

REGULAR COUNCIL AGENDA

C-17/2020 Regular Council

Monday, October 19, 2020

5:30 PM

Town of Pelham Municipal Office - Council Chambers

20 Pelham Town Square, Fonthill

During this unprecedented global pandemic, Novel Coronavirus COVID-19, the Town of Pelham Council will continue to convene meetings in compliance with Provincial directives. Attendance by most Members of Council will be electronic. Public access to meetings will be provided via Livestream

www.youtube.com/townofpelham/live and subsequent publication to the Town's website at www.pelham.ca.

Pages

1. Call to Order and Declaration of Quorum
2. Approval of Agenda
3. Disclosure of Pecuniary Interests and General Nature Thereof
4. Hearing of Presentation, Delegations, Regional Report
 - 4.1. Presentations
 - 4.1.1. COVID-19 Update - Community Emergency Management Co-Ordinator
B. Lymburner
 - 4.1.2. COVID-19 Update - Chief Administrative Officer

D. Cribbs

4.1.3. COVID-19 Update - Events Under COVID

V. vanRavenswaay

4.2. Delegations

4.3. Report of Regional Councillor

5. Adoption of Minutes

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7. Request(s) to Lift Consent Agenda Item(s) for Separate Consideration

8. Consent Agenda Items to be Considered in Block

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14. Motions and Notices of Motion
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Pursuant to Municipal Act, Section 239(2):

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REGULAR COUNCIL MINUTES

Meeting #: C-16/2020 Regular Council
Date: Monday, October 5, 2020
Time: 5:30 PM
Location: Town of Pelham Municipal Office - Council
Chambers
20 Pelham Town Square, Fonthill

Members Present: Marvin Junkin
Lisa Haun
Bob Hildebrandt
Wayne Olson
Marianne Stewart
John Wink

Regrets Ron Kore

Staff Present: David Cribbs
Nancy Bozzato
Bob Lymburner
Jason Marr
Teresa Quinlin
Vickie vanRavenswaay
Barbara Wiens
Holly Willford

Other: Bea Clark

1. Call to Order and Declaration of Quorum

Noting that a quorum was present, the Mayor called the meeting to order at approximately 5:45 pm , delayed start time due to a technical issue relating to the livestream publication of the meeting.

2. Approval of Agenda

Moved By John Wink

Seconded By Marianne Stewart

BE IT RESOLVED THAT the agenda for the October 5th, 2020 Regular meeting of Council be adopted.

Moved By Wayne Olson

Seconded By Marianne Stewart

THAT the agenda be amended by adding Correspondence Items 8.4.1 and 8.4.2.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
Carried (6 to 0)		

Moved By John Wink

Seconded By Marianne Stewart

BE IT RESOLVED THAT the agenda for the October 5th, 2020 Regular meeting of Council be adopted as amended.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
Carried (6 to 0)		

3. Disclosure of Pecuniary Interests and General Nature Thereof

There were no pecuniary interests disclosed by any of the members present.

4. Hearing of Presentation, Delegations, Regional Report

4.1 Presentations: None

4.2 Delegations

4.2.1 COVID Update - Community Emergency Management Co-Ordinator

An update on current COVID-19 pandemic information relating to the Province of Ontario was presented by B. Lymburner, Fire Chief and Community Emergency Management Co-Ordinator.

Moved By Wayne Olson
Seconded By Bob Hildebrandt

BE IT RESOLVED THAT Council receive the COVID-19 update presentation from B. Lymburner, Fire Chief and Community Emergency Management Co-Ordinator, for information.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
Carried (6 to 0)		

4.2.2 COVID Update - Recreation, Culture and Wellness

Moved By Marianne Stewart
Seconded By John Wink

BE IT RESOLVED THAT Council receive the COVID-19 update presentation from V. vanRavenswaay, Director of Recreation, Culture and Wellness, for information.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	

Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

4.2.2.1 RCW Covid update, 2020-0142-Recreation

Moved By Bob Hildebrandt
Seconded By Lisa Haun

BE IT RESOLVED THAT Council receive Report #2020-142 Recreation, Culture and Wellness COVID-19 Update, for information.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

4.2.3 COVID Update - CAO

The Chief Administrative Officer reported on the latest matters relating to the COVID-19 pandemic, specifically relating to disrespect that has been asserted toward municipal staff relating to requirements to participate in interactions with the municipality, such as wearing masks and undergoing the required health assessments, most specifically at the Meridian Community Centre.

Moved By Wayne Olson
Seconded By John Wink

BE IT RESOLVED that Council receive the COVID-19 Up-date presentation from D. Cribbs, Chief Administrative Officer, for information.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

4.2.4 Pelham Active Transportation Committee - Bea Clark, Chair

On behalf of the Pelham Active Transportation Committee, Chair Bea Clark provided a progress update on the work of this Committee.

Moved By Marianne Stewart
Seconded By Bob Hildebrandt

BE IT RESOLVED THAT Council receive the delegation from Bea Clark, Chair of the Pelham Active Transportation Committee, for information.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

4.3 Report of Regional Councillor

No Report.

5. Adoption of Minutes

Moved By John Wink
Seconded By Lisa Haun

BE IT RESOLVED THAT the following minutes be adopted as printed, circulated and read:

- 1.C-15/2020 Council Minutes, September 21, 2020; and**
- 2. SC-13/2020 Special Council Minutes, September 21, 2020**

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
Carried (6 to 0)		

- 5.1 C-15/2020 Council Minutes, September 21, 2020**
- 5.2 SC-13/2020 - Special Council Minutes September 21, 2020**

6. Business Arising from Council Minutes

None

7. Request(s) to Lift Consent Agenda Item(s) for Separate Consideration

No items were lifted for separate consideration.

8. Consent Agenda Items to be Considered in Block

Members of Council expressed support for the Royal Canadian Legion Branch 613 application for grant funding.

Moved By Wayne Olson
Seconded By Bob Hildebrandt

BE IT RESOLVED THAT the Consent Agenda items as listed on the October 5th, 2020 Council Agenda be received and the recommendations contained therein be approved, as applicable.

8.1 Presentation of Recommendations Arising from COW or P&P, for Council Approval

BE IT RESOLVED THAT COUNCIL HEREBY approves the Recommendations Resulting from the following:

- 1. SCOW-03/2020 Special Committee of the Whole - Budget Open House September 23, 2020**

8.2 Minutes Approval – Committee

8.2.1 SCOW-03/2020 Special Committee of the Whole - Budget Open House September 23, 2020

BE IT RESOLVED THAT Council receive the SCOW-03/2020 Special Committee of the Whole - Budget Open House September 23, 2020 minutes for information.

8.4 Action Correspondence of a Routine Nature

8.4.1 Request for Letter of Support - Royal Canadian Legion Branch 613

BE IT RESOLVED THAT Council receive the correspondence dated September 30, 2020 from the Royal Canadian Legion, Branch 613 Talbot Trail, seeking a letter of support for this organization as it relates to an application for New Horizons for Seniors Program funding for building renovations and accessibility upgrades; and

THAT Council endorse this request and that a letter of support be provided on behalf of the Council for the Town of Pelham

8.4.2 Request for Support Community Support Services Niagara

BE IT RESOLVED THAT Council receive the correspondence from Community Support Services of Niagara - Community Outreach and support their sale of greeting cards fundraiser, seeking support through social media and photo opportunities through the Office of The Mayor.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	

Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

8.5 Information Correspondence Items

8.6 Regional Municipality of Niagara - Action Items

8.7 Committee Minutes for Information

9. Items for Separate Consideration, if Any

No items were lifted.

10. Presentation & Consideration of Reports

10.1 Reports from Members of Council:

No reports.

10.2 Staff Reports Requiring Action

10.2.1 Sanitary Sewer Diversion at Summersides and Station Street, 2020-0137-Public Works

The motion was divided on a request by Councillor Hildebrandt.

Moved By Wayne Olson

Seconded By Marianne Stewart

BE IT RESOLVED THAT Council receive Report # 2020-0137; and

THAT Council APPROVE the additional funds required for the costs associated with the Sanitary Sewer Diversion from existing dollars in Capital Account WST 04-20; and

THAT Council APPROVE the amendment to the current purchase order with Beam Excavating Inc. to include the additional work to complete the Sanitary Sewer Diversion project in the amount of \$44,000 (excluding HST).

Amendment:

Moved By Wayne Olson

Seconded By Marianne Stewart

BE IT RESOLVED THAT Council receive Report # 2020-0137; and

THAT Council APPROVE the additional funds required

for the costs associated with the Sanitary Sewer Diversion from existing dollars in Capital Account WST 04-20.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
Carried (6 to 0)		

Amendment:
Moved By Wayne Olson
Seconded By Marianne Stewart

THAT Council APPROVE the amendment to the current purchase order with Beam Excavating Inc. to include the additional work to complete the Sanitary Sewer Diversion project in the amount of \$44,000 (excluding HST).

Amendment:
Moved By Bob Hildebrandt
Seconded By Lisa Haun

THAT the motion be amended by striking the motion in its entirety and replacing it with the following:

"THAT Council DIRECT Staff to follow the Town's Purchasing Policy for the selection of the successful contractor to complete the Sanitary Sewer Diversion project at Summersides Boulevard and Station Street."

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	

Results

6

0

Carried (6 to 0)

Moved By Wayne Olson

Seconded By Marianne Stewart

BE IT RESOLVED THAT Council direct staff to follow the Town's Purchasing Policy for the selection of the successful contractor to complete the Sanitary Sewer Diversion project at Summersides Boulevard and Station Street.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
		Carried (6 to 0)

11. Unfinished Business

None

12. New Business

None

13. Presentation and Consideration of By-Laws

Moved By John Wink

Seconded By Wayne Olson

BE IT RESOLVED THAT the Council of the Town of Pelham, having given due consideration to the following By-laws do now read a first, second and third time and do pass same, and THAT the Mayor and Clerk be and are hereby authorized to sign and seal the by-laws:

1. By-law 4282(2020) - -Being a by-law to authorize the sale of Town-owned lands to Lally Homes Ltd., or successors in title, the lands being described on Schedules A and B appended hereto; and to authorize the Mayor and Clerk to execute all necessary documents to complete the transaction.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

14. Motions and Notices of Motion

Moved By Lisa Haun
Seconded By Bob Hildebrandt

Moved by Councillor Haun
Seconded by Councillor Hildebrandt

Be it resolved that Pelham Town Council endorse the following resolutions as matters of highest priority:

WHEREAS the Town of Pelham is a municipality of fewer than 18,000 persons;

AND WHEREAS the Town has already spent in excess of \$100,000 in legal and professional fees in developing a municipal, cannabis (which includes industrial hemp) regulatory framework and is bearing the entire cost of seven separate proceedings against that framework before the Superior Court of Justice, the Normal Farm Practices Protection Board, and/or the Local Planning Appeal Tribunal ("LPAT"), which are currently estimated to cost the taxpayer over \$300,000 to litigate;

AND WHEREAS hundreds of residents have suffered ongoing adverse effects (particularly light and odour pollution) from

cannabis facilities in the Town, and the Town will have to incur ongoing enforcement costs in order to have any hope of mitigating these adverse effects;

AND WHEREAS the Town of Pelham is not the only municipality in Niagara, or in Ontario, that has suffered these adverse effects from these cannabis facilities which operate on an industrial scale;

AND WHEREAS at present residents of the Town of Pelham are on track to pay 100% of the costs of civil cases that are precedential in nature and will impact neighbouring communities, all of Niagara, and ultimately have a provincial impact;

NOW THEREFORE Pelham Town Council formally requests that the Region of Niagara seek "Party" status in the various LPAT proceedings that have been initiated by Woodstock Biomed Inc., CannTrust Holdings and Redecan Pharm as against Town of Pelham. As a Party, the Region can offer direct evidence, planning expertise and testimony in support of the Town of Pelham's recently amended Official Plan and Zoning Bylaw, which were adjusted with the approval of Regional Staff;

AND FURTHER Pelham Town Council requests that Member of Provincial Parliament Sam Oosterhoff be requested to champion the Town's plight with the Provincial Government so as to result in the Ministry of Municipal Affairs and Housing seeking "Party" status in the various LPAT proceedings that have been initiated by Woodstock Biomed Inc., CannTrust Holdings and Redecan Pharm as against Town of Pelham and a financial contribution from the Provincial Government towards the Town's litigation costs in recognition of the broader provincial public interest being represented;

AND FURTHER that Niagara West MP Dean Allison be requested to champion the Town of Pelham's plight in the legislature (after it recommences sitting) and further pressure Health Canada to satisfy its own obligations with respect to enforcement of standards and regulations as they pertain to odour emissions from cannabis facilities, including providing a financial contribution towards the Town's litigation and enforcement costs in recognition of the broader public interest being represented.

AND FURTHER that Niagara West MP Dean Allison be requested to obtain a clear and satisfactory answer from Health Canada as to why, after a year since CannTrust Holdings has acknowledged growing cannabis in a manner that contravened its license, no penalty or fine has been formally levied nor have charges been laid.

AND FURTHER Pelham Town Council formally requests that the City of Welland and the City of Thorold each be asked to

voluntarily contribute \$15,000 (which represents 5% of the estimated litigation costs) towards defense of the aforementioned legal actions as Pelham has received complaints from residents of both those municipalities pertaining to light and/or smell associated with the industrial production of Cannabis.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

15. Matters for Committee of the Whole or Policy and Priorities Committee

None

16. Matters Arising Out of Committee of the Whole or Policy and Priorities Committee

None

17. Resolution to Move in Camera

Moved By Marianne Stewart
Seconded By Bob Hildebrandt

BE IT RESOLVED THAT the next portion of the meeting be closed to the public in order to consider a matter under Section 239 (2) of the Municipal Act, as follows:

- 1. Municipal Act Section 239(2)(e) - litigation or potential litigation, including matters before administrative tribunals, affecting the municipality - File L02-19-2019; and**
- 2. Municipal Act Section 239(2)(b) personal matters about an identifiable individual, including municipal or local board employees - 1 item**

For	Against
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Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	1

Carried (6 to 1)

8. Rise From In Camera

Moved By John Wink
Seconded By Lisa Haun

BE IT RESOLVED THAT Council adjourn the In Camera Session and that Council do now Rise With Report.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Moved By Wayne Olson
Seconded By John Wink

BE IT RESOLVED THAT Councillor Lisa Haun be nominated as Director, Peninsula West Power Inc. and that PWPI be so advised.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

19. Confirming By-Law

Moved By John Wink
Seconded By Wayne Olson

BE IT RESOLVED THAT the following By-law be read a first, second and third time and passed:

Being a By-law No. 4284(2020) to Adopt, Ratify and Confirm the proceedings of Council of the Town of Pelham at its Regular Meeting held on the 5th day of October, 2020.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

20. Adjournment

Moved By Bob Hildebrandt
Seconded By Marianne Stewart

BE IT RESOLVED THAT this Regular Meeting of Council be adjourned until the next regular meeting scheduled for October19, 2020 at 5:30 pm.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
Carried (6 to 0)		

Mayor: Marvin Junkin

Town Clerk: Nancy J. Bozzato

SPECIAL COUNCIL MINUTES

Meeting #: SC-14/2020 - Special Meeting of Council -
Date: Strategic Plan
Location: Monday, September 28, 2020, 6:00 pm
Town of Pelham Municipal Office - Council
Chambers
20 Pelham Town Square, Fonthill

Members Present Marvin Junkin
Lisa Haun
Bob Hildebrandt
Wayne Olson
Marianne Stewart
John Wink

Regrets Ron Kore

Staff Present David Cribbs
Nancy Bozzato
Bob Lymburner
Jason Marr
Teresa Quinlin
Vickie vanRavenswaay
Barbara Wiens
Holly Willford
Marc MacDonald

1. Call to Order and Declaration of Quorum

Noting that a quorum was present, the Mayor called the meeting to order at approximately 6:05 pm

2. Approval of the Agenda

Moved By Bob Hildebrandt

Seconded By Marianne Stewart

BE IT RESOLVED THAT the agenda for the September 28, 2020 Special Meeting of Council be adopted as circulated.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	

John Wink	X	
Results	6	0

Carried (6 to 0)

3. Disclosure of Pecuniary Interest and General Nature Thereof

There were no pecuniary interests disclosed by any of the members present.

4. 2020 Strategic Plan Prioritization Update

Mayor Junkin provided a synopsis of the first half of this Council's term mandate and congratulated Members of Council, Advisory Committee volunteers and staff, as well as the community at large for the accomplishments thus far. At this point he turned the meeting over to the Chief Administrative Officer to review the 2020 Strategic Plan update. The remainder of the meeting was facilitated by the CAO, and all items removed, realigned and added to the 2021 Strategic Plan were done so duly by motion and majority vote.

Moved By Bob Hildebrandt
Seconded By Marianne Stewart

BE IT RESOLVED THAT the Rules of Procedure as contained in the Town of Pelham Procedural By-law, be suspended as they pertain to Rules of Debate and that Town of Pelham Staff be permitted to participate in the discussion; and

THAT this permission be recognized for the input and debate portion only and not be deemed to include making motions or for voting privileges.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Moved By John Wink
Seconded By Lisa Haun

BE IT RESOLVED THAT Council receive the Chief Administrative Officer's 2020 Strategic Plan Prioritization Update for information.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Moved By Wayne Olson
Seconded By Bob Hildebrandt

BE IT RESOLVED THAT Council approve that the completed initiatives and the staff recommended initiatives be removed from the Town of Pelham Strategic Plan Priorities previously approved by Council.

This motion was subsequently divided.

Moved By Wayne Olson
Seconded By Bob Hildebrandt

BE IT RESOLVED THAT Council approve that the completed initiatives be removed from the Town of Pelham Strategic Plan Priorities previously approved by Council.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Moved By Wayne Olson
Seconded By Bob Hildebrandt

THAT the staff recommendation to remove "Grants" from the existing list of action items be approved.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0
Carried (6 to 0)		

Moved By Wayne Olson
Seconded By Bob Hildebrandt
THAT the staff recommendation to remove "Proactive Communication Protocol" from the existing list of action items be approved.

	For	Against
Marvin Junkin	X	
Lisa Haun		X
Bob Hildebrandt		X
Wayne Olson		X
Marianne Stewart	X	
John Wink	X	
Results	3	3
Defeated (3 to 3)		

Moved By Wayne Olson
Seconded By Bob Hildebrandt
THAT the staff recommendation to remove "Introduce Mass Notification System" from the existing list of action items be approved.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	

Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

5. Alignment of 2021 Strategic Priorities

Moved By Lisa Haun
Seconded By Bob Hildebrandt

THAT the Rules of Procedure as contained in the Town of Pelham Procedural By-law, be suspended;

AND THAT the specified meeting curfew time of 9:00 p.m. be and is hereby waived;

AND THAT the remainder of the business listed on the agenda for this meeting continue to be considered until all matters have been concluded.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Moved By Marianne Stewart
Seconded By John Wink

BE IT RESOLVED THAT Council adopt the prioritization of the tasks as discussed at the September 28th 2020, Special Meeting of Council.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	

Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Moved By John Wink
Seconded By Wayne Olson
BE IT RESOLVED THAT Council adopts the alignment of strategic tasks with the six established Strategic Priorities, as directed to the Chief Administrative Officer for future report for approval.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Moved By Marianne Stewart
Seconded By Bob Hildebrandt
BE IT RESOLVED THAT the Chief Administrative Officer be and is hereby authorized to undertake the directions provided during this meeting of September 28th, 2020.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	

Results	6	0
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Carried (6 to 0)

6. Confirming By-law

Moved By Wayne Olson

Seconded By John Wink

BE IT RESOLVED THAT the following By-law be read a first, second and third time and passed:

Being a By-law No. 4283(2020) to Adopt, Ratify and Confirm the proceedings of Council of the Town of Pelham at its Special Meeting held on the 28th day of September, 2020.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

7. Adjournment

Moved By Bob Hildebrandt

Seconded By Lisa Haun

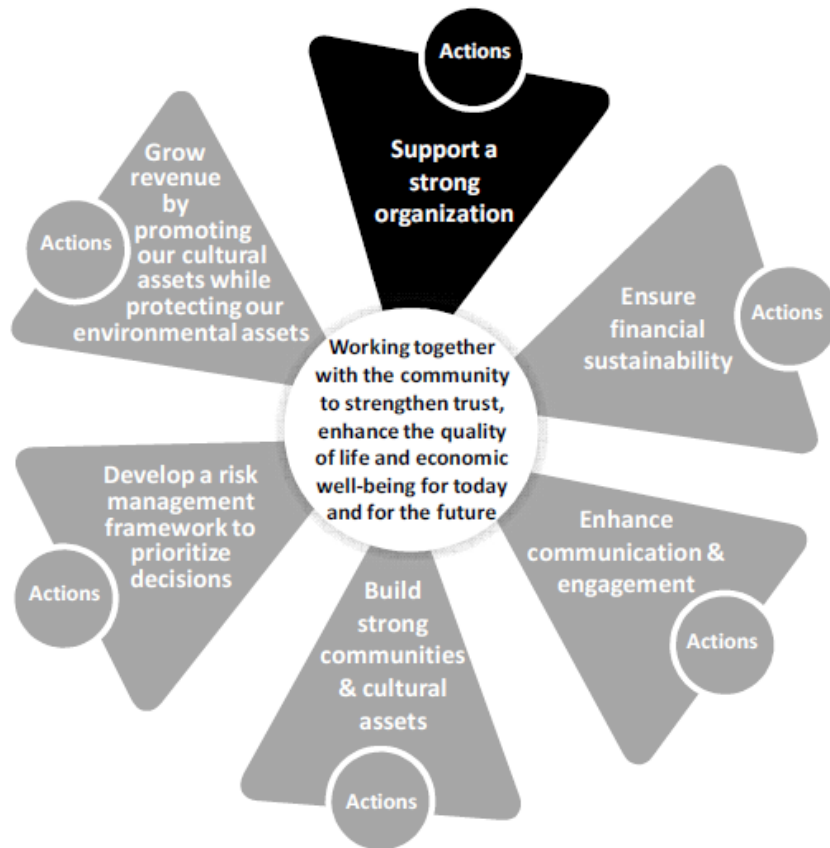
BE IT RESOLVED THAT this Special Meeting of Council be adjourned until the next regular meeting scheduled for October 5, 2020 at 5:30 pm.

	For	Against
Marvin Junkin	X	
Lisa Haun	X	
Bob Hildebrandt	X	
Wayne Olson	X	
Marianne Stewart	X	
John Wink	X	
Results	6	0

Carried (6 to 0)

Mayor Marvin Junkin

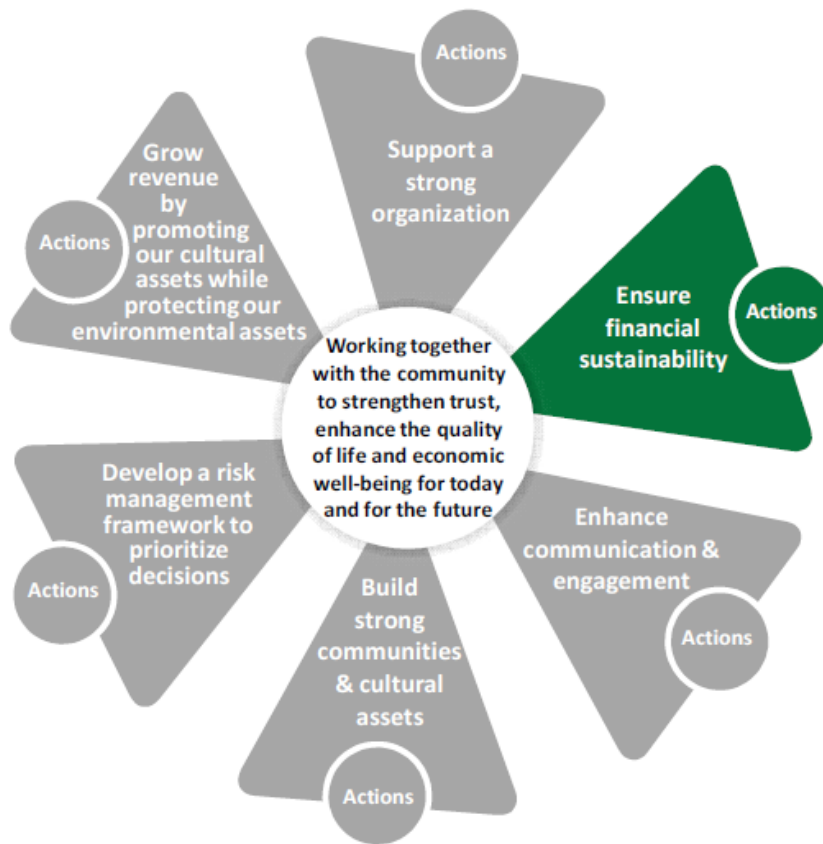
Town Clerk, Nancy J. Bozzato



Support a strong organization: to achieve this priority, we will focus on the following actions:

- Develop a Delegation of Authority By-law
- Develop a Plan for Public Works Operations
- Review Terms of Reference for Committees and Boards
- Compensation/ Performance Management and Staff Recognition

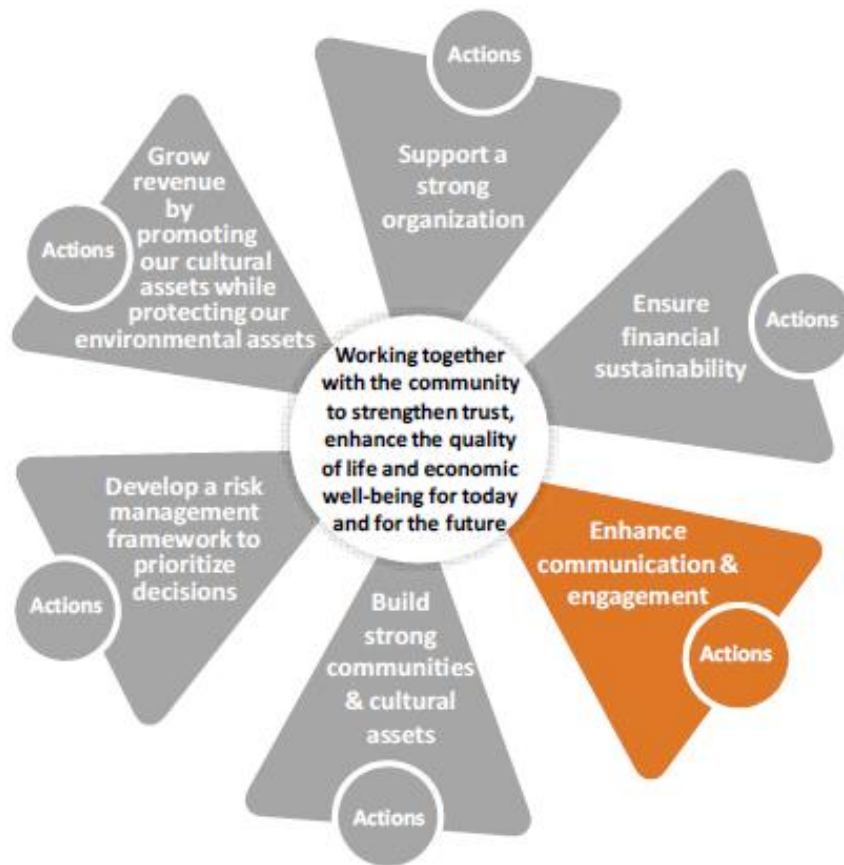
Actions are in no ranked order.



Ensure financial sustainability: to achieve this priority, we will focus on the following actions:

- Prepare Capital Asset Management Plan
- Prepare East Fenwick Secondary Plan
- Pursue Joint Initiatives – Purchasing, Building, Drainage, Legal
- Update Purchasing Policy; Changes re: Purchasing/ Procurement

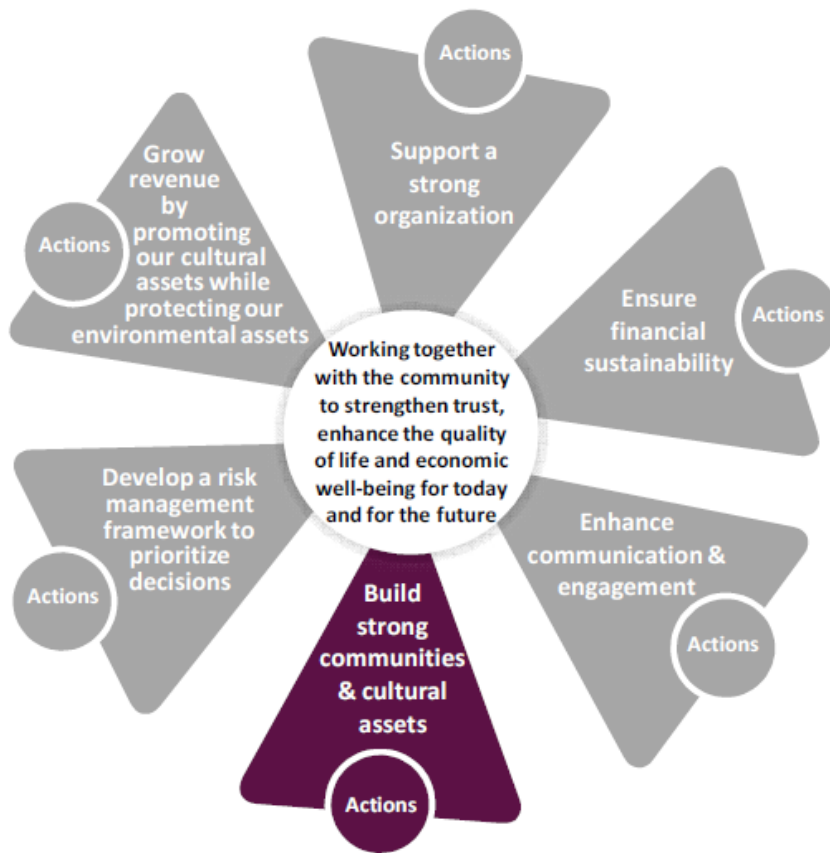
Actions are in no ranked order.



Enhance communication and engagement: to achieve this priority, we will focus on the following actions:

- Complete Illumination By-law
- Develop By-law Enforcement Policy
- Enhance PSR System and Proactive Communication Protocol
- Join Lincoln-St. Catharine's Tourism Partnership
- Improve Search Engine on Town Website

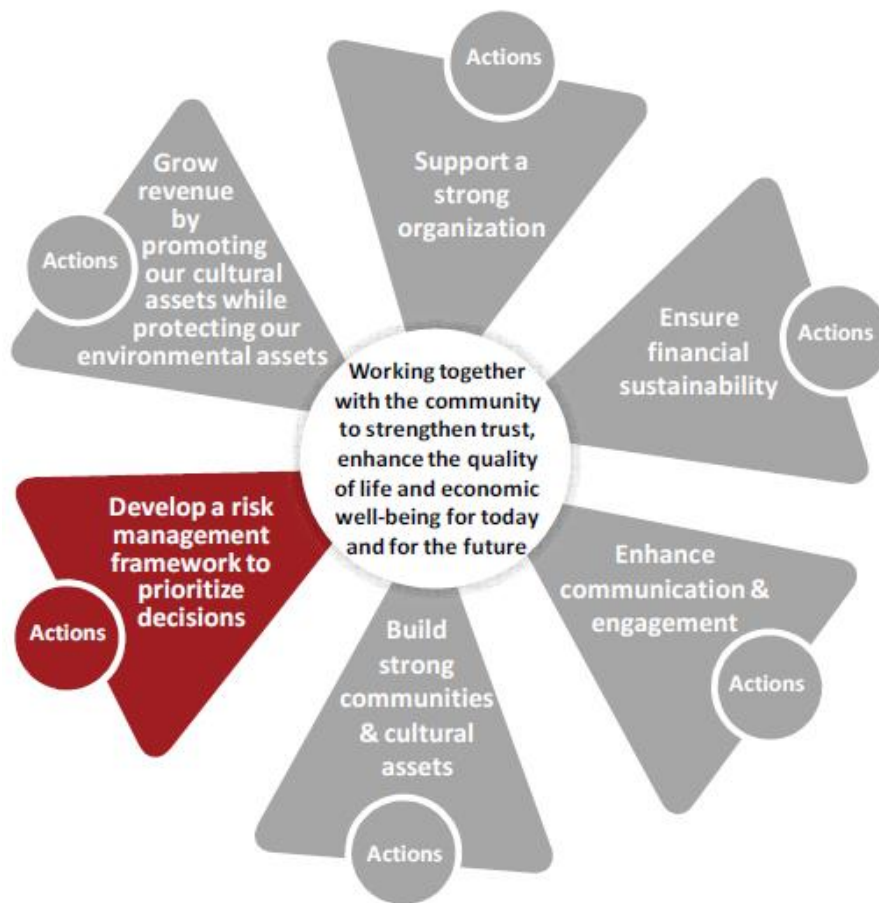
Actions are in no ranked order.



Build strong communities and cultural assets: to achieve this priority, we will focus on the following actions:

- Develop New Zoning By-law
- Determine Future of Library
- Future Urban Lands Needs Analysis
- Develop Community Improvement Plan
- Prepare Staff Report on BIA's for Fenwick, Fonthill, Ridgeville

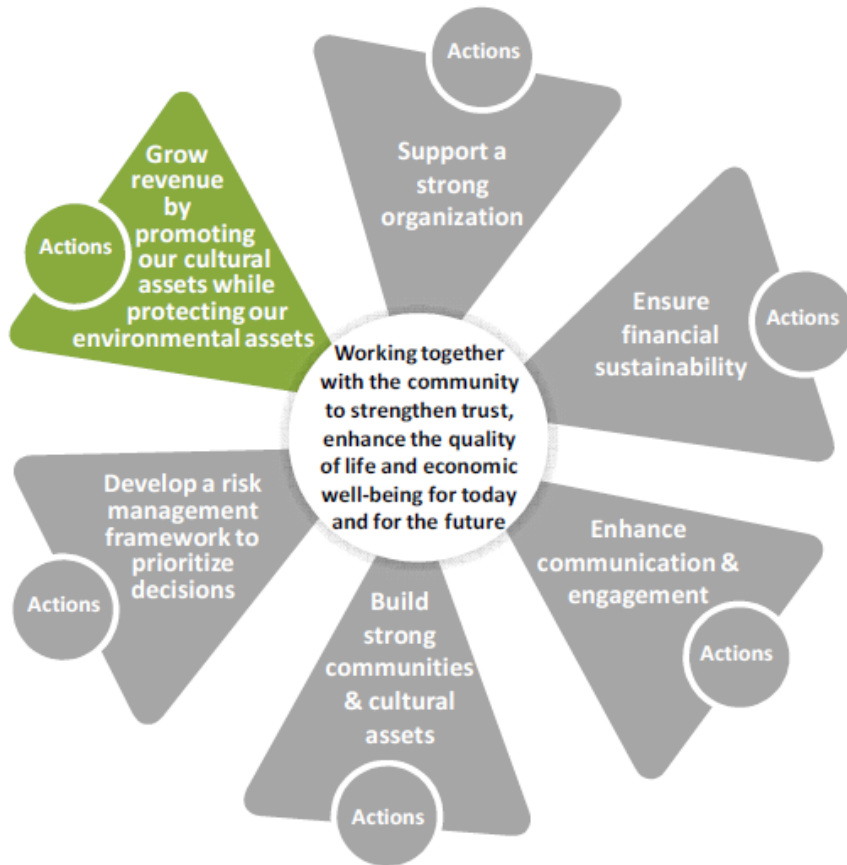
Actions are in no ranked order.



Develop a risk management framework to prioritize decisions: to achieve this priority, we will focus on the following actions:

- Prepare Town Club Policy and Agreements
- Prepare Succession Plan
- Prepare Risk Management Framework
- Storm Water Ponds: Policy and Fencing Review

Actions are in no ranked order.



Grow revenue by promoting our cultural assets while protecting our environmental assets: to achieve this priority, we will focus on the following actions:

- Develop a Parking Strategy
- Explore Options for Urban Tree Canopy
- Review Energy Efficiency & Green Energy Initiatives
 - Electric Vehicle Charging Stations, Solar Energy, LED Conversion
- Climate Change; Best Practice; Community Education

Actions are in no ranked order.

2021-2022 Strategic Plan Prioritization

1 - 5	6 - 10	11 - 15	16 - 20	21 - 25	26 - 30
Update Zoning By-law	Options for Urban Tree Canopy	Succession Plan	Community Improvement Plan	Terms of Reference for Committees and Boards	East Fenwick Secondary Plan
Future of Library	Enhance PSR System and Proactive Communication Protocol re: PSR System	Parks and Recreation Review	Update Purchasing Policy; Changes re Purchasing/ Procurement	Climate Change Best Practice Community Education	Improve Search Engine on Town Website
Parking Initiatives and Maser plan + MCC Parking Strategy	Energy Efficiency & Green Energy: Electric vehicle charging stations; solar energy; LED conversion	Plan for Public Works Operations	Explore joint initiatives – Purchasing, building, drainage, legal	Compensation/ Performance Management and Staff Recognition	
Complete Illumination By-law	Join Lincoln- St. Catharine's Tourism	Staff Report on BIAs for Fenwick, Fonthill, Ridgeville	New Procedural By-law	Capital Asset Management Plan	
By-law Enforcement Policy	Town Club Policy and Agreements	Delegation of Authority By-law	Risk Management Framework	Future Urban Lands Needs Analysis	

Actions are in no ranked order within each category. The categories serve to illustrate the general prioritization of each action.

Subject: Overview of 2020 Ward One By-Election

Recommendation:

BE IT RESOLVED THAT Council receive Report #2020-0138, Overview of 2020 Ward One By-Election, for information.

Background:

One Ward One Councillor seat became vacant on April 13, 2020 with the unexpected death of Councillor Mike Ciolfi. The seat was declared vacant at the Regular Meeting of Council held on May 4, 2020. After considering various available options, Council resolved to fill the Ward One Vacancy through a By-Election.

Subsequently, through the adoption of By-law #4246(2020), the By-Election date was established for Tuesday, September 15, 2020. Said By-law also provided for the introduction of an On Demand Special Ballot to permit a vote by mail process for individuals impacted by the ongoing COVID-19 pandemic.

The purpose of this report is to provide an overview of the By-Election as it pertains specifically to the process, and to outline the successes achieved to address in-person voting during a worldwide pandemic.

Analysis:

Novel Coronavirus, COVID-19:

On March 17, 2020, pursuant to Ontario Order in Council 518/2020 (O.Reg.50/20), in accordance with Section 7.0.1 of the *Emergency Management and Civil Protection Act*, 1990, an emergency was declared throughout Ontario. The Town of Pelham declared an emergency on April 3, 2020. Finally, the Clerk, who is responsible for the conduct of the municipal election, declared an emergency in accordance with Section 53 of the *Municipal Elections Act*, 1996, having been of the opinion that circumstances arose that were likely to prevent the election being conducted without special arrangements being incorporated to directly address the ongoing pandemic.

Incorporating New Procedures:

Recognizing that municipal by-elections are mandated to be conducted in the same manner as the previous municipal by-election while also taking into consideration special procedures that would be required to address pandemic-related concerns, the Clerk declared an Emergency pursuant to Section 53 of the *Municipal Elections Act*, 1996 (The Act). This provided the appropriate mechanism to allow such special voting options including an On Demand Special Ballot to be undertaken. This Declaration remains in place and the Clerk intends to maintain the Declaration until such time as the period for a judicial review of the election has concluded, in the event that a recount is ordered through the courts. Keeping this declaration in place allows all measures undertaken as they relate to the pandemic to be incorporated into any recount, should one be ordered.

Some of the new procedures adopted included, but are not limited to: additional election personnel positions; providing one-time use pens to each elector to reduce touch points and cross-contamination potential; the use of a fully electronic and integrated voters' list to avoid potential for cross-contamination on a paper list; using one entrance and a separate exit from each voting place; providing additional personal protective equipment to election personnel including acrylic sneeze guard barriers, masks and face shields; marking the voting place floors to delineate physical distancing requirements; eliminating individual "polls" and allowing electors to use a single line service method, which reduced line-ups and wait times substantially; and, aggressive cleaning processes throughout the polling place between electors. In addition, once a voter received a ballot, they were directed to alternate voting screens to ensure physical distancing, and each voting booth was cleaned between electors. Many of these initiatives will be incorporated into all future municipal in person elections given the success achieved, most notably reduced wait times because of the single-line access and electronic voters list.

Persons with mobility concerns were greeted at the entrance and escorted to a nearby accessible voting booth to expedite their voting experience. This worked especially well at Fire Station #2 in Fenwick, as the Revisions Clerk processed all voters needing additional assistance from the central lobby of the building. We received very positive feedback for this initiative and will incorporate it in as many polling places as possible for future elections.

Central Queue Using "Next Available Deputy Returning Officer:



Health Assessment Questioning Station at Polling Place Entry:



Ontario By-Elections During Pandemic:

The Clerk's Department worked closely with elections personnel from various municipalities in Ontario that were also amidst a by-election period, namely the City of Windsor, the City of Cambridge, the City of Ottawa and most recently the Township of Bradford-West Gwillimbury. Windsor, Cambridge and Ottawa concluded their voting on October 5th. Bradford West Gwillimbury will conclude in early December. Interestingly, voter turnout in Ottawa was 23.97%, Windsor saw a 27% turnout and in Cambridge, 1,231 electors voted.

While each of the aforementioned municipalities adopted very similar procedures in many respects, Pelham and Ottawa were the only two that proceeded with special

mail-in or on demand voting opportunities. Windsor and Ottawa also introduced curbside voting where voters remained in their vehicles, much like a drive-thru setting.

Pelham's approach to address electors who may have been impacted by the virus was targeted to ensure curbside or porch drop methods were available to all voters. Electors who may have been directly impacted by COVID-19, such as being in isolation or quarantine, were all provided different opportunities to cast a ballot including the traditional Proxy Voting, as well as the new On Demand Special Ballot process which allowed electors to vote by mail. While only twenty (20) electors took advantage of the On Demand Special Ballot process, staff expect to incorporate this option in future municipal-wide elections to offer more voter engagement opportunities. Further, by initiating this type of hybrid vote by mail option, Clerks staff had the opportunity to test the process on a smaller scale, with great success so as to be confident in the approach for the future.

Consultation with Public Health:

In order to take every step necessary or desirable to conduct the election during a pandemic, the Clerk's Department relied heavily on the Region of Niagara Public Health Department to review procedures and policies, as well as polling place layouts, as they related to the COVID-19 changing landscape. The success of the in-person voting experience is largely attributed to having had the health department staff available for consultation throughout the planning stages. On the recommendation of Public Health, electors who were experiencing symptoms of COVID-19 were to be directed to contact the Health Department and not enter the voting place. Clerk's staff was prepared to follow-up with a porch drop voting opportunity to ensure that no eligible elector who wanted to vote was turned away from the polling place.

Nominations:

Nominations opened on Tuesday, June 16th and concluded on Friday, July 31st at 2:00 p.m. In total, seven qualified candidates were certified by the Clerk once nominations closed. Ballots were immediately ordered to allow for testing procedures to be conducted prior to any voting opportunities for electors. While one candidate indicated a desire to withdraw from the by-election, such request was not received within the legislated timelines set by The Act and as such, all seven candidates appeared on the ballots. The Clerk does not have the authority to remove a name from a ballot or to advertise to electors that a candidate has withdrawn unless the candidate becomes deceased, or is no longer eligible to hold the seat such as moving out of the municipality.

Election Personnel:

Considerations relating to the ongoing pandemic weighed heavily when determining the number of election personnel to be hired in order to facilitate a safe voting experience for all stakeholders. Given that there was potential for one entire polling station to be required to self-isolate after either of the Advance Vote dates, one full back-up team was recruited and trained, remaining on stand-by and ready to step in if required. Additional polling station election officials were hired to specifically address pandemic-related matters such as poll station cleaning, physical distance monitoring and health assessment administration. While there were times when two jobs could have been managed by one person, the voter turnout could not be accurately predicted and it was decided to plan for a “worst case” scenario. Election personnel indicated that they felt safe during the voting experience and were comfortable with the approach taken.

Advance Voting:

In order to make every attempt to manage the number of people present in a polling place at any one time, two Advance Poll dates were established, with two separate locations opened on each of these dates. Under normal circumstances, one Advance Vote date at one location would be scheduled for a by-election.

Managing Crowds:

In an attempt to spread out the number of electors attending a voting place at any one time, Voter Notification Letters suggested that electors with “even house numbers” vote on one date, and “odd house numbers” vote on the second Advance Vote date. In reviewing the voter turnout by municipal address, this approach enjoyed a 75% success rate where electors voted on odd/even dates. At no time were the polling stations unmanageable in terms of the ability to limit people present and adherence to physical distancing requirements. The number of electors who chose to cast their ballots during an advance vote date totaled 449 of the 1,157 who voted.

Voter Experience:

The Clerk's Office and polling station staff received very positive feedback from electors, indicating their support of the initiatives undertaken to protect their safety. Overall, Pelham experienced a voter turnout of 26.95% which is an improvement over the 2011 By-Election which had a turnout of 22%. A copy of the certified election results is appended to this report.

Financial Considerations:

The costs associated with delivering the Ward One By-Election totalled \$25,704. The costs include Voter List Management, Election Personnel, Ballot and Memory Card programming and printing, equipment rentals, voter notification letters and postage, advertising and polling station supplies.

Alternatives Reviewed:

Not applicable.

Strategic Plan Relationship: Communication and Engagement

The initiatives undertaken to deliver this By-Election during a pandemic were all aimed at ensuring the safety of the public and communicating with eligible electors to ensure they were aware of these initiatives.

Consultation:

This report was prepared by the Town Clerk/Returning Officer. Consultation throughout the election planning stages continued with Niagara Region Public Health and Ontario Municipalities also conducting By-Elections.

Other Pertinent Reports/Attachments:

Certified Election Results.

Prepared and Submitted by:

Nancy J. Bozzato
Town Clerk (Returning Officer)

Approved by:

David Cribbs, BA, MA, JD, MPA
Chief Administrative Officer



2020 By-Election
Nancy J. Bozzato, Dipl.M.M
njbozzato@pelham.ca
905-892-2607 x315

FINAL SUMMARY AND CERTIFICATION OF WARD ONE BY-ELECTION RESULTS

Municipal Elections Act, 1996


I, Nancy J. Bozzato, Town Clerk for the Corporation of the Town of Pelham, in the Regional Municipality of Niagara, hereby certify that the certified candidates listed on the Election Summary Report presented below received the votes that follow their respective names, as a result of the Municipal Ward One By-Election held on Tuesday, September 15, 2020.

Ballots Cast: 1,177 Registered Electors: 4,368
Voter Turnout: 26.95 %

Town of Pelham Ward One Councillor

Office	Candidate Name	Votes Received
Councillor, Ward One	BRAUN, WALLY	89
	BRIGANTINO, Maria	22
	FEDERICO, James	296
	KENYON, colleen	11
	OLSON, Wayne	681
	PUPO, Cari	5
	SOOS, Steven	73

Dated this 16th day of September, 2020


Nancy J. Bozzato
Town Clerk/Returning Officer

Subject: August 2020 Financial Reports

Recommendation:

BE IT RESOLVED THAT Council receive Report #2020-0148-Corporate Services for information.

Background:

The Corporate Services Department has prepared the attached financial reports, as at August 31, 2020, for the information of Council. The MCC and Transit reports also include non-financial indicators such as hydro usage and ridership.

Analysis:

Appendix 1 to this report summarizes operating revenues compared to budget as at August 31, 2020, with approximately 67% of the year lapsed. Total revenues were at approximately 67% of budget. The financial impact from the closure of facilities and cancellation of programs that resulted from COVID-19 are evident in transit and MCC revenues as well as certain miscellaneous user fees and charges for services. Most other revenue sources such as grants, transfers from reserves, and property taxation are in keeping with the budget. The MCC opened on July 6 with one ice pad and summer programming. On July 27, the second ice pad opened due to the high demand for summer ice in the Niagara region. Eight months of water and wastewater had been billed and are at 71% of budget because consumption tends to be higher in the summer months. The Safe Restart COVID-19 funding of \$148,588 has been included in the report to offset the direct COVID-19 expenses incurred to August 31, 2020.

Appendix 2 to this report summarizes operating expenditures compared to budget at August 31, 2020. Total expenses were at approximately 63% of budget and appeared to be on track because there are still significant debenture principal and interest payments to be paid. This report includes \$148,588 of direct costs related to COVID-19 such as purchase of computer equipment and additional cleaning costs.

Appendix 3 summarizes the revenues and expenditures related to the MCC at August 31, 2020. MCC revenues were at 55% of budget and trending below the prior year due to closures from COVID-19 from mid-March to July 6. MCC expenses were at 58% of budget, which is below the expectation for the first eight months of the year as a result of reduced wages from the facility closure and lower hydro rates, which are partially offset by full year insurance expensed and cost of supplies

that are related to the server revenues. It is anticipated that revenues for the MCC will be below budget at year-end due to the impact of the pandemic. With the opening of the MCC in July and August, the revenue from ice and summer programming is \$163,199. The ice times were booked solid for the months of July and August due to the high demand for ice since other municipalities did not have their ice pads operational.

Appendix 4 summarizes revenues and expenditures related to Pelham Transit. Approximately \$116,000 in provincial gas tax funding was received in July and \$75,000 of Community Transit grant. Effective August 17, 2020, The Niagara Region has taken over the service delivery of the transit with on-demand service by a third party provider VIA. Transit expenditures were at 49% of budget due to reduced cost of contracted services in April and May, but any cost savings are expected to result in reduced grant funding.

Council-approved expenditures outside of budget

The Town's Reserve and Reserve Fund Policy S400-08, approved by Council on January 13, 2020, states under Standard of Care in section 4.3 a) i) that Council shall ensure that any expenditure approval outside of the Budget process includes the source of funding from Reserves, Reserve Funds, or other sources as appropriate. This helps to ensure that the Town can accurately forecast and plan for its Reserves and Reserve Funds and manage cash flows, ensuring adequate funding sources for all expenditures. In addition, it helps to ensure that there are not any unavoidable or unanticipated impacts on property taxation increases in a future year.

The *Municipal Act, 2001*, S.O. 2001, as amended, states in section 290(4)(c)(ii) that in preparing the budget for a year, a local municipality shall provide for any deficit of any previous year that resulted because expenses were incurred by the municipality that were not in the budget for that year and were not paid for that year from a reserve, sinking or retirement fund.

The following list of expenditures have been approved by Council with no source of funding. This is in contravention of the Reserve and Reserve Fund Policy S400-08, except for item (3) for which Council suspended the Reserve and Reserve Funds Policy. Unless the Town can find expenditure savings or additional revenues, which is unlikely due to the COVID-19 pandemic, any resulting deficit will have to be added to the 2021 budget in order to comply with the *Municipal Act, 2001*.

Unbudgeted Expenditures Approved by Council with no Funding Source:

(1) Legal and Planning Consultant for Cannabis Control Committee	\$130,000
(2) Local Planning Appeal Tribunal (LPAT) Hearings	75,000
(3) Parking Study	<u>50,000</u>
Total	<u>\$255,000</u>

The 2020 budgeted general tax levy is \$14,946,487. Accordingly, a 1% increase in property taxes amounts to approximately \$150,000. The unbudgeted expenditures of \$255,000 is equivalent to a 1.7% tax levy increase for 2021.

An additional \$260,000 is estimated to be incurred between 2020 and 2021 for LPAT appeals and Normal Farm Practices Protection Board (NFPPB) Hearings.

Financial Considerations:

Expenditures approved by Council outside of the budget without an identified funding source and the additional LPAT Appeals and NFPPB hearings will likely result in an increase to the 2021 budget.

The Town has received \$428,500 for Phase 1 of COVID funding for COVID-related operating pressures and \$18,334 for Phase 1 of COVID funding for COVID-related transit pressures.

Alternatives Reviewed:

Not applicable.

Strategic Plan Relationship: Strong Organization

Be reviewing the monthly financial reports, Council can remain informed about whether there are any significant budget variances that would impact year-end financial results.

Consultation:

These reports have been provided to the Pelham Finance and Audit Committee for review.

Other Pertinent Reports/Attachments:

Appendix 1 – Monthly Revenue Report at August 31, 2020

Appendix 2 – Monthly Expenditure Report at August 31, 2020

Appendix 3 – Meridian Community Centre Report at August 31, 2020

Appendix 4 – Transit Report at August 31, 2020

Prepared and Recommended by:

Teresa Quinlin, MBA, CPA, CA

Director of Corporate Services/Treasurer

Prepared and Submitted by:

David Cribbs, BA, MA, JD, MPA
Chief Administrative Officer

Appendix 1
Monthly Revenue Report at August 31, 2020 (67% of time lapsed)

	Notes	2020			2019	
		Budget	Actual at Aug 31	Actual as a % of Budget	Budget	Actual at Dec 31
Taxation						
General Tax Levy		\$ 14,946,487	\$ 10,014,152	67 %	\$ 13,674,386	\$ 13,674,375
Payments in Lieu		300,471	202,419	67 %	300,471	300,875
Total Taxation		15,246,958	10,216,571	67 %	13,974,857	13,975,250
Finance Department						
Penalties and Interest	(1)	270,000	127,359	47 %	270,000	261,321
Supplemental Taxation Revenues	(2)	200,000	168,808	84 %	210,000	366,800
Transfer from Building Department		79,497	52,998	67 %	77,938	77,938
Ontario Unconditional Grants	(3)	39,800	30,825	77 %	39,800	46,600
Miscellaneous		18,000	12,609	70 %	15,000	23,572
Investment Income	(4)	10,000	65,697	657 %	10,000	25,241
Safe Restart COVID-19 Funding	(5)	-	148,588	- %	-	-
Total Finance Department		617,297	606,884	98 %	622,738	801,472
Clerk's Department						
Committee of Adjustment		36,500	32,207	88 %	50,000	50,528
Miscellaneous	(6)	14,250	6,689	47 %	16,750	12,946
Total Clerk's Department		50,750	38,896	77 %	66,750	63,474
Fire and By-law Services						
Fire Department Revenues		36,450	28,604	78 %	35,450	43,019
By-law and Parking Enforcement	(7)	28,138	25,121	89 %	14,300	24,012
Provincial Offences Act Revenue	(8)	25,000	20,794	83 %	10,000	44,463
Total Fire and By-law Services		89,588	74,519	83 %	59,750	111,494
Public Works						
Non-recreation Facilities and Beautification	(9)	49,000	11,617	24 %	49,000	41,282
Aggregate Resource Grant	(10)	25,000	-	- %	25,000	52,831
Transfer from Reserve - Roads	(11)	-	-	- %	-	120,766
Miscellaneous	(12)	85,500	13,933	16 %	80,500	87,515
Fonthill/Hillside Cemeteries		76,500	60,268	79 %	78,500	94,329
Total Public Works		236,000	85,818	36 %	233,000	396,723
Recreation, Culture and Wellness						
Recreation and Wellness	(13)	364,520	185,426	51 %	347,450	433,228
Special Events and Festivals	(14)	147,770	15,950	11 %	150,150	152,919
Culture and Community Enhancement	(14)	75,000	300	- %	78,500	65,258
Public Transit	(15)	274,500	195,643	71 %	211,953	208,397
MCC Facility	(16)	786,342	457,346	58 %	1,052,719	1,134,460
Total Recreation, Culture and Wellness		1,648,132	854,665	52 %	1,840,772	1,994,262
Community Planning and Development						
Building Department Revenues	(17)	600,500	284,946	47 %	500,500	713,260
Planning Fees	(18)	140,340	178,620	127 %	65,340	153,085
Total Community Planning and Development		740,840	463,566	63 %	565,840	866,345
Water and Wastewater						
Water Revenues		2,948,982	2,083,953	71 %	2,761,884	2,576,841
Wastewater Revenues		2,161,293	1,562,909	72 %	2,014,104	1,913,948
Total Water and Wastewater	(19)	5,110,275	3,646,862	71 %	4,775,988	4,490,789
GRAND TOTAL		\$ 23,739,840	\$ 15,987,781	67 %	\$ 22,139,695	\$ 22,699,809

Appendix 1

Monthly Revenue Report at August 31, 2020 (67% of time lapsed)

Explanatory Notes:

- (1) Due to the COVID-19 pandemic, Council approved the waiving of interest and penalties on taxes from April 1 to June 30, 2020.
- (2) The majority of supplemental revenue is collected June through November, and the impact of COVID-19 on supplemental revenue is uncertain at this time.

Supplementary/omitted taxes result from an addition, renovation, construction or class change that occurred on a property that was not previously recorded on the assessment roll. When supplementary/omitted assessment is added to the roll, additional property taxes can be collected for the current year, and if applicable, for any part of all of the two previous years as described in Section 34 of the Assessment Act.
- (3) OMPF payments for Q1-Q3 have been received.
- (4) Interest will be allocated to non-discretionary and obligatory reserves at year-end. There has been a significant decline in interest rates compared to the prior year.
- (5) In August, the Federal and Provincial Governments announced that under the Safe Restart Agreement, municipalities would receive emergency assistance toward financial pressures resulting from COVID-19. It was announced that under Phase 1 of the program, the Town of Pelham would receive \$428,500 to support its operating costs and pressures based on a per household allocation, as well as \$18,334 in funding toward to financial pressures in transit. Safe Restart funds receivable have been presented in this report up to the amount of direct COVID-19 expenditures spent, as the remaining funding will be needed to offset expenditures for the remainder of the year. The Town intends to apply for Phase 2 funding, which applies to municipalities whose financial pressures in 2020 exceed the Phase 1 funding.
- (6) Certain revenue streams, such as lottery and marriage licenses, are unpredictable in timing and it is anticipated that these revenues will be significantly impacted by COVID-19.
- (7) Provincial grant funding for cannabis legalization has been applied against eligible costs. Increased parking fines as well as increased administration and inspection fees related to property standards.
- (8) POA revenues, collected by the Region, received for a slight 2019 surplus distribution as well as 2020 Q1-Q2. The impact of COVID-19 on POA revenues is uncertain.
- (9) Revenue is primarily related to cost recoveries for parks from spring to fall and has decreased due to the impact of COVID-19. Hall rental revenue has also decreased.
- (10) Aggregate resource grant received in September.
- (11) Transfer for any shortfall in the Winter Control budget will occur at year-end if required in accordance with the Reserve and Reserve Fund policy.
- (12) It is anticipated that driveway culvert fees and other miscellaneous revenues will be below budget due to COVID-19. Approximately \$37,000 of the remaining Climate Change grant funding is expected to be collected.

Appendix 1

Monthly Revenue Report at August 31, 2020 (67% of time lapsed)

Explanatory Notes Continued:

- (13) Recreation and wellness revenue related to camps and swim, with an approximate budget of \$192,000, is collected in the summer, and is expected to be approximately 50% below budget due to the impact of COVID-19.
- (14) Most recreation special event activity normally occurs in Q2 and Q3. On May 4, Council determined that all festivals and events outside of the Farmer's Market will be cancelled up to September 30, 2020. Lost revenues will be approximately \$220,000, but there will be some expense savings to offset. The impact of COVID-19 on any other recreation and special event activity is uncertain at this time.
- (15) Provincial gas tax funding was received in April of the prior year and the MTO Community Transportation grant was received after year-end. The impact of COVID-19 on transit operations and the resulting funding is uncertain at this time, but it is expected that any decrease in costs will be offset by decrease in grant funding.
- (16) Arena revenues are higher from approximately September to February and a significant portion of fees for the first part of the year were collected during that time, but will decrease significantly in future months due to the impact of COVID-19.
- (17) It is anticipated that building permit fees will be lower than budget due to the impact of COVID-19.
- (18) Significant subdivision fees collected early in the year; the impact of COVID-19 on fees collected for the remainder of the year is uncertain.
- (19) Water and wastewater have been billed for January to August. Consumption tends to be higher in the summer.

Appendix 2
Monthly Expenditure Report at August 31, 2020 (67% of time lapsed)

	Notes	2020			2019	
		Budget	Actual at Aug 31	Actual as a % of Budget	Budget	Actual at Dec 31
Administration Services						
Members of Council	(1)	\$ 218,670	\$ 119,250	55 %	\$ 217,409	\$ 212,385
CAO's Office	(2)	273,710	148,004	54 %	257,512	189,147
Human Resources		86,545	53,932	62 %	86,145	90,451
Total Administration Services		578,925	321,186	55 %	561,066	491,983
Clerk's Department						
Clerk's Department and COA		354,450	234,351	66 %	364,464	363,036
Marketing and Communication	(3)	130,170	78,081	60 %	125,975	110,505
Total Clerk's Department		484,620	312,432	64 %	490,439	473,541
Corporate Services						
Finance Department		815,965	544,572	67 %	809,394	842,444
Shared Administrative Overhead	(4)	790,843	598,951	76 %	845,015	2,061,971
Shared Information Technology		514,170	352,494	69 %	448,848	437,155
COVID-19 Direct Expenditures		-	148,588	- %	-	-
Total Corporate Services		2,120,978	1,644,605	78 %	2,103,257	3,341,570
Fire and By-law Services						
Fire Services	(5)	1,432,572	792,965	55 %	1,329,511	1,337,303
By-law and Parking Enforcement	(6)	202,828	131,741	65 %	126,146	132,003
Health and Safety		8,120	2,099	26 %	7,955	8,604
Crossing Guards		48,400	14,539	30 %	42,563	44,810
Animal Control	(7)	36,800	27,675	75 %	36,000	35,850
Total Fire and By-law Services		1,728,720	969,019	56 %	1,542,175	1,558,570
Public Works						
General Administration	(8)	1,333,442	1,089,652	82 %	1,183,229	1,031,459
Roadway Maintenance		4,176,065	2,629,313	63 %	3,810,707	3,959,218
Non-recreation Facilities and Beautification		2,258,151	1,328,822	59 %	1,930,024	1,747,889
Street Lighting		199,789	122,463	61 %	224,789	182,683
Fonthill and Hillside Cemeteries		132,580	80,897	61 %	128,322	118,259
Niagara Central Airport	(9)	27,621	25,327	92 %	20,844	20,844
Total Public Works		8,127,648	5,276,474	65 %	7,297,915	7,060,352
Recreation, Culture and Wellness						
General Administration		370,207	231,272	62 %	357,669	353,870
Recreation and Wellness	(10)	385,875	234,539	61 %	379,270	392,110
Special Events and Festivals	(10)	270,570	96,940	36 %	270,601	274,260
Culture and Community Enhancement	(10)	157,700	42,940	27 %	158,046	160,575
Public Transit		525,870	255,830	49 %	442,390	448,203
MCC Facility	(11)	1,628,749	905,670	56 %	1,773,538	1,476,835
Libraries		864,218	576,145	67 %	814,218	814,218
Total Recreation, Culture and Wellness		4,203,189	2,343,336	56 %	4,195,732	3,920,071
Community Planning and Development						
Building Department		600,500	367,709	61 %	500,500	713,260
Planning and Zoning	(12)	724,710	521,229	72 %	633,487	617,087
Municipal Drainage		60,275	37,269	62 %	39,136	32,586
Total Community Planning and Development		1,385,485	926,207	67 %	1,173,123	1,362,933
Water and Wastewater						
Water		2,948,982	1,881,552	64 %	2,761,884	2,576,841
Wastewater		2,161,293	1,327,519	61 %	2,014,104	1,913,948
Total Water and Wastewater		5,110,275	3,209,071	63 %	4,775,988	4,490,789
GRAND TOTAL		\$ 23,739,840	\$ 15,002,330	63 %	\$ 22,139,695	\$ 22,699,809

Appendix 2

Monthly Expenditure Report at August 31, 2020 (67% of time lapsed)

Explanatory Notes:

- (1) Decreased municipal grants due to facility closures and event cancellations.
- (2) Costs for volunteer recognition and Pelham Active Transportation Committee not yet incurred.
- (3) The timing of marketing expenditures has shifted later in the year due to the impact of Covid-19. The annual fall/winter Life in Pelham Guide will not be published, but there will be an increase in weekly advertisements and print advertising.
- (4) Prepaid insurance has been expensed for the full year and global wage budget has been partially distributed. Legal expenditures are at approximately 73% of the annual budget due to additional expenditures for the Cannabis Control Committee that were approved by Council outside of the budget.
- (5) Volunteer firefighter stipends are paid in November.
- (6) Additional costs related to cannabis are anticipated and will be offset by grant funding.
- (7) Animal control payments have been made for Q1 to Q3.
- (8) Significant debenture principal and interest has been paid.
- (9) Operating contribution to Niagara Central Dorothy Rungeling Airport Commission has been paid. This has been reduced slightly by interest on loans.
- (10) Most recreation camp and special event activity normally occurs in Q2 and Q3. On May 4, Council determined that all festivals and events outside of the Farmer's Market will be cancelled up to September 30, 2020. There will be lost revenues and expense savings as a result. The impact of COVID-19 on any other recreation and special event activity is uncertain at this time.
- (11) Reduced labour costs due to temporary facility closure.
- (12) Increased cost of consulting for the Cannabis Control Committee approved by Council outside of budget process.

			2020			Actual 2020											
	Notes		Budget	Actual YTD Total	Actual as a % of Budget	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
MCC Revenues																	
Arena Revenues	(1)		\$ 595,342	\$ 359,296	60 %	\$ 84,582	\$ 80,798	\$ 32,288	\$ (1,929)	\$ 358	\$ -	\$ 48,725	\$ 114,474	\$ -	\$ -	\$ -	\$ -
Multi-Purpose Space Revenues	(2)		63,000	24,310	39 %	10,156	8,480	5,510	164	-	-	-	-	-	-	-	-
Gymnasium Revenues	(3)		63,000	25,953	41 %	7,985	7,554	3,075	(21)	-	-	840	6,520	-	-	-	-
Programming Revenues	(4)		129,800	53,390	41 %	2,178	8,351	1,665	-	-	33	16,872	24,291	-	-	-	-
Grants	(5)		42,700	32,025	75 %	10,675	-	-	10,675	-	-	-	10,675	-	-	-	-
Other Rev. - Miscellaneous	(6)		63,550	37,365	59 %	16,003	11,988	6,664	1,656	-	58	434	562	-	-	-	-
Other Revenues - Advertising	(7)		30,000	10,000	33 %	10,000	-	-	-	-	-	-	-	-	-	-	-
Total Revenues		(a)	987,392	542,339	55 %	141,579	117,171	49,202	10,545	358	91	66,871	156,522	-	-	-	-
MCC Expenditures																	
Salaries and Benefits	(8)		1,235,300	699,870	57 %	96,243	91,068	96,918	73,517	62,746	61,796	100,367	117,215	-	-	-	-
Professional Development	(9)		10,900	8,399	77 %	6,201	7,464	-	-	(1,307)	102	-	(4,061)	-	-	-	-
Associations and Memberships			7,000	2,088	30 %	1,096	379	-	613	-	-	-	-	-	-	-	-
Travel			4,500	-	- %	-	-	-	-	-	-	-	-	-	-	-	-
Hydro	(10)		400,000	209,116	52 %	28,437	30,005	23,975	17,296	15,338	15,347	33,829	44,889	-	-	-	-
Natural Gas			65,000	32,161	49 %	4,992	6,214	6,179	2,966	2,763	1,540	1,996	5,511	-	-	-	-
Water	(11)		40,000	26,340	66 %	-	7,158	-	4,577	-	5,161	-	9,444	-	-	-	-
Telephone			10,760	5,492	51 %	683	684	684	697	682	653	571	838	-	-	-	-
Office Supplies			6,650	1,847	28 %	239	398	124	405	213	176	-	292	-	-	-	-
Materials and Supplies	(12)		55,000	70,368	128 %	10,832	12,251	2,492	3,678	11,117	17,710	716	11,572	-	-	-	-
Furniture and Equipment	(12)		6,000	209	3 %	209	-	-	-	-	-	-	-	-	-	-	-
Materials and Supplies - Janitorial			34,488	13,470	39 %	3,033	1,299	5,468	789	72	488	1,538	783	-	-	-	-
Fuel			4,850	2,646	55 %	441	476	381	24	125	25	557	617	-	-	-	-
Internet			12,000	6,594	55 %	824	825	824	824	824	825	824	824	-	-	-	-
Insurance	(13)		49,631	49,631	100 %	49,631	-	-	-	-	-	-	-	-	-	-	-
Contract Services - Janitorial			13,500	8,475	63 %	921	1,184	794	105	106	13	104	5,248	-	-	-	-
Contract Services - Other			155,631	84,753	54 %	12,580	17,956	7,737	5,119	1,718	(1,273)	17,114	23,802	-	-	-	-
Repairs and Maintenance	(14)		11,500	11,409	99 %	6,098	3,811	-	-	-	193	-	1,307	-	-	-	-
Total Expenditures before Debt and Other Items		(b)	2,122,710	1,232,868	58 %	222,460	181,172	145,576	110,610	94,397	102,756	157,616	218,281	-	-	-	-
Net Surplus (Deficit) before Debt and Other Items		(c)= (a) - (b)	(1,135,318)	(690,529)	61 %	(80,881)	(64,001)	(96,374)	(100,065)	(94,039)	(102,665)	(90,745)	(61,759)	-	-	-	-
MCC Debt Activity																	
Tax Levy Debenture Interest	(15)		(282,024)	(142,107)	50 %	-	-	-	-	-	(142,107)	-	-	-	-	-	-
Tax Levy Debenture Principal	(15)		(198,227)	(98,293)	50 %	-	-	-	-	-	(98,293)	-	-	-	-	-	-
Development Charge Revenue	(16)		630,188	630,188	100 %	317,023	-	-	-	-	-	313,165	-	-	-	-	-
Development Charge Debenture Interest	(16)		(368,875)	(368,875)	100 %	(187,410)	-	-	-	-	-	(181,465)	-	-	-	-	-
Development Charge Debenture Principal	(16)		(261,313)	(261,313)	100 %	(129,613)	-	-	-	-	-	(131,700)	-	-	-	-	-
Pre-MCC RCW and Facility Net Costs			951,088	634,056	67 %	79,257	79,257	79,257	79,257	79,257	79,257	79,257	79,257	-	-	-	-
One-Time Transfer from MCC Reserve			100,000	66,667	67 %	8,333	8,334	8,333	8,333	8,334	8,333	8,333	8,334	-	-	-	-
Net Debt and Other Items		(d)	570,837	460,323	81 %	87,590	87,591	87,590	87,590	87,591	(152,810)	87,590	87,591	-	-	-	-
NET SURPLUS (DEFICIT)		(e)= (c) + (d)	\$ (564,481)	\$ (230,206)	41 %	\$ 6,709	\$ 23,590	\$ (8,784)	\$ (12,475)	\$ (6,448)	\$ (255,475)	\$ (3,155)	\$ 25,832	\$ -	\$ -	\$ -	\$ -

Meridian Community Centre

Appendix 3

Actual Results to Budget at August 31, 2020 (67% of time lapsed)

Explanatory Notes:

The COVID-19 pandemic resulted in facility closures and some programming cancellations. The Duliban Arena ice pad has been in use since July 8, and the Accipiter Arena opened for rental commencing July 27. The MCC's gradual integration of services follows the Ontario Recreation Facilities Association's guidance for sports and recreational fitness activities during COVID-19. The impact on future revenue as a result of COVID-19 is uncertain at this time, and will be dependent on many factors including guidance from senior levels of government and Public Health guidelines.

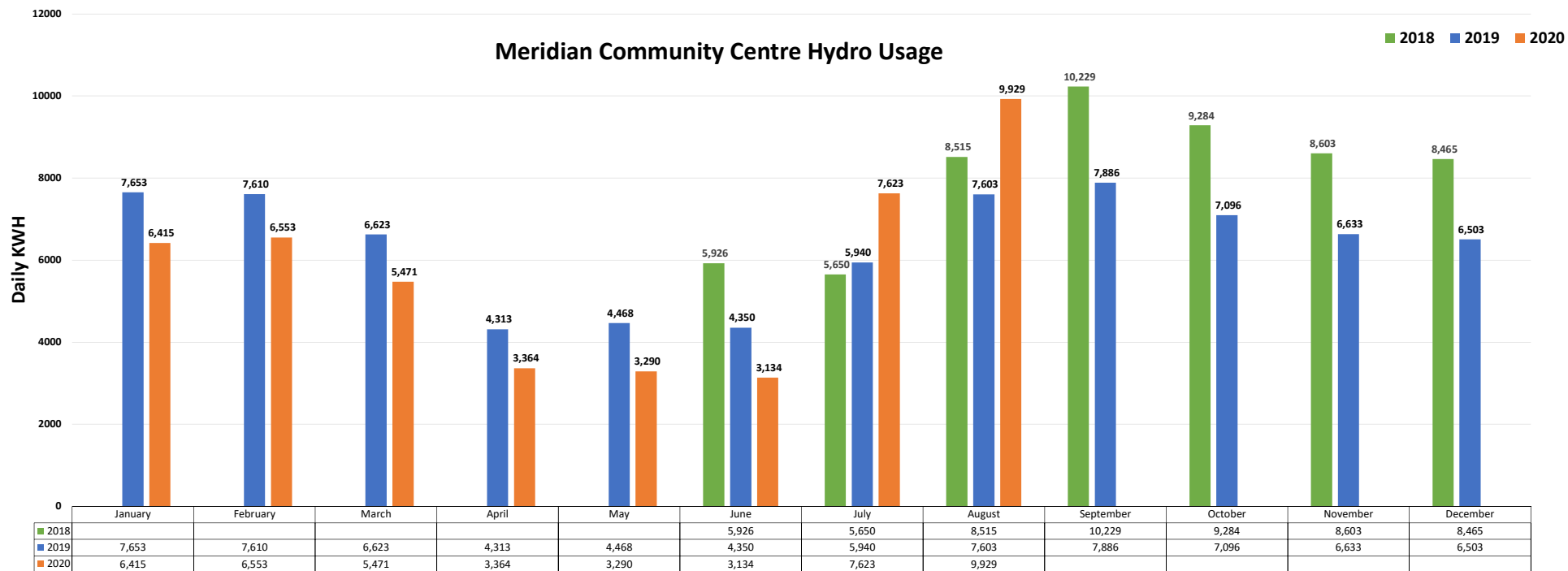
Additional COVID-19 direct expenditures have been excluded from this report, as they are being tracked separately in order to apply for grant funding. Corresponding Safe Restart COVID-19 funding, which will offset these expenditures, has also been excluded.

- (1) Higher ice rental revenue during hockey season; normally expected to be lower in the summer. Monthly trend in this revenue was similar to the prior year but lower in March due to closures from COVID-19. Some fees were refunded in April, and show as negative revenue.
- (2) Multi-purpose space revenue was trending above the prior year, at 38% of budget vs. 30% of budget in March 2019 but there will be no further revenue while facilities are unavailable due to COVID-19.
- (3) The normal expectation for gymnasium revenue would be higher during basketball season and lower in the summer, however it decreased in March due to COVID-19 closure and was nil for April.
- (4) The majority of camp revenue is normally earned in the summer, and is expected to be below budget due to the impact of COVID-19 and the associated capacity limitations.
- (5) New Horizons for Seniors Program Grant monies received for Q1 and Q2, and online seniors programming has continued during the COVID-19 closure.
- (6) Miscellaneous revenue includes cost recoveries, equipment rentals, event revenue, donations, servery sales, and other items that are individually too small to classify separately. Revenue above budget relates primarily to servery sales and has related costs under materials and supplies. Revenue in April relates to recoveries of expenses in Q1 that were invoiced in April.
- (7) Advertising revenue will not be earned during facility closure.
- (8) Reduced wages during facility closure April to June and three pay periods in July. Part-time staff increased in July and August due to the opening of two ice pads.
- (9) Staff from the Recreation and Public Works departments attended courses in February from the Ontario Recreation Facilities Association. Approximately \$4,000 has been reallocated from the MCC to the Public Works department.
- (10) Hydro savings due to facility closure from the end of March to June, and reduced hydro rates due to Covid-19. Increased hydro in July and August due to the operation of two ice pads.
- (11) Water is billed bi-monthly.
- (12) Increased costs relate primarily to supplies and cost of goods related to servery sales revenue which is also above budget. Most of the costs in May and June relate to the new cold-water management system for ice-making in the arenas.
- (13) Prepaid insurance has been expensed in full for the year.
- (14) Predominantly relates to costs for television screens and automatic door opener for the 55+ Community Room.
- (15) Tax levy debenture payments for the MCC occur in June and December.
- (16) Development charge debenture payments for the MCC occur in January and July.

Meridian Community Centre - Revenue by Major Customer & Activity
 Appendix 3
 For the month ended August 31, 2020 (67% of time lapsed)

	Hours	Amount
Arena Revenues		
Niagara Centre Skating Club (NCSC)	3.0	\$ 444
Pelham Junior Hockey Club	18.5	2,510
Southern Tier Admirals AAA Hockey	3.0	444
Public Ice	831.0	111,076
Arena Revenues Subtotal	855.5	114,474
Multi-Purpose Space Revenues		
Gymnasium Revenues		
Pelham Panthers Basketball	310.5	6,520
Camp and Multi-Space Program Revenue		
Camp Revenues	210.0	24,291
Grants	-	10,675
Other Revenues		
Miscellaneous	-	562
TOTAL REVENUES	1,376.0	\$ 156,522

Meridian Community Centre Hydro Usage



Billing Period

	Notes	2020			Actual 2020											
		Budget	Actual YTD Total	Actual as a % of Budget	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Revenues																
Grants - Provincial	(1)	\$ 175,000	\$ 190,600	109 %	\$ -	\$ -	\$ -	\$ 50,000	\$ -	\$ -	\$ 115,600	\$ 25,000	\$ -	\$ -	\$ -	\$ -
Grants - Other	(2)	62,500	-	- %	-	-	-	-	-	-	-	-	-	-	-	-
Other Revenues	(3)	22,000	3,043	14 %	742	919	385	30	266	418	139	144	-	-	-	-
Sponsorships	(4)	15,000	2,000	13 %	1,000	-	-	1,000	250	(250)	-	-	-	-	-	-
Total Revenues		274,500	195,643	71 %	1,742	919	385	51,030	516	168	115,739	25,144	-	-	-	-
Expenditures																
Salaries and Benefits	(5)	115,800	85,062	73 %	10,789	9,080	9,082	9,210	9,069	8,916	21,001	7,915	-	-	-	-
Materials and Supplies		5,570	239	4 %	-	-	-	-	-	239	-	-	-	-	-	-
Contract Services - Bus		400,000	170,529	43 %	54,014	42,966	35,147	9,318	6,162	7,960	8,149	6,813	-	-	-	-
Interdepartmental Transfers	(6)	4,500	-	- %	-	-	-	-	-	-	-	-	-	-	-	-
Total Expenditures		525,870	255,830	49 %	64,803	52,046	44,229	18,528	15,231	17,115	29,150	14,728	-	-	-	-
NET SURPLUS (DEFICIT)		\$ (251,370)	\$ (60,187)	24 %	\$ (63,061)	\$ (51,127)	\$ (43,844)	\$ 32,502	\$ (14,715)	\$ (16,947)	\$ 86,589	\$ 10,416	\$ -	\$ -	\$ -	\$ -
Ridership 2020	(7)		2,534		796	737	551	71	51	84	91	153	-	-	-	-
Ridership 2019			7,895		453	464	594	786	559	783	671	797	609	834	764	581

Explanatory Notes:

- (1) Provincial gas tax funding of \$115,600 received in July. \$75,000 of the MTO Community Transportation grant has been received based on reporting periods. It is anticipated that \$50,000 of the provincial gas tax funding received in 2020 will be deferred and placed in a reserve fund for future years, as grant funding has exceeded budget for 2020.
- (2) Region contribution to link received in December.
- (3) Niagara College and Brock uPass are being collected by the Region and will be received from the Region later in the year.
- (4) Sponsorships are often paid in advanced for the full year of advertising.
- (5) There were three pays in July, as well as staff training.
- (6) Interdepartmental transfers are allocations of costs from other department, such as facilities. These are recorded at year-end based on actual results.
- (7) Ridership lower due to impact of COVID-19. On April 14, Pelham Transit began operating as a Dial-a-Ride service, in which riders were pre-booked and pre-screened. On August 17, Pelham Transit entered into a partnership with Niagara Region Transit to provide On-Demand transit services under a one-year pilot agreement.

CLERK'S DEPARTMENT MONTHLY REPORT

[Click here to enter a date.](#)

This Q3 report covers July, August and September 2020

DEPARTMENT OVERVIEW & STATISTICS

<u>Area of Responsibility</u>	<u>2019 Year End</u>	<u>2020 Year To Date</u>
Insurance or Small Claims Processed (incl.potential)	29	16
Pelham Deaths Registered	68	53
Deaths Outside of Pelham Registered	96	77
Lottery Licenses Issued	33	9
Council Meetings Attended/Minuted	21	17
Special Council Meetings Attended/Minuted	41	15
COW Meetings Attended/Minuted	17	4
Public Meetings Attended/Minuted	6	4
P & P Meetings Attended/Minuted	8	1
Affidavits Sworn	127	58
FOI Requests Received/Processed	5	13
FOI Appeal or Complaint	0	0
Closed Meeting Investigation	0	1
Committee of Adjustment – Variances	29	26
Committee of Adjustment – Consents	12	12
Committee of Adjustment – Hearings	13	17
LPAT Appeals C of A	4	3
Property Standards Appeals	0	-
Fence Viewing Meetings	0	-
By-laws	120	96
Itinerant Seller/Vehicle Licenses Issued	1	1
Wet/Dry Status to AGCO	1	0
Sidewalk Patio/Sidewalk Sale Permits	2	4
Special Event Permit – Private	1	-
Livestock Valuer Claims	2	-
Drainage Petitions Received	0	-
AMP Review Hearings	19	28
AMP Review Decision Appeals	0	0
Marriage Licenses Issued	31	27
Civil Marriage Ceremonies Officiated	13	10
Proclamations	8	5
Press Releases	27	44
News Briefs	66	136

Many of the statistics above have been impacted by the COVID-19 pandemic.

PROJECTS

2020 Ward One By-Election

The primary focus of the Clerk's Office during the third quarter of 2020 was delivering the 2020 Ward One By-Election. A separate information report is scheduled for the October 19, 2020 Council agenda summarizing the challenges and successes of the election process.

Civil Marriage Ceremonies

The Clerks department has seen an influx in civil ceremonies requests. As one of the few municipalities in Niagara currently officiating civil ceremonies, neighboring municipalities are recommending Pelham's services. In addition to the Town Clerk and Deputy Clerk, the Administrative Assistant has now completed the AMCTO Civil Marriage Solemnization course and has been delegated the authority to officiate civil ceremonies. Due to COVID-19, all ceremonies are being conducted outdoors. Patrons cannot exceed the provincial limit as per physical distancing and all persons are asked to wear a mask when physical distancing cannot be maintained. Civil marriage ceremonies will continue in this fashion as long as it is safe to do so. Arrangements are being made with the Director of Recreation, Culture and Wellness to shift to an indoor setting as weather dictates, however there will be restrictions relating to the number of attendees as we will need to comply with other activities in the Meridian Community Centre as they relate to the number of people permitted in the building.

Electronic Meeting Participation

Over the last few months the Clerk's Department has successfully facilitated a variety of Public Meetings via Zoom Webinar (Committee of Adjustment, Public Meetings under the Planning Act, and Budget Open House). These virtual meetings have engaged and allowed for fulsome public participation. The Clerk's Department has seen a variety of participants, of all ages, from the community pre-register to speak via Zoom. To ensure a smooth meeting the Deputy Clerk and Administrative Assistant run 'test zoom meetings' for the pre-registered public. This allows the Clerk's Department to identify any possible technical difficulties and resolve them prior to the meeting. Lastly, but importantly, to allow for complete public participation the Clerk's Department livestreams all public meetings and allows members of the public to e-mail comments live during the meeting. These comments are read into the record during the public portion of the meeting.

PR/ Marketing Analytics, July – September 2020

Website

Page Views	Unique	Average Time on Page
109,309	87,568	1:45 minutes

Top 5 pages: Careers, MCC, 2020 By-Election, Zoning, Pool

Twitter

Tweets	Impressions	New Followers
166	78k	32



**Administration
Services**

Facebook

Engagement	Page Views	Total Reach
15,305	32,270	29,267

Projects

- By-election communications plan
- Annual report design
- Municipal World write up
- ORFA MCC feature

Print Advertising/Promotion

- July-Sept newsletter
- 39 print ads

CONSTITUENT CONCERNS & ISSUES ARISING

PERSONNEL

GRANTS, CONTRACTS, RFPs & AGREEMENTS

MEETINGS

Town Clerk

SLT - Weekly

Emergency Operations Centre – (3X per week)

Emergency Management Committee - Weekly

Ontario By-Election Working Group – Weekly

Deputy Clerk

Committee of Adjustment Hearings

Committee of Adjustment Applicant Meetings

Pre-consultation Meetings (1 a month)

PR/ Marketing Specialist



**Administration
Services**

EOC 2-3x/week
2021 Summer Games x2
Niagara Emergency Communicators weekly

CORPORATE SERVICES MONTHLY REPORT

OCTOBER, 2020

DEPARTMENT OVERVIEW & STATISTICS

In July, the Corporate Services department accounting and IT staff have been working diligently on the implementation of the new budget software, Questica. Training materials were developed, several training sessions were held via Zoom, and the software was rolled out to all departments for completion of their 2021 operating and capital budgets.

In August, mid-year budget review meetings were held with department directors and information continued to be gathered regarding the financial impact of Covid-19. The Questica integration continued and is expected to be complete by December 31, 2020.

In September, The Public Budget Open House was held to receive input from the public regarding the 2021 budget, which will also be informed by Council's strategic plan. The 2021 operating, capital, and rate setting budgets are in progress, having received submissions from all departments and the reserve forecasts and budget book summary are being prepared.

A webinar was presented by the Ministry of Municipal Affairs and Housing with regards to the Phase 2 funding for the Safe Restart grant for COVID-19. The final report is due on October 30, 2020.

Taxes

4-Year Comparison for the Month of September				
September	2017	2018	2019	2020
Current Year Balance	3,511,202.80	3,641,458.86	3,979,699.62	4,377,565.53
Total Annual Taxes	31,780,125.28	33,224,171.46	35,157,461.72	37,799,811.71
Percentage of Total Annual Taxes	11%	11%	11%	12%

The final tax bills were due on September 30. Phone call reminders are being done on arrear tax balances to remind residents of their outstanding balances. There were no interest penalties charged for 3 months (April-June) as a result of COVID-19. The increase in Taxes Receivable at Sept 30 is a 1% increase from prior years.

Arrears to Utility Billing Comparison						
Year	Revenue Jul/Aug Billing	A/R Aging Report				Percentage
		Plus 122 Days	62-121 Days	1-61 Days	Total	
2020	\$1,159,568.73	\$28,323.36	\$38,685.38	\$204,151.06	\$271,159.80	23.4%
2019	\$969,181.64	\$10,036.80	\$29,708.10	\$143,614.97	\$183,359.87	18.9%
2018	\$954,948.25	\$13,409.77	\$24,364.43	\$166,771.03	\$204,545.23	21.4%

There is an increase in water/wastewater receivables from prior years. There was no interest charged for 3 months (April to June). Calls are being made to remind residents of outstanding balances prior to being added to taxes.

Information Technology

Online payment services are provided by Paymentus on behalf of the Town of Pelham. This service provides the ability to make convenient, safe and secure online Credit Card payments 24/7.

This service is provided by a third party. A convenience fee is applied to all transactions, in order to cover the cost of the service. The convenience fee is based on the transaction amount and is prominently displayed prior to making a payment. Choosing to use this service is optional, and residents may decide to cancel a transaction prior to payment processing. The convenience fee is non-refundable. At no time does the Corporation of the Town of Pelham retain any convenience fee. All convenience fees are collected by, and paid to, the third party processor.

This is an online service only and payments cannot be made by calling Town Hall. Residents can pay for parking tickets, permits, building applications, water bills and property taxes. The Town will soon be adding Marriage Ceremony fee payments.

UC One software implementation and go live was completed on Friday, August 7, 2020. UC One Software allow staff to receive and make calls from laptop or mobile phone. The laptop is an extension of their office phone. When the user is logged into the UC One application, you can contact them directly by extension number, main auto-attendant or direct line. Most staff have been utilizing the software while working remotely, thus ensuring calls are answered and not always going to voicemail. When calling from the UC One software, the phone number (DID) that will be displayed will be the Town of Pelham.

IT has completed the integration of data from Vadim to Questica.



PROJECTS

Accounts Payable

Accounts Payable Back-up Training using mostly Zoom with shared screens began late Spring. The Payroll and Accounting Clerk is now the Accounts Payable back up.

CONSTITUENT CONCERNS & ISSUES ARISING

PERSONNEL

- Five staff members attended the Municipal Finance Officers Association virtual conference.
- Several staff members attended the Questica Budget Software training on operating, capital and salaries modules.
- The Fixed Asset Accountant completed course two of the Municipal Administration Program with a grade of 90%.

GRANTS, CONTRACTS, RFPs & AGREEMENTS

The following is a list of grant submissions by the Town:

Grant Name	Description	Amount Applied For
Safe Restart Agreement – COVID-19 Grant Funding – Municipal Stream – Phase 1	Funding to assist with COVID-related expenses	\$428,500
Safe Restart Agreement – COVID-19 Grant Funding – Transit Stream – Phase 1	Funding to assist with COVID-related expenses	\$18,334
Municipal Transit Enhance Cleaning	Funding to assist with COVID-related expenses	\$6,763

Current Bids and Tenders

Invitation to Bid# 2020-PW-08 RD 05-20 – Concrete Repair and Replacement Program

<u>Bidders</u>	<u>Amount</u>
Steed and Evans Limited	\$113,000
Signature Contractors	\$98,665
Sacco Construction	\$130,150
Neptune Security Services Inc.	\$153,075

Award is to *Signature Contractors* with a contract value of \$98,665

Invitation to Bid# 2020-PW-12A – Roadside Ditching Program 2020

<u>Bidders</u>	<u>Amount</u>
CRL Campbell Construction & Drainage LTD	\$45,880 (with Provisional \$58,160)
Anthony's Excavating Central Inc.	\$53,500 (with Provisional \$65,500)

Award is to *CRL Campbell Construction & Drainage LTD* with a contract value of \$45,880 (with Provisional \$58,160)

Invitation to Bid# 2020-PW-19 – Public Works Operational Review

<u>Bidders</u>	<u>Amount</u>
KPMG LLP	\$49,225

Award is to *KPMG LLP* with a contract value of \$49,225

Invitation to Bid# 2020-PW-14 (RD 01-20) – Engineering Services, Replacement of Bridges 14 and 22

<u>Bidders</u>	<u>Amount</u>
Stephenson Engineering Limited	Score: 78/100 Submission: \$71,600
Pinpoint Engineering Ltd.	Score: 75/100 Submission: \$87,500
Centex Engineering and Development Inc.	Score: 80/100 Submission: \$89,307
IBI Group Professional Services (Canada) Inc.	Score: 81/100 Submission: \$92,080
ELLIS Engineering Inc.	Score: 87/100 Submission: \$95,480

Award is to *ELLIS Engineering Inc.* with a contract value of Score: 87/100 Submission: \$95,480

Invitation to Bid# 2020-PW-21 RD 10-20 – Road Rehabilitation Program

<u>Bidders</u>	<u>Amount</u>
Rankin Construction Inc.	\$283,645 (\$384,125 with Provisionals)
Brennan Paving-Niagara, a division of Brennan Paving & Construction Ltd.	\$286,488 (\$452,687 with Provisionals)
Circle P Paving Inc.	\$252,630.50 (\$387,030.50 with Provisionals)
NORJOHN CONTRACTING AND PAVING LIMITED	\$242,134 (\$354,712 with Provisionals)

Award is to *NORJOHN CONTRACTING AND PAVING LIMITED* with a contract value of \$242,134 (\$354,712 with Provisionals)

Invitation to Bid# VEH 05-20 – Full Size Work Truck

Bidders

Oxford Dodge Chrysler (1992) LTD

Amount

Total award Value \$34,920 (includes \$698 Provisionals)

Award is to *Oxford Dodge Chrysler (1992) LTD* with a contract value of Total award Value \$34,920 (includes \$698 Provisionals)
Invitation to Bid# 2020-PW-23 – Big Creek Municipal Drain
Bidders

K Smart Associates Limited

Amount

\$29,580

Award is to *K Smart Associates Limited* with a contract value of \$29,850
MEETINGS

- Questica
- F.H. Black & Company
- Watson & Associates
- Pelham Finance and Audit Committee
- EOC
- Niagara Region
- Area Treasurers
- Ministry Municipal Affairs and Housing Advisor

COMMUNITY PLANNING & DEVELOPMENT MONTHLY REPORT

JULY, AUGUST AND SEPTEMBER, 2020

DEPARTMENT OVERVIEW & STATISTICS

Planning:

The Planning Department continues to work on the following development applications: 5 Subdivision Applications, 1 condominium application, 1 Official Plan Amendment applications, 8 Zoning By-Law Amendments, 6 applications for Site Plan Approvals, 6 consent applications, 9 minor variance applications and 3 Niagara Escarpment Development Permit applications.

There is one LPAT appeal relating to Development Charges By-law Amendment; one LPAT appeal relating to the extension of the Interim Control By-law that are pending; 3 LPAT appeals on the Cannabis Official Plan Amendment and 3 LPAT appeals relating to the Cannabis Zoning By-law Amendment. The court application by Woodstock Biomed with regards to the initial Interim Control By-law is also pending and the responding material was filed with the Courts. Further there is a court application by C. Montemurro relating to the issuance of a building permit and responding materials have been filed with the courts.

Public Meetings were held with regards to Summersides Mews Condominium application and Zoning By-law Amendment for 1307 Haist Street.

Building:

The Building Department continues to receive incoming permit applications consistent with seasonal trends and remains occupied with inspections, conducting a total of 446 inspections since the 2020 second quarterly report.

Building Activity Statistics from July 1, 2020 – September 30, 2020:

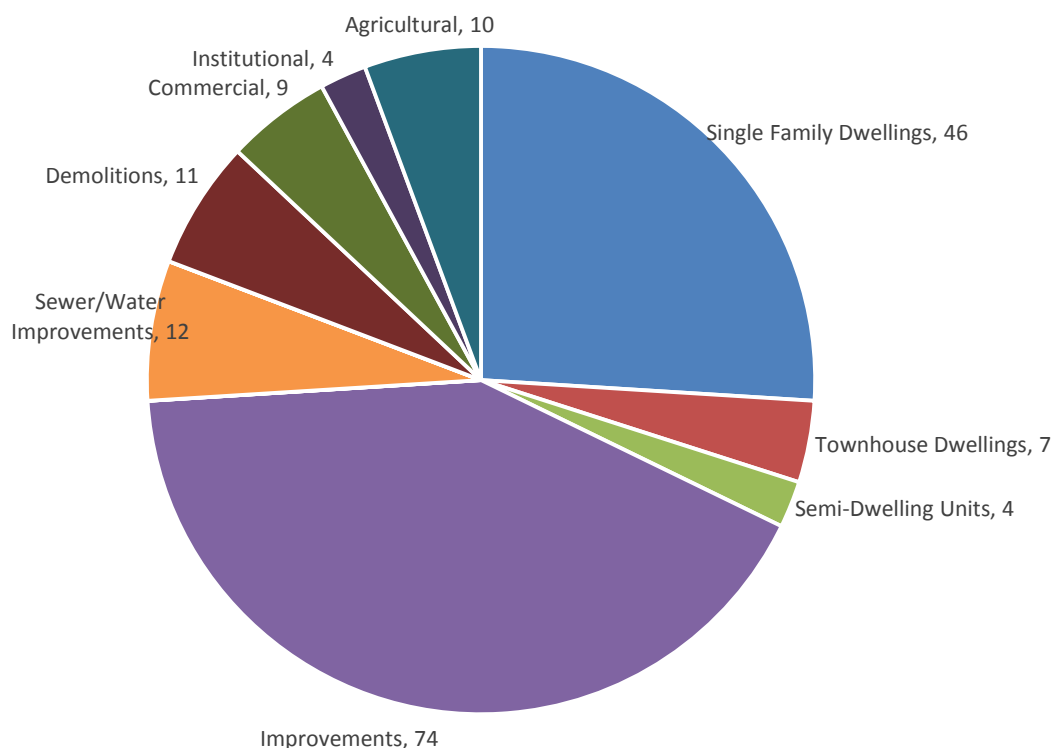
Months	All Building Permits	Inspections	Demolition Permits	Commercial Building Permits		Estimated Total Value of Construction	New Dwelling Units
					Sq.Ft.		
July 2020:	26	156	1	1	1987	\$ 4,312,283	8
August 2020:	14	143	0	0	-	\$ 1,598,800	1
September 2020:	<u>33</u>	<u>147</u>	<u>3</u>	<u>1</u>	<u>1830</u>	<u>\$ 6,413,300</u>	<u>15</u>
TOTAL:	73	446	4		3817	\$12,324,383	24

Building Permit Time Frames from July 1, 2020 – September 30, 2020:

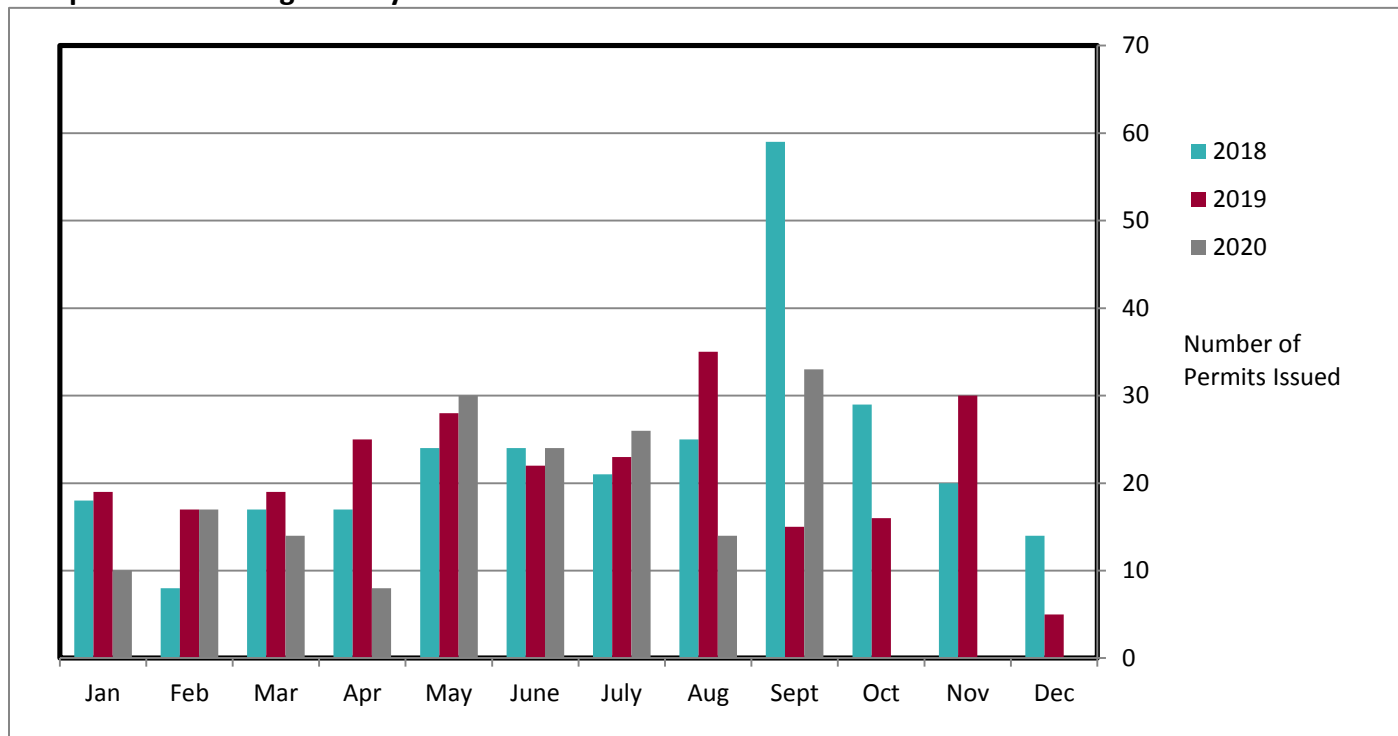
Category of Building Type & Required No. of Days to issue or stop process	No. of Permits Issued	Average No. of Days to Issue Permit
House: 10 days	63	8
Small Building: 15 days	5	15
Large Building: 20 days	5	8
Complex Building: 30 days	0	-
Total:	73	

Major Building Projects Over \$250,000 (excluding single family dwelling units): 0

Building Permit Breakdown (Year to Date):



Comparative Building Activity Statistics from 2018 to 2020:



PROJECTS

Cannabis

Work was completed by Meridian Planning Consultants Inc. on the proposed Official Plan and Zoning By-law amendments for cannabis related matters and Council provided approval on July 13, 2020. Appeals were subsequently received and LPAT and the Town's external legal counsel have received the files. The Town is awaiting the scheduling by LPAT of a Case Management Conference which will determine the logistics of a future hearing(s) on these appeals. The Case Management Conference will like take place late 2020/early 2021.

The Request for Proposals for developing the work program for the neighbourhood ambient odour monitoring program was released and 5 proposals were received and reviewed. PG Compliance Management Inc. was the successful consultant and work has commenced with regards to the preparation of the scope of work required for a third party consultant to undertake the neighbourhood ambient odour monitoring program. Work related to the ambient odour monitoring program is being managed by By-law Staff as it deals with implementation of the Odorous Industries Nuisance By-law.

Changes to the Growth Plan for the Greater Golden Horseshoe

The Province approved Amendment 1 to A Place to Grow: Growth Plan for the Greater Golden Horseshoe on August 28, 2020. This amendment updated the population and employment forecasts to 2050 and updated policies related to the aggregate framework, changes to employment lands near transit and other policy revisions that support the objectives of increasing housing supply, creating more jobs, attracting business investments and better aligning infrastructure. The government also made changes to the Land Needs Assessment Methodology for the Greater Golden Horseshoe ('Methodology') which supports implementation of A Place to Grow and utilizes a market based approach for determining future urban land needs for housing. The amendment to the Growth Plan for the Greater Golden Horseshoe aligns with the new Provincial Policy Statement which took effect May 2020. These changes will be implemented through the new Region of Niagara Official Plan and through decisions on planning related matters.

Changes to *Development Charges Act* and *Planning Act*

On September 18, 2020 the provincial government proclaimed the remaining amendments that were made to the *Development Charges Act* and the *Planning Act* by Bill 108, the *More Homes, More Choice Act* and technical changes to the regulations under the *Planning Act*, *Development Charges Act* and *Building Code Act* to finalize the framework for development charges, community benefits and parkland dedication introduced by Bill 108. Municipalities have 2 years from September 18, 2020 to transition to the new regimes.

Comprehensive Zoning By-law

Work with regards to the comprehensive zoning by-law is being completed in house by staff, save and except the mapping component. This is a significant undertaking and involves looking at the By-law in its entirety. Amendments and updates are required to bring the By-law in compliance with the Town Official Plan. Staff have been tracking Committee of Adjustment applications to determine areas that need to be amended as a result of several applications dealing with the same issue and tracking specific requests by the public, of particular interest by the public is second dwelling unit permissions to comply with *More Homes, More Choice Act*. Staff are proposing to bring a separate Official Plan and Zoning By-law amendment to deal specifically with second dwelling unit permissions consistent with provincial legislation so this single issue does not bog down the overall Zoning By-law work.

CONSTITUENT CONCERNS & ISSUES ARISING

PERSONNEL

The following staff has received training to update skills and development in their related fields:

- The Senior Planner attended a Growing a Green Economy webinar.
- The Planner attended Ontario Professional Planners Institute Conference virtually
- The Chief Building Official, Building Inspectors and Building Intake/Zoning Technician attended:
 - RSM Building Consultant's Webinars relating to Fire Doors, Spatial Separation, Understanding the Building Permit Process, Hold Open Devices and Fire Stopping.

GRANTS, CONTRACTS, RFPs & AGREEMENTS

PG Compliance Management Inc. was awarded the project for the developing the neighbourhood ambient odour monitoring program to be completed by a third party consultant.

K. Smart Associates Limited was awarded the project for undertaking the Big Creek Municipal Drain Assessment Schedule Update.

The request for proposal for the Comprehensive Parking Strategy was released and 10 proposals from consultants were received. The consultant selection is pending.

MEETINGS

On-going meetings:

- | | |
|---------------------------------------|--|
| ▪ Development Coordinating Meeting | ▪ Pre-Consultation Meetings |
| ▪ Cannabis Control Committee Meetings | ▪ SLT Meetings |
| ▪ OBOA Niagara Chapter Meetings | ▪ Joint Health & Safety Committee Meetings |
| ▪ EOC Meetings | ▪ Budget Meetings with SLT |

In addition to the various conversations with property owners and consultants regarding potential development applications, Staff have been involved in meetings regarding the following substantive matters:

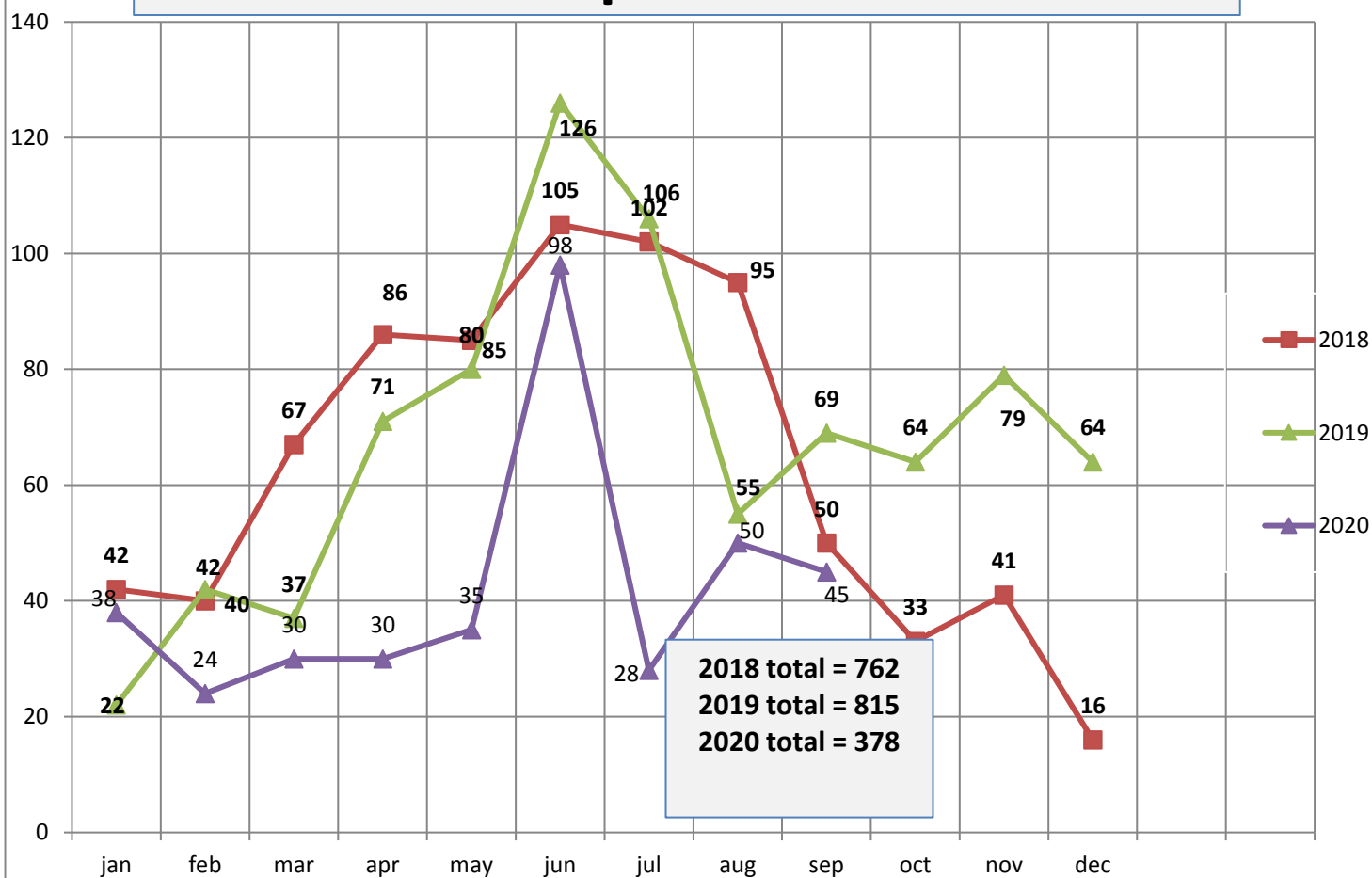
- | | |
|--|---|
| ▪ Region of Niagara Incentive Program Review | ▪ Inter-municipal Shared Services Meetings |
| ▪ Area Planners Meetings | ▪ Bill 197 Webinar |
| ▪ Meeting with Region of Niagara Economic Development Representative | ▪ Managing a Unionized Working Environment Workshop |
| ▪ Meeting with Region of Niagara Planning Staff on Regional Official Plan Update | ▪ Meeting with Region regarding capacity issues at Hurricane Road Pumping Station |
| ▪ 2021 Budget Open House | ▪ Council Strategic Priorities Update Workshop |
| ▪ Public Works Operational Review Meeting with Consultant | |

PUBLIC WORKS MONTHLY REPORT

OCTOBER, 2020

DEPARTMENT OVERVIEW & STATISTICS

PW -Service Requests from the Public



PROJECTS

ROADS

Roads Staff continue to perform maintenance activities identified during routine road patrols as per the *Ontario Regulation 239/02; Minimum Maintenance Standards for Municipal Highways, of the Municipal Act, 2001*.

Roads staff have concentrated their efforts on patching roads, completing signage improvements, and general road maintenance activities. Warning signage improvements are continuing along Effingham including new curve warning signs and chevrons guided by the MTO's Ontario Traffic Manual.

With the overall goal of extending the life of rural surface treated roads, staff have removed 500m of high shoulders that restricted surface water from entering the ditch, which causes ponding, erosion and degradation of the road surface. Although this operation is vital for the life of road assets, it is both labour and equipment intensive. Increasing the program is not possible with current resources as the majority of staff time is focused on patching potholes to meet the Minimum Maintenance Standards.

Other summer roads maintenance activities include rural road side brush clearing. Areas where roadside brush encroach the ditch and roadway that can cause sightline and drainage issues are identified through regular road patrols. Staff utilize a tractor with a rotary flail arm to cut and shred vegetation and debris.

With the approach of fall and the winter season, staff will begin to prepare the fleet for winter operations. Sand and salt spreaders will be calibrated to ensure they operate efficiently and plows will be hooked up and tested in preparation for the beginning of the winter season as per the winter operations policy. Due to supply chain and labour issues surrounding the Covid-19 pandemic, the new combination snow plow ordered in early 2020 will not be ready for delivery until February of 2021.

BEAUTIFICATION

Throughout the summer the Beautification staff continued to maintain the parks, trails and cemeteries. The Public Washrooms at Harold Black, and Centennial Park were kept open seven days a week from 8am to 8pm. A combination of beautification staff and recreation staff were responsible to clean and disinfect them twice daily. On weekends staff removed litter and serviced parks waste receptacles. This work was largely completed utilizing summer students and rental vehicles. With the student workforce returning to school in September the responsibility of diamond grooming and lining, as well as the cleaning of public washrooms was

transferred to the Recreation, Culture, and Wellness Department (RCW).

A dramatic increase in litter and vandalism was observed in all of the Town's municipal parks during this period. A single staff member was utilized for 40hrs per week to remove litter from parks and playgrounds throughout the summer. Recent graffiti at the Isaac Riehl Memorial Skate Park will likely require a portion of the concrete wall to be painted to cover areas where pressure washing was not able to remove the graffiti.

The volume of tree requests remained high throughout the period. On an ongoing annual basis, tree pruning requests routinely outpace the capacity of staff to respond within public expectations. The vast majority of requests are for cosmetic pruning issues. Due to volume, staff must prioritize safety related issues before addressing cosmetic pruning requests. Staff anticipates that all tree requests currently in the work order system will be completed by the end of November.

Staff completed some much needed trail maintenance on the Steve Bauer Trail between Welland Road and Milburn Drive, near Spruceside Drive. The majority of the work consisted of elevating trees, and clearing of brush and fallen branches resulting from previous winter ice storms. Many branches and organic material is left in place to decompose naturally to improve the health of the woodlot.

WATER/WASTEWATER

Water/wastewater maintenance activities continue throughout the year. Operators perform system pressure monitoring, flush water mains to ensure adequate chlorine residual, and respond to customer complaints or concerns. In the spring staff complete dead-end watermain flushing at 43 locations within the distribution system as per the Drinking Water Quality Management System (DWQMS). Hydrant inspection and maintenance also occurs in the spring and summer. Throughout the summer all 554 municipally owned fire hydrants are flushed and inspected, resulting in 28 repairs.

On July 9th, 2020 the Town received notification from the lab of an adverse water quality incident (AWQI) resulting from a distribution sample containing 1 coliform. Water/wastewater responded according to DWQMS procedures and communicated the incident and resolution to Regional Public Health and the MECP. Due to the chlorine residual and low coliform count, staff believe the AWQI was the result of a sampling error. On September 21 staff responded to a watermain break in the area of Quaker Road and Claire Avenue. In order to excavate and repair the break, the water would have been shut off to Woodlands of Sunset Long-Term Care Facility for an unknown length of time. Staff decided instead to install a valve on the 12" cast iron watermain at the corner of Pelham Street and Quaker Road to allow for the isolation of the main break without impacting the care facility and other customers on Pelham Street. The valve was able to be installed and the water restored to Woodlands of Sunset in under 2 hours. The main break was not causing safety or flooding issues allowing the repair to be scheduled in the evening after other area businesses closed for the day.

A watermain break occurring within an active construction site caused numerous rusty water complaints in the area. Staff worked with local residents to flush rusty water from service lines and water meters. Rusty water occurs in areas with cast iron watermain and typically results from watermain breaks and shutdowns when iron particles break free from inside the pipe. Staff attempt to reduce the amount of rust in the line after repairs are made by flushing through the break location to a fire hydrant.

ENGINEERING

The following is a summary of the activities that have occurred in the Engineering Department between December 2019 and March 2020:

Sulphur Springs Rehabilitation – The Design & Build RFP for this project was awarded to Duffin Contracting Inc. Staff have been working closely with the Contractor and its Engineering consultants to begin the required engineering and environmental studies and investigations. The contractor and his engineer is working closely with the approval agencies and various stakeholders including Trout Unlimited.

Pelham Street North – This project is 95% complete. Staff have been in communication with the contractor to stay up-to-date on the contractor's schedule to complete restorations and deficiencies. Works are expected to be complete by end of fall 2020 with surface course asphalt paving and final line marking in the spring of 2021.

Pelham Street South – The Town has received Federal and Provincial funding towards completing a total reconstruction of Pelham Street to the Town Boundary south of Welland Road. The works include new storm and sanitary sewer, new water main, and updates to existing water mains, as well as new curb, asphalt, and sidewalks. Design for this work was originally completed in 2013. Staff prepared an RFP for an engineering consultant to confirm the existing design and update it in accordance with current standards. Engineering works for this project were awarded to Associated Engineering, who completed design for Phase 1A of the project (College Street to Port Robinson and Pelham Street intersection). The design has been tendered for construction, and awarded to Rankin Construction Inc. Construction is expected to begin November, 2020 with a completion in the spring of 2021.

Haist Street Water Main Replacement – This project is complete as of September 2020. The approved budget for this project was \$775,460.00, and through good engineering and contract administration the total cost for the project was \$587,344.95, coming in under budget by \$188,115.05. The project went very well, and Town staff are very happy with the performance of the contractor, Peter's Excavating Inc.

Road Rehabilitation Program - This program has been awarded to Norjohn Contracting and Paving. The project will commence in October 2020. The budgeted amount for this project is \$450,000.00 with the contractor coming in at \$354,712.00. This bid will allow us to add additional locations to their scope of work to maximize this program. These works are expected to be completed by end of fall 2020.

Road Base and Patching Repair Program – This program has been awarded and completed by Circle P Paving. This program included the paving of the Steve Bauer Trail as part of the contract. The total cost of the trail paving, restorations and drainage upgrades was \$129,948.75. The Town received \$75,000 in funding for the hard surfacing of the trail from the Ontario Municipal Commuter Cycling Grant and approximately \$22,000 from the Canada Summer Games Committee for a total of approximately \$97,000.

Concrete Repair and Replacement Program – This program has been awarded to Signature Contractors. The scope of work is to replace various deficient curb and sidewalk panels throughout the Town. Work is currently ongoing, and is expected to be complete by the end of October, 2020.

Bridge & Culvert Inspection Program – This program has been completed by Ellis Engineering. A report will be brought forward to council in regards to the condition of the Culverts and Bridges in the Town.

Bridge Replacement Program – This program is to complete the replacement design of two failing culverts on Balfour Street south of Roland Road, and on Sixteen Road east of Balfour Street. The design work has been awarded to ELLIS Engineering Inc. The design will look at replacement options and methodology, and is expected to be completed early 2021.

Culvert Replacement Program – this project will be tendered in the fall of 2020 following inspections by our Operations Staff.

Roadside Ditching Program – This program has been awarded to CRL Campbell Construction and Drainage LTD. This program will commence early November 2020 and will be completed by end of fall 2020.

Station Street Watermain Program - This project is 90% complete. Final watermain connections along with restoration works still remain to be finished. Works are expected to be completed by end of November 2020.

Station Street Storm Pond Rehabilitation – This project has been awarded to Duffin Contracting Inc. The works are expected to start following completion of the Station Street Water main Program also being completed by Duffin Contracting Inc.

Station Street Sanitary Sewer Diversion Project - This project is currently in the process of finalizing the design and preparation of contract documents for tendering. It is expected that tendering of the work will take place in late October with a tentative construction start date in early November. It is anticipated that construction will take approximately 4 weeks to complete including utility locates.

Other commitments by Engineering staff:

Engineering staff continue to thoroughly review all Planning and Committee of Adjustment applications. Reviews entail a site visit and detailed analysis of drawings and reports, to ensure Town standards are adhered

to. For more complex applications, this process sometimes involves several re-submissions and repeated reviews by staff. Engineering staff also continue to manage requests for assumption of subdivisions, and for reduction of securities at various stages of the development process. In addition, Engineering Staff complete reviews on lot grading plans for building permits received through the Planning Department. Further, Engineering Staff continue to support the Pelham Active Transportation Committee (PATC), generating reports for other departments to be sent back to the federal government, and coordinating other Town departments for assistance.

CORPORATE CLIMATE CHANGE ADAPTATION STRATEGY AND ADAPTATION PLAN

The following is an update on the development of the Town's Corporate Climate Change Adaptation Plan since July 2020:

The Climate Change Coordinator prepared and administered part one of the fourth climate workshop 'Workshop #4: Part One', with the Town's internal Adaptation Steering Committee (ASC). The workshop focused on establishing vision and goals for the climate change adaptation plan. Each committee member was requested to complete a 3-question online survey to provide feedback and input on Town's existing vision and identify the goals for the adaptation plan. The survey was sent out in early August and the feedback was utilized to solidify the vision and goals for the Town's climate change adaptation plan.

In July, the Climate Change Coordinator researched and developed draft adaptation vision, goals and actions. The adaptation vision and goals were further refined through the Workshop #4: Part One.

In late August, Brock University conducted their sixth workshop on 'Stakeholder Engagement' for Niagara Adapts. The results of the workshop were shared with the Town's new Climate Change Coordinator (who joined in September) which include a summary of adaptation goals, objectives and adaptation actions proposed by other municipalities which are a part of Niagara Adapts. It also highlights the requirement of stakeholder engagement and the next steps in developing the stakeholder engagement strategy.

In the upcoming months the Climate Change Coordinator will finalize the adaptation plan's vision and goals and conduct Workshop #4: Part 2 to provide feedback on adaptation options. The Coordinator will also prepare an implementation schedule for the adaptation plan. The Coordinator will produce a community engagement component of the adaptation plan, where public input on the proposed action items will be permitted. The stakeholder engagement survey will be administered and Niagara Adapts will be providing additional support in the community engagement approach.

COVID-19 PUBLIC WORKS RESPONSE

The Public Works Department has implemented measures to help reduce the spread of COVID-19 and provide a safe work environment for staff.

Where possible and appropriate staff have been directed to work from home. The Engineering Department consists of five (5) staff all of whom are currently working from home and the office on a rotating schedule. In order to maintain safe numbers of employees at Town Hall, engineering and administration staff are working approximately 50 percent of the time from home and 50 percent of the time in the office. This work schedule is coordinated with the Planning Department as the office space is shared with this department. Engineering staff are busy preparing tenders and RFPs for the 2020 Capital and Operating program, continue to complete administration and site inspection on projects and operations that are considered essential, and work with the review of development related items.

Pursuant to the Provincial guidelines, Public Works Operations staff are considered to be an essential service. With the reduction in summer students staff have returned to regular working hours, although in order to reduce the exposure to COVID-19 and to help protect staff, Public Works has adjusted the work day to include eight hours per shift with a paid working lunch. In order to further protect staff, most vehicles have been equipped with plexi-glass shielding between the passengers and driver. Vehicles not equipped with shielding are limited to single driver operation. Public Works continues with increased levels and frequency of cleaning and the disinfecting of all facilities and equipment that staff comes into contact with.

Public Works staff are concentrating on critical and essential activities related to providing safe drinking water, safe wastewater collection and disposal, and maintaining safe roadways in accordance with the minimum maintenance standards as set forth by the Province and the *Municipal Act, 2001*. In addition, the Town's Beautification crews continue to maintain the cemeteries and conduct funeral services as required. Grass cutting operations are being completed at the normal frequency and level of service standards.

Regular maintenance activities for the Public Works Department, including the use of third party contractors are progressing in accordance with the normal schedule.

Staff are continuing with capital projects in accordance with Provincial Guidelines. In addition, Public Works staff continue to issue Request for Proposals (RFPs), and Tenders as the Town's method of procuring these services is fully digital and does not require hand delivered submissions.

PERSONNEL

The Town has hired a new Climate Change Coordinator to replace Deanna Allen. Bani Maini started with the Town on September 24th as Climate Change Coordinator to fulfill the remaining requirements of the FCM grant the Town received in 2019. Bani is a Master of Sustainability student at Brock University and she has also completed a Bachelor of Science, as well as a Postgraduate Diploma in Leadership. She has experience in creating an adaptation plan and has worked on sustainability initiatives for the Town of Lincoln and Niagara Parks.

GRANTS, CONTRACTS, RFPs & AGREEMENTS

The Town of Pelham was successful in receiving the following grants:

- 1) Municipal Modernization Grant (\$50,000 for an efficiency review of Public Works). The efficiency review was awarded to KPMG. Staff expect a full report to be delivered later this year.

Staff have completed the RFP process and awarded the assignment to KPMG. Staff are working closely with KPMG to complete the efficiency review. It is expected that this assignment will be completed in the fall of 2020 with a report and presentation to Council.

MEETINGS

Staff have attended the following general meetings via electronic means:

- 1) Public Works Officials Meetings
- 2) Brock University (Climate Change - Niagara Adapts)
- 3) Niagara Watershed Presentation

RECREATION, CULTURE & WELLNESS MONTHLY REPORT

[Click here to enter a date.](#)

This report covers July, August, September 2020

DEPARTMENT OVERVIEW & STATISTICS

PROJECTS

1) Recreation Programs:

Programs

Due to Covid, programming in the MCC was cancelled from mid-March through to the end of August. September programs opened in a graduated order with Brock Seniors Fit Class; Pickle Ball; Chair Yoga; Yogalates; senior shinny; 60+ stick & puck; ladies learn to play hockey and shinny.

On the Cold side:

The MCC ice rentals for July and August were the busiest facility has ever been with both rinks operational and booked 7 days a week from 7am – 10pm daily. September was the beginning of the fall rental season. With Covid and school beginning there were many unknowns although each licensed user group now have their schedules in place. Open ice time was quickly taken by private user groups. Attached is the allocated ice time for the 2020/21 ice season, with the caveat that due to Provincial and Public Health guidelines at anytime facility operations could change or be halted.

Youth Programs

Summer Camps

The Town of Pelham Summer Camps ran from July 6th to September 4th for the 2020 Summer season, offering 9 weeks of regular summer camp and 5 weeks of specialty camps. Although camp programs looked very different this year than in years past they were a great success. Over 240 Campers visited the Town of Pelham camps this summer, with many campers returning for multiple weeks. Many camp families used Pelham camps as their main form of childcare, as many families were working in the medical field or as first responders through the COVID-19 pandemic.

There was an increase in registration seen each week, as families became more comfortable registering their children for recreational programs, with the last 4 weeks of registration reaching



**Recreation, Culture
& Wellness**

full capacity. Campers filled their days with sports, camp games, crafts, outdoor activities, visits from special guests and more. The feedback received from families was very positive, and many commended the Town for continuing to run camps in the midst of a pandemic while many other camps were closed for the summer. Town of Pelham saw direct impacts of this as an increase of Campers were travelling from across the region to spend their week at the Meridian Community Centre. Overall, the summer of 2020 was very successful and enjoyed by both campers and staff, who are all looking forward to return for camp programs in the future! This success would not have been possible without the hard work and dedication of Pelham Camp staff, who ran activities that allowed campers to stay physically distant, helped children adapt both socially and behaviorally after being out of school for 4 months, all while adjusting to the constant changing of rules and guidelines directly affecting their programming.

Planning has already begun for PD Day Camps, Winter Break and March Break camps for the 2020/2021 school year. The Active Living Programmer will be closely monitoring guidelines as they change and evolve to ensure the Town of Pelham can continue to offer a fun and safe camp environment for children.



Aquatics

The Pelham Pool opened on July 6th and closed on September 7th, marking the end of the 2020 summer season. This year due to COVID-19 and staff not moving away for school, the pool was able to stay open for family swims over Labour Day weekend, at the request of both SLT and community members. Despite the changes to programs in order to follow the new COVID-19 guidelines in place, the 2020 summer season was extremely successful. Over the course of the summer, more than 210 families visited the pool for family swim times, with 6 additional private pool rentals. The Pelham Pool was one of the only facilities in Niagara to offer swimming lessons this summer, and saw over 215 swimmers in group lessons, and an additional 80 swimmers participate in private/semi-private lessons. All swim programs had great registration this summer, with 88 lane swimmers renting a lane each week, and all 4 weekly Aqua Zumba sessions full. Due to the popularity of Aqua Zumba, the instructor, Lynne Boulet, was willing to offer 6 master classes, which welcomed multiple instructors to the pool, and saw great registration from patrons as well.

For the first time, the Town of Pelham offered a National Lifeguard recertification course for both Town of Pelham staff and lifeguards from other facilities to recertify their credentials, which many

were unable to do due to COVID-19 cancelling courses. This was very successful and both participants and members of the community have made recommendations to encourage Pelham to consider running this course again in the future.

The success of the 2020 summer season would not have been possible with the dedication and commitment from the Pelham Pool staff, who adjusted their teaching styles for swimming lessons, enforced new rules effectively, all while being flexible and accommodating to Patrons needs during a stressful time.



2) SAY IT! On Stage

The SAY IT! On Stage program has found an alternate way to stay connected and continue to provide an opportunity for different generations to work together in crafting and performing an original play. Colleen Kenyon has been facilitating conversation circles, script writing sessions, and script reading sessions for a radio play through the Zoom platform. The group continues to meet, and have finalized a script for a “Radio style” play. The script is in its final stages with plans for converting into a podcast style production once complete. Recording of all actors will be completed with all COVID safety precautions in late fall of 2020.

3) Meridian Community Centre – Art Walls

The MCC Art Wall Exhibit is currently on hold, due to the COVID-19 pandemic. The art wall has been received exceptionally well by guests at the MCC in the past.

4) Senior VIP Program

Staff has provided OTEC- Service Excellence training to a total of 25 seniors as part of the Senior Volunteer in Pelham Program. Upon the return of general foot traffic at the MCC in September, these trained volunteers, where available have been invited back to assist greeting patrons, giving direction, and responding to general inquiries. As COVID impacts continue to change, the ability to have increased participation in both training and assisting will be reviewed.

5) **Big Band Dance Night**

The Town of Pelham's Big Band Dance Night, featuring the Jimmy Marando Swing Band, has been put on hold as of March 17, 2020 due to the COVID-19 pandemic. The event typically takes place every third Tuesday of the month, and averages over 100 attendees per night. Current COVID regulations provide limited ability to offer this program, staff are continuing to monitor options and alternatives for this event.



6) **Pelham Farmers' Market**

The Town of Pelham Farmers' Market, originally scheduled to open May 7, opened June 11, 2020. There were many considerations made in order to provide the safest environment for the community, given the COVID-19 pandemic. The market operated for the full season with the limited number of vendors, with one-way traffic and controlled attendance. The feedback from both vendors and patrons continued to be positive throughout the season. The market saw peak attendance in August with over 350 visitors. The "shoulder" season has provided consistent attendance averaging 200+ visitors weekly. The Farmer's market social media continued to be active throughout the season and had engagement and inquiry up to and including the last night of the season. Interest in applications for 2021 has already been expressed.



7) **Easter Egg Hunt**

Initial discussions on the Annual Easter Egg Hunt alternatives for 2021 have begun, as staff consult with event programmers across municipalities in Ontario. Staff are evaluating and researching logistical implications and best practices for the event and event alternatives. COVID impact for in person events will be contingent on recommendations from Public Health for the 2021 event.

8) **Christmas in Pelham**

Discussions on the Christmas in Pelham for the 2020 event have continued, with consultation with other municipalities across Ontario and their December events. Staff are planning for different scenarios and elements that can move forward with current COVID restrictions. Logistical implications of the event, continue to alter as the recommendations change regarding the best practices with COVID. At this time, staff are proceeding with the planning process for a revised event.

9) **Street Pole Banners/Honour our Veterans Banner Program**

RCW staff worked with Mr. Rick Hatt for the expansion of the Veterans Banner program for the 2020 season. An additional 8 double sided banners will be installed as part of the ongoing Veterans Program.

10) Niagara Investment in Culture – Connected Coffee House

RCW staff worked to revise the Grant application for the Niagara Investment in Culture (NIC) Grant to alter to a virtual event. The Connected Coffee House showcases twelve Niagara Area artists, with talents in music, comedy and magic. The filming took place with all COVID-19 precautions to safely have performers attend a closed set and perform for a videographer in September. The compilation of all performers were edited into four separate episodes to be released through the month of October, with the support of the event sponsor PSI – Audio Visual. The first episode aired on October 7th, and within 48 hours had consistent engagement online with reach to over 1550 people.

Connecting Niagara Artists & Community



Four virtual episodes in October!

Discover up and coming talent & local favourites ranging from comedy to music.

www.pelham.ca/arts



Niagara Region



Pelham NIAGARA



Performance for Your Post

1593 People Reached

51 Likes, Comments & Shares

174 Post Clicks

30 Clicks to Play 6 Link Clicks 138 Other Clicks

NEGATIVE FEEDBACK

0 Hide All Posts 3 Hide Post
0 Report as Spam 0 Unlike Page

51 Likes, Comments & Shares

BRANDED CONTENT DISTRIBUTION

View Breakdown

1593 Total Reach 1593 Organic Reach 0 Paid Reach

1704 Total Impressions 1704 Organic Impressions 0 Paid Impressions

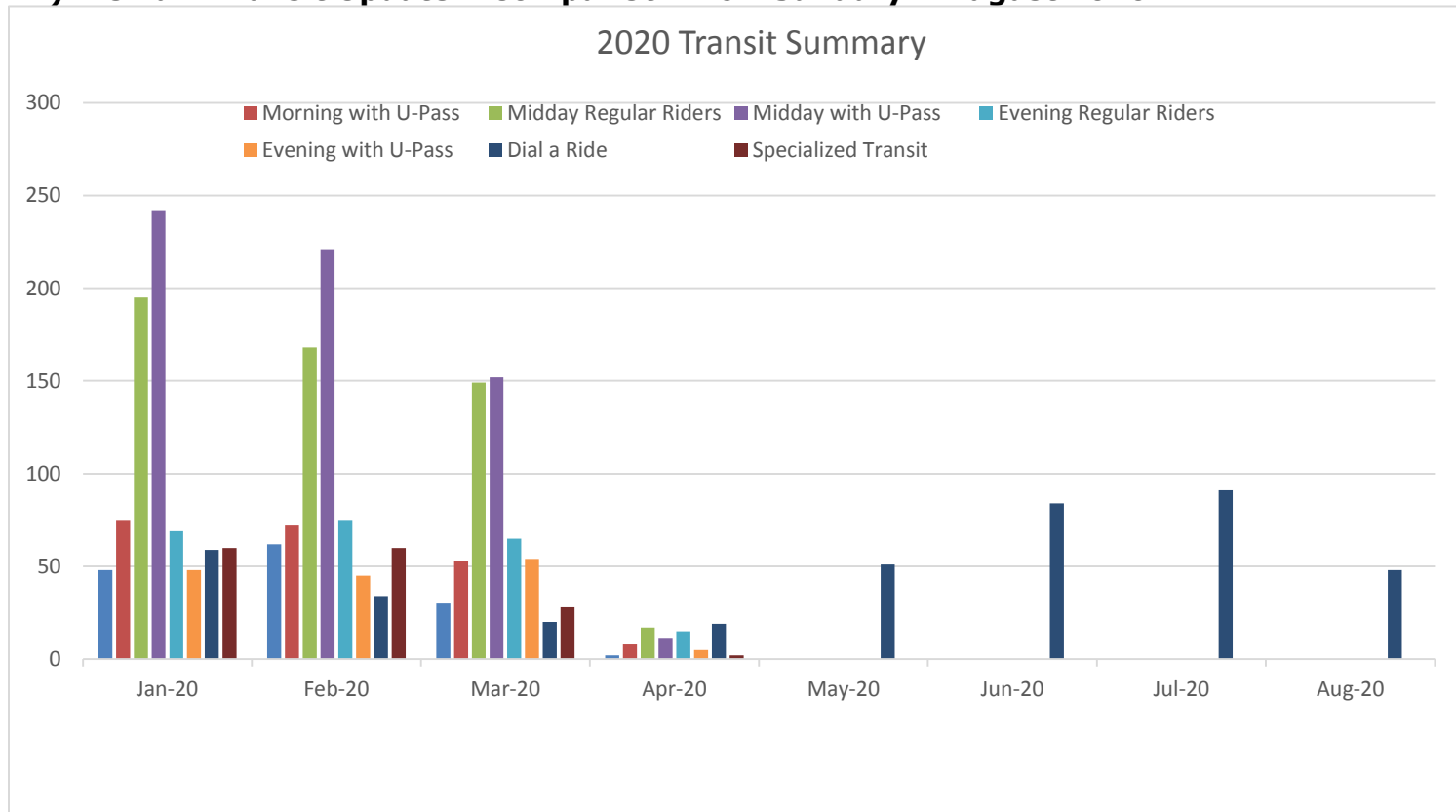
11) MYAC Updates

The Mayor's Youth Advisory Council began its 2020/2021 term in September, welcoming a new Executive Council, and both new and returning Council Members. Meetings are taking place virtually once a month, with subcommittees also meeting monthly. At the first meeting, the Council brainstormed goals of what they would like to accomplish during this term, and created 3 subcommittees to focus on and execute each goal. These subcommittees include 1) Virtual Engagement with Youth, 2) Mental Health and supporting youth during COVID-19, and 3) Events, both virtual and in person. This year's council is excited to get started and are working on adjusting to a virtual approach to engage and support Pelham youth in a new way.



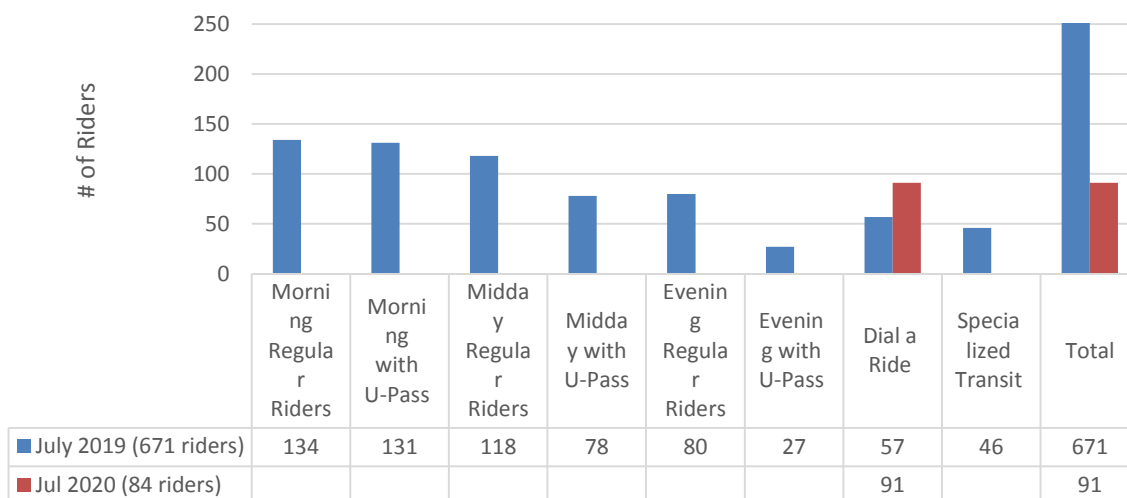
Recreation, Culture & Wellness

12) Pelham Transit Update – Comparison from January – August 2020



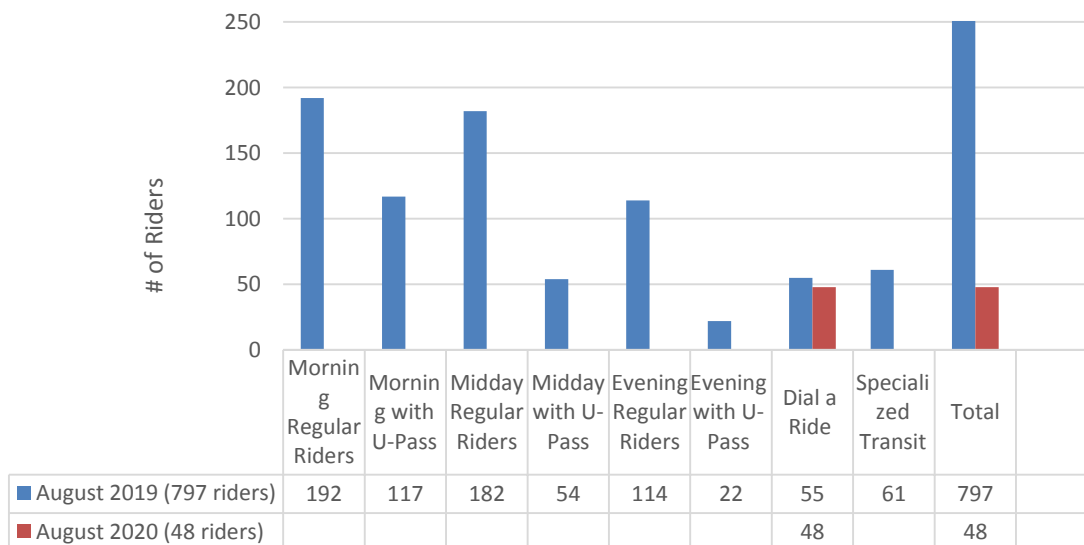
Pelham Transit Monthly Comparison: July 2019 – July 2020

Comparison: July 2019 (Blue) vs. July 2020 (Red)



Pelham Transit Monthly Comparison: August 2019 – August 2020

Comparison: August 2019 (Blue) vs. August 2020 (Red)



**Recreation, Culture
& Wellness**

Niagara Regional Transit (NRT OnDemand) took over Pelham's transit, Monday August 17th, 2020

NRT OnDemand Data August 14th, 2020 – September 20th, 2020

NRT OnDemand Metrics: Overall

Number of Trips

1099

Number of Accessible Trips

8

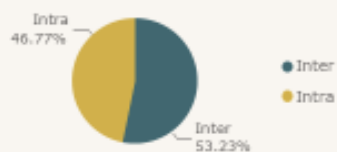
Trip Rating



Ride Time of Day



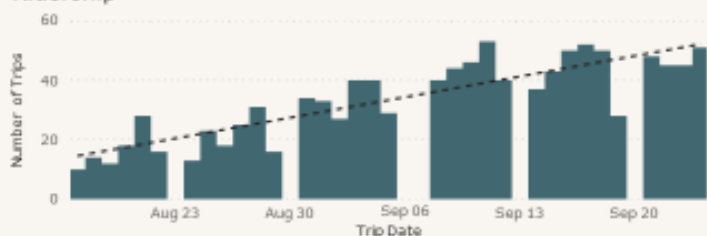
Inter vs. Intra-Municipal Trips



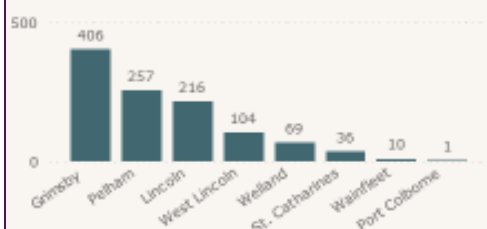
Intra-Municipal Trips



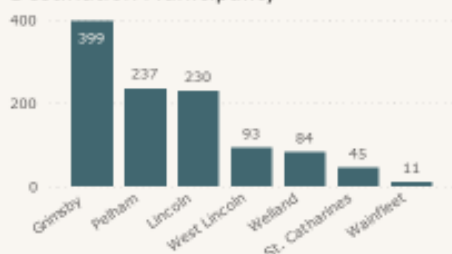
Ridership



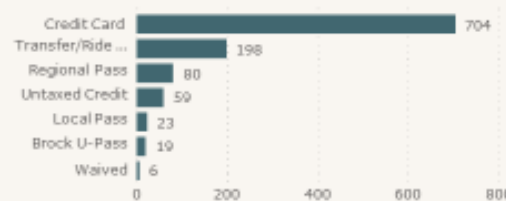
Origin Municipality



Destination Municipality



Payment Method

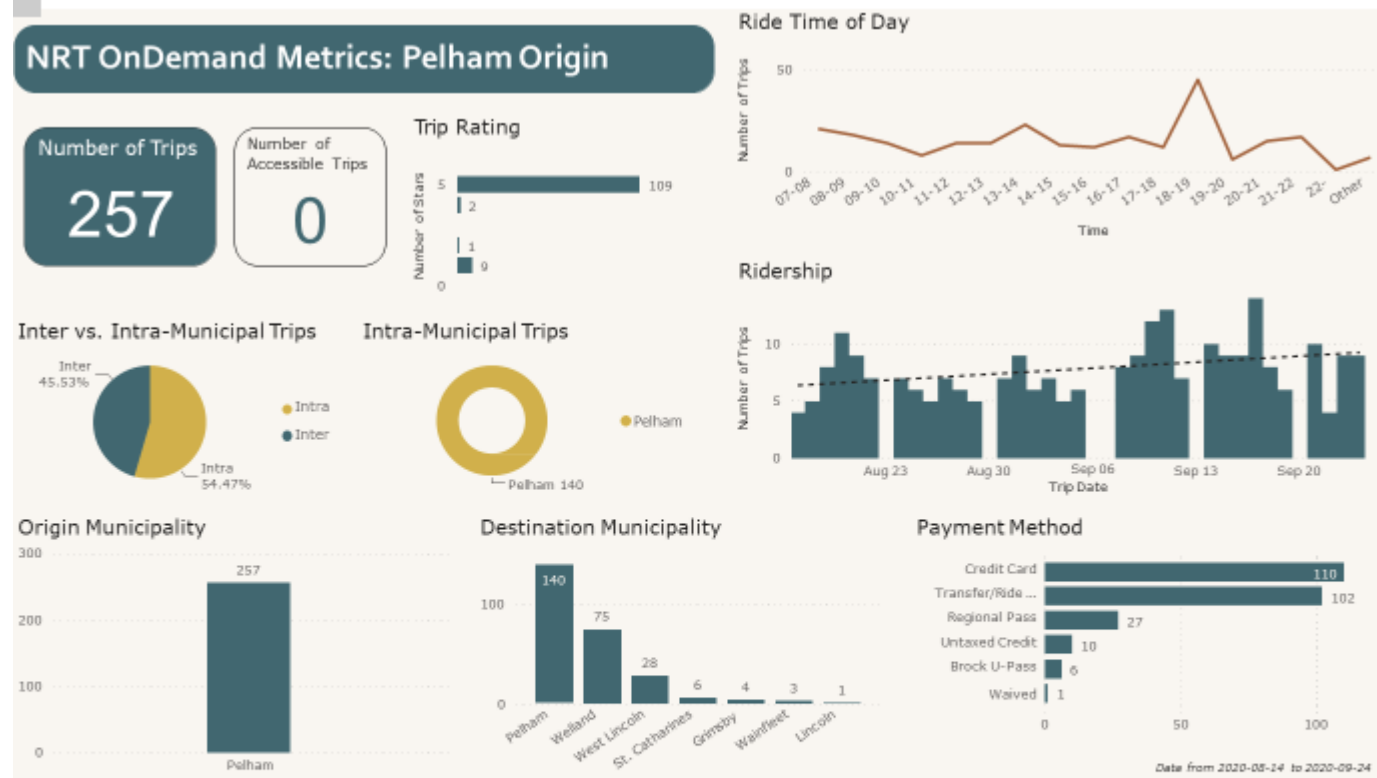


Date from 2020-08-14 to 2020-09-24



Recreation, Culture
& Wellness

Transit rides that origination in Pelham



13) Meridian Community Centre – Summer 2020

The Meridian Community Centre began its summer programming on Monday July 6, 2020 with summer camps. Two days later the Duliban Insurance Arena, opened its doors. It didn't take long for our ice to become completely booked. With the blessing of council, we began to make ice on the Accipiter rink and we opened that rink on July 27, 2020.

The new Magnavitalis (see below) cool water flooding system has been working fantastically. Comments such as "Great ice" and "Best ice in the Region" were heard around the facility. Staff are able to flood with cooler water which saves on heating the water and saves on refrigeration plant run time. Both these savings add up to financial savings. The energy savings has also qualified Pelham for a \$ 8620 grant from Enbridge.

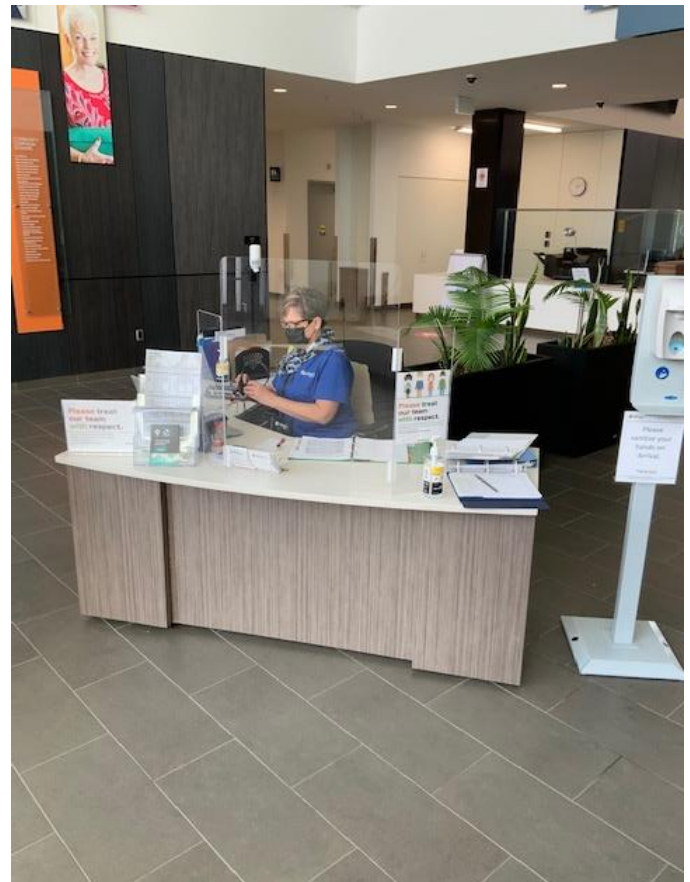


The MCC reopening gradually under provincial & public health guidelines. July saw 7453 people visit the MCC with only 10 players allowed on the ice and no spectators for most of the month. August saw 14015 patrons as numbers were increased on the ice and in the gyms. September saw the walking track open and some programming starting, we entertained 15006 during that month, most of them were here in the evenings and the weekends.

Directional Arrows Leading into both ice pads



Customer Service Screening Desk



CONSTITUENT CONCERNS & ISSUES ARISING

PERSONNEL

Two staff members attended the PRO Virtual Forum- June-December 2020
 One staff member attended the Tele-Townhall with Minister Lisa MacLeod- October 2, 2020
 Programming staff attended Questica Training

GRANTS, CONTRACTS, RFPs & AGREEMENTS

Niagara Investment in Culture (NIC) – received revised approval for virtual event

MEETINGS

Mayor's Youth Advisory Committee
Niagara Parks and Recreation Meeting
MCC User Group Round Table Committee
Senior Leadership Team

Accipiter Arena

	Monday	Tuesday	Wed.	Thursday	Friday	Saturday	Sunday
6:15AM							
7:15 AM							
8:15AM							
9:15AM							
	Women's Learn to Play 9:45- 10:30AM	School Skates 9:00AM- 12:00PM		Women's Shinny 9:45- 10:45AM	Men's Shinny 9:00- 10:00AM		Mike Duerden 8:45- 10:15am
10:15AM							
	Women's Shinny 10:30 11:30AM						
11:15AM							
12:15PM							
1:15PM	Jr. B 1:15- 2:45PM						
2:15PM							
3:15PM	6 & Under Stick & Puck 2:45-3:45PM						
4:15PM	7 to 12 Stick & Puck 3:45- 4:45PM	Jr.B 3:30- 5:00PM	Jr. B 3:30- 5:00PM	Jr. B 3:30- 5:00PM			
					18+ Stick & Puck		
5:15PM							
6:15PM		PMHA 5:15- 7:15PM			Mike Duerden 5:15-6:15PM		
					PMHA 6:15- 7:45PM		
7:15PM	PMHA - 5:00- 10:00						
		AAA 7:15- 8:45PM					
					AAA 7:45- 9:15PM		
8:15PM							
9:15PM		PMHA 8:45- 10:30PM			Mike Breadner 9:15- 10:15PM	Mike Duerden 8:45- 10:15PM	
10:15PM	NCSC Synchro 10:00- 11:30pm		Kelly Jones 10:15- 11:15PM	John Crocco 10:15- 11:15PM			
11:15PM							
12:15PM							

Open Time licensed user Private Rental

Duliban Insurance Arena

	Monday	Tuesday	Wed.	Thursday	Friday	Saturday	Sunday
6:00AM							
7:00 AM		Gillard/Capra 7:00-8:00AM			PMHA 7:00- 8:00AM	NCSC 7:00- 9:00AM	Mark Turner 8:30-9:30AM
8:00 AM							Pioneers 9:30- 10:30AM
9:00 AM		Men's Shinny 9:00- 10:00AM		Adult & Preschool Skate 9:30- 10:30AM	Men's 60+ Shinny 10:00 11:00AM	NCSC 10:00AM- 12:30PM	Chad Free 10:30-12:00
10:00 AM	60+ Stick & Puck 10:00- 11:00AM			60+ Stick & Puck 10:30- 11:30AM			
11:00 AM							
12:00 PM							
1:00 PM	Adult Learn to Skate 1:00- 2:00PM	Adult & Preschool Skate 1:00- 2:00PM		Adult Skate 1:00-2:00PM			Public Skating 1:00- 2:30pm
2:00 PM	Adult Skate 2:00-3:00PM						
3:00 PM							AAA 2:30- 4:00PM
4:00 PM		13-17 Stick & Puck 4:00- 5:00PM	Mark Bovine 4:00-5:00PM				
5:00 PM				NCSC 4:00- 6:30PM		PMHA 12:30- 9:30PM	
6:00 PM		NCSC 5:00- 6:30PM			NCSC 4:30- 7:30PM		PMHA 4:00- 9:00PM
7:00 PM	NCSC 4:30-8:30			AAA 6:30- 8:00PM			
8:00 PM		AAA 6:30- 9:30PM	PMHA 6:00- 10:30PM	AAA 8:00- 9:30PM	Public Skating 7:30- 9:30PM		
9:00 PM	PMHA 8:30-10:30			PMHA 9:30- 10:30PM	Claire Todd 9:30-10:30		NCSC 9:00- 10:00PM
10:00 PM			Kelly Jones 10:30- 11:30PM		Faith Tab 10:30-11:30		
11:00 PM							
12:00 AM							

Programs School Rental

FIRE & BY-LAW SERVICES MONTHLY REPORT**OCTOBER, 2020****DEPARTMENT OVERVIEW & STATISTICS****By-Law**

JULY – For the month of July 2020 the majority of all By-law complaints received were related to Long Grass and Weeds and Property Standards issues.

Complaints received about cannabis odour totaled 2 for the month. No greenhouse light complaints received. An investigation into a possible violation of the Towns Cannabis Interim Control By-law resulted in a charge filed with the Provincial Courts against a company in Pelham.

By-Law started having an increase of community calls regarding new COVID restrictions and mandatory face coverings.

AUGUST - For the month of August 2020 the majority of all By-law complaints received were related to Long Grass and Weeds and Property Standards issues.

Complaints received about cannabis odour totaled 5 repeat complaints and 1 new complaint for the month. No greenhouse light complaints received.

SEPTEMBER - As of the end of September 2020 Y-T-D the By-law Department has surpassed the total number of citizen complaints received for all of 2019.

The By-law Department also began random cannabis odor testing in September at the property lines of the known Industrial Cannabis Growing Facilities in Pelham. These pro-active tests were in addition to the re-active tests completed based on citizen complaints. No violations of the Towns Industrial Odorous Control By-law were recorded for the month.

School crossing guards have started back, due to COVID Town increased health and safety training, restrictions and safety markings installed at all crosswalks.

Fire Prevention

JULY - July has once again been an interesting month with the many changes due to Covid. Closer to the end of month, Pelham received enough rainfall for the Fire Chief to lift the burn ban. The Fire Department monitors this daily and will provide an update if the weather requires us to reinstate the burning ban again.

Fire prevention has continued with distribution of PPE and cleaning supplies throughout the town buildings, heading into the month of August we have a very healthy supply of PPE and cleaning supplies to help protect the town staff.

With residents staying home and enjoying their own backyards, fire dept. has had an increase of inquiries and inspections for installing a new fire pits.

Province-wide there has been an increase in kitchen fires. Kitchen fires remain the leading type of fires with unattended cooking the leading cause. The OFM contributes this increase to the increase of people working from home.

AUGUST - August has seen a rise in outdoor burning permits with more people staying at home this summer. Fire dept. has also seen a decrease of burning complaints this year compared to last.

With COVID restrictions lifting more, people are starting to have larger gatherings and are travelling within province.

Fire prevention is still distributing and monitoring inventory of PPE and cleaning supplies; heading into September Fire dept. still maintains healthy supplies of both which includes enough PPE upcoming Town election.

SEPTEMBER – As per province go ahead schools back, children either have returned to school or are completing classes virtually online. Ontario Fire Marshals have implemented plan on how the schools are to conduct Fire alarm drills with current restrictions.

Emergency Management

The Town of Pelham remains in a declared state of emergency and the EOC is in partial activation.

The emergency control group meets virtually Monday & Thursday @ 0900.

Suppression

The fire department continues to respond to all types of incidents with the exception of some modified medical responses. The modified medical responses are to:

1. Reduce risk to firefighters to relating to COVID-19
2. To preserve personal protective equipment as the equipment inventories are low.

All fire equipment is cleaned after each use and at least once per week if no responses occur. Fire dept. resources have not been compromised at this time and the Town continues to respond with full compliment.

PROJECTS

CONSTITUENT CONCERNS & ISSUES ARISING

Ongoing COVID-19 pandemic

PERSONNEL

Pelham Fire Department conducted volunteer recruitment for all three stations. Currently in process of oral interviews, start date for new recruits is November 1, 2020.

Pelham Crossing guards started back at their posts, hired new guards for 2020/21 season. Placed COVID safety measures and training for guards at crossings

In the past few months station one has lost two of its retired members, retired Fire Fighter Bruce Stayzer and retired Captain Joe Chiavaroli, members of all three stations attended restricted services due to the Pandemic.

Station one has accepted a co-op student; the student will be working with fire prevention and administration.

GRANTS, CONTRACTS, RFPs & AGREEMENTS

MEETINGS

SLT (senior leadership team), EOC (emergency operations centre), MEG (municipal emergency group), REOC (regional emergency operations centre), MAC (medical assist committee), DC (district chiefs), JHSC (joint health & safety committee), regional chiefs, mayor, council, cannabis control committee

RE & BY-LAW ADMINISTRATION

FIRE RESPONSES													
	Total	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
STRUCTURE/VEHICLE FIRE	12	2	2	0	0	1	2	2	1	1	1		
MUTUAL AID OTHER DEPT	2	0	1	0	0	0	0	0	0	1			
MVC	37	4	8	3	4	2	7	3	4	1	1		
REMOTE ALARMS	32	4	3	3	1	5	2	5	3	5	1		
MEDICAL ASSIST	55	9	9	13	3	3	5	3	7	1	2		
EMERG. & NON EMERG ASSIS	29	2	2	3	3	4	5	4	2	4			
PUBLIC ASSISTANCE	8	2	0	1	1	0	3	0	0		1		
GRASS/BRUSH FIRE/COMPLA	32	3	0	2	5	2	6	3	6	4	1		
RESCUES	0	0	0	0	0	0	0	0	0				
ODOUR INVESTIGATION	1	0	1	0	0	0	0	0	0				
CO INVESTIGATIONS	10	3	0	1	0	3	0	1	1		1		
Monthly Totals		29	26	26	17	20	30	21	24	17	8	0	0
Annual Total 2020	218												
Total Responses for 2019	566												

FIRE PREVENTION 2019													
INSPECTIONS													
	Total	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Inspections	40	6	5	2	5	4	5	3	4	6			
Town Monthly Building Inspect.	100	12	12	12	12	12	4	12	12	12			
Plan reviews	0	0	0	0	0	0	0	0	0	0			
Tapp-C	0	0	0	0	0	0	0	0	0	0			
Fireworks Permit	0	0	0	0	0	0	0	0	0	0			
Open Air Burning Permit	132	20	10	18	10	13	15	26	17	3			
Observed fire drill	0	0	0	0	0	0	0	0	0	0			
Court appearance	0	0	0	0	0	0	0	0	0	0			
Monthly Totals		38	27	32	27	29	24	41	33	21	0	0	0
Annual Total 2020	272												
Total Responses for 2019	534												
TOWN COMMITTEE/ASSOCIATION MEETINGS													
	Total	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
OMFPOA	6	1	0	0	0	1	1	0	1	2			
Arson Committee	0	0	0	0	0	0	0	0	0	0			
TAPP-C	1	0	0	0	0	0	0	0	0	1			
Development Coordinator Meeting	1	1	0	0	0	0	0	0	0	0			
Town staff meeting	5	0	1	0	1	1	1	0	1	0			
Meetings, various (n.o.s.)	32	5	4	0	3	2	3	4	5	6			
Monthly Totals		7	5	0	4	4	5	4	7	9	0	0	0

Annual Total 2020	45												
Total Responses for 2019	89												
FIRE INVESTIGATIONS													
	Total	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	0	0	0	0	0								
Monthly Totals		0	0	0	0	0	0	0	0	0	0	0	0
Annual Total 2020	0	0											
Total Responses for 2019	2												
PUBLIC EDUCATION													
	Total	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Station Visit School	0	0	0	0	0	0	0	0	0	0			
Fire Prevention Education Event	0	0	0	0	0	0	0	0	0	0			
Child / Children Visit Station	2	1	1	0	0	0	0	0	0	0			
Public Education Presentation	0	0	0	0	0	0	0	0	0	0			
General inquiries	133	15	10	0	15	18	20	22	15	18			
Facebook Public Education Post	196	20	20	25	22	26	22	20	21	20			
Other Public Education Activities	0	0	0	0	0	0	0	0	0	0			
Monthly Totals		36	31	25	37	44	42	42	36	38	0	0	0
Annual Total 2020	331												
Total Responses for 2019	460												
OTHER ACTIVITIES													
	Total	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Compliance Letter	5	1	1	0	1	1	0	1	0	0			
Fire safety plan/fire drill scenario	1	1	0	0	0	0	0	0	0	0			
Training for firefighters	0	0	0	0	0	0	0	0	0	0			
Training Course	6	1	0	0	0	0	0	0	2	3			
Monthly Totals		3	1	0	1	1	0	1	2	3	0	0	0
Annual Total 2020	12												
Total Responses for 2019	37												

BY-LAW SERVICES REPORT 2020													
BY-LAW COMPLAINTS RECEIVED													
	TOTAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
New Complaints		12	16	17	19	19	28	12	43	35			
Monthly Total		12	16	17	19	19	28	26	43	35	0	0	0
Annual Total 2020	215												
2019 Total	209												
PARKING INFRACTIONS ISSUED													
	TOTAL	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Tickets Issued		30	48	0	0	3	11	9	4	1			

Monthly Total		30	48	0	0	3	11	9	4	1	0	0	0
Annual Total 2020	106												
2019 Total	119												
PARKING WARNINGS ISSUED													
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Warnings issued	Total	0	0	0	0	0	2	0	0	0			
Monthly Total		2	2	2	2	2	2	0	0	0	0	0	0
Annual Total 2020	12												
2019 Total	13												
ENVIRONMENTAL BY-LAW FILL APPLICATIONS RECEIVED													
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	Total												
Received	12	1	3	1	0	2	2	1	1	1			
Authorized	7		2			1	2		1	1			
Properties Exempt	0												
Denied	3	1	1	1									
Monthly Total		1	3	1	0	2	2	1	1	1	0	0	0
Annual Total 2020	12												
2019 Total	13												
POLICE REPORTS FILED													
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	Total	0	1	0	0	0	0	0	0	0	0		
Mischief	0												
Vandalism	0												
Trespassing	0												
Graffiti	1		1										
Other	1	1											
Monthly Total		1	1	0	0	0	0	0	0	0	0	0	0
Annual Total 2020	2												
2019 Total	2												
CANNABIS ODOUR COMPLAINTS RECEIVED													
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	TOTALS												
NEW Complaints	21	2			0	2	1	1	1	14			
REPEAT Complaint	26	5	3	2	0	2	1	1	5	7			
	0												
From PELHAM	36	7	3	2		4	2	1	3	14			
From WELLAND	3							1	2				

Monthly Total		7	3	2	0	4	2	2	6	21	0	0	0
Annual Total 2020	47												
2019 Total	91												
					RANDOM CANNABIS ODOR TESTING								
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	TOTALS												
Tests Completed	10									10			
Monthly Total		0	0	0	0	0	0	0	0	10	0	0	0
Annual Total 2020	10												
2019 Total													
		CANNABIS OPERATIONS LIGHT POLLUTION COMPLAINTS RECEIVED											
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	TOTALS												
NEW Complaints	0	0	0	0	0	0	0	0	0	0			
REPEAT Complaints	0	0	0	0	0	0							
From PELHAM	0												
From WELLAND	0												
Monthly Total		0	0	0	0	0	0	0	0	0	0	0	0
Annual Total 2020	0												
2019 Total	10												
					NOISE COMPLAINTS								
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
	TOTALS												
NEW Complaints	13	1	3	1	1	0	1	2	4	0			
REPEAT Complaints	0												
Monthly Total		1	3	1	1	0	1	2	4	0	0	0	0
Annual Total 2020	13												
2019 Total	10												

Solicitor General

Office of the Solicitor General

25 Grosvenor Street, 18th Floor
Toronto ON M7A 1Y6
Tel: 416 325-0408
MCSCS.Feedback@Ontario.ca

Solliciteur général

Bureau de la solliciteure générale

25, rue Grosvenor, 18^e étage
Toronto ON M7A 1Y6
Tél.: 416 325-0408
MCSCS.Feedback@Ontario.ca



132-2020-3484

By email

October 2, 2020

Dear Head of Council:

The Ministry of the Solicitor General is committed to keeping communities across Ontario safe, supported and protected. I would like to take this opportunity to share some information with your municipality regarding the anti-racism initiatives of my ministry and the Anti-Racism Directorate (ARD), the regulatory work being done to bring the *Community Safety and Policing Act, 2019*, into force, new police oversight measures, police training as it relates to de-escalation, mental health and diverse communities, mental health and addictions initiatives and investments, Community Safety and Well-Being (CSWB) Planning and police-hospital transition protocol.

Anti-Racism

Our government has zero tolerance for hate, racism or discrimination in all its forms. We share a responsibility to speak out and act against racism and hate and build a stronger society. Our government is committed to addressing racism and building a stronger, more inclusive province for us all.

I am proud to be the minister responsible for Ontario's Anti-Racism Directorate (ARD), which leads strategic initiatives to advance anti-racism work across government with a plan that is grounded in evidence and research. Through the ARD, the government continues to invest in community-led research, public education and awareness initiatives. This includes investments to the Canadian Mental Health Association (CMHA) Ontario to undertake research that seeks to identify key mental health issues impacting survivors of victims of homicide violence in Ontario.

Community Safety and Policing Act, 2019

Our government is also committed to addressing racism at a systemic level through the regulatory framework under the *Anti-Racism Act, 2017*, and through the work we are doing to bring the *Community Safety and Policing Act, 2019*, into force. As we work to develop regulations under the *Community Safety and Policing Act, 2019*, we will continue to engage racialized groups, including Black, South Asian, First Nation, Inuit and Métis organizations. We are committed to ensuring that Ontario's communities are well supported and protected by law enforcement and that all interactions between members of the public and police personnel are conducted without bias or discrimination, and in a manner that promotes public confidence and keeps our communities safe.

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The *Community Safety and Policing Act, 2019*, which is part of the *Comprehensive Ontario Police Services Act, 2019*, provides policing and police oversight legislation. Once in force, the *Community Safety and Policing Act, 2019*, will address a number of recommendations made by Justice Michael H. Tulloch, including:

- Mandatory training for all police service board members, the Inspector General, inspectors, police officers and special constables on human rights, systemic racism as well as training that promotes the diverse, multiracial and multicultural character of Ontario society and the rights and cultures of First Nation, Inuit and Métis Peoples;
- The requirement for each municipality that maintains a municipal board to prepare and publish a diversity plan to ensure members of the board are representative of the diversity of the population of the municipality;
- Not releasing the names of officials and witnesses in SIU investigations;
- Ensuring information made available to the public about an SIU investigation helps them understand the decision made by the SIU director; and
- Ensuring the SIU continues to publish investigative reports on its website.

New Measures for Police Oversight

Inspector General of Policing

The *Community Safety and Policing Act, 2019*, will establish an Inspector General (IG) of Policing who will be required to monitor and conduct inspections related to compliance with the Act and regulations. The IG will work with policing entities to ensure consistent application of policing across the province by measuring compliance with prescribed standards.

Key functions of the IG include:

- Consulting with, advising, monitoring and conducting inspections of police service boards, Ontario Provincial Police (OPP) detachment boards, First Nation OPP boards, OPP Advisory Council, chiefs of police, special constable employers, police services and other policing providers regarding compliance with the Act and regulations.
- Receiving and investigating, if warranted, public complaints about members of police service boards, OPP detachment boards, First Nation OPP boards and the OPP Advisory Council regarding misconduct and policing complaints regarding the provision of adequate and effective policing, failure to comply with the Act and regulations, and policies and procedures.
- Reporting inspection findings, issuing directions to remedy or prevent non-compliance with the Act and imposing measures if the direction is not complied with, or, reprimanding, suspending or removing a board member if board member misconduct is identified.
- Conducting analysis regarding compliance with the Act and regulations.
- Reporting on the activities of the IG annually, including inspections conducted, complaints dealt with, directions issued and measures imposed; and compliance with the Act and regulations.

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The Act also gives the IG and its inspectors the right to access closed police service board meetings.

Law Enforcement Complaints Agency

The *Community Safety and Policing Act, 2019* will continue the office of the Independent Police Review Director as the Law Enforcement Complaints Agency (LECA), headed by the Complaints Director.

The LECA will receive and screen complaints from the public about the conduct of police officers. In addition, the LECA will have the authority to initiate an investigation in the absence of a public complaint if, in the Complaints Director's opinion, it is in the public interest to do so.

The Complaints Director may also undertake reviews of issues of a systemic nature that have been the subject of public complaints or investigations, or that may contribute or otherwise be related to misconduct.

The Special Investigations Unit

The *Special Investigations Unit Act, 2019*, (SIU Act), once in force, will set out a new legal framework for the SIU. The SIU Act will focus and clarify the mandate of the SIU to better ensure more timely, efficient, reasonable and transparent investigations. Key changes contained in the Act will focus the SIU's investigative resources where they are needed most – on criminal activity.

The Ministry of the Attorney General will continue to consult with law enforcement, community organizations and advocates to ensure their input is incorporated into the development of regulations under the SIU Act.

Police Training

Training is developed and delivered in a manner that reinforces principles of fairness, equity and compliance with the Ontario *Human Rights Code* and *Canadian Charter of Rights and Freedoms*.

All Basic Constable Training (BCT) recruits undergo diversity-focused training designed to improve their ability to engage with the public and respond to victims of crime. This training focuses on improving recruits' understanding of the experiences of, and systemic barriers faced by, diverse communities, including racialized, Indigenous, First Nations and Metis, and Lesbian, Gay, Bisexual, Transgender, Queer and/or Questioning and Two-Spirited (LGBTQ2S) people.

Diversity and anti-racism training includes:

- Human rights framework for policing;
- Equity and inclusion;
- Harassment and discrimination;

- Defining police professional;
- Collection of Identifying Information in Certain Circumstances regulation;
- History of profiling in policing and the impact of racial profiling on the community;
- Profiling practices and the mindset behind it;
- Stereotyping;
- Bias free policing – racial profiling vs. criminal profiling;
- Hate crimes and bias incidents of a non-criminal nature; and
- Practical skills scenario that reinforces academic learning on hate crimes.

Training on Indigenous issues includes:

- Indigenous culture;
- Residential schools;
- Land claims and treaties;
- First Nations Policing;
- Cultural appropriation;
- Cultural practices; and
- Practical skills scenario that reinforces academic learning on Indigenous issues.

The Serving with Pride organization attends each intake to deliver a presentation to all recruits entitled “LGBTQ2S 101” which covers a number of issues related to the LGBTQ2S communities including historical events, current and appropriate terminology, gender expression, gender identity and other topics.

In addition to the standalone sessions, the above noted issues are interwoven and reinforced throughout the BCT program. For example, recruits are taught to respond to victims in a trauma-informed manner for all victims of crime acknowledging potentially vulnerable groups.

De-escalation and Mental Health Crisis Response Training

The Ontario Police College’s current de-escalation training emphasizes communication techniques such as establishing rapport, threat management and conflict resolution and mediation.

The training specifically addresses scenarios in which police interact with people in crisis with a goal of resolving conflicts in a manner that protects the safety of the public, the person in crisis and police officers. Officers must also undertake follow-up training every 12 months. Police services are also encouraged to have policies and procedures in place as set out in the “Use of Force” Guideline. This includes procedures for impact weapons, aerosol weapons, conducted energy weapons, firearms and use of force reporting.

Training on the BCT program is reviewed and updated to reflect the most current information after every BCT intake.

.../5

Once in force, the *Community Safety and Policing Act, 2019*, will require all police officers, special constables and board members to successfully complete training related to human rights, systemic racism and the rights and cultures of Indigenous Peoples. This training will also be required for the new Inspector General of Policing, its inspectors, the Complaints Director at LECA and LECA investigators. This is part of the government's commitment to ensure that all interactions are conducted without bias or discrimination, and in a manner that promotes public confidence and keeps communities safe.

Mental Health and Addictions Initiatives and Investments

Dedicated Funding for Mental Health and Addictions Programs

Ontario's community mental health services include:

- assertive community treatment teams, case management, crisis intervention, early psychosis intervention, eating disorders programs, vocational programs, supportive housing and consumer/survivor initiatives, peer supports and other programs; and
- initiatives to keep people with serious mental health issues out of the criminal justice system which include, but are not limited to, court support and diversion, crisis intervention and safe beds.

In July 2018, Ontario announced its commitment to invest \$3.8 billion over 10 years, with the support of the Government of Canada, to develop and implement a comprehensive and connected mental health and addictions strategy. This includes \$174 million for mental health and addictions programs in 2019-20. As part of the \$174 million commitment of funds to support mental health and addictions in 2019-20, my ministry partnered with the Ministry of Health to announce \$18.3 million in new funding to support those affected by mental health and addictions challenges in the justice sector.

Specifically, in 2019-20, the Ministry of Health provided funding for an integrated set of mobile crisis services that assist in the de-escalation and stabilization of persons in crisis and their connection to community programming and supports to address their physical and mental well-being over the longer term, in order to prevent further crises. Five teams were implemented in 2019-20 with \$6.95 million of the \$174 million in new, annualized funding to develop and enhance mobile crisis services. Mobile crisis services partner police with community mental health organizations to respond to persons in mental health and addictions (MHA) crises and determine if the crisis:

- can be de-escalated and resolved at the scene;
- warrants further psychiatric attention at hospital emergency rooms; or
- requires short-term community stabilization and reintegration.

Part of the \$18.3 million in new funding also includes \$2.5 million for various programs run by the ministry, one of which includes de-escalation training.

Ministry of the Solicitor General Grant Programs

Apart from the dedicated funding for mental health and addictions programs highlighted above, the ministry also offers a number of grant programs that are primarily available to police services, working in collaboration with municipal and community partners, to support local Community Safety and Well-Being (CSWB) initiatives, including mental health-related programs. For example, under the 2019-20 to 2021-22 Community Safety and Policing Grant local and provincial priorities funding streams, the ministry is providing funding to 27 police services/boards for projects involving an integrated response between police and a mental health worker to respond to situations of crisis (e.g., Mobile Crisis Response Teams).

Community Safety and Well-Being Planning

The ministry developed the *Community Safety and Well-Being Planning Framework: A Shared Commitment in Ontario* booklet, which includes the CSWB Planning Framework and a toolkit of practical guidance documents to assist municipalities, First Nations and their community partners as they engage in the CSWB planning process. The Framework encourages communities to work with various partners across sectors to proactively identify and address local priority risks in the community before they escalate and result in situations of crisis (e.g., crime, victimization or suicide). This involves reducing the number of incidents that require enforcement by shifting to more proactive, preventative programs and strategies that improve the social determinants of health (e.g., education, housing, mental health).

In support of this work, effective January 1, 2019, the government mandated municipalities lead the development of CSWB plans which identify and address local priority risks to safety and well-being, working in partnership with police services/boards and various other sectors, including health/mental health, education, community/social services and children/youth services.

Complementary to the Framework, a Situation Table is one type of multi-sectoral risk intervention model that is being implemented across our province.

The ministry also offers the Risk-driven Tracking Database (RTD), which allows for the collection of risk-based data and helps to inform the CSWB planning process, free of charge to communities across Ontario that are engaged in multi-sectoral risk intervention models, such as Situation Tables. As of June 2020, 60 sites have been on-boarded to the RTD and any communities who are interested in being on-boarded to the RTD is encouraged to contact the ministry.

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Police-Hospital Transition Protocol

Additionally, to improve front-line response to persons experiencing a mental health or addictions-related crisis, my ministry partnered with the Ministry of Health to support the Provincial Human Services and Justice Coordinating Committee and CMHA of Ontario to develop a framework for local police emergency room transition protocols for persons apprehended under the *Mental Health Act*.

On June 3, 2019, the Ministry of the Solicitor General and the Ministry of Health jointly endorsed the release of [Improving Police-Hospital Transitions: A Framework for Ontario](#), as well as the supporting toolkit, *Tools for Developing Police-Hospital Transition Protocols in Ontario*. The purpose of the framework and toolkit is to assist police services and hospitals with developing joint emergency department transition protocols, which are responsive to unique local needs, in order to ensure the seamless transfer of care for persons in a mental health or addictions crisis brought to a hospital by police officers.

I hope you find this information useful and I appreciate your municipality's support during this time of uncertainty.

Sincerely,



Sylvia Jones
Solicitor General
Minister Responsible for Anti-Racism

c: Chief Administrative Officers

Municipal Clerks

ACTION PROPOSAL TO PELHAM CITY COUNCIL

Residents along Pelham Street North are experiencing vehicles travelling in excess of the speed limit. Several residents have had "close calls" when exiting or entering their property. The frequency of this has increased since the repaving of the street. Although the curvature of the curb at the corner of Hurricane Road was intended to slow the speed of traffic, the road is wide enough to make it ineffective. In recognition of concern for residents...with particular emphasis on children and the elderly, please consider signing this petition which will be forwarded to Pelham City Council proposing the immediate installation of a three-way stop sign at the corner of Pelham Street North and Shorthills Road.

YES, I support a three-way stop sign installation at the corner of Pelham Street North and Shorthills Road to slow the speed of traffic on Pelham Street North, which has been observed to be at times significantly in excess of the speed limit, causing danger and heightened noise for local residents.

NAME:

ADDRESS/e-mail:

Joanne Reid
Edward Giffel
Al Lunn
Maureen Snook
Henry Leyenhorst
Paul Gable
SA Grotte
Ken Fisher
Stella Lusk
M. Persaud
J. Samuel
Mary Medyk
Joanne Reid
B. Trade

thejoanneid@gmail.com
1616 Pelham St. #3
1616 Pelham St. #2
1616 Pelham #13
1616 Pelham #8
" " #8
" " #9
" " #9
" " #5
" " #6
" " #12
" " #12
" " #11
" " #3
1616 Pelham St

YES, I support a three-way stop sign installation at the corner of Pelham Street North and Shorthills Drive to slow the speed of traffic on Pelham Street North, which has been observed to be at times severely in excess of the speed limit, causing danger and heightened noise for local residents.

NAME:

Rene Dennis

John Dargent

KB

JW Visser

Ty Bolibruck

Jeanne Browne

Annette Mastracci

Jane Garrett-Pent

Stephen Leithwood

Elysia Vis

SHAYNE TELESNICKI

MIKE DIOW

Nicole Dion

SHIRLEY BEDARD

Sandra Bedard

Staci McGilvery

Elizabeth Bedkowski

Daniel Klyn-Hesselink

VIVIAN DIM

ADDRESS/e-mail:

1616 pelham street

1610 Pelham St

1606 PELHAM ST.

1602 Pelham St

1626 Pelham street

1628 PELHAM ST.

1429 Pelham St. N.

1572 Pelham ST N

1573 Pelham Street

10 Parkdale

1558 PELHAM ST.

1566 Pelham ST.

1566 Pelham ST.

1568 PELHAM ST.

1568 Pelham St.

1583 Pelham St

20 SHORTHILLS

1583 Pelham St

1617 Pelham St. N.

ACTION PROPOSAL TO PELHAM CITY COUNCIL

905-325-2998

Residents along Pelham Street North are experiencing vehicles travelling in excess of the speed limit. Several residents have had "close calls" when exiting or entering their property. The frequency of this has increased since the repaving of the street. Although the curvature of the curb at the corner of Hurricane Road was intended to slow the speed of traffic, the road is wide enough to make it ineffective. In recognition of concern for residents...with particular emphasis on children and the elderly, please consider signing this petition which will be forwarded to Pelham City Council proposing the immediate installation of a three-way stop sign at the corner of Pelham Street North and Shorthills Road.

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NAME:

ADDRESS/e-mail:

~~David Baker~~
~~Delia~~
 Margaret Spalstra
 S. Anderson
 Kay E. Baker
 Liliane Prevost
 Andrea McQueen
 RICHARD C. MITCHELL
 ADAM SCHREIER

1600 PELHAM ST
 1600 PELHAM ST.
 1580 Pelham St
 1537 Pelham St
 1575 PELHAM ST
 1473 STATION ST.
 1616 Pelham St
 R. Mitchell 1616 Pelham St.

MICHAEL ROZBORIS
 ROBERT CARLOVE
~~BB~~
 Heather Gabor
 Luc Grenier

1622 PELHAM ST
 1620 PELHAM ST
 1-A SHORTHILLS PLACE
 1578 Pelham St
 lucagagnan@outlook.com

YES, I support a three-way stop sign installation at the corner of Pelham Street North and Shorthills Drive to slow the speed of traffic on Pelham Street North, which has been observed to be at times severely in excess of the speed limit, causing danger and heightened noise for local residents.

NAME:

ADDRESS/e-mail:

Michael D. Inn
 Pat Watson
 R J Green
 Larry Sheehan
 Don Ashen
 R F Florkin
 Daniel Harrison
 Alborah Melkon
 Len Day
 Valerie Gallagher
 (JUDY AYRES)
 Roxanne Sinclair
 P Jayne Berg
 P Jayne Berg
 Dan Dakin
 Lori Laurence
 Jo Ann Smoor
 Lynette Wierengh
 Jenn Roach
 [Signature]

1599 Pelham St #9
 1599 Pelham St. #5
 1599 Pelham St. #9
 1599 Pelham St. Unit 11.
 1599 Pelham St. Unit 11.
 11 17 11 11 12
 " " " " 15.
 " " " " 16
 " " " " 16
 1599 Pelham St. Unit 6
 3-1599 PELHAM ST.
 2-1599 Pelham St.
 2 Linden St.
 23 Chestnut St.
 5 Linden Ave.
 18 Marylee St.
 25 Lorimer St
 8 Linden Ave.
 1 Burton Ave

YES, I support a three-way stop sign installation at the corner of Pelham Street North and Shorthills Drive to slow the speed of traffic on Pelham Street North, which has been observed to be at times severely in excess of the speed limit, causing danger and heightened noise for local residents.

NAME:

ADDRESS/e-mail:

John & Brenda Neilson

1616 Pelham Street

Stephan Ayotte

STEPHAN.AYOTTE@NIKE.COM / 8 Giles Crescent.

OUR MISSION: Pelham Public Library's mission is to engage, encourage and enrich our community.

MINUTES OF APRIL 22, 2020

Location: via Zoom

Present: Nicole Nolan (Chair), Councillor Marianne Stewart, Greg Lewis, Gwendoline MacDougall, Catherine McPherson, Madison Smith, Tim Wright

Staff: Amy Guilmette (Acting CEO), Mikayla Gora (minutes), Jo-Anne Teeuwsen (Acting Deputy CEO)

Regrets: Donald Brown, Gail Pepper

We begin this gathering by acknowledging the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabeg peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum agreement. Today this gathering place is home to many First Nations, Metis, and Inuit Peoples. Acknowledging this reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

1. Call to Order/Regrets/Review Health and Safety Guidelines

- The meeting was called to order at 6:04 p.m. by N.Nolan.

2. Approval of the Agenda

- The following amendments were added to the agenda:
 - 9.1 - 9 Tips for Board Decision Making During COVID-19
 - 10 - Resolution to Move to Closed Session
 -

- Moved by G. Lewis, seconded by C. McPherson

That the agenda for the meeting of April 22, 2020 be approved as amended and the reports and correspondence listed on the agenda be received for discussion/action. CARRIED.

3. Conflict of Interest Declarations

- None

4. Approval of the Minutes

4.1 Minutes of the Library Board Meeting of February 19, 2020

- Location of the board meeting was not stated, this will be amended.
- Moved by G. MacDougall, seconded by G. Lewis

That the minutes of the Library Board meeting of February 19, 2020 be approved as amended. CARRIED.

4.2 Minutes of the Special Library Board Meeting of March 16, 2020

- Moved by C. McPherson, seconded by T. Wright

That the minutes of the Special Library Board meeting of March 16, 2020 be approved as presented. CARRIED.

4.3 Minutes of the Special Library Board Meeting of April 1, 2020

- Moved by G. Lewis, seconded by M. Smith

That the minutes of the Library Board meeting of April 1, 2020 be approved as presented. CARRIED.

4.4 Board Attendance List

- Nothing to report.

5. Business Arising from the Minutes

5.1 Recommended Amendment to *Board By-Law BL-05 Meetings of the Board* by the Policy Committee

- Amendment includes changing the minimum number of Library Board meetings from ten to seven. This change comes as a result of the Provincial Government updating the Library Act.
- Amendment also includes the implementation of a Consent Agenda to each board meeting.

- Moved by G. MacDougall, seconded by M. Smith
That the Board accepts the recommendation of the Policy Committee for the changes to Board By-Law BL-05 and that these changes will take effect for the next regular Library Board meeting.

5.2 Strategic Planning for 2021-2025

- A. Guilmette proposed to extend the current 2017-2020 Strategic Plan for another year and to look at creating a new Strategic Plan in 2021.
- G. Lewis advised looking into the 2017-2020 Strategic Plan to see if any individual elements need to be updated for an additional year of use.
- Board agreed to discuss this further during the next scheduled board meeting.
- Moved by G. MacDougall, seconded by M. Smith
That the Board extend the 2017-2020 Strategic Plan for an additional year, and that a new strategic plan will be created in 2021 to start in 2022.

6. Library Reports

6.1 Managers' Report for March & April

- A. Guilmette presented the Manager's Report for March & April 2020 to the Board.
- The Board agreed that during Phase Two of Library Re-Opening both Maple Acre and Fonthill Branches should be opened but stipulates that they should not be open simultaneously.
- Moved by M. Smith seconded by T. Wright
That the Managers' Report for March & April 2020 be received.
CARRIED.

7. Finances

7.1 February 29, 2020 Consolidated Financial Report

7.2 March 31, 2020 Consolidated Financial Report

- A. Guilmette presented the March 31, 2020 Consolidated Financial Report to the board.
- Moved by T. Wright, seconded by M. Stewart

That the February 2020 and March 2020 Consolidated Financial Reports be received. CARRIED.

7.3 Update on 2020 Operating Budget considering effects of COVID-19 Pandemic

- A. Guilmette presented an update of the 2020 Operating Budget to the Board with consideration placed on the effects that the COVID-19 Pandemic has had on the Operating Budget.
- Moved by T. Wright, seconded by G. Lewis

That the update on the 2020 Operating Budget be received. CARRIED.

7.4 February 2020 Charitable Account Summary

- A. Guilmette presented changes to the Charitable Account.
- A. Guilmette requested approval as to what budget, operating or charitable, that the purchase of acrylic shields for the circulation desks be attributed to. A. Guilmette proposed it be purchased from the Charitable Account under Miscellaneous.
- Board agreed to have the purchase of plastic shields to be purchased with funds from the Charitable Account.
- Moved by G. MacDougall, seconded by C. McPherson

That the February 2020 Charitable Account Summary be received and that the spending on items specific to COVID 19 will come out of the Charitable Fund. CARRIED.

8. Library Board Reports

8.1 Councillor's Report - M. Stewart

- Nothing to report.

8.2 Maple Acre Friends' - M. Smith

- Nothing to report.

8.3 Town of Pelham Seniors Advisory Committee - G. MacDougall

- Seniors Advisory Committee is working on setting up a service that provides remote programming for seniors at the Meridian Community Centre.

8.4 Pelham Art Festival Report - A. Guilmette

- Pelham Art Festival has been cancelled for this year.
- Moved by M. Smith, seconded by M. McPherson

**That the Councillor's report, the Town of Pelham Seniors Advisory Committee report and the Pelham Art Festival Report be received.
CARRIED**

9. Additional Items

9.1 Nine Tips for Board Decision Making During COVID-19

- Received for information.
- G. MacDougall leaves meeting at 7pm.

10. Resolution to Move to Closed Session at 7:02 pm.

- Moved by M. Smith, seconded by T. Wright

That the Board now move into closed session for reasons permitted under the Public Libraries Act RE: discussion of matters about an identifiable individual. CARRIED.

Rise from In Camera at 7:20 pm

- Moved by C. McPherson, seconded by G. Lewis

That the Board now move out of closed session with report.

- Moved by M. Stewart, seconded by C. McPherson

That the Library Board directs the Acting CEO to complete the actions discussed in camera.

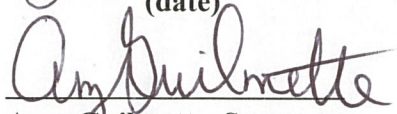
10. Adjournment

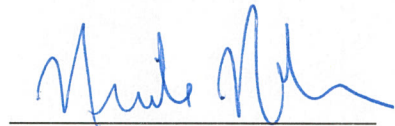
- Moved by M. Stewart

That the Library Board meeting of April 22, 2020 be adjourned at 7:45 p.m.
CARRIED.

The foregoing minutes were approved by the Pelham Public Library Board on

June 30, 2020
(date)


Amy Guilmette, Secretary


Nicole Nolan, Chair



Special Library Board Meeting Minutes

OUR MISSION: Pelham Public Library's mission is to engage, encourage and enrich our community.

MINUTES OF MAY 19, 2020

Location: via Zoom

Present: Nicole Nolan (Chair), Greg Lewis, Gwendoline MacDougall, Catherine McPherson, Gail Pepper, Madison Smith

Staff: Amy Guilmette (Acting CEO), Mikayla Gora (minutes), Jo-Anne Teeuwssen (Acting Deputy CEO)

Regrets: Councillor Marianne Stewart, Donald Brown, Tim Wright

We begin this gathering by acknowledging the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabeg peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum agreement. Today this gathering place is home to many First Nations, Metis, and Inuit Peoples. Acknowledging this reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

1. Call to Order/Regrets/Review Health and Safety Guidelines

- The meeting was called to order at 4:06 p.m. by N.Nolan

2. Approval of the Agenda for the Special Meeting of May 19, 2020 and receipt of reports and correspondence

- Moved by G. Lewis, seconded by M. Smith
That the agenda for the special meeting of May 19, 2020 be approved as presented and the reports and correspondence listed on the agenda be received for discussion/action. CARRIED.

3. Conflict of Interest Declarations

- None

4. Resolution to Move to Closed Session at 4:08 p.m.

- Moved by G. MacDougall, seconded by G. Lewis



Special Library Board Meeting Minutes

That the Board now move into closed session at 4:09 p.m. for reasons permitted under the Public Libraries Act RE: discussion of matters about an identifiable individual. **CARRIED.**

5. Resolution to Move out of Closed Session

- Board moved out of Closed Session at 4:15 p.m.
- Moved by G. MacDougall, seconded by M. Smith
The Library Board accepts Gail Pepper back to the Library Board after a leave of absence of three months. CARRIED.

6. Library Reports

6.1 Managers' Report for March & April

a) Back to Business COVID-19 Recovery Team Worksheet

b) Draft of Curbside Services at Pelham Public Library

- A. Guilmette presented the Back to Business COVID-19 Recovery Team Worksheet and Draft of Curbside Services at Pelham Public Library to Board.
- M. Smith suggested the addition of information regarding when patrons can call the library to speak with a staff member.
- G. MacDougall suggested the addition of information regarding how patrons who are not able to leave their homes currently should return books.
- M. Smith suggested to include that the Pelham Public Library is quarantining materials for 72 hours after they are returned in compliance with the recommendations set out by the Ontario Library Association.
- Moved by G. Lewis, seconded by G. MacDougall

The Board receives the Acting-CEO report on the Library's recovery plan and outline for curbside services. The Board approves the services offered during the recovery period as stated within the plan and authorizes the Acting-CEO to make adjustments to the recovery plan as circumstances change within the province when Public Health makes recommendations and any changes that will work to maintain a safe workplace. Any substantive changes to the plan will be shared with the Library Board. CARRIED.

- A. Guilmette addressed a motion passed during the Board meeting of March 16, 2020 that stated *"That the Board requires that if an employee chooses to travel outside of Canada during the 2020 COVID-19 Pandemic, they will be required to take an extra two weeks off of work after they return to Canada."*
- A. Guilmette requested that the Board consider amending this motion to provide more specific direction.



Special Library Board Meeting Minutes

- Moved by C. McPherson, seconded by M. Smith
That the Board requires that if an employee chooses to travel during the 2020 COVID-19 Pandemic and they are then advised by the authorities to self-quarantine upon return, they must comply with all directive set out to fulfill the self-quarantine period by using vacation or unpaid leave during that time. CARRIED.

c) Memo: Recommendation on changes to Circulation Policy during COVID-19

- A. Guilmette requested that the Board give her the authority during the COVID-19 Pandemic to make changes to the Circulation Policy based on maintaining a safe workplace or on compassionate reasons.
- Moved by G. MacDougall, seconded by G. Lewis
That the Board approves the Acting-CEO to make exceptions and changes to the current Circulation Policy OP 1.01 during the recovery period of the COVID-19 Pandemic. These changes are only to be made when current procedures present challenges in maintaining a safe workplace, or for compassionate reasons while our community is in recovery. This flexibility with the Circulation Policy will remain in effect until the Board recalls this motion. CARRIED.

7. Items for Information

7.1 Pick-Up and Delivery Services – Guidance for Public Libraries. Created by Ontario Library Service-North, Southern Ontario Library Service, and Federation of Ontario Public Libraries staff

- Moved by M. Smith, seconded by G. Lewis
That the Pick-Up and Delivery Services – Guidance for Public Libraries be received for information. CARRIED.

8. Next Library Board Meeting Date

- Moved by G. Lewis, seconded by C. McPherson
That the regular Board meeting of May 27, 2020 be cancelled and that the next meeting be the regular meeting of June 24, 2020 at 6 p.m. CARRIED.



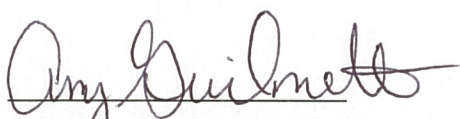
Special Library Board Meeting Minutes

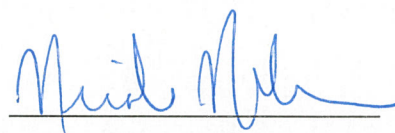
9. Adjournment

- Moved by M. Smith
That the Library Board meeting of May 19, 2020 be adjourned at 5:10 p.m.
CARRIED.

The foregoing minutes were approved by the Pelham Public Library Board on

June 30, 2020
(date)


Amy Guilmette, Secretary


Nicole Nolan, Chair

OUR MISSION: The mission of Pelham Public Library is to engage, encourage and enrich our community.

MINUTES OF JUNE 24, 2020

Location: via Zoom

Present: Nicole Nolan (Chair), Councillor Marianne Stewart, Donald Brown, Greg Lewis, Gwendoline MacDougall, Gail Pepper, Madison Smith, Tim Wright

Staff: Amy Guilmette (Acting CEO), Jo-Anne (Acting Deputy CEO), Mikayla Gora (minutes)

Regrets: Catherine McPherson

We begin this gathering by acknowledging the land on which we gather is the traditional territory of the Haudenosaunee and Anishinaabeg peoples, many of whom continue to live and work here today. This territory is covered by the Upper Canada Treaties and is within the land protected by the Dish with One Spoon Wampum agreement. Today this gathering place is home to many First Nations, Metis, and Inuit Peoples. Acknowledging this reminds us that our great standard of living is directly related to the resources and friendship of Indigenous people.

1. Call to Order/Regrets/Review Health and Safety Guidelines

- The meeting was called to order at 6:03 p.m. by N.Nolan.

2. Approval of the Agenda for the Special Meeting of June 24, 2020 and receipt of reports and correspondence

- Item 12: Resolution to Move to Closed Session will have two items.
- Moved by G. Lewis, seconded by G. Pepper

That the agenda for the special meeting of June 24, 2020 be approved as amended and the reports and correspondence listed on the agenda be received for discussion/action. CARRIED.

3. Request to Lift Consent Agenda Item(s) for Separate Consideration

- Lift Item 4.5 Town of Pelham's 2019 Audited Statement for separate consideration.

4. Consent Agenda Items to be Considered in Block

4.1 2020 Board Attendance List

4.2 Minutes of the Library Board Meeting of April 22, 2020

4.3 Minutes of the Special Library Board Meeting of May 19, 2020

4.4 May 2020 Charitable Account Summary

4.6 Reopening Public Libraries in Ontario - Key Considerations from SOLS

- Moved by T. Wright, seconded by M. Smith
That Item 4.5 be lifted from the Consent Agenda for discussion and all other items listed on the Consent Agenda for the June 24, 2020 Library Board Agenda be received. CARRIED.

5. Items for Separate Consideration, If Any

- Item 4.5 Town of Pelham's 2019 Audited Statement discussed further.
- Moved by G. Lewis, seconded by G. MacDougall
That Item 4.5 Town of Pelham's 2019 Audited Statement be received for information. CARRIED.

6. Conflict of Interest Declarations

- None

7. Business Arising from the Minutes

7.1 2020 Strategic Plan Board Action List Update

- A. Guilmette presented the updated 2020 Strategic Plan Board Action List to the Board.
- T. Wright asks whether A. Guilmette can summarize the previous years Strategic Plans and present what had been accomplished from them at the next board meeting. A. Guilmette will do so.
- Moved by G. Pepper, seconded by G. MacDougall
That the 2020 Strategic Plan Board Action List be received. CARRIED.

8. Library Reports

8.1 Manager's Report and Statistics for June 2020

8.2 Update on Library Services for Stage 2 and Beyond

- A. Guilmette recommends that the Library not partake in a shutdown for the first week of September 2020 because of the extended closure already taking place due to the COVID-19 pandemic.
- Moved by G. Pepper, seconded by G. Lewis
That due to extended Library closures during the COVID-19 pandemic, the Library Board hereby rescinds a previous motion made on May 22, 2019 for the library to shutdown for the first week of September 2020. CARRIED.
- Moved by G. MacDougall, seconded by T. Wright
That the Manager's Report and Statistics for June 2020 and the Update on Library Services for Stage 2 and Beyond be received. CARRIED.

9. Finances

9.1 May 31, 2020 Consolidated Financial Report from June 18, 2020

9.2 Projected 2020 COVID-19 Budget Summary

9.3 Pelham Library Reserve Summary as of December 31, 2019

- Moved by G. Lewis, seconded by M. Smith
That the May 31, 2020 Consolidated Financial Report, the Projected 2020 COVID-19 Budget Summary and the Pelham Library Reserve Summary as of December 31, 2019 be received. CARRIED.

10. Library Board Reports

10.1 Councillor's Report – M. Steward

- Nothing to report
- 7:01 p.m. Marianne Stewart leaves the meeting.

10.2 Maple Acre Friends' - M. Smith

- Presented summary of April 30, 2020 Maple Acre Friends' meeting.
- Maple Acre Friends' are considering different fundraising options during this changing time.
- T. Wright inquiries whether A. Guilmette should provide information to those within the Fonthill community that are interested in creating a Fonthill Friends' committee. A. Guilmette will look into ways to provide this information.

10.3 Town of Pelham Seniors Advisory Committee - G. MacDougall

- Town Hall flew the Pelham Seniors flag in recognition of June being Seniors' Month.
- Committee is having outreach programs that seniors' have been able to join mostly by phone.
- Additionally, anyone that registered as a senior at the Meridian Community Center is being contacted regularly.

10.4 Pelham Art Festival Report - A. Guilmette

- Pelham Art Festival may be in position to donate \$1,500 to the Library to go towards operating costs.
- Moved by M. Smith, seconded by G. MacDougall
That the Councillor's report, the Maple Acre Friends' Report, the Town of Pelham Seniors Advisory Committee report and the Pelham Art Festival Report be received. CARRIED.

11. Items for information

11.1 Town of Pelham's 2021 Budget Schedule

- A. Guilmette proposed that the Library Board consider changing the way the Library Budget Request is presented to Council. Other Niagara libraries use other methods for presenting their requests and some of these methods might better suit a smaller municipality.
- Moved by G. MacDougall, seconded by G. Lewis
That the Board requests the Finance Committee develop and present to the Board a process for presenting the 2021 Library budget. CARRIED.

- Moved by G. Lewis, seconded by M. Smith
That the Town of Pelham's 2021 Budget Schedule be received for information. CARRIED.

12. Resolution to Move to Closed Session

- Moved by M. Smith, seconded by G. Pepper
That the Board at 7:42 p.m. move into closed session for reasons permitted under the Public Libraries Act RE: discussion of matters about an identifiable individual. CARRIED.

Rise From In Camera

- Moved by G. Pepper, seconded by T. Wright
That the Board now move out of closed session at 8:11 with report. CARRIED
- Moved by G. Lewis, seconded by G. Pepper
That the Library Board directs the Acting CEO to complete the actions discussed in camera. CARRIED.

13. Next Library Board meeting date

- Wednesday, August 26, 2020 at 6 p.m.

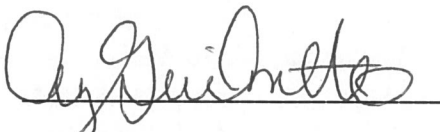
14. Adjournment

- Moved by G. Pepper
That the Library Board meeting of June 24, 2020 be adjourned at 8:16 p.m. CARRIED.

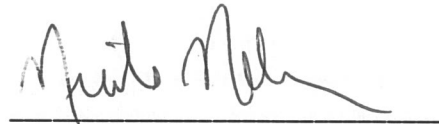
The foregoing minutes were approved by Pelham Public Library Board on

August-27, 2020

(date)



Amy Guilmette, Secretary



Nicole Nolan, Chair

Subject: Christmas In Pelham 2020**Recommendation:**

BE IT RESOLVED THAT Council receive Report #2020-0147; and recommend:

THAT Council adopt the Santa Claus Parade as a Reverse Parade/Drive Thru event, as part of 'Christmas in Pelham' to be held at Centennial Park, 999 Church St, Fenwick on Saturday December 12, 2020;

THAT Council designate Christmas in Pelham 2020 - Outdoor Christmas Market, to be held on Friday December 4, 2020, from 4pm to 10pm at Pelham Town Square, as a Municipally Significant Event;

AND THAT the Clerk be authorized to make application for a Special Occasion Permit for the Christmas in Pelham – Outdoor Christmas Market;

AND FURTHER THAT Council authorize the following road closure: Pelham Town Square entrance at Pelham Street to 55 meters east of Pelham Street, from 10:00am to 11:59pm on Friday December 4, 2020.

Background:

Christmas in Pelham combines all the in person and virtual elements of the holiday season in an overarching event. The Outdoor Christmas Market, the anchor event of the Christmas in Pelham season, is held annually by the Town and occurs on the first Friday in December. The event is held at Pelham Town Square from 4pm until approximately 9:30pm. The event is modeled on traditional European Christmas Markets and features local artisans and businesses and their seasonal offerings. The event provides Town residents an opportunity to enjoy the spirit of the season. For the 2020 season, an expanded event footprint will allow the event to adhere to the physical distancing requirements, maintain control over the number of participants, and is modelled on the successful 2020 Pelham Farmers Market layout and protocols.

The other key element of the Christmas in Pelham season is the Santa Claus Parade, that is organized by the Fenwick Lions club with support from the Town of Pelham staff. This annual event provides a “family tradition” for residents of the town. With the impact of COVID-19 on parades, a reverse parade model, supported by Town staff, is proposed for the 2020 season. The reverse parade would take the route off of Canboro Road in Fenwick, and instead be through Centennial Park in Fenwick. The reverse parade would allow for static floats along the designated route within the park and spectators would then drive through the event to see the floats.

Both elements of the Christmas in Pelham will be contingent on the most recent, and changing requirements for the safety of attendees regarding COVID-19 as deemed necessary by the Province of Ontario and the Niagara Region Public Health. Town staff continue to monitor, and consult with industry professionals on best practices and update event plans as recommendations change. Both the Outdoor Christmas Market and the Santa Claus Reverse Parade would be cancelled in the event they could not adhere to any new restrictions that come into effect.

Analysis:

The Outdoor Christmas Market started in 2013 and has been a popular seasonal outing every year since. Attendance has been impacted by weather in past years, and over the 5 hour period can see 1800 to 2500 in attendance.

Financial Considerations:

An approved 2020 budget amount of \$11,070 supports the Outdoor Christmas Market event. Additional revenues are raised from vendor fees, sales of beverages and corporate community donations. The Santa Claus parade has an approved 2020 budget amount of \$1800.00.

Alternatives Reviewed:

An alternative delivery of a virtual event adaptation was considered, as was the option of cancelling these events, which may become necessary if health statistics require it. A reverse parade is a relatively low risk activity, and the Christmas market should be able to operate, being outdoors and adopting the spacing and operational parameters of the farmer’s market.

Strategic Plan Relationship: Build Strong Communities and Cultural Assets

These events offer residents traditional recreational activities as well as the opportunity to support local small businesses in a safe and festive environment.

Consultation:

Pelham EOC Committee

Other Pertinent Reports/Attachments:

1. Outdoor Christmas Market Site layout.
2. Reverse Drive through Santa Claus Parade Site layout.

Prepared and Recommended by:

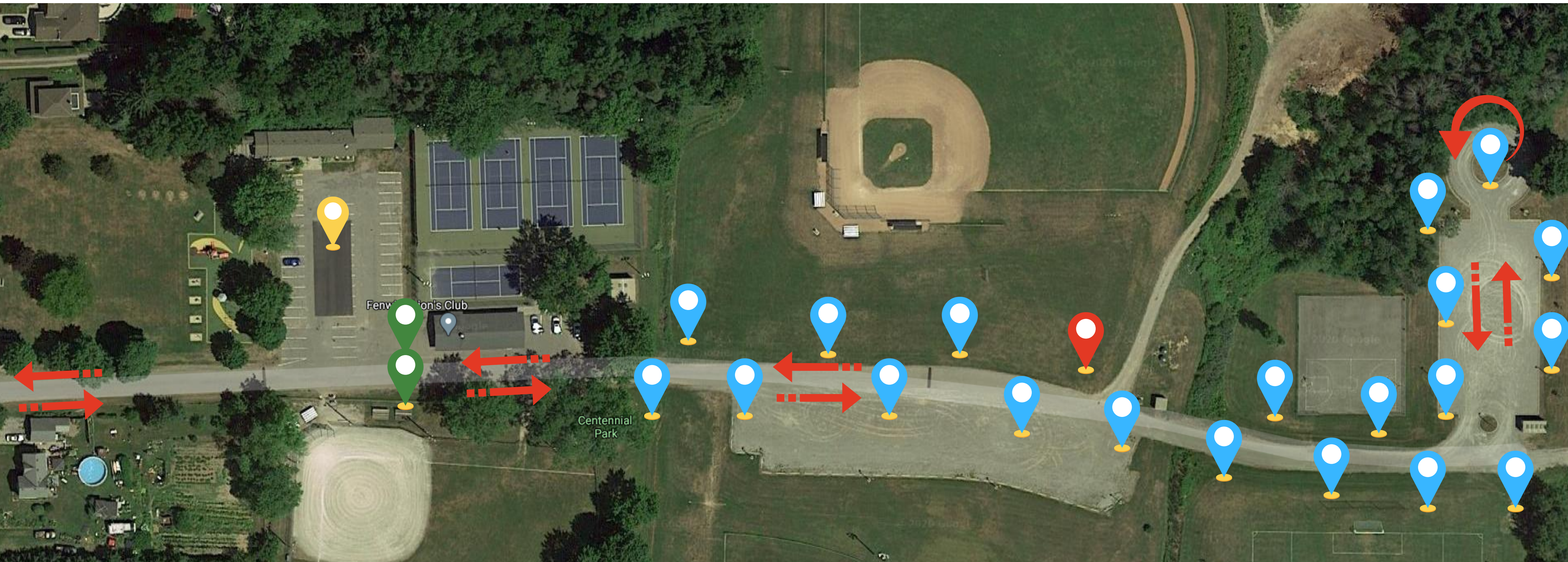
Leah Letford,
Special Events and Festivals Programmer

Vickie vanRavenswaay, RRFA
Director of Recreation, Culture and Wellness

Prepared and Submitted by:

David Cribbs, BA, MA, JD, MPA
Chief Administrative Officer

Drive Thru Christmas Parade 2020







Drive Thru Parade concept has all parade "floats" as stationary points along a route. Vehicles (spectators) then move their way along the parade route.

One way traffic flow only - from Church Street (feeds from both Canboro & Foss) Exit from park - right hand turn only from Centennial Park. Residents would be able to participate in a closed access area. Residents must access the parade in a vehicle. Vehicles would be required to use four way flashers when entering line and moving through the parade route. Vehicles must maintain 10km speed in parade space. **No limitation on number of participants as drive through event.**

Inclusions:

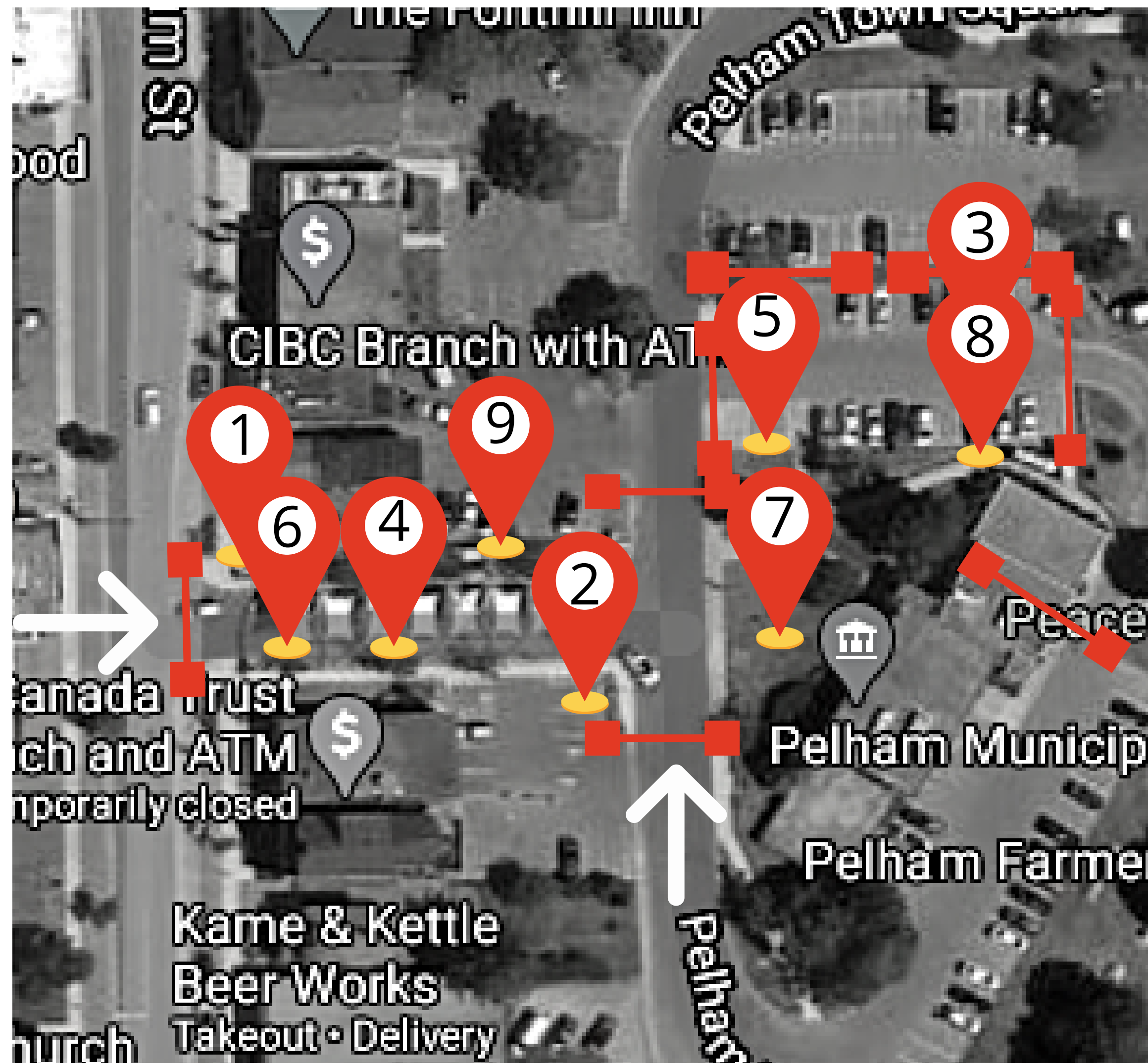
- Letters to Santa Drop off point
- Donation Drop off point
- Activity Sheets
- Scavenger Hunt on Route
- Promo bags for cars - inclusions from "floats"
- Audio/pdf file for descriptions/music

-  Parade Start Point/Drop Off
-  Locations for "Floats" along route
sections are up to 40' for displays
-  Location of Fire Department Float for egress point
-  Parking area for parade float support

Outdoor Christmas Market 2020

Residents would be able to participate in a closed access area with limited entry point. Spaced to allow physical distancing between vendors - modelled after successful 2020 Farmers Market.

- ➔ **Closed access 2 entrance/exit points, one way traffic flow.** Limited to 100 participants (including vendors) Parking access to Town lots open. Each area/ zone becomes separate event space - transient groups



- 1. Ice Carver Demonstration
- 2. Beverage station/Hot Chocolate/Christmas Inspired Beverages
- 3. Market - Vendors moved throughout the space, access to hydro from farmers market
- 4. Face Painter (Airbrush)
- 5. Horse Drawn Carriage Rides - pick up location
- 6. Activation area
- 7. Music performances if approved
- 8. Sponsor activation
- 9. Santa - social distance photos

Subject: Safe Restart Agreement-Municipal Operating Funding

Recommendation:

BE IT RESOLVED THAT Council receive Report #2020-0145 Corporate Services; and that Council supports the assessment that the Town of Pelham's financial situation requires provincial funding under Phase 2 on the basis that the funding under Phase 1 is not sufficient to address 2020 COVID-related operating pressures. Council supports the Town of Pelham's decision to apply for Phase 2 funding.

Background:

Under the federal-provincial Safe Restart Agreement, the Ontario government is providing up to \$4 billion in emergency assistance so that municipalities are supported as they respond to COVID-19. As part of this agreement, \$1.39 billion in funding is being made available to Ontario's 444 municipalities in two phases for general municipal operating pressures. The government distributed \$695 million in Phase 1. It will be distributing \$695 million in Phase 2.

Phase 1 funding was allocated to municipalities in August 2020, on a per household basis. The Town of Pelham received \$428,500 towards the projected COVID-19 shortfall of \$669,336 as reported on the July 27, 2020 report to Council.

Analysis:

The Phase 2 funding template was released by the Ministry of Municipal Affairs and Housing on October 1, 2020. A webinar was held on October 5 discussing the application process and what items are eligible for Phase 2 funding. One of the requirements is a Council resolution that Council supports the application for Phase 2 funding based on the need of the funds. The deadline for the application is October 30, 2020.

The reporting template will have actual revenue and expenditures to September 30 and projected revenue and expenditures from October 1 to December 31. The

reporting format is based on the Financial Information Return categories. The timelines for gathering the information is tight. A decision on the amount of Phase 2 funding will be made before the end of December 31, 2020. Payments of this grant will be made in early January 2021.

Financial Considerations:

It is important for the Town of Pelham to apply for Phase 2 funding since the COVID-19 related operating pressures have exceeded the Phase 1 allocation received from the province.

Alternatives Reviewed:

N/A

Strategic Plan Relationship: Financial Sustainability

This funding is critical in order not to carryforward COVID-19 budget pressures of 2020 to be covered by the 2021 operating levy since the Town does not have any stabilization reserves.

Consultation:

The entire Senior Leadership Team was consulted in reviewing eligible financial and operating costs.

Other Pertinent Reports/Attachments:

Not applicable.

Prepared and Recommended by:

Teresa Quinlin, MBA, CPA, CA
Director of Corporate Services/Treasurer

Prepared and Submitted by:

David Cribbs, BA, MA, JD, MPA
Chief Administrative Officer

Subject: Public Code of Conduct Report**Recommendation:**

BE IT RESOLVED THAT Council receive Report #2020-0149-Chief Administrative Officer for information purposes; and THAT the proposed Public Code of Conduct be approved.

Executive Summary:

The onset of the Covid-19 pandemic has undoubtedly increased stress, anxiety and exacerbated mental health issues across Canada. Town staff have noticed a significant increase in the amount of conflict, bullying, harassment, ridicule and general opposition from members of the community as staff attempt to provide services. While the root cause of this behavioural shift may be understandable, the *Occupational Health and Safety Act*, R.S.O. 1990, c. O.1, as amended, makes it clear that an employer must provide a safe and harassment free work environment.

As such, Town administration recommends to Council the approval and adoption of the attached Public Code of Conduct. The purpose of the Code is to ensure that staff are free from bullying, harassment and discrimination while providing public services. The proposed Code of Conduct clearly communicates the steps to be taken if and when breaches occur, which potentially include blocks on electronic and telephone communication with staff, and/or the issuance of short term bans or longer term trespass orders at Town facilities.

Background:

Over the years, various situations have arisen where a member of the public has become belligerent, threatening, demeaning or otherwise employed inappropriate language and behaviour towards Town staff. Fortunately, these have been relatively rare occurrences, however there is widespread sentiment amongst staff that the frequency and severity of such behaviour has increased since the start of the pandemic.

The Town has an existing Workplace Violence and Harassment Policy, S101-16, which partially applies to problematic behaviour, however this policy is binding upon staff, and offers no real enforcement mechanism against offending members of the

public. By clearly stating and communicating expectations around behaviour, it is hoped that the proposed Public Code of Conduct will deter inappropriate behaviour. Where the existence and communication of the Code is inadequate to stop inappropriate behaviour, the Code provides clear steps to the Town's Senior Leadership Team on when and how to proceed with communications bans and/or trespass orders, as appropriate.

Analysis:

The purpose of the attached policy is to clearly define a Code of Conduct for community members accessing Town services, and outline procedures for dealing with inappropriate behaviour arising from the use of Town services.

The policy covers all municipal property and special events and covers staff working out in the community at large (such as bylaw officers while on patrol, building inspections, parks staff, aquatics staff, etc.). The policy includes examples and the processes in place for staff in dealing with incidents from minor to major cases requiring a trespass order. Only the Fire Chief or Town Bylaw Enforcement Officers may issue trespass orders. The policy also covers incidents which occur during special events, on social media, traditional written communications and by phone.

Financial Considerations:

The cost of implementing the Public Code of Conduct is minimal. Some amount of signage and publicity will be necessary for high traffic public areas in Town facilities. The cost of producing the signage will be absorbed by existing Town budgets or it could also be covered under the Covid-19 expenses which will be funded by the Phase II COVID-19 grant. Costs of communicating the existence of the new Code to the public will be absorbed by the existing advertising/communications budget.

Staff are looking into training in de-escalation techniques and/or Violence and Harassment Policy refresher training. These are unbudgeted items and will be initially paid for from the Human Resources budget, however because they are Covid-19 related the Town will attempt to obtain funding for them through phase II of the Covid-19 funding from the upper levels of government. Both training and Code related communications will be pursued in the late fall.

Alternatives Reviewed:

Technically, maintaining the status quo is a viable option, however staff are looking for protection from inappropriate behaviour and this Code is a modified version of one enacted recently by the City of Elliott Lake, which has been experiencing similar

issues. As the employer, the Town has legal obligations to protect staff, which will require other positive steps to be taken in the event that Council does not endorse the attached Code.

Strategic Plan Relationship: Strong Organization

This proposed Public Code of Conduct supports two strategic priorities: as part of the risk management framework and supporting a strong organization by ensuring that all Town facilities are safe places to work.

Consultation:

The Town of Elliott Lake's Public Code of Conduct and attendant CAO report were used as source material. All members of SLT were consulted in the drafting of this report and the proposed Code.

Other Pertinent Reports/Attachments:

Draft Policy – Public Code of Conduct

Prepared and Submitted by:

David Cribbs, BA, MA, JD, MPA
Chief Administrative Officer



Code Name: Public Code of Conduct	Code No: S100-12
Committee approval date:	-
Council approval date:	October 19, 2020
Revision date(s):	-
Department/Division:	Human Resources

1. Purpose

- 1.1. The Corporation of the Town of Pelham oversees a vibrant and diverse community which recognizes and affirms the rights of all people to be free from discrimination, particularly discrimination based on race, national or ethnic origin, colour, religion, sex (including intersex status), gender, gender identity, gender expression, age, mental or physical disability, or any other prohibited ground of discrimination.
- 1.2. The Corporation of the Town of Pelham provides a variety of services, programs and facilities for use by its residents. All community members deserve to enjoy the use of, and access to these offerings without being subjected to discriminatory or otherwise inappropriate behaviour. Similarly, all Town of Pelham staff and volunteers deserve to be able to work free from discriminatory or otherwise inappropriate behaviour.
- 1.3. The Corporation of the Town of Pelham will not tolerate discriminatory or inappropriate behaviour in Town facilities, in any form, for any reason.
- 1.4. The Corporation of the Town of Pelham is committed to ensuring a respectful environment for all patrons, staff, and volunteers while attending or working at Town Properties or Events.
- 1.5. The purpose of this Code is to clearly define a Code of Conduct for members of the public who are accessing Town services. This Code outlines procedures for dealing with inappropriate behaviour arising from the use of Town services or facilities.



2. Code Statement

Town of Pelham staff and volunteers deserve to be treated with dignity and respect while on duty and providing services to the public. This Code establishes minimum behavioural requirements and creates a clear range of consequences for violation of the aforementioned behavioural requirements.

3. Definitions

In this Code:

- a. **“Chief Administrative Officer”** means the Chief Administrative Officer of the Town of Pelham, or a person delegated to act on their behalf;
- b. **“Communications Ban”** means the prohibition of direct communication through telephone, email or Town of Pelham operated social media. In most cases a Communications Ban will permit either one email address or the Public Service Response system to remain accessible to a member of the public who is subject to a Communications Ban. A Communications Ban requires the approval of the Chief Administrative Officer and is to be reviewed on an annual basis by the Chief Administrative Officer.
- c. **“Director”** means any senior-level management official of the Town. For greater clarity, “Director” excludes any member of Town Council.
- d. **“Inappropriate Behaviour”** includes, but is not limited to, behaviour that is:
 - i. Violent, threatens the use of violence, or incites or attempts to incite violence against an identifiable group or person;
 - ii. Vandalism or damage to Town Property;
 - iii. Harassment, bullying, ridicule, disparagement or intimidating behaviour directed at a staff member, volunteer, patron, or identifiable group or person;
 - iv. Refusal to follow health policies and practices, including but not limited to those designed to inhibit the spread of Coronavirus, established by the Town or any responsible order of government or public health authority;
 - v. Discriminatory in any way;
 - vi. Possession or mention of weapons;



- vii. Throwing of objects in a deliberate or aggressive manner;
 - viii. Participating in any illegal activity while on Town Property or while attending a Town Event;
 - ix. In a contravention of any Town Code, by-law, or regulation; and
 - x. Any other act deemed to be inappropriate by the Chief Administrative Officer or designate, with reference to the principles and values of this Code and anti-discrimination including micro-aggressions as defined herein.
- e. **“Staff”** means any employee of the Town, excluding Supervisors, Directors, and the Chief Administrative Officer;
- f. **“Supervisor”** means any employee with the supervisory duties or responsibility for other employees, or over a Town Property or Town Event; without limiting the generality of the foregoing, and for the purpose of this Code only, includes a Bylaw Officer, a Parks/Facilities/supervising lifeguard, or lead hand.
- g. **“Town”** means the Corporation of the Town of Pelham;
- h. **“Town Event”** means any event sponsored, organized, hosted, or delivered by the Town, and includes, but is not limited to, events such as Summerfest, the Supper Market, the Thursday Night Experience, Christmas Market, etc.
- i. **“Town Property”** means any real property owned or controlled by the Town, and includes, but is not limited to, Town Hall, Old Pelham Town Hall, the Meridian Community Centre, Fire Stations, Municipal Pool, Operations Centre, all local parks and playgrounds, but excludes properties and businesses operating in partnership with the Town.
- j. **“Trespass Notice”** means a notice issued by the Town pursuant to the *Trespass to Property Act*, RSO 1990, c T.21, s. 2 which prohibits an individual from entering specific Town Properties or attending Town Events for a period of time;
- k. **“Workplace Harassment”** shall have the same definition as in the *Occupational Health and Safety Act*, RSO 1990, c 0.1.



- I. **“Workplace Violence”** shall have the same definition as in the *Occupational Health and Safety Act*, RSO 1990, c 0.1.

3.1. Interpretation

- 3.1.1. This Code should be read and interpreted along with the Town’s Workplace Health & Safety Policy [S101-01](#), Workplace Violence Harassment Policy [S101-16](#), Respectful Workplace Policy [S101-03](#) and any other relevant or applicable policies as may be in place from time-to-time. These policies are intended to work in tandem with one another. Responsibilities and remedies contained in any of those policies may be imported and applied in situations arising from this Code.
- 3.1.2. This Code should also be read and interpreted in conjunction with the commentary on concepts surrounding discrimination and harassment, which can be found in Appendix A to this Code.

3.2. Authority to Enforce

- 3.2.1. This Code may be enforced by any staff member while on-duty, except the power to expel a member of the public or prohibit a member of the public from returning. The authority to expel a member of the public may only be exercised by the Fire Chief, a Bylaw Officer or a Supervisor or Director with the authority over that Town Property or Event.
- 3.2.2. The Fire Chief, a Bylaw Enforcement Officer or the Chief Administrative Officer may expel a patron from a Town Property or Event whether or not they are on-duty, and whether or not they are exercising a direct supervisory role at that time.
- 3.2.3. The authority to issue a Trespass Notice and to prohibit a patron from returning rests solely with the Fire Chief, a designated Bylaw Officer, Chief Administrative Officer or designate.



3.3. Procedure

- 3.3.1. No employee of the Town of Pelham is to knowingly put themselves in harm's way while dealing with any issues arising out of a patron's inappropriate behaviour. If the situation requires it, Town staff are to contact Bylaw Enforcement and/or police and request immediate assistance.
- 3.3.2. Town Staff should notify their direct supervisor about any inappropriate behaviour on the part of a member of the public as soon as it is detected, or as soon as possible thereafter. Staff are encouraged to obtain assistance from their supervisor in responding to inappropriate behaviour. Staff should not attempt to address inappropriate behaviour without the assistance of their supervisor except as set out in sections "Where In-Person Incident Arises Spontaneously or Where Incident Occurs in Writing, by Electronic Communications or Over the Telephone," below.
- 3.3.3. Immediately following the event, or as soon as practicable thereafter, the person affected shall make a record of the incident using the Town's [Violence/Harassment Incident Report Form](#). This record shall include the names of those involved (if known), a description of what happened, and the method(s) used to resolve the issue. The record shall also include the sanction imposed on the member of the public, where applicable. The form will then be submitted to the employee's immediate supervisor for further action. The Human Resources Department shall be responsible for maintaining said records for a period of three years.
- 3.3.4. In all cases the Town shall respond to inappropriate behaviour in a manner that is proportionate to the harm caused by, or potential harm arising from, the behaviour. The Town shall employ a graduated system of warnings, denial of service, short term and long term prohibitions (Trespass or Electronic Communications Ban) wherever possible to deal with inappropriate behaviour. The Town will attempt to impose the least onerous sanction that will achieve the objectives of public safety, inclusiveness, and freedom from harassment or abusive behaviour.



3.3.5. Upon resolution of an incident, the individual responsible for the inappropriate behaviour shall be given a written warning regarding the incident, where practicable. This warning may be mailed, emailed, or hand delivered to the individual. A record of the warning shall be retained by Human Resources.

3.3.6. Where the inappropriate behaviour results in destruction of Town property or vandalism, the Town shall invoice and/or commence legal proceedings against the individual responsible for the cost of repairing or replacing same as per the Town's Fee Schedule.

3.4 Where Future In-Person Incident Suspected

3.4.1 Where staff suspects that inappropriate behaviour may occur at a Town Property or Town Event, the person with knowledge thereof shall inform a member of the management team with immediate authority over the Town Property or Town Event and provide details of that suspected behaviour.

3.4.2 Upon receipt of the information, the member of the management team may choose to deal with the matter themselves or involve the Fire Chief, a Bylaw Officer or police, as appropriate in the circumstances.

3.5 Where In-Person Incident Arises Spontaneously

3.5.1 When inappropriate behaviour is first detected, Staff will attempt to use de-escalation techniques outlined in Appendix B to resolve the situation. Where a Staff member is uncomfortable using such methods, they shall report the behaviour to their Supervisor or Director who will attempt to use de-escalation techniques to resolve the situation.

3.5.2 If de-escalation fails, the Staff member shall notify the individual that, if their inappropriate behaviour persists, they will be asked to leave the premises or event. Staff should not continue to engage the individual at this point. If Staff are working outside of a Town Property or Town Event (example: public works employees working on a road), Staff shall



disengage with the individual, leave the area, and contact their Supervisor or Director.

3.5.3 If the inappropriate behaviour ceases, the incident is concluded and no further action is necessary, other than filling out a report as per section 3.3.3. of this Code. If the inappropriate behaviour persists, the Staff member shall notify their Supervisor or Director.

3.5.4 The Supervisor or Director may attempt de-escalation methods again, warn the individual that continued inappropriate behaviour will result in their expulsion from the premises, or proceed to expel the individual, involving the police if necessary. The decision on how to proceed shall be in the sole discretion of the Supervisor or Director and shall be made with reference to the purposes of this Code.

3.5.5 For a first occurrence, unless violence or threat of violence is involved (in which case a Trespass Order is mandatory, pursuant to section 3.7.1), expulsion of an individual from a Town Property or Town Event shall be, in the case of Town Property, for the remainder of the day, and in the case of a Town Event, for the remainder of the day or event, whichever is longer. Where a Town Event is taking place on Town Property, it shall be left to the discretion of the expelling Supervisor or Director whether the expulsion is for the remainder of the day or remainder of the event.

3.5.6 Violence, or threat of violence by a member of the public shall result in a Trespass order for a duration of at least one year, at the discretion of the Fire Chief, Bylaw Officer or Chief Administrative Officer.

3.6 Where Incident Occurs In Writing, Electronically Or By Telephone

3.6.1 When inappropriate behaviour is first detected, Staff will attempt to use de-escalation techniques outlined in Appendix A to resolve the situation. Where a Staff member is uncomfortable using such methods, they shall report the behaviour to their Supervisor or Director who will attempt to use de-escalation.



- 3.6.2 If de-escalation fails, the Staff member, Supervisor or Director shall inform the individual that, if inappropriate behaviour persists, the communication will be ended.
- 3.6.3 If inappropriate behaviour persists, the Staff member, Supervisor or Director shall inform the individual that the communication is being terminated. They shall not respond to any communications from the individual thereafter.
- 3.6.4 Where a communication has been terminated, the person terminating the communication shall inform their direct supervisor of the termination.
- 3.6.5 Where a member of the public engages in an ongoing pattern of bullying, harassment, threats, ridicule or similar behaviour in writing, by telephone or through social media, they shall be subject to a Communications Ban.

3.7 Trespass Notices

- 3.7.1 Where there is a threat of violence, violence occurs or where an incident is otherwise particularly egregious, or inappropriate behaviour is prolonged or repeated, the Fire Chief, a Bylaw Officer or a Police Officer shall issue a Trespass Notice against the individual.
- 3.7.2 The Notice shall be in a form prescribed by the Fire Chief and shall be in compliance with the provisions of the *Trespass to Property Act*, RSO 1990, c T.21. In addition to any details which may be required by those rules, the Trespass Notice shall include:
- a. The name of the person being notified;
 - b. A brief description of the reason(s) for the issuance of the Notice;
 - c. The precise details of which Town Properties or Town Events the individual is prohibited from attending;
 - d. The length of time the Notice shall govern; and
 - e. Information on how to appeal the Notice.
- 3.7.3 The decision to issue a Trespass Notice is subject to the sole discretion of the Fire Chief or Chief Administrative Officer. The decision of whether to have the Notice apply to all Town Properties and Town Events or merely



some Town Properties and Town Events shall be in the sole discretion of the Fire Chief or Chief Administrative Officer and shall be made with reference to the purposes and values underlying this Code.

3.8 Appeals

- 3.8.1 If an individual wishes to appeal any action taken under this Code, they shall submit a written appeal to the Chief Administrative Officer within 14 days of the subject action.
- 3.8.2 The decision will be reviewed by the Chief Administrative Officer and any decision made is final.
- 3.8.3 There will be no oral hearing on the appeal.
- 3.8.4 In making a decision, the Chief Administrative Officer shall consider the written submissions of the complainant and the written report of the incident. The Chief Administrative Officer may, in their sole discretion, seek additional information from any person involved, or legal advice to assist in making the decision.
- 3.8.5 The Chief Administrative Officer shall deliver a written decision to the complainant within 14 days of the complaint being received by the Chief Administrative Officer. That written decision shall contain reasons and shall be made with reference to the purposes and values underpinning this Code.

3.9 Communications Between Departments

- 3.9.1 In the event that a member of the public is expelled from a Town Property or Town Event, or a Trespass Notice is issued, a memorandum will be circulated to all Supervisors and Directors with details of same. The Supervisors and Directors may share that information with Staff as directed, or as they find appropriate.
- 3.9.2 Beyond the name of the individual, the fact that they have been expelled or issued a Trespass Notice, and the areas the expulsion or Notice are to



govern, the memorandum will contain only enough information to provide for the safety of Staff, Supervisors and Directors.

4. General Provisions

4.1. This Code applies to all Town Properties and all Town Events.

4.2. This Code applies to all forms of inappropriate behaviour, including, but not limited to behaviour that is verbal, physical, or written, and regardless of whether that behaviour is in person or not.

This Code applies to protect all staff and volunteers while on duty, including when outside of Town Properties such as building inspectors at job sites, or recreation or public works staff while performing employment tasks in the community-at-large.



APPENDIX A

DEFINITIONS AND CONCEPTS

1. **Anti-Racism** is the active process of challenging one's own biases and prejudices as well as the racism inherent in our institutions. Anti-Racism accepts that racism exists and requires individuals to actively combat it.
2. **Discrimination** is the process by which our prejudices become activated by actions that include ignoring, excluding, threatening, ridiculing, slandering, and acting violently towards, individuals of another social group.
3. **Diversity** refers to the policy of ensuring that Town of Pelham operations and facilities are welcoming spaces for historically disadvantaged groups and those likely to suffer discrimination on Human Rights Code protected grounds.
4. **Equity** refers to the degree to which marginalized people have the ability to affect change in the structure, culture, and practices of the organization. It refers to the level of fairness in a given system, rather than the formal equality within it.
5. **Heterosexism** is the systemic bias that favours heterosexuals and heterosexuality.
6. **Homophobia and Transphobia** refer to the irrational fear, dislike, hatred, intolerance, and ignorance of homosexuality and diverse gender identities. The terms refer to prejudice toward LGBTQ2+ persons.
7. **Inclusion** refers to the degree to which marginalized people participate within society.
8. **Intersectionality** is the way in which different identities combine to compound, and create unique forms of, oppression. For example, someone may face discrimination or oppression as a result of their race, religion, and sex.
9. **Micro-aggressions** are a form of covert or everyday discrimination. Micro-aggressions are brief, commonplace indignities that marginalized peoples are forced to deal with daily. Examples include asking racialized people where they really come from, complimenting an immigrant on their ability to speak English, or calling something "crazy" or "retarded." These actions are micro in the sense that they happen frequently and without much thought, but they can have a significant impact on individuals who have to face them daily.
10. **Prejudice** is the prejudgement of someone based on a social group to which that person belongs. Prejudice manifests itself in thoughts and feelings. A common example of prejudice is stereotyping. Prejudice is distinct from Racism. Racism relies



on institutional power in order to impose dominance over a racial group. Prejudice, on the other hand, is a set of attitudes based on assumptions. Prejudice can be either conscious or unconscious.

11. **Racism** is the historical accumulation and use of institutional power and authority to support prejudice and to enforce systematically discriminatory behaviours based on race. Racism occurs in both overt (ex., the Ku Klux Klan) and covert (ex., tone, demeanour, surveillance) ways.
12. **Sexism** refers to the ways in which institutional power, prejudice, and discrimination are used to oppress people based on their sex, gender, gender identity, or gender expression.
13. **Systemic Racism** refers to the ways in which our laws, policies, and practices provide advantages to certain groups at the expense of others.



APPENDIX B

RECOGNIZING AGGRESSION

It's important for staff to be able to recognize signs of aggression. Below is a list of physical and behavioural changes that can indicate if a person is becoming escalated:

PHYSICAL

Flushed or pale face
Sweating or perspiring
Clenched jaw or teeth
Shaking or trembling
Clenched fists
Rapid breathing
Fidgeting
Glaring eyes
Rise in pitch of voice/change of tone

BEHAVIOURAL

Loud voice or yelling/shouting
Pointing or jabbing fingers
Swearing or verbal abuse
Standing too close
Aggressing posture
Throwing, hitting or kicking things
Pacing and restlessness
Violent gestures
Inappropriate language, verbal or written
Disparaging comments, verbal or written
Bullying tactics

DE-ESCALATION TECHNIQUES

If employees start to notice any of the above behaviour when interacting with a customer, apply these de-escalation techniques:

Maintain Composure

- Take a deep breath;
- If possible, avoid arguing with the public when they are angry, displeased, or complaining. If you become upset, it will only escalate the situation further
- Use a lower tone of voice, and try not to get defensive if insults or anger are directed at you (within reason). Remind the public that you are there to help

Become aware of your surroundings, if applicable

- Notice if there are others in the room, objects such as chairs, tables or items on a table; take note of exits and openings and whether you are blocking the customer

Listen

- Let the member of the public vent (within reason) and avoid talking over them; maintain eye contact if applicable and be aware of your body language;



- Repeat or paraphrase what is heard to show you understand the situation;
- If unclear, ask open ended questions to get more clarification; also ask to take notes

Show Interest & Empathy

- Maintain a concerned, sincere and interested facial expression and/or tone of voice; Show or express understanding without passing judgment, even if you do not agree with their position

Acknowledge

- Acknowledging someone's feelings helps by validating their emotions; this confirms the legitimacy of the emotion but not the behaviour
- Example: "I can see how that could have been frustrating"

Agree

- Find some truth to what is being said and agree with it; when you agree with some truth, you take away some resistance
- Example: "I agree Mr. Jones that would be difficult to deal with"

Apologize

- A sincere apology can build credibility and lets the customer know what you are empathetic to what they are going through
- Example: If there is a legitimate cause for anger – "I'm sorry we forgot to send your bill"
- Example: If there isn't anything to apologize for directly – "I'm sorry this situation has you so frustrated"

Try to Solve the Problem

- Ask the customer for their ideas on how they would like the situation resolved; if you are not able to help them, seek the assistance of someone who can

Clarify Next Steps

- Summarize the next steps and let the customer know what to expect and when
- Do not make promises you cannot keep; if you say you will call back – make sure you call back even if you do not have an update

If these de-escalation techniques do not work, be prepared to either ask the customer to leave the premises if in-person or advise them that the communication will be terminated if over the phone or by email.

Subject: Mandatory Mask Bylaw Amendment**Recommendation:**

BE IT RESOLVED THAT Council receive Report #2020-0154 for information;

AND THAT Council consider passing the proposed by-law amendment attached to the said report and presented separately at the Presentation and Consideration of By-Laws of this Regular Meeting of Council as By-Law No. 4285(2020).

Background:

Council passed its mandatory mask bylaw on August 10, 2020. Generally, residents have respected both the Town's and Region's bylaw on this topic in recognition of the benefits for community health. At time of writing, Pelham is fortunate to have only two active cases of Covid-19 infection. Staff have now received multiple complaints from residents of a multi-unit residential building that residents are not respecting social distancing guidelines in common space areas such as hallways, laundry rooms, recreation areas, the lobby, etc. Assuming this case to be illustrative of the other multi-unit residential buildings in Pelham, staff propose adopting the requirements of the equivalent bylaw from the City of Toronto.

Analysis:

The proposed amendment would extend the existing bylaw's reach to the common areas of multi-unit residential properties in the Town of Pelham. It would apply equally to apartment buildings, seniors buildings and condominiums (the legal ownership structure not being germane to the health consideration). It is difficult to socially distance in hallways, laundry rooms and other in-door common spaces. With the onset of cold weather, it is reasonable to expect people to be spending more time indoors, and consequently there being an increased likelihood of virus transmission. Requiring masks to be worn in these areas is a relatively simple mechanism to protect public health.

The wearing of face masks has been demonstrated to be a pillar of the prevention efforts with respect to the spread of Coronavirus. Town Council has seen fit to enact a local facemask bylaw. This fits into the rationale for the bylaw, by extending it to shared, semi-public areas in otherwise private property where transmission is a realistic possibility because of the need to use the shared, semi-public areas and the difficulty in achieving adequate social distancing whilst doing so.

Financial Considerations:

Not applicable.

Alternatives Reviewed:

The status quo is always an option, however this proposed bylaw amendment is based upon the experience of other municipalities and has been initiated as the result of multiple complaints from a resident of a multi-unit, private dwelling, demonstrating a degree of need in the community.

Strategic Plan Relationship: Build Strong Communities and Cultural Assets

While this amendment will not specifically make the community stronger, it is intended to protect health.

Consultation:

Bylaws from the City of Mississauga and the City of Toronto were reviewed. Town staff have adapted the language from the equivalent amendment made to the City of Toronto's mandatory facemask bylaw. Staff have also consulted with staff at the City of St. Catharines, which at time of writing appears poised to pass an equivalent type amendment to that City's bylaw.

Other Pertinent Reports/Attachments:

Draft Bylaw Amendment

Prepared and Recommended by:

Holly Willford
Deputy Clerk

Prepared and Submitted by:

David Cribbs, BA, MA, JD, MPA
Chief Administrative Officer

THE CORPORATION OF THE
TOWN OF PELHAM
BY-LAW # 4285(2020)

Being a by-law to amend By-law No. 4270(2020), being a By-law to require the Wearing of Face Coverings in Enclosed Public Places and in Enclosed Common areas of Multi-unit, Residential Private Buildings during the COVID-19 Pandemic

Whereas The Corporation of the Town of Pelham has the authority to enact by-laws for the health, safety and well-being of persons pursuant to section 11 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended;

And Whereas the Province of Ontario. Regional Municipality of Niagara and The Corporation of the Town of Pelham have declared emergencies as a result of the COVID-19 pandemic pursuant to the *Emergency Management and Civil Protection Act*, R.S.O. 1990, c. E.9, as amended;

And Whereas the Council of The Corporation of the Town of Pelham wishes to implement a requirement for persons to wear a face covering while in certain enclosed public places and within common areas of multi-unit, residential private buildings to assist in reducing the spread of COVID-19 within the Town of Pelham;

NOW THEREFORE the Council of The Corporation of the Town of Pelham **ENACTS** as follows:

1. THAT By-law 4270(2020) be, and is hereby amended as follows:
2. THAT Sections 1(1), 1(2), 1(3), 1(5), 1(6) and 1(7) is amended by including the phrase “or in enclosed common areas of multi-unit, residential private buildings” after “enclosed public space”.
3. THAT Section 1(5) is amended by including the phrase “or private resident including their guests or any invitees of the multi-unit residential private building” after “open to the general public”.
4. THAT Section 1(5) shall be amended to include the following:
 - (m) Apartment and condominium multi-unit buildings and their common areas (including but not limited to lobby, elevator, laundry room, meeting rooms, or other common use facilities)
5. THAT Section 1(9) is amended by including the phrase “or of an enclosed common area of multi-unit, residential private buildings, including but not limited to multi-unit apartments and condominium buildings” after “enclosed public space”.
6. This Amending By-law shall come into force and effect on October 19, 2020.

Enacted, signed and sealed this 19th day of October, 2020

MAYOR MARVIN JUNKIN

CLERK NANCY J. BOZZATO

THE CORPORATION OF THE
TOWN OF PELHAM
BY-LAW # 4285(2020)

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Enacted, signed and sealed this 19th day of October, 2020

MAYOR MARVIN JUNKIN

CLERK NANCY J. BOZZATO

THE CORPORATION OF THE
T O W N O F P E L H A M
BY-LAW #4286(2020)

**Being a by-law to adopt, ratify and confirm the actions of
the Council at its regular meeting held on the 19th day of
October 2020.**

WHEREAS Section 5 (3) of the Municipal Act, S.O. 2001, Chapter M.25, as amended, provides that, except if otherwise authorized, the powers of Council shall be exercised by by-law;

AND WHEREAS it is deemed desirable and expedient that the actions of the Council as herein set forth be adopted, ratified and confirmed by by-law;

NOW THEREFORE COUNCIL OF THE CORPORATION OF THE TOWN OF PELHAM ENACTS AS FOLLOWS:

- (1) (a) The actions of the Council at its meeting held on the 19th day of October, 2020, including all resolutions or motions approved, are hereby adopted, ratified and confirmed as if they were expressly embodied in this by-law.
(b) The above-mentioned actions shall not include:
 - (I) any actions required by law to be taken by resolution, or
 - (II) any actions for which prior Ontario Municipal Board approval is required, until such approval is obtained.
- (2) The Mayor and proper officials of the Corporation of the Town of Pelham are hereby authorized and directed to do all things necessary to give effect to the above-mentioned actions and to obtain approvals where required.
- (3) Unless otherwise provided, the Mayor and Clerk are hereby authorized and directed to execute and the Clerk to affix the seal of the Corporation of the Town of Pelham to all documents necessary to give effect to the above-mentioned actions.
- (4) THAT this by-law shall come into force on the day upon which it is passed.

READ, ENACTED, SIGNED AND SEALED
THIS 19th DAY OF October 2020 A.D.

MAYOR MARVIN JUNKIN

TOWN CLERK, NANCY J. BOZZATO