design (see Section 4.9). Proposals for intensification should not cause unacceptable impacts on existing development. Consideration will be given to consistency in building height, building scale, housing densities, buildings setbacks, integration with the existing streetscape, traffic impacts, privacy in the use of adjacent properties, buffering, adequacy of infrastructure, off-street parking supply, availability of community facilities and preservation of heritage attributes.*



#### 4. Community Development

##### 4.8 Town Centres

##### 4.8.2 *The intent of the Plan is to strengthen the role of New Liskeard's town centre as key to the economic health of Temiskaming Shores through the following policies:*

- d. *Haileybury's town centre will be developed as a local commercial centre where the scope of land uses will include retail, personal and service commercial uses, residential and public service uses. Residential uses will include standalone and upper storey dwellings.*

Being located in the developed downtown area of Haileybury, the properties are surrounded by a mix of uses that are typically found in downtown areas. The properties are well-served by Temiskaming Transit and have easy access to numerous recreation amenities. The recognition of the additional units will not negatively impact these considerations.

Based on the above information it is my opinion that the proposed exception to recognize the existing 26 units in the two buildings demonstrates consistency with the City of Temiskaming Shores Official Plan.

#### **City of Temiskaming Shores Zoning By-law**

The property is currently zoned High Density Residential Exception 14 (R4-14) in the City of Temiskaming Shores Zoning By-law. The purpose of the current application is to amend the provisions of the exception to allow a maximum of 26 residential units in the building, where the zoning currently only permits 22 units.

As indicated previously in this report, the applicant has confirmed that the units have been in existence since the building was occupied and no construction has been undertaken since occupancy was granted. The initial permit was issued for 19 units between the two buildings, and the Building Department files do not contain information to indicate that the additional units were accounted for in the permits. The initial 2012 permit was also not revised to include the three additional units permitted through the 2014 amendment. The permit was closed in 2019.

The Zoning By-law requires the provision of one on-site parking space per dwelling unit, and the applicant has indicated that there are 26 parking spaces provided on-site.

#### **Site Plan Control By-law 2018-079**

The initial redevelopment project for these two buildings was subject to site plan control, and through By-law 2014-089 the site plan agreement was authorized and subsequently registered on title to the properties. As no additional construction is being proposed, the additional units are existing in the building, and the applicant indicates that one on-site parking space is provided for each unit in the buildings, an amendment to the site plan agreement is not required.

#### **Comments Received from the Agency Circulation and Public Notification Process**

No comments or concerns have been received from the public and agency notification for this application.

#### **Conclusion**

The proposed Zoning By-law amendment will increase the number of units permitted in the R4-14 Zone from 22 to 26.

As previously outlined in this report, the proposed amendment is appropriate because:

- ✓ The property is located in the developed downtown core area of Haileybury;
- ✓ The buildings are existing, as are the additional units being recognized through this amendment;
- ✓ The required number of parking spaces are provided on-site;

- ✓ The buildings are serviced with existing municipal water and sanitary sewer services;
- ✓ No additional construction is proposed as a result of approval of this application.

**Recommendation**

Based on the information presented in this report, in my opinion, the proposed Zoning By-law amendment is consistent with the Provincial Policy Statement (2020); does not conflict with the Northern Ontario Growth Plan; complies with the City of Temiskaming Shores Official Plan; and represents good planning.

**It is therefore recommended that Council approve the Zoning By-law Amendment application.**

Respectfully submitted,

---

Jennifer Pye, MCIP, RPP  
Planner



## Application for Zoning By-law Amendment

### Notice of Complete Application And Notice of Statutory Public Hearing

Under Section 34 of the Planning Act, R.S.O. 1990 c.P.13

The City of Temiskaming Shores has received the following application to amend the City of Temiskaming Shores Zoning By-law:

**File #:** ZBA-2021-04 & ZBA-2021-05  
**Owner:** Vision Property Development and Management Inc.  
**Agent:** Graham Alloway  
**Property:** 495 and 497 Ferguson Avenue

**A public hearing** will be held to consider the Zoning By-law Amendment application:

**Date:** Tuesday, June 15, 2021  
**Time:** 6:00 p.m.  
**Place:** Council Chambers at City Hall, 325 Farr Drive, Haileybury  
**\*Please note:** due to the changing nature of Covid-19 Public Health measures this meeting may be held virtually. Please contact Jennifer Pye (contact information below) to review the current situation and your participation options.

**The application proposes to amend the provisions of the High Density Residential Exception 14 (R4-14) Zone** to increase the number of units permitted between the two properties to recognize the existing situation. The R4-14 Zone currently permits a total of 22 residential dwelling units between the two properties and the applicant has indicated that 26 units are existing.

The property is designated Town Centres in the City of Temiskaming Shores Official Plan.



**For more information** about this matter, including information about preserving your appeal rights, contact the undersigned.

**Dated** this 26<sup>th</sup> day of May, 2021.

Jennifer Pye, MCIP, RPP  
 Planner  
 City of Temiskaming Shores  
 325 Farr Drive  
 PO Box 2050  
 Haileybury, ON P0J 1K0  
 Tel: 705-672-3363 ext. 4105  
 Fax: 705-672-2911  
[jpye@temiskamingshores.ca](mailto:jpye@temiskamingshores.ca)

**Subject:** Tench-MacDiarmid Insurance  
Brokers Ltd. Premium Summary

**Report No.:** CS-031-2021

**Agenda Date:** July 13, 2021

---

### **Attachments**

**Appendix 01:** Draft By-law (**Please refer to By-law No. 2021-108**)

### **Recommendations**

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report CS-031-2021; and
2. That Council for the City of Temiskaming Shores directs staff to prepare the necessary by-law to enter into an agreement with BFL Canada Ltd. brokered by Tench-MacDiarmid Insurance Brokers Ltd. for Municipal Insurance and Risk Management Services for a premium of \$594,031 plus applicable taxes to be presented for consideration at the July 13, 2021 Regular Council Meeting.

### **Background**

The City's insurance policy was due for renewal on July 1, 2021.

### **Analysis**

As reported in 2019, the City saw the hardening of the market with insurers withdrawing from certain classes of business, increasing premiums and deductible and placing limits/restrictions on coverage to mitigate their exposure. 2020 continued the same trend of hard market terms and then the COVID-19 pandemic hit. It is still too early in the pandemic to determine what the potential impact of COVID-19 will have on the insurance market. Lloyd's initial estimates state the Lloyd's share of the COVID-19 losses will be in the range of \$6Bn CDN with an overall cost of over \$100Bn to the global property and casualty insurance industry.

The City's Broker received two (2) quotes for insurance. They are as follows:

BFL Canada - \$594,031

Intact - \$613,635

### **BFL Renewal Breakdown**

- **Lloyd's of London** – Lloyd's continues their 2019 mandate of requiring syndicates to improve the performance of their various portfolios to bring the Lloyd's marketplace back to profitability. Syndicates are reviewing all classes of business and are paying particular attention to industries that are considered "high risk", such as municipalities, long haul trucking, strata etc. Some syndicates have elected to withdraw from certain high risk classes of business (we have seen this in the municipal world when one Lloyd's syndicate stopped writing municipal risk in Eastern Canada effective Jan 1, 2020). Syndicates who have elected to continue insuring high risk placements review each individual renewal and look to the following elements regarding how to improve the account's loss ratio:
  - Premium – Increase premium to ensure the syndicate is charging premium commensurate with the risk being insured
  - Deductible – Increase deductible where applicable/appropriate
  - Risk Management / Loss Control – What processes/policies/procedures has the organization implemented to mitigate exposures, particularly to address any losses that have occurred in the last 5 years.
- **Domestic Insurers** – As with Lloyd's, domestic insurers have moved away from top line growth and are focused on bottom line profitability. The domestics have been rocked by catastrophic losses (fire / flood) and need to charge premium commensurate with the risk – fire is no longer the largest peril for insurers (though there continues to be large fire losses) – water (flood etc) is wreaking havoc on property insurers.

With all of this as a backdrop, municipalities are experiencing premium and deductible increases in 2021.

The Municipality's overall program increase is approximately 23.65% for all lines of coverage.

Notable change this term – Flood deductible now \$200,000 for all properties located at Riverside Drive, May Street, Main beach and Whitewood Avenue. \$100,000 for all other locations

### **Financial / Staffing Implications**

The budget incorporates 50% of the 2020/2021 premiums and 50% of the 2021/2022 premiums.

The premium is paid in full upon endorsement by Council with the unexpended 50% posted to a prepaid insurance account.

The 2021 Budget was established at \$515,000. Staff estimates that the 2021 combined premiums, with applicable taxes, will be \$580,208 which exceeds the Budget Allocation by **\$65,208**.

The 2021 Insurance Deductible budgeted remains at \$50,000.

This item has been approved in the current budget:    Yes ☐    No ☒    N/A ☐

This item is within the approved budget amount:    Yes ☐    No ☒    N/A ☐

### **Alternatives**

No alternatives were considered.

### **Submission**

Prepared by:

Reviewed and submitted for Council's  
consideration by:

*"Original signed by"*

---

*"Original signed by"*

---

Shelly Zubycck  
Director of Corporate Services

Christopher W. Oslund  
City Manager

---

<b>Subject:</b>	Appointment of Volunteer Firefighter	<b>Report No.:</b>	PPP-003-2021
		<b>Agenda Date:</b>	July 13, 2021

---

### **Attachments**

None

### **Recommendations**

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PPP-003-21; and
2. That Council hereby appoints Hayden Fiset as a Volunteer Firefighters to the Temiskaming Shores Fire Department in accordance with the *Recruitment and Retention Program*.

### **Background**

In an effort to fill vacancies within the department at Station #2 and to help ensure adequate staffing levels are maintained, the Department is seeking to fill a Volunteer Firefighter positions at Station #2.

### **Analysis**

Section 4.02 of Schedule "A" to By-law 2008-030, being the Fire Department Establishing and Regulating By-law for the Temiskaming Shores Fire Department, states that for the purposes of ensuring adequate staffing, twenty (20) shall be used as a guideline for the minimum number of firefighters per District Station and in no case shall the number of firefighters per District Station exceed twenty-five (25).

Based on the identified need to fill vacancies at Station #2 interviews with the candidates were conducted by the Station Officers' and the Fire Chief. Subsequently a recommendation from the Deputy District Chief of Station #2 was provided to the Fire Chief requesting consideration of the appointment of Hayden Fiset as a Volunteer Firefighter to the Temiskaming Shores Fire Department.

The candidate being recommended has demonstrated a strong desire to be a member of the Temiskaming Shores Fire Department team. This coupled with his work experience, makes him excellent candidate for the position he is being recommended for.



### **Relevant Policy / Legislation / City By-Law**

- By-Law No. 2016-040, Temiskaming Shores Fire Department Recruitment and Retention Program.
- By-Law No. 2008-030, Fire Department Establishing and Regulating By-law.

### **Consultation / Communication**

- Consultation with Station #2 Deputy District Chief

### **Financial / Staffing Implications**

This item has been approved in the current budget: Yes ☒ No ☐ N/A ☐

This item is within the approved budget amount: Yes ☒ No ☐ N/A ☐

Financial implications include the provision of appropriate Volunteer Firefighter Honorariums which have been included in the 2021 Fire and Emergency Management Services Operational Budget. All costs associated with the appointment would include the provision of dress uniforms and protective equipment that would be drawn from the fire departments operational budget.

Staffing implications associated with the proposed appointment are limited to normal administrative functions and duties, and the requirement to fill vacant positions within the fire department. Adequate staffing levels are established based on availability and the ability of fire department personnel to respond.

Current fire station staffing levels are as follows:

- 24 members Station #1.
- 21 members Station #2, and
- 22 members Station #3.

### **Alternatives**

No alternatives were considered

## **Submission**

Prepared by:



---

Steve Langford  
Fire Chief

Reviewed and submitted for Council's  
consideration by:

*"Original signed by"*

---

Christopher W. Oslund  
City Manager

## **Memo**

**To:** Mayor and Council  
**From:** Mitch Lafreniere – Manager of Transportation Services  
**Date:** July 13, 2021  
**Subject:** Grant Drive Extension – 2022 Capital Budget  
**Attachments:** N/A

---

Mayor and Council:

The Grant Drive extension project has been a topic of discussion for a few years, and most recently City staff have had multiple discussions with the MTO regarding this project. In 2022 the MTO is expected to be doing road construction on Highway 11 within City limits, and as part of that project are committed to assisting the City with work associated to design and construction of turning lanes onto the Grant Drive extension.

The MTO would cover all engineering costs associated with the design, as well as 50% of the construction costs associated with the turning lanes. In discussion with the Public Works Committee, City Staff have reached out to a local engineering firm to request budget costs associated with the extension of Grant Drive from Highway 65 East to Wilson Avenue. The budget estimate is for this work is \$1,315,500.00. The current unknown is the costs associated with the turning lanes off of Highway 65 East which the City would be responsible for 50% of these costs.

The Public Works Committee met on June 16, 2021 and requested that the matter be discussed with the Corporate Services Committee.

The Corporate Services Committee also met on June 16, 2021 and recommended the following;

Recommendation CS-2021-036

Moved by: Mayor Carman Kidd

Be it resolved that:

The Corporate Services Committee hereby directs staff to prepare a report to Council, requesting a pre-commitment to the 2022 Capital budget for the Grant Drive Extension project.

**CARRIED**

The MTO is looking for a commitment from the City of Temiskaming Shores to proceed with this work in order to release their tender documents this summer for the work to be completed in 2022. If council wishes to not move forward with a pre-commitment of the Grant Drive extension in 2022, the MTO would not consider cost sharing associated with this project in the future.

Prepared by:

*“Original signed by”*

---

Mitch Lafreniere  
Manager of Transportation Services

Reviewed and submitted for Council’s  
consideration by:

*“Original signed by”*

---

Christopher W. Oslund  
City Manager

**Subject:** Amendment to Water Works  
System By-law No. 2016-083

**Report No.:** PW-020-2021  
**Agenda Date:** July 13, 2021

### **Attachments**

**Appendix 01:** By-law Amendment

**Appendix 02:** Draft By-law (**Please refer to by-law No. 2021-109**)

### **Recommendations**

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report PW-020-2021; and
2. That Council directs staff to prepare the necessary by-law to amend Section 5 – Water Rates and Meters in By-law No. 2016-083, to regulate the management and operation of the Water Works Systems in the City of Temiskaming Shores for consideration at the July 13, 2021 Regular Council meeting.

### **Background**

In 2016, Council adopted By-law 2016-083 to regulate the management and operation of the Water Works Systems in the City of Temiskaming Shores. This By-law was a consolidation of by-laws from the former municipalities and was developed to provide consistency throughout the City as it relates to how the water systems are regulated and managed. Part 5 of this by-law addresses water rates and properties that may receive a water meter.

During the 2021 budget deliberations, Council approved the installation of approximately 55-60 water meters within the Industrial, Commercial and Institutional (ICI) sectors as a capital project in the amount of \$ 100,000.

On June 9, 2021, a virtual stakeholders meeting was held related to the above noted project. Staff, members of Council and 5 business owners attended the meeting. The main takeaway proposal from the meeting was that Council consider future capital projects for the installation of water meters in all ICI and multi-residential establishments.

### **Analysis**

Through investigation of the properties to be metered for the 2021 ICI Water Meter Project, it was identified that isolation of a commercial component of a mixed residential/ICI property is not physically possible in many cases. Through consultation

with staff from Neptune, it is recommended that in these situations the meter be installed at the water service entry and capture both the residential and ICI component of the building.

As a result of the virtual stakeholders meeting that was held on June 9, 2021, the installation of water meters for the remaining ICI and multi-residential establishments was discussed at the Public Works Committee Meeting held on June 16, 2021 resulting in the following recommendation:

**Recommendation PW-2021-043**

*Moved by: Councillor Danny Whalen*

*Be it resolved that:*

*The Public Works Committee hereby directs staff to investigate a financial strategy for the full implementation of an ICI Water Metering Program that includes multi-residential buildings.*

***Carried***

Staff reviewed the Water Works System by-law and determined that an amendment to Part 5 – Water Rates and Meters should be considered to provide greater clarity as it pertains to the classification of the properties to be metered. This clarification will consist of classifying any mixed residential/ICI as an ICI establishment for the purpose of water rates and meter installation.

In addition, the process on how the water rates for metered properties would be removed and addressed through the Water and Sewer Rates By-law adopted by Council on an annual basis. Appendix 01 outlines the by-law amendment. This amendment will also provide clarity for any future phases of the Water Meter Program that Council may consider.

**Relevant Policy / Legislation / City By-Law**

- 2021 Capital Budget
- By-Law No. 2016-083, Water Works System

**Consultation / Communication**

- Public Works Committee Meeting – June 16, 2021

**Financial / Staffing Implications**

This item has been approved in the current budget: Yes ☐ No ☐ N/A ☒

This item is within the approved budget amount: Yes ☐ No ☐ N/A ☒

**Alternatives**

No alternatives were considered.

**Submission**

Prepared by:

Reviewed and submitted for Council's  
consideration by:

*"Original signed by"*

---

*"Original signed by"*

---

Steve Burnett  
Manager of Environmental Services

Christopher W. Oslund  
City Manager

## **Part 5 – WATER RATES AND METERS**

### **Currently reads**

#### **5.1     *WATER RATES***

All Residential, Industrial, Commercial and Institutional premises that have a Water Service Connection to the Municipal Water Works, is subject to a flat water rate at the fee prescribed by the Corporation through by-law adoption from time to time. In addition to the flat water rate, each property and/or premise which is metered will pay a fee on a per cubic meter basis over and above a prescribed cubic meter amount as determined by the Director of Public Works and defined and adopted through by-law from time to time.

### **Change to**

#### **5.2     *WATER RATES***

All Residential, Industrial, Commercial and Institutional premises that have a Water Service Connection to the Municipal Water Works, is subject to a water rate at the fee prescribed by the Corporation through by-law adoption from time to time.

### **Currently reads**

#### **5.3     *PROPERTIES TO BE METERED***

The properties to be metered shall include but are not limited to Industrial, Institutional and high water users in the Commercial sectors as determined by the Director of Public Works.

### **Change to**

#### **5.4     *PROPERTIES TO BE METERED***

The properties to be metered may include all Residential and Industrial, Commercial and Institutional (ICI) sectors. For the purpose of water rates and water meter installation, any mixed residential/ICI will be classified as ICI.



# **Memo**

**To:** Mayor and Council  
**From:** Mathew Bahm, Director of Recreation  
**Date:** July 13, 2021  
**Subject:** 2021-22 Seniors Community Grant Program  
**Attachments:** N/A

---

Mayor and Council:

The Age Friendly Committee continues to move the Age Friendly Action Plan forward and have identified a funding source that may assist in achieving our goals for 2022.

Council adopted the City's Age Friendly Plan in 2016 and since that time, the AFC has implemented programming and established partnerships to ensure we are meeting the goals set out in the plan.

As the Age Friendly Plan is reaching five years since it was first adopted, Staff wish to hire a consultant to review our plan, review our progress to date, consult with local stakeholders and provide an update to the Age Friendly Plan for the next five years.

Staff have identified the 2021-22 Seniors Community Grant Program as a funding source to complete this work at no financial cost to the City.

Staff are therefore recommending that Council approve a funding application to the Seniors Community Grant Program, funded by the Province of Ontario, in the amount of \$25,000.

Prepared by:

Reviewed and submitted for Council's  
consideration by:

"Original signed by"

"Original signed by"

Mathew Bahm  
Director of Recreation

Christopher W. Oslund  
City Manager

**Subject:** Temiskaming Shores Climate  
Change (Ad-Hoc) Committee

**Report No.:** RS-013-2021  
**Agenda Date:** July 13, 2021

---

### **Attachments**

Appendix 01 – Temiskaming Shores Climate Change (Ad-Hoc) Committee Terms of Reference (**Please see by-law No. 2021-111**)

### **Recommendations**

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report RS-013-2021; and
2. That Council directs staff to prepare the necessary by-law to adopt the Terms of Reference for the Temiskaming Shores Climate Change (Ad-Hoc) Committee for consideration at the July 13, 2021 Council Meeting.

### **Background**

The City of Temiskaming Shores joined the Federation of Canadian Municipalities' Partners for Climate Protection program in 2018 to assist in reducing its greenhouse gas emissions.

As part of the program, the City is to work through five milestones over a 10-year period.

The City commissioned VIP Energy Services to create a Greenhouse Gas Reduction Plan ("GGRP") which would complete milestones one, two and three of the program.

Council received the plan on November 3, 2020 and the following resolution was passed:

**Resolution No. 2020-513**

Moved by: Councillor Whalen  
Seconded by: Councillor Foley

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Memo No. 014-2020-RS; and

That Council directs staff to release the Greenhouse Gas Reduction Plan to complete a public consultation period from November 4, 2020 until December 4, 2020, and return the plan for consideration at the December 15, 2020 Regular Council meeting.

**CARRIED**

Council received Administrative Report RS-011-2020 at the Regular Meeting of Council on December 16, 2020 which outlined the various issues brought forward through the public comment period and the concerns members of the public had with how the City of Temiskaming Shores would be able to meet the very modest targets set by the GGRP. Council then passed the following resolution:

*Resolution No. 2020-615*

Moved by: Councillor Whalen

Seconded by: Councillor Jelly

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. RS-011-2020;

That Council acknowledges receipt of the Greenhouse Gas Reduction Plan prepared by VIP Energy; and

That Council directs staff to investigate improvements to the Greenhouse Gas Reduction Plan through further consultation with community partners and the public.

**CARRIED**

City staff completed further consultation with members of the public and local stakeholders. Upon reviewing the information collected during this consultation stage, administrative report RS-011-2021 was reviewed by Council at its Regular Meeting on June 1, 2021. Upon receiving this report, the following resolution was passed:

*Resolution No. 2021-254*

Moved by: Councillor Laferriere

Seconded by: Councillor Foley

Be it resolved that Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report No. RS-011-2021;

That Council directs staff to prepare the necessary by-law to appoint members to a Climate Change Ad-Hoc Committee of Council, for consideration at the June 15, 2021 Regular Meeting.

**CARRIED**

### **Analysis**

City staff set a deadline of June 29<sup>th</sup> for members of the public to apply to the Climate Change Committee. Multiple ads were placed in the Temiskaming Speaker inviting members of the public to apply to be a member of the committee as required in the City of Temiskaming Shores' Procedural By-Law. These ads were placed in the City Bulletin in the Speaker and Weekender the weeks of June 7<sup>th</sup>, 14<sup>th</sup> and 21<sup>st</sup>. Additionally, a Facebook post and Instagram post were released on June 24<sup>th</sup> which reached a combined 1,530 people.

City staff also reached out to Climate Action Temiskaming and the Timiskaming Health Unit to gauge their interest in joining the committee. Both organizations expressed support of the project and have tentatively agreed to have representatives join the committee. The Timiskaming Health Unit is currently working on a similar project with the other six public health units of Northern Ontario. They would bring further local knowledge on the subject to this committee that would be valuable to the City.

Climate Action Temiskaming has proposed that Paul Cobb sit on the Climate Change Committee as its representative.

The Timiskaming Health Unit has proposed that Maria McLean sit on the Climate Change Committee as its representative.

The City received three applications from the public to sit on the Climate Change Committee. Those submissions will be reviewed at the Regular Meeting of Council in Closed Session on July 13, 2021, for Council review and consideration.

### **Relevant Policy / Legislation / City By-Law**

- City of Temiskaming Shores Procedural By-law No. 2008-160

### **Financial / Staffing Implications**

This item has been approved in the current budget: Yes ☐ No ☐ N/A ☒

This item is within the approved budget amount: Yes ☐ No ☐ N/A ☒

Staffing implications are limited to normal administrative duties during the term of the committee. Additional time commitments will depend on the meeting schedule and depth and breadth of information requested by the committee.

### **Alternatives**

1. Council could decide against the creation of the Temiskaming Shores Climate Change (Ad-Hoc) Committee
2. Council could decide to form the committee with a different composition of members.

### **Submission**

Prepared by:

Reviewed and submitted for Council's  
consideration by:

*"Original signed by"*

*"Original signed by"*

Mathew Bahm  
Director of Recreation

Christopher W. Oslund  
City Manager

---

<b>Subject:</b>	Don Shepherdson Memorial Arena Accessibility Project	<b>Report No.:</b>	RS-014-2021
		<b>Agenda Date:</b>	July 13, 2021

---

### **Attachments**

Appendix 01 – RS-RFT-001-2021 – Tender Submission  
Appendix 02 – Canada Community Revitalization Fund Application Overview  
Appendix 03 – Phase One Application to FedNor  
Appendix 04 – Phase One Response from FedNor

### **Recommendations**

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of administrative report RS-014-2021;
2. That Council cancels the procurement process for RS-RFT-001-2021;
3. That Council acknowledges the submission of the Phase One application to FedNor and the Canada Community Revitalization Fund for the Don Shepherdson Memorial Arena Accessibility Project; and
4. That Council directs staff to submit a Phase Two application to FedNor in the amount of \$1,000,000 for the Don Shepherdson Memorial Arena Accessibility Project.

### **Background**

As part of the 2021 City of Temiskaming Shores Capital budget, \$350,000 of funding from the City was allocated to complete accessibility upgrades to the Don Shepherdson Memorial Arena (“DSMA”). The project would see a vestibule built on the front entrance of the building, the lobby washrooms gutted and rebuilt as well as door upgrades within the facility. In addition to the municipal contribution, this project also included \$100,000 in funding from Employment and Social Development Canada for a total project budget of \$450,000.

At the April 6, 2021 Regular Council Meeting, Council passed By-law 2021-061, being a by-law to enter into an agreement with Greenview Environmental Management for project tendering and construction contract administration for the DSMA Accessibility Project in the amount of \$53,000. On May 14, 2021, RS-RFT-001-2021 was released with a closing date of June 8, 2021. As part of the tendering process, a mandatory site meeting was scheduled for May 25, 2021 which saw one firm attend. To ensure that the project would receive competitive bids, a second site meeting was scheduled for June 3, 2021 and the project closing date was rescheduled to June 17, 2021. At the second site meeting, two additional firms attended. The tender closed at 2pm on June 17, 2021 with no bids being received.

Staff subsequently contacted the firms which attended the site meetings and a bid was received by the City from CGV Builders on June 30, 2021 (Appendix 01).

Staff reviewed the bid and noted that it meets the administrative requirements as set out in RS-RFT-001-2021 however, the bid price of \$577,000+HST is well above the amount allocated for this portion of project (\$397,000) and the timelines proposed do not meet the requirements as set out in the bid documents.

Further, the Government of Canada announced the new Canada Community Revitalization Fund (subsequently known as the “CCRF”) on June 23, 2021. This new program is administered through FedNor. The program has a broad scope and focuses on four main themes:

1. Downtown Core and Main Street
2. Outdoor Space
3. Green Projects
4. Accessibility

The Government of Canada has opened a special, one-time intake for the CCRF with a phase two submission deadline of July 23, 2021. Submissions which are received by this date will receive a response to their applications before September 2021. The CCRF would provide funding to successful applicants of 75% of eligible costs, up to \$750,000 and allow for the stacking of grants.

Because of the aggressive timelines, City staff submitted a Phase One application for the DSMA Accessibility Project on July 5, 2021. Staff subsequently received notice on July 7, 2021 that our Phase One application was reviewed and may proceed to Phase Two of the application process.

## **Analysis**

The bid received from CGV Builders was reviewed by City staff for completeness and accuracy. The bid met most requirements for the project however the project timelines, as submitted, would place construction from September 2021 to November 2021. The required completion date as stated in the RFT document was September 24, 2021. As

well, the bid price stipulated was well outside the budgeted amount as set in the City's 2021 Capital Budget. Staff are therefore recommending that the City does not award RS-RFT-001-2021, and instead officially cancel the procurement process at this time.

Staff are further recommending that this project be considered by Council for a submission to the Canada Community Revitalization Fund. The project meets one of the four pillars of the fund and it is expected that Federal funding would be confirmed by September 2021. The City would then be able to allocate funding from the 2022 capital budget for its portion of the project.

City Staff identified three potential projects for submission to the CCRF after reviewing the fund guidelines. Those projects are:

1. Don Shepherdson Memorial Arena Accessibility Project

In addition to the accessibility project as outlined in RS-RFT-001-2021, the project would also include new flooring throughout the arena lobby, new LED light replacements for remaining legacy fixtures within the facility, new air quality monitors in the facility and a new display board on the new front vestibule. The expected budget price for this project is \$1,000,000. The scope of this project would best maximize the available funding from the CCRF and the final outcomes expected at the facility. This is the recommended project for submission to the CCRF as it is staff's opinion that it would have the highest chance of being approved for funding while also meeting an immediate need of the City.

2. New Liskeard Ball Diamond Revitalization

As noted in the Recreation Master Plan, the New Liskeard Ball Diamonds should be considered for revitalization within 10 years by re-aligning the fields, installing new lights, infields and fencing. Staff have considered submitting one phase of this revitalization to the CCRF program. The first phase would see a site plan developed for the complete revitalization of all three ball parks, establish the phasing for the project and have the New Liskeard South ball diamond redeveloped as a brand-new field with new lighting and other amenities. This project is estimated to cost \$1,000,000. Should council decide against submitting the DSMA Accessibility Project to the CCRF, this project would be staff's next recommended option. This project meets one of the four pillars of the CCRF and would have a strong chance of receiving funding.

3. DSMA and Waterfront Pool and Fitness Centre Roof Replacements

This project would see the replacement of both the DSMA roof and the Waterfront Pool and Fitness Centre roof. This work is necessary to be completed within the next 1-5 years as identified in the Roof and Structure Evaluation completed by DM Wills and submitted to council at the November 17, 2020 regular meeting. The project would have a total cost of approximately \$2,000,000 and complete much needed improvements to these two facilities. This project would be the third priority for submission. While it is a strong need



of the city, it does not meet as many identified outcomes within the CCRF guidelines. Staff are therefore not confident that this project would be awarded funding.

Upon reviewing the identified projects, considering the submitted bid for RS-RFT-001-2021, and following up with FedNor staff regarding timelines for submission, City staff submitted a Phase One application to FedNor for the DSMA Accessibility Project on July 5, 2021. The City subsequently received a response from FedNor on July 7, 2021 that the City was approved to submit a Phase Two application for this project.

Staff are therefore recommending that Council direct staff to submit a Phase Two application for the Don Shepherdson Memorial Arena Accessibility Project in the amount of \$1,000,000.

City staff will also investigate the possibility of stacking the ESDC funding already received and allocated towards this project. Regardless of the outcome from that investigation, the City will still receive the best value by moving forward with the grant application to the CCRF.

#### **Relevant Policy / Legislation / City By-Law**

- City of Temiskaming Shores 2021 Municipal Budget
- City of Temiskaming Shores Procurement Policy (By-Law 2017-015)

#### **Financial / Staffing Implications**

This item has been approved in the current budget: Yes ☒ No ☐ N/A ☐

This item is within the approved budget amount: Yes ☐ No ☒ N/A ☐

Should council adopt the recommendations of this report, there would be approximately \$330,000 in City funding unspent as RS-RFT-001-2021 would not be awarded. There would also be funding in the amount of \$100,000 from ESDC not spent which has a deadline of October 30, 2021. Staff will investigate the possibility of utilizing this fund in an alternate way or requesting an extension of the spending deadline.

Should the City be awarded funding for the DSMA Accessibility Project through the CCRF, it is expected that the City's cost for that project would be \$250,000 which would need to be included within the 2022 Capital Budget. This amount could be further reduced to only \$150,000 depending on the outcome of negotiations with ESDC.

### **Alternatives**

1. Council could decide to award RS-RFT-001-2021 to CGV Builders as per their submission to that tender. Currently, the stipulated bid price is \$190,000 above the budgeted amount and there are no other project savings within the 2021 Capital Budget available to cover the increase.
2. Council could decide to direct staff to submit Phase One and, if approved, Phase Two applications for one or both of the other identified projects in this report to the CCRF.
3. Council could direct staff to withdraw the City's application for the DSMA to the CCRF.

### **Submission**

Prepared by:

Reviewed and submitted for Council's  
consideration by:

*"Original signed by"*

---

*"Original signed by"*

---

Mathew Bahm  
Director of Recreation

Christopher W. Oslund  
City Manager



- .2 Furnish the required bonds prior to receipt of the Agreement for execution.
- .3 Commence Work in the as soon as practicable and carry out the Work on a continuous basis until completion, after execution of the Agreement.
- .4 Achieve Substantial Performance of the Work by no later than August 31, 2021.
- .4 If this Bid is accepted within the time stated herein, and we fail to commence the Work or we fail to provide the required Bond(s), the security deposit shall be forfeited immediately as damages to the Owner by reason of our failure, limited in amount to the lesser of the face value of the deposit, or the difference between this Bid and the Bid which the Contract is signed.
- .5 In the event our Bid is not accepted within the time stated above, the required security deposit shall be returned to the undersigned, in accordance with the provisions in the Instructions to Bidders; unless a mutually satisfactory arrangement is made for its retention and validity for an extended period of time.

#### 1.4 Appendices

- .1 A list of Subcontractors is appended hereto and identified as 'Appendix A'.
- .2 A schedule of Unit Rates for labour, equipment, and specialized tools, exclusive of overhead and profit adjustments, is appended hereto and identified as 'Appendix B'.

#### 1.5 Addenda

- .1 The following Addenda have been received. The modifications to the Contract Documents noted therein have been considered and all costs thereto are included in the Bid Price.
  - .1 Addendum # 1 Dated May 26, 2021
  - .2 Addendum # 2 Dated June 07, 2021
  - .3 Addendum #      Dated
  - .4 Addendum #      Dated
  - .5 Addendum #      Dated

#### 1.6 Bid Form Signatures

The Corporate Seal of

CGV Builders Inc

(Bidder Company Name - please print)

was hereunto affixed in the presence of:

(Seal)

Robert Vezeau  
Authorized Signing Officer Name and Signature

Vice President  
Title

\_\_\_\_\_  
Authorized Signing Officer Name and Signature

\_\_\_\_\_  
Title

If this Bid is a joint venture or partnership, add additional forms of execution for each member of the joint venture on the appropriate form or forms, as above.

Appendix A - Subcontractors: The following is the list of Subcontractors referred to in the Bid Form submitted by:

(Bidder) CGV Builders Inc

(Owner) The Corporation of the City of Temiskaming Shores

dated to which this Appendix is an integral part of the Bid Form.

The following work will be performed (or provided) by Subcontractors under our responsibility and coordinated by us:

Portion of the Work	Subcontractor / Supplier
Demolition & Removals	G. Belanger Construction
Earthworks & Site Servicing	Pedersen Construction Inc
Aggregates	Pedersen Construction Inc
Building Foundation Forming	Pedersen Construction Inc
Building/Site Cast-in-Place Concrete	Pedersen Construction Inc
Rough Carpentry & Framing	G. Belanger Construction
Masonry	Pedersen Construction Inc
Roofing	Designed Roofing
Electrical	Helm & Sons Plumbing, Heating, Electrical
Mechanical – Plumbing	Helm & Sons Plumbing, Heating, Electrical
Mechanical – HVAC	Helm & Sons Plumbing, Heating, Electrical
Painting	G. Belanger Construction
Flooring Finishes	G. Belanger Construction
Aluminum Storefront Doors & Hardware	Northland Glass & Metal
Standard Doors & Hardware	Northland Glass & Metal/G. Belanger Construction
Windows	Northland Glass & Metal/G. Belanger Construction
Gypsum Board	G. Belanger Construction
Asphalt Paving	Pedersen Construction Inc/Demora Construction Services Inc.
Site Restoration/Landscaping	Pedersen Construction Inc
Structural Steel	New Liskeard Sheet Metal
Other - Signs	Northern Signs
Other -	

**SCHEDULE:**

1. Start: Early September 2021
2. Substantial Completion: End of November 2021

Appendix B – Unit Rates: The following is the schedule of Unit Rates referred to in the Bid Form submitted by:

(Bidder) CGV Builders Inc

(Owner) The Corporation of the City of Temiskaming Shores

dated to which this Appendix is an integral part of the Bid Form.

Labour / Equipment Item Description	Unit Rate	
Project Manager/Coordinator	\$ 105	per hr
Site Superintendent	\$ 95	per hr
Supervisor/Foreperson	\$ 95	per hr
Excavator & Operator	\$ 195	per hr
Haul Truck & Operator	\$ 145	per hr
Mechanical Technician	\$ 90	per hr
Mechanical/Electrical Labourer/Helper	\$ 78	per hr
Electrician	\$ 90	per hr
Painter	\$ 90	per hr
Concrete Supplier	\$ 285	per meter
General Labourer	\$ 75	per hr
Other -	\$	per
Other -	\$	per
Other -	\$	per
Other -	\$	per

**END OF TENDER FORM**



## New Programs

Canada  
Community  
Revitalization Fund

New

Regional Relief and  
Recovery Fund  
(RRRF) | UpdatedRegional Air  
Transportation  
Initiative

## Canada Community Revitalization Fund

The Canada Community Revitalization Fund (CCRF) aims to help communities across Canada build and improve community infrastructure projects so they can rebound from the effect of the COVID-19 pandemic. With a national investment of \$500 million over two years, the Fund's purpose is to support not-for-profit organizations, municipalities and other community groups, as well as Indigenous communities:

- build new community infrastructure and revitalize existing assets
- bring people back to public spaces safely as health measures ease
- create jobs and stimulate local economies

### Indigenous applicants

Indigenous applicants are invited to apply through the process described below for projects of all types and sizes. Under the Fund, RDAs can contribute up to 100% funding for projects with Indigenous groups.

### Eligible Recipients

- Not-for-profit organizations;
- Co-operatives and business improvement areas (BIAs);
- Municipal or regional government established by or under provincial or territorial statute;
- Local Service Districts, regional districts or similar types of entities that are established as unincorporated units of governance;
- Rural communities that are incorporated but considered non-municipal bodies;
- A public-sector body that is established by or under provincial or territorial statute or by regulation or is wholly owned by province, territory, municipal or regional government and that provides municipal-type infrastructure services to communities; and
- An Indigenous organization such as Indigenous-led not-for-profits and organizations which include but are not limited to First Nations as represented by their Chief and Council, Tribal Councils, Indigenous Representative Organizations, Métis and Inuit organizations and Settlements as well as Indigenous/First Nation/Métis Settlement owned organizations.

### Ineligible Recipients

Individuals, businesses and provincial or territorial governments are **not** eligible to apply to the CCRF.

### What type of activities are eligible?

The Fund will provide support for the following project types:

- Adapting and reimagining/re-envisioning community spaces and maintaining accessibility standards so that they may safely be used by communities in accordance with social distancing and local public health guidelines to help revitalize areas and support future planning efforts. Projects could include community transformation infrastructure to help rejuvenate communities, downtown cores, main streets, and shared spaces.

Examples include projects such as farmers markets, community centres, community museums, cultural centres, parks, community gardens, green houses, recreational trails and facilities, bike paths, outdoor sport facilities, libraries, waterfront spaces and tourism facilities.

- Building (i.e. the construction of) or improving community infrastructure through the expansion, improvement or creation of community spaces to encourage Canadians to re-engage in and explore their communities and regions.

Examples include supporting economic growth by investing in infrastructure for existing community assets for public benefit that have a local community impact, multi-purpose centres, co-working spaces and other similar spaces while ensuring that post COVID-19 health and safety requirements are addressed.

## What are the priorities?

Four priorities have been identified for the CCRF. The priorities are listed in order of importance:

### 1. Downtown core and main street

- Core: The dissemination areas encompassing the highest job density based on the place of work information.
- Downtown neighbourhood: Area composed of the downtown core, and encompassing one-kilometre adjacent area surrounding the core ([based on the Census classification](#)).
- Main street: Includes not only the highest job density areas, but also important commercial areas.

### 2. Outdoor space

- Includes open-air facility or space (e.g. anything without doors or windows). In addition to parks, sport facilities (e.g., outdoor ball fields, rinks), and recreational trails, open air markets like farmers markets that aren't fully enclosed/roofed may qualify.

### 3. Green projects

- Projects that support a clean growth economy and decreasing greenhouse gas emissions. This could include, for example, projects to mobilize communities that want to reduce their carbon footprint (e.g. support for the development of a green local development plan, support to local businesses for local circular economy projects, support for the construction of community greenhouses), with a special focus on Indigenous communities.
- Projects that make the community space more energy efficient (e.g., encouraging new build to net zero standards), lower carbon (e.g., electrification), more resilient (e.g., more resistance to extreme climate events like floods), and higher performing (i.e., better results with same or fewer resources resulting in less inputs and/or waste).



#### 4. Accessibility

- Projects that intend to improve accessibility, as well as all new builds, that will meet or exceed the highest published accessibility standard as defined by the requirements in the Canadian Standards Association's Technical Standard Accessible Design for the Built Environment (CAN/CSA B651-18) or the most recent standard, in addition to provincial or territorial building codes, and relevant municipal by-law.

Should your project not fall within one of the priorities outlined above, it may still be considered for funding.

Other priorities include:

- Shovel ready: describes projects that are considered to be at an advanced stage of development for which activities are set to begin promptly. Priority may be given to those projects that can demonstrate an increased capacity of the applicant to be able to complete their project within the required timeframe;
- Bringing in other partners to leverage project funding (priority may be given to those projects that require a federal contribution of only 50 percent);
- Of a smaller scope where the project will be completed within the required timeframe to ensure that the program benefits will be shared broadly;
- Requesting funds under \$500K;
- Helping communities rebound from the effects of the pandemic and contribute to the reanimation of communities, towns and cities; and/or
- Demonstrate measurable direct or indirect social-economic benefits.
- Priority may be given to projects that encourage the participation of under-represented groups.

### Eligible costs

- Eligible costs include those already eligible under current program authorities and include all costs deemed reasonable and necessary for carrying out eligible projects that contribute to achieving the Fund's objective. Eligible costs include items such as:
  - Costs associated with the constructions, enhancements, alterations, restoration and/or
  - the undertaking of leasehold improvements;
  - Incremental fees paid to professional, technical personnel, consultants and contractors;
  - Purchase of equipment or machinery directly related to or necessary for the project;
  - Costs associated with the enhancement, improvement and/or development of a site or infrastructure;
  - Direct materials and supplies related to the project;
  - Incremental salaries and benefits for individuals employed for the project
- Costs may be eligible on a retroactive basis up to 12 months prior to the receipt of a project application, but no earlier than April 19, 2021.

### Ineligible costs

- Costs associated with maintenance and operational activities that typically need to be undertaken on a recurring/annual basis;
- Motorized vehicles;
- The purchase of a building; and
- Land.

## Percentage of eligible costs

- Max contribution rate for eligible projects costs shall not normally exceed 75%.
- For assistance provided to an Indigenous not-for-profit organization or a band, the maximum contribution rate for eligible costs may go up to 100%.

## Stacking limit (all assistance provided through government funding)

- Stacking limit may be up to 100%.

## Financial assistance

- Financial assistance will be non-repayable contributions.

## Maximum amount per project

- The maximum contribution amount per project shall not exceed \$750K
- The actual contribution amount will be based on the minimum amount required to carry out the project.

## How will projects be screened?

Projects will be screened based on the following criteria:

1. **Eligibility:** The extent to which the applicant meets the criteria of who can apply.
2. **Alignment:** The extent to which the applicant demonstrates how their project aligns with the following:
  - objective of the fund
  - priority areas (i.e. 1) downtown cores and main street, 2) outdoor spaces, 3) green projects and 4) accessibility)
3. **State of readiness:** The extent to which the project is ready to begin.
4. **Other funding:** The extent to which the applicant has secured project funding from other sources.
5. **Inclusive growth:** The extent to which the project benefits or encourages the inclusion of under-represented groups.

## Disbursement of Funding

You can expect to receive an email including a contribution agreement and additional forms that will be required to be completed by you. Following the execution of a contribution agreement signed by both parties, an initial Advance Payment will be issued based on your cost forecast. An initial advance payment letter will follow and include the final claim reporting package for your completion and submission. The final claim will be required to reconcile the advance payment and to allow release of the balance of funds, as required.

## Application Process

A one-time special scheduled intake will focus on eligible projects that are ready to proceed. Initial screening will begin during the four-week period. Assessment of applications will begin on July 23, 2021, 23:59 PDT. Applicants are strongly encouraged to submit their applications by this date.

Should there be remaining funding after the scheduled intake period, applications will continue to be accepted and funded on a continuous intake basis over the next two years or until such a time as the allocated funding is fully distributed.

FedNor has a Two-phase application process that is used across all programs.

Refer to the [Application Guide](#) for instructions on how to complete FedNor's Phase One [Application for Financial Assistance](#). Applicants are strongly encouraged to review the [Application Guide](#) in conjunction with these programming guidelines.

Applicants are strongly encouraged to contact a [FedNor Program Officer](#) prior to submitting an application.

## Assessment Process

FedNor will review Phase One applications as they are received.

All applications will be screened initially for completeness.

Complete applications are those that include all prescribed documentation containing all information needed for FedNor to complete the review. Information should be accurate, verifiable, relevant and consistent.

## Phase Two Detailed Application

Upon initial review of the Phase 1 Application for Financial Assistance, applicants will be invited to submit a Phase Two Detailed Application, Annex and provide supporting documentation. The information required and instructions on how to proceed will be provided to applicants.

### Phase Two Detailed Application Review:

Phase Two Detailed Applications will be evaluated on their ability to support the objectives of the program and meet the following criteria:

- Applicant can demonstrate it has an established track record in the delivery of projects;
- Applicant has the expertise and the resources required to complete the proposed project;
- Applicants have established a clear project governance structure and decision-making process;
- The project addresses a need identified by end users and will not duplicate existing efforts or projects;
- Accountability mechanisms are in place to ensure due diligence in administering public funds and the ability to report on performance measures; and
- Identification of a person and position responsible for project delivery and management along with key officers that have signing authority.

## Confidentiality

All proprietary data, commercially sensitive information and potentially valuable results or ideas will be protected from unauthorized, inadvertent or untimely disclosure. This information will be treated in accordance with the [Access to Information Act](#) and the [Privacy Act](#).

These laws govern, protect and limit the collection, use and disclosure of personal and confidential information by federal government departments and agencies. Beyond the parties already mentioned above, confidential commercial information will not be shared without the applicant's consent.

## Reporting Requirements

Successful applicants will be required to report to FedNor on project expenditures and activities, the results/outcomes of the project, and achievement of performance indicators as identified in contribution agreements.

## Visibility and Communications Requirements

Recipients must agree to participate in a public announcement and other promotional activities linked to the Contribution, as outlined in the [Communications requirements](#) section of FedNor's website.

## Service Standards

FedNor is committed to providing quality service to all applicants and funding recipients in the official language of their choice.

Our goal is to:

- acknowledge receipt of an application within three (3) working days; and,
- provide a decision on applications within eighty (80) working days of receipt of a fully completed application.

## Other

Where applicable, FedNor requires that:

- Capital projects respect Canada's obligation to consult and, where appropriate, accommodate Indigenous communities;
- Applicants use a fair, competitive and transparent procurement process to ensure the best value for money when supplies, equipment and services are purchased or personnel hired; and
- An appropriate authority or regulatory body endorses the project.

If you decide to accept public funding, depending on the nature of your project and the targeted clientele, you may be asked to assume [official languages obligations](#) among other obligations outlined in your contribution agreement.

FedNor requires that all projects conform to requirements set out in the Canadian Impact Assessment Act 2019 (IAA 2019). The [Impact Assessment Act](#) (IAA) and its [regulations](#) establish the legislative basis for the federal impact assessment process.

Regulations define the types of projects subject to IAA that may require an impact assessment, the information to be provided in project descriptions, Agency deliverables provided to proponents, circumstances of when the

Minister may suspend the legislated timelines, and what costs can be recovered from proponents.

## Contact Us

Applicants are strongly encouraged to contact FedNor to discuss their project with a [Program Officer](#), who will also explore other government programs that may be applicable, or begin your [application](#) process.

For more information on FedNor's programs, visit [Our Programs](#), or call 1-877-333-6673. TTY (for hearing-impaired): 1-866-694-8389.

## Note:

- A complete Application for Financial Assistance must first be submitted to determine your project's eligibility.
- Electronic or Written confirmation that an application may proceed to a Phase Two Detailed Application should not be interpreted as FedNor's approval of the proposed project or authorization to start with the proposed activities.
- Applicants cannot presume that financial support will be provided toward their project until written approval is obtained through a signed contribution agreement.

Date modified: 2021-06-23

[Share this page](#)

[Contact us](#)

[Departments and agencies](#)

[Public service and military](#)

[News](#)

[Treaties, laws and regulations](#)

[Government-wide reporting](#)

[Prime Minister](#)

[How government works](#)

[Open government](#)

[Social media](#) • [Mobile applications](#) • [About Canada.ca](#) • [Terms and conditions](#) • [Privacy](#)

Canada

FEDNOR  
APPLICATION FOR FINANCIAL ASSISTANCE

PROTECTED WHEN COMPLETED

**CONFIDENTIALITY:** The Applicant understands that the information provided may be accessible under the *Access to Information Act*. No commercially confidential information which you submit to us will be disclosed unless otherwise authorized by you; required to be released by law; or required by the Minister of Industry to be released to an international or internal trade panel for the purposes of the conduct of a dispute in which Canada is a party or a third party intervener. Information on the federal government's *Access to Information Act* is available on the following Web site: <http://laws-lois.justice.gc.ca/eng/acts/A-1/FullText.html>.

Any information that you wish to be considered as confidential should be annotated accordingly.

**APPLICANT AND CONTACT INFORMATION**

1. Legal name of Applicant: Corporation of the City of Temiskaming Shores		Operating name of Applicant, if different: City of Temiskaming Shores	
2. Provide description of your organization or business and its mandate: The municipality has a staff of approximately 70 full time employees that is supplemented by another 20 - 25 student positions during summer months. The municipal office is located on the Haileybury waterfront at 325 Farr Drive and serves as catalyst for the development of the community.  Our community is the service hub for the surrounding region and continues to attract service industry jobs. The municipality has been able to sustain its population while many communities in Northern Ontario have seen decreases in population.			
3. Location (Street, Unit Number, etc.): 325 Farr Drive			
Country: Canada	Province: Ontario	City: Haileybury	Postal code: P0J 1K0
Business telephone number: ( 705 ) 672 3363	Fax telephone number: ( 705 ) 672 3200	E-mail: municipality@temiskamingshores.ca	Website: www.temiskamingshores.ca
4. Last name of person who will be the authorized contact: Franks		First name: James	
Title: Economic Development Officer			
Business telephone number: ( 705 ) 672 3363	Extension: 4137	Mobile telephone number: ( 705 ) 647 2148	Fax telephone number: ( 705 ) 672 3200
E-mail: jfranks@temiskamingshores.ca		Is this person an authorized signing officer of the Applicant? <input type="radio"/> Yes <input checked="" type="radio"/> No	
5. Last name of person who will be an alternate contact: Belanger		First name: Logan	
Title: Municipal Clerk			
Business telephone number: ( 705 ) 672 3363	Extension: 4136	Mobile telephone number: ( )	Fax telephone number: ( 705 ) 672 3200
E-mail: lbelanger@temiskamingshores.ca		Is this person an authorized signing officer of the Applicant? <input checked="" type="radio"/> Yes <input type="radio"/> No	
6. Mailing address, if different from above (Street, Unit Number, etc.):		<input checked="" type="checkbox"/> Same As	
Date of incorporation or registration (YYYY-MM-DD): 2004-01-01		Applicant business number (9-digit business identifier provided by Canada Revenue Agency): [REDACTED]	

7. Type of legal entity: <input checked="" type="radio"/> Municipality <input type="radio"/> First Nation <input type="radio"/> Not-for-profit corporation <input type="radio"/> For-profit (business) corporation <input type="radio"/> Other (specify):			
8. Official language preferred for correspondence:			<input checked="" type="radio"/> English <input type="radio"/> French
<b>PROJECT INFORMATION</b>			
1. Project name: Don Shepherdson Memorial Arena Accessibility & Energy Upgrades			
2. Project location (Street, Unit Number, etc.): 75 Wellington St.			
Country: Canada	Province: Ontario	City: New Liskeard	Postal code: P0J 1P0
Estimated start date (YYYY-MM-DD): 2021-09-01		Estimated completion date (YYYY-MM-DD): 2022-11-30	
3. In what official language(s) will your project's services be offered?			<input checked="" type="radio"/> English <input type="radio"/> French <input type="radio"/> Both
4. Please identify the FedNor Program to which you are applying. Community Futures Program			
<input checked="" type="radio"/> Operating <input type="radio"/> Investment Fund <input type="radio"/> CF Other (Association/Network Projects)			
<b>PROJECT COSTS AND FUNDING SOURCES</b>			
<i>Eligible costs include all incremental expenses directly related to the project and deemed reasonable and necessary for its execution.</i>			
	<b>PROJECT COST CATEGORY (e.g., equipment, professional services, etc.)</b>		<b>TOTAL COSTS</b>
	Construction (Soft Costs - Design, Engineering, Project Management)		\$70,000.00
	Construction / Capital		\$930,000.00
	<b>TOTAL</b>		<b>\$1,000,000.00</b>
	<b>FUNDING SOURCE</b>	<b>FUNDING SOURCE NAME</b>	<b>AMOUNT</b>
	FedNor		\$750,000.00
	Applicant cash contribution		\$150,000.00
	<i>Others (specify):</i>		
	Other Federal	Enabling Accessibility Fund	\$100,000.00
	<b>TOTAL</b>		<b>\$1,000,000.00</b>
Have you already incurred costs or made legal commitments related to the project?			<input type="radio"/> Yes (if yes, please describe) <input checked="" type="radio"/> No

## CERTIFICATION

On behalf of the Applicant, I hereby acknowledge and/or certify that:

- (a) I have authority to submit this application on behalf of the Applicant and evidence of this authority will be provided upon request.
- (b) I confirm that the Applicant is current on all obligations to the federal government; that the execution of the proposed project will not prevent the Applicant from continuing to meet these obligations and from maintaining the economic benefits anticipated by the other agreements; and that these obligations will not preclude the Applicant from fulfilling its obligations under the proposed project.
- (c) The Applicant is under no obligation or prohibition, nor is it subject to, or threatened by any actions, suits or proceedings, which could or would affect its ability to implement this proposed project.
- (d) The information provided herein is complete, true and accurate and I undertake to provide any further information that may be required for Industry Canada/FedNor to render a decision in a timely manner.
- (e) Project costs incurred by the Applicant in the absence of a signed funding agreement with Industry Canada/FedNor are incurred at the sole risk of the Applicant and, even if the project is approved for funding any such costs may not be considered eligible for Industry Canada/FedNor assistance.
- (f) Information provided to Industry Canada/FedNor will be treated in accordance with the *Access to Information Act* and the *Privacy Act*. These laws govern the use, protection and disclosure of personal, financial and technical information by federal government departments and agencies. Information provided to Industry Canada/FedNor is secured from unauthorized access.
- (g) Any former public office holder or public servant employed by the Applicant is in compliance with the provisions of the *Values and Ethics Code for the Public Sector*, the *Policy on Conflict of Interest and Post-Employment* and the *Conflict of Interest Act*.
- (h) The Applicant recognizes that projects listed in the [Regulations Designating Physical Activities](#) may require an environmental assessment under *Canadian Environmental Assessment Act 2012*.

- (i) The Applicant agrees to comply with [official language obligations](#), where applicable, depending on the nature of the project and the targeted clientele.
- (j) Funding may be conditional upon Canada satisfying any Indigenous consultation, and where required, accommodation of obligations arising from the implementation of this project.
- (k) This application does not constitute a commitment by Industry Canada/FedNor for financial assistance.

By submitting this application, I certify that Industry Canada/FedNor funding is required in order for the project to proceed, and agree that Industry Canada/FedNor may make the enquiries it deems necessary to evaluate the application.

### Submitting Your Application:

You are about to submit your proposal for funding. Once your application has been received by Industry Canada/FedNor you will receive a confirmation email / letter and a file number for further reference. Please ensure you have correctly noted your contact information on this form.

Signed at: Temiskaming Shores On this date (YYYY-MM-DD): 2021-07-05

Submitted by (Name): Logan Belanger

Title: Municipal Clerk

### If submitting in print format or via fax, sign the application before submitting (not required for electronic submission):

Signature (officer with  
signing authority for  
the Organization): \_\_\_\_\_



## Mathew Bahm

---

**From:** Mathew Bahm  
**Sent:** Wednesday, July 7, 2021 3:52 PM  
**To:** Mathew Bahm  
**Subject:** RE: 513779 CCRF Notice of FedNor Phase One Decision IC:00228000249

---

**From:** Deschamps, Denise (ISED/ISDE)  
**Sent:** Wednesday, July 7, 2021 10:32 AM  
**To:** James Franks  
**Cc:** Deschamps, Denise (ISED/ISDE)  
**Subject:** FW: 513779 CCRF Notice of FedNor Phase One Decision IC:00228000249

Dear James,

We have completed our assessment of your application requesting support under the Canadian Community Revitalization Fund (CCRF) of FedNor's Northern Ontario Development Program.

FedNor is committed to supporting projects that invest in infrastructure that will assist with community vitality, support social and economic cohesion and help reanimate communities.

After careful review of your Application for Financial Assistance, it has been determined that your proposed **Don Sheperdson memorial Arena** project may now proceed to Phase Two. You will need to complete and submit the attached Detailed Application. Please also complete and attach the accompanying Annex, Declaration on Lobbying Form and cost forecast to the Detailed Application form prior to submission. We strongly recommend that applicants refer to the Detailed Application Guide and Annex Guide when completing the Detailed Application.

The information you provide will be reviewed and assessed against the program's eligibility criteria and current program priorities, and will enable FedNor to complete its due diligence and render its decision. Please note that applicants cannot assume that financial support will be provided until written approval is obtained from FedNor. Should you proceed with this project prior to receiving a decision from FedNor, you do so at your own risk.

Priority will also be given to completed applications received by July 22, 2021. Proposals received after that date may still be considered.

I am available to assist you with preparation of your Detailed Application and supporting documentation and can be contacted at the coordinates below.

Thank you for your interest in FedNor's Northern Ontario Development Program. We look forward to receiving your Detailed Application.

Sincerely,

Denise Deschamps

Initiatives Officer

Innovation, Science and Economic Development/Government of Canada

denise.deschamps@ised-isde.gc.ca , 1-705-471-3276

---

**Subject:** STATO – Farr Drive Extension  
RFT Award

**Report No.:** RS-015-2021  
**Agenda Date:** July 13, 2021

---

### **Attachments**

Appendix 01 – Bid Results

Appendix 02 – Draft Agreement (**Please refer to By-law No. 2021-110**)

### **Recommendations**

It is recommended:

1. That Council for the City of Temiskaming Shores acknowledges receipt of Administrative Report RS-015-2021;
2. That Council directs staff to prepare the necessary by-law to enter into an agreement with Pedersen Construction (2013) Inc. for the construction of an extension of the STATO trail from City Hall to Albert Street, in the amount of \$167,880 plus applicable taxes, for consideration at the July 13, 2021 Regular Council meeting; and
3. That Council agrees to reallocate \$70,834 from the Don Shepherdson Memorial Arena Accessibility Project to the STATO Trail – Farr Drive Extension.

### **Background**

City staff submitted an application to the Investing in Canada Infrastructure Program (ICIP): COVID-19 Resilience Infrastructure Stream in December 2020. The City was notified on April 15, 2021 that our application in the amount of \$99,757.60 was approved and that we could move forward with tendering and construction.

The project would see the extension of the STATO Trail for 450m from City Hall to Albert Street along the eastern side of Farr Drive.

Request for Tender RS-RFT-003-2021 – STATO – Farr Drive Extension was released on the city's website and advertised in the City Bulletin and on the City's website.

### **Analysis**

One submission was received in response to RS-RFT-003-2021 by the closing date of July 7, 2021 at 2:00pm. The proposal was reviewed and evaluated in accordance to the

requirements of the RFT and deliverables to be provided by the submitter. Appendix 01 shows the results of the bids.

### **Relevant Policy / Legislation / City By-Law**

- 2021 Capital Budget
- By-law No. 2017-015 – Procurement Policy

### **Consultation / Communication**

- Consultation with the City Manager
- Consultation with ICIP COVID-19 Province of Ontario Staff.

### **Financial / Staffing Implications**

This item has been approved in the current budget: Yes ☒ No ☐ N/A ☐

This item is within the approved budget amount: Yes ☐ No ☒ N/A ☐

The 2021 Capital Budget allocated \$100,000 towards this project. Staff are proposing to reallocate \$70,834 from the DSMA Accessibility project which will be unspent this year to the STATO Farr Drive Extension.

### **Alternatives**

1. Council could decide to not award RS-RFT-003-2021 and not complete this work.
2. Council could direct staff to reissue RS-RFT-003-2021.

### **Submission**

Prepared by:

Reviewed and submitted for Council's consideration by:

*"Original signed by"*

*"Original signed by"*

Mathew Bahm  
Director of Recreation

Christopher W. Oslund  
City Manager

Document Title: **RS-RFT-003-2021 STATO – Farr Drive Extension**

Closing Date: **Tuesday, July 6, 2021**

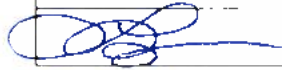

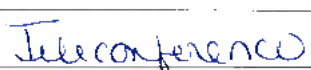
Closing Time: **2:00 p.m.**

Department: **Recreation**

Opening Time: **2:30 p.m.**

Attendees via teleconference: 705-672-2733 Ext. 774

**City of Temiskaming Shores:**

Logan Belanger, Clerk	Kelly Conlin Deputy Clerk	Mathew Bahm, Director of Recreation	
			

**Others (teleconference):**

		
---	--	--

**Submission Pricing**

Bidder: 

Bidder:

Description	Amount
Lump Sum Price (exclusive of HST)	\$ 167,880 <sup>00</sup>

Description	Amount
Lump Sum Price (exclusive of HST)	\$

Bidder:

Bidder:

Description	Amount
Lump Sum Price (exclusive of HST)	\$

Description	Amount
Lump Sum Price (exclusive of HST)	\$

Bidder:

Bidder:

Description	Amount
Lump Sum Price (exclusive of HST)	\$

Description	Amount
Lump Sum Price (exclusive of HST)	\$

**Note:** All offered prices are offers only and subject to scrutiny. Submissions will be reviewed for errors, omissions and accuracy by municipal staff prior to any awarding. All proponents whether successful or not will be notified of results, in writing at a later date.

**The Corporation of the City of Temiskaming Shores**

**By-law No. 2021-104**

**Being a by-law to amend By-law No. 2019-119 to enter into an Occupation of Land Agreement with Nancy E. Cassidy and Gerald J. Brandon, to permit the use of the laneway adjacent to the 484 Ferguson Avenue – L'Autochtone – Outdoor Patio**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

**Whereas** under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** Council considered Administrative Report No. CS-028-2021 at the June 29, 2021 Special Council meeting, and directed staff to amend By-law No. 2020-065 with Whiskeyjack Beer Company Ltd. to allow for additional amenities on the leased outdoor patio lands; and

**Whereas** Staff recommended that the Occupation of Land Agreement with L'Autochtone, adopted through By-law No. 2019-119 at the regular meeting of Council on July 9, 2019, be updated to reflect the same provisions permitted for the outdoor patio space leased by the City of Temiskaming Shores to Whiskeyjack Beer Company Ltd.

**Now therefore** the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That By-law No. 2019-119, be amended by removing Section 3 of Schedule "A" and replacing it with the following:

**3. The Benefactor is hereby permitted to occupy and use the lands as generally illustrated. It is mutually understood that use of the patio would include such amenities as tables, chairs, benches, lighting, fencing, interlocking brick, flower boxes, menu boards, and speakers without the necessity to amend this agreement.**

2. That By-law No. 2019-119, be amended by removing Section 6 of Schedule "A" and replacing it with the following:

**6. The Benefactor, upon request, shall remove all amenities at their expense in order to permit the repair, upgrade or maintenance of utilities contained**

within the laneway. It is mutually understood that in the case of an emergency, no notice, will be given for the removal of the Benefactor's amenities. The City or its contractors will not be held responsible for any possible damage to these amenities.

3. That By-law No. 2019-119, be amended by removing Section 9 of Schedule "A" and replacing it with the following:

**9. The Benefactor shall indemnify and save harmless the City, its employees, contractors and agents from and against any and all liabilities, claims, damages, actions and causes of action arising from the use of the Lands.**

4. That By-law No. 2019-119, be amended by removing Section 10 of Schedule "A" and replacing it with the following:

**10. The Benefactor shall maintain throughout the term of this agreement Commercial General Liability insurance for a limit of no less than \$2,000,000 per occurrence for the lands and activities carried out thereon during use by the Benefactor. Coverage shall include but not limited to bodily injury, personal injury, property damage, contractual liability, liquor liability up to the full policy limits and shall contain a cross liability severability of insured clause. The City shall be named as an additional insured but only with respect to the negligence of the Benefactor.**

To achieve the desired limit, umbrella or excess liability insurance may be used.

The policy shall be endorsed to provide the City with not less than 30 Days' written notice of cancellation.

The policy shall be with insurers licensed to underwrite insurance in the Province of Ontario.

Prior to the execution of this agreement and on or before the 1<sup>st</sup> day of April of each year the Benefactor shall promptly provide the City with confirmation of coverage and, if required, a certified true copy of the policy certified by an authorized representative of the insurer together with copies of any amending endorsements applicable to the agreement.

5. That By-law No. 2019-119, be amended by adding Section 11 to Schedule "A" with the following:

**11. Any and all funding applications for projects considered on City property by the Benefactor must receive written consent by the City prior to submission.**

6. That the Clerk of the City of Temiskaming Shores is hereby authorized to make minor changes or corrections of a grammatical or typographical nature to the By-law and schedule, after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor – Carman Kidd

---

Clerk – Logan Belanger



**The Corporation of the City of Temiskaming Shores**

**By-law No. 2021-105**

**Being a by-law to amend By-law No. 2020-065 to enter into an  
Occupation of Land Agreement with Marc Andre Therrien and Luc  
Johnson to permit the use of the laneway adjacent to the 485  
Ferguson Avenue – Whiskeyjack Beer Company Ltd. – Outdoor Patio**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

**Whereas** under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** Council considered Administrative Report No. CS-028-2021 at the June 29, 2021 Special Council meeting, and directed staff to amend By-law No. 2020-065 to allow for additional amenities on outdoor patio lands leased by the City, for consideration at the July 13, 2021 Regular Council meeting.

**Now therefore** the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That By-law No. 2020-065, be amended by removing Section 3 of Schedule "A" and replacing it with the following:

**3. The Benefactor is hereby permitted to occupy and use the lands as generally illustrated. It is mutually understood that use of the patio would include such amenities as tables, chairs, benches, lighting, fencing, interlocking brick, flower boxes, menu boards, and speakers without the necessity to amend this agreement.**

2. That By-law No. 2020-065, be amended by removing Section 6 of Schedule "A" and replacing it with the following:

**6. The Benefactor, upon request, shall remove all amenities at their expense in order to permit the repair, upgrade or maintenance of utilities contained within the laneway. It is mutually understood that in the case of an emergency, no notice, will be given for the removal of the Benefactor's amenities. The City or its contractors will not be held responsible for any possible damage to these amenities.**

3. That By-law No. 2020-065, be amended by removing Section 9 of Schedule “A” and replacing it with the following:

**9. The Benefactor shall indemnify and save harmless the City, its employees, contractors and agents from and against any and all liabilities, claims, damages, actions and causes of action arising from the use of the Lands.**

4. That By-law No. 2020-065, be amended by removing Section 10 of Schedule “A” and replacing it with the following:

**10. The Benefactor shall maintain throughout the term of this agreement Commercial General Liability insurance for a limit of no less than \$2,000,000 per occurrence for the lands and activities carried out thereon during use by the Benefactor. Coverage shall include but not limited to bodily injury, personal injury, property damage, contractual liability, liquor liability up to the full policy limits and shall contain a cross liability severability of insured clause. The City shall be named as an additional insured but only with respect to the negligence of the Benefactor.**

**To achieve the desired limit, umbrella or excess liability insurance may be used.**

**The policy shall be endorsed to provide the City with not less than 30 Days’ written notice of cancellation.**

**The policy shall be with insurers licensed to underwrite insurance in the Province of Ontario.**

**Prior to the execution of this agreement and on or before the 1<sup>st</sup> day of April of each year the Benefactor shall promptly provide the City with confirmation of coverage and, if required, a certified true copy of the policy certified by an authorized representative of the insurer together with copies of any amending endorsements applicable to the agreement.**

5. That By-law No. 2020-065, be amended by adding Section 11 to Schedule “A” with the following:

**11. Any and all funding applications for projects considered on City property by the Benefactor must receive written consent by the City prior to submission.**

6. That the Clerk of the City of Temiskaming Shores is hereby authorized to make minor changes or corrections of a grammatical or typographical nature to the By-law and schedule, after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor – Carman Kidd

---

Clerk – Logan Belanger

## **The Corporation of the City of Temiskaming Shores**

### **By-law No. 2021-106**

#### **Being a by-law to amend By-law No. 2021-076, to Adopt an Outdoor Patio Policy for the City of Temiskaming Shores**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

**Whereas** under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** Council considered Memo No. 025-2021-CS at the July 13, 2021 Regular Council meeting, and directed staff to prepare the necessary by-law to amend By-law No. 2021-076, to Adopt an Outdoor Patio Policy for the City of Temiskaming Shores, to maintain the sidewalks for pedestrian use and the wooden bump-outs for patios purposes, in accordance with the recommendations by the Temiskaming Shores Accessibility Advisory Committee, for consideration at the July 13, 2021 Regular Council meeting.

**Now therefore** the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That By-law No. 2021-076, be amended by adding Accessibility requirements as item "j" to the Section titled "Minimum Information Requirements for Outdoor Patios", in Appendix 1 – Outdoor Patio Checklist, of Schedule "A":

#### **Minimum Information Requirements for Outdoor Patios**

##### **j) Accessibility:**

- Participating businesses shall utilize the bump-out as their patio and thus keeping the sidewalk unimpeded for pedestrians.
- Where bump-outs are used for the patio, an unobstructed right-of-way of a minimum of 1.5 metres (5 feet) should be maintained between the bump-out patio and the building or any physical obstructions. If exceptions are to be made, the Temiskaming Shores Accessibility Advisory Committee (TSACC) should be consulted for input before approval.
- When pop-up patios are located on the sidewalk, perimeter fencing or other barriers to delineate boundaries should be a minimum of 1.06m (42 inches) to a maximum of 1.2m (48 inches) in height so as not to pose as a tripping hazard and be removed from the sidewalk outside of business hours.
- Fencing should not obstruct vehicular or pedestrian sightlines and accessibility.

- Patio and bump-out ingresses (entrances) and egresses (exits) should be a minimum of 1.1m (44 inches) wide.
  - Bump-outs should be located as to not interfere with access to adjoining properties (especially those that are frequented regularly by individuals with physical limitations).
  - Bump-outs should never interfere with or be located over an accessible parking space, nor should accessible parking spaces be relocated to accommodate a bump-out.
  - Bump-outs and patios are to be a similar elevation as the adjacent sidewalk.
  - Carpeting can pose a tripping hazard and is not permitted.
  - Perimeter landscaping should be contained within the approved outdoor patio area and be removed at the end of each business day and stored off the sidewalk
  - All signage must be contained within the area of the patio
  - Patio furniture is to be contained within the designated patio area
  - Aerial awnings and umbrellas shall not project beyond the perimeter fence and maintain a vertical clearance of at least 2.1m (7ft) above patio floor pedestrian aisles.
  - The proprietor will remove all furnishings on sidewalks or secure all furnishings on bump-outs at the end of each business day and place them out again at the beginning of each business day.
2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make minor changes or corrections of a grammatical or typographical nature to the By-law and schedule, after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor

---

Clerk

# The Corporation of The City of Temiskaming Shores

## By-law No. 2021-107

### Being a By-law to amend By-law No. 2017-154 to amend the provisions of the High Density Residential Exception 14 (R4-14) Zone to allow a maximum of 26 residential units between the two buildings Roll No. 5418-030-002-088.00 & 091.00

**Whereas** pursuant to the provisions of Section 34 of the Planning Act, R.S.O. 1990 c.P. 13, as amended, the Council of a Municipality may enact by-laws to authorize the use of land, buildings or structures for any purpose set out therein that is otherwise prohibited; and

**Whereas** By-law No. 2017-154 regulates the use of land and the use and erection of buildings and structures within the Corporation of the City of Temiskaming Shores; and

**Whereas** Council considered Administrative Report No. CS-030-2021 at the Regular Council meeting held on July 13, 2021 and directed staff to prepare the necessary by-law to amend the City of Temiskaming Shores Zoning By-law No. 2017-154 to amend the provisions of the High Density Residential Exception 14 (R4-14) Zone to permit a maximum of 26 residential units between the two buildings; and

**Whereas** the Council of the Corporation of the City of Temiskaming Shores deems it advisable to amend By-law No. 2017-154 as hereinafter set forth.

**Now therefore be it resolved that** the Council of the Corporation of the City of Temiskaming Shores enacts as follows:

1. The properties affected by this By-law are located at 495 and 497 Ferguson Avenue, PLAN M13NB BLK I PT LOTS 7 TO 9 AND RP TER350 PART 4 PT PART 3 AND RP 54R5667 PARTS 1 TO 4 PCL 22048 SST PCL 3845 SST PCL 18323 SST
2. Section 6.5.4 is hereby amended by removing the provisions in row R4-14 and replacing it with the following:

Exception	By-law	Location	Schedule	Special Provisions
R4-14	<b>2021-107</b>	495 & 497 Ferguson Avenue	I4	<p>The maximum number of units in a multiple dwelling shall be 26 between the two buildings.</p> <p>The following lot requirements shall apply:</p> <ul style="list-style-type: none"><li>• Maximum height shall be 14.23m.</li></ul>

3. This By-law shall come into full force and effect in accordance with Section 34 (19) of the *Planning Act*, R.S.O. 1990.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor – Carman Kidd

---

Clerk – Logan Belanger

## Schedule 'A' to By-law 2021-107



Properties to which the High Density Residential Exception 14 (R4-14) Zone applies



**The Corporation of the City of Temiskaming Shores**

**By-law No. 2021-108**

**Being a by-law to enter into an agreement to provide Municipal Insurance and Risk Management Services with BFL Canada Ltd. brokered by Tench-MacDiarmid Insurance Brokers Ltd.**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of the municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purposes of exercising its authority under this or any other Act; and

**Whereas** under Section 10(1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** Council for the City of Temiskaming Shores considered Administrative Report No. CS-031-2021 at the July 13, 2021 Regular meeting, and directed staff to prepare the necessary by-law to enter into an agreement with BFL Canada Ltd. brokered by Tench-MacDiarmid Insurance Brokers Ltd. for Municipal Insurance and Risk Management Services, for a premium of \$594,031 plus applicable taxes, for consideration at the July 13th, 2021 Regular Council Meeting; and

**Whereas** the Council of the City of Temiskaming Shores deems it necessary and expedient to enter into an agreement with Tench-MacDiarmid Insurance Brokers Ltd.

**Now therefore** the Council of the City of Temiskaming Shores enacts the following as a by-law:

1. That the Council for the City of Temiskaming Shores agrees to enter into a Municipal Insurance and Risk Management agreement with BFL Canada Ltd. brokered by Tench-MacDiarmid Insurance Brokers Ltd. for a premium of \$594,031 plus applicable taxes.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July 2021.

---

Mayor

---

Clerk

**The Corporation of the City of Temiskaming Shores**  
**By-law No. 2021-109**  
**Being a by-law to amend By-law No. 2016-083 to**  
**Regulate the Management and Operation of the Water**  
**Works System in the City of Temiskaming Shores**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

**Whereas** under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** Council considered Administrative Report No. PW-020-2021 at the July 13, 2021 Regular Council meeting, and directed staff to amend Section 5, titled Water Rates and Meters in By-law No. 2016-083, to regulate the management and operation of the Water Works Systems in the City of Temiskaming Shores, for consideration at the July 13, 2021 Regular Council meeting.

**Now therefore** the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That By-law No. 2016-083, be amended by removing Section 5.1 of Schedule "A" and replacing it with the following:

**5.1 Water Rates**

**All Residential, Industrial, Commercial and Institutional premises that have a Water Service Connection to the Municipal Water Works, is subject to a water rate at the fee prescribed by the Corporation through by-law adoption from time to time.**

2. That By-law No. 2016-083, be amended by removing Section 5.2 of Schedule "A" and replacing it with the following:

**5.2 Properties to be Metered**

**The properties to be metered may include all Residential and Industrial, Commercial and Institutional (ICI) sectors. For the purpose of water rates and water meter installation, any mixed residential/ICI will be classified as ICI.**

3. That the Clerk of the City of Temiskaming Shores is hereby authorized to make minor changes or corrections of a grammatical or typographical nature to the By-law and schedule, after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor – Carman Kidd

---

Clerk – Logan Belanger

# **The Corporation of the City of Temiskaming Shores**

## **By-law No. 2021-110**

### **Being a by-law to enter into an agreement with Pedersen Construction (2013) Inc. for the construction of an extension of the STATO Trail from City Hall on Farr Drive to Albert Street**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to responds to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

**Whereas** under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** Council considered Administrative Report No. RS-015-2021 at the July 13, 2021 Regular Council meeting, and directed staff to prepare the necessary by-law to enter into an agreement with Pedersen Construction (2013) Inc. for the construction of an extension of the STATO Trail from City Hall on Farr Drive to Albert Street, in the amount of \$167,880 plus applicable taxes, for consideration at the July 13, 2021 Regular Council meeting.

**Now therefore** the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the Mayor and Clerk be authorized to execute an agreement with Pedersen Construction (2013) Inc. for the construction of an extension of the STATO Trail from City Hall on Farr Drive to Albert Street, in the amount of \$167,880 plus applicable taxes, a copy of which is attached hereto as Schedule "A" and forms part of this by-law.
2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make minor modifications or corrections of a grammatical or typographical nature to the by-law and schedule, after the passage of this by-law, where such modifications or corrections do not alter the intent of the by-law or its associated schedule.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor

---

Clerk



Schedule “A” to

## **By-law 2021-110**

Agreement between

**The Corporation of the City of Temiskaming Shores**

and

**Pedersen Construction (2013) Inc.**

for the construction of an extension of the STATO Trail from City Hall on Farr Drive to Albert Street

**This agreement** made this 13, day of July, 2021.

Between:

**The Corporation of the City of Temiskaming Shores**  
(hereinafter called "the Owner")

and

**Pedersen Construction Inc.**  
(hereinafter called "the Contractor")

Witnesseth:

That the Owner and the Contractor shall undertake and agree as follows:

**Article I:**

The Contractor will:

- a) Provide all material and perform all work described within this Agreement, in accordance to the specifications contained in their submission in relation to the following:

**Corporation of the City of Temiskaming Shores  
Request for Tender  
RS-RFT-003-2021 – STATO – Farr Drive Extension**

- b) Do and fulfill everything indicated by this Agreement and in the Form of Agreement attached hereto as Appendix 01 and forming part of this agreement.
- c) Complete, as certified by the Director of Recreation, all the work by **October 1, 2021**.

**Article II:**

The Owner will:

- a) Pay the Contractor in lawful money of Canada for services aforesaid, in the amount of One-Hundred and Sixty-Seven Thousand, Eight-Hundred and Eighty Dollars, and Zero Cents (\$167,880.00) plus applicable taxes, subject to additions and deductions as provided in the Contract Documents, as authorized by an approved Contract Change Order.
- b) Make payment on account thereof upon delivery and completion of the said work and receipt of invoice, in accordance with the City of Temiskaming Shores Purchasing Policy, and with terms of Net 30 days after receiving such invoice.

**Article III:**

All communications in writing between the parties shall be deemed to have been received by the addressee if delivered to the individual or to a member of the firm or to

an officer of the Owner for whom they are intended or if sent by hand, Canada Post, courier, facsimile or by another electronic communication where, during or after the transmission of the communication, no indication or notice of a failure or suspension of transmission has been communicated to the sender. For deliveries by courier or by hand, delivery shall be deemed to have been received on the date of delivery; by Canada Post, 5 days after the date on which it was mailed. A communication sent by facsimile or by electronic communication with no indication of failure or suspension of delivery, shall be deemed to have been received at the opening of business on the next day, unless the next day is not a working day for the recipient, in which case it shall be deemed to have been received on the next working day of the recipient at the opening of business.

The Contractor:

**Pedersen Construction (2013) Inc.**  
177246 Bedard Road  
New Liskeard, Ontario P0J 1P0

Attn.: Karl Pedersen

The Owner:

**City of Temiskaming Shores**  
325 Farr Drive / P.O. Box 2050  
Haileybury, Ontario P0J 1K0

Attn.: Mathew Bahm, Director of Recreation

**Remainder of Page left Blank Intentionally**

**In witness** whereof the parties have executed this Agreement the day and year first above written.

Signed and Sealed in  
the presence of

**Pedersen Construction (2013) Inc.**

\_\_\_\_\_  
Karl Pedersen, President

Municipal Seal

**The Corporation of the City of Temiskaming  
Shores**

\_\_\_\_\_  
Mayor – Carman Kidd

\_\_\_\_\_  
Clerk – Logan Belanger





Appendix 01 to  
Schedule “A” to  
**By-law No. 2021-110**  
Form of Agreement



**City of Temiskaming Shores**  
**RS-RFT-003-2021**  
STATO – Farr Drive Extension

**Form of Quotation**

Each Quotation should contain the legal name under which the Proponent carries on business, telephone number and fax number, as well the name or names of appropriate contact personnel which the City may consult regarding the Quotation.

We, the undersigned, understand and accept those specifications, conditions, and details as described herein, and, for these rates/prices offer to furnish all equipment, labor, apparatus and documentation as are required to satisfy this Quotation.

*NOTE: All portions of Form of Quotation must be accurately and completely filled out.*

Proof of Insurance Submitted:	Yes <input checked="" type="checkbox"/>
WSIB Certification Submitted:	Yes <input checked="" type="checkbox"/>
List of Sub-Contractors Submitted:	Yes <input checked="" type="checkbox"/>
Non-Collusion Affidavit Submitted:	Yes <input checked="" type="checkbox"/>
Conflict of Interest Declaration Submitted:	Yes <input checked="" type="checkbox"/>

Lump Sum Price (exclusive of HST):	<b>\$ 167,880.00</b>
------------------------------------	----------------------

We/I, Pedersen Construction (2013) Inc.  
(Registered Company Name/Individuals Name)

Of, 177246 Bedard Rd. New Liskeard, ON P0J 1P0  
(Registered Address and Postal Code)

Business:

Phone Number ( 705 ) - 647-6223

Email Address [REDACTED]



**City of Temiskaming Shores**  
**RS-RFT-003-2021**  
STATO – Farr Drive Extension

**List of Proposed Sub-Contractors**

Name	Address	Component
Miller Paving Limited	New Liskeard	Asphalt Paving
Grass King	New Liskeard	Line Painting

I / We verify that the information provided above is accurate and that the individuals are qualified, experienced operators capable of completing the work outlined in this Quotation document.

Signed by Company Official

Karl Pedersen, President  
Printed

Signed 



**City of Temiskaming Shores**  
**RS-RFT-003-2021**  
STATO – Farr Drive Extension

**NON-COLLUSION AFFIDAVIT**

I/ We Karl Pedersen the undersigned am fully informed respecting the preparation and contents of the attached quotation and of all pertinent circumstances respecting such bid.

Such bid is genuine and is not a collusive or sham bid.

Neither the bidder nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed directly or indirectly with any other Bidder, firm or person to submit a collective or sham bid in connection with the work for which the attached bid has been submitted nor has it in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other bidder, firm or person to fix the price or prices in the attached bid or of any other Bidder, or to fix any overhead, profit or cost element of the bid price or the price of any bidder, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of Temiskaming Shores or any person interested in the proposed bid.

The price or prices quoted in the attached bid are fair and proper and not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

The bid, quotation or proposal of any person, company, corporation or organization that does attempt to influence the outcome of any City purchasing or disposal process will be disqualified, and the person, company, corporation or organization may be subject to exclusion or suspension.

Signed

A handwritten signature in blue ink, appearing to read 'Karl Pedersen', written over a horizontal line.

Company Name

Pedersen Construction (2013) Inc.

Title

President





**City of Temiskaming Shores**  
**RS-RFT-003-2021**  
STATO – Farr Drive Extension

**Conflict of Interest Declaration**

Please check appropriate response:

- ☒ I/we hereby confirm that there is not nor was there any actual or perceived conflict of interest in our quotation submission or performing/providing the Goods/Services required by the Agreement.
- ☐ The following is a list of situations, each of which may be a conflict of interest, or appears as potentially a conflict of interest in our Company's quotation submission or the contractual obligations under the Agreement.

List Situations:

---

---

---

In making this quotation submission, our Company has / has no (*strike out inapplicable portion*) knowledge of or the ability to avail ourselves of confidential information of the City (other than confidential information which may have been disclosed by the City in the normal course of the quotation process) and the confidential information was relevant to the Work/Services, their pricing or quotation evaluation process.

Dated at New Liskeard this 6th day of July, 2021.

FIRM NAME: Pedersen Construction (2013) Inc.

BIDDER'S AUTHORIZED OFFICIAL: Karl Pedersen

TITLE: President

SIGNATURE: 

**The Corporation of the City of Temiskaming Shores**  
**By-law No. 2021-111**  
**Being a by-law to adopt Terms of Reference for the**  
**Temiskaming Shores (Ad Hoc) Climate Change Committee**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

**Whereas** under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c. 25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** Council considered Administrative Report RS-013-2021 at the July 13, 2021 Regular Council meeting, and directed staff to prepare the necessary by-law for the adoption of Terms of Reference for the Temiskaming Shores (Ad Hoc) Climate Change Committee for consideration at the July 13, 2021 Regular Council meeting;

**Now therefore** the Council of the Corporation of the City of Temiskaming Shores hereby enacts as follows:

1. That Council adopts Terms of Reference for the Temiskaming Shores (Ad Hoc) Climate Change Committee identified as Schedule "A", attached hereto and forming part of this by-law;
2. That the Clerk of the City of Temiskaming Shores is hereby authorized to make minor modifications or corrections of a grammatical or typographical nature to the By-law and schedule, after the passage of this By-law, where such modifications or corrections do not alter the intent of the By-law.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor

---

Clerk



Schedule “A” to

**By-law No. 2021-111**

**Terms of Reference**

**Temiskaming Shores (Ad Hoc) Climate Change Committee**

**Temiskaming Shores (Ad Hoc) Climate Change Committee  
Terms of Reference**

**SECTION 1 – NAME AND MANDATE OF THE COMMITTEE**

- 1.01 The Committee shall be known as Temiskaming Shores Climate Change Committee
- 1.02 The mandate of the Committee is to review current City of Temiskaming Shores practices and their role on climate change and greenhouse gas emissions,
- 1.03 The Committee shall make recommendations to Council for the City of Temiskaming Shores regarding future greenhouse gas emission targets, the City’s role in the Federation of Canadian Municipalities Partners for Climate Protection Program and future programs to meet obligations for greenhouse gas emission targets. Those recommendations shall be provided by December 31, 2021.

**SECTION 2 - DEFINITIONS**

- “City”                               The Corporation of the City of Temiskaming Shores
- “Committee”                    The City of Temiskaming Shores Climate Change Committee
- “Council”                        The Council of the City of Temiskaming Shores
- “Pecuniary interest” A direct or indirect interest within the meaning of the municipal Conflict of Interest Act, R.S.O, 1990, chapter M.50, as amended, and any subsequent legislation thereto.

**SECTION 3 – COMPOSITION OF COMMITTEE**

- 3.01 The Committee shall be comprised of the following:
  - 1. The Mayor as per Section 45.5 of the Procedural By-Law (2008-160).
  - 2. Two (2) members from the Council of the City of Temiskaming Shores;
  - 3. One (1) member from Climate Action Temiskaming;
  - 4. One (1) member from the Timiskaming Health Unit;
  - 5. One (1) member of the general public.
- 3.02 The Chair and Vice-Chair shall be appointed by Council.
- 3.03 The City of Temiskaming Shores Director of Recreation shall attend all meetings of the committee to lead discussion and act as a resource for members of the committee. Other City of Temiskaming Shores staff shall attend meetings at the request of the committee.



- 3.04 The City will assign a staff person who shall act as Secretary to the committee, and be responsible for the preparation and distribution of minutes, keeping files and records, the preparation and distribution of agendas, and as a resource for information gathering for the Committee.
- 3.05 Members of the Committee shall serve at the pleasure of Council without remuneration.

#### **SECTION 4 – REPORTING RELATIONSHIP OF COMMITTEE**

- 4.01 The Committee shall submit copies of all Committee minutes to the Municipal Clerk. Reports shall be submitted to Council through the Director of Recreation.

#### **SECTION 5 – TERM OF OFFICE**

- 5.01 The Committee shall continue until its mandate has been achieved unless otherwise determined by Council. More specifically, the Council members of the Committee shall hold office for the term of Council and the stakeholders shall remain on the Committee until the mandate has been achieved.

#### **SECTION 6 – VACANCIES**

- 6.01 Vacancies shall be filled by Council resolution
- 6.02 Any vacancy affecting the Chair or Vice-Chair shall be filled from the remaining Committee members by a majority vote.

#### **SECTION 7 – QUORUM AND MEETINGS**

- 7.01 A quorum for any meeting shall be a majority of the Committee members.
- 7.02 Formal notice of each meeting shall be given at least 48 hours in advance of the meeting. Special meetings for extraordinary purposes may be called by the Chair.
- 7.03 If any member of the Committee is absent from three (3) consecutive meetings without permission of the Committee duly noted in the minutes and voted upon by resolution, the member shall forfeit their seat and a vacancy on the Committee declared.
- 7.04 At the first meeting, the Committee shall establish the meeting schedule.

#### **SECTION 8 – VOTING**

- 8.01 Questions arising at any meeting of the Committee shall be decided by a majority vote.

- 8.02 Each Member shall be entitled to one (1) vote on each question arising at any meeting.
- 8.03 The Chair may vote on any question. In the case of an equality of votes, the Chair shall cast the deciding vote. A recorded vote may be requested on any question.
- 8.04 Any tied question shall be deemed to be negative.

## **SECTION 9 – CONDUCT OF MEMBERS**

- 9.01 No member, individually or as a group, shall provide comment, opinion or make representation of any kind to any person or group with respect to any matter or thing relating to the function of the Recreation Services Committee or Council unless authorized to do so by a resolution of the Recreation Services Committee or Council.
- 9.02 Should a member knowingly violate City policies, or conducts themselves in a manner deleterious to the achievement of the mandate and vision of the Climate Change Committee in respect to their membership on the Climate Change Committee, which results in, or has the potential to result in liability/exposure to the City, Council may repeal the appointment.
- 9.03 No member shall make any commitments, financial or otherwise, in respect of the City or the Climate Change Committee or in any manner enter into any form of agreement, or receive other inducements or benefits either individually or as a group with respect of their membership on the Climate Change Committee.
- 9.04 Where applicable, members shall declare a conflict of pecuniary interest and shall at all time conform with the requirements of Section 22 – “Conflict of Interest” prescribed in the City of Temiskaming Shores Procedural By-law No. 2008-160.
- 9.05 The Committee shall function in accordance with Sec. 2.1 “General Provisions” prescribed in the City of Temiskaming Shores Procedural By-law No. 2008-160, as amended which reads;

*2.1 “The rules and regulations contained in the By-law shall be observed in all proceedings of Council and shall be the rules and regulations for the order and dispatch of business of the council and wherever possible, with the necessary modifications, for all committees of Council, unless otherwise prescribed.”*

## **SECTION 10 – POWERS**

- 10.01 The Committee members may only exercise such powers and do such other acts and things according to these Terms of Reference and empowered by the Municipal Council of the City of Temiskaming Shores.

## **SECTION 11 – DUTIES OF THE CHAIR AND VICE-CHAIR**

- 11.01 The Chair shall preside at all meetings of the Committee. During the absence or inability of the Chair to preside, the duties and responsibilities shall be exercised by the Vice-Chair.
- 11.02 The Vice-Chair shall preside at all meetings of the committee in the absence or inability of the chair.

**The Corporation of the City of Temiskaming Shores**

**By-law No. 2021-112**

**Being a by-law to confirm certain proceedings of Council of The Corporation of the City of Temiskaming Shores for its Special Meeting held on June 29, 2021 and for its Regular meeting held on July 13, 2021**

**Whereas** under Section 8 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, the powers of a municipality shall be interpreted broadly to enable it to govern its affairs as it considers appropriate and to enhance the municipality's ability to respond to municipal issues; and

**Whereas** under Section 9 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act; and

**Whereas** under Section 10 (1) of the Municipal Act, 2001, S.O. 2001, c.25, as amended, a single-tier municipality may provide any service or thing that the municipality considers necessary or desirable for the public; and

**Whereas** it is the desire of the Council of The Corporation of the City of Temiskaming Shores to confirm proceedings and By-laws.

**Now therefore** the Council of The Corporation of the City of Temiskaming Shores hereby enacts the following as a by-law:

1. That the actions of the Council at its Special meeting held on **June 29, 2021**, and for its Regular meeting held on **July 13, 2021**, with respect to each recommendation, by-law and resolution and other action passed and taken or direction given by Council at its said meeting, is, except where the prior approval of the Ontario Municipal Board is required, hereby adopted, ratified and confirmed.
2. That the Mayor, or in his absence the presiding officer of Council, and the proper officials of the municipality are hereby authorized and directed to do all things necessary to give effect to the said action or to obtain approvals where required, and except where otherwise provided, the Mayor, or in his absence the presiding officer, and the Clerk are hereby directed to execute all documents required by statute to be executed by them, as may be necessary in that behalf and to affix the corporate seal of the municipality to all such documents.

**Read a first, second and third time and finally passed** this 13<sup>th</sup> day of July, 2021.

---

Mayor

---

Clerk