



# TOWNSHIP OF WILMOT

## **Council Meeting Agenda**

**Monday, February 8, 2021**

**Regular Council Meeting**

**Virtual**

**7:00 P.M.**

This meeting is open to the public and is available through an online platform. Please subscribe to the [Township of Wilmot You Tube Channel](#) to watch the live stream or view after the meeting.

Delegations must register with the [Information and Legislative Services Department](#). The only matters being discussed at this meeting will be those on the Agenda.

- 1. MOTION TO CONVENE INTO CLOSED SESSION (IF NECESSARY)**
- 2. MOTION TO RECONVENE IN OPEN SESSION**
- 3. MOMENT OF SILENCE**
- 4. LAND ACKNOWLEDGEMENT – Councillor C. Gordijk**
- 5. ADDITIONS TO THE AGENDA**
- 6. DISCLOSURE OF PECUNIARY INTEREST UNDER THE MUNICIPAL CONFLICT OF INTEREST ACT**
- 7. MINUTES OF PREVIOUS MEETINGS**

### **7.1 Council Meeting Minutes Monday January 11, 2021**

#### **RECOMMENDATION**

THAT the minutes of the following meeting be adopted as presented:

Council Meeting January 11, 2021.

## **8. PUBLIC MEETINGS**

### **8.1 REPORT NO. DS 2021-002**

**Zone Change Application ZCA-01/21**

**LAV Developments Inc.**

**Part 1, Plan 58R-19065**

**53-75 Brubacher Street, Baden**

## **RECOMMENDATION**

THAT Report DS 2021-002 be received for information.

### **8.2 REPORT NO. DS 2021-003**

**Zone Change Application ZCA-02/21**

**Jon Lambert**

**Lot 39 and Part of Lots 40 and 41, Plan 627**

**49 Foundry Street, Baden**

## **RECOMMENDATION**

THAT Council approve Zone Change Application 02/21 made by Jon Lambert Lot 39 and Part of Lots 40 and 41, Plan 627 to change the zoning of the subject property from Zone 3 (Residential) to Zone 5 (Commercial) and to allow for required off-street parking to be provided within the front yard.

## **9. PRESENTATIONS/DELEGATIONS**

### **9.1 Aubs & Mugg Inc.**

**Matt Aubie**

**Branding Presentation**

#### **9.1.1 REPORT NO. ILS 2021-02**

**Branding Review**

**Final Direction Recommendation**

## **RECOMMENDATION**

THAT the recommendations and Corporate Identity presented by Aubs & Mugg Inc. and endorsed by the Senior Management Team, for Direction 2 be approved; and,

THAT the Information and Legislative Services Department be directed to implement the branding strategy.

**9.2 REPORT NO. COR 2021-009**  
**2021 Municipal Budget Package**

**RECOMMENDATION**

That the 2021 Municipal Budget dated February 1, 2021, as recommended by the ad hoc Budget Advisory Committee, be approved; and further

That the Director of Corporate Services / Treasurer be authorized to prepare the necessary levying by-law to raise \$9,087,350 for Township purposes from general taxation.

**10. CONSENT AGENDA**

**10.1 REPORT NO. FD 2021-01**  
**Fourth Quarter Activity Report**

**10.2 REPORT NO. FRS 2021-001**  
**Parks, Facilities & Recreation Services Fourth Quarter Activity Reports**

**10.3 REPORT NO. PW 2021-01**  
**4<sup>th</sup> Quarter 2020 Operations Activity Report**  
**October – December 2020**

**10.4 REPORT NO. CK 2021-001**  
**Quarterly Activity Report - October, November, December 2020**

**10.5 REPORT NO. PW 2021-02**  
**2020 Annual and Summary Water Distribution Report**

**10.6 REPORT NO. DS 2021-01**

**2020 Building Code Act Enforcement Cost Summary**

**10.7 REPORT NO. ILS 2021-05**

**Receipt of Petition for Drainage Works North Part of Lot 31,  
Concession 3, Block A Township of Wilmot**

**RECOMMENDATION**

THAT Report Nos. FD 2021-01, FRS 2021-001, PW 2021-01, CK 2021-001, PW2021-02, DS 2021-01 AND ILS 2021-05 be approved.

**11. REPORTS**

**11.1 PUBLIC WORKS AND ENGINEERING**

**11.1.1 REPORT NO. PW 2021-03**

**Wilmot Street Reconstruction and Gingerich Road Watermain  
Connection Improvements – Award of Contract**

**RECOMMENDATION**

THAT RFT 2020-24 be awarded to BEECH Infrastructure Group Ltd. for the reconstruction of Wilmot Street in New Hamburg and Gingerich Road Watermain Connection Improvements in Baden, as per their contract tender bid submitted on January 14, 2021, in the amount of \$1,957,305.10 plus HST.

**11.2 PARKS, FACILITIES AND RECREATION SERVICES**

**11.2.1 REPORT NO. PFRS 2021-002**

**Wilmot Horticultural Society Agreement**

**RECOMMENDATION**

THAT the five (5) year agreement between the Township of Wilmot and the Wilmot Horticultural Society be endorsed.

**11.3 INFORMATION AND LEGISLATIVE SERVICES**



**11.3.1 REPORT NO. ILS 2021-04**

**2021-2024 Multi-Year Accessibility Plan**

**RECOMMENDATION**

THAT the 2021-2024 Multi-Year Accessibility Plan be endorsed.

**11.3.2 REPORT NO. ILS 2021-06**

**Canadian Coalition of Inclusive Municipalities**

**RECOMMENDATION**

THAT staff continue to work with the Canadian Commission for the United Nations Educational, Scientific and Cultural Organization (UNESCO) to consider and prepare an application to join the Coalition of Inclusive Municipalities.

**11.3.3 REPORT NO. ILS 2021-07**

**Integrity Commissioner's Report**

**RECOMMENDATION**

THAT the report prepared by the Integrity Commissioner be received and that Council pass a subsequent Resolution regarding the recommendations contained within the report.

**12. CORRESPONDENCE**

**12.1 Open Letter to Council from Mr. N. Gordijk**

**13. BY-LAWS**

**13.1 By-law No. 2021-05      Wilmot Horticulture Society Agreement**

**13.2 By-law No. 2021-06      Zone Change Application 02/21**

**RECOMMENDATION**

THAT By-law Nos. 2021-05 and 2021-06 be introduced, read a first, second and third time and finally passed in Open Council

**13.3 By-law No. 2020-32 Nachurs-Alpine Drain**

**RECOMMENDATION**

THAT By-law No. 2020-32 be read a third time and finally passed in Open Council.

**14. NOTICE OF MOTIONS**

**15. ANNOUNCEMENTS**

**16. BUSINESS ARISING FROM CLOSED SESSION**

**17. CONFIRMATORY BY-LAW**

**17.1 By-law No. 2021-07**

**RECOMMENDATION**

THAT By-law No. 2021-07 to Confirm the Proceedings of Council at its Meeting held on February 8, 2021 be introduced, read a first, second, and third time and finally passed in Open Council.

**18. ADJOURNMENT**

**RECOMMENDATION**

THAT we do now adjourn to meet again at the call of the Mayor.



# TOWNSHIP OF WILMOT

## **Council Meeting Minutes** **Monday, January 11, 2021** **Council Meeting** **Electronic Online Participation** **7:00 P.M.**

Members Present: Mayor L. Armstrong, Councillors A. Hallman, C. Gordijk, B. Fisher, J. Gerber and J. Pfenning

Staff Present: Chief Administrative Officer G. Whittington, Director of Information and Legislative Services D. Mittelholtz, Director of Public Works J. Molenhuis, Director of Parks, Facilities and Recreation S. Jackson, Director of Development Services H. O'Krafka, Director of Corporate Services / Treasurer P. Kelly, Fire Chief R. Leeson, Director / Curator Castle Kilbride T. Loch, Manager of Information and Legislative Services / Deputy Clerk T. Murray

**1. MOTION TO CONVENE INTO CLOSED SESSION (IF NECESSARY)**

**2. MOTION TO RECONVENE IN OPEN SESSION**

**3. MOMENT OF SILENCE**

**4. LAND ACKNOWLEDGEMENT**

**4.1** Councillor J. Gerber read the Land Acknowledgement

**5. ADDITIONS TO THE AGENDA**

**6. DISCLOSURE OF PECUNIARY INTEREST UNDER THE MUNICIPAL  
CONFLICT OF INTEREST ACT**

**6.1** None Disclosed.

**7. MINUTES OF PREVIOUS MEETINGS**

**7.1 Council Meeting Minutes December 7, 2020**

## **Resolution No. 2021-01**

**Moved by: Councillor B. Fisher**

**Seconded by: Councillor J. Pfenning**

THAT the minutes of the following meeting be adopted as presented:

Council Meeting December 7, 2020.

CARRIED.

The Director of Information and Legislative Services confirmed that the minutes of the November 16, 2020 Council meeting will reflect the direction from Council for the Code of Conduct review to be included in the 2021 Work Program.

## **8. PUBLIC MEETINGS**

### **8.1 Glen Shantz Drain Court of Revision**

#### **8.1.1 Motion to Convene into Court of Revision for the Glen Shantz Municipal Drain**

## **Resolution No. 2021-02**

**Moved by: Councillor J. Pfenning**

**Seconded by: Councillor C. Gordijk**

THAT a Court of Revision now be called for the purposes of the Glen Shantz Municipal Drain.

CARRIED.

#### **8.1.2 Motion to Reconvene into Open Session of Council**

## **Resolution No. 2021-03**

**Moved by: Councillor C. Gordijk**

**Seconded by: Councillor A. Hallman**

THAT Council reconvene into open session.

CARRIED.

## **9. PRESENTATIONS/DELEGATIONS**

## **10. CONSENT AGENDA**

**10.1 REPORT NO. ILS 2021-01**

**Appointments to the Grand River Accessibility Advisory Committee  
GRAAC 2020-2024**

**10.2 REPORT NO. ILS 2021-03**

**Quarterly Activity Report  
October 1, 2020 to December 31, 2020**

**Resolution No. 2021-04**

**Moved by: Councillor J. Gerber**

**Seconded by: Councillor C. Gordijk**

THAT Report Nos. ILS 2021-01 and 2021-03 be approved.

CARRIED.

**11. REPORTS**

**12. CORRESPONDENCE**

**13. BY-LAWS**

**13.1 By-law No. 2021-01**

**Fees and Charges By-law**

**13.2 By-law No. 2021-02**

**Interim Tax Levy By-law**

**13.3 By-law No. 2021-03**

**Water and Sanitary Rates By-law**

**Resolution No. 2021-05**

**Moved by: Councillor J. Pfenning**

**Seconded by: Councillor B. Fisher**

THAT By-law Nos. 2021-01, 2021-02 and 2021-03 be introduced, read a first, second and third time and finally passed in Open Council.

CARRIED.

## **14. NOTICE OF MOTIONS**

- 14.1** Although not a Notice of Motion, Councillor C. Gordijk requested staff look into joining The Canadian Commission for UNESCO's (CCUNESCO) Coalition of Inclusive Municipalities for discussion at the next Council meeting. Council agreed with this direction to staff.

## **15. ANNOUNCEMENTS**

- 15.1** Councillor B. Fisher expressed his concerns with COVID-19 and encouraged residents to stick to the protocols made by the Provincial Government and Public Health.
- 15.2** Councillor A. Hallman noted that the mental health aspects of COVID-19 is on the rise and challenged everyone to reach out to those who are working the front lines.
- 15.3** Councillor A. Hallman thanked staff for the work done on the Shop Local Santa campaign encouraging residents to support local businesses.
- 15.4** Councillor A. Hallman thanked staff and members of Council for their dedication in upholding their commitment to democracy and to the community for their comments and questions.
- 15.5** Councillor J. Pfenning also noted she will be sharing a link on her Facebook page to an initiative that includes the decoration of puzzle pieces by individuals that will then be brought together once gathering restrictions are lifted.
- 15.6** Councillor J. Pfenning noted the Region of Waterloo is promoting a Safe Voluntary Isolation Spaces Program and asked staff to post on the website.
- 15.7** Councillor C. Gordijk advised that those finding the pandemic difficult, there are support systems through the Provincial and Federal Governments, in particular funding for schooling and small business is available and advised that a link will be provided to staff for posting on the website.
- 15.8** Councillor C. Gordijk thanked everyone for the work they did in 2020.

**16. BUSINESS ARISING FROM CLOSED SESSION**

**17. CONFIRMATORY BY-LAW**

**17.1 By-law No. 2021-04**

**Resolution No. 2021-06**

**Moved by: Councillor C. Gordijk**

**Seconded by: Councillor A. Hallman**

THAT By-law No. 2021-04 to Confirm the Proceedings of Council at its Meeting held on January 11, 2021 be introduced, read a first, second, and third time and finally passed in Open Council.

CARRIED.

**18. ADJOURNMENT (7:23 PM)**

**Resolution No. 2021-07**

**Moved by: Councillor C. Gordijk**

**Seconded by: Councillor B. Fisher**

THAT we do now adjourn to meet again at the call of the Mayor.

CARRIED.



**REPORT NO:** DS 2021-002

**TO:** COUNCIL

**SUBMITTED BY:** Harold O’Krafka, MCIP RPP  
Director of Development Services

**PREPARED BY:** Andrew Martin, MCIP RPP  
Manager of Planning/EDO

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Zone Change Application 01/21  
LAV Developments Inc.  
Part 1, Plan 58R-19065  
53-75 Brubacher Street, Baden

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**RECOMMENDATION:**

THAT Report DS 2021-002 be received for information.

**SUMMARY:**

The subject property is presently zoned Zone 4a (Residential) and allows up to 12 townhome units along with site specific setback and parking regulations. This application proposes to amend the current zoning to facilitate a development with up to 22 back-to-back townhome units.

**BACKGROUND:**

Notice of a Public Meeting was given to property owners within 120 metres of the subject lands on January 8, 2021. The following is a summary of comments received prior to the Public Meeting.



**Public:** none

**Agencies:** GRCA – requesting revisions to the storm water management plan to demonstrate the site plan is feasible with an acceptable swm design.

Region of Waterloo – outstanding at the time of writing this report

Kitchener-Wilmot Hydro – no concerns with zoning, but providing servicing comments to be accounted for through the subsequent site plan approval process

WRDSB – no concerns

WCDSB – no concerns

## **REPORT:**

The subject lands are designated Urban Residential in the Township Official Plan, and are zoned Zone 4a (Residential) within the Township Zoning By-law 83-38, as amended.

The current zoning permits a 12 unit townhome development with a reduced side yard setback of 2.5m and the provision of 3 parking spaces per unit. This application would amend the zoning to permit 22 back-to-back townhome units. To accommodate the development, the application proposes to:

1. reduce the required front yard setback from 7.6m to 6.6m
2. reduce the required exterior side yard setback from 6.0m to 3.3m
3. reduce the required parking from 3 spaces per unit to 2.3 spaces per unit
4. reduce the required depth of an exterior parking space from 6.0m to 5.5m.

The current zoning for 12 townhome units was part of zoning application approved in 2015 that also included the recent Timberlane development. The subject lands and Timberlane development were separate from one another through a consent application in 2016. The parcel of lands between the two developments continues to be held in the ownership of the original applicant for these developments, Westcap Development Inc.

Through the 2016 consent process, the boundary of the subject lands was created based on the development concept at that time. The current proposal necessitates a minor adjustment to the boundary of the property which is proposed through the conveyance of lands to the Township of Wilmot. The lands to be conveyed, not subject to this zoning application, immediately abut the south and east sides of the subject property and would be utilized for a driveway, walkway and parking facility.

No comments were received from neighbouring property owners through circulation of the application. At such time as any additional comments received at the Public Meeting are considered, sanitary sewer considerations area accounted for, and comments from the GRCA and the Region of Waterloo (once received) have been addressed, staff will return to Council with a detailed report and recommendation on the application.

**ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

Holding public meetings to gain input on planning matters promotes an engaged community.


**FINANCIAL CONSIDERATIONS:**

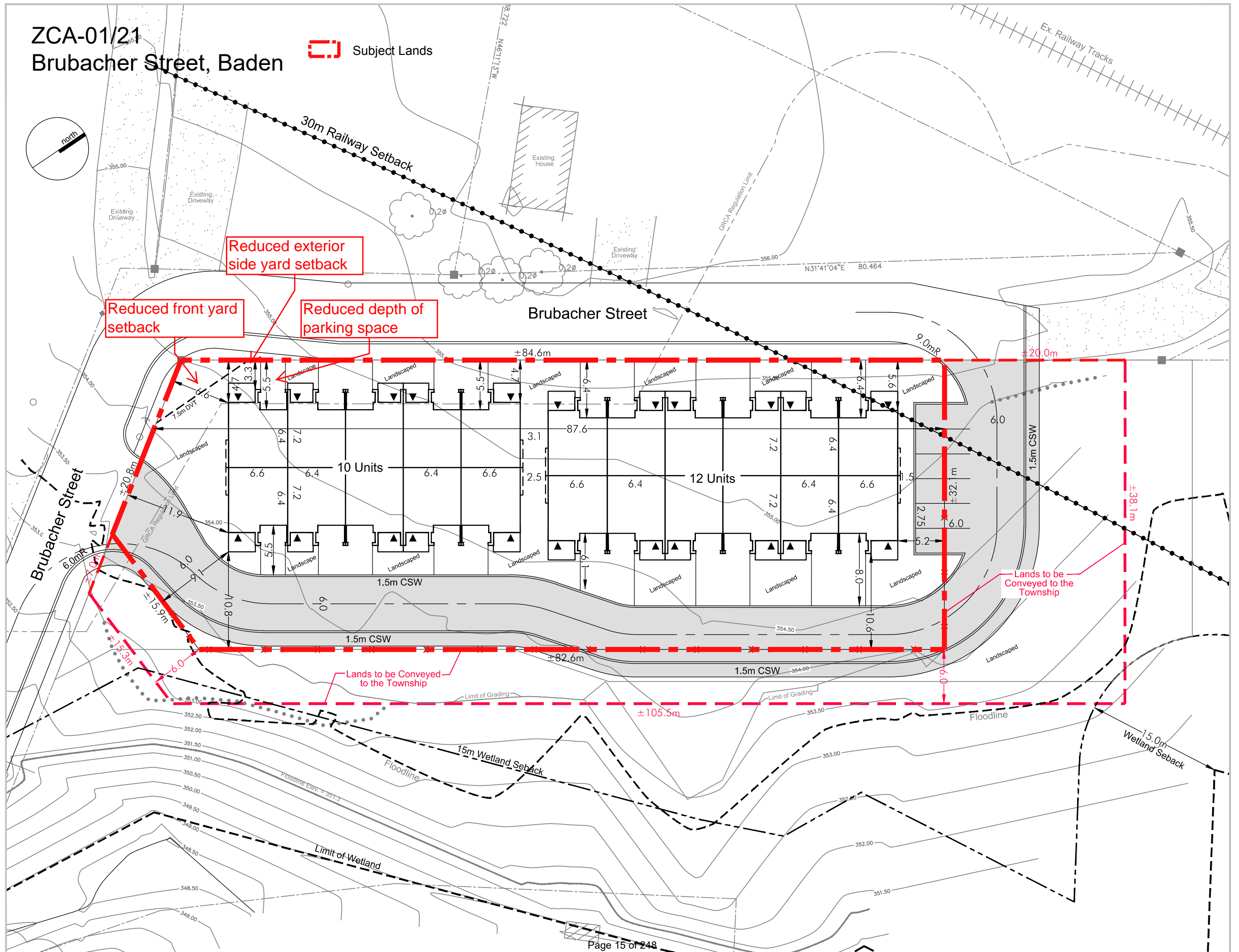
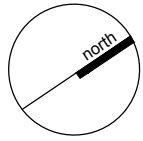
The application fees, established by the Township of Wilmot Fees and Charges By-law, were collected at the time of application.

**ATTACHMENTS:**

Attachment A      Site Plan

ZCA-01/21  
Brubacher Street, Baden

 Subject Lands





**REPORT NO:** DS 2021-003

**TO:** COUNCIL

**SUBMITTED BY:** Harold O’Krafka, MCIP RPP  
Director of Development Services

**PREPARED BY:** Andrew Martin, MCIP RPP  
Manager of Planning/EDO

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Zone Change Application 02/21  
Jon Lambert  
Lot 39 and Part of Lots 40 and 41, Plan 627  
49 Foundry Street, Baden

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**RECOMMENDATION:**

THAT Council approve Zone Change Application 02/21 made by Jon Lambert Lot 39 and Part of Lots 40 and 41, Plan 627 to change the zoning of the subject property from Zone 3 (Residential) to Zone 5 (Commercial) and to allow for required off-street parking to be provided within the front yard.

**SUMMARY:**

This application proposes to change the zoning of the subject property to commercial to allow the existing dwelling to be converted to offices. To accommodate the required parking to serve the office space, the application also proposes to allow parking within the front yard.

**BACKGROUND:**

Notice of a Public Meeting was given to property owners within 120 metres of the subject lands on January 8, 2021. The following is a summary of comments received prior to the Public Meeting.

**Public:** none

**Agencies:** GRCA – no comments

Region of Waterloo – no objections

WRDSB – no concerns, but indicating conversion subject to development charges

WCDSB – no concerns, but indicating conversion subject to development charges

### **REPORT:**

The subject lands are designated Urban Core in the Township Official Plan, and are zoned Zone 3 (Residential) within the Township Zoning By-law 83-38, as amended.

The subject property is currently developed with a single detached dwelling. The lands are designated Urban Core in the Township Official Plan. The Township Urban Core areas are intended to provide a full range of residential, commercial and institutional and other services within the Baden and New Hamburg urban areas.

The application proposes to rezone the property to Zone 5 (Commercial) to implement the Official Plan designation and allow the existing dwelling to be converted to offices. To support the office uses, a parking lot is proposed in front of the dwelling and the application includes a request to allow parking within the required front yard setback.

In support of the applications, a preliminary lot grading and drainage plan was submitted to demonstrate that a parking area adequate to meet the needs of the office uses could be accommodated on the property. Construction of the parking lot would be subject to site plan control at which time detailed engineering design will be reviewed by both the Region of Waterloo and Township of Wilmot.

No objections were received through circulation of the application. Use of the property for office space aligns with the intent to provide a range of land uses within the Baden urban core.

### **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

Holding public meetings to gain input on planning matters promotes an engaged community.

### **FINANCIAL CONSIDERATIONS:**

The application fees, established by the Township of Wilmot Fees and Charges By-law, were collected at the time of application.

### **ATTACHMENTS:**

Attachment A      Site Plan



49 FOUNDRY STREET  
2-STOREY BRICK BUILDING  
GFA = 238.2m<sup>2</sup>  
**To be converted into  
offices**

1.5m  
SETBACK

1.5m  
SETBACK



# TOWNSHIP OF WILMOT

## INFORMATION AND LEGISLATIVE SERVICES *Staff Report*

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**REPORT NO:** ILS 2021-02

**TO:** Council

**SUBMITTED BY:** Dawn Mittelholtz, Director of Information and Legislative Services / Municipal Clerk

**PREPARED BY:** Tracey Murray, Manager of Information and Legislative Services / Deputy Clerk  
Kelly Baird, Communications Specialist

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Branding Review  
Final Direction Recommendation

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### **RECOMMENDATION:**

THAT the recommendations and Corporate Identity presented by Aubs & Mugg Inc. and endorsed by the Senior Management Team, for Direction 2 be approved; and,

THAT the Information and Legislative Services Department be directed to implement the branding strategy.

### **SUMMARY:**

A branding review was approved by Council as part of the 2020 Budget. Aubs & Mugg Inc. conducted public consultation to develop a branding direction for the township through public, Council, and staff consultation. The recommendation is being presented to Council by Aubs & Mugg Inc. for approval.

### **BACKGROUND:**

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\*\*\*This information is available in accessible formats upon request\*\*\*



As a part of the 2020 capital budget, Council approved a Communications Modernization project that included a branding review and website update. The branding review consisted of hiring a third-party consultant who would lead the township through consultations with the public, Council, and staff. A Request for Proposal was circulated and significant interest was expressed from various firms throughout Canada. Toronto firm Aubs & Mugg Inc. was awarded the tender and began work on this project in July 2020. Despite the ongoing pandemic, asking the public to participate in this project provided a positive, community building exercise.

The present identifying mark currently used by the township is not a true logo, rather, it is the Township of Wilmot's Coat of Arms, which is a corporate symbol traditionally requiring strict usage guidelines. In addition, individual departments within the township make use of other identifying marks. Examples of such marks include Castle Kilbride and Heritage Wilmot logos, the Fire Department crest, the stylized W for Parks, Facilities and Recreation Services, and the Wilmot Trails logo. All of these marks have their understood usage and authorized users. A component of the branding review is to provide formalized standards to these marks to govern consistent usage.

## **REPORT:**

The Township of Wilmot is stunning and boasts a proud and engaged population. The settlement areas are rife with entrepreneurial opportunity and the township, as a whole, is a natural destination for tourism and industry with its developed infrastructure. This provided the branding consultants with excellent raw materials to work with in creating potential brand directions.

Aubs & Mugg Inc. were retained to provide the following deliverables:

- Facilitation of community engagement exercises relative to the creation of a township brand.
- Creation of marketing templates to promote public participation in the community engagement exercises.
- Creation of township brand designs to be presented to Township Council for final decision and approval.
- Creation of style guide/brand standard documents with implementation and policy recommendations.

The process undertaken by Aubs & Mugg Inc. began with the gathering of information from the township about its history, demographics, governance documents, attractions, landmarks and other pieces of interest to provide an overall view of Wilmot. The consultants met, virtually, with members of Council and staff to begin the consultative process. Members of the public were invited to provide feedback on their vision for Wilmot. Members of the public were also invited to take a more active role in this process by connecting with the consultants to provide more in-depth feedback. The consultants ensured this smaller group represented a full cross-section of residents, and not focused on specific geographic locations or demographic.



As brand directions were being developed, the project team, consisting of the Director of Information and Legislative Services, the Manager of Information and Legislative Services and the Communications Specialist, met regularly to provide feedback and discuss the input being provided by the public and how it formed the potential directions. The expertise of the consultants to take the feedback of the public and translate that into a visual representation cannot be understated. More than just a logo, the feedback also created the brand story and tagline being recommended.

At the end of 2020, the public were asked to provide input on three potential directions.

Direction 1: At Home in Wilmot



Direction 2: Our Common Ground



Direction 3: From Sunrise to Sunset



The consultants sought input from the public via quantitative and qualitative questions in the form of a survey. They were asked which direction felt most appropriate for Wilmot. This resulted in a near tie between Directions 1 and 2. The survey respondents were asked why each of the directions were either appropriate, or not appropriate for Wilmot.

As a part of the consultation process, an interview was conducted with a representative from The Healing of the Seventh Generations organization located in Kitchener, Ontario. Their valued participation was considered when refining the recommended brand.

The input received for Directions 1 and 2 originally favoured Direction 1 slightly. It was circulated again to the public for feedback. This additional feedback was provided to the senior management team who requested that Direction 2 be further refined by the consultant, resulting in the recommended brand being presented in this report.



The implementation of the brand is anticipated to have both operating and capital budget implications. As cost containment during the pandemic must be considered, the Information and Legislative Services Department is incorporating new brand rollout for stationary packages, vehicle graphics, and building wayfinding updates into the proposed operating budget. Departments with staff logo apparel will update, as required, and will incorporate into their proposed operating budgets. Facility signage updates are minimal as only those signs with the Coat of Arms will be updated in 2020. The township website is being updated to reflect the new brand as part of the 2020 capital budget item for Communications Modernization.

**ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

The current Strategic Plan has identified many areas that will be aided through the implementation of a professional brand. A true Wilmot brand identity will assist in furthering a sense of belonging and will be used in the promotion of township marketing, events and economic development endeavors. Corporate-wide communication efforts will be unified through the use of a proper Wilmot brand.

**FINANCIAL CONSIDERATIONS:**

The funding for the Corporate Branding Exercise and Website Refresh was approved under the 2020 capital budget as follows:

<b>Funding Source</b>	<b>Amount</b>
Municipal Modernization Funding	\$ 25,000
General Levy	15,000
<b>Total Budget</b>	<b>\$ 40,000</b>

The contract with Aubs & Mugg for the current phase of this Corporate Branding exercise was valued at \$13,228.80 (net of HST rebate). The remaining funding, as budgeted, includes initial implementation of the brand strategy, and updates to the township website in 2021.

The proposed 2021 operating budget and ten-year capital forecast includes additional expenditures associated with the implementation of the new brand.

**ATTACHMENTS:**

Aubs & Mugg Inc. Presentation – Township of Wilmot Corporate Identification

THE TOWNSHIP OF WILMOT

# Corporate Identity

## A note from Aubs & Mugg

Dear Wilmot,

On behalf of the entire Aubs & Mugg team, I'd like to thank you for welcoming us into your community and trusting us to communicate and identify the Township of Wilmot.

It is important to acknowledge that many people of Wilmot consider the Township to currently be in a state of transition and transformation. This year, the settlement areas of Wilmot have engaged in important and meaningful discourse; and have acknowledged topics relevant not only to the Township, but to Canadians across the country.

For this reason, it was more important than ever to open a conversation with the Township's citizens, staff, visitors, and stakeholders – a conversation about what connects Wilmot.

I believe, together, we have developed an identity which reflects the optimistic future of the Township. To those who live here, Wilmot is truly *home* – in a deeper, more genuine way than we've witnessed elsewhere.

And so, with sincere gratitude, we say thank you.

Sincerely,



Matt Aubie  
Co-Founder & Creative Director  
Aubs & Mugg Inc.



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01

# Project Research

## About the research

The foundation of the Township of Wilmot Corporate Identity project was research and community engagement. Throughout the project, various stakeholder groups across the Township were invited to share their views and perspectives on the Township, and provide feedback on the ongoing design work.

Recognizing that this identity holds the tremendous responsibility of representing a community of communities, it was critical the voices of the Township were heard and validated.

Thank you to everyone who participated in the research and feedback efforts, including:

Citizens of the Township of Wilmot

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Township of Wilmot staff

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Township of Wilmot council

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Kelly Lyn Baird, Tracey Murray, and Dawn Mittelholtz *Township project team*

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Kelly Curley *The Healing of the Seven Generations*

## By the numbers

Over the course of the project, the project team received nearly **500** digital responses from Township citizens, staff, and stakeholders.

Over the course of the project, the project team held **28** one-on-one interviews with Township citizens, staff, and stakeholders.

Each response and interview generated a collection of themes, outliers, and perspectives – all used to inform the design and development of the recommended corporate identity.

*All research synthesis reports are available through the Township of Wilmot.*



02

# Brand Narratives

## About brand narratives

Branding is a form of storytelling. The Township of Wilmot is filled with stories – within every home, every business, and every community.

The following brand narratives have been crafted to identify the stories which unify the Township. These narratives provide reference to the storytellers of Wilmot – through the lenses of economic development, tourism, and community engagement.

These narratives have been essential to the design of the Township's new corporate identity.



# Our Common Ground

From quintessential Ontario green space to growing neighbourhoods, to historic and charming town centres, our shared landscape is an integral part of Wilmot's identity.

The places of Wilmot sustain us, and we sustain them. The rolling hills, flowing Nith River, sprawling sky, and well-travelled roadways are important parts of the Wilmot lifestyle.



# Our Cherished Community

New to the area or born and raised, we care deeply about our home. We recognize that it is beautiful by nature, and work hard to preserve and cultivate its beauty. In Wilmot, we understand that today's shared experiences become tomorrow's shared legacy.

As residents of Wilmot, we are stewards of a remarkable place. Together, we preserve and pass along our collective stories, and actively foster community relationships.



# Our Balanced Rhythm

A place of many energies, in Wilmot you can both relax, and engage. Our charming countryside communities and peaceful rural landscapes offer a warm glow of respite from the hustle and bustle of the city. At the same time, Wilmot's position between two creative regions brings a pulse of vitality and inspiration to the community.

Fuelled by this unique mix of energies, Wilmot residents are able to cultivate the type of lifestyle they desire.



03

# Corporate Identity

## The Corporate Logo



The Corporate Symbol





## The Corporate Symbol: Meaning



**The Nith River**



**Rolling Fields**



**Rising Sun**

The Corporate Logo: 1 colour variation



04

# Design Language

## Field Green

Primary



## Nith Blue

Secondary



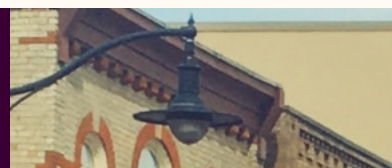
## Harvest Gold

Secondary



## Deep Magenta

*Found as an accent across Wilmot's architecture*



## Astoria

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq  
Rr Ss Tt Uu Vv Ww Xx Yy Zz 0 1 2 3 4 5 6 7 8 9 . , ! ? / ;

## Helvetica Neue

Aa Bb Cc Dd Ee Ff Gg Hh Ii Jj Kk Ll Mm Nn Oo Pp Qq  
Rr Ss Tt Uu Vv Ww Xx Yy Zz 0 1 2 3 4 5 6 7 8 9 . , ! ? / ;

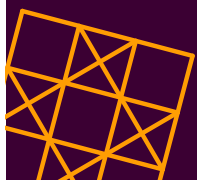
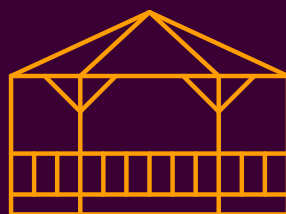
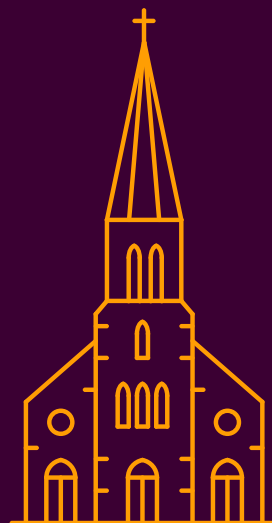
Lisbon New Prussia Berlett's  
Corners Josephsburg  
St. Agatha Sunfish Lake  
Philipsburg Foxboro Green  
Waldau Petersburg Baden  
Mannheim Shingletown  
Victoriaburg Wilmot Centre  
Holland Mills New Hamburg  
Luxemburg Punkeydoodles  
Corner Haysville Pinehill  
New Dundee Rosebank



## Design Language: Pattern



## Design Language: Landmark pictograms



## Design Language: Interactive





05

# Identity Portfolio

## Township of Wilmot identity components

The new corporate identity is designed to serve the Township's corporate initiatives including economic development, tourism, and resident communication.



### Corporate Identity

Reserved for use by the Corporation of the Township of Wilmot.



### Township Coat of Arms

Reserved for use by the mayor and Township council for the purposes of identifying official Township mayoral and council communications.



### Recreation Symbol

Reserved for use for recreational initiatives by the Township of Wilmot



06

# Sample Applications

## Sample applications

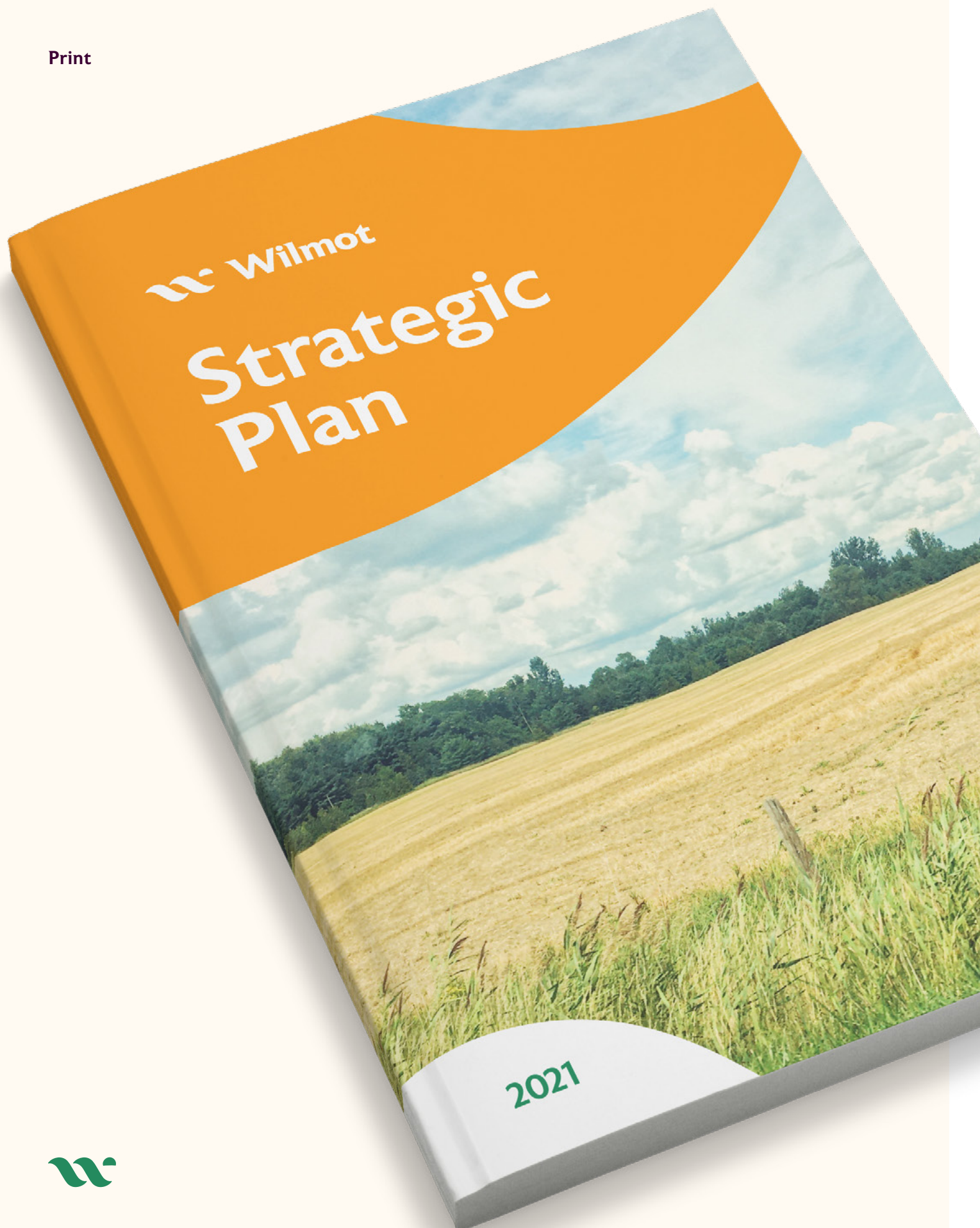
The following applications of the corporate identity are meant to illustrate how the Wilmot corporate brand may be brought to life through different materials and communication pieces.







Print





## Vehicle





## Single Colour Stamp



07

# Arriving at a Recommendation

## Arriving at a recommendation

We are strong believers in the idea that “timelessness takes time”. Because of this, we recognize the challenge of identifying an identity which can both be immediately accepted and withstand the trials and changes of time.

To arrive at a recommendation for Wilmot’s corporate identity, there are multiple factors we have considered:

### 1. Public feedback

Throughout the creative process, Wilmot’s residents and visitors have been invited to provide their perspectives on the Township. This input informed the brand principles, stylistic approach to the identity, and content of the identity. This input also provided a wide view on the directions and notified the project team of any cultural or social sensitivities. We also received quantitative data on respondents opinions of the directions.

### 2. Project team input

It is critical the corporate identity is one which can perform for the Township of Wilmot. Throughout the process, the project team has considered the applications of the identity and ensured the final product can be applied appropriately in all cases.

### 3. Brand principles

The early research work and feedback from residents and visitors provided us the information to develop “brand principles”. Brand principles are design-specific ideas which help to guide the creative process and bring the brand narratives to life. All of the work completed throughout the project is checked against these principles to ensure an accurate reflection of the Township. The brand principles are outlined on the next page.



# Brand Principles

## 1. Authentic

- Colours, textures, forms, sounds and language found in the community and nature (avoid anything ‘artificial’).
- Fonts and typography designed by humans, not computers.
- Elements that make it immediately identifiable as Wilmot. Avoid stock and/or general imagery which may be mistaken as “anywhere” imagery.

## 2. Connected

- All brand elements are considerate of one another and come together to tell Wilmot’s brand story.
- Use first-person plural in messaging (‘we’ instead of ‘the Township’).
- Elements are balanced to reflect all communities equally.

## 3. Craft

- All details are considered and appreciated.
- The careful attention of the human touch is revealed in the quality and character.

## 4. Timelessness

- Brand elements do not adhere to perspectives of the time (culture, politics, trends).
- Slang is avoided in language. Elements are chosen by their relevancy, not their trendiness.
- Evolution of elements are carefully considered to ensure integrity.
- Fundamental design principles/rules are used (balance, contrast, etc.).

## 5. Adaptable

- Brand elements accommodate different situations, mediums and scales.
- Design and voice remain appropriate regardless of audience.
- Brand elements are controlled for ease of use but are open to exploration when appropriate.

## 6. Rhythmic

- Brand elements communicate movement and energy and should never feel static.
- Communications use active voice over passive voice.
- Brand elements are handled with a looseness that allows a playful quality within the brand system.





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# Next Steps

## Next Steps

Upon approval of the corporate identity, Aubs & Mugg will complete the a robust brand guidelines document, providing clear guidance and rules around the usage of the new corporate identity.

### **This document will include:**

1. Technical information on how to use the identity appropriately (e.g. colour specs, sizing guidelines, and typography rules).
2. Rules on using the new corporate identity alongside existing Township identities (e.g. the Township's coat of arms).
3. Language guidelines to inform written communications in accordance to the brand narratives and principles.
4. Recommendations on legal usage of the corporate identity.
5. Example use-cases of the identity in use to ensure design and communication professionals have the necessary insight and inspiration to apply the identity effectively.

Along with the guidelines document, Aubs & Mugg will provide the Township with all necessary files to ensure an elegant roll-out of the identity.



# Thank you







# TOWNSHIP OF WILMOT

## CORPORATE SERVICES *Staff Report*

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**REPORT NO:** COR 2021-009

**TO:** Council

**SUBMITTED BY:** Patrick Kelly CPA, CMA Director of Corporate Services

**PREPARED BY:** Patrick Kelly CPA, CMA Director of Corporate Services  
Ashton Romany CPA, Manager of Finance / Deputy Treasurer

**REVIEWED BY:** Grant Whittington, Chief Administrative Officer

**DATE:** February 8, 2021

**SUBJECT:** 2021 Municipal Budget Package

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### **RECOMMENDATION:**

That the 2021 Municipal Budget dated February 1, 2021, as recommended by the ad hoc Budget Advisory Committee, be approved; and further

That the Director of Corporate Services / Treasurer be authorized to prepare the necessary levying by-law to raise \$9,087,350 for Township purposes from general taxation.

### **SUMMARY:**

The attached budget is presented on behalf of the ad hoc Budget Advisory Committee. The 2021 Municipal Budget is balanced, and indicative of the collaborative efforts of staff and Members of Council in meeting the needs of this community for 2021 and moving forward.

### **BACKGROUND:**

The Ad Hoc Budget Advisory Committee held meetings on December 14, 2020, January 11, January 18, and February 1, 2021 to consider the following aspects of the proposed 2021 Municipal Budget:

- Inflationary Levy Adjustment
- Dedicated Infrastructure Investment

- Level of Service Adjustments
- Municipal Grants Program
- Fees and Charges Updates
- Water and Wastewater Rates Analysis
- 2021 Capital Program
- 10-Year Capital Forecast
- Departmental Operating Budgets
- User-Pay Operating Budgets

## **REPORT:**

The Committee directed staff that the 2021 Budget be prepared to reflect an inflationary levy increase of 1.90%, along with a dedicated infrastructure investment of 2.00%.

Based on the review and analysis of departmental budget proposals, and the input of Committee Members and staff over the past several weeks, the Committee has managed to achieve a balance budget, while continuing with the past practice of inflationary increases to the levy for municipal operations.

## **Budget Highlights:**

- Inflationary Levy Increase of 1.90% (\$166,176);
- General Tax Levy set at \$9,087,350 (2020 - \$8,646,811);
- Safe Restart Funding for COVID Operating Pressures - \$409,315;
- OMPF Funding at \$712,300 (2020 - \$837,930);
- Investment Income of \$702,700 (2020 - \$798,200);
- Operating Expenditures of \$11,385,255 (2020 - \$11,394,990);
- Operating Revenues of \$2,044,420 (2020 - \$2,972,700);
- Capital Program valued at \$8,874,450 (2020 - \$7,709,096);
- Capital Expenditures funded from Taxation of \$1,513,500 (2020 - \$1,777,484);
- Dedicated Infrastructure Investment of 2.00% (\$174,925);
- Infrastructure Reserve Funds Allocations \$336,530 (2020 - \$362,750);
- Minor Capital Initiatives of \$139,900 (2020 - \$143,175);
- Full-time Staff resource allocations for Parks & Facilities and Castle Kilbride, and Part-time staffing reductions in several service areas;
- Service level enhancements were included within the budget for an Artificial Turf Field Maintenance Program, HVAC System Maintenance Program, Lift Station Maintenance Program, Watermain Pressure Zone Testing, Municipal Drain Activity, and most notably the P-25 Voice Radio System; and

- Updated Water and Sanitary Rates effective January 1, 2021, with an average increase of 0.87% (based on 31m<sup>3</sup> consumption)

**ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

This report is aligned in many ways with each of the five (5) main goal areas, and corresponding strategies within the Township Strategic Plan. The strategic alignment was outlined in detail throughout each of the preceding budget reports.

**FINANCIAL CONSIDERATIONS:**

The tax rate calculations will be completed based upon the levy requirement and will be incorporated into the final property tax bills to be distributed in June 2021. The impact of the levy adjustments outlined above will be \$38.23, based on an average assessment.

In 2020, \$980.36 of the average residential property taxes were remitted for Township of Wilmot services, with the remainder allocated to the Region of Waterloo (\$2,067.14) and area school boards (\$625.16).

For every 1.0% increase in the levy, an additional \$80,826 in funding is generated for Township services in 2021.

The proposed increase will generate a total levy of \$9,087,350, or an increase of approximately \$440,539 over the 2020 levy, factoring in assessment growth.

**ATTACHMENTS:**

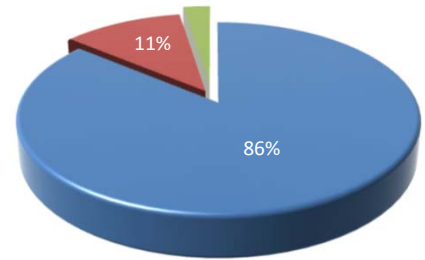
- 2021 Published Budget Package
- 2021 Budget PowerPoint Presentation

# Township of Wilmot

## 2021 Municipal Budget

### Total Expenditures (excluding user-pay)

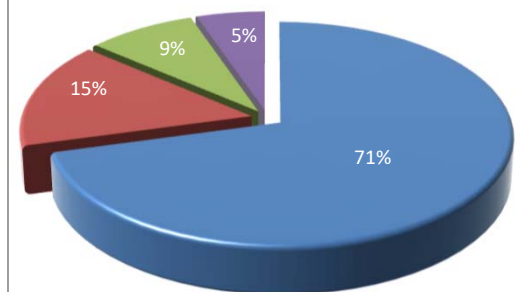
Operating Expenditures from General Levy	\$ 11,385,255
Capital Expenditures Funded from General Levy	1,513,500
Transfer to Infrastructure Reserve Funds	336,530
<b>Total Expenditures</b>	<b><u>\$ 13,235,285</u></b>



■ Operating Expenditures  
■ Transfer to Capital  
■ Transfer to Infrastructure Reserves

### Total Revenues (excluding user-pay)

<b>Taxation</b>	
2020 General Levy	\$ 8,646,811
Assessment Growth (1.15%)	99,438
Inflationary Levy Increase (1.90%)	166,176
Dedicated Infrastructure Investment (2.00%)	174,925
2021 General Levy	\$ 9,087,350
Payment in Lieu of Taxes	199,200
Supplementary Taxes (net of write-offs)	<u>80,000</u>
<b>Total Taxation</b>	<b><u>\$ 9,366,550</u></b>
Operating Revenues	2,044,420
Provincial Grant Funding	1,121,615
Investment Income	702,700
<b>Total Revenues</b>	<b><u>\$ 13,235,285</u></b>



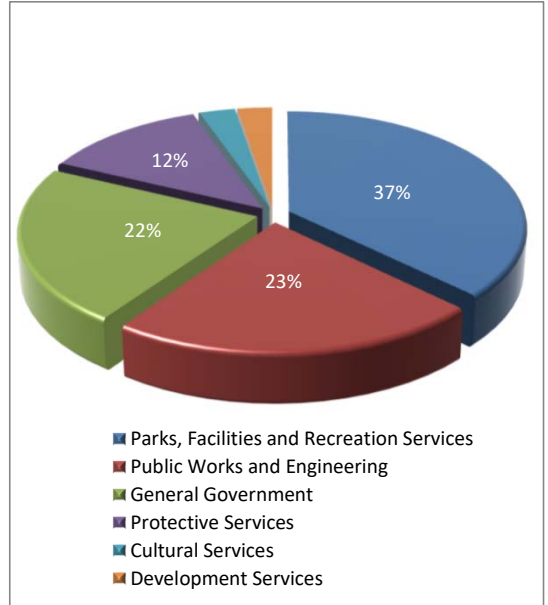
■ Taxation  
■ Operating Revenues  
■ Provincial Funding  
■ Investment Income

# Township of Wilmot

## 2021 Municipal Budget

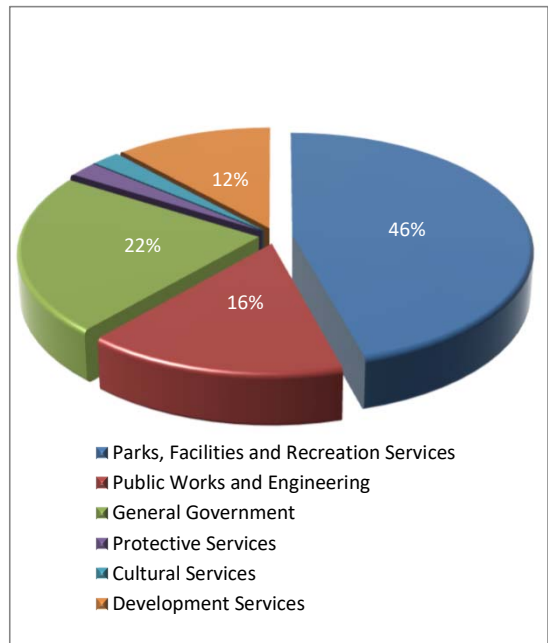
### Operating Expenditures

General Levy Operations	
General Government	\$ 2,529,705
Protection to Persons and Property	1,430,670
Transportation Services	2,577,620
Recreation Services	4,232,365
Cultural Services	312,185
Planning and Development Services	302,710
	<u>\$ 11,385,255</u>
User-pay Operations	
Cemetery	\$ 77,440
Water and Sanitary	6,397,390
Building	731,830
	<u>\$ 7,206,660</u>
<b>Total Operating Expenditures</b>	<u><b>\$ 18,591,915</b></u>



### Operating Revenues

General Levy Operating Revenues	
General Government	\$ 458,750
Protection to Persons and Property	43,870
Transportation Services	322,000
Recreation Services	934,740
Cultural Services	43,910
Planning and Development Services	241,150
	<u>\$ 2,044,420</u>
User-pay Operating Revenues	
Cemetery	\$ 77,440
Water and Sanitary	6,397,390
Building	731,830
	<u>\$ 7,206,660</u>
<b>Total Operating Revenues</b>	<u><b>\$ 9,251,080</b></u>
<b>Net Operating Expenditures</b>	<u><b>\$ 9,340,835</b></u>



# Township of Wilmot

## 2021 Operating Budget

### GENERAL GOVERNMENT

#### Revenues

Administration Fees/Sale of Surplus Assets	\$	87,000
Grant Funding - General Government		48,000
Licenses and Fines		77,250
Penalties & Interest Revenue		246,500
	\$	<u>458,750</u>

#### Expenses

Council	\$	176,310
Municipal Grants Program		58,245
Office of the CAO, Information and Legislative Services		636,760
Insurance and Legal		278,050
Municipal Law Enforcement (incl. Animal Control / Crossing Guards)		219,085
Municipal Election		22,500
Corporate Services		1,138,755
	\$	<u>2,529,705</u>

### PROTECTIVE SERVICES

#### Revenues

Fire Services	\$	<u>43,870</u>
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#### Expenses

Fire Department Administration	\$	1,037,980
Fire Department Operating Expenses		392,690
	\$	<u>1,430,670</u>

# Township of Wilmot

## 2021 Operating Budget

### TRANSPORTATION SERVICES

Revenues	
Roads/Engineering Service Charges	\$ 118,000
Aggregate Resource Fees	174,000
Grant Funding - Public Works	30,000
	<u>\$ 322,000</u>
Expenses	
Engineering Administration	\$ 296,430
Roads Administration	674,850
Roads Operating Expenses	607,450
Winter Control Operating Expenses	795,640
Municipal Drainage Operating Expenses	58,250
Street Lighting Operating Expenses	145,000
	<u>\$ 2,577,620</u>

### PARKS, FACILITIES AND RECREATION SERVICES

Revenues	
Wilmot Recreation Complex Revenues	\$ 833,590
Park, Facility and Community Centre Rental Income	101,150
	<u>\$ 934,740</u>
Expenses	
Recreation Administration	\$ 766,455
Wilmot Recreation Complex Administration	1,456,920
Wilmot Recreation Complex Operating Expenses	790,560
Parks and Facilities Administration	820,470
Parks and Community Centre Operating Expenses	271,310
Municipal Facilities Operating Expenses	123,080
Abandoned Cemetery Operating Expenses	3,570
	<u>\$ 4,232,365</u>

### CULTURAL SERVICES

Revenues	
Castle Kilbride Admissions & Events	\$ 20,000
Castle Kilbride/Heritage Wilmot Grant Funding	23,910
	<u>\$ 43,910</u>
Expenses	
Castle Kilbride Administration	\$ 269,440
Castle Kilbride Operating Expenses	34,605
Archives Operating Expenses	1,600
Heritage Wilmot Operating Expenses	6,540
	<u>\$ 312,185</u>

# Township of Wilmot

## 2021 Operating Budget

### PLANNING AND DEVELOPMENT SERVICES

#### Revenues

Planning Application Fees	\$	238,650
Business Licensing		2,500
	\$	<u>241,150</u>

#### Expenses

Planning	\$	247,710
Economic Development		55,000
	\$	<u>302,710</u>



# Township of Wilmot

## 2021 User-Pay Budget

### CEMETERY OPERATIONS

Revenues	
Cemetery User Fees	\$ 73,440
Cemetery Investment Income	4,000
	<u>\$ 77,440</u>
Expenses	
Cemetery Administration	\$ 21,890
Cemetery Operating Expenses	55,550
	<u>\$ 77,440</u>

### WATER AND SANITARY OPERATIONS

Revenues	
User Fees	\$ 6,338,000
Utilities Sales, Service Charges	59,390
	<u>\$ 6,397,390</u>
Expenses	
Water/Sanitary Administration	\$ 582,830
Water/Sanitary Operating Expenses	1,167,910
Regional Water Charges	1,465,000
Regional Sanitary Charges	1,926,871
Transfer to Reserve Funds	1,254,779
	<u>\$ 6,397,390</u>

### BUILDING SERVICES

Revenues	
Building Permit Fees	\$ 669,750
Transfer from Reserve Funds	62,080
	<u>\$ 731,830</u>
Expenses	
Building Administration	\$ 453,150
Building Operating Expenses	278,680
	<u>\$ 731,830</u>

# Township of Wilmot

## 2021 Capital Budget

### CAPITAL FUNDING

Capital Grants	
Federal Gas Tax	\$ 651,588
Ontario Community Infrastructure Fund	697,265
Investing in Canada Infrastructure Program	224,000
National Disaster Mitigation Program	120,000
Rural Economic Development Fund	48,000
Kitchener Wilmot Hydro Grant	45,000
Municipal Modernization Funding Program	25,000
Ontario Ministry of Agriculture, Food and Rural Affairs	20,800
Museum Assistance Program	28,450
	<u>\$ 1,860,103</u>
Contributions from Other Municipalities	
Township of Woolwich	\$ 25,000
Township of Wellesley	25,000
Township of North Dumfries	25,000
	<u>\$ 75,000</u>
Other	
Contribution Benefitting Landowners	\$ 185,630
	<u>\$ 185,630</u>
Capital Transfers	
Development Charges	<u>\$ 1,381,200</u>
Infrastructure Reserve Fund - Facilities	\$ 322,000
Infrastructure Reserve Fund - Equipment	322,000
Infrastructure Reserve Fund - Transportation	321,050
Infrastructure Reserve Fund - Water	1,454,000
Infrastructure Reserve Fund - Sanitary	1,424,900
	<u>\$ 3,843,950</u>
Sale of Surplus, Redundant Assets	<u>\$ 15,000</u>
2021 Capital Financing Provided	<u>\$ 7,360,883</u>
Capital Expenditures Financed from General Levy	<u>\$ 1,513,567</u>
<b>TOTAL CAPITAL FUNDING</b>	<u><b>\$ 8,874,450</b></u>

# Township of Wilmot

## 2020 Capital Program

### GENERAL GOVERNMENT

Office of the Chief Administrative Officer	
Joint Service Delivery Review (Phase II)	\$ 100,000
	<u>\$ 100,000</u>
Information and Legislative Services	
Prime Minister Path Removal, Storage and Consultation	75,000
	<u>\$ 75,000</u>
Corporate Services	
Asset Management Roadmap (Phase III)	\$ 79,000
Annual Hardware and Software Upgrades	40,000
Replace SCADA System	150,000
Mobile Data Terminals	15,000
Corporate Security Program	15,000
	<u>\$ 299,000</u>
<b>Total General Government</b>	<b><u>\$ 474,000</u></b>

### PROTECTION TO PERSONS AND PROPERTY

Facilities	
Station 1 Asphalt Paving	\$ 50,000
Station 1 Bunker Gear Racking	20,000
Station 2 Asphalt Paving	50,000
	<u>\$ 120,000</u>
Vehicles	
Station 1 Pumper (Replacement) (P611) - Additional Funding	\$ 62,200
Station 1 Rescue (Replacement) (R617)	525,000
	<u>\$ 587,200</u>
Other Equipment / Training	
SCBA Replacement /Upgrades	\$ 145,000
Gas Detection Equipment	20,000
Medical Training Equipment	15,000
Additional Funding for Thermal Imaging Equipment	10,000
	<u>\$ 190,000</u>
<b>Total Protection to Persons and Property</b>	<b><u>\$ 897,200</u></b>

# Township of Wilmot

## 2021 Capital Program

### TRANSPORTATION & ENVIROMENTAL SERVICES

Roads - Facilities	
Public Works Facility Needs Study	\$ 10,000
Rail Crossing Signage and Markings	15,000
	<u>\$ 25,000</u>
Water/Sanitary - Facilities	
Public Works Facility Needs Study	10,000
Lift Station 5 (Milne Drive) - Replace Lift Pumps	16,000
	<u>\$ 26,000</u>
Roads - Vehicles & Equipment	
Additional Funding for 2020 Dump Truck Replacements	\$ 25,000
Backhoe Loader (New)	195,000
	<u>\$ 220,000</u>
Water/Sanitary - Vehicles & Equipment	
Replace CCTV Lateral Camera c/w Sonic Locater	\$ 11,000
Service Vehicle Replacement (403-12)	85,000
	<u>\$ 96,000</u>
Public Works - Studies	
Infrastructure Master Plan (Phase II)	\$ 80,000
Servicing Study and Preliminary Design (Baden West)	\$ 60,000
Consolidated Linear Infrastructure License	60,000
	<u>\$ 200,000</u>
Engineering and Reconstruction c/w Underground	
Wilmot Street (Huron St.-Church St.)	\$ 1,780,000
Snyder's Road Reconstruction (Christian St - Gingerich Rd)	2,260,000
	<u>\$ 4,040,000</u>
Watermain / Sanitary Sewer Network	
Nafziger Road Watermain	\$ 250,000
Sanitary Sewer I&I Reduction Program	100,000
Beckdale Trunk Sanitary Sewer EA	150,000
	<u>\$ 500,000</u>
Municipal Drains	
Drain Maintenance Program	\$ 80,000
Alpine Municipal Drain Construction	\$ 55,000
Glen Shantz Drain Construction	86,500
	<u>\$ 221,500</u>

# Township of Wilmot

## 2021 Capital Program

### TRANSPORTATION & ENVIROMENTAL SERVICES

Roads - Surface Treatment Program	
Oxford Road 5 (Boundary Road)	\$ 110,000
Nafziger Road (Bleams Road to South End)	211,050
	<u>\$ 321,050</u>
Roads - Sidewalks	
Sidewalk Repairs and Replacement Program	\$ 80,000
	<u>\$ 80,000</u>
Roads - Gravel Pit	
Gravel Maintenance Program	<u>\$ 50,000</u>
Roads - Structures	
Guiderail and Chevron Program	\$ 300,000
Tye Road #28/C-T13	15,000
	<u>\$ 315,000</u>
<b>Total Transportation &amp; Environmental Services</b>	<u><b>\$ 6,094,550</b></u>

# Township of Wilmot

## 2021 Capital Program

### RECREATION AND CULTURAL SERVICES

#### Studies

Third Ice Pad / Parks Operations Facility Site Selection and Design	\$ 75,000
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#### Vehicles and Equipment

New Trails Maintenance Vehicle	\$ 30,000
New Artificial Turf Field Maintenance Equipment	30,000
	<u>\$ 60,000</u>

#### Wilmot Recreation Complex

Aquatic Centre Tile and Grouting	\$ 99,200
Additional Funding - Field Irrigation Equipment	20,500
Aquatic Centre Maintenance Program	30,000
Back Lane Traffic Calming	15,000
WRC Operations / Maintenance Plan	15,000
	<u>\$ 179,700</u>

#### New Hamburg Arena and Community Centre

Facility Structural Repairs	\$ 35,000
Emergency Removal of Ammonia System	26,000
	<u>\$ 61,000</u>

#### Wilmot Administration Complex

HVAC System Replacement / Efficiency Upgrades	\$ 278,000
Fire Alarm Panel Replacement	65,000
	<u>\$ 343,000</u>

#### Haysville Parks and Facilities

Haysville Community Centre Exterior Maintenance	<u>\$ 14,000</u>
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#### Mannheim Parks and Facilities

Install Multi-Use Pad	<u>\$ 50,000</u>
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#### New Hamburg Community Parks and Facilities

Additional Funding for Dog Park	<u>\$ 13,000</u>
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# Township of Wilmot

## 2021 Capital Program

### RECREATION AND CULTURAL SERVICES

Petersburg Community Parks and Facilities	
Playground Component Addition	\$ 48,000
St Agatha Community Parks and Facilities	
Playground Component Addition	\$ 85,000
Active Transportation and Reforestation	
Nith River Pathway, Bank Erosion Control	\$ 160,000
Annual Tree Planting Program	45,000
	\$ 205,000
Castle Kilbride	
Rolled Storage for Artifact Collection	\$ 35,000
<b>Total Recreation &amp; Cultural Services</b>	<b>\$ 1,168,700</b>

### DEVELOPMENT SERVICES

Building Services	
Sanitary Backwater Valve Program (NDMP)	\$ 240,000
<b>Total Development Services</b>	<b>\$ 240,000</b>
<b>TOTAL CAPITAL EXPENDITURES</b>	<b>\$ 8,874,450</b>



# 2021 Municipal Budget

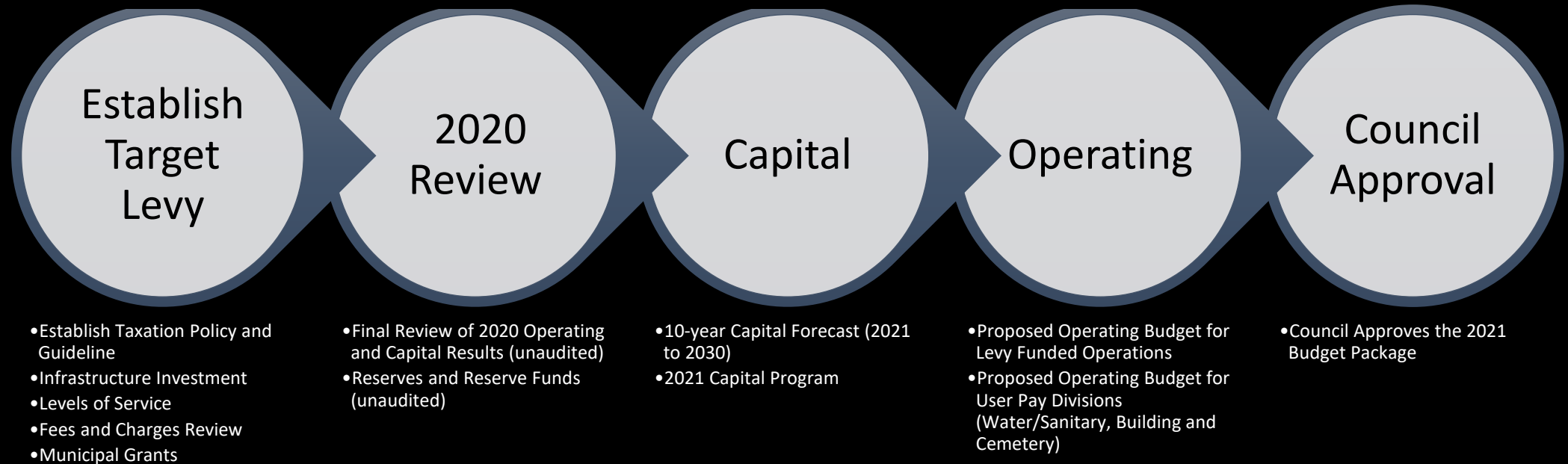
Township of Wilmot

*...ve, vibrant and welcoming countryside community.*

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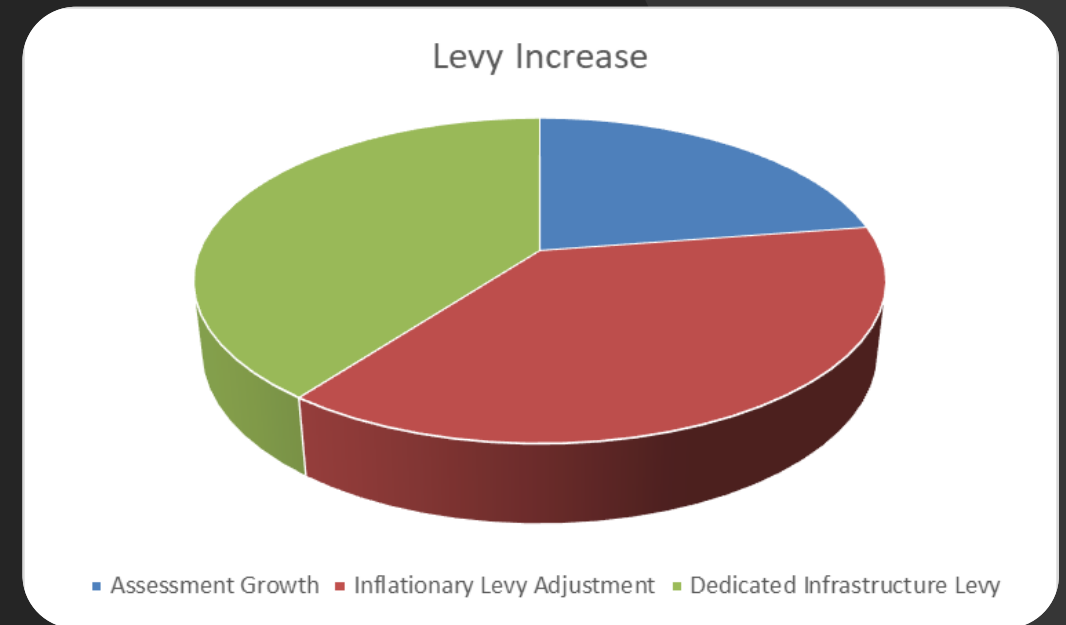


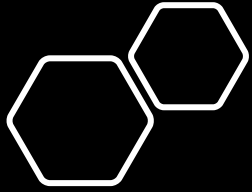
# Budget Process - 2021



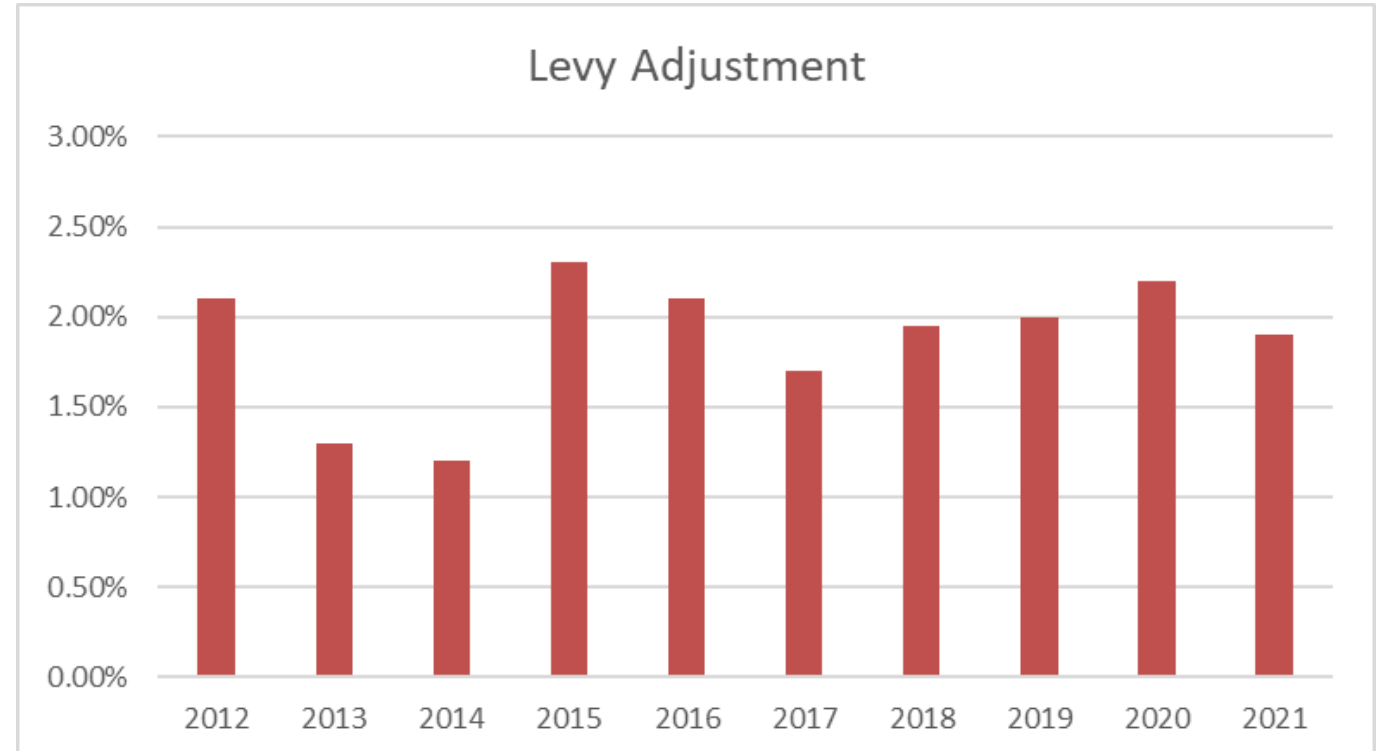
# Taxation Policy & Guidelines

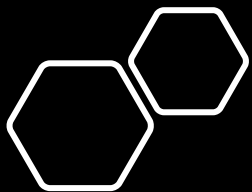
- Inflationary Adjustment based on Core CPI – Median (1.90%)
- Assessment Growth (1.15%)
- Infrastructure Investment (2.00%)
- Net additional levy of \$440,539



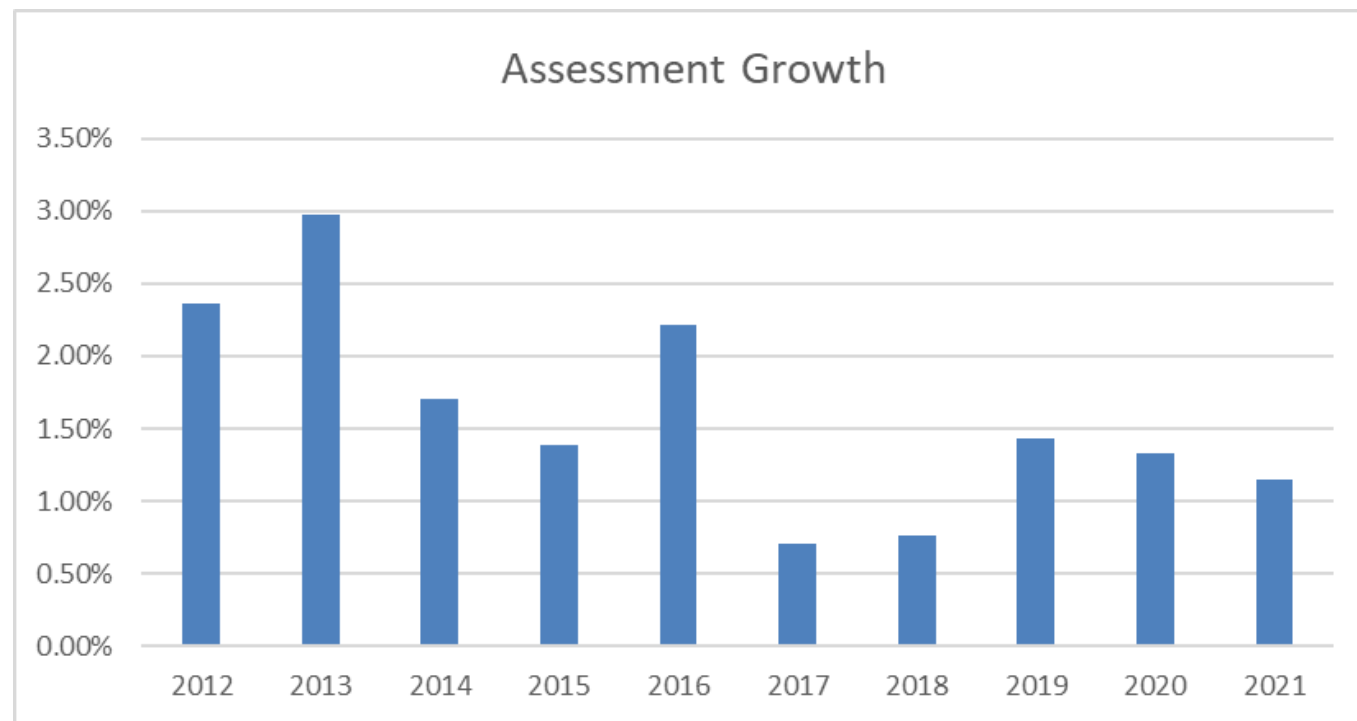


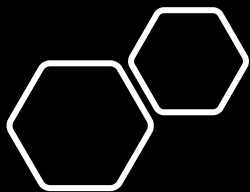
# Historical Inflationary Levy Adjustment (%)



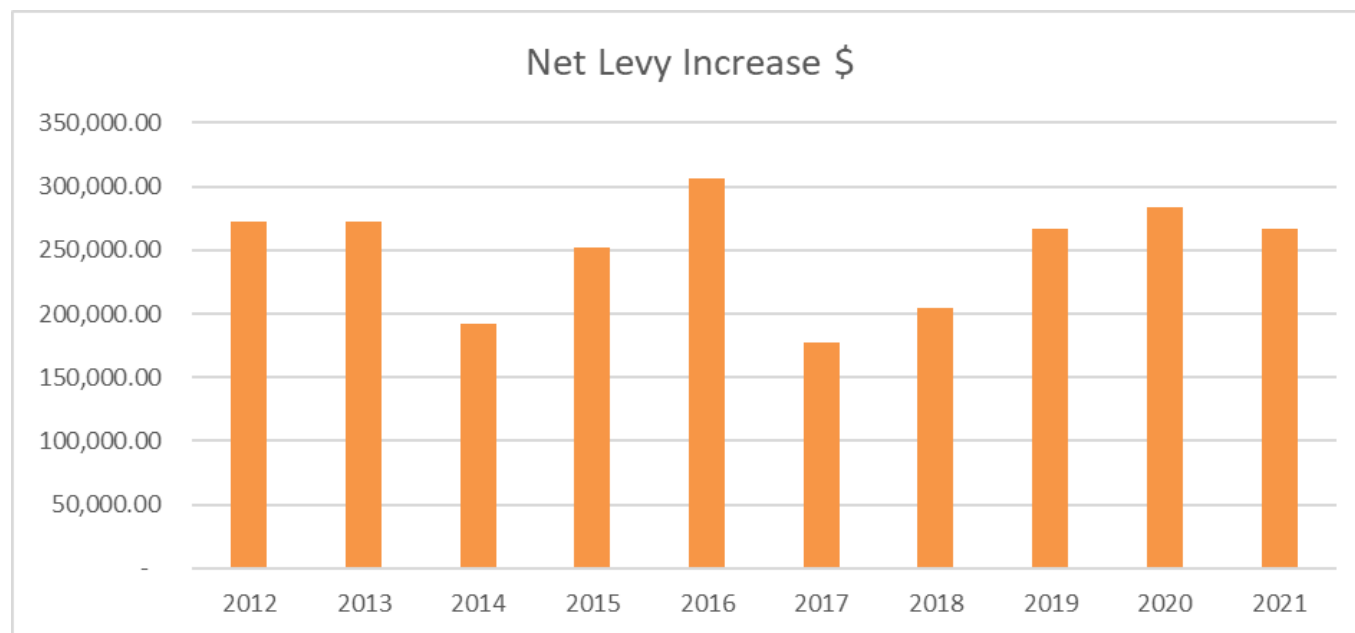


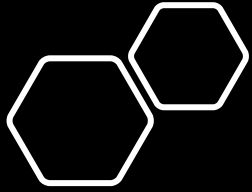
# Historical Assessment Growth (%)



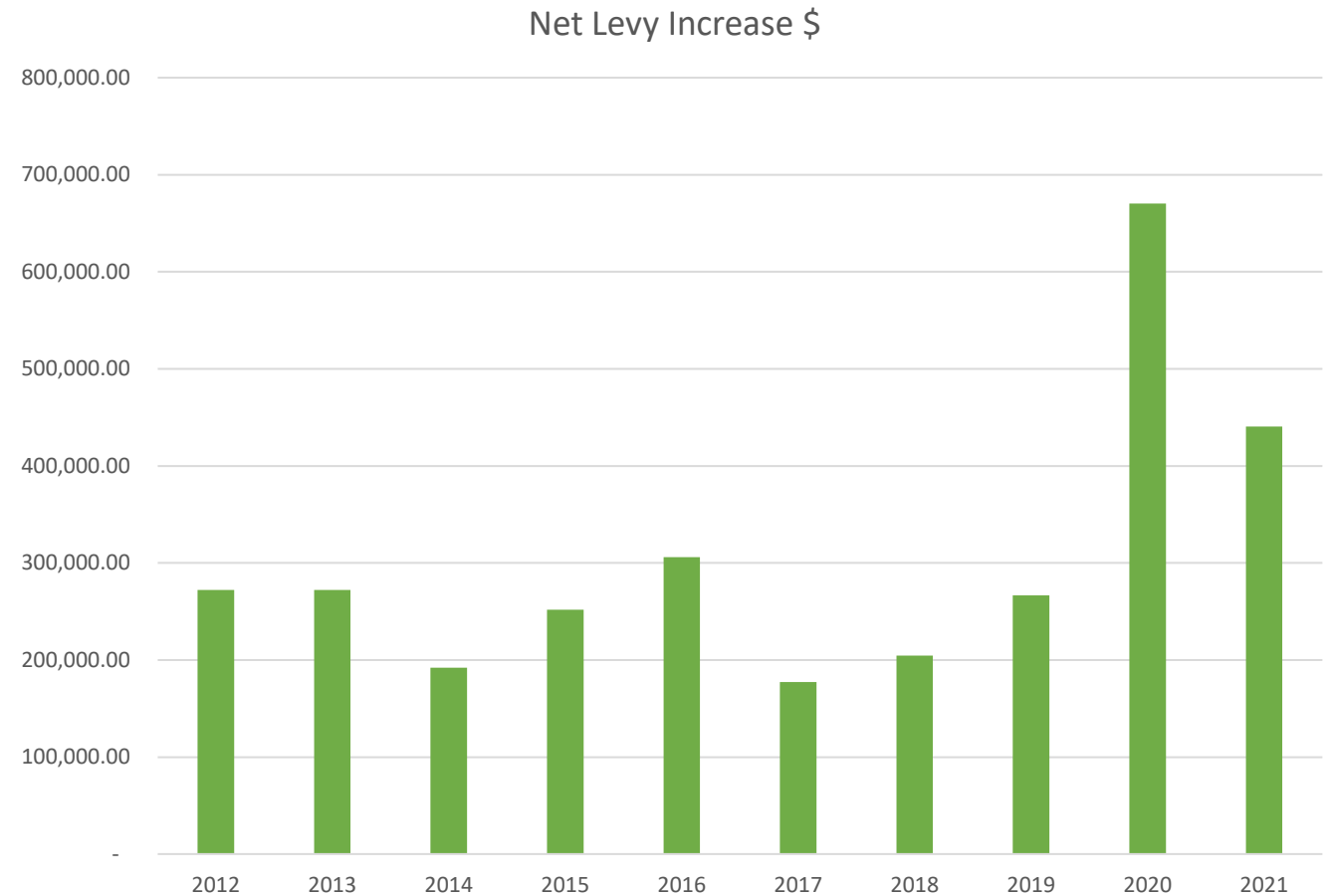


# Historical Net Levy Increase (\$)





# 10-Year Summary of Levy Increases





# 2021 Capital Program

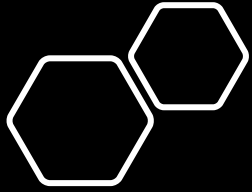
- Total Program Value - \$8.8M
- Key Projects
  - Studies and Master Plans
  - PM Path Stakeholder Consultation
  - Health and Safety Initiatives
  - Wilmot/Church Street Reconstruction
  - Snyder's Road Reconstruction
  - Parks and Recreation Projects

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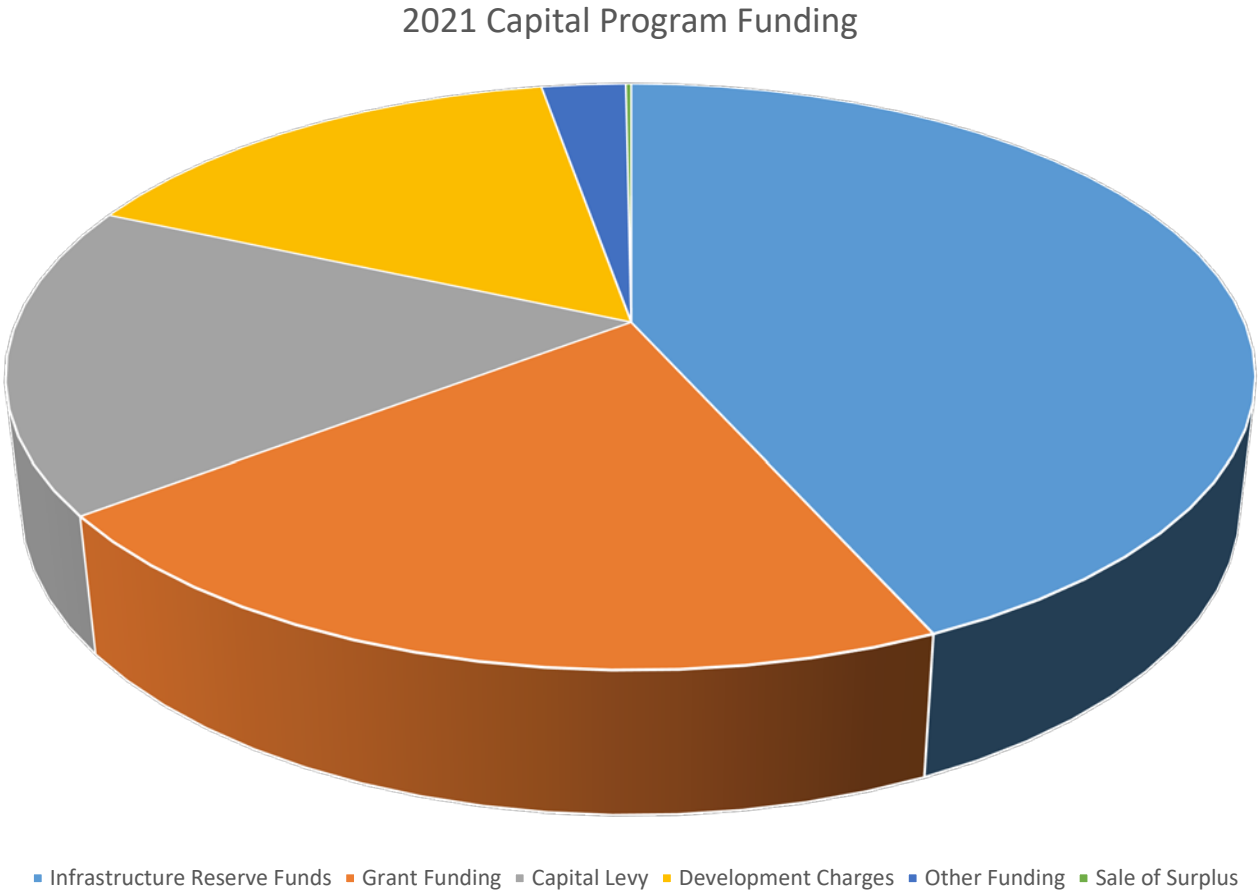
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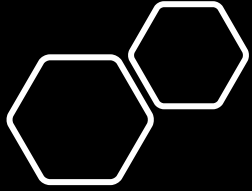
TOWNSHIP  
OF WILMOT



# Capital Program Funding

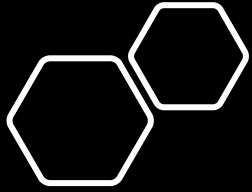




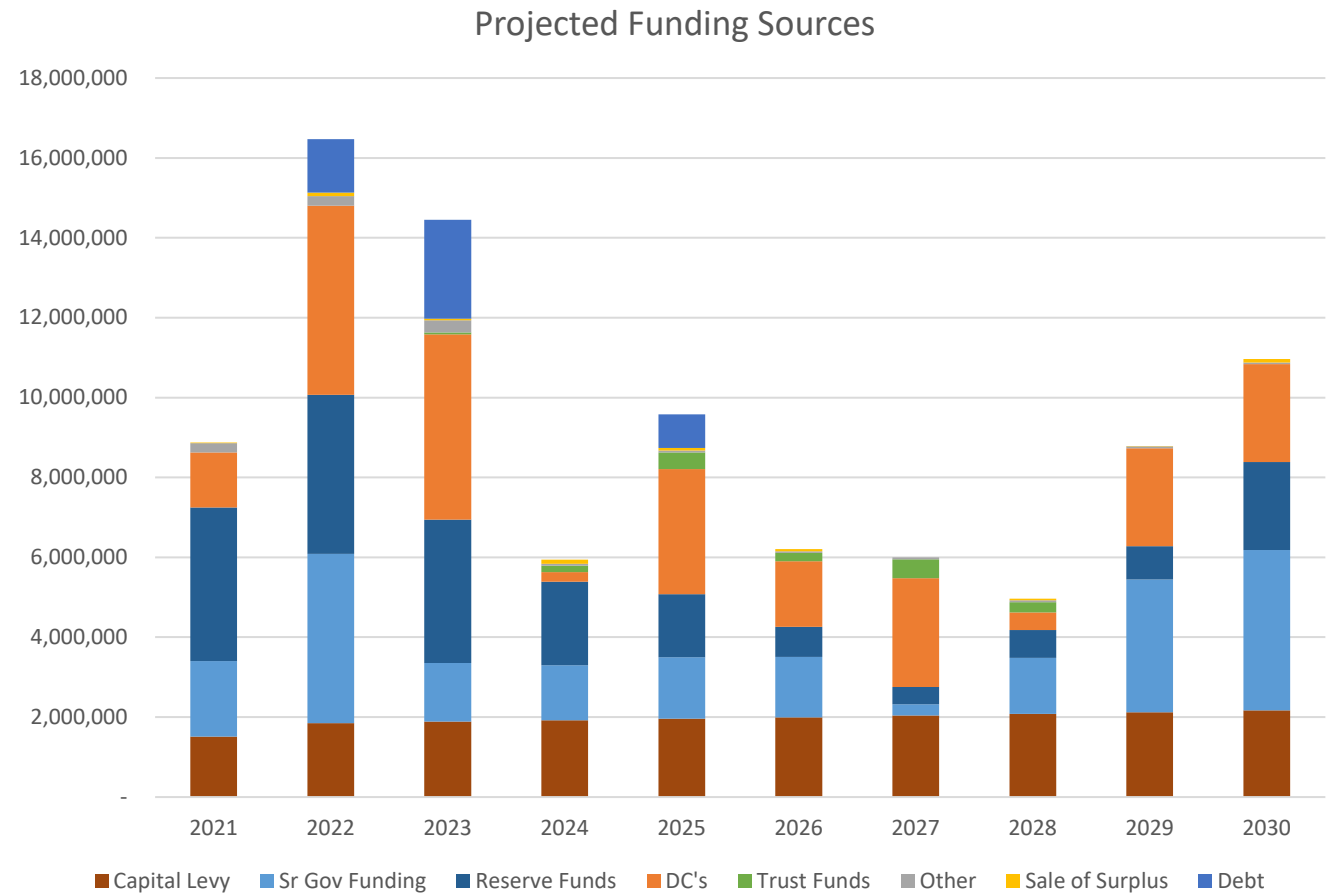


# 10-Year Capital Forecast

- Long-term Infrastructure Planning and Asset Management
- Key Inputs
  - Strategic Plan
  - Fire Master Plan
  - Trails Master Plan
  - Parks, Facilities and Recreation Services Master Plan
  - Asset Management Plan
- Total Projected Cost - \$92.0M
- Living document – updated annually



# 10-Year Capital Funding Projections





# Operating Budget

- \$11.4M in Expenditures
- Transfer to Infrastructure Reserve Funds
- Key Components
  - Levels of Service
  - Voice Radio System
  - Minor Capital Initiatives
  - Health and Safety
  - COVID-19 Revenue Impacts
- OMPF Reduction
- Infrastructure Funding

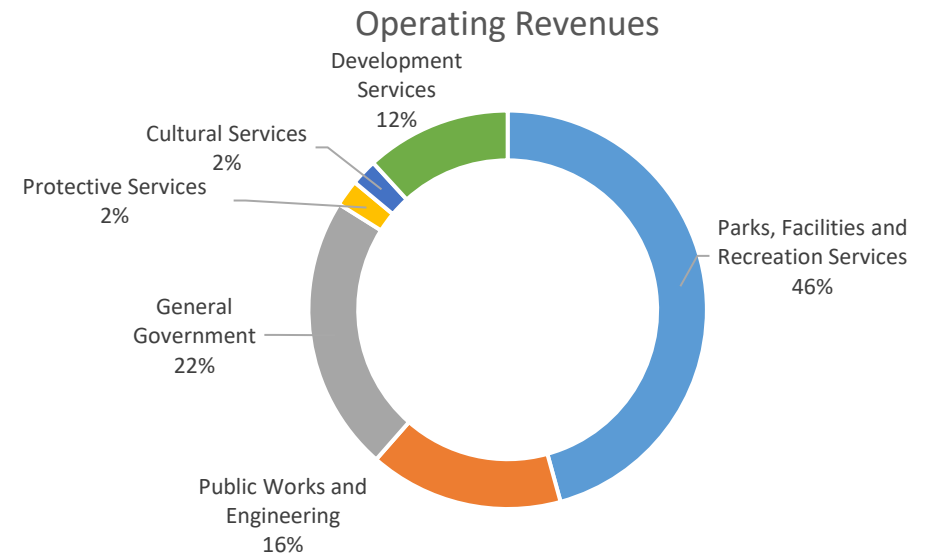
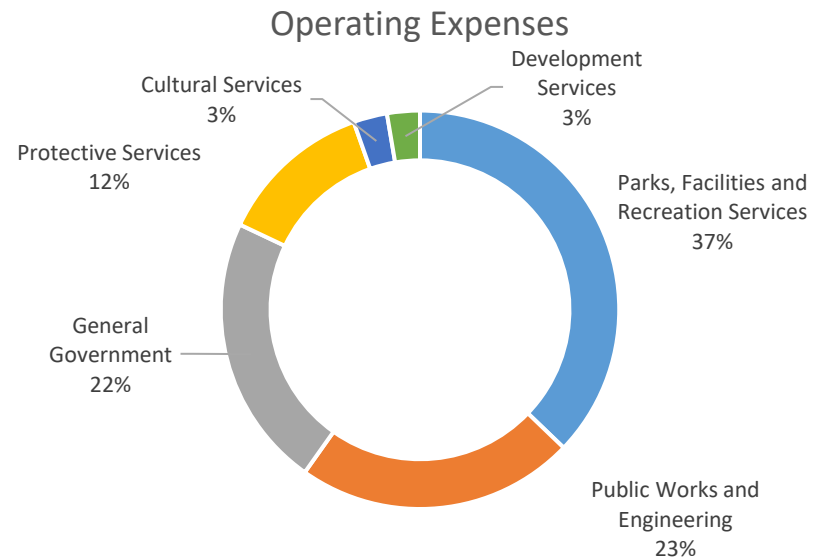
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TOWNSHIP  
OF WILMOT

# Operating Expenses and Revenues



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# Municipal Grants Program

- Total funding under the 2021 Municipal Grants Program - \$65,433
- Key Projects
  - Wilmot Family Resource Centre
  - Interfaith Community Counselling
  - Community Care Concepts
  - Wilmot Terry Fox Run
  - Nith Valley Eco-Boosters
  - Wilmot Horticultural and Agricultural Society
- Cheque presentation: February 22<sup>nd</sup> Council Meeting

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TOWNSHIP  
OF WILMOT



# User Pay Divisions – Building and Cemetery

- Cemetery
  - Gross Revenue: \$77,440
  - Gross Expenditures: \$77,440
- Building
  - Building Permit Fees: \$657,130
  - Gross Expenses: \$657,130
  - Transfer to Reserves: \$Nil

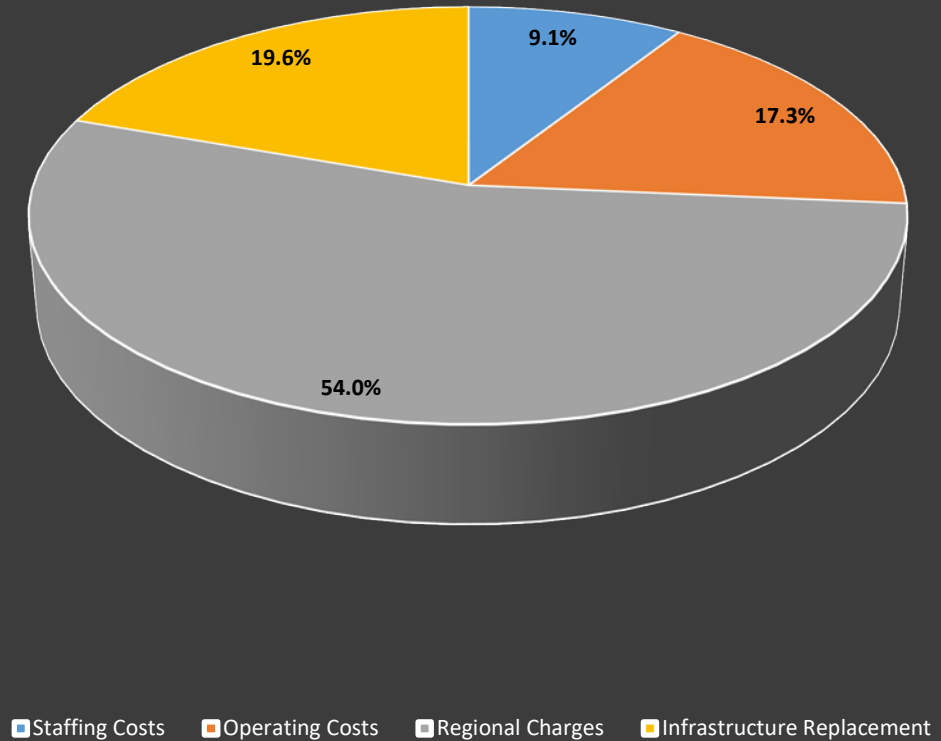


# User Pay Divisions – Water and Sanitary

- Gross Revenue: \$6.4M
- Gross Expenses: \$5.1M
- Transfer to Reserves: \$1.3M
- Rate Increases:
  - 0.0% Water - \$2.1109m<sup>3</sup>
  - 1.9% Sanitary - \$2.7295m<sup>3</sup> to \$2.7814m<sup>3</sup>
  - Service Charges
- Average Residential Water Bill (both water and sanitary services):
  - \$185.05 to \$186.66 or \$1.61 (0.87%)

# User Pay Divisions – Water and Sanitary

2021 Operating Budget (Water/Sanitary)







# Planning for the future...

- Budgeted Transfer to Infrastructure Reserve Funds
  - Levy Funded Reserve Funds
    - Roads - \$112,176
    - Equipment - \$112,176
    - Facilities - \$112,176
    - Street Lighting - \$60,000
    - Elections - \$20,000
  - User Pay Reserve Funds
    - Water - \$492,219
    - Water Meter - \$126,040
    - Sanitary - \$636,520

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TOWNSHIP  
OF WILMOT

## **FIRE SERVICES**

### ***Staff Report***

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**REPORT NO:** FD 2021-01

**TO:** Council

**SUBMITTED BY:** Rod Leeson, Fire Chief

**PREPARED BY:** Donna Erb, Administrative Assistant

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Fourth Quarter Activity Report

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#### **RECOMMENDATION:**

That the Fire Department Activity Report for the fourth quarter of 2020 be received for information purposes.

#### **SUMMARY:**

Not applicable.

#### **BACKGROUND:**

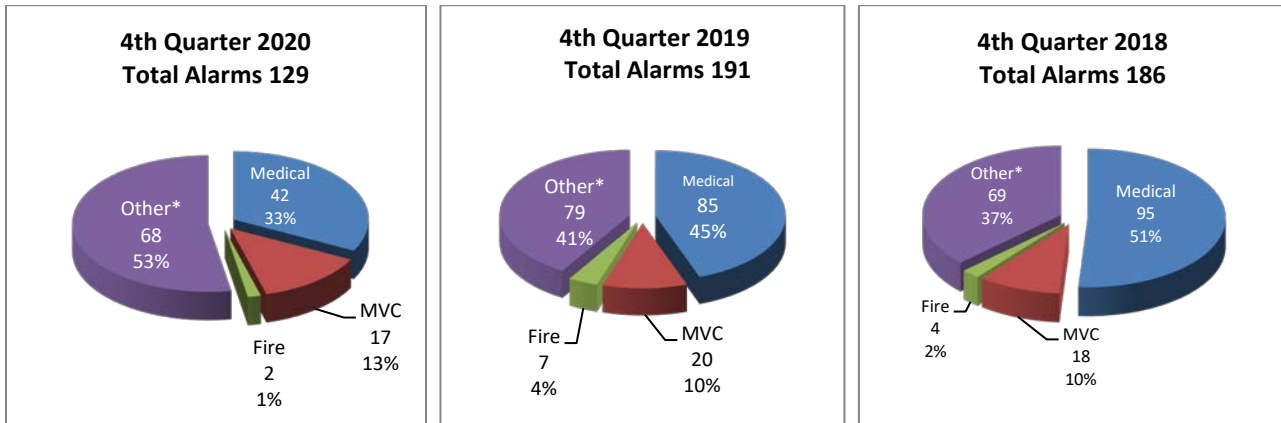
Not applicable.

#### **REPORT:**

The attached information shows the fire alarm activities for the three stations, as well as the activities from the Fire Prevention Officer and the Training Officer.

In total during the fourth quarter, the Fire Department responded to a total of 129 alarms. Of these, 14 incidents were a 2 station response and 1 incident was a 3 station response. For the same period in 2019, the department responded to 191 alarms with 11 incidents being a 2 station response and 2 incidents requiring a 3 station response. In 2018, the department responded to 186 incidents with 6 incidents being a 2 station response and 2 incidents being a 3 station response.

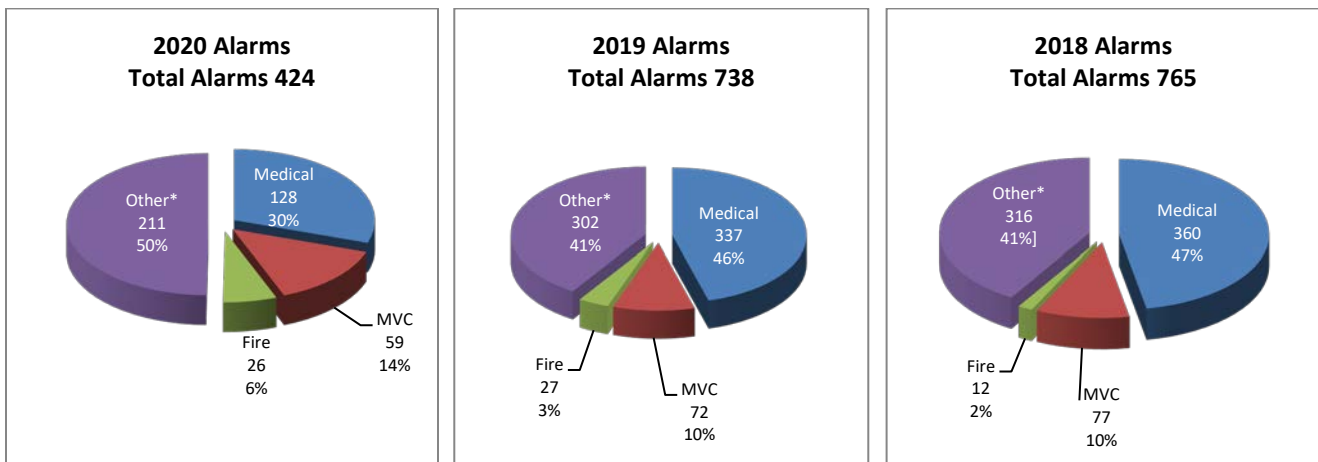
### Fourth Quarter Alarm Stats Comparison



\*Includes Alarms Ringing, Burn Complaints, CO Investigations, and smoke or odour investigations and any other miscellaneous calls.

Comparing the alarm stats for the year, the Fire Department responded to a total of 424 alarms, 50 of these alarms were a 2 station response and 7 alarms were a 3 station response. In 2019, the department responded to 738 alarms, 39 alarms were a 2 station response, 6 alarms were a 3 station response. In 2018, they responded to 765 alarms, 46 were a 2 station response and 3 were a 3 station response.

### Alarm Stats Comparison



\*Includes Alarms Ringing, Burn Complaints, CO Investigations, and smoke or odour investigations and any other miscellaneous calls.

### ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:

Communicating municipal matters.

**FINANCIAL CONSIDERATIONS:**

Not applicable.

**ATTACHMENTS:**

Alarm Stats  
Fire Prevention Officer Report  
Training Officer Report



## Township of Wilmot Fire Department

Fire Chief: Rod Leeson

### 4th Quarter Alarm Stats Comparison - Station 1 Baden

Response Type	# of Incidents		
	2020	2019	2018
1 Fire	1	5	3
24 Other cooking/toasting/smoke/steam (no fire)	1	0	2
25 Lightning (no fire)	1	0	0
31 Alarm System Equipment - Malfunction	2	4	0
32 Alarm System Equipment - Accidental activation	1	3	2
33 Human - Malicious intent, prank	0	1	1
34 Human - Perceived Emergency	1	3	0
35 Human - Accidental	0	1	2
37 CO false alarm - perceived emergency (no CO present)	1	1	1
38 CO false alarm - equipment malfunction (no CO present)	0	3	1
53 CO incident, CO present (exc false alarms)	1	0	0
57 Public Hazard no action required	1	0	0
58 Public Hazard call (false alarm)	0	1	0
61 Vehicle Extrication	0	1	1
62 Vehicle Collision	8	9	12
64 Commerical/Industrial Accident	1	0	0
66 Person Trapped in Elevator	0	0	1
701 Oxygen administered	0	0	2
703 Defibrillator used	0	1	0
71 Asphyxia, Respiratory Condition	0	2	1
73 Seizure	0	0	3
75 Traumatic Shock	1	0	0
76 Chest pains or suspected heart attack	2	6	5
84 Medical Aid Not Required on Arrival	0	3	1
86 Alcohol or drug related	0	1	0
88 Accident or illness related - cuts, fractures, person fainted, etc.	1	2	2
89 Other Medical/Resuscitator Call	0	7	6
898 Medical/resuscitator call no action required	0	1	1
92 Assistance to Police	1	0	0
93 Assistance to Other Agencies (exc 921 and 922)	1	3	3
94 Other Public Service	0	0	1
96 Call cancelled on route	7	4	2
97 Incident not found	1	0	1
98 Assistance not required by other agency	9	18	18
Assisting Another Wilmot Station	6	7	4
<b>Total Number of Responses</b>	<b>48</b>	<b>87</b>	<b>76</b>



## Township of Wilmot Fire Department

Fire Chief: Rod Leeson

### 4th Quarter Alarm Stats Comparison - Station 2 New Dundee

Response Type	# of Incidents		
	2020	2019	2018
1 Fire	1	1	1
3 No Loss Outdoor Fire	1	0	0
31 Alarm System Equipment - Malfunction	0	3	1
34 Human - Perceived Emergency	1	0	0
36 Authorized controlled burning - complaint	0	1	0
37 CO false alarm - perceived emergency (no CO present)	1	0	0
38 CO false alarm - equipment malfunction (no CO present)	0	2	0
50 Power Lines Down, Arcing	1	0	0
59 Other Public Hazard	0	1	0
61 Vehicle Extrication	1	0	0
62 Vehicle Collision	4	1	0
701 Oxygen administered	0	2	2
702 CPR administered	1	0	0
703 Defibrillator used	0	0	1
71 Asphyxia, Respiratory Condition	0	3	3
73 Seizure	2	0	0
76 Chest pains or suspected heart attack	3	0	3
84 Medical Aid Not Required on Arrival	0	0	1
85 Vital signs absent, DOA	0	0	2
86 Alcohol or drug related	0	0	1
89 Other Medical/Resuscitator Call	1	1	4
898 Medical/resuscitator call no action required	1	1	0
93 Assistance to Other Agencies	0	0	1
96 Call cancelled on route	1	0	0
98 Assistance not required by other agency	0	3	1
99 Other Response	0	0	1
Assisting Another Wilmot Station	1	2	2
<b>Total Number of Responses</b>	<b>20</b>	<b>21</b>	<b>24</b>



# Township of Wilmot Fire Department

Fire Chief: Rod Leeson

## 4th Quarter Alarm Stats Comparison - Station 3 New Hamburg

Response Type	# of Incidents		
	2020	2019	2018
1 Fire	0	1	0
3 No loss outdoor fire	0	1	0
21 Overheat (no fire)	1	0	1
23 Open air burning/unauthorized controlled burning (no uncontrolled fire)	2	0	1
24 Other Cooking/toasting/smoke/steam (no fire)	1	1	1
31 Alarm System Equipment - Malfunction	3	5	1
32 Alarm System Equipment - Accidental activation	5	4	2
34 Human - Perceived Emergency	2	1	1
35 Human - Accidental (alarm accidentally activated by person)	0	0	2
36 Authorized controlled burning -complaint	0	0	1
37 CO false alarm - perceived emergency (no CO present)	3	0	0
38 CO false alarm - equipment malfunction (no CO present)	3	2	3
41 Gas Leak - Natural Gas	2	0	0
53 CO incident, CO present (exc false alarms)	0	1	3
59 Other Public Hazard	2	0	0
61 Vehicle Extrication	1	0	1
62 Vehicle Collision	3	9	4
69 Other Rescue	0	0	1
701 Oxygen administered	0	7	22
702 CPR administered	2	0	1
703 Defibrillator used	0	0	1
71 Asphyxia, Respiratory Condition	1	8	4
73 Seizure	2	2	2
76 Chest pains or suspected heart attack	11	11	6
84 Medical Aid Not Required on Arrival	1	3	4
85 Vital signs absent, DOA	3	0	1
86 Alcohol or drug related	0	1	0
88 Accident or illness related - cuts, fractures, person fainted, etc.	2	6	4
89 Other Medical/Resuscitator Call	7	11	11
898 Medical/resuscitator call no action required	1	6	1
92 Assistance to Police	1	0	1
94 Other Public Service	0	1	1
96 Call Cancelled enroute	0	5	4
98 Assistance not required by other agency	8	6	7
99 Other Response	1	0	0
Assisting Another Wilmot Station	9	6	4
<b>Total Number of Responses</b>	<b>77</b>	<b>98</b>	<b>96</b>



# Township of Wilmot Fire Department

Fire Chief: Rod Leeson

## 4th Quarter - Alarm Stats Comparison - All Stations

Response Type	# of Incidents		
	2020	2019	2018
1 Fire	2	7	4
3 No Loss Outdoor Fire	1	1	0
21 Overheat (no fire)	1	0	1
23 Open air burning/unauthorized controlled burning (no uncontrolled fire)	2	0	1
24 Other Cooking/toasting/smoke/steam (no fire)	2	1	3
25 Lightning (no fire)	1	0	0
31 Alarm System Equipment - Malfunction	5	12	2
32 Alarm System Equipment - Accidental activation (exc. code 35)	6	7	4
33 Human - Malicious intent, prank	0	1	1
34 Human - Perceived Emergency	4	4	1
35 Human - Accidental	0	1	4
36 Authorized controlled burning - complaint	0	1	1
37 CO false alarm - perceived emergency (no CO present)	5	1	1
38 CO false alarm - equipment malfunction (no CO present)	3	7	4
41 Gas Leak - Natural Gas	2	0	0
50 Power Lines Down, Arcing	1	0	0
53 CO incident, CO present (exc false alarms)	1	1	3
57 Public Hazard no action required	1	0	0
58 Public Hazard call false alarm	0	1	0
59 Other Public Hazard	2	1	0
61 Vehicle Extrication	2	1	2
62 Vehicle Collision	15	19	16
64 Commercial/Industrial Accident	1	0	0
66 Persons Trapped in Elevator	0	0	1
69 Other Rescue	0	0	1
701 Oxygen administered	0	9	26
702 CPR administered	3	0	1
703 Defibrillator used	0	1	2
71 Asphyxia, Respiratory Condition	1	13	8
73 Seizure	4	2	5
75 Traumatic Shock	1	0	0
76 Chest pains or suspected heart attack	16	17	14
84 Medical Aid Not Required on Arrival	1	6	6
85 Vital signs absent, DOA	3	0	3
86 Alcohol or drug related	0	2	1
88 Accident or illness related - cuts, fractures, person fainted, etc.	3	8	6
89 Other Medical/Resuscitator Call	8	19	21
898 Medical/resuscitator call no action required	2	8	2
92 Assistance to Police	2	0	1
93 Assistance to Other Agencies	1	3	4
94 Other Public Service	0	1	2
96 Call cancelled on route	8	9	6
97 Incident not found	1	0	1
98 Assistance not required by other agency	17	27	26
99 Other Response	1	0	1
<b>Total Number of Responses</b>	<b>129</b>	<b>191</b>	<b>186</b>
Incidents with a 2 station response	14	11	6
Incidents with a 3 station response	1	2	2





## Township of Wilmot Fire Department

Fire Chief: Rod Leeson

### 2020 Alarm Stats Comparison - All Stations

Response Type	# of Incidents		
	2020	2019	2018
1 Fire	26	27	12
3 No Loss Outdoor Fire	6	4	10
21 Overheat (no fire, e.g. engines, mechanical devices)	1	1	4
22 Pot on Stove (no fire)	3	0	1
23 Open air burning/unauthorized controlled burning (no uncontrolled fire)	11	5	7
24 Other Cooking/toasting/smoke/steam (no fire)	8	5	6
25 Lightning (no fire)	1	0	0
29 Other pre fire conditions (no fire)	2	3	2
31 Alarm System Equipment - Malfunction	21	37	26
32 Alarm System Equipment - Accidental activation (exc. code 35)	18	19	15
33 Human - Malicious intent, prank	3	3	4
34 Human - Perceived Emergency	8	10	4
35 Human - Accidental (alarm accidentally activated by person)	4	6	12
36 Authorized controlled burning - complaint	3	3	3
37 CO false alarm - perceived emergency (no CO present)	9	6	2
38 CO false alarm - equipment malfunction (no CO present)	15	17	21
39 Other False Fire Call	0	1	3
41 Gas Leak - Natural Gas	5	0	3
45 Spill - Gasoline or Fuel	1	1	0
49 Ruptured Water, Steam Pipe	0	0	1
50 Power Lines Down, Arcing	4	1	8
53 CO incident, CO present (exc false alarms)	1	3	4
57 Public Hazard no action required	1	1	1
58 Public Hazard call false alarm	0	3	3
59 Other Public Hazard	4	1	5
601 Trench rescue (non fire)	1	0	1
61 Vehicle Extrication	5	4	9
62 Vehicle Collision	54	68	68
64 Commercial/Industrial Accident	1	0	0
66 Persons Trapped in Elevator	0	0	1
67 Water Rescue	1	0	1
69 Other Rescue	0	2	1
701 Oxygen administered	11	54	111
702 CPR administered	5	2	4
703 Defibrillator used	1	4	7
71 Asphyxia, Respiratory Condition	15	48	32
73 Seizure	6	17	17
74 Electric Shock	0	0	1
75 Traumatic Shock	1	0	1
76 Chest pains or suspected heart attack	28	59	44
82 Burns	1	0	0
84 Medical Aid Not Required on Arrival	6	20	15
85 Vital signs absent, DOA	9	6	12
86 Alcohol or drug related	1	7	4
88 Accident or illness related - cuts, fractures, person fainted, etc.	7	32	34
89 Other Medical/Resuscitator Call	28	66	60
898 Medical/resuscitator call no action required	9	21	18
899 Medical/resuscitator call false alarm	0	1	0
910 Assisting Other FD: Mutual Aid	3	3	3
911 Assisting Other FD: Automatic Aid	1	0	0
913 Assisting Other FD: Other	0	0	1
92 Assistance to Police (exc 921 and 922)	2	0	4
93 Assistance to Other Agencies (exc 921 and 922)	10	21	15
94 Other Public Service	2	4	5
96 Call cancelled on route	22	42	43
97 Incident not found	2	2	2
98 Assistance not required by other agency	36	98	89
99 Other Response	1	0	5
<b>Total Number of Responses</b>	<b>424</b>	<b>738</b>	<b>765</b>
Incidents with a 2 station response	50	39	46
Incidents with a 3 station response	7	6	3

**TOWNSHIP OF WILMOT FIRE DEPARTMENT**  
**FIRE PREVENTION REPORT**  
**QUARTERLY REPORT**  
**Period ending December 31/2020**

Wilmot Fire Department Fire Prevention Division has been working diligently to raise awareness about fire safety and to support business owners and tenants in gaining compliance with the Ontario Fire Code and Fire Protection and Prevention Act. The following outlines specific areas Fire Prevention has been working on:

- Fire code compliance inspections based on complaint, request and routine
- Fire investigations
- Fire Safety Plan/Site Plan reviews
- Open air burn & contained site permits
- Public education
- Smoke/CO alarm loaner program

This quarter we continued to perform duties under COVID-19 restrictions with an emphasis on touchless processes and proper use of PPE.

As group gatherings remain limited, providing public education continues to be challenging. We continue to use electronic means to communicate fire safety messaging, with a focus on media releases, Twitter, Facebook, Township newsletter and the electronic signs. Information was shared on-line to promote Fire Prevention Week, Carbon Monoxide Awareness Week, Holiday Safety and Ice Safety.

The Green Light Awareness campaign was completed this quarter and will be initiated at the end of January. The Region of Waterloo has the signs and will install them as weather and scheduling permit. The awareness campaign will continue until all signs have been placed, which is expected to finish by spring.

In the area of enforcement, a concern was raised after crews responded to smoke in a home where the alarms did not sound. The condo corporation where the home is located requested follow-up inspections, which were conducted with the cooperation of the residents. We found that 44% of residents had expired alarms greater than 10 years old, while a third had the original alarms from when the homes were built 20 years ago. No charges were issued, and all 18 homes were deemed to have compliant smoke and carbon monoxide alarms after making the required updates. Many residents did not realize that hardwired alarms expire after 10 years, which highlights the importance of public education in the township.

### **INSPECTIONS, INVESTIGATION & PREVENTION ACTIVITIES:**

- 12 open burn permits issued, 2 denied
- 1 contained site permit issued
- 6 complaints investigated
- 6 + 18 (from condo blitz) requested inspections completed
- 8 + 8 (from condo blitz) follow-up inspections completed
- 5 plan reviews completed
- 2 Fire Investigations

### **TRAINING/SEMINARS/MEETINGS:**

- Webinars:
  - NFPA spotlight on Public Education
  - OAFCD Thermal Imaging Solutions
- Ongoing meetings:
  - Emergency Control Group
  - Fire Management

Yours in fire prevention,

Andrew Mechalko  
Fire Prevention Officer  
Wilmot Fire Department

## QUARTERLY REPORT

### 4<sup>th</sup> QUARTER 2020

The Training Division of Wilmot Fire Department continues to experience several challenges during this Quarter with the COVID 19 pandemic hampering our ability to safely and effectively train our firefighters in the normal fashion. We have continued using the Target Solutions On-line Training Platform as a valuable tool to deliver training concepts and refresher reading assignments.

#### TRAINING:

##### Recruits:

Recruits had final written exam in September. All have passed the exam, and they are now integrated to the regular training program on Monday night's beginning in October. The COVID-19 pandemic has delayed our goal of having the written portion of NFPA 1001 FFI & FFII certification and practical skills done by the end of 2020. This certification will be finished as soon as the OFC & AS&E are ready to begin their normal operations.



We have had a second training officer hired, Welcome to Justin Zielman. His priority over this Quarter is to get the 2021 recruit program ready to go for the new hires beginning in January 2021. We are transitioning all the on-line training to Target Solutions and he is working to get this set-up for the Recruit Training Program.






##### Department Training Plan:

Due to the COVID-19 pandemic, our regular training nights have been split over 2 training nights to reduce the amount of interaction between platoons, with 1 week 2 platoons doing an on-line training session, followed by the corresponding practical the next week.

We have also started the training necessary to bring all our members up to NFPA 1006 Operations level with Surface Water, Ice, & Floodwater Rescue.

The topics they have worked on included:

-  Rapid Deployment Craft, (RDC) training
-  Vehicle Extrication

-  Forcible Entry
-  Ropes & Knots (Firefighting & Water Rescue)
-  Salvage & Overhaul
-  Radio Communications
-  Search & Rescue





## OTHER:

The 2021 recruit campaign has finished with 9 recruits starting in January.

The promotional process has been finished with all open positions being filled, congratulations to those who were successful.

We plan to have our Water Rescue Team, attend another practical day in the water, then Ice training in the new year as conditions permit.

## Meetings:

-  Senior Fire Management
-  Emergency Control Group
-  Flood Coordinators Fall Meeting
-  Emergency Management Program Committee

Respectfully,  
Dale Clements  
Training Officer | CEMC  
Wilmot Fire Department



# TOWNSHIP OF WILMOT

## FACILITIES & RECREATION SERVICES *Staff Report*

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**REPORT NO:** FRS 2021-001

**TO:** COUNCIL

**SUBMITTED BY:** Sandy Jackson, Director of Parks, Facilities & Recreation Services

**PREPARED BY:** Sandy Jackson, Director of Parks, Facilities & Recreation Services

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Parks, Facilities & Recreation Services Fourth Quarter Activity Reports

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### **RECOMMENDATION:**

That the Parks, Facilities & Recreation Services Activity Reports for the fourth quarter of 2020 be received for information.

### **SUMMARY:**

Parks, Facilities and Recreation Division Manager Reports for the fourth quarter of 2020 are attached for information.

### **BACKGROUND:**

Providing quarterly reports for insight into operations and programs provided by the Parks, Facilities & Recreation Services Department.

### **REPORT:**

During the fourth quarter of 2020, the Parks, Facilities and Recreation Services Department services continued to be significantly impacted by the COVID-19 pandemic. Although pool and

arena operations recommenced under COVID Yellow and Orange restrictions in the third quarter, the fourth quarter added the additional strain of moving to the Red category and ultimately to closure in the Grey category on Dec 26<sup>th</sup>.

Aquatic programs that were offered prior to shutdown were successful and well received, however limitations regarding numbers of participants greatly impacted revenues and types of services available. The walking track reopened in October for 10 participants at a time who pre-registered for one of three daily timeslots Monday through Friday and was also well received.

Minor ice sports groups adjusted participation levels to meet the Red category restrictions of 10 participants per ice time. Security was added to the Arenas to ensure employee safety and to address the challenges related to the new restrictions and rules required to access the Wilmot Recreation Complex. Changes to entrances, exiting, spectator areas and screening protocols were implemented in a very tight timeframe.

Parks and Facilities operations continued working through the fourth quarter and focused on park winterizing and community centre maintenance projects, which resulted in completion of numerous capital projects. Community Centres were limited to church services, childcare use and during Orange, a few weeks of modified pickleball were offered by the Township.

The goal was to keep as many residents active as was safely possible, and this was achieved to the best of staff's ability.

Part time staff who had returned to work were once again moved to government funded Designated Emergency Leave when the Province moved to the Grey Shut Down category and the buildings are now all closed until further direction from the Province is provided to begin reopening once again.

Three outdoor rinks have been established and continue to operate through volunteer support. Parks and playgrounds as well as trail systems are experiencing more winter activity than ever as the public shifts to nature to provide much needed exercise and activity. Full time staff continue to work on projects, repairs, and maintenance as well as completing work from home where possible on policy and program related tasks while facilities are closed.

The Region of Waterloo Recreation and Parks Directors continue meeting on a regular basis with the continued goal of creating standardized protocols and communications during both closure and reopening stages.

The Managers from the three areas within the department (Aquatics, Parks and Facilities, Customer Service and Community Development), have prepared activity reports for the fourth quarter of 2020. The attached summaries highlight the more notable undertakings by the Managers and their staff, and do not include all day-to-day operational or administrative activities. In addition, the 2020 subsidy report is attached and outlines \$319,777.67 worth of discounted subsidies provided to local sport groups and organizations with the largest subsidy going to sport groups.

**ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

Responsible Governance

**FINANCIAL CONSIDERATIONS:**

N/A

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**ATTACHMENTS:**

Customer Service & Community Development Quarterly Report (October – December 2020)  
Aquatics Quarterly Report (October – December 2020)  
Parks & Facilities Quarterly Report (October – December 2020)  
2020 Subsidy Report Summary



# Customer and Community Services Division

## Quarterly Activity Report (October - December)

- Completed Performance Evaluations for all Facility Schedulers and Customer Service Representatives
- Finalized outdoor rink guidelines which provide clear timing and approval procedures; corresponded with groups looking to run outdoor rinks in New Hamburg, Baden, Mannheim and New Dundee; and coordinated rink board installations with facilities staff. All rinks proceeded except Mannheim which could not secure enough volunteers.
- Hosted an Artificial Turf meeting with user groups– October 13
- Created the Artificial Turf facility in the booking software Activenet and applied the appropriate fees to facilitate rentals beginning in the spring of 2021
- Ice user group meetings were held October 14 and 28; November 23 and ongoing communication with the groups regarding changing COVID legislations in the various zones (Yellow, Orange, Red and Grey)
- Advised the Wilmot Horticultural Society regarding Covid safety procedures for their tree planting event in Scott Park on October 25
- Arranged for licensed Security guards at WRC to support staff safety and security
- Ongoing training with staff and security guards on pandemic protocols due to changing legislation as the Region moved from Orange, to Red to Grey/lockdown zones
- Together with the Facility Scheduler began to work on an Affiliation Policy for Community Groups as per the Parks, Facilities and Recreation Master Plan
- Provided information for fees and charges by-law and budget related to facility rentals
- Planned public skating times to commence at WRC in late December, input into Activenet for registration and coordinated staffing to accommodate. Only two of the planned skates took place prior to moving to the grey zone.
- Finalized the background information for the Municipal Alcohol Policy to be presented to Council
- Worked on the Job Description for Municipal Representative to replace Bartender as per new Municipal Alcohol Policy
- Updated work from home and essential work workplans for myself, full time facility schedulers and CSR
- Reviewed and evaluated short-listed RFP's for Corporate Phone System Replacement
- Copy of 2020 Subsidy Report for Facility Rentals is attached

Prepared by Manuela Jones, Manager of Customer Service and Community Development

# **Recreation Programming:**

## **Recreation Programs**

- Winter 2021 courses were cancelled due to COVID-19 lockdown
- Hopeful for similar program offerings from Fall 2021 to Spring 2022
- A five-year plan for recreation programming is being developed and nearing completion. The plan includes the goal of increasing direct programming offered by the Township to address community needs for all ages.
- Day Camps for 2021 have a newly completed Operations Manual including COVID-19 protocols based on 2020 guidelines from the Region of Waterloo
- I will be going on maternity leave in late April and Ashley Brooks, Facility Booking Clerk will be taking over my responsibilities in a hybrid role with approximately 60-70% of time being spent on recreation programming and the remainder on facility bookings.
- Training for Ashley's coverage of the maternity leave has begun, and the goal is to be completed by March 31, 2021
- Crystal Brenneman will be taking on a portion of the Supervisor of Recreation Programming role related to the Youth Action Council during my maternity leave.
- Training for Crystal's YAC coverage has begun, and the goal is to be completed by March 31, 2021 with Crystal running meetings by March 8, 2021.

## **Recreation Programming Partnership**

- Staff have not received an update as to when Community Care Concepts may begin to offer drop-in programs in the Adult Leisure Centre again; however, they are working on a plan that will be presented in early 2021 pending Board of Health and Provincial reopening guidelines
- The Wilmot Family Resource Centre is currently preparing program offerings for youth and families from the New Hamburg Community Centre and other Community Centre's around Wilmot. These were hosted during the Red COVID-19 zone and cancelled when the Region moved to Grey.

## **Youth Action Council**

- Weekly meetings continue via Zoom with YAK members
- 16 members between grade 8-12
- Youth Week 2020 was a success with five virtual events December 1<sup>st</sup> – 7<sup>th</sup>, which reached over 100 youth and completed the granting process with RBC Launch
- Brendan Hancock, the YAC Facilitator resigned in late November due to relocation. The position will be posted as a PT permanent role once budget approval is obtained
- Partnership with Interfaith Community Counselling continues with YAC for monthly Wellness Nights

Prepared by Lacey Smith, Supervisor of Recreation Programming

## Cemetery & Recreation Services:

- Ordered and stocked vending machines. Returned unused product when building closed.
- Completed concession staff and COVID screeners performance evaluations and monitored schedules and work.
- Cemetery activity quiet but busy with requests and inquiries.
- Continue to update cemetery records in Stone Orchard software program.
- Successful collection of rink board and stair advertising.
- Investigated memorial bench for park in Stonecroft.
- Prepared daily deposits and weekly refunds as required.

Prepared by Crystal Brenneman, Supervisor of Cemetery and Marketing Administration

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## Aquatics Division Quarterly Activity Report (October – December)

- During this quarter there were 4 full-time staff members and 35 active part-time staff members. Two staff members resigned this quarter. No new staff have been hired during this quarter.
- Due to COVID restrictions, planned Learn-to-Swim lessons in the Fall 2020 session were not able to be offered. Private and semi-private lessons were offered and received well with 154 participants. These participants attended a total of 788 facility visits. The number and variety of Leadership classes offered this fall was also increased and saw 93 participants. These participants attended the facility for 250 visits. By comparison, the Fall 2019 session had a total of 1016 Learn-to-Swim participants and 267 private lessons.
- Leadership courses were altered this fall and weekend crash courses were scheduled for Bronze Medallion, Bronze Cross and Standard First Aid. These were very popular and will be continued in this format in the future. Courses offered included both a Swim Instructor course and a Lifesaving Instructor course as well as an Aquatic Supervisor course and Examiner course. A National Lifeguard, Bronze Medallion, Bronze Cross Assistant Instructor and a Swim and Lifesaving Instructor Course are scheduled for the winter and early spring pending COVID restrictions. 92 participants registered in Leadership courses this fall compared to the Fall 2019 session which had a total of 60 Leadership participants.
- With only being able to offer swimming lessons during the Winter Session, instruction of a total of 1750 swimming lessons, private and leadership participants was provided throughout 2020. Of those, 75% were Township of Wilmot residents and 25% were non-residents. In 2019 a total of 4743 swimming lessons and leadership participants participated in programs. Of those, 80% of those were Township of Wilmot residents and 20% were non-residents. This is a 63% reduction in lessons due to COVID-19.

- There were 4,272 admissions for recreational swim programs during the fourth quarter in 2020 due to the COVID-19 attendance restrictions. These programs included length swims, open/family swims and Aquafit classes. In 2019 there were 10,080 admissions for recreational swims during the same period. Moving into the Orange zone in the COVID Framework resulted in numbers being restricted further and daytime Aquafit and Family Swim time spots had waiting lists. Unfortunately, these waitlists are not able to be accommodated due to other programs that were scheduled. In December the Friday evening Open Swim time slots were cancelled due to consistently low attendance. Many of the time slots had less than 4 registered and several had zero participants.
- In 2020, 16,405 swimmers attended recreational swims. This included 4 ½ months of complete facility closure due to COVID and 5 months of strict admission restrictions. These restrictions included reduced participation numbers to 25% capacity or less regarding pool capacity and one program in the pool at a time when fitness classes were scheduled. By comparison, in 2019 42,440 participants enjoyed recreational swims. This represents a 61% reduction due to COVID-19.
- There were 4,421 pool rental participants during this fourth quarter. These programs include the ACES and a few private rentals. In 2019, 7,540 participants attended during the same period.
- In 2020 a total of 11,220 rental participants attended which represents a 46% reduction from the 20,936 rental participants in 2019.
- The Full-time Aquatic staff led several seasonal staff training sessions for the part-time aquatic staff
  - In two separate training sessions, the staff members focused on lifeguarding skills using COVID-19 safety measures.
  - Online training through HR Downloads was also completed to train on updated policies and procedures pertinent to the aquatic staff members.
  - A Head Guards meeting was held virtually to update staff on new procedures and to discuss supervision techniques.
- Staff completed ongoing programming for the Fall and Winter schedule, and it was inputted into the recreational program software. Currently, we are not putting a Recreation Guide together until COVID-19 restrictions and reopening is clearer.
- There were 32 private pool rentals in 2020. 27 in the leisure pool, 3 in the lap pool and 2 were full pool rentals. By comparison, in 2019 there were 49 private rentals. 47 in the leisure pool, and 2 in the full pool.
- Two regular rental groups receive a discounted rental rate for use of Wilmot Aquatic Centre. In 2020 these groups received a subsidy in the amount of \$34,278.23. This does not include the free or subsidized use of meeting rooms. The breakdowns of the amounts received are as follows:

- The Wilmot ACES swim team received \$ 33,573.21 in pool time and room subsidies. They utilized 819.5 hours of pool time. Swim meets utilized 38 hours and their swim practices utilized 781.5 hrs. Due to COVID-19 protocols and best practices, since the summer the Aces have used the full lap pool for all their practices instead of the combination of the full lap pool and shared spaces as normal.
- Waterloo District School Board received \$ 705.02 in pool subsidies. They utilized 8 hours of pool time for the CWOSSA Swim Team Meet.

Submitted by:

Angela Bylsma Anderson Aquatics Manager, Wilmot Aquatic Centre

## Parks & Facilities Services Division

### Quarterly Activity Report (October - December)

- Township staff were trained to elevate facility cleaning procedures to ensure compliance with Health Department recommended COVID-19 cleaning standards
- Management staff were moved to work from home as required and follow COVID-19 protocols and guidelines when performing essential work in the community and buildings
- Door hardware was replaced on the pool exit doors. Due to the harsh air quality that occurs in an indoor pool environment this is a project that will be required every 7-10 years.
- Staff volunteered to help plant trees at Scott Park on Sat October 24<sup>th</sup> for the Lets Tree Wilmot event which was well received with approximately 100 trees planted. This event was spearheaded by Let's Tree Wilmot with assistance from Township staff to make this a successful day
- Yearly performance job evaluations were completed at the end of October for all full-time staff
- Worked with staff through the Provincial pandemic orders as they were issued by the Government (Weekly/Monthly). Facility protocols were modified regularly to ensure compliance with maximum participant numbers were followed. Staff met weekly to fine tune any protocol and procedures that were needed/required
- Staff met with Ice User Groups multiple times during Oct-Dec to identify and work around the Provincial rules while keeping everyone safe in Township facilities
- Ram Roofing were hired to complete roof repairs that were identified in the small capital budget.
- Work with staff and management to obtain updated quotes to help prepare for the upcoming 2021 budget meeting with Council and Finance staff
- Worked with Complete Tree Service to help eliminate tree hazards by cleaning up the tree debris with Township equipment after the areas were safe
- Participated in site visits for the Waterloo Oxford artificial turf field as required
- Worked with HS Fencing regarding Flood/Fencing concerns at Norm Hill Park
- Jason Falk- Arena Operations Supervisor resigned and recruitment began in December
- Worked with The Community Players as they removed all their theater props at the St. Agatha Community Centre

- Schoolhouse Products delivered 36 new round tables as budgeted to the New Hamburg Community Centre
- Township staff were faced with another full facility shut down as the Province of Ontario took action to slow down the spread of Covid-19.
- Budget preparation meetings and information was submitted for 2021 operating and capital

Submitted by Geoff Dubrick Parks and Facilities Manager

## **Parks & Facilities Project work for October – December included:**

- Evaluation, selection and approval of Open Space to complete the playground renovation at Youth Optimist Park, New Hamburg
- Playground and surfacing installation at Youth Optimist Park
- Evaluation, selection and approval of Play Power to complete the playground addition at Constitution Park, New Hamburg
- Playground and surfacing installation at Constitution Park (back ordered components to be installed in Spring 2021)
- Phase 2 of Kirkpatrick Park Restorations including additional armour stone placement along the north access ramp, river rock to the retaining wall for erosion control and addition of drainage swale to channel pooling water from walking trail
- On-site meetings with various seeding, hydroseeding and sod suppliers to determine the most appropriate application to complete the Kirkpatrick Park restorations in Spring 2021
- Phase 1 & Phase 2 of Kirkpatrick Park retaining wall anchoring (due to surface-mount guardrail) completed
- Engineering permit and labour approved and scheduled to replace the entire guardrail along Kirkpatrick Park retaining wall to meet the requirements of the OBC. Fabrication has begun, installation anticipated in Winter 2021
- Railing base repairs along accessible ramp at the Admin Building complete. Includes concrete fill in previously cored railing voids. DTM paint has been purchased for application in Spring 2021
- NA Engineering retained to complete bolster block repair and truss maintenance details to be added to RFQ 2021-02 for the barrel roof repairs/maintenance at New Hamburg Arena. This project will require a mandatory job showing to be conducted by Township of Wilmot Project Coordinator in collaboration with a representative of NA Engineering to ensure the scope details are clear, the allowances are site measured by bidding vendors and any potential access challenges are addressed prior to quote submission. Publishing of RFQ 2021-02 to be held off until the lockdown returns to 'RED' allowing 10 people in an indoor space per job showing. Project to commence as soon as possible.
- Review and incorporation of Building Condition Assessment data into the Asset Management Plan and Parks and Facilities 10yr Capital Plan including updating of the Facilities' Playground Catalogue to include Youth Optimist Park renovation and Constitution Park addition.
- Delivery of the Haysville Community Centre meeting room to the Scouts and Guides for immediate relocation. Included a sub-project to repair lighting in the vestibule space (picnic table area) to allow for outdoor gatherings if COVID restrictions allow

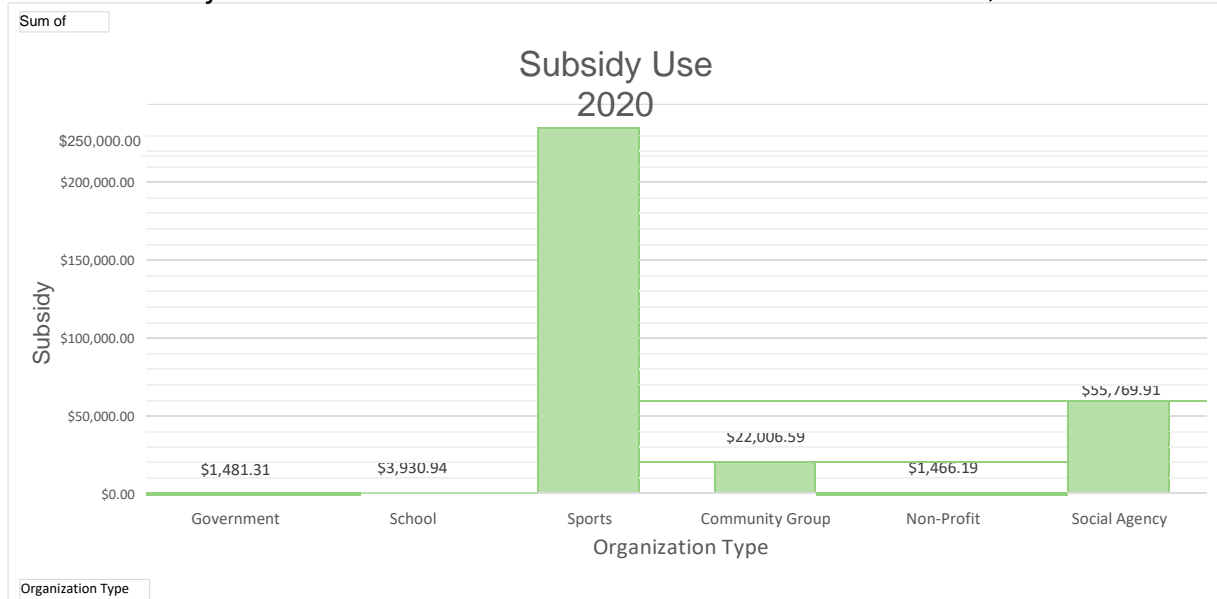
- Site meetings with CBO, Electrician, ESA, locators and township staff to discuss possibility of repairing the New Dundee Women's Institute cabin and reuse of viable materials to create a replica building around the existing electrical panel as a tribute to the nostalgia and history the cabin offers the community
- Final trim work completed at the New Hamburg Community Centre kitchen renovation (delayed due to COVID) priming and painting underway
- Assisting in site meetings and project prep for Nith River Trail Enhancement project (in collaboration with Andrew Martin)
- 2021 Budget preparation throughout the Township for various minor and major capital projects

Prepared by Amber Schenk, Project Coordinator

## Subsidy Report 2020

Total Subsidy

\$319,777.67



Organization Name	Organization Type	Subsidy
Alzheimer Society Waterloo Wellington	Non-Profit	\$319.65
Baden Community Association	Community Group	\$311.81
Community Care Concept	Social Agency	\$3,508.57
Fung Loy Kok Institute Of Taoism	Non-Profit	\$522.75
Girl Guides Of Canada	Community Group	\$5,095.80
Grand Valley Woodcarvers	Non-Profit	\$344.52
Mannheim Optimist Club	Community Group	\$396.30
New Dundee Board Of Trade	Community Group	\$853.64
New Dundee Optimist Club	Community Group	\$1,980.72
New Dundee Seniors	Community Group	\$693.90
New Dundee Women's Institute	Community Group	\$411.44
New Hamburg Board Of Trade	Community Group	\$96.26
New Hamburg Community Concert Band	Community Group	\$660.66
New Hamburg Cooperative Preschool	School	\$66.96
New Hamburg Fire Department	Government	\$379.09
New Hamburg Lioness Club	Community Group	\$158.46
New Hamburg Lions Club	Community Group	\$98.86
New Hamburg Minor Hockey Association	Sports	\$116,825.15
New Hamburg Scouts	Community Group	\$2,171.45
New Hamburg Skating Club	Sports	\$29,450.26
Nith Valley Sno Surfers	Community Group	\$132.05



Petersburg Optimist	Community Group	\$94.51
Regional Municipality Of Waterloo	Government	\$80.82
Rotary Club Of Tavistock	Community Group	\$120.36
The Community Players	Community Group	\$2,564.90
The Rook Players	Community Group	\$988.60
Township Of Wilmot	Government	\$1,021.40
Waterloo Catholic District School Board	School	\$1,579.49
Waterloo County Quilters Guild	Non-Profit	\$279.27
Waterloo Federation Of Agriculture	Community Group	\$76.92
Waterloo Region 4-H Club (Wilmot)	Community Group	\$93.30
Waterloo Region District School Board	School	\$1,710.14
Wilmot Agricultural Society	Community Group	\$278.06
Wilmot Aquatic Aces	Sports	\$31,366.54
Wilmot District Soccer Association	Sports	\$134.70
Wilmot Family Resource Centre	Social Agency	\$52,261.34
Wilmot Girls Hockey Association	Sports	\$55,697.52
Wilmot Horticultural Society	Community Group	\$357.75
Wilmot Optimist Club	Community Group	\$293.88
Wilmot Seniors Shuffleboard & Carpet Bowling	Community Group	\$4,076.96
Wilmot Softball	Sports	\$1,561.79
WO Hockey Skills Canada	School	\$574.35
Wilmot Wild Minor Lacrosse Association	Sports	\$86.77



# TOWNSHIP OF WILMOT

## PUBLIC WORKS & ENGINEERING Staff Report

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**REPORT NO:** PW2021-01

**TO:** Council

**SUBMITTED BY:** Jeff Molenhuis, P. Eng., Director of Public Works & Engineering

**PREPARED BY:** Jeff Molenhuis, P. Eng., Director of Public Works & Engineering  
David Kleine, CRS-I, Supervisor of Operations, Roads  
Chris Thorne, C.Tech, Supervisor of W/WW  
Bryan Bishop, CET, Manager of Engineering

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** 4<sup>th</sup> Quarter 2020 Operations Activity Report  
October – December 2020

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### **RECOMMENDATION:**

THAT the Public Works Operations 4<sup>th</sup> Quarter Activity Report for the months of October, November and December 2020 be received for information.

### **SUMMARY:**

Public Works reports operational activity to Council. Both Public Works sections have been wrapping up summer maintenance, construction activity, on-boarding seasonal staff for Winter Control, and preparing fleet and vehicles for winter maintenance activity. DWQMS and drinking water system administration and licensing protocols was active in Q4 with an internal audit, license renewal activity and an unannounced Ministry inspection. The Engineering section was focused on wrapping up 2020 project activities and 2021 capital planning and forecasting. One new staff member was on-boarded in late Q4.

**BACKGROUND:**

Public Works staff report Operations activity to Council on a quarterly basis.

**REPORT:**

The attached summaries highlight the activities of Public Works-Operations for the 4<sup>th</sup> quarter of 2020.

**ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

The Township of Wilmot Strategic Plan has a goal of Responsible Governance with strategies to provide infrastructure investments and active communications of municipal matters.

**FINANCIAL CONSIDERATIONS:**

There are no financial considerations as a direct result of this report.

**ATTACHMENTS:**

Attachment 1 – Departmental Operating Activity Report

ROADS (TRANSPORTATION SERVICES)	
Minimum Maintenance Standards (MMS)	<ul style="list-style-type: none"> <li>• Weekly road patrol</li> <li>• Winter maintenance road patrols.</li> </ul>
Bridges, Culverts and Drainage	<ul style="list-style-type: none"> <li>• Ditching on Nafziger Rd.(Bleams Rd – Deer Court).</li> <li>• Clearing catch basin lids from obstructions in towns where there is mature tree lined streets.</li> <li>• Driveway culvert repair and ditching on Waldau Cr.</li> </ul>
Roadside	<ul style="list-style-type: none"> <li>• Trimming grass around guiderails on the rural roads.</li> <li>• Fixing washouts on the edge of the roads on Lisbon Rd, Settlement Rd and Wilmot Line from heavy rain in October.</li> <li>• High winds on Nov 15<sup>th</sup> had crews cleaning up trees and limbs that were damaged.</li> <li>• Excavator with forestry head to mulch trees and brush on Berletts Rd, Carmel Koch Rd and Wilby Rd. as part of our annual ditch maintenance program.</li> </ul>
Loose Top	<ul style="list-style-type: none"> <li>• Shoulder grading on all asphalt surfaced roads.</li> <li>• Graded gravel roads to maintain shape prior to snow falling.</li> <li>• Routine grading and washboard repairs</li> </ul>
Hardtop	<ul style="list-style-type: none"> <li>• On-going patching potholes generated from road patrol work orders.</li> <li>• Asphalt repairs around structure lids</li> </ul>
Safety Devices and Signage	<ul style="list-style-type: none"> <li>• Inspecting all signs and replacing worn or missing ones.</li> <li>• Straightened rural sign posts twisted or bent from the wind or snow.</li> <li>• Temporarily installed solar powered speed detection signs in Haysville. (October)</li> <li>• In house guiderail repairs at Nith river bridge on Shade St NH.</li> </ul>
Gravel Pit	<ul style="list-style-type: none"> <li>• Hauled gravel from pit to our yard stockpile.</li> <li>• Completed annual reporting for quantities and pit activities</li> </ul>
Winter Control & Event Response	<ul style="list-style-type: none"> <li>• Annual snowplow training instructed by Ground Force Training</li> <li>• Hauled winter sand to yard for the season.</li> <li>• November 2 was the first day of Winter Control response</li> <li>• Fifteen days of snowplowing and salting the roads.</li> </ul>

## WATER/WASTEWATER (ENVIRONMENTAL SERVICES)

Operations & Maintenance	<ul style="list-style-type: none"> <li>• Valve turning program and associated repairs completed</li> <li>• Hydrant maintenance and associated repairs completed</li> <li>• Utility cut prep and asphalt repair</li> <li>• Dead end water main flushing</li> <li>• Sanitary sewer easement flushing</li> <li>• Main valve box repair – 3</li> <li>• Water shut offs – 7</li> <li>• Curb stop / service box repairs – 5</li> <li>• Hydrant repairs – 3</li> <li>• Fire flow tests – 2</li> <li>• Sanitary MH repairs - 4</li> </ul>
Locates Processed	<ul style="list-style-type: none"> <li>• 93 Locates processed between October 1<sup>st</sup> and December 31<sup>st</sup></li> <li>• 3 site meets for infrastructure locating</li> </ul>
Meter installs/change-outs/inspections	<ul style="list-style-type: none"> <li>• 20 water meter installs/changeout's/inspections between October 1<sup>st</sup> and December 31<sup>st</sup></li> <li>• Monthly water meter reading issue investigation/training</li> </ul>
Water Quality/Adverse Reports	<ul style="list-style-type: none"> <li>• Weekly chlorine residual sampling</li> <li>• No incidents of adverse water quality between October 1st and December 31st</li> <li>• Water quality/pressure investigations - 2</li> </ul>
Water Main Breaks/Excavation	<ul style="list-style-type: none"> <li>• water main break (4)</li> </ul>
Storm Main/Blockages	<ul style="list-style-type: none"> <li>• Storm sewer repair 1</li> </ul>
Sanitary Main/Lateral Blockages	<ul style="list-style-type: none"> <li>• Routine flushing and preventative maintenance program</li> <li>• Sanitary lateral service repair – 3</li> <li>• Hamilton rd sanitary main</li> </ul>
Lift Station Maintenance	<ul style="list-style-type: none"> <li>• Weekly operational checks</li> <li>• Exhaust fan replacement lift 1</li> <li>• Conduit repair lift 2</li> </ul>
SWM Facility Maintenance	<ul style="list-style-type: none"> <li>• Debris and litter cleanup</li> </ul>
DWQMS	<ul style="list-style-type: none"> <li>• Internal audit completed, policy/procedure/document updates</li> <li>• External audit completed, policy/procedure/document updates</li> <li>• Annual emergency response training completed</li> <li>• Management review completed</li> <li>• MECP license &amp; permit renewal for all systems completed</li> <li>• Unannounced MECP inspection for all systems completed</li> <li>• On the Job training to maintain licensing credits</li> </ul>

ENGINEERING SERVICES	
Traffic Network Operations	<ul style="list-style-type: none"> <li>• Region's-Automated Speed Enforcement program (ASE) implementation ongoing</li> <li>• Many traffic operations initiatives are on hold during pandemic response</li> <li>• Resident concerns being documented and tracked for resolution at a later date. Significant backlog in traffic review items</li> <li>• Haysville speed signs installed and operational – staff will review location/siting for permanent installation locations in 2021</li> </ul>
Municipal Consents/Permits	<ul style="list-style-type: none"> <li>• Site inspections, deposit releases on-going</li> <li>• MC and permit applications typically slow during Q4</li> </ul>
Development Activity	<ul style="list-style-type: none"> <li>• Servicing strategies being reviewed for core urban areas to support Official Plan changes and anticipated development phasing</li> <li>• Various site plan, infill activity on-going</li> <li>• Warranties, letter of credit tracking, project carry over for New Hamburg Heights and Stone Croft phases</li> </ul>
GIS/Infrastructure Mapping	<ul style="list-style-type: none"> <li>• GIS focus on linear assets for stormwater system mapping, SWM mapping</li> <li>• Workload planning for 2021 sanitary asset categories data collection</li> <li>• Reviewing linear consolidated licensing requirements and GIS requirements to support the regulatory download</li> </ul>
Design Standards & Specifications	<ul style="list-style-type: none"> <li>• Working through Phase 2 comments and planning for Phase 3 rollout</li> </ul>
Municipal Drains	<ul style="list-style-type: none"> <li>• On-going maintenance work through the Drainage Superintendent</li> <li>• Project and budget planning for 2021 construction and maintenance season</li> <li>• Backlog and substantial workload in municipal drainage works for maintenance and capital being completed through the Drainage Superintendent</li> </ul>
Reforestation Program	<ul style="list-style-type: none"> <li>• Tree replacement for roads operating activity</li> <li>• Wilmot Horticulture – “Lets Tree Wilmot” community event donation, setup/coordination and community engagement</li> </ul>
Streetlights	<ul style="list-style-type: none"> <li>• KW Hydro maintaining lights and fixtures as needed</li> </ul>
DC Project Activity	<ul style="list-style-type: none"> <li>• Morningside Sanitary Trunk EA – Kickoff meeting and project started</li> <li>• Baden / New Hamburg Trunk sanitary servicing discussions</li> <li>• Snyder's Road design – ongoing</li> </ul>

DEPARTMENT	
Service Issues and Requests	<ul style="list-style-type: none"> <li>Formal PW&amp;E tracking log created to track service inquiries and respond to customer concerns / enquiries (ex. Infrastructure concerns and reporting, general complaints/requests for PW&amp;E activities). Approximately 15 active queries at end of Q4 with 125 cleared queries in Q4</li> </ul>
Safety/Training	<ul style="list-style-type: none"> <li>PW&amp;E welcomed one new FT staff in Engineering this quarter</li> <li>Three seasonal staff were on-boarded for Operations</li> <li>New staff were on-boarded with Wilmot H&amp;S, COVID training requirements</li> </ul>
Capital Program	<ul style="list-style-type: none"> <li>Region Notre Dame Drive Reconstruction (St. Agatha WM looping)</li> <li>Region Nafziger Rd – Roundabout / Transmission WM design</li> <li>Region New Dundee Water Treatment EA</li> <li>Region Trussler Rd – Road Widening</li> <li>Region Baden / New Hamburg Wastewater masterplan</li> <li>Region Bleams / Jacob / Riverside / Victoria / Boullee / employment lands Transmission WM discussion with Region</li> <li>Nafziger Watermain design</li> <li>Wilmot Street and Gingerich Road watermain connection tender</li> <li>2021 maintenance contract prep</li> <li>Bridge Street Bridge EA ongoing</li> <li>Wilmot / Church St. Phase 1 construction</li> </ul>
Asset Management	<ul style="list-style-type: none"> <li>Continued focus on data collection and data quality</li> <li>GIS / Asset management requirements expanding rapidly due to downloading of Provincial Sewer works approval process to Municipalities, as per Reg 208/19</li> </ul>
Budget - Capital and Operating	<ul style="list-style-type: none"> <li>2020 Project closeout and carry forwards</li> <li>2021 capital and operating budget work</li> <li>Update 10 year planning forecast</li> </ul>
Insurance Claims	<ul style="list-style-type: none"> <li>2 sewer related insurance claims</li> <li>2 road network related insurance claim</li> </ul>
Fleet & Equipment	<ul style="list-style-type: none"> <li>Winter prep for all operating vehicles</li> <li>Annual safety program for equipment and vehicles</li> </ul>



# TOWNSHIP OF WILMOT

## CASTLE KILBRIDE *Staff Report*

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**REPORT NO:** CK 2021-001

**TO:** COUNCIL

**SUBMITTED BY:** Tracy Loch, Curator/Director

**PREPARED BY:** Tracy Loch, Curator/Director

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Quarterly Activity Report - October, November, December 2020

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**RECOMMENDATION:**

That the Castle Kilbride Activity Report for the months of October, November and December 2020 be received for information purposes.

**BACKGROUND:**

Providing quarterly reports for informational insight and knowledge into the operations of the Castle Kilbride department.

**REPORT:**

Curator/Director's Summary:

- Ensured the continued safe operation of the museum while following COVID-19 protocol for staff and visitors. (\*Note: Due to provincewide shutdown announcement on December 22, Castle Kilbride closed until further notice).
- Prepared and circulated marketing material to promote the Christmas season and special holiday evening tours offered at Castle Kilbride. Starting mid-November, Castle Kilbride appeared in many printed and online forums promoting Victorian Christmas traditions at the museum. All tours were booked online and were sold out particularly in December.
- Coordinated the creation of two holidays videos to increase awareness of the museum and share history online with those that are unable to visit the museum. Videos were produced with support of seasonal staff and received positive feedback.
- Completed final reports for end of work term for seasonal staff.
- Attended various online meetings for information sharing/training which included: Filming in historic houses, Reconciliation in the Region of Waterloo, Anti-Racism in our Spaces (geared towards museums), Essential Work in the Museum Field, and Requirements of Museums during COVID in the Zones.



- Provided support to The Community Players of New Hamburg (TCP) for their Winter Wonderland holiday special. Parts of the production was filmed inside Castle Kilbride.
- Met various contractors to provide quotes for 2021 projects.
- Castle Kilbride participated in #LeaveTheLightsOn social media campaign and will keep the museum lit until January 31.
- Aided the Clerk with a grant application to the Department of Canadian Heritage for the Community Support, Multiculturalism, and Anti-Racism Initiative. The proposal from Wilmot relates to the Indigenous Consultation project and will promote diversity and inclusion.
- Welcomed MP Tim Louis to film a holiday greeting inside Castle Kilbride.
- Recognizing how challenging it will be, began planning different scenarios for 2021 with Assistant Curator. Staff will be exploring new events that meet the necessary protocol once the museum reopens, along with possible online programs to support community outreach.
- Although Castle Kilbride reopened late August, like many, the revenue of the museum was directly impacted due to COVID-19. According to an Ontario Museum Association survey, museums lost approximately 75% of their revenue between March and July 2020. The Ministry of Culture estimates that the 166 museums funded by its operating programs lost approximately \$8.1 million in revenue from March to June 2020. The COVID-19 pandemic has deeply affected the revenues of all museums, including Castle Kilbride. Staff are hopeful for a better year in 2021.

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\*For further details, please see the attached report for the Assistant Curator's summary

#### **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

The report implements the following goals from the Strategic Plan:

We are an engaged community through strengthening communicating municipal matters.

#### **FINANCIAL CONSIDERATIONS:**

n/a

#### **ATTACHMENTS:**

1. Castle Kilbride Assistant Curator's Report – October, November, and December 2020

## **Castle Kilbride Assistant Curator's Report**

**SUBJECT:** Quarterly Report for October, November and December 2020

**SUBMITTED TO:** Tracy Loch, Curator/Director

**SUBMITTED BY:** Sherri Gropp, Assistant Curator

**DATE:** February 8, 2021

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### **Visitor Services**

\*The following events, exhibits and programs in Q4 were affected due to the COVID-19 pandemic.

Given by a Livingston exhibit	Cancelled; Deferred until Nov. 2021
Herner's Victorian Dickens Village exhibit	Cancelled; Deferred until Nov. 2021
Group and Bus Tours	Cancelled all annual holiday group tours scheduled for Nov. & Dec.
Educational Tours	Cancelled/declined all classes for our Grade 2 winter program
Ghost Walks	Cancelled three nights in October
Merry Victorian Christmas Open House	Cancelled

### **General Visitation**

We were grateful to remain open to the public and accepting online bookings through Eventbrite for October, November, and December. Visitation was steady but greatly increased for the holiday season. We were fully booked from Dec. 2 to December 20. Staff gave guided tours of the house every ½ hour. Unfortunately, we had to cut the season short due to the Provincial lockdown. Our prebooked tours scheduled for December 27 & 28 were sold out, so sadly we had to cancel and refund all patrons. We missed out on four days of tourism.

### **Christmas at the Castle November 21- January 3\* (\*ended Dec.20 due to lockdown)**

Christmas is traditionally our busiest time of the year and this year was no exception. I planned, prepared, and implemented the holiday decorating in the principal rooms within the Castle. I also decorated the exterior décor with fresh garland, lights and bows on the front fence and side porches

### **Castle Aglow Evening Tours- November 26 & December 3**

The Merry Victorian Christmas Evening Tour is one of our most popular events. In 2019, we hosted 332 patrons for our one-night only evening tour. Having said that, it was nice to be able to offer this modified tour. We noticed that many guests were repeat visitors and attend this event every year. Some details of the event:

- Tickets were booked on-line and in advance using Eventbrite
- Scheduled staff accordingly and provided training for greeting guests, completing COVID screening for each group, and welcoming them to Castle Kilbride
- We could only book one "bubble" or group at a time. This limited the number of people we could accommodate. We offered 5-time slots from 5:30 p.m. until 8:00 p.m.
- We welcomed 11 visitors on Nov. 26<sup>th</sup>, and on Dec. 3<sup>rd</sup> we sold out with 20 patrons

### **Virtual Programming**

We gave our first virtual presentation to Without Walls (WOW) in October, which is a long-standing program for older adults in Cambridge that was made virtual this year. The WOW senior's group was a test pilot for us, and the tour was conducted by one of our seasonal staff. There were 20 participants in total and since it was close to Halloween, the theme focused on Victorian funeral customs which related to our current exhibit. Based on this experience different formats will be investigated and staff look forward to offering more in 2021.

### **Seasonal students**

- Supervised three students; Provided guidance and supplied information for all areas of work.
- Conducted weekly staff meetings; Created staff schedules for weekday/weekend coverage
- Organized projects for each of the students as well as the museum attendants. This included key projects in areas such as Collection, Archives, Outreach and General Research.

### **Castle Collection**

- Having the assistance of the seasonal staff we were able to enter all artifacts housed in the collection storage room into our PastPerfect database. It included completion of identifying and cataloguing the military collection. This was a huge task and could not have been completed without their help. We were able to complete an updated inventory of the room. This inventory will be a tremendous benefit as we move forward with the rolled storage project pending Council's approval.
- Properly cleaned museum as well as the artifacts on a routine basis.

### **Administration**

- Assisted the Township's Emergency Task Force with additional signage for the Admin Complex.
- Conducted routine inspections of the Castle and ensured the contents were safe
- Cancelled all group tour bookings until December 31, 2020
- Programmed Eventbrite tickets and recorded refunds for the Finance Department.
- Obtained quotes for rolled storage project
- Prepared a weekend museum staff schedule along with a "To-Do List" each week.
- Conducted performance reviews for all part time staff
- Coordinated social media which includes managing and adding content to Castle Kilbride's website, preparing and entering all Facebook posts. Forwarded plan to Communications Specialist to share on the Township's social media outlets.
- Handled inquiries for archival material, artifacts in the collection, weddings etc.
- Wrote and prepared articles for Embracing Change Magazine, Hyper-Local Travel, and the Wilmot Post. Adhered to their deadlines and requirements.
- Prepared the house for TCP to film their special presentation inside the Castle
- Participated in: Facilitating Reconciliation in Waterloo Region; Museum Collection Managers group
- Collected, input, and evaluated information on visitor statistics. (See below)

### **Castle Kilbride Visitor Statistics**

Despite a shortened season and limited tours from August 29 to December 20, we were thrilled to safely welcome 900 visitors to Castle Kilbride in 2020. (Note: this number also includes visitor stats from January and February 2020 prior to closure).

Month	School	Bus	Regular	Event	Total
October 2020	0	0	84	10	<b>94</b>
November 2020	0	0	138	11	<b>149</b>
December 2020	0	0	147	20	<b>167</b>
<b>Total</b>	<b>0</b>	<b>0</b>	<b>369</b>	<b>41</b>	<b>410</b>
<b>2019</b>	341	195	1495	220	<b>2251</b>
<b>2018</b>	209	597	1394	350	<b>2548</b>
<b>2017</b>	194	386	1120	461	<b>2161</b>
<b>2016</b>	221	192	873	361	<b>1647</b>
<b>2015</b>		310	1043	131	<b>1612</b>



# TOWNSHIP OF WILMOT

## PUBLIC WORKS & ENGINEERING Staff Report

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**REPORT NO:** PW2021-02

**TO:** Council

**SUBMITTED BY:** Jeff Molenhuis, P. Eng., Director of Public Works & Engineering

**PREPARED BY:** Chris Thorne, C.Tech, Supervisor of Operations,  
Water/Wastewater

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** 2020 Annual and Summary Water Distribution Report

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### **RECOMMENDATION:**

THAT report PW-2021-02 2020 Annual and Summary Water Distribution Report be received for information purposes.

### **SUMMARY:**

The 2020 Annual and Summary Reports have been prepared in accordance with the Safe Drinking Water Act (2002).

The Annual Report must be prepared to include a brief description of the drinking water system; a summary of adverse water quality results; a summary of results of required tests; a description of corrective actions taken; a description of major expenses incurred; and the location of the report.

In addition to the Annual Report, a Summary Report must also be prepared and provided to the owner of the drinking water system not later than March 31, 2020. The Summary Report includes information regarding applicable legislation; a statement of compliance, including a summary of the latest inspection results; and a summary of water consumption and flow rates.

## **BACKGROUND:**

The municipality is required under the Safe Drinking Water Act (SDWA), 2002 - O. Reg. 170/03 – Section 11 and Schedule 22 to provide Council and the public with an Annual Report and a Summary Report for the water systems owned by the Municipality. The Township owns and operates the following distribution systems:

- 
- New Hamburg/Baden Distribution system – Large Municipal Residential
  - Mannheim Distribution system – Large Municipal Residential
  - St Agatha Distribution System - Large Municipal Residential
  - New Dundee Distribution System – Large Municipal Residential
- 

## **REPORT:**

### **2020 Summary Report**

This report satisfies the requirements of both the Safe Drinking Water Act (SDWA) and Ontario Regulation 170/03: Schedule 22, Summary Report. Further reporting details can be found on the Township website, and includes:

- list the requirements of the Safe Drinking Water Act, the regulations, the system's approval, Drinking Water Works Permit (DWWP), MDWL, and any orders applicable to the system that were not met at any time during the period covered by the report; and
- a summary of the quantities and flow rates of the water supplied during the period covered by the report, including monthly average and maximum daily flows.

The information in Attachment 1 – Water Usage summarizes the quantities of water used, and has been gathered using Region of Waterloo pumpage reports attached to monthly invoices sent to the Township. Baden and New Hamburg are considered one system; however, they are shown separately based on the Regional reports. As noted, this report can be found online on the Township website, or a hard copy is available if requested.

### **2020 Annual Report**

This report satisfies the requirements of both the Safe Drinking Water Act (SDWA) and Ontario Regulation 170/03: - Section 11, Annual Reports. Further reporting details can be found on the Township website, and includes:

- a brief description of the drinking water systems;
- a list of water treatment chemicals used;
- a summary of the most recent water test results;
- a summary of adverse test results and other issues reported to the Ministry of the Environment and Climate Change (MOECC) including corrective actions taken;

- a description of major expenses incurred to install, repair or replace required equipment, if any; and
- the locations where this report is available for review and inspection

There were no orders issued against any of the systems in 2020. There were three (3) adverse water quality incidents in 2020 within the Township system.

<b>Date:</b>	<b>Adverse condition</b>	<b>Corrective Action</b>
July 15, 2020	Total Coliform present	Flushed and sampled
July 29, 2020	Total Coliform present	Flushed and sampled
August 20, 2020	Total Coliform present	Flushed and sampled

All adverse test results were remediated by flushing and re-sampling according to OReg.170/03.

### **Statement of Compliance**

Compliance with the requirements for ownership and operation of Wilmot's drinking water system is evaluated through an annual drinking water inspection by the MECP. On December 1<sup>st</sup>, 2020 & January 4<sup>th</sup>, 2021, the MECP conducted inspections of the drinking water distribution systems. The inspections included a compliance assessment with all applicable legal documents and a review of the maintenance records. The inspection period was from November 1, 2019 to December 31, 2020

The official 2020 inspection results were not provided at the time of this report. However, the draft results were presented to staff with a compliance rating of 100% in all of the systems. Inspection results will be available when they are formally provided to staff.

### **Drinking Water Quality Management System (DWQMS) – External Audit and Management Review**

The Ontario Government implemented the Municipal Drinking Water Licensing Program in 2007 as recommended by Justice O'Connor as a result of the Walkerton Inquiry. The Ministry of the Environment developed the Drinking Water Quality Management System standard ("DWQMS") that applies to owners and operating authorities for municipal drinking water systems. The implementation of the DWQMS is mandated by the provincial government through the Safe Drinking Water Act, 2002.

Under the Safe Drinking Water Act, 2002 and Ontario Regulation 188/07, the Township of Wilmot is required to maintain licensing to operate the water distribution systems. The reporting required for this management system is available upon request, and a hard copy is located at the Township Public Works yard for public review. The Township has drinking water permits and licenses to operate each of the Township's water distribution systems in compliance with the Safe Drinking Water Act 2002, Regulation 170/03, Regulation 169/03 and Regulation 188/07. The licenses and permits are posted for information on the Township

website for public review. The DWQMS is an Operational document that is available for viewing in hard copy only due to the requirements of document and version control. It is not directly subject to Council approval; rather, the intent of the quality management system, to provide clean, safe drinking water, is subject to Council endorsement. The details of the Operational Plan are how Management and Staff structure, process and document their activities to achieve the goal of clean, safe drinking water.

The Drinking Water Quality Management Standard (DWQMS) requires the operating authority to develop Operational Plans that explain how the Township should operate the drinking water systems. This operational plan follows Ministry guidelines in the form of 21 elements. The 21 elements are based on a “plan, do, check”, and continuous improvement principles. The DWQMS is a system that provides an understanding of the drinking water system, the roles and responsibilities associated with the system, and a commitment and endorsement by the owner to provide safe drinking water. The Operational Plan is a controlled administrative document that is available for viewing in hard copy only at the Township Public Works administrative building.

The purpose of a QMS is to:

- establish policy and objectives and achieve those objectives
- direct and control an organization with regard to quality

The operating authority is required to conduct annual internal and external audits on the effectiveness of the DWQMS. The internal audit is conducted by qualified staff. The external audit is conducted by an independent accredited third-party organization that reviews the operating authority conformance to the QMS. In 2020, NSF-ISR Management conducted the external audit. Both audits result in listings of Opportunities for Improvements or Corrective Actions Required, of which the Operating Authority must respond to or resolve. These findings are communicated in the Management Review. The 2020 audit findings were administrative in nature.

As per DWQMS, an annual Management review is to be conducted and findings conveyed to the owner. A Management review was conducted on December 22nd, 2020. The review included findings from the internal and external audits, MOECC inspections and other prescribed items. The minutes are attached in Attachment 2 – Management Review.

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### **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

The Township demonstrates Responsible Governance through active communications and reporting on services. The Annual and Summary Reports provide assurance to the Township of Wilmot’s water system owner and its customers that safe, high quality drinking water is being provided.

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**FINANCIAL CONSIDERATIONS:**

There are no financial considerations as a direct result of this report.

**ATTACHMENTS:**

Attachment 1 – 2020 Water Usage

Attachment 2 – 2020 Management Review



	January 2020	February	March	April	May	June	July	August	September	October	November	December
Baden/NH	86,399	79,558	85,873	86,033	96,527	102,777	113,338	103,879	94,105	87,427	81,842	85,670
Baden	30,240	27,845	30,056	30,112	33,784	35,972	39,668	36,358	32,937	30,599	28,645	29,985
New Hamburg	56,159	51,713	55,817	55,921	62,743	66,805	73,670	67,521	61,168	56,828	53,197	55,686
New Dundee	5,244	4,847	5,383	5,525	6,844	7,813	9,299	7,768	7,105	6,864	7,179	6,774
St Agatha	2,294	2,353	2,516	2,562	3,153	3,098	3,574	2,950	2,630	2,341	2,168	2,160
Totals	93,937	86,758	93,772	94,120	106,524	113,688	126,211	114,597	103,840	96,632	91,189	94,604

<b><sup>1</sup>Meeting Date:</b>	12/22/2020	<b>Next Meeting: TBD</b>
<b>Attendees:</b>	Jeff Molenhuis(JM), Chris Thorne(CT)	
<b>Absent:</b>	None	
<b>Minutes by:</b>	Chris Thorne	

#### MEETING TOPICS AT A GLANCE

- a) Incidents of regulatory non-compliance:
- b) Incidents of adverse drinking water tests:
- c) Deviations from critical control point limits and response actions:
- d) The effectiveness of the risk assessment process:
- e) Results of internal and 3rd party audits:
- f) Results of relevant emergency response testing:
- g) Operational performance:
- h) Water quality trends:
- i) Follow-up on actions items from previous management reviews:
- j) Status of management action items (if any) identified between reviews:
- k) Changes that could affect the QMS:
- l) Consumer feedback:
- m) The resources needed to maintain the QMS:
- n) The results of the infrastructure review:
- o) Operational Plan currency, content and updates:
- p) Staff suggestions:

Item	Discussed	Action By	Timing
A	Incidents of regulatory non-compliance: <ul style="list-style-type: none"> <li>Report not received at time of management meeting.</li> </ul>	CT to provide once available	asap
B	Incidents of adverse drinking water tests: <ul style="list-style-type: none"> <li>There were 3 incidents of adverse drinking water quality tests thus far in 2020. The first was a Total Coliform presence in the New Hamburg/Baden DWS on July 16<sup>th</sup>, at 193 Charlotta Street. The second was a Total Coliform presence in the New Hamburg/Baden DWS on July 29<sup>th</sup> at WID 56 (31 Boulelee st.). The third was a Total Coliform presence in the New Hamburg/Baden DWS on August 20<sup>th</sup>, at 2719 Sandhills rd. all three incidents were remedied by flushing and resampling.</li> </ul>		
C	Deviations from critical control point limits and response actions: <ul style="list-style-type: none"> <li>There 1 deviation from critical control limits in 2019. As a result of a break on a private watermain, a Township owned valve was operated without the knowledge of the Township. This resulted in the construction project being shut down until a review of the project took place. The recommendation of a private side isolation valve was implemented, and the project was completed.</li> </ul>		
D	The effectiveness of the risk assessment process: <ul style="list-style-type: none"> <li>On June 23<sup>rd</sup> a 36-month full review of the risk assessment process was conducted. During this review assigned values for likelihood, severity and detectability were reviewed. The risk assessment is considered to be effective.</li> </ul>		
E	Results of internal and 3rd party audits: <ul style="list-style-type: none"> <li>The internal audit was conducted throughout the year by the QMS representative. The report was finalized and all corrective actions and opportunities for improvement have been responded to. A total of 2 corrective actions and 2 opportunities for improvement were identified in the internal audit they are; <ul style="list-style-type: none"> <li>CAR-2020-01 - Critical Control Point document 1.46 states "Contractor errors not causing an emergency are documented as a non-conformance under the 'Corrective Action Procedure" A Contractor used a Township valve to isolate a private fire suppression system after exposing and subsequent break of the private system. <ul style="list-style-type: none"> <li>Work on site was shut down and the contractor has been instructed to contact the Township prior to starting any work that requires a commissioning plan. It was recommended that a privately owned site isolation valve be installed for private use.</li> </ul> </li> <li>SOP WD1.4 states "Listen to the hydrant to insure it is not running in the open position &amp; Listen to the hydrant to ensure that it is not running in the close position"</li> </ul> </li> </ul>		

	<p>While observing this process it was noted that these 2 steps were missed.</p> <ul style="list-style-type: none"> <li>▪ A training session was held to remind staff that it is important to listen to the hydrant before leaving to ensure that there are no other issues present.</li> <li>○ OFI-2020-01, An opportunity to better document the outcome of the Hydrant Repair Internal Mechanism process exists. There is currently no output associated with this process <ul style="list-style-type: none"> <li>▪ The SOP has been adjusted to add the requirement to complete the Hydrant maintenance report</li> </ul> </li> <li>○ OFI-2020-02, Due to a lack of proper infrastructure (locating wire/measurements) as well as an inability to enter the building, several of the process steps were not followed as written. An opportunity to better document the process as well as keep better records of existing infrastructure was identified. <ul style="list-style-type: none"> <li>▪ SOP has been rewritten and staff have been trained on the new process</li> </ul> </li> <li>• A total of 2 corrective actions and 3 opportunities for improvement were identified in the internal audit they are; <ul style="list-style-type: none"> <li>○ T4640359-1 - Document control processes are not fully effective - During the audit, there were numerous SOPs reviewed with conflicting version dates, e.g.: WD 1.8 Chlorine Residual Sampling, Rev. 10, Nov. 19, 2019 Revision history indicates Rev. 10, Jan. 27, 2020 WD 1.31 Chlorine Residual Sampling – High Range, Rev. 4, January 29, 2020 Revision history indicates Rev. 4 – May 28, 2019 WD 1.38 pH Sampling, Rev. 1, January 6, 2020 Revision history indicates Rev. 1 – May 28, 2019 WD 1.39 Operator Log Books, Rev. 3, January 6, 2020 Revision history indicates Rev. 3 – May 28, 2019 WD 1.41 Sampling Plan, Rev. 2, January 6, 2020 Revision history indicates Rev. 2 – May 28, 2019 <ul style="list-style-type: none"> <li>▪ SOP's have been isolated, a conversation regarding standardizing the header/footer has taken place and a full review of all sop's is to be conducted.</li> </ul> </li> <li>○ T4640359-2 - The management review process is not fully effective - here is no evidence available to demonstrate that responsibilities and timelines were recorded for actions resulting from the December 13, 2019 management review E.g. EXT-OFI-2019-06 - addition of outputs to SOPs. <ul style="list-style-type: none"> <li>▪ Due to movement of internal employees this requirement was missed. The Management review process and meeting minuets template have been isolated and will be reviewed. A</li> </ul> </li> </ul> </li> </ul>		
		CT to review all SOP's for consistency of standardized header/footer	2021
		CT to review procedure and template	2021

	<p>realignment of roles has taken place, combining the QMS position with the Supervisor position. This is expected to help alleviate communication issues.</p> <ul style="list-style-type: none"> <li>○ EXT-OFI-2020-01 - In addition to the minor NC relating to document control, consideration could be given to reviewing / updating procedures to: <ul style="list-style-type: none"> <li>1. clearly define required documentation / records (process outputs), e.g. WD 1.18 Water Main Flushing (Dead End section) - repeated from previous audit;</li> <li>2. clearly / consistently link associated documents, e.g. Appendix 12 Sampling, Testing &amp; Monitoring - related SOPs include WD 1.8, WD 1.17 &amp; WD 1.37; only 1.8 is referenced under section 6 Associated Documents and Records. 1.37 Lead and Alkalinity Sampling is not referenced anywhere in the procedure. <ul style="list-style-type: none"> <li>▪ All SOP's are to be reviewed for associated documents and required outputs.</li> </ul> </li> </ul> </li> <li>○ Ext-OFI-2020-02 - DWQMS requirements relating to roles and responsibilities were found to be adequately addressed in various documents. An opportunity exists to review section 9 of the operational plan to clearly identify responsibilities for undertaking the management review. <ul style="list-style-type: none"> <li>▪ This OFI has been rejected. Upon review of the operational plan it was noted that the responsibility to perform the management review has already been defined.</li> </ul> </li> <li>○ EXT-OFI-2020-03 - Although generally meeting the requirements of the Standard, an opportunity exists to clarify the process for identifying and implementing Preventive Actions. <ul style="list-style-type: none"> <li>▪ As time permits a review of the Corrective action procedure will take place to clarify a preventative actions procedure</li> </ul> </li> </ul>	CT to update SOP's	2021
F	<p>Results of relevant emergency response testing:</p> <ul style="list-style-type: none"> <li>• 2019 Emergency response training and testing was conducted on December 21<sup>st</sup>. Staff were trained on policies regarding Terrorism/vandalism, Adverse results reporting, and Power outage. Various scenarios were discussed including past real-life events.</li> </ul>		
G	<p>Operational performance:</p> <ul style="list-style-type: none"> <li>• Valve Maintenance, Hydrant Maintenance, Hydrant Flushing, and Dead-end flushing have all been completed for 2020</li> <li>• There were 7 water main repairs thus far in 2020</li> </ul>		
H	<p>Water quality trends:</p> <ul style="list-style-type: none"> <li>• As noted in section B, during the summer months we tend to see more incidents of adverse drinking water quality tests.</li> </ul>	CT to investigate additional	2021

	Recommended additional flushing to help alleviate this issue.	flushing	
I	Follow-up on actions items from previous management reviews: <ul style="list-style-type: none"> <li>An action item was missed in the 2019 management review resulting in a Corrective action through the external audit. This item has been carried forward to the 2020 management review</li> </ul>		
J	Status of management action items (if any) identified between reviews: <ul style="list-style-type: none"> <li>No action items were identified between management reviews.</li> </ul>		
K	Changes that could affect the QMS: <ul style="list-style-type: none"> <li>The written agreement with the Region of Waterloo regarding Township staff operating and maintaining regionally owned infrastructure was postponed. This agreement is still anticipated to happen and will affect the QMS by adding infrastructure to operate and maintain.</li> </ul>		
L	Consumer feedback: <ul style="list-style-type: none"> <li>No consistent or relevant trends have been noted from customer complaints or feedback.</li> </ul>		
M	The resources needed to maintain the QMS: <ul style="list-style-type: none"> <li>As growth occurs GIS and records management needs will continue to expand. Future additional resources may be needed to supplement this expansion.</li> </ul>		
N	The results of the infrastructure review: <ul style="list-style-type: none"> <li>A formal meeting took place on October 16<sup>th</sup>, 2020. At this meeting the integrity of the water distribution and sewage collection systems was discussed. The “top 5 list” of the most needed areas of repair was modified based on alignment with regional projects. They are as follows; <ol style="list-style-type: none"> <li>Greenwood drive, New Hamburg</li> <li>Victoria street, New Hamburg</li> <li>Boullee street, New Hamburg</li> <li>Webster street, New Hamburg</li> <li>Nafziger road, Baden/New Hamburg</li> </ol> </li> <li>A spread sheet of historical watermain break data is to be created</li> </ul>	CT to create spreadsheet	
O	Operational Plan currency, content and updates: <ul style="list-style-type: none"> <li>The operational plan and all appendices currently meet the updated standard DWQMS 2.0.</li> </ul>		
P	Staff suggestions: <ul style="list-style-type: none"> <li>Meetings are held as needed to discuss policy &amp; procedure where staff are encouraged to present their views. Changes resulting from these meetings are made on an ongoing basis.</li> </ul>		



# TOWNSHIP OF WILMOT

## DEVELOPMENT SERVICES *Staff Report*

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**REPORT NO:** DS 2021-01

**TO:** Council

**SUBMITTED BY:** Harold O’Krafka, MCIP RPP  
Director of Development Services

**PREPARED BY:** Terry Gerber, CBCO  
Chief Building Official

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** 2020 Building Code Act Enforcement Cost Summary

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### **RECOMMENDATION:**

That Report DS 2021-01 be received for information.

### **SUMMARY:**

In summary Building permit revenues rose year over year in 2020 by \$32,835.72. Nonetheless the combination of Direct and Indirect costs of enforcement exceeded revenues by \$78,375.27 resulting in a net draw against the Building Reserve Fund. The draw against the Building Reserve Fund together with interest charges of \$8,681.98 resulted in a closing balance of the Building Reserve Fund on December 31, 2020 of (\$998,190.90).

### **BACKGROUND:**

Subsection 7(4) of the Building Code Act S.O. 1992, c23 as amended requires each municipality to prepare a report on the permit fees received and the direct and indirect costs to administer and enforce the Building Code Act in its area of jurisdiction.

The information contained within this report is a summation of information previously provided through the development of the 2021 budget.

## **REPORT:**

### ***2020 Costs of Administering and Enforcing the Building Code in Wilmot Township:***

#### **1. Operating Revenues**

a) Total Building, Plumbing and Septic Permit fees received: \$ 572,121.14

**Total Revenues \$ 572,121.14**

#### **2. Operating Expenses**

a) Direct Expenses including the review and inspection of permits: \$ 435,156.40

b) Indirect Expenses including support and overhead costs: \$ 215,340.00

**Total Expenses \$ 650,496.41**

#### **3. Net Transfer to / (from) Bill 124 Reserve (\$ 78,375.27)**

#### **4. Bill 124 Reserve Fund Continuity Schedule**

Opening Balance: January 1, 2020 (\$ 908,937.60)

Less: Net Transfer to Operating (\$ 78,375.27)

Less: Interest Expense (\$ 8,681.98)

Closing Balance: December 31, 2020 (\$ 995,994.93)

## **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

Reporting annual statistics promotes an engaged community. Ensuring that the enforcement of the Building Code is self-funded through activity maintains and sustains the Township's strong fiscal position.

## **FINANCIAL CONSIDERATIONS:**

Administration and enforcement of the Ontario Building Code is a user pay enterprise and is not funded by general levy.

## **ATTACHMENTS:**

2020 4<sup>th</sup> Quarter Building Stats



# BUILDING STATISTICS

Source: Township of Wilmot  
Development Services

MONTH OF DECEMBER	10 Year Average	2019	2020
Number of Permits Issued	24	19	19
Dwelling Units Constructed	13	3	1
Dwelling Units Demolished	0	0	0
Residential - New Dwelling Units	\$ 3,080,000	\$ 1,030,000	\$ 600,000
Residential - Addition/Alteration	\$ 354,000	\$ 760,000	\$ 375,000
Residential - Accessory	\$ 35,000	\$ 105,000	\$ 365,000
Agricultural - New	\$ 273,000	\$ 2,000,000	\$ 50,000
Agricultural - Addition/Alteration	\$ 45,000	\$ -	\$ -
Commercial - New	\$ 1,000	\$ -	\$ -
Commercial - Addition/Alteration	\$ 7,000	\$ 5,000	\$ 200,000
Industrial - New	\$ -	\$ -	\$ 50,000
Industrial - Addition/Alteration	\$ 20,500	\$ -	\$ -
Institutional - New	\$ 104,000	\$ -	\$ 25,000
Institutional - Addition/Alteration	\$ 67,000	\$ 20,000	\$ 15,000
Miscellaneous	\$ 24,500	\$ -	\$ -
Total Construction Value	\$ 4,011,000	\$ 3,920,000	\$ 1,680,000
YEAR TO DATE	10 Year Average	2019	2020
Number of Permits Issued	416	378	386
Number of Dwelling Units	112	76	39
Total Construction Value	\$ 52,709,400	\$ 54,385,000	\$ 45,090,000

## DECEMBER 2020

Residential - New	Agricultural - New
NON-SETTLEMENT	966825 Oxford-Waterloo
2665 Berlett's Road	Commercial - Alt.
Residential - Addition	39 Snyder's Road W
60 Brewery Street 283 Maurice Street	Industrial - New
Residential - Alteration	270 Hamilton Road
77 Oesch Lane 180 Theodore Schuler Boulevard	Institutional - New
92 Wagler Drive 2284 Walker Road	122 Wilmot Street
4 Briarstone Crescent	Institutional - Alt.
Residential - Accessory	515 Snyder's Road E
77 Erhardt Wagner Place 2643 Bleams Road	
65 Briarstone Crescent 1825 Huron Road	
2665 Berlett's Road 1727 Tye Road	



# TOWNSHIP OF WILMOT

## INFORMATION AND LEGISLATIVE SERVICES *Staff Report*

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**REPORT NO:** ILS 2021-05

**TO:** Council

**SUBMITTED BY:** Dawn Mittelholtz, Director Information and Legislative Services / Municipal Clerk

**PREPARED BY:** Tracey Murray, Manager Information and Legislative Services / Deputy Clerk

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Receipt of Petition for Drainage Works  
North Part of Lot 31, Concession 3, Block A  
Township of Wilmot

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### **RECOMMENDATION:**

THAT the Township of Wilmot accept the Petition for Municipal Drain Improvements received from Gary Zehr, Mr. Doug and Mrs. Delores Geisler for North Part of Lot 31, Concession 3, Block A, Township of Wilmot and

THAT the Clerk be authorized to proceed accordingly under The Drainage Act.

### **SUMMARY:**

Receiving a petition for drainage works is the first step in the Municipal Drain process under the Province's Drainage Act.

### **REPORT:**

Mr. Gary Zehr, Mr. Doug and Mrs. Delores Geisler have submitted and filed a petition with the Clerk on January 25, 2021 to construct a new tile drain for the following lands: North Part of Lot 31, Concession 3, Block A, Township of Wilmot. The proposed work involves tile and

surface water drainage. The Drainage Superintendent has met with the petitioner and has confirmed that this is a valid petition. A map of the subject area is attached for reference.

Pursuant to the Drainage Act, once the petition is filed, it proceeds to Council for acceptance. Following acceptance of the petition, staff will forward written notice within 30 days to: each petitioner, the Grand River Conservation Authority, and the Ministry of Natural Resources.

**ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

The acknowledgement of the petition supports the infrastructure within the municipality.

**FINANCIAL CONSIDERATIONS:**

If the municipal drainage works proceed pursuant to the Drainage Act, then the property owners that are affected would be assessed in accordance with the assessment schedule that will be prepared by the Engineer as part of his report. At this time, there are no financial considerations.

**ATTACHMENTS:**

Petition for Drainage Works by Owners, Form 1  
Area Map

**Petition for Drainage Works by Owners  
Form 1**

*Drainage Act*, R.S.O. 1990, c. D.17, clause 4(1)(a) or (b)

**This form is to be used to petition municipal council for a new drainage works under the *Drainage Act*. It is not to be used to request the improvement or modification of an existing drainage works under the *Drainage Act*.**

To: The Council of the Corporation of the Township of WILMOT

The area of land described below requires drainage (provide a description of the properties or the portions of properties that require drainage improvements)

North part of Lot 31 , Concession 3, Block A - area along an existing private drain that outlets into the Nicklas Drain on the west limits of the property and continuing northeasterly to the NS Roth Award Drain at Bean Road

In accordance with section 9(2) of the *Drainage Act*, the description of the area requiring drainage will be confirmed or modified by an engineer at the on-site meeting.

As owners of land within the above described area requiring drainage, we hereby petition council under subsection 4(1) of the *Drainage Act* for a drainage works. In accordance with sections 10(4), 43 and 59(1) of the *Drainage Act*, if names are withdrawn from the petition to the point that it is no longer a valid petition, we acknowledge responsibility for costs.

**Purpose of the Petition** (To be completed by one of the petitioners. Please type/print)

Contact Person (Last Name)	(First Name)	Telephone Number
Zehr	Gary	519 5 32-2510 ext.
Address		
Road/Street Number	Road/Street Name	
6964 73	Line 17 , RR 1, Bright	

Location of Project			
Lot	Concession	Municipality	Former Municipality (if applicable)
Npt 31	3A	Wilmot Township	

What work do you require? (Check all appropriate boxes)

- ☒ Construction of new open channel  
☐ Construction of new tile drain  
☐ Deepening or widening of existing watercourse (not currently a municipal drain)  
☐ Enclosure of existing watercourse (not currently a municipal drain)  
☐ Other (provide description **T**)

Name of watercourse (if known)

Nicklas Drain - tile drain

Estimated length of project

420m

General description of soils in the area

clay loam

What is the purpose of the proposed work? (Check appropriate box)


☒ Tile drainage only ☐ Surface water drainage only ☐ Both

Petition filed this 1 day of July, 2011

Name of Clerk (Last, first name)

Mittelholtz, Dawn

Signature



**Property Owners Signing The Petition**

Page of

Your municipal property tax bill will provide the property description and parcel roll number.  
In rural areas, the property description should be in the form of (part) lot and concession and civic address.  
In urban areas, the property description should be in the form of street address and lot and plan number if available.  
If you have more than two properties, please take copy(ies) of this page and continue to list them all.

Number Property Description

1 N pt Lot 31, Concession 3 Block A

Ward or Geographic Township

Wilmot

Parcel Roll Number

3018 010 001 05400

I hereby petition for drainage for the land described and acknowledge my financial obligations.

Ownership

**D** Sole Ownership

Owner Name (Last, First Name) (Type/Print)

Signature

Date (yyyy/mm/dd)

[2J Partnership (Each partner in the ownership of the property must sign the petition form)

Owner Name (Last, First Name) (Type/Print)

Signature

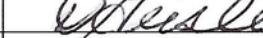
Date (yyyy/mm/dd)

Geisler, Douglas



2021 01 05

Geisler, Dolores



2021 01 05

[2J Corporation (The individual with authority to bind the corporation must sign the petition)

Name of Signing Officer (Last, First Name) (Type/Print)

Signature

Zehrer, Gary

Name of Corporation

Zehrer Farms Limited

Position Title

I have the authority to bind the Corporation.

Date (yyyy/mm/dd)

Number Property Description

Ward or Geographic Township

Parcel Roll Number

I hereby petition for drainage for the land described and acknowledge my financial obligations.

Ownership

**D** Sole Ownership

Owner Name (Last, First Name) (Type/Print)

Signature

Date (yyyy/mm/dd)

**D** Partnership (Each partner in the ownership of the property must sign the petition form)

Owner Name (Last, First Name) (Type/Print)

Signature

Date (yyyy/mm/dd)

Corporation (The individual with authority to bind the corporation must sign the petition)

Name of Signing Officer (Last, First Name) (Type/Print)

Signature



Name of Corporation

Zehrer Farms Limited

I have the authority to bind the Corporation.

Position Title

Date (yyyy/mm/dd)

President

2021 01 05

**D** Check here if additional sheets are attached

Clerk initial

**Petitioners become financially responsible as soon as they sign a petition.**

Once the petition is accepted by council, an engineer is appointed to respond to the petition. *Drainage Act*, R.S.O. 1990, c. D. 17 subs. 8(1).

After the meeting to consider the preliminary report, if the petition does not comply with section 4, the project is terminated and the original petitioners are responsible in equal shares for the costs. *Drainage Act*, R.S.O. 1990, c. D. 17 subs. 10(4).

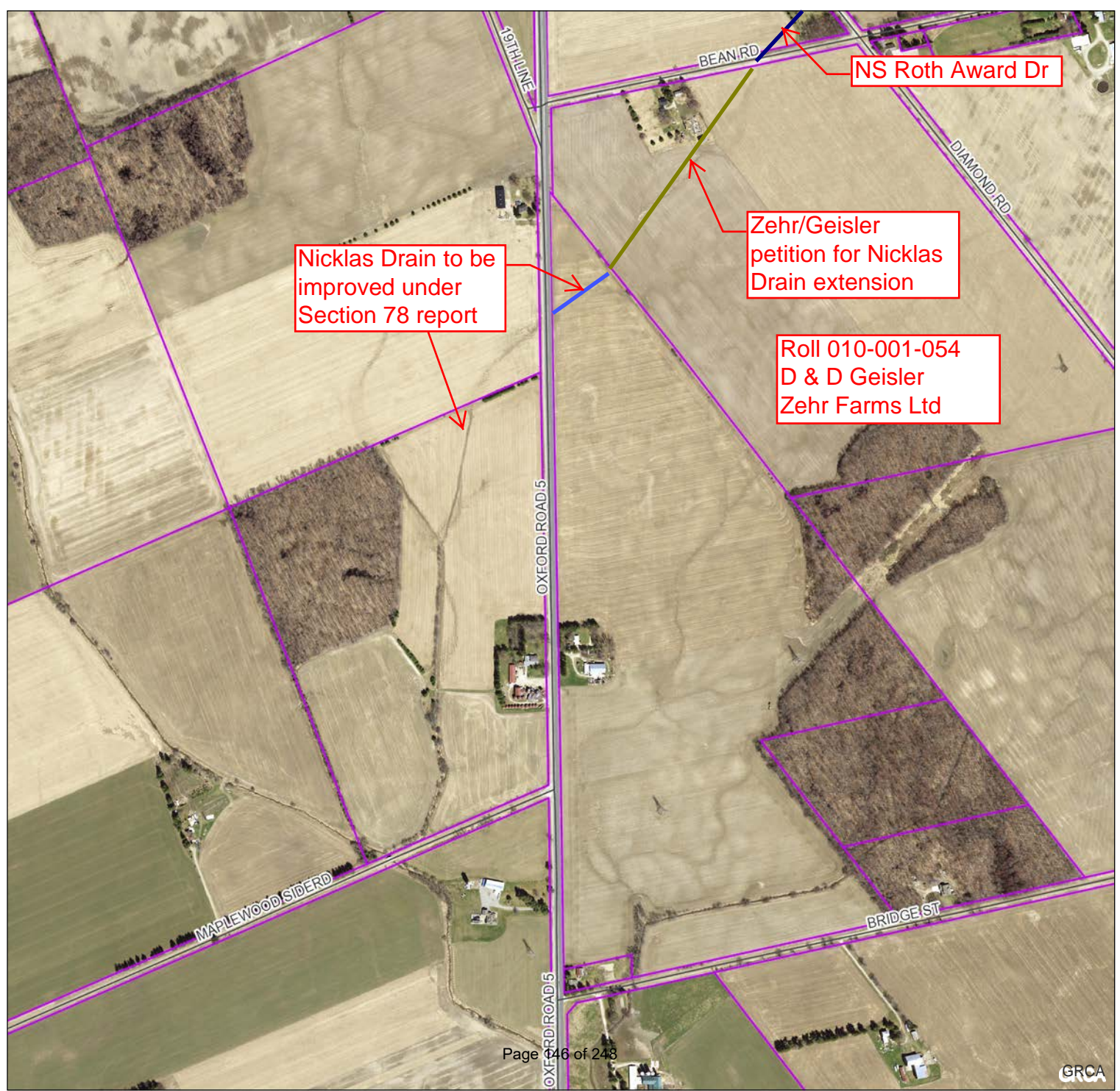
After the meeting to consider the final report, if the petition does not comply with section 4, the project is terminated and the original petitioners are responsible for the costs in shares proportional to their assessment in the engineer's report. *Drainage Act*, R.S.O. 1990, c. D. 17 s. 43.

If the project proceeds to completion, a share of the cost of the project will be assessed to the involved properties in relation to the assessment schedule in the engineer's report, as amended on appeal. *Drainage Act*, R.S.O. 1990, c. D. 17 s. 61.

**Notice of Collection of Personal Information**

Any personal information collected on this form is collected under the authority of the *Drainage Act*, R.S.O. 1990, c. D. 17 and will be used for the purposes of administering the Act. Questions concerning the collection of personal information should be directed to: where the form is addressed to a municipality (*municipality to complete*)





Nicklas Drain to be improved under Section 78 report

Zehr/Geisler petition for Nicklas Drain extension

Roll 010-001-054  
D & D Geisler  
Zehr Farms Ltd

NS Roth Award Dr



# TOWNSHIP OF WILMOT

## PUBLIC WORKS & ENGINEERING Staff Report

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**REPORT NO:** PW2021-03

**TO:** Council

**SUBMITTED BY:** Jeff Molenhuis, P. Eng., Director of Public Works & Engineering

**PREPARED BY:** Bryan Bishop, C.E.T., Manager of Engineering

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Wilmot Street Reconstruction and Gingerich Road Watermain Connection Improvements – Award of Contract

---

### **RECOMMENDATION:**

**THAT RFT 2020-24 be awarded to BEECH Infrastructure Group Ltd. for the reconstruction of Wilmot Street in New Hamburg and Gingerich Road Watermain Connection Improvements in Baden, as per their contract tender bid submitted on January 14, 2021, in the amount of \$1,957,305.10 plus HST.**

### **SUMMARY:**

This report outlines the design and tendering process, as well as recommends contract award for construction of road and underground servicing works on Wilmot Street in New Hamburg, Brewery Street and Country Creek Drive intersections with Gingerich Road in Baden. Included in this project are watermain connection improvement works at Brewery Street, Country Creek Drive intersections at Gingerich Road in Baden.

Proposed improvements for Wilmot Street include urban cross-section improvements, underground infrastructure replacement and completion of, on-street parking and rough-in for an EV charging station. Brewery Street and Country Creek Drive watermain works are planned to improve watermain looping, water quality turnover improvements and reduce maintenance at the current watermain terminations.

## **REPORT:**

On December 18, 2020, the Township posted the Wilmot Street Reconstruction and Gingerich Road Watermain Contract for competitive bids. There were a total of thirty-six (36) plan takers and twelve (12) bids received at the time of closing on January 14, 2021

The lowest bid received was BEECH Infrastructure Group Ltd. from Paris, Ontario at a cost of \$1,957,305.10 plus HST. This contractor was previously awarded the 2020 Wilmot and Church Street Reconstruction Phase 1. The low bidder has provided the appropriate bid bond documentation.

Results of the bids received are summarized below:

Bidder	Location	Bid Amount
BEECH Infrastructure Group Ltd.	Paris, ON	\$1,957,305.10
J-AAR Excavating Limited	London, ON	\$2,045,684.98
Neptune Security Services Inc.	Mississauga, ON	\$2,131,918.00
Steed and Evans Limited	St. Jacobs, ON	\$2,158,179.40
Oxford Civil Group Inc.	Woodstock, ON	\$2,276,215.10
J. Weber Limited	Breslau, ON	\$2,278,281.20
Sierra Infrastructure Inc.	Woodstock, ON	\$2,285,387.82
Bel-Air Excavating & Grading Ltd.	Cambridge, ON	\$2,300,622.30
Gedco Excavating Ltd.	Brantford, ON	\$2,321,709.68
Network Sewer and Watermain Ltd.	Cambridge, ON	\$2,500,036.52
Amico Infrastructure (Oxford) Inc.	Cambridge, ON	\$2,621,651.71
Blackstone Paving & Construction Limited	Stouffville, ON	\$2,807,470.40
<b>AVERAGE BID</b>		<b>\$ 2,116,589.53</b>

The above figures do not include HST.

The project works are scheduled to be undertaken starting in summer, with completion to base asphalt in the late fall. Surface asphalt works for Wilmot Street and Church Street will take place in approximately 2022. Brewery Street and Country Creek Drive will be completed in the same timeframe.

BEECH Infrastructure Group met substantial performance requirements for Phase 1 in December 2020. They had a delayed final surface works in the fall due to staffing and crew scheduling issues. There are remaining works outstanding to complete Phase 1, such as restoration for the remaining landscape items, in which are planned to be installed in early spring. Other than scheduling, the quality of work performed and administration of the contract by BEECH was considered reasonable by staff.



The project designer, MTE Consultants Inc., reviewed the bids received, and found the bids to conform to the tender requirements. As such, MTE is recommending the award of contract to BEECH Infrastructure Group Ltd..

Should Council proceed with award of tender, notice will be provided to residents regarding schedule and potential impacts during the construction process.

#### **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

We provide for Responsible Governance through active communications, fiscal responsibility and infrastructure investments in asset renewal. We provide for Environmental Protection by supporting opportunities for sustainability initiatives.

#### **FINANCIAL CONSIDERATIONS:**

The award of contract for this phase of construction is anticipated to keep overall project costs within budget. The following funding sources were identified in multi-year Capital Budget process between 2018-2021 for the preliminary design, engineering and construction works.

<b>Funding Source</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Total</b>
Ontario Community Infrastructure Fund	-	659,648	202,717	488,412	1,350,777
Federal Gas Tax	-	-	37,100	651,588	688,688
Capital Levy	85,168	103,860	-	-	189,028
Infrastructure Reserve Funds – Transportation	-	255,552	-	-	255,552
Infrastructure Reserve Funds – Water	22,820	235,830	66,800	430,000	755,450
Infrastructure Reserve Funds – Sanitary	-	170,200	61,800	305,000	537,000
<b>Total Funding</b>	<b>107,988</b>	<b>1,425,090</b>	<b>368,417</b>	<b>1,875,000</b>	<b>3,776,495</b>

Below is a summary of awarded contract values (net of HST rebate) for the various stages of this project. As noted above the 2021 award includes watermain connection improvement works at Brewery Street and Country Creek Drive intersections at Gingerich Road in Baden. The Region of Waterloo asked for the Township's tender to accommodate their works needed to finish their project on Gingerich Road, and as such there are external funds of approximately \$67,000 that will be contributed to this project for installation of sidewalk and various infrastructure at the intersections of Brewery Street and Country Creek Drive with Gingerich Road.

<b>Project Phase</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>Total</b>
Wilmot/Church Engineering	91,556				91,556
Phase I Reconstruction			1,564,862		1,564,862
Phase II Reconstruction & Gingerich Road				1,957,305	1,957,305
<b>Total Project Costs</b>	<b>91,556</b>	<b>-</b>	<b>1,564,862</b>	<b>1,957,305</b>	<b>3,613,723</b>

It should be noted that final surface asphalt works are required on Wilmot and Church Streets in 2022. The estimated value of this work is approximately \$110,000. With this future cost, the overall project costs for Phase 1 – Wilmot/Church Street Reconstruction, Phase 2 – Wilmot Street Reconstruction and Gingerich Road Watermain Connection Improvements remain within the budget allocation. The Phase 2 works also includes approximately \$200,000 in contingency costs to account for any unforeseen expenses in construction. Staff will manage the contingency to further benefit the project financials in 2021.

#### **ATTACHMENTS:**

Project limits and phasing for Wilmot Street and Church Street are attached in Figure 1. Watermain improvement locations on Brewery and Country Creek are attached in Figure 2.

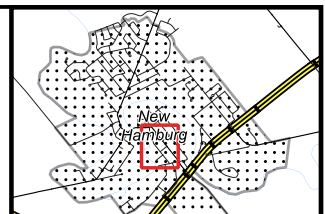




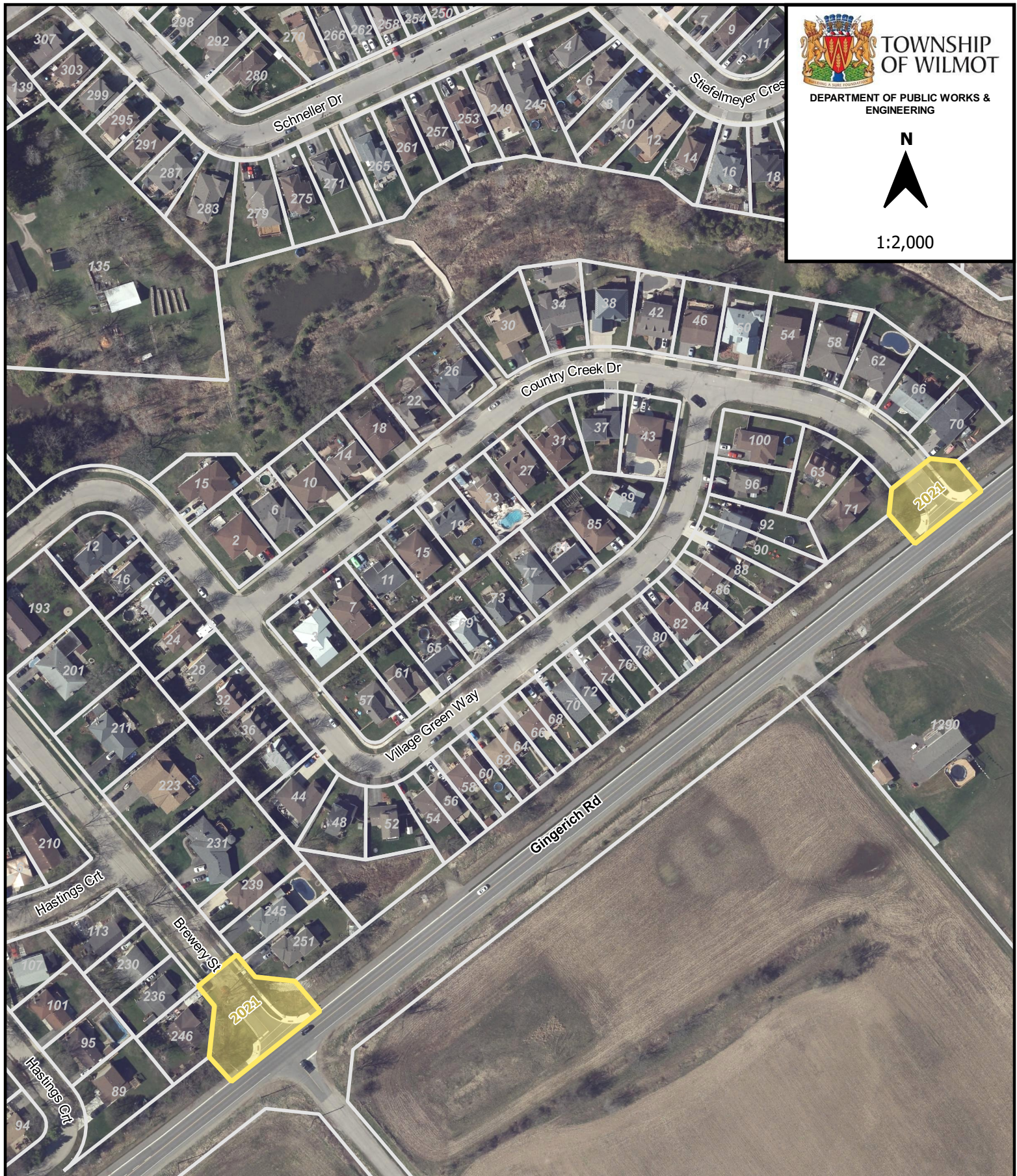
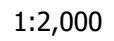
#### Phasing Extents

- Phase 1 - 2020
- Phase 2 - 2021

**Figure 1:**  
 Church Street & Wilmot Street  
 Road Reconstruction Phasing Limits

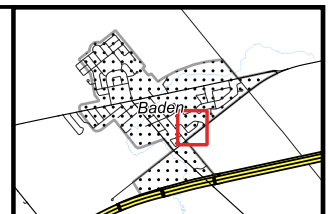






#### 2021 Project Limits

Figure 2:  
Brewery Sreet & Country Creek Drive  
WTM Connection Project Limits







## TOWNSHIP OF WILMOT

## PARKS, FACILITIES & RECREATION SERVICES *Staff Report*

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**REPORT NO:** PFRS 2021-002

**TO:** COUNCIL

**SUBMITTED BY:** Sandy Jackson, Director, Parks, Facilities and Recreation Services

**PREPARED BY:** Manuela Jones, Manager of Customer Service and Community Development

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Wilmot Horticultural Society Agreement

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### **RECOMMENDATION:**

THAT the five (5) year agreement between the Township of Wilmot and the Wilmot Horticultural Society be endorsed.

### **SUMMARY:**

The attached agreement outlines the terms of the partnership between the Township and the Wilmot Horticultural Society and is intended to be in force for a period of five years.

### **BACKGROUND:**

The Township of Wilmot has benefitted from a strong working relationship and partnership with the Wilmot Horticultural Society for many years. The volunteers working under the umbrella of the Wilmot Horticultural Society provide many benefits to the community including Civic Beautification, care and maintenance of Township gardens, and tree planting initiatives among others.

**REPORT:**

The work of the Wilmot Horticultural Society is governed by an agreement which had expired. Staff first met with representatives of the Wilmot Horticultural Society to update the agreement. Once all terms within the document were agreed upon between the parties, it was reviewed by the Waterloo Region Municipal Insurance Pool.

Due to the Covid-19 pandemic, it was mutually agreed that the document would be valid for a period of one (1) year with the understanding that a five (5) year agreement would be presented to Council in 2021.

Within the agreement, specific roles and responsibilities of Township staff and volunteers of the Wilmot Horticultural Society and its sub-committees (Civic Beautification and Let's Tree Wilmot) are clearly defined. This will facilitate a continued strong partnership between the Township and the Wilmot Horticultural Society. The addition of the Let's Tree Wilmot initiative will ensure volunteers are protected through the Horticulture Society insurance policy until (if) such time as this group becomes an independent entity.

**ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

The partnership with the Wilmot Horticultural Society contributes to Quality of Life, Community Engagement and Environmental Protection.

**FINANCIAL CONSIDERATIONS:**

None

**ATTACHMENTS:**

Five (5) Year Agreement



# TOWNSHIP OF WILMOT

This Agreement made on this 8th day of February 2021.

BETWEEN:

**THE CORPORATION OF THE TOWNSHIP OF WILMOT**, hereinafter known as "The Township"

and

**THE WILMOT HORTICULTURAL SOCIETY**, hereinafter known as the "The Society"

1. The Society is an organization supported by volunteers who have historically provided support for beautification and horticultural maintenance on Township of Wilmot properties. The Civic Beautification Committee (The Committee) is a committee of The Society. This agreement serves to formalize the relationship between the Township and The Society for provision of these volunteer services.
2. The Society and The Township shall discuss the development of any new garden beds or closure of existing garden beds on municipally owned property with the Director of Parks, Facilities and Recreation Services or designate.
3. The Township agrees to discuss the development of any new garden beds or closure of existing garden beds that would be mutually maintained under the agreement with the Wilmot Horticultural Society. The Township may develop garden beds and shrub beds on its own which will be maintained solely by The Township.
4. The Society agrees to be responsible for the annual preparation and maintenance of the mutually agreed upon garden beds in spring and fall (mulching, amending, dividing perennials, etc.).
5. The Society agrees to be responsible for the design, selection and planting of perennials and annuals in the mutually agreed upon municipal garden beds. When required, The Society agrees to work with Township staff to coordinate colour selections for special themes or activities.
6. Wilmot Township staff shall be responsible for weeding and watering of the mutually agreed upon garden beds from May 1 to August 31 annually. This includes annual and newly planted perennial plants, shrubs, vines, and recently planted trees. If a volunteer of The Society wishes to solely perform all duties related to the maintenance of a garden bed(s) for the entire season, they may do so provided that written notification from the Civic Beautification Committee Chairperson is given to the Township.

7. The Society agrees to be responsible for the pruning and trimming of annual and perennial plants, shrubs, and vines, with the assistance of the Township's staff except those located at the Township Administrative Complex/Castle Kilbride.
8. The Society agrees to provide a list of soil amendments (mulch, topsoil, triple mix, compost etc.) required annually to the Parks, Facilities and Recreation Services Department by May 1 of each year.
9. The Township agrees to provide soil amendments, in an amount mutually agreed upon, to ensure the proper care and maintenance of garden beds on municipally owned property. The soil amendments shall be delivered to a central location in each of the settlement areas by June 1<sup>st</sup> or a mutually agreed upon time each year.
10. The Township agrees to replace dead or dying trees and shrubs as required. Requests to replace dead or dying trees or shrubs must be made by the Chairperson of The Committee.
11. The Township shall be responsible for all aspects of maintenance to the garden beds and grounds of the Administration Complex, Castle Kilbride and Livingston Square; and for the maintenance of all other garden beds on municipally owned property. Maintenance of the garden beds shall include weeding, deadheading, mulching edging, and watering of the beds
12. The Township of Wilmot shall be responsible for the direct supervision of their staff. The Civic Beautification Chairman shall work with the Supervisor of Parks Services to identify tasks for completion.
13. In a situation where the Township is unable to fulfill the required staffing support outlined in this Agreement due to unforeseen causes, The Township and The Society shall work together to determine an appropriate level of service for the upcoming season.
14. The Society agrees to provide a work list of duties requested of Township staff by April 1<sup>st</sup> annually.
15. The Society agrees to obtain and provide a copy of general liability insurance policy in the minimum amount of \$2,000,000 annually for the complete operations of The Society. The said insurance policy must contain a clause naming the Township of Wilmot as additional insured but only with respect to The Society's operations on municipally owned property.
16. For the purposes of insurance, volunteers and activities undertaken on Township property, The Society shall include the Let's Tree Wilmot program and its volunteers and activities until such time as Let's Tree Wilmot becomes an independent organization and a separate Agreement is finalized with the Township.
17. The Society agrees to provide an updated list of the names and addresses of its members/volunteers who provide service on municipally owned property to The Township annually at the beginning of the planting season.





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Clerk Dawn Mittelholtz



# TOWNSHIP OF WILMOT

## INFORMATION AND LEGISLATIVE SERVICES *Staff Report*

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**REPORT NO:** ILS 2021-04

**TO:** Council

**SUBMITTED BY:** Dawn Mittelholtz, Director of Information and Legislative Services / Municipal Clerk

**PREPARED BY:** Tracey Murray, Manager of Information and Legislative Services / Deputy Clerk

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** 2021-2024 Multi-Year Accessibility Plan

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### **RECOMMENDATION:**

THAT the 2021-2024 Multi-Year Accessibility Plan be endorsed.

### **SUMMARY:**

One of the goals of the Township's Strategic Plan is to provide inclusive and accessible communities. Council and staff have been committed to developing and planning for an inclusive community by identifying and removing barriers faced by persons with disabilities that access Township facilities, programs and services.

The Information and Legislative Services Department collaborates with all departments at the Township to provide accessibility programs, assist the Grand River Accessibility Advisory Committee (GRAAC) and ensure compliance with accessibility legislation. GRAAC is an advisory committee made up of members from 7 member municipalities: the Region of Waterloo, the Cities of Kitchener and Waterloo and the Townships of Woolwich, Wilmot, Wellesley and North Dumfries. GRAAC continues to be a valuable resource to the Township, provide feedback on improving expanding services for persons with disabilities and identifying, removing and preventing barriers to their participation in the Township.

## **BACKGROUND:**

In 2001 the Province of Ontario enacted the Ontarians with Disability Act (ODA) with the intention to improve opportunities for persons with disabilities and provide for their involvement in the identification, removal and prevention of barriers. In 2005 the province provided further regulatory framework with the Accessibility for Ontarians with Disabilities Act (AODA) that develops, implements and enforces accessibility standards in the province and provides for the involvement of persons with disabilities in the development of the accessibility standards.

Originally, the plan was needed to be updated and submitted annually, however, since 2011 multi-year plans have been allowed provided they were updated at least once every five years. The AODA has staggered the deadlines for meeting the various standards since 2005 dependent on the size of the organization and whether or not the organization is part of the Government of Ontario and the Legislative Assembly, a public sector organization or a private sector organization. As per the AODA the Township of Wilmot has complied with the standards as the deadlines have been reached.

## **REPORT:**

The 2021-2024 Multi-Year Accessibility Plan is attached as Schedule A to this report and has been updated to reflect changes in the organization since the last update. Some of the more notable updates are the Personal Attendant for Leisure (PAL) card program is being expanded to include other recreation programs and activities where possible, significant improvements with respect to accessible elections in Wilmot to ensure the dignity and independence of voters, candidates and elections workers.

The Plan has been reviewed by GRAAC and the Senior Management Team. GRAAC endorsed the plan and noted that it is a very well written attractive document. The Senior Management Team reviewed the Plan and provided updates for their respective departments. These comments were incorporated into the Plan and the attached materials.

## **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

The 2021-2024 Multi-Year Accessibility Plan aligns with the Strategic Plan Goal of Community Engagement of belonging and support for community as well as the Goal of Quality of Life through accessibility and inclusivity and the Goal of Responsible Governance through active communications and service reviews.

## **FINANCIAL CONSIDERATIONS:**

Any items that may arise through the implementation of the AODA standards would be incorporated into the Budget.

**ATTACHMENTS:**

Appendix A: 2021-2024 Multi-Year Accessibility Plan



# TOWNSHIP OF WILMOT

## MULTI-YEAR MUNICIPAL ACCESSIBILITY PLAN 2021-2025

Accessible formats and communication supports are available, upon request.

## Acknowledgements

The Township of Wilmot would like to thank the Grand River Accessibility Advisory Committee for its guidance and advice throughout our membership, and in the development of the Township's 2021-2025 Municipal Accessibility Plan.

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## Background and Purpose

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The Township of Wilmot is pleased to present its multi-year municipal accessibility plan (2021-2025) in accordance with the requirements of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11 (O.Reg 191/11), the Integrated Accessibility Standards. The purpose of the Plan is to identify, remove and prevent barriers to people with disabilities, to make the public aware of the Township's ongoing initiatives regarding accessibility matters, to establish goals and objectives, and to comply with provincial accessibility legislation.

The Township of Wilmot is dedicated to promoting a barrier-free Township for employees, citizens and all who live, work, visit and invest in Wilmot.

## Provincial Legislation

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In 2001, the province passed the Ontarians with Disability Act (ODA) that required, among other things, that municipalities of a certain population form an accessibility advisory committee and prepare an accessibility plan. The AODA was passed in 2005. Its goal is to make Ontario accessible for people with disabilities by 2025. The ODA has since been repealed and incorporated in to the AODA and O.Reg, 191/11. The AODA applies to private and public sector organizations across Ontario. The purpose of the AODA and the Integrated Accessibility Standards: (Information and Communication Standards, Employment Standards, Transportation Standards, Design of Public Spaces Standards, and Customer Service Standards) is to create a province where everyone who lives or visits can participate fully. Under the Act, all municipalities are required to prepare accessibility plans for the public. The Township of Wilmot's Plan may be found on our website: [www.wilmot.ca](http://www.wilmot.ca). The purpose of this plan is to make the public aware of The Township of Wilmot's initiatives in regard to accessibility and improving opportunities for persons with disabilities. The plan establishes goals and objectives for the next five (5) years.

## **Population and Overview of the Township of Wilmot**

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Formed in 1850, The Township of Wilmot is located in the Region of Waterloo and is a lower tier rural/urban mix municipality with a history deeply rooted in its rural past. It includes the Settlement Areas of New Hamburg, Baden, New Dundee, St. Agatha, Mannheim, Lisbon, Petersburg, Foxboro Green, Philipsburg, Haysville, Wilmot Centre, Shingletown, Sunfish Lake and Luxemburg. Wilmot has grown to a population of approximately 21,800 residents while retaining its strong sense of community.

## **Grand River Accessibility Advisory Committee**

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The Grand River Accessibility Advisory Committee (GRAAC) was created in compliance with the ODA and is a committee that provides advice to local municipal councils about the identification, prevention and removal of municipal barriers to full citizenship for persons with disabilities. GRAAC advises the Councils of the Region of Waterloo, the Cities of Kitchener and Waterloo, and the Townships of North Dumfries, the Townships of Wellesley, Wilmot and Woolwich. The Township of Wilmot formally joined GRAAC in 2015. The Committee currently consists of 15 voting members.

The Committee has reviewed the multi-year Wilmot Accessibility Plan and provided their input into its development prior to the presentation to Council for final adoption.

## **Compliance with AODA: Customer Service Standard**

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The Township of Wilmot Customer Service Policy has been practiced since 2010. The Township:

- Established policies, practices and procedures on how the Township provides goods and services to people with disabilities;
- Set a policy on allowing people to use their own personal assistive devices to access the Township's goods and services and about any other measures the organization offers to enable access to goods and services;

- Used reasonable efforts to ensure that the policies, practices and procedures are consistent with the core principles of independence, dignity, integration and equality of opportunity;
- Established a process for people to provide feedback on how the Township provides goods or services to people with disabilities and how the Township will respond to any feedback and take action on any complaints. The information about the feedback process is made readily available to the public;
- Communicates with persons with disabilities in a manner that takes into account their disability;
- Trains staff, volunteers, and informs any other people who interact with the public or other third parties on our behalf on a number of topics as outlined in the customer service standard,
- Trains staff, volunteers, and informs any other people who are involved in developing our policies, practices and procedures on the provision of goods or services on a number of topics as outlined in the customer service standard;
- Allows people with disabilities to be accompanied by their guide dog or service animal in those areas of the premises the Township owns or operates that are open to the public, unless the animal is excluded by another law. If a service animal is excluded by law, other measures are used to provide services to the person with a disability;
- Permits people with disabilities who use a support person to bring that person with them while accessing goods or services in premises open to the public or third parties;
- Where admission fees are charged, provides notice ahead of time on what admission, if any, would be charged for a support person of a person with a disability; and
- Provides notice when facilities or services that people with disabilities rely on to access or use the Township's good or services are temporarily disrupted.

# Communication of the Wilmot Plan

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Once the Accessibility Plan is approved by Wilmot Township Council, it will be made available on the Township's website. [www.wilmot.ca](http://www.wilmot.ca) Printed copies of the Plan will be prepared by Information and Legislative Services, and in alternative formats, upon request. As policies, procedures and technical guidelines develop and/or are updated, they too will be placed on the website.

## Main Contacts

The main contact for inquiries regarding the municipality's Accessibility Plan, or issues related to access for persons with disabilities is:

Dawn Mittelholtz, Director of Information and Legislative Services  
60 Snyder's Road West Baden, Ontario, N3A 1A1  
519-634-8444 Ext 230  
519-634-5037 - TTY

## Conclusion

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Accessibility legislation has municipalities across the province working to improve access for persons with disabilities. In compliance with the Accessibility for Ontarians with Disabilities Act and its impact on municipalities, the Township of Wilmot is committed to identifying, addressing and removing barriers, ensuring full access to our community. Wilmot Township will continue to develop plans and support initiatives, taking a leadership role in achieving and setting an example for the private sector in terms of access and integration, in accordance with provincial legislation.

## **On-going Goals and Actions**

### **General Requirements**

#### **Training**

Train employees, volunteers and all persons who participate in development of policies and all other persons who provide goods, services or facilities on behalf of the Township on Integrated Accessibility Standards, as well as Ontario Human Rights Commission as it relates to people with disabilities.

#### **Information and Communications**

##### **Accessible feedback processes**

Ensure processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports upon request (refer to Alternative Format policy)

Monitor, evaluate and take action on any customer feedback which may be received in relation to the website, or at any municipal facility, through email or telephone.

##### **Accessible formats and communication supports**

Provide or make arrangements for accessible formats and communication supports when a person with a disability requests such as;

Provide in a timely manner and at no additional cost than the regular price charged to everyone for the same information;

Consult with the person making the request in determining the suitability of an accessible format or communication support.

#### **Employment**

##### **Recruitment**

Notify the public and employees about availability of accommodations for job applicants who have disabilities;

Inform applicants that accommodations for people with disabilities are available on request for interviews and other selection processes; and

When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities.

##### **Employment accommodation**

Ensure the availability of supports to employees with disabilities;

Provide or arrange for the provision of accessible formats and communication supports; and

Develop and implement a written process for the development of documented individual accommodation plans for employees with disabilities.

### **Employees returning to work**

Put process into place for employees returning to work requiring disability-related accommodations.

### **Performance management, career development and redeployment**

Take into account accessibility needs of employees with disabilities in performance management and career development processes; and

Take into account accessibility needs of employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.

## **Transportation**

### **GRT Transit**

Wilmot does not directly provide transportation service, however the Region of Waterloo began providing transit service to the Township in 2016. Township staff continues to work with the Region through communicating any feedback of this service, including any accessibility concerns, to ensure transit needs of Wilmot residents are met.

## **Built Environment**

### **Trails Master Plan**

AODA criteria to be considered include: operational experience, width, longitudinal/running slope, cross slope, total slope surface, changes in level and signage. Guidelines and technical requirements in the Built Environment Standards will be referred to during trail design and construction.

## **1. Information and Communication Barriers**

### **a) Accommodations for Persons Who Are Deaf, Deafened or Hard of Hearing in Municipal Services**

#### Goals:

- to proactively investigate and establish formal practices to accommodate persons who are deaf, deafened or hard of hearing in municipal services

#### Actions:

- Clerk's office will engage ASL interpreters through the Waterloo Branch of the Canadian Hearing Society on an as needed basis for public meetings of Township-wide interest. (No requests have been made to-date for this service.)
- Assisted Hearing Devices have been included with the Council Chambers sound system purchase and are available on demand for meetings in the Council Chambers.
- TTY: The TTY component of the telephone system with computer-based technology was installed in June of 2014. The TTY number is 519-634-5037

### **b) Corporate Communications – Alternate Formats**

#### Goals:

- To provide municipal information in 'alternate formats' to residents with disabilities.

#### Actions:

- The Township developed a policy in 2010 for responding to requests for information in alternate formats. The policy is attached as Schedule "A". Upon request, information in alternative formats will be provided as per the Township policy.
- The Township website reiterates the ability to request information and documents in alternate formats throughout the website.

## 2. Technological Barriers

### Goals:

- To improve the Township's website accessibility.

### Actions:

- The Township website includes a 'Feedback' button for comments about the website and Accessibility Feedback relative to the website, municipal facilities, municipal services and by-law enforcement that impedes mobility.
- As part of a website refresh, compliance with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA. All documents attached to the website have been reviewed to ensure compliance with the same guidelines.

## 3. Policy/Practice Barriers

**Recreation:** Wilmot Township offers a Personal Attendant for Leisure (PAL) Card program. The program is offered at Wilmot Recreation Complex and is administered by aquatics staff. The program allows free admission to PAL card holders when accompanying a person in need of assistance. In 2012, the program was expanded to include public skating at the new recreation complex as well. This program will be expanded to include other recreation programs and activities where possible i.e. public skating. The availability of a PAL Card is on the municipal website and will be advertised in the municipal information pages of the Wilmot Recreation Guide.

**Facility Design:** The Township of Wilmot provides accessible facilities for all residents to enjoy. The Grand River Accessibility Advisory Committee will be consulted on facility design features prior to new construction or renovations to existing facilities as per legislated requirements.

**Snow Clearance:** Property owners/occupants in Settlement Areas of the Township are required under By-law No. 84-72 to clear the sidewalk that is adjacent to their property of snow and ice. Enforcement staff respond to public commentary and complaints as received. Municipally owned properties are maintained by Township staff.



Accessible Parking: Wilmot Township established By-law No. 2003-56 regarding accessible off-street parking. A minimum provincial fine of \$300 has been approved by the Attorney General for any violators found parking, setting or standing in a space marked for disabled parking.

Building Design: Township of Wilmot plans for new municipal buildings or building additions are reviewed by the Grand River Accessibility Advisory Committee as per legislated requirements.

Emergency Evacuation:

The Red Cross audited emergency evacuation centres for accessibility in 2006. The facilities that were audited were: Waterloo Oxford & District Secondary School, St. Agatha Community Centre, New Dundee Public School, New Hamburg Community Centre and Arena. The Wilmot Recreation Complex was also audited recently.

Election Accessibility:

#### Goals

- Define areas noted during previous elections where accessibility can be improved throughout entire election process

#### Actions

- Ensure all municipally owned voting locations are barrier free. Ensure all non-municipally owned voting locations are accessible or have accommodations in place to achieve independent voting. All locations are visited by the Clerk and/or Deputy Clerk to complete inspections of the facility. Location specific accommodations are made and elections workers for those locations are appropriately trained.
- Schedule multiple advance voting days to aid in and provide voting opportunities with lower attendance.
- Advance voting days provide for a Ballot Marking device to allow for an independent ballot marking experience for everyone.

- The Township of Wilmot provides an honorarium to Kiwanis Transit to allow for free transportation to voting locations on Voting Day and on Advance Voting Days.
- Provide higher quality magnifying lenses at each voting location to assist those with low vision. Devices used in election prior to 2018 used lower quality magnifying sheets that were largely ineffective.
- In previous elections, one location, the Wilmot Recreation Complex, was noted as having parking issues that required some voters to walk too great of a distance. The rooms used for the voting location was on the second floor, accessible by elevators. To alleviate this issue, rooms on the main floor were utilized.
- All election workers are provided the same Accessible Customer Service Training as full and part time municipal staff. Election worker materials contain advice to provide barrier free voting experiences. Election workers were encouraged to approach voters who may need assistance if they returned more than one spoiled ballot or otherwise seemed to be struggling with the voting process or with the physical space.
- Provide seating to voters while waiting in line at voting location.
- Ongoing feedback is received during the election process for candidates, election staff and voters. The Township of Wilmot continues to implement best practices learned in past elections and from other municipalities. As new technologies are made available, barrier free elections are made more efficient and cost effective.
- Alternate voting methods continue to be explored to evaluate the cost/benefits. More municipalities in Ontario are transitioning to online and telephone voting to provide a barrier free election. Council will be asked to consider alternate voting methods in early 2021.
- In 2018, staff met with voters from Alderview Services to provide information on municipal elections and the voting process. This was a fun and interactive session that allowed a group of residents who may otherwise feel overwhelmed by the election process to feel welcomed. This initiative will continue and opportunities for expansion will be explored. Support staff from Alderview suggested that photos of the candidates at the voting location would be helpful to assist Alderview residents in associating the name with the right candidate. This initiative will be looked at to ensure compliance with the Municipal Elections Act and with the Municipal Freedom of Information and Protection of Privacy Act.
- In 2018, staff attended a seniors' residence, the Imperial, to ensure the residents were on the voters list. These residents expressed

concern that they may not be recorded on the Voters' List properly given the newness of the property. This experience was positive for staff and for the residents. Going to their location made amending the voters list a more accessible process. This initiative will continue and will be expanded.

- Ensuring that the dignity and independence of voters, candidates, and election workers with disabilities are met and that all voters with disabilities are able to participate in the election process is essential. Significant improvements were made with respect to an accessible election in Wilmot. The principles, practices and procedures that respect the dignity, independence of electors that were identified have been implemented as ongoing procedures. The Township of Wilmot and associated staff continue to be vigilant in our efforts to review, address and improve the process for future municipal elections.
- Policies relevant to access were included as part of orientation training for election staff.

#### 4. Physical/Architectural Barriers

##### Municipal Facilities:

In 2007 the Township of Wilmot constructed Phase I of the Wilmot Recreation Complex, a new state of the art multi purpose facility. The facility was constructed with barrier free provisions for accessibility. The facility design includes barrier free entrance with automated sliding doors at the south entrance, elevator access to the upper level, accessibility ramp to the arena seating areas, access to the seating areas by power operated doors, designated areas for those in wheelchairs to view activities on the arena floors. The facility also includes barrier free washroom facilities on the upper and lower levels which include accessible counters and fixtures, and angled/sloped mirrors. Directional signage includes Braille for the visually impaired. Parking for the current facility includes 8 accessible parking spots.

Phase II of the Wilmot Recreation Complex was constructed in 2010/11, has also been designed to be barrier free. Phase II of the Wilmot Recreation Complex exceeds the number of barrier free provisions required by law. Phase II was completed in 2013 and includes an additional/2nd elevator, power operated doors at each of the access points to Phase I of the facility, extra barrier free shower stalls, extra barrier free change stalls, additional barrier free washrooms/change

rooms immediately off the pool deck including barrier free counters and fixtures, extra barrier free parking stalls, wider walking lanes on the walking track, handrails on the walking track, extra barrier free seating areas in the pool for both levels, a deeper covered canopy at the North entrance, power operated doors at the additional south entrance and the north entrance of the facility. In the Aquatic Centre both pool tanks are accessible. The competitive pool tank has an access ramp with handrails leading down into the tank. The leisure pool has a zero depth entry with handrails as well.

#### Snow Clearance / Grass & Weeds Upkeep Barriers:

##### Goals:

- Investigate individuals and firms who provide assistance to people with disabilities with respect to snow clearing and grass cutting services.

##### Actions:

- Volunity is the youth volunteering initiative operated by Wilmot's Youth Action Council that addresses the gap between people or organizations in need of volunteers and people wanting to volunteer within Wilmot. This arrangement will help to ensure that people that need assistance will be able to stay in their homes and thereby enhance the quality of life. Please visit 'Volunity' on the Township's website at [www.wilmot.ca](http://www.wilmot.ca).
- Contact information for Snow Angels and Community Care Concepts is posted on the Township website for people who need help clearing snow and ice from their sidewalks.

#### 5. Attitudinal Barriers

##### Actions:

- Customer Service Standards:

The first standards under the AODA are the Accessibility Standards for Customer Service, Ontario Regulation 429/07. Designated public sector organizations were required to comply with the standard by January 1, 2010. This standard is the law and obligated organizations must comply with the standards and report on compliance by a deadline of March 31, 2010.

In 2009, Wilmot Township established its Customer Service Standards Policy which was adopted by Council on April 27, 2009. All requirements of the new Customer Service standards have been complied with by the Township and the policy is available on the township's website or upon request by any person.

A review and update to the Customer Service Standards Policy is recommended as part of this Plan.

## 6. Multi-year Action Plan 2021-2025

### Planned Accessibility Action Items

#### Comprehensive Accessibility Policy Review

The Township will undertake a review and update of the following policies and the Accessibility Policy Program as whole:

1. Policies for the provision of goods, services or facilities to persons with disabilities (O. Reg 191/11 section 80.46)
2. Policies for the use of service animals and support persons (O. Reg 191/11 section 80.47)
3. Policies for the notice of temporary disruptions (O. Reg 191/11 section 80.48)
4. Feedback Process policies (O. Reg 191/11 section 80.50)
5. Format of documents policies (O. Reg 191/11 section 80.51)

#### Information and Communications

- Continue to monitor comments received regarding accessibility for the website. Update website as necessary to maintain compliance with current legislation and WAG guidelines
- Prepare and train staff on Style Guides including AODA compliant documents and plain language writing.
- Review website to include the availability of accessible formats upon request.
- Provide staff with updated policies as they are approved.
- Obtain feedback from GRAAC and other organizations on community engagement procedures to ensure Ontarians with disabilities within Wilmot are included in community consultations processes and feel listened to.

#### Employment

- Ongoing training of Council and staff for new and updated policies. Training new staff on all AODA related policies and procedures.
- Review policies and procedures related to accessibility and accommodation during the hiring process, new staff orientation, during employment and, when applicable, when returning to work.

#### Transportation

- Continue to support Kiwanis Transit in the provision of accessible transit.
- Continue to support Grant River Transit to promote and enhance transit services in Wilmot Township.

#### Built Environment

- AODA criteria to be considered include: operational experience, width, longitudinal/running slope, cross slope, total slope surface, changes in level and signage. Guidelines and technical requirements in the Built Environment Standards will be referred to during trail design and construction.

## **APPENDIX “A”**

### **ALTERNATE FORMATS POLICY**

The Township of Wilmot will respond to requests for documents in alternate format on a case-by-case basis.

The fee to obtain a document in alternate format shall be the same as the fee the resident would pay for the unaltered document.

The Township will use a cost effective approach in the generation of documents in alternate format. The Township will produce information in Braille through an external organization; in a digital format and in large print.

All requests for information in alternate formats or plain text received by the Township shall be treated in a confidential manner.

## **APPENDIX “B”**

### **Municipal Parks and Facilities**

#### **Parks**

##### **Baden**

**Sir Adam Beck Park**, 215 Snyder’s Road East, Baden

**Livingston Square**, Administrative Complex, 60 Snyder’s Road West, Baden

**Linear Park**, Schneller Drive, Located on Schneller Drive, Baden

**Shantz & Livingston Blvd.**, Corner of Shantz Drive and Livingston Blvd., Baden

**Baden Parkette**, On Foundry Street at the Baden Creek, Baden

##### **Haysville**

**Haysville Park**, 3433 Huron Road, Haysville

##### **Mannheim**

**Anna Tuerr Park**, Milne Drive, Mannheim

**Mannheim Community Park**, 1476 Mannheim Road, Mannheim

##### **New Dundee**

**New Dundee Community Park**, Main & Bridge Streets, New Dundee

**Doug Fischer Ball Diamond**, 1028 Queen Street, New Dundee

**New Dundee Optimist Parkette**, Main and Alderside Drive, New Dundee

##### **New Hamburg**

**Wilmot Township Arboretum**, Waterloo Street, New Hamburg

**Constitution Park**, Hincks Street, New Hamburg

**Greenwood Park**, Greenwood Drive, New Hamburg

**Heritage Park**, 75 Hunter Street, New Hamburg

**Kirkpatrick Park**, Wilmot Street, New Hamburg

**Norm S. Hill Park**, 251 Jacob Street, New Hamburg

**Optimist Youth Park**, Bier Crescent, New Hamburg

**William Scott Park**, 75 Hunter Street, New Hamburg



**Riverside Park**, Riverside Drive, New Hamburg

**Petersburg**

**Petersburg Park**, 1338 Notre Dame Drive, Petersburg

**St. Agatha**

**Sararas Park**, St. Ann Avenue, St. Agatha

**St. Agatha Community / Lions Park**, 1793 Erb's Road, St. Agatha

**Wilmot Centre**

**Oasis in the Centre**, Bleams Road and Wilmot Centre Road

**Facilities**

**Baden**

**Township of Wilmot Administration Complex**, 60 Snyder's Road West, Baden

**Wilmot Recreation Complex**, 1291 Nafziger Road, Baden

**Wilmot Seniors Woodworking & Craft Shop**, 35 Beck Street, Baden

**Waterloo Regional Public Library**, Baden Branch, 115 Snyder's Rd. East, Baden

**Station 1 Baden**, 99 Foundry St, Baden ON N3A 2P9

**Township of Wilmot Public Works Operations – Service Centre**, 2719 Sandhills Road, Baden

**Haysville**

**Haysville Community Centre**, 3433 Huron Road, Haysville

**Mannheim**

**Mannheim Community Centre**, 1476 Mannheim Road, Mannheim

**New Dundee**

**New Dundee Community Centre**, 1028 Queen Street, New Dundee

**Station 2 New Dundee**, 55 Front St, New Dundee ON N0B 2E0

**New Hamburg**

**New Hamburg Municipal Building**, 121 Huron Street, New Hamburg, Ontario

**New Hamburg Memorial Complex** , 251 Jacob Street, New Hamburg

**Waterloo Regional Public Library**, New Hamburg Branch, 145 Huron Street,  
New Hamburg

**Station 3 New Hamburg**, 121 Huron St., New Hamburg ON N3A 1K1

**St. Agatha**

**St. Agatha Community Centre**, 1793 Erb's Road, St. Agatha

**APPENDIX “C”**



**TOWNSHIP  
OF WILMOT**

**ACCESSIBILITY STANDARDS FOR  
CUSTOMER SERVICE POLICY**

**1. BACKGROUND**

The Accessibility for Ontarians with Disabilities Act 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.

**2. PURPOSE**

The purpose of this Customer Service Standards Policy is to fulfill the requirements set out in regulation 429/07 to establish a policy for the Township of Wilmot for governing the provision of its goods or services to persons with disabilities.

**3. STATEMENT**

The Township of Wilmot provides goods, and services to all residents. Every effort will be made to ensure the following:

- The goods or services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods or services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a

permanent basis, to enable a person with a disability to obtain, use or benefit from the goods or services.

- Persons with disabilities may use assistive devices and/or support persons in the access of goods and services.
- That the Township of Wilmot employees when communicating with a person with a disability shall do so in a manner that takes into account the person's disability.

#### 4. APPLICATION

This policy shall apply to every person who deals with members of the public or other third parties on behalf of the Township of Wilmot, whether the person does so as an employee, agent, volunteer or otherwise.

#### 5. DEFINITIONS

**"Accessibility Coordinator"** shall mean the person appointed by Council as Accessibility Coordinator for the Township of Wilmot.

**"Assistive devices"** shall mean an auxiliary aid such as communication aids, cognition aids, personal mobility aids and medical aids (i.e. canes, crutches, wheelchairs, or hearing aids).

**"Disabilities"** shall mean the same as definition of disability found in the Ontario Human Rights Code.

**"Employees"** shall mean every person who deals with members of the public or other third parties on behalf of the Township of Wilmot.

**"Persons with Disabilities"** shall mean those individuals that are afflicted with a disability as defined under the Ontario Human Rights Code.

**"Service Animals"** shall mean any animal individually trained to do work or perform tasks for the benefit of a person with a disability.

**"Support persons"** shall mean any person whether a paid professional, volunteer, family member, friend to who accompanies a person with a disability in order to help with communications, personal care or medical needs or with access to goods or services.

#### 6. EXCLUSIONS

This Accessibility Customer Service Standards Policy shall not apply during any period where Council has declared a "State of Emergency" as defined under the **Emergency Management Act**.

## **7. DOCUMENTATION**

The Township of Wilmot shall upon request, give a copy of the policies, practices and procedures required under the Ontario Regulation 429/07 – Accessibility Standards for Customer Service to any person.

## **8. PRACTICES AND PROCEDURES**

To implement this policy, Senior Management shall:

- establish practices and procedures;
- evaluate practices and procedures,
- revise practices and procedures as required.

## **9. REVIEW AND AMENDMENTS**

The Accessibility Coordinator shall be responsible for the review process and any subsequent amendments to this policy document.

## **10.0 ADOPTION**

Adopted by Council this 27<sup>th</sup> day of April 2009 by Resolution No. 2009-

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Mayor

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Clerk

## **BEST PRACTICES AND PROCEDURES**

Accessible Customer Service follows four basic principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

What can I do to help people with disabilities access our services?

- Ask how you can help
- Offer a variety of methods of communication
- Understand the nature and scope of the service you offer

## **FEEDBACK**

Feedback from our customers gives the Township of Wilmot opportunities to learn and improve. The Township recognizes the right of our customers to make a complaint, compliment or make suggestions on ways to improve our services.

To assist the Township of Wilmot in ensuring that the delivery of goods and service to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback as follows:

In writing, in person, e-mail, or telephone, addressed to:

Accessibility Coordinator  
Township of Wilmot  
60 Snyder's Rd W  
Baden ON N3A 1A1  
Phone: 519-634-8444 ext. 228  
TTY: 519-634-5037  
Fax: 519-634-5522  
E-mail: dawn.mittelholtz@wilmot.ca

The Accessibility Coordinator will respond either in writing, in person, e-mail or telephone acknowledging receipt of feedback. The Co-ordinator will forward any complaints to the relevant department to respond.

## **SERVICE ANIMALS, SUPPORT PERSON(S)**

### **What about service animals and support persons accompanying a person with a disability?**

Service animals, such as guide dogs, offer independence and security to many people with various disabilities. Some laws generally prohibit animals in certain areas, such as food preparation areas; however, service animals are permitted in most public situations.

Support people assist people with disabilities in a variety of ways, by assisting with communication such as an intervener sign language interpreter, or as a Personal Support Worker providing physical assistance. A support person may also be a friend or relative that will assist and support the customer.

- Every employee shall use reasonable efforts to allow persons with disabilities to use their own assistive devices to access goods and/or services.
- Every employee shall allow persons with disabilities to be accompanied by their guide dog or service animal unless the animal is excluded by law. Where an animal is excluded by law from the premises, the reason why the animal is excluded shall be explained to the persons with disabilities. Other reasonable arrangements to provide goods and services shall be explored with the assistance of the person with disability.
- When a service animal is unruly or disruptive (jumping on people, biting, or other harmful behaviour) an employee may ask the person with the disability to remove the animal from the area or refuse access to goods and services. Other reasonable arrangements to provide goods or services shall be explored with the assistance of the person with the disability.
- Persons with disabilities may be accompanied by their support person while accessing goods and/or services.

## **ADMISSION FEES – ADVANCE NOTICE**

In the event that admission fees are charged, advance notice concerning what admission, if any, would be charged to a support person shall be posted in a conspicuous place.

## **SERVICE DISRUPTION – NOTICE**

It is possible that from time to time there will be disruptions in service, such as an entrance way that is under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruptive in service is planned, and expected, it is important to provide reasonable notice.



People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, you can save that person an unnecessary trip.

**Notice will be provided either on the website, over the phone, in writing and posted in a conspicuous place on site, where appropriate.**

### **UNEXPECTED DISRUPTION IN SERVICE – NOTICE**

In the event of an unexpected disruption in service, notice may be provided in a variety of ways and will be done as quickly as possible.

In the event of a service disruption, alternative methods of service may be considered and those impacted by service interruption shall be informed of any alternative methods.

### **TRAINING**

- Every person who participates in developing the policy, practices and procedures under Ontario Regulation 429/07 – Accessibility Standards for Customer Service.
- Every person who deals with the public on behalf of the Township of Wilmot, including 3<sup>rd</sup> parties i.e. employees, agents, volunteers, management.
- Current employees, agents, volunteers, management, etc. shall receive training by January 1, 2010.
- New employees, agents, volunteers, management, etc. shall receive training as soon as "practicable", after being assigned.
- Ongoing training on changes to policies, procedures, and new equipments shall be provided.

The method and amount of training shall be geared to the trainee's role in terms of accessibility.

### **TRAINING RECORDS**

Training records shall be kept, including the dates when the training is provided, number of individuals to whom the training was provided.

## TERMINOLOGY

### Talk about Disabilities – Chose the Right Word

Words can influence and reinforce the public's perception of people with disabilities. They can create either a positive view of people with disabilities or an indifferent, negative depiction.

Here are some general tips that can help make your communication and interactions with or about people with all types of disabilities more successful.

- Use *disability* or *disabled*, not *handicap* or *handicapped*.
- Never use terms such as *retarded*, *dumb*, *psycho*, *moron* or *crippled*. These words are very demeaning and disrespectful to people with disabilities.
- Remember to put people first. It is proper to say *person with a disability*, rather than *disabled person*.
- If you don't know someone or if you are not familiar with the disability, it's better to wait until the individual describes his/her situation to you, rather than to make your own assumptions. Many types of disabilities have similar characteristics and your assumptions may be wrong.

The following preferred words and phrases will help you choose language that is neither demeaning nor hurtful. People with disabilities prefer these terms.

Instead of	Please use
Afflicted by cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who has multiple sclerosis. Person who has arthritis, etc. Person with a disability.
Aged (the)	Seniors
Autistic	A person with autism. A person who has autism.
Birth defect, congenital defect, deformity	A person who has a congenital disability. A person with a disability since birth.
Instead of	Please use
Blind (the), visually impaired (the)	A person who is blind. A person with a vision disability. A person with vision loss. A person with a visual impairment.

	A person with low vision.
Brain damaged	A person with a brain injury. A person with a head injury.
Confined to a wheelchair, wheelchair bound	A person who uses a wheelchair.
Crazy, insane, lunatic, psycho, mental, mental patient, maniac, neurotic, psychotic, unsound mind, schizophrenic	A person with a mental health disability. A person who has depression. A person with schizophrenia.
Cripple, crippled, lame	A person with a disability. A person with a mobility impairment or, more specifically, a person who walks with crutches. A person who uses a walker. A person who uses a mobility aid. A person with arthritis, etc.
Deaf (the), hearing impaired (the)	A person who is deaf (person with profound hearing loss who communicates using sign language). A person who is deafened (deaf later in life). A person who is hard of hearing (person with hearing loss who communicates primarily by speech). A person with a hearing loss. When referring to the deaf community and their culture (whose preferred mode of communication is sign language) it is acceptable to use "the Deaf".
Deaf and dumb, deaf mute	A person who is deaf without speech.
Deaf-Blind (the)	Person who is deaf-blind (person who has any combination of visual and auditory impairments).
Differently Abled	A person with a disability.
Disabled (the)	People with disabilities.
<b>Instead of</b>	<b>Please use</b>
Elderly (the)	Seniors, older adults.
Epileptic	Person who has epilepsy.
Fits, spells, attacks	Seizures.
Handicapped (the)	Person with a disability.

	The term handicapped may be used when referring to an environmental or attitudinal barrier as in "a person who is handicapped by a set of stairs leading to the entrance".
Hidden disability	Non-visible disability.
Invalid	Person with a disability.
Learning disabled, learning disordered, the dyslexics	A person with a learning disability or people with learning disabilities.
Mentally retarded, idiot, simple, retarded, feeble minded, imbecile	A person with an intellectual disability. A person with a developmental disability.
Midget, Dwarf	A person of short stature. A person who has a form of dwarfism. A little person. A person diagnosed with "Achondroplasia, SED, or what ever their specific diagnosis is", a form of dwarfism.
Mongoloid, Mongolism	Person with Down Syndrome. One can use this terminology only when it is directly relevant.  A person with an intellectual or developmental disability.
Normal	Person who is not disabled. Person who is able bodied. Specifically, a person who is sighted, a hearing person, a person who is ambulatory.
Patient	Person with a disability. The word patient may be used when referring to a relationship between the medical professional and a client.
Physically challenged	Person with a physical disability.
Spastic	Person who has muscle spasms.
Stutterer	A person with a speech impairment or impediment.
Victim of/suffers from/stricken with cerebral palsy, multiple sclerosis, arthritis, etc.	Person who has cerebral palsy. Person who multiple sclerosis, etc. Person with a disability.
<b>Instead of</b>	<b>Please use</b>
Visually impaired (the)	A person with a visual impairment. A person with low vision. A person with vision loss. A person with a vision disability.

For additional information visit the Ministry of Children, Community and Social Services website at <http://www.mcsc.gov.on.ca/mcsc>

**PHYSICAL** disabilities include a range of functional limitations from minor difficulties in moving or coordinating one part of the body, through muscle weakness, tremors, and paralysis. Physical disabilities can be congenital such as Muscular Dystrophy; or acquired, such as tendonitis. A physical disability may affect an individual's ability to:

- Perform manual tasks such as holding a pen, turning a key or grip a door knob
- Move around independently
- Control the speed or coordination of movements
- Reach, pull or manipulate objects
- Have strength or endurance

### **Best practices and procedures for Customer Service:**

There are many types and degrees of physical disabilities, and not all require a wheelchair. It may be difficult to identify a person with a physical disability.

Here are some tips on serving customers who have physical disabilities:

- Speak normally and directly to your customer. Don't speak to someone who is with them
- People with physical disabilities often have their own way of doing things. Ask before you help.
- Wheelchairs and other mobility devices are part of a person's personal space, don't touch, move or lean on them.
- Provide your customer information about accessible features of the immediate environment (automatic doors, accessible washrooms, etc.)
- Keep ramps and corridors free of clutter.
- If a counter is too high or wide, step around it to provide service.
- Provide seating for those that cannot stand in line.
- Be Patient. Customers will identify their needs to you.

**HEARING** loss can cause problems in distinguishing certain frequencies, sounds or words. A person who is deaf, deafened or hard-of hearing may be unable to:

- Use a public telephone
- Understand speech in noisy environments
- Pronounce words clearly enough to be understood by strangers

### **Best practices and procedures for Customer Service:**

Like other disabilities, hearing loss has a wide variety of degrees. Remember, customers who are deaf or hard of hearing may require assistive devices when communicating.

Here are some tips on service customers who are deaf or hard of hearing:

- Attract the customer's attention before speaking. The best way is a gentle touch on the shoulder or gently waving your hand.
- Always ask how you can help. Don't shout. Speak clearly.
- Be clear and precise when giving directions, and repeat or rephrase if necessary. Make sure you have been understood.
- Face the person and keep your hands and other objects away from your face and mouth.
- Deaf people may use a sign language interpreter to communicate – always direct your attention to the Deaf person – not the interpreter.
- Any personal (e.g. financial) matters should be discussed in a private room to avoid other people overhearing.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- If necessary, write notes back and forth to share information.
- Don't touch service animals – they are working and have to pay attention at all times.

**DEAF-BLINDNESS** is a combination of hearing and vision loss. The result for a person who is deaf-blind is significant difficulty accessing information and performing daily activities. Deaf-blindness interferes with communication, learning, orientation and mobility. People who are deaf-blind communicate using various sign language systems, Braille, telephone devices, communication boards and any combination thereof. Many people who are deaf-blind use the services of an intervener who relay information and facilitate auditory and visual information and act as sighted guides.

### **Best practices and procedures for Customer Service:**

Most people who are deaf-blind will be accompanied by an intervener, a professional who helps with communicating.

Interveners are trained in special sign language that involves touching the hands of the client in a two-hand, manual alphabet or finger spelling, and may guide and interpret for their client.

Here are some tips on serving customers who are deaf-blind:

- Do not assume what a person can or cannot do. Some people who are deaf-blind have some sight or hearing, while others have neither.
- A customer who is deaf-blind is likely to explain to you how to communicate with them or give you an assistance card or a note explaining how to communicate with them.
- Do not touch or address the service animals – they are working and have to pay attention at all times.
- Never touch a person who is deaf-blind suddenly or without permission unless it's an emergency.
- Understand that communication can take some time – be patient.
- Direct your attention to your customer, not the intervener.



**VISION** disabilities reduce one's ability to see clearly. Very few people are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some can see the outline of objects while others can see the direction of light.

Vision loss can result in:

- Difficulty reading or seeing faces.
- Difficulty maneuvering in unfamiliar places.
- Inability to differentiate colours or distances.
- A narrow field of vision.
- The need for bright light, or contrast.
- Night blindness.

### **Best practices and procedures for Customer Service:**

Vision disabilities can restrict your customer's abilities to read signs, locate landmarks or see hazards. In some cases, it may be difficult to tell if a person has a vision disability. Others may use a guide dog or white cane.

Here are some tips on serving customers who have vision disabilities:

- Verbally identify yourself before making physical contact.
- If the person uses a service animal – do not touch or approach the animal – it is working.
- Verbally describe the setting, form, location as necessary.
- Offer your arm to guide the person. Do not grab or pull.
- Never touch your customer without asking permission, unless it is an emergency.
- Don't leave your customer in the middle of a room. Show them to a chair, or guide them to a comfortable location.
- Don't walk away without saying goodbye.

**INTELLECTUAL** disabilities affect a person's ability to think and reason. It may be caused by genetic factors such as Down's Syndrome, exposure to environmental toxins, such as Fetal Alcohol Syndrome, brain trauma or psychiatric disorders. A person with an intellectual disorder may have difficulty with:

- Understanding spoken and written information
- Conceptual information
- Perception of sensory information
- Memory

### **Best practices and procedures for Customer Service:**

People with intellectual or developmental disabilities may have difficulty doing many things most of us take for granted. These disabilities can mildly or profoundly limit one's ability to learn. You may not be able to know that someone has this disability unless you are told, or you notice the way people act, ask questions or use body language.

As much as possible, treat your customers with an intellectual or developmental disability like anyone else. They may understand more than you think, and they will appreciate you treating them with respect.

Here are some tips on serving customers who have an intellectual or developmental disability:

- Don't assume what a person can or cannot do.
- Use clear, simple language.
- Be prepared to explain and provide examples regarding information.
- Remember that the person is an adult and unless you are informed otherwise, can make their own decisions.
- Be patient and verify your understanding.
- If you can't understand what is being said, don't pretend. Just ask again.
- Provide one piece of information at a time.
- Speak directly to your customer, not to their companion or attendant.

**SPEECH** disabilities involve the partial or total loss of the ability to speak. Typical disabilities include problems with:

- Pronunciation
- Pitch and loudness
- Hoarseness or breathiness
- Stuttering or slurring

### **Best practices and procedures for Customer Service:**

Some people have problems communicating. It could be the result of cerebral palsy, hearing loss, or another condition that makes it difficult to pronounce words, causes slurring or stuttering, or not being able to express oneself or understand written or spoken language. Some people who have severe difficulties may use communication boards or other assistive devices.

Here are some tips on serving customers with speech or language impairments:

- If possible communicate in a quiet environment.
- Give the person your full attention. Don't interrupt or finish their sentences.
- Ask them to repeat as necessary, or to write their message.
- If you are able, ask questions that can be answered 'yes' or 'no'.
- Verify your understanding.
- Patience, respect and willingness to find a way to communicate are your best tools.

**LEARNING** disabilities include a range of disorders that effect verbal and non-verbal information acquisition, retention, understanding and processing. People with a learning disability have average or above average intelligence, but take in and process information and express knowledge in different ways. Learning disabilities can result in:

- Difficulties in reading.
- Problem solving.
- Time management.
- Way finding.
- Processing information.

**Best practices and procedures for Customer Service:**

- Learning disabilities are generally invisible and ability to function varies greatly – respond to any requests for verbal information, assistance in filling forms and so on with courtesy.
- Allow extra time to complete tasks if necessary.

**MENTAL HEALTH** disabilities include a range of disorders however there are three main types of mental health disability:

- Anxiety
- Mood
- Behavioral

People with mental health disabilities may seem edgy or irritated; act aggressively; be perceived as pushy or abrupt; be unable to make a decision; start laughing or get angry for no apparent reason.

**Best practices and procedures for Customer Service:**

- Treat each person as an individual. Ask what would make him/her the most comfortable and respect his/her needs to the maximum extent possible.
- Try to reduce stress and anxiety in situations.
- Stay calm and courteous, even if the customer exhibits unusual behaviour, focus on the service they need and how you can help.

**SMELL** disabilities can involve the inability to sense smells or a hypersensitivity to odours and smells. A person with a smelling disability may have allergies to certain odours, scents or chemicals or may be unable to identify dangerous gases, smoke, fumes and spoiled food.

**TOUCH** disabilities can affect a person's ability to sense texture, temperature, vibration or pressure. Touch sensations may be reduced or heightened resulting in a hypersensitivity to touch, temperature, or the opposite, numbness and the inability to feel touch sensations.

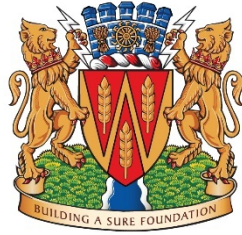
**TASTE** disabilities can limit the experience of the four primary taste sensations; sweet, bitter, salty and sour. A person with a taste disability may be unable to identify spoiled food or noxious substances.

**OTHER** disabilities result from a range of other conditions, accidents, illnesses and diseases including ALS, asthma, diabetes, cancer, HIV/AIDS, environmental sensitivities, seizure disorders, heart disease, stroke and joint replacement.

Disabilities are not always visible or easy to distinguish.

## **Sample Forms**

1. Notice – Expected service disruption
2. Notice – Unexpected disruption in service
3. Notice – Training Record
4. Pamphlet – Understanding Accessible Customer Service
5. Pamphlet – Accessible Customer Service Policy



# TOWNSHIP OF WILMOT

## **NOTICE OF** **SERVICE DISRUPTION**

There will be a scheduled service disruption at the \_\_\_\_\_. The disruption will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

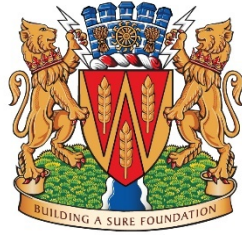
On behalf of the Township of Wilmot we would like to thank you for your patience in this matter.

Department Contact

519-634-8444

519-634-5037 – TTY





# TOWNSHIP OF WILMOT

## **NOTICE OF**

## **DISRUPTION IN SERVICE**

There is currently an unexpected service disruption. The estimated time of the service disruption will be from \_\_\_\_\_ until \_\_\_\_\_.

These disruptions include:

- \_\_\_\_\_ (repairs to doors)
- \_\_\_\_\_ (repairs to technology)

On behalf of the Township of Wilmot we would like to thank you for your patience in this matter.

Department Contact

519-634-8444

519-634-5037 - TTY

**ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE POLICY**



**TOWNSHIP  
OF WILMOT**

**TRAINING RECORD**

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Type of Training: \_\_\_\_\_

Trainer: \_\_\_\_\_

Name	Signature

### **What if a person with a disability has a suggestion or comment on how we deliver services?**

We welcome any comments on the provision of goods or services to people with disabilities. Comments can be directed to:

Accessibility Coordinator: Dawn Mittelholtz

E-mail: dawn.mittelholtz@wilmot.ca

Telephone: 519-634-8444 Ext 228

TTY: 519-634-5037

In person, or in writing:

The Corporation of the Township of Wilmot

60 Snyder's Rd W

Baden ON N3A 1A1

The comments provided will be reviewed by staff, and where applicable by the **Accessibility Advisory Committee (AAC)**. An annual report on the nature and results of the comments and feedback will be made by the **Accessibility Coordinator to the AAC**.

### **The Corporation of the Township of Wilmot Accessible Customer Service Policy**

The Township of Wilmot provides goods or services to all residents, including those with disabilities. Reasonable efforts will be made to ensure the following:

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

support persons in the access of goods and services.

### **Understanding Accessible Customer Service**



The Corporation of the Township of Wilmot

## Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Service Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities. Providers must also integrate services and equal opportunity.

### What is Accessible Customer Service?

Accessible customer service can mean many things. Mostly, it is the understanding that each individual may need a slightly different type of accommodation.

For example, a person who is blind may need to have information read aloud to them; an individual with a learning disability may need to have instructions written down; and someone who uses a wheelchair may need help in finding a route they can use.

Accessible customer service is good customer service – courteous, helpful and prompt.

### What can I do?

Always start with people first. In language, that means saying "person with a disability", rather than "a disabled person". In any interaction, it means addressing the person's service needs, rather than focusing on the disability.

Take some time to understand what some of the various disabilities involve – but don't jump to conclusions! Each person, and each disability, is different, but it can be helpful to know a little about how to best communicate, interact, and assist people with disabilities.



Most importantly, relax! People with disabilities are generally aware they may need some accommodations and will work with you. Just remember to ask how you can help.

### What happens if we can't serve a person with a disability?

It is possible that from time to time there will be disruptions in service, such as an elevator under repair, renovations that limit access to an area, or technology that is temporarily unavailable. If a disruption in service is planned, and expected, it is important to provide reasonable notice.

People with disabilities may often go to a lot of trouble to access services, such as booking transit or arranging a ride. By providing notice, you can save that person an unnecessary trip. Notice can be provided on the website, over the phone, and/or in writing.

In the event of an unexpected disruption in service, provide notice in a variety of ways and as quickly as possible. Consider offering alternative methods of service while informing those that may be impacted personally.

## Comments

We welcome comments on the provision of goods or services to people with disabilities.

Comments can be directed to the Accessibility Coordinator by telephone, e-mail, in person or in writing:

**E-mail:**

[dawn.mittelholtz@wilmot.ca](mailto:dawn.mittelholtz@wilmot.ca)

**Telephone:** 519-634-8444

**In person, or in writing:**

The Township of Wilmot

60 Snyder's Rd W

Baden ON N3A 1A1

Comments provided will be reviewed by staff, and where applicable by the Accessibility Advisory Committee (AAC). A timely response will be provided. An annual report on the nature and results of the

comments and feedback will be made by the Accessibility Coordinator to the AAC.

If you are a person with a disability, or if you provide support for a person with a disability, please:

- Let us know how we can help. We are open to discussing your ideas on the service options available.
- Help our staff understand your needs.



## Accessible Customer Service Policy



## The Corporation of the Township of Wilmot

## Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows the government to develop specific standards of accessibility that are designed to help make Ontario more accessible.

One of the specific standards that has been developed, and made law, is the Accessible Customer Services Standard. This standard details specific requirements for all service providers.

In general, providers must deliver service in a way that preserves the dignity and independence of people with disabilities.

## Accessible Customer Service Policy Statement

The Township of Wilmot provides goods and services to all residents, including those with disabilities. Every effort will be made to ensure the following:

- The goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- The provision of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.

- People with disabilities may use assistive devices, guide animals and/or support persons in the access of goods and services.
- Communication with a person with a disability shall be done in a manner that takes into account the person's disability.





# TOWNSHIP OF WILMOT

## INFORMATION AND LEGISLATIVE SERVICES *Staff Report*

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**REPORT NO:** ILS 2021-06

**TO:** Council

**SUBMITTED BY:** Dawn Mittelholtz, Director of Information and Legislative Services / Municipal Clerk

**PREPARED BY:** Dawn Mittelholtz, Director of Information and Legislative Services / Municipal Clerk

**DATE:** February 8, 2021

**SUBJECT:** Canadian Coalition of Inclusive Municipalities

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### **RECOMMENDATION:**

THAT staff continue to work with the Canadian Commission for the United Nations Educational, Scientific and Cultural Organization (UNESCO) to consider and prepare an application to join the Coalition of Inclusive Municipalities.

### **SUMMARY:**

Staff was requested to report back to Council on February 8, 2021 on the process and possibility of joining the Canadian Coalition of Inclusive Municipalities.

### **BACKGROUND:**

Formerly known as the Canadian Coalition of Municipalities Against Racism and Discrimination, the Coalition of Inclusive Municipalities (the Coalition) is a network of 82+ municipal governments across Canada that is coordinated by the Canadian Commission for UNESCO.

In Canada, the Coalition seeks to:

- Improve municipal practices to advance social inclusion;
- Establish policies to eradicate all forms of racism and discrimination; and
- Promote human rights and diversity.



To provide further background on this organization, the 2019-2020 Report on Activities for the Canadian Commission for the United Nations Educational, Scientific, and Cultural Organization is included as an attachment. Their report highlights three (3) initiatives of the Coalition, the preparation and publication of three (3) toolkits on themes crucial to its mission: LGBTQ2+ Inclusiveness, Reconciliation with Indigenous Peoples: A Holistic Approach, and Welcoming Immigrants and Refugees to Canada: The Role Of Municipalities.

## **REPORT:**

As requested by Council, staff have reviewed the process for joining the Coalition and are providing this report for Council discussion. The decision to join the Coalition must include a larger consultation process than what could be accomplished since January 11, 2021. A comprehensive plan is required to ensure the Township's case for joining is sound and the proper background work has been completed to ensure Wilmot is prepared to meet the following ten commitments as a condition of membership.

### *The municipality as a guardian that respects the public interest*

1. *Increasing vigilance against systemic and individual discrimination.*
2. *Monitoring discrimination in the municipality and taking action to address it.*
3. *Supporting individuals who experience discrimination.*
4. *Providing police services that are exemplary institutions for fighting discrimination.*

### *The municipality as an organization that upholds human rights*

5. *Providing equal opportunities as a municipal employer, service provider, and contractor.*
6. *Supporting measures that promote equity in the labour market.*
7. *Challenging discrimination and promoting diversity and equal opportunities in housing.*

### *The municipality as a community that promotes diversity*

8. *Involving citizens by giving them a voice in anti-racism initiatives and decision making.*
9. *Challenging discrimination and promoting diversity and equal opportunities in education and other forms of learning.*
10. *Promoting the respect, knowledge, and appreciation of cultural diversity and the inclusion of Indigenous and racialized communities in the cultural fabric of the municipality.*

As the Township embarks on the following actions throughout 2021, opportunities will exist to make connections, establish a network and develop a case for membership.

- The establishment of an advisory committee whose mandate includes inclusivity and diversity, and community relations with members of the Indigenous, Black and People of Colour community.

- The facilitation of consultations relative to the Prime Ministers Path.
- Participation in the Regional Reconciliation Action Plan and initiatives from the Anti-Racism Advisory Working Group.

Additionally, as the Township works to realize its vision and mission from the 2020 updated Strategic Plan, development of the application will allow the municipality to solidify that these are not just words, but are an obligation to put into action concrete steps to address discrimination and racism in Wilmot.

### **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

Exploring membership in the Coalition is a foundational action steps in achieving all of the goals outlined in the Strategic Plan and aligns perfectly with the values of the community.

### **FINANCIAL CONSIDERATIONS:**

There are no fees associated with becoming a member of the Canadian Coalition of Inclusive Municipalities. As departmental Work Programs are updated relative to the development of the application, costs associated with these foundational stages are anticipated to be covered by the existing operating budget.

### **ATTACHMENTS:**

Canadian Commission for the United Nations Educational, Scientific, and Cultural Organization Report of Activities for 2019-2020

# Report on Activities 2019-2020



**Mohammad Asadi Lari  
(1996-2020)**

An influential, respected, admired and beloved member of the Canadian Commission for UNESCO's Youth Advisory Group, Mohammad Asadi Lari was an exceptional human being. He worked tirelessly for peace, inclusive science education, equitable and just global health, meaningful youth engagement, entrepreneurship and social innovation. An altruistic global citizen and builder, he was a model of compassion in the service of the values and ideals we stand for. We gratefully acknowledge his invaluable contribution to UNESCO's work. May his soul rest in light and peace.



Some 200 UNESCO National Commissions around the world support UNESCO in the pursuit of its objectives. Established in accordance with the Organization's constitution, National Commissions play a consultative, liaison and implementing role. They are the link between UNESCO and national governments, and coordinate partnerships with civil society through their networks that share resources, tools and knowledge. National Commissions are also involved in disseminating best practices internationally. Through their various activities, they promote UNESCO's values and ensure that its priorities take root within respective national settings. In this way, UNESCO National Commissions make a substantial contribution towards building a peaceful, equitable and sustainable future.



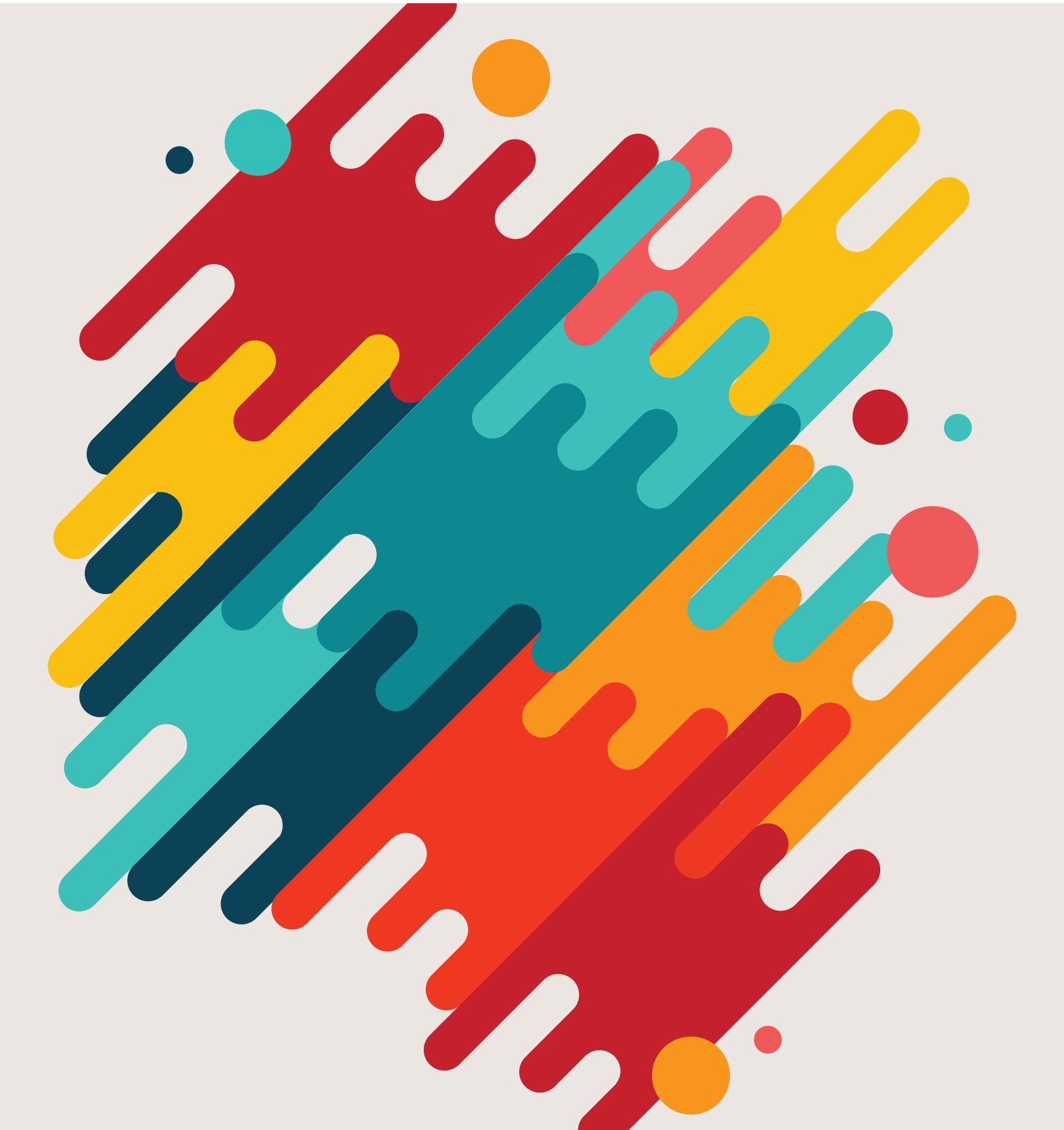


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- 7      Introductory words
  - 10     Strong networks that pursue the 2030 Agenda's sustainable development goals
  - 16     Mobilizing knowledge to inform decisions and improve practices
  - 22     Partnerships amplify and disseminate the Commission's action programs
- 

Dinosaur dig excavation at  
UNESCO Global Geopark  
Cliffs of Fundy.  
(Photo: Tourism Nova Scotia)







# Simon Brault

Director and Chief Executive Officer  
Canada Council for the Arts

New generations often call us to dream of a more inclusive, fair, interdependent, and peaceful world. Mohammad Asadi Lari, a member of the Canadian Commission for UNESCO (CCUNESCO) Youth Advisory Group, was one such young person who dreamt about, and initiated, change. He was a passenger on the Boeing 737 that was shot down by Iranian missiles early in 2020. While Mohammad’s commitment may have inspired many young people, the circumstances of his tragic death drew attention to the tensions, dangers, and imperfect structures that exist in the world today.

The pandemic that broke out two months later once again brought to light the same imperfect and unsustainable reality that governs many of us. The inertia that can result from the comfortable banality of everyday life and globalization with its me-first mentality are no longer acceptable. The aspirations of young people like Mohammad should inspire and direct our decisions. These aspirations of solidarity, equity, and social justice must guide the sustainable development of our societies. As we are called to reinvent so-called normality, we should be guided by the principles of openness, inclusion, and collective well-being.

All citizens must be able to see themselves represented in their public institutions. The Canada Council and CCUNESCO address the civic duty to be relevant to society through their activities and their active involvement in national and international networks and platforms for exchange and cooperation. Every day, the continually renewed relevance and simultaneous presence of the Canada Council and CCUNESCO contribute to a broad sharing of the arts, knowledge, and information. They also help create discussion forums to promote reconciliation between Indigenous and non-Indigenous peoples, seize innovative opportunities, including those generated by digital opportunities, and address the social, democratic, and climatic issues that are fracturing humanity. The Canada Council’s presence in the International Federation of Arts Councils and Culture Agencies and CCUNESCO’s nine networks strengthen these discussions and actions.

In today’s world, we must not only be drivers of development and innovation in forging alliances with various sectors, but we must also actively play a role in equitable cultural diplomacy for the advancement of both individual and collective emancipation. Such cultural diplomacy promotes a diversity of voices, including Indigenous perspectives and cultures. It draws on this diversity—which is often different from and critical of our own realities—by reaching out to people everywhere and raising concerns that politicians dare not address.

The events that occurred at the end of the 2019-20 year were a wake-up call about the need to re-imagine our society—a need that CCUNESCO’s work has responded to this past year. The Canada Council greatly appreciates the complementary work undertaken by CCUNESCO within its midst.

I would like to pay tribute to the remarkable work of the CCUNESCO Secretariat, the passionate commitment displayed by the members of its Executive Committee, and the thousands of people who work within its networks. I would also like to commend Mireille Apollon on her renewed term as Vice-President and for her active promotion of the International Decade for People of African Descent. Lastly, I would like to congratulate President Liette Vasseur and Secretary-General Sébastien Goupil for their ongoing leadership of the citizens’ forum that is CCUNESCO, both across Canada and with the Permanent Delegation of Canada to UNESCO in Paris.

I hope that this Report on Activities will encourage you to continue to focus on youth, share your knowledge, establish links, and further your civic engagement as you contribute to our collective journey, casting aside the injustices and iniquities that arise from national, regional, and global crises. Just as the arts and culture have done for centuries, and just as they will continue to do for centuries to come.



## Liette Vasseur

President, Canadian Commission  
for UNESCO

We prepared this report during an extraordinary period full of enormous challenges for nations, as well as for global institutions like UNESCO.

The COVID-19 pandemic has raised issues that are central to the work of both UNESCO and the Canadian Commission for UNESCO (CCUNESCO). I am thinking, for example, of such issues as the pandemic's major impact on education, arts and culture. Other issues also concern UNESCO's broad mandate whether we think of the outbreak of violence against women and girls or acts of discrimination and racism against people of African and Asian descent. We are deeply conscious of how people of low income, people of African descent, newcomers and the homeless, are disproportionately affected by the pandemic.

In the space of a few months, the fight against poverty has seen major setbacks around the world. It is becoming difficult to hope that the sustainable development objectives of the UN 2030 Agenda will be achieved. To avoid a tragic increase in economic inequalities, concerted strategies and a profound transformation of our lifestyles will be necessary. Both domestic and international efforts will have to be redoubled to ensure that no one is left behind.

UNESCO will have a key role to play in these enormous undertakings by drawing attention to the importance of education and the sharing of scientific knowledge and other evidence-based information. The current crisis highlights the urgent need to strike the right balance between protecting the environment and pursuing social, technological and economic

development. CCUNESCO intends to play its full strategic role in encouraging discussions on this subject, and to defend UNESCO's values and priorities with strength and conviction.

This is the challenging context for the beginning of my second and final term as President of the Canadian Commission for UNESCO. This past year, I played an active part in its work. For example, I participated in the UNESCO General Conference's Natural Sciences Commission, where we discussed a new standard-setting instrument on open science. In addition, while winners of the L'Oréal-UNESCO International Awards for Women in Science gathered at the Commission's office, I launched the second phase of a study on the barriers facing women in the STEM disciplines of science, technology, engineering and mathematics. I pledge to be as actively involved in our projects during my second term.

I would like to congratulate Mireille Apollon, whose term as Commission Vice-President has also been renewed for two years, and commend her leadership in promoting the International Decade for People of African Descent. The pandemic and recent acts of racist violence underscore the importance of the Decade's themes: recognition, justice and development and the need for all of us to work together to end racism and discrimination.

In conclusion, I would also like to thank Nadia Duguay for her contributions over the past four years as the civil-society representative on the Commission's Executive Committee. I hope that we will find new ways to continue our fruitful collaboration with her.



## Sébastien Goupil

Secretary-General, Canadian Commission  
for UNESCO

This report outlines the extremely rich and productive year the Commission has had. During this period, we have helped our networks to continue their expansion and consolidate their achievements. We also provided them with tools to extend their outreach. We also pursued efforts to solidify CCUNESCO's reputation with a growing number of partners. As a result, the Commission is now seen as a key player in advancing UNESCO's priorities both in Canada and around the world.

We have increased the number of our collaborations, with a range of stakeholders, including UNESCO, other UNESCO National Commissions, civil society partners and federal institutions such as the Social Sciences and Humanities Research Council (SSHRC) and the Fonds de recherche du Québec (FRQ). These partnerships have led to major achievements, particularly in the context of the 2019 International Year of Indigenous Languages (IYIL), the International Decade for People of African Descent (2015-2024) and preparations for the UN Decade of Ocean Science for Sustainable Development (2021-2030). We have taken advantage of the IYIL and the other two designated decades to forge relationships with several new partners, with whom we have organized events and produced a variety of publications.

It is important though, that I turn to how we have reacted to the unprecedented situation we currently find ourselves -- the COVID-19 pandemic. In a nutshell, the entire Commission team swiftly refocused its efforts and took strategic steps to address this exceptional situation.

With the support of our networks, we prepared discussion papers to influence the course of the social transformation we are experiencing. As part of the accelerated scientific research effort to address the pandemic, CCUNESCO and Acfas (Association francophone pour le savoir), the leading French-language learned society in Canada, co-published a discussion paper on open science that quickly garnered attention both at home and abroad.

CCUNESCO also participated in the creation of the COVID-19 Social Impact Network to study the pandemic's social impacts, particularly on newcomers, so that governments can adjust their measures accordingly.

We also set up a working group with our UNESCO Chairs to identify investments that would contribute to economic recovery, while at the same time strengthening community resilience and self-sufficiency -- and mitigating climate change.

In other words, the crisis galvanized our team to mobilize with our partners as never before in order to advance the causes we firmly believe in.

On that note, I would like to acknowledge the team's commitment and resilience. In particular, I would like to commend Pauline Dugré, our Program Manager, who is retiring after 19 years of highly competent and unfailingly dedicated service to the Commission. Many thanks indeed, Pauline!



**Strong networks that pursue  
the 2030 Agenda’s sustainable  
development goals**

The Canadian Commission for UNESCO achieves its impact primarily through its networks. Hence the importance of supporting their development and activities. This support has been effective as the Commission’s networks expand and become better equipped to intervene and make a real difference on the ground.

The 2019-2021 CCUNESCO  
Youth Advisory Group.





UNESCO Schools Network

The UNESCO Schools Network in Canada continues to make its mark through the vitality and commitment of its member-schools. For the first time since the network's inception, it made a historic breakthrough in the Yukon with the addition of two new schools to the network: F. H. Collins High School in Whitehorse and the Ghùch Tlà Community School in Carcross.

CCUNESCO also reached out to schools serving Indigenous communities elsewhere. For example, Allison Bernard Memorial High School on the Eskasoni Reserve in Nova Scotia joined the network last year. With 10 new candidate-schools in the pipeline from Alberta, Manitoba, Ontario, Quebec and New Brunswick, the future bodes well for this important network.

UNESCO Chairs Network

With the recent creation of the five new Chairs listed below (including the first Francophone Chair in Western Canada), Canada now has a total of 28 UNESCO Chairs:

- UNESCO Chair in Migration and Francophonie in a Minority Context (University of Alberta);
- [UNESCO Chair on Food, Biodiversity and Sustainability Studies](#) (Wilfrid Laurier University, Ontario);
- UNESCO Chair for the Conception and Construction of Sustainable and Solidarity-based Schools (Université Laval, Quebec, and Laurentian University, Ontario);

Sébastien Goupil, Secretary-General of CCUNESCO, and Rémi Quirion, Quebec's Chief Scientist, signed a joined declaration of intent. (Photo: Fonds de recherche du Québec)



- UNESCO Chair in Sustainable Engineering – Applied Solar Technologies (Polytechnique Montréal, Quebec);
- UNESCO Chair in Bio-cultural Diversity and Education (Simon Fraser University, British Columbia).

The Fonds de recherche du Québec (FRQ) and CCUNESCO [signed a joined declaration of intent](#) that spotlights the contributions of UNESCO Chairs to the advancement of knowledge, as well as their uniqueness and substantial role within Canada's research ecosystem. In the joint declaration, the FRQ committed to providing \$15,000 per year over the next three years to each UNESCO Chair in Quebec – a first in the history of the UNESCO Chairs Network in Canada.

Coalition of Inclusive Municipalities

Over the past year, the Coalition of Inclusive Municipalities welcomed 13 new municipalities from across the country, bringing the total membership to 80. The Coalition now includes, for instance, the municipalities of Chestermere and Fort Saskatchewan in Alberta and Peterborough and the Regional Municipality of Niagara in Ontario.

The Coalition prepared and published toolkits on three themes crucial to its mission:

- [LGBTQ+ Inclusiveness](#)
- [Reconciliation with Indigenous Peoples: A Holistic Approach](#)

Joyce Williams and Linda Williams (daughter and mother) at Howe Sound raising their hands to Mother Earth. The duo is wearing their traditional Skwxwú7mesh Úxwumixw/Squamish Nation dresses. (Photo: Kris Krug – David Suzuki Foundation)



- [Welcoming Immigrants and Refugees to Canada: The Role of Municipalities](#)

CCUNESCO also revised a [toolkit for Coalition member municipalities](#). This resource, which reflects the Coalition's updated institutional image, provides both current and candidate members with information that meets their needs and reflects today's realities.

Biosphere Reserves

The Commission supported both the Fundy Biosphere Reserve (New Brunswick) and the Frontenac Arch Biosphere Reserve (Ontario) in the renewal of their respective biosphere designations by UNESCO.

We also supported a proposed new UNESCO biosphere reserve in Atł'ka7tsem / Howe Sound, British Columbia. In this regard, Project Director Ruth Simons, Squamish Nation Councillor Joyce Williams and federal MP Patrick Weiler came to Ottawa in December 2019 to officially submit this project's designation application to the Commission.

Geoparks

The Commission supported the nomination of two new geoparks – Cliffs of Fundy (Nova Scotia) and Discovery (Newfoundland and Labrador),

and submitted their applications to UNESCO for designation as UNESCO Global Geoparks. These new designations would bring the number of geoparks in Canada to five. Canada's geoparks network has immense potential for promoting Canada's geological heritage and the development of ecotourism.

The Canadian National Committee for Geoparks recently changed its name to the [Canadian Geoparks Network \(CGN\)](#). Adopted when the National Committee was incorporated as a not-for-profit organization, the new name more adequately reflects the communication and branding strategy being developed for the network.

CCUNESCO has developed guides and toolkits and provided training to the networks of biosphere reserves and global geoparks, including on the evaluation of [ecosystem services](#). The Commission also conducted a communications analysis for these two networks with a view to developing a new communications strategy.

However, the achievement this past year with potentially the greatest impact for these two networks was their inclusion in the [Federal Tourism Growth Strategy](#), thanks to the joint proactive efforts of CCUNESCO, the Canadian Biosphere Reserves



Association (CBRA) and the CGN. This is the first time a federal strategy has recognized the tremendous sustainable tourism potential of these UNESCO-designated sites. In fact, this recognition has already enabled some sites and their partners to access new funding sources.

**Youth Advisory Group**

Youth Advisory Group (YAG) members have contributed to numerous publications in the context of CCUNESCO-related projects - guides, discussion papers and blog posts.

YAG members are also in regular contact with CCUNESCO program officers to identify priority areas for young people among the Commission's projects.

CCUNESCO recommended the nomination of YAG member Katelynne Herchak as Canada's representative to the [Youth Forum](#) that was part of the 40th UNESCO General Conference. She also represented Europe and North America on the Youth Steering Group that played a lead role in preparing and delivering the Youth Forum.

**Memory of the World**

As part of the 2019 International Year of Indigenous Languages, the UNESCO Memory of the World Programme's Canadian Advisory Committee called for more Indigenous collections to be included in the [Canada Memory of the World Register](#). The Register currently lists six collections that showcase Indigenous documentary heritage, including collections considered essential for promoting, protecting and revitalizing Indigenous languages and cultures – such as the Archives of the National Centre for Truth and Reconciliation.

Taking into consideration CCUNESCO's leadership role in advancing the spirit of the International Decade for People of African Descent, a special call was also made for the Register to include documentary heritage covering the history and contributions of people of African descent.

**Creative Cities Network**

In December 2019, the City of Montreal, a “UNESCO City of Design,” adopted the [Montréal 2030 Agenda for Quality and Exemplarity in Design and Architecture](#).

This initiative uses a broad consultative process to mobilize residents, businesspeople and architecture and design professionals in an effort to improve the quality of the built environment and living spaces of Quebec's metropolis, in a spirit of innovation and sustainable development.

Quebec City celebrated its designation as a “UNESCO City of Literature” by adopting the [One City, One Book](#) community reading model for its residents – in this case, everyone living in the city was invited to read Marie-Renée Lavoie's novel *Les chars meurent aussi* [Cars also die]. This community event, which embedded literary experience in the city, included book clubs, guided walks through the city's streets, shared reader profiles, and a meeting with the author.



**Loop – Olivier Girouard, Jonathan Villeneuve, and Ottoblix. A production by Ekumen and the Quartier des Spectacles Partnership in Montreal, a UNESCO Creative City of Design.**  
(Photo: Ulysse Lemerise, OSA)



**Main stage at an event organized by the National Centre for Truth and Reconciliation in Saskatchewan – June 2012.**  
(Photo: National Centre for Truth and Reconciliation)



**Mobilizing knowledge to inform decisions and improve practices**

CCUNESCO mobilizes the intellectual capital of its networks to help both governments and UNESCO address challenges that require large-scale solutions – such as climate change, pandemics, loss of biodiversity, racism and growing inequality.

Launch of the publication  
*Reporting on violence against women and girls: a handbook for journalists.*  
(Photo: Luc Valigny)





**Laying the groundwork for the UNESCO General Conference**

To support the Permanent Delegation of Canada to UNESCO and Global Affairs Canada in their preparations for the 40th Session of UNESCO’s General Conference in Paris, CCUNESCO conducted a series of consultations and surveys, and prepared a number of briefing notes. These documents supported the interventions by Canadian delegates on issues of considerable importance to Canada (especially human rights), and, more generally, enabled a Canadian perspective to be shared on many questions debated at the General Conference.

One of the Commission’s surveys was a follow up to the [Recommendation on Science and Scientific Researchers](#) (2017). This survey canvassed the views of Canadian scientists on how UNESCO can better articulate its questions to Member States so that the Recommendation can be implemented more effectively. Our [overview](#) of the Recommendation is now available in six languages.

Another consultation focused on assessing UNESCO’s work in the thematic area of information and media literacy.

We also facilitated the inclusion of official representatives of the Assembly of First Nations in the Canadian delegation to the General Conference – a first that enabled the Indigenous representatives to express

themselves and share their expertise, thereby enriching the Canadian contribution to the Conference.

During the General Conference, CCUNESCO also participated in the launch of [Reporting on Violence Against Women and Girls: A Handbook for Journalists](#), a UNESCO publication the Commission helped develop and then jointly launched in Canada with the French Embassy.

**Documenting knowledge and making it accessible through publications**

Thanks to its position and networks, CCUNESCO maintains links with researchers, experts and knowledge-keepers who can offer unique insights into emerging issues or questions that are particularly relevant to UNESCO’s mandate. The Commission draws on its extensive Canadian and international networks to widely disseminate a broad range of ideas, perspectives and analyses. The Commission along with its networks and partners can thus add tremendous value to, and positively influence, policy development and decision-making.

This past year, the CCUNESCO prepared and distributed a total of around 40 publications. These include discussion papers, blog posts, toolkits and other resources on topics of interest to policymakers, organizations, academia, youth and the general public.



Cover of the *Canadian Diversity* (Part 1): *Facing the change—Canada and the International Decade for People of African Decent* publication. The illustration, *La femme et le pagne*, is by Yasmeen Souffrant.



Document *The Heart of Our Biosphere: Exploring Our Civic Relationship with the Ocean in Canada* (Design: GOOD Company)



Cover of the *Teachers' Toolkit* (Design: Banfield)

Here are some examples of these publications:

- CCUNESCO collaborated with the Canadian Institute for Identity and Migration on a special issue of [Canadian Diversity magazine](#) that was published as part of Black History Month in February 2020. This issue features a dozen articles by prominent leaders, researchers and thinkers, including the Right Honourable Michaëlle Jean and the Honourable Jean Augustine. The contributors offer their thoughts and analyses on the named themes of the International Decade for People of African Descent: recognition, justice and development.
- Several of the Commission’s partners, including its Youth Advisory Group, helped draft the publication [Towards a Recommendation on Open Science: Canadian Perspectives](#).
- In collaboration with the Canadian Committee for World Press Freedom, CCUNESCO published a discussion paper titled [How to Navigate an Information Media Environment Awash in Manipulation, Falsehood, Hysteria, Vitriol, Hyper-Partisan Deceit and Pernicious Algorithms: A Guide for the Conscientious Citizen](#).
- In collaboration with the Canadian Ocean Literacy Coalition, the Commission published [The Heart of Our Biosphere: Exploring Our Civic Relationship with the Ocean in Canada](#). This document aims to stimulate thinking about the UN Decade of Ocean Science for Sustainable Development, to be launched in 2021.
- As part of the International Year of Indigenous Languages (IYIL), we published [Spoken from the Heart – Indigenous Radio in Canada](#), an original research paper that looks at the current state of Indigenous broadcasting in Canada and explores its role in revitalizing Indigenous languages and cultures. This is the only report that has been published in the world on this theme in relation to the IYIL.
- Also in relation to the IYIL, CCUNESCO asked Mohawk artist and activist Ellen Gabriel to write an essay titled [Indigenous Languages: A Fundamental Right to Defend](#).
- The UNESCO Schools Network in Canada published its first [Teacher's Guide](#). This practical manual contains activities, resources and monitoring tools to help schools promote UNESCO values such as human rights, combating climate change and respecting and learning about Indigenous knowledge and customs.





**Peter Kiatainaq and his dogsled with Kangiqsujuaq in the background. Customs, knowledge, skills and ways of life are part of intangible cultural heritage.**  
(Photo: Robert Fréchette – Avataq Cultural Institute)

- The texts of six Canadian UNESCO Chairs were selected for inclusion in an international publication titled [Humanistic Futures of Learning: Perspectives from UNESCO Chairs and UNITWIN Networks](#). This publication is one of the first elements of [Futures of Education](#), a new UNESCO initiative that aims to articulate a vision of education for 2050 and beyond.
- [Promoting Empathy, Equity and Justice in Emerging Technologies: Lessons from Health Care](#), a discussion paper written by two YAG members, Bushra Ebadi and Mohammad Asadi Lari, highlights the importance of youth leadership in promoting and implementing new health technologies. The authors argue that justice, equity and empathy should be fundamental principles in the development and governance of any emerging technology.

### Bringing ideas to life through events

Knowledge is not only shared through the written word, it is also spread through live discussion. That's why this past year CCUNESCO joined forces with many partners to organize events that disseminate knowledge about themes related to UNESCO objectives; we also connected with other events on these themes. For example:

- We partnered with National Research Council Canada to organize an open discussion on *La force motrice de la diversité* [The driving force of diversity] during the 2019 Acfas annual convention.
- In collaboration with the Canada Council for the Arts, we hosted [a panel discussion on culture and sustainability](#), at which participants from both government and civil society particularly discussed how to mobilize the cultural sector to mitigate climate change and adapt to its effects.

- At the [Canadian Science Policy Conference](#), we organized a roundtable as part of a special session on equity, diversity and inclusion in STEM (science, technology, engineering and mathematics).
- Given that virtual events are an effective way to engage conversations, regardless of distance, UNESCO elementary and high schools in Canada exchanged ideas in fall 2019 with students from around the world as part of [#Decarbonize #Decolonize](#), an interactive video conference series that helped students learn more about water and climate change. This initiative led to the submission of a background paper to the UN Climate Change Conference in Spain (COP 25) in December.

### Sharing best practices in daily life

The mobilization of knowledge is particularly effective when it facilitates the sharing of best practices that can be applied quickly.

For example:

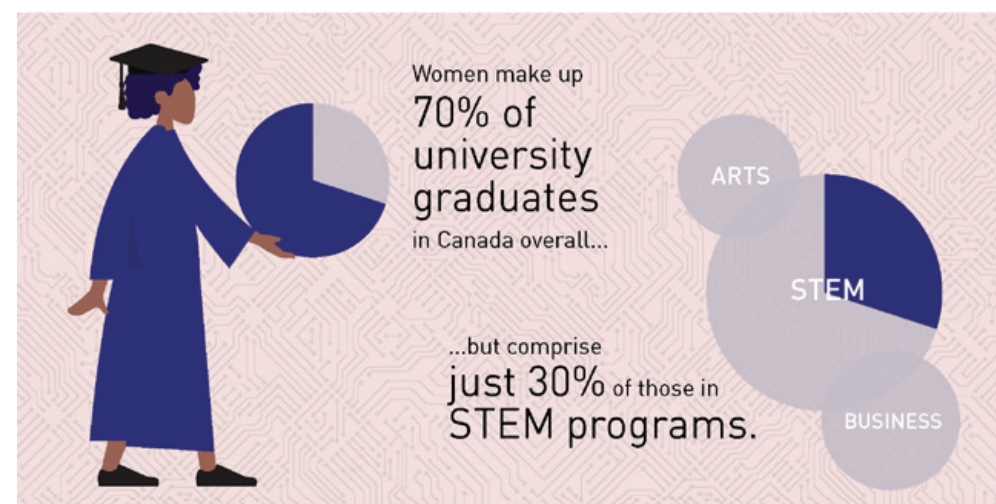
- In partnership with the Laurier Centre for Women in Science and Ingenium, we developed a document titled [Standing Up to Gender Bias in STEM](#). This resource can be used by students or colleagues to explore gender equality in STEM by referring to the document's infographics and questions to stimulate discussion in small groups.
- In collaboration with the Institut Pacifique, training sessions on conflict resolution and

education for peace were organized in Quebec City for staff from UNESCO schools in Canada. A free and accessible teaching tool was also produced to help schools promote diversity and respectful coexistence within society.

- In fall 2019, CCUNESCO partnered with the Centre for the Prevention of Radicalization Leading to Violence to organize a series of multi-stakeholder training sessions in seven Canadian cities on how to prevent radicalization.
- CCUNESCO [supported the English translation of a guide for municipalities on protecting intangible cultural heritage](#), which was published by the Conseil québécois du patrimoine vivant and the Ministère de la Culture et des Communications du Québec.

### The future of knowledge mobilization

CCUNESCO is concerned about the effectiveness of knowledge mobilization processes, and excited about opportunities to increase the impact of knowledge in our societies. We therefore partnered with the Social Sciences and Humanities Research Council of Canada (SSHRC) to contribute to reflection on this theme. This partnership will lead to the publication of seven discussion papers that are currently being prepared by six UNESCO Chairs. To provide SSHRC with a European perspective, we have also supported the preparation of a thought leadership piece on this topic by a German UNESCO Chair, to be co-published with the German National Commission for UNESCO.



**Image from the document *Standing Up to Gender Bias in STEM*.**  
(Design: GOOD Company)



Partnerships amplify and disseminate the Commission’s action programs

Collaboration is a fundamental principle of CCUNESCO activities that greatly multiplies their impact. In the past year, we thus focused on strengthening our links with external partners in order to promote UNESCO values.

2019 HELISET TFE SKÁL International conference on Indigenous languages in Victoria, British Colombia.  
(Photo: First Peoples’ Cultural Council)







**Launch of Bow't Trail by Rhodnie Désir.**  
(Photo: Kevin Calixte)

**Co-authoring forum of the Charter for an Inclusive Culture, organized by Exeko.**  
(Photo: Amandine Gazut)

We are constantly on the lookout for initiatives that can help achieve UNESCO objectives in Canada. Thanks to the enhanced reputation and credibility the Commission has acquired in recent years, we now receive partnership requests from many other organizations, including federal and provincial government departments, universities, non-governmental organizations, other UNESCO National Commissions, and UNESCO itself.

We also partner with organizations that share our values. These collaborations have allowed us to draw attention to issues related to UNESCO objectives, such as building knowledge societies, preparing the future of education, promoting science for a sustainable future, fostering creativity, protecting biodiversity and heritage (including Indigenous heritage and knowledge), establishing gender equality, and preventing discrimination.

### Responding to designated days, years, and decades

Rituals are not only vectors of remembrance; they also drive action. That is why we take full advantage of the special days, years and decades declared and proclaimed by the UN and UNESCO, since they represent unique opportunities to draw attention to key issues and mobilize partners to address them. For example:

- For the 2019 International Year of Indigenous Languages (IYIL), we collaborated with several new and longstanding partners, including the Centre des Premières Nations Nikanite, the National Centre for Truth and Reconciliation, the Canadian Federation of

Library Associations' Indigenous Matters Committee, Indigenous Culture and Media Innovations, Minwashin, the International Network for Aboriginal Audio-Visual Creation and Wapikoni.

- In 2019, we helped the First Peoples' Cultural Council to organize the [HELISET TTE SKÁL international conference on Indigenous languages](#) in Victoria, British Columbia, which attracted 800 delegates from around the world.
- We participated in the North American and Arctic regional dialogue jointly organized by Canadian Heritage and Crown-Indigenous Relations and Northern Affairs Canada. As a result of the dialogue, the region's leading experts formulated recommendations and content for the IYIL's Strategic Outcome document. These ideas and contributions will be crucial to ongoing efforts to protect and revitalize Indigenous languages as we head towards the upcoming UN International Decade of Indigenous Languages (2022-2032). For more information on CCUNESCO's contribution to IYIL, see [this blog post](#).
- To mark the International Decade for People of African Descent (2015-2024), we developed a new strategy and partnered with organizations such as the Federation of Black Canadians and the Michaëlle Jean Foundation. Also in connection with this Decade, African Nova Scotian Affairs invited the Commission to [the launch of Nova Scotia's Plan of Action in Response to the Decade](#).

- We also supported and took part in the launch of [Bow't Trail](#) (webpage in French). This multidisciplinary artistic project by Haitian-born Montreal choreographer Rhodnie Désir features a series of videos and performances combining dance, music and digital projections that revisit places where African-descent identity is rooted in America.
- In the run-up to the UN Decade of Ocean Science for Sustainable Development (2021-2030), Canadian scientist Gerald Singh was appointed Chair of CCUNESCO's Natural, Social and Human Sciences Sectoral Commission. This sectoral commission now consists of a new group of experts who will help define the directions Canada might take to advance the Decade's goals. The appointment of this expert on oceans is a timely step in support of the Decade, which will highlight research on these critical ecosystems and how to preserve them.

### The powerful role of moral support

The increasing number of proposals for collaboration that CCUNESCO is receiving from many different quarters is clear evidence that the Commission is making an ever-greater impact.

This past year, we accepted requests to lend the Commission's patronage to more than 60 initiatives related to UNESCO objectives.

These initiatives included several international conferences and summits, as well as many events directly involving the public across Canada.

One such initiative was [Take 3 for Climate Justice](#), a youth-action challenge in Manitoba on climate and human rights that CCUNESCO agreed to support. This initiative promoted global citizenship, a sustainable future and student leadership, by engaging students to think about the impacts of climate change on human rights. More than 70 schools took up the challenge to submit three-minute videos on climate-change themes.

We also supported the deployment of the [Canadian High School Ethics Bowl](#), which involved students from eight high schools demonstrating their critical thinking about problematic ethical issues – an essential skill amid the wholesale changes the world is currently experiencing.

Another initiative has been the [Big Data Challenge](#), a unique educational experience for high school students. By giving them access to cutting-edge analytical tools, participants are challenged to find



trends and hidden patterns in complex scientific data. This past year, teams analyzed sustainability-related data on such topics as the microclimates of water and oceans, and the impacts of global climate change.

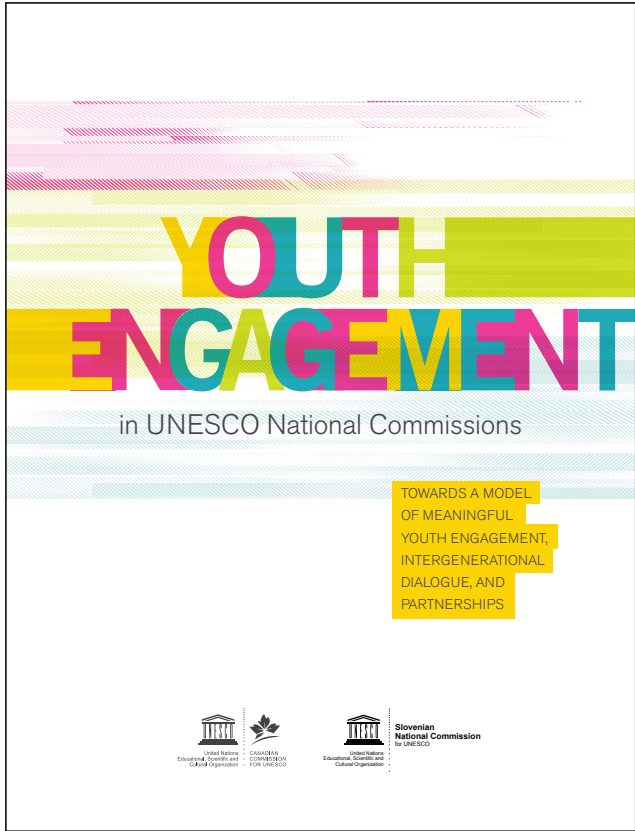
Under CCUNESCO patronage, the social innovation organization Exeko, in collaboration with the Group of Eleven (a group of Montreal cultural institutions) and nine community organizations, is pursuing a rich process of conception and co-authorship that will lead to the publication of a [charter of cultural accessibility](#) (webpage in French). This charter will be an important step towards making cultural life more inclusive.

**Partnering to disseminate knowledge**

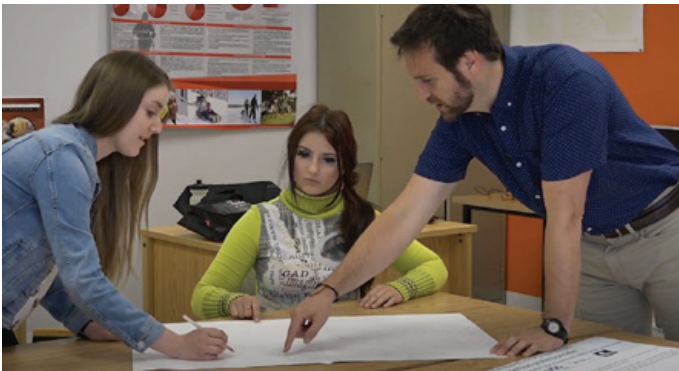
CCUNESCO also partners with other organizations to disseminate knowledge more widely. For example:

- We supported and participated in [EDUsummIT 2019](#), an international summit held in Quebec City on the use of information and communication technologies (ICTs) in education. The summit brought together a global community of researchers, policymakers and practitioners to promote the effective integration of ICTs in education by encouraging the sharing and use of research.
- The Commission joined forces with Kids Code Jeunesse on the [Algorithm Literacy Project](#). The goal of this project is to inform children and youth about how algorithms affect everyone’s digital experiences and also influence our lives in many other ways. Both teachers and parents can use the project’s video and practical guides to initiate conversations with young people and plan activities.
- Whenever possible, we also collaborate with other UNESCO National Commissions to ensure that knowledge benefits as many people as possible. For instance, in collaboration with the Ghana National Commission for UNESCO, we published [Creating Change in a Digital Age: African Perspectives on Human Rights and Technology](#), a discussion paper by two young African leaders, Nadia Owusu and Beverly Chogo.

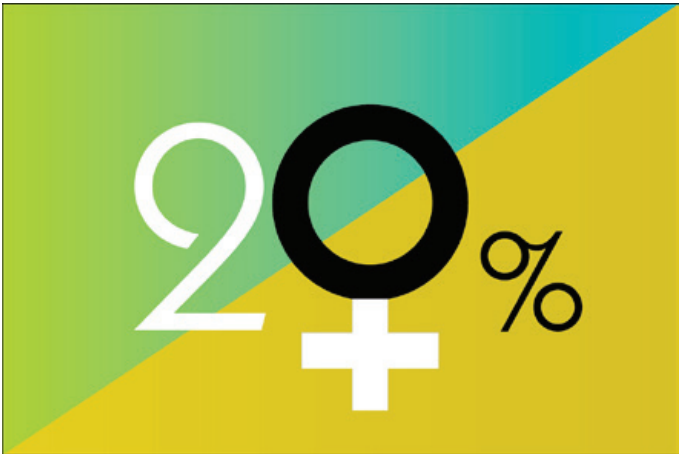
- YAG Chair Bushra Ebadi collaborated with youth from several other countries around the world to develop a [new toolkit for UNESCO National Commissions](#) that CCUNESCO co-published with the Slovenian National Commission for UNESCO. This document shares models, best practices, and examples of initiatives by various National Commissions to increase youth engagement. Specifically, it calls for action to: (1) address barriers that prevent youth and other marginalized communities from participating in National Commissions; (2) champion accessible and inclusive programming and governance; (3) “mainstream” youth involvement and provide them with active roles in all National Commission activities; and (4) invest in developing the leadership potential and skills of youth.



Cover of the *Youth Engagement in UNESCO National Commissions toolkit*.



The UNESCO Chair in Curriculum Development, Université du Québec à Montréal (UQAM). (Source: My Chair in 3 minutes , YouTube)



Branding of the 20% podcast presented by Québec Science.

**Reaching out through digital media**

The [My Chair in Three Minutes](#) video series on UNESCO Chairs in Canada was expanded by new presentations that were produced and posted online this year. A [Canada Memory of the World Register section](#) on the CCUNESCO website now makes it easy to discover listings on the Register, along with photos, text descriptions and labeled groupings. We also published [several blog posts](#) on our site to highlight Commission projects that address priority themes such as innovation, building inclusive communities, and protecting heritage and the biosphere.

On the digital media front as well, CCUNESCO is opting for a partnership approach. For example, we collaborated with L’Oréal Canada and radio CHOQ.ca on the [20% podcast series](#) (in French). This series, jointly produced by *Québec Science* magazine and Acfas, features interviews with women pursuing careers in science, technology and engineering.







# TOWNSHIP OF WILMOT

## INFORMATION AND LEGISLATIVE SERVICES *Staff Report*

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**REPORT NO:** ILS 2021-07

**TO:** Council

**SUBMITTED BY:** Dawn Mittelholtz, Director of Information and Legislative Services / Municipal Clerk

**PREPARED BY:** Dawn Mittelholtz, Director of Information and Legislative Services / Municipal Clerk

**REVIEWED BY:** Grant Whittington, CAO

**DATE:** February 8, 2021

**SUBJECT:** Integrity Commissioner's Report

---

### **RECOMMENDATION:**

THAT the report prepared by the Integrity Commissioner be received and that Council pass a subsequent Resolution regarding the recommendations contained within the report.

### **SUMMARY:**

The Integrity Commissioner is an independent third-party who is hired by the Township to provide advice and train Members of Council and Local Boards on the Code of Conduct and the Municipal Conflict of Interest Act, and to receive inquiries when members of Council or Local Boards are believed to have breached the Code of Conduct. The attached report was prepared in response to inquiries received.

### **REPORT:**

The attached report was received from Dr. Robert Williams, Integrity Commissioner, in response to inquiries he received in 2020. The Integrity Commissioner is an independent third-party and his report is provided as such.

Contained within the report are recommendations for Council's consideration which shall be considered as a Resolution separate from this report. A Member can make a Motion on the floor that can then be seconded by another Member, then discussion on the recommendations may begin.

An opportunity will be given for the Member who the inquiry was made about to address Council on the matter.

### **ALIGNMENT WITH THE TOWNSHIP OF WILMOT STRATEGIC PLAN:**

While legislation requires that the Township retain an Integrity Commissioner and that the Township has a Code of Conduct, part of the purpose of the Code of Conduct is to ensure continued Responsible Governance, Quality of Life and Community Engagement, strategies included in the Strategic Plan.

### **FINANCIAL CONSIDERATIONS:**

The Township's Operating Budget, as approved by Council, includes funding from the General Levy for inquiries made to the Integrity Commissioner.

### **ATTACHMENTS:**

Integrity Commissioner's Report dated February 1, 2021

Report IC2020 - 02  
to the Council of the Township of Wilmot  
in relation to an investigation under the  
Code of Conduct for Members of Council related to  
Council Code of Conduct Inquiries  
2020-05 and 2020-06

=====

Robert J. Williams, Ph.D.  
Integrity Commissioner  
Township of Wilmot  
February 1, 2021

## **Summary**

1. Report IC2020-02 of the Township of Wilmot Integrity Commissioner dated February 1, 2021 advises Wilmot Township Council that an investigation of the Township of Wilmot's Code of Conduct for Council as a result of two inquiries concludes that a contravention has occurred.

## **A. Context**

2. The Township of Wilmot (the "Township") retained me in January 2014 to serve as its Integrity Commissioner under the terms of what are now section 223.3 of the *Ontario Municipal Act, 2001*.

3. This Report addresses two complaints that were submitted in accordance with the proper procedure for the submission of a formal complaint under the Township Code of Conduct for Elected Officials (the "Code").

## **B. The Requests for an Investigation**

4. In late August and early September 2020, I received notarized requests for an investigation under the Township Code filed by two residents of the Township (hereafter "Inquiries 2020-05 and 2020-06") in relation to an article published on Tuesday, August 25, 2020 in the *New Hamburg Independent*. The report quotes remarks made by Mayor Les Armstrong during a telephone interview that the complainants believe were in violation of the section of the Code that addresses "Communications and Media Relations." In particular, that section affirms an expectation that members of Council "will accurately and adequately communicate the attitudes and decisions of Wilmot Council, even if they disagree with a majority decision of Council so that ... there is respect for the decision-making process of Council." It also directs that "information concerning adopted policies, procedures and decisions of the Council is conveyed openly and accurately."

5. By extension, these complaints also fall under the section of the Code headed "Encouragement of Respect for the Municipality. Its By-laws and Policies" that directs that "Members shall encourage public respect for the municipality and its bylaws and policies."

## **A Note on Confidentiality:**

6. Subsection 223.5 (1) of the *Municipal Act, 2001* provides that an Integrity Commissioner and every person acting under the instruction of the official shall preserve secrecy with respect to all matters that comes to his or her knowledge in the course of his or her duties under Part

V.1. Subsection 223.6 (2) directs that an Integrity Commissioner shall only disclose “such matters as in the Commissioner’s opinion are necessary for the purposes of the report.” Accordingly, the only party to this appeal who will be named in this report is the Mayor since the allegations involve matters based on public knowledge, primarily the press report of August 25, 2020.

7. In keeping with the responsibility of the Integrity Commissioner to respect confidentiality during the conduct of an inquiry, I did not share the complainants’ names with the Mayor during this inquiry. I further requested that the complainants not discuss their submission with the media.

### **C. The Context**

8. In 2016 Wilmot Council approved a project known as the Prime Ministers Path that would see life-size bronze statues of Canada’s Prime Ministers located on Township property adjacent to Castle Kilbride (a National Historic Site managed by the Township) and the Municipal administration complex in Baden. The project was developed through an agreement reached between the Township and a charitable corporation known as Createscape Waterloo Region under which the Township accepted ownership of statues of Canadian Prime Ministers, beginning with a statue of Sir John A. Macdonald entitled “A Canadian Conversation,” the work of a local sculptor. According to a report to Township Council in April 2016, “The Past Prime Ministers Statue Project will be funded by private donations and applicable senior level government funding.”<sup>1</sup>

9. Statues of Sir John A. Macdonald (SJAM) have been the subject of protests, petitions and vandalism across Canada since at least 2017 because of Macdonald’s record in dealing with Indigenous communities and residential schools. On National Indigenous People’s Day 2020, red paint was poured over the SJAM statue in Baden but was cleaned later that day by Township staff and local volunteers, only to be vandalized in the same way two days later and again cleaned by volunteers. In the words of a press report that week, on the second occasion “Kitchener residents and members of the far-right Urban Infidel Group finished the clearing of

<sup>1</sup> <https://www.wilmot.ca/en/living-here/prime-ministers-path.aspx>

the paint, and clashed with a mostly peaceful group looking to have the statue removed.”<sup>2</sup> These episodes divided the community in Wilmot and beyond, including groups seeking to have the Macdonald statue removed as a contribution to reconciliation and others who supported leaving the statue where it is, if only to promote discussions about Canada's past.

10. After several weeks of discussion and debate at Council and in the community, including petitions on each side of the question carrying several hundred names, Wilmot council voted in July to pause the expansion of the Prime Ministers Path and to move the SJAM statue “out of the public eye.” At a six-hour Council meeting on August 24-25, Council confirmed direction to staff to immediately make arrangements to have the statue removed and stored in a secure, undisclosed location pending a report from an Indigenous consultant following consultations with “Indigenous groups in the community and other identified marginalized group and a member of the Prime Ministers Path Project Committee”<sup>3</sup> to be delivered at the March 1, 2021 Council meeting.

11. It should be noted that while these events were unfolding, Council and the community were also dealing with the consequences of a video posted by Mayor Armstrong on Black Lives Matter that has been the subject of the Integrity Commissioner’s Report 2020-01.

12. As indicated above, two complaints under the Code have been properly filed and have been investigated. The allegations of contravention of the Code stem from comments made by the Mayor in a telephone interview to a reporter for *The New Hamburg Independent* (Namish Modi) that are included in the August 25 article that form the basis for the complaints.<sup>4</sup> The interview followed the decision by Council to approve the Motion related to the SJAM statue.

<sup>2</sup> <https://www.newhamburgindependent.ca/news-story/10052432-recap-tumultuous-week-for-baden-sir-john-a-macdonald-statue/>

<sup>3</sup> Notice of Motion, August 24, 2020: <https://www.wilmot.ca/en/township-office/resources/Documents/Amended-Motion-from-July-27.pdf>

<sup>4</sup> The full text of the article cited by the complainants is found at <https://www.newhamburgindependent.ca/news-story/10146039-wilmot-council-caved-to-lobbyists-with-decision-to-store-sjam-statue-says-mayor-armstrong/> Many of the statements were repeated in a subsequent article filed by the same reporter published on Monday August 31.

13. I understand both complaints to be addressing the Mayor's public statements about how and why Council reached its decision and that the complaints are not about his views on whether or not to remove the statue. Both complainants disagree with his opinions on whether the SJAM statue should be removed but direct the Integrity Commissioner primarily towards what they perceive to be the Mayor's lack of respect for the decision-making process of Council and his misrepresentation of the perspectives of those who sought to have it removed.

14. The reporter writes that the Mayor "didn't hide his disdain with last Monday's decision" to remove the statue.

Other statements are quoted in the report:

- "'I'm at the mercy of council and council decided, the majority, to go ahead and move, and not care what anyone else thinks,' said Armstrong in a phone call with The Independent."
- "He says council voted in line with lobbyists to have the statue removed, and didn't take into account the rest of the township, who he says, generally wanted the statue to remain."  
"I know the citizens of Wilmot, the majority, want to fight to keep it. Unfortunately, they're not being listened to either."
- "'These are people from outside the township, and they are dictating what goes on in the township,' Armstrong said."  
"The unfortunate part is that (the people that) want the statue gone have no guilt in them, all they (know) is they want it gone, and that's it."  
"He alluded to the hard work done by the creators of the Path, the Createscape Project, adding that they are constantly being 'stomped on.'"
- "It's extremely disappointing they decided to listen to some outsiders rather their constituents, that greatly disappoints me."  
"He says it will be up to council and the community to help mend fences in what has become a very divided community."  
"They will have to regain the trust of the residents of Wilmot,' Armstrong said."

15. In a written response to me about these complaints, the Mayor stated "When I was first elected to Wilmot council, I accepted that my job was to represent the people who gave me a seat. Those being the voters/residents of Wilmot. In a democracy that means the elected official should make decisions based on how the majority of the people they represent feel



about the matter at hand. If elected persons start allowing outside groups to influence their decisions contrary to the wishes of the people they represent, the I feel democracy takes a hit.”

#### **D. Do the Mayor’s Comments Violate the Code of Conduct?**

16. At the outset of the Township of Wilmot Code of Conduct For Elected Officials is a Statement of Principle. It affirms that “These standards should serve to enhance public confidence that The Township of Wilmot’s elected representatives operate from a base of integrity, justice and courtesy.”

A later section of the Code refers to COMMUNICATIONS AND MEDIA RELATIONS: “Members of Council will accurately and adequately communicate the attitudes and decisions of Wilmot Council, even if they disagree with a majority decision of Council so that;

- there is respect for the decision-making process of Council “...

A third section of the Code directs that “Members shall encourage public respect for the municipality and its bylaws and policies.”

17. Mayor Armstrong participated in the debate and vote on the removal of the SJAM statue. He voted against Council’s decision to remove and store the statue but was in the minority. Disagreeing on matters of public policy is an integral dynamic in a representative democracy. A Code of Conduct for Elected Officials is not intended to stifle debate at Council and therefore Mayor Armstrong was certainly entitled to express his views during Council’s deliberations and to believe that this was not the right decision for Council to take. What the Code of Conduct precludes, however, is an elected official publicly disparaging any decision taken by Council and publicly impugning whatever motives that official believes may have led Council colleagues to that outcome.

18. Despite the Mayor’s assertion that he views it as his responsibility as an elected official to base his decisions on how “the majority of residents feel” and that his vote on the matter was based on “the wishes of the people” of Wilmot, the complainants are correct: once Council has reached a majority decision, it is up to all members to show “respect for the decision-making process of Council” and to “encourage public respect for the municipality and its bylaws and policies.”

19. In my judgement, Mayor Armstrong did not show “respect for the decision-making process of Council” and did not ‘encourage public respect” for the municipality’s policies in the many statements quoted in the August 25 interview. His comments do not contribute to maintaining respect for the policy outcomes and for the people – in the community and on Council - who hold different views on the matter.

20. The Mayor’s remarks were also seen by both complainants as misrepresenting the advocates for removing the statue solely as “outsiders” and the residents of Wilmot as generally wanting the statue to remain. He appears to have taken the view that those who have reached a position contrary to his own have acted for questionable reasons.

21. I do not see the quoted statements as an accurate portrayal of, nor as respectful to, his Council colleagues. The statements do not enhance public confidence in the decision of Wilmot Council nor do they show respect for the decision-making process of Council related to the SJAM statue.

**22. Based on the foregoing, I find that the Mayor has violated the Township of Wilmot Code of Conduct for Elected Officials.**

**G. Consequences**

23. Subsection 223.4 (5) of the *Municipal Act, 2001* provides that “if the Commissioner reports to the municipality that, in his or her opinion, the member has contravened the code of conduct,” the municipality may impose either a reprimand or suspension of “the remuneration paid to the member in respect of his or her services as a member of council . . . for a period of up to 90 days.”

24. Since I have recently determined that Mayor Armstrong breached the Code of Conduct in relation to the Black Lives Matter video (IC Report 2020-01) and Council accepted that recommendation, this breach constitutes a second violation of the Township’s Code of Conduct for Elected Officials.

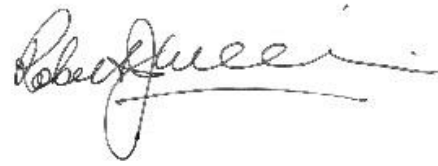
**H. Recommendations**

25. I make the following recommendations to Wilmot Township Council:

- 1. That Council receive the Integrity Commissioner’s Report 2020 – 02 dated February 1,**

2021; and

2. That the remuneration paid to the Mayor in respect of his services as a member of Wilmot Township Council be suspended for a period of up to 30 days.

A handwritten signature in black ink, appearing to read "Robert J. Williams", with a long horizontal flourish extending to the right.

Robert J. Williams, Ph.D.  
Integrity Commissioner, Township of Wilmot

Nigel Gordijk,  
16 Amberdale Way,  
New Hamburg N3A 0C1

Wednesday, January 6, 2021

Dear Ms. Mittelholtz,

**I request that this letter be included as part of the public record with the agenda and minutes of the January 11, 2021 council meeting.**

I was a delegation at the virtual council meeting that was held on December 7, 2020, and I spoke about the integrity commissioner's report into Mayor Armstrong's conduct. After that delegation, media reports quoted comments made by both Councillor Gordijk and me, and referred to me as a person of colour. The next day, I received this email.

NAME	Mike W
EMAIL	mwojcik1968@gmail.com
SERVICES THAT INTEREST YOU	You and your Wife are off balance. White lives matters too dude. Remember where your sorry ass came from to accommodate you into our Country. What have you given to Canada???.Go back to your own Country and complain there

I'm not suggesting that Mayor Armstrong is responsible for this email. I'm bringing it up to share an example of the racist hate that is being spewed in our community because of this whole sorry affair, and it's being directed at those who have spoken out.

As soon as I received this email, I forwarded it to all members of Wilmot council. Thank you to the five councillors who replied to condemn the writer and to offer me their support.

Yours sincerely,

Nigel Gordijk

**THE CORPORATION OF THE TOWNSHIP OF WILMOT**  
**BY-LAW NO. 2021-05**

**BY-LAW TO AUTHORIZE THE EXECUTION OF AN AGREEMENT WITH**  
**THE WILMOT HORTICULTURE SOCIETY**

**WHEREAS** the Municipal Council of the Corporation of the Township of Wilmot is desirous of entering into an Agreement, which forms Schedule "A" to this By-law.

**THEREFORE, THE MUNICIPAL COUNCIL OF THE CORPORATION OF**  
**THE TOWNSHIP OF WILMOT ENACTS AS FOLLOWS:**

1. That the Agreement which forms Schedule "A" to this By-law is hereby accepted as approved.
  
2. That the Mayor and Clerk are hereby authorized to execute under seal the said Agreement and all other documents and papers relating to this transaction.

**READ** a first and second time this 8th day of February 2021.

**READ** a third time and finally passed in Open Council this 8th day of February 2021.

\_\_\_\_\_  
**Mayor**

\_\_\_\_\_  
**Clerk**

**TOWNSHIP OF WILMOT**

**BY-LAW NO. 2021-006**

**BY-LAW TO FURTHER AMEND BY-LAW NO. 83-38 OF THE TOWNSHIP OF WILMOT BEING A ZONING BY-LAW FOR THE SAID TOWNSHIP OF WILMOT.**

**WHEREAS** The Corporation of the Township of Wilmot deems it desirable to further amend By-law No. 83-38, being a Zoning By-law for the said Township of Wilmot.

**NOW THEREFORE THE MUNICIPAL COUNCIL OF THE CORPORATION OF THE TOWNSHIP OF WILMOT ENACTS AS FOLLOWS:**

1. Notwithstanding the provisions of By-law 83-38, as amended, the lands described on Schedule "A" and illustrated on Schedule "B" attached to and forming part of this By-law, are hereby removed from Zone 3 (Residential) and placed within Zone 5 (Commercial).
2. Notwithstanding the provisions of By-law 83-38, as amended, on the lands described on Schedule "A" and illustrated on Schedule "B" attached to and forming part of this By-law, the following regulations shall apply:
  - a) parking shall be permitted within the front yard setback.
3. Notwithstanding the provisions of By-law 83-38, the following shall be added as Section 22.293:

Notwithstanding any other provisions of this By-law, on the lands described as Lot 39 and Part of Lots 40 and 41, Plan 627, and identified on the map forming Part 2a of Schedule 'A', parking shall be permitted within the front yard setback.
3. Notwithstanding the provisions of By-law 83-38, as amended, the map forming Part 2a of Schedule 'A' to By-law 83-38 be amended as necessary to identify Section 22.293 on the lands described on Schedule 'A' and illustrated on Schedule 'B' attached to and forming part of this By-law.
4. Except as amended by the preceding regulations, the lands described on Schedule "A" attached to and forming part of this by-law and shown on Schedule "B" attached to and forming part of this by-law, shall be subject to all other applicable regulations as set down in By-law No. 83-38, as amended.

5. This by-law shall come into effect on the final passing thereof by the Council of The Corporation of the Township of Wilmot subject to compliance with the provisions of The Planning Act, R.S.O., 1990 and amendments thereto.

READ a first and second time on the 8<sup>th</sup> day of February, 2021.

READ a third time and finally passed in Open Council on the 8<sup>th</sup> day of February, 2021.

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MAYOR

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CLERK

## SCHEDULE "A"

**ALL AND SINGULAR** that certain parcel or tract of land and premises situate, lying and being in the Township of Wilmot, in the Regional Municipality of Waterloo and Province of Ontario being composed of Lot 39 and Part of Lots 40 and 41, Plan 627 in the said Township of Wilmot.

This is Schedule "A" to By-law No. 2021-006.

PASSED this 8<sup>th</sup> day of February, 2021.

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MAYOR

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CLERK



**SCHEDULE "B"**  
**LOT 39 AND PART OF LOTS 40 AND 41, PLAN 627**  
**TOWNSHIP OF WILMOT**

SUBJECT LANDS OUTLINED THUS: - - - - -



**THIS IS SCHEDULE "B" TO BY-LAW NO. 2021-006**  
**PASSED THIS 8TH DAY OF FEBRUARY, 2021.**

\_\_\_\_\_  
MAYOR

\_\_\_\_\_  
CLERK



**By-law for Municipalities Not Within a Regional  
Municipality, the County of Oxford or The  
District Municipality of Muskoka – Form 5***Drainage Act, R.S.O. 1990, c. D.17, subs. 45(1)*Drainage By-law Number 2020-32

A by-law to provide for a drainage works in the Township of Wilmot  
in the Regional Municipality of Waterloo.

Whereas the council of the Township of Wilmot has procured a  
report under section 4 of the *Drainage Act* for the construction  
of the Nachurs Alpine Municipal Drain 2020 drain;

And whereas the report dated 2020/07/27 has been authored by R. J. Burnside & Associates Limited  
and the attached report forms part of this by-law;

And whereas the estimated total cost of the drainage work is \$55,000.00 ;

And whereas \$10,280.00 is the amount to be contributed by the Township  
of Wilmot for the drainage works;

And whereas *(Complete this clause only if other municipalities are being assessed a share of the cost of the project.)*;

_____	is being assessed in the	<u>Municipality</u>	of	_____
_____	is being assessed in the	_____	of	_____
_____	is being assessed in the	_____	of	_____
_____	is being assessed in the	_____	of	_____

And whereas the council is of the opinion that drainage of the area is desirable;

Therefore the council of the Township of Wilmot  
pursuant to the *Drainage Act* enacts as follows:

**1. AUTHORIZATION**

The attached report is adopted and the drainage works is authorized and shall be completed as specified in the report.

**2. BORROWING**

The Corporation of the Township of Wilmot  
may borrow on the credit of the Corporation the amount of \$55,000.00 being the amount necessary for  
the construction of the drainage works.

This project will NOT be debentured.

3. DEBENTURE(S)

The Corporation may issue debenture(s) for the amount borrowed less the total amount of:

- (a) grants received under section 85 of the *Drainage Act*;
- (b) monies paid as allowances;
- (c) commuted payments made in respect of lands and roads assessed with the municipality;
- (d) money paid under subsection 61(3) of the *Drainage Act*; and
- (e) money assessed in and payable by another municipality.

4. PAYMENT

Such debenture(s) shall be made payable within \_\_\_\_\_ years from the date of the debenture(s) and shall bear interest at a rate not higher than 2% more than the municipal lending rates as posted by Infrastructure Ontario on the date of sale of such debenture(s).

- (1) A special equal annual rate sufficient to redeem the principal and interest on the debenture(s) shall be levied upon the lands and roads as shown in the schedule and shall be collected in the same manner and at the same as other taxes are collected in each year for \_\_\_\_\_ years after the passing of this by-law.
- (2) For paying the amount \_\_\_\_\_ being the amount assessed upon the lands and roads belonging to or controlled by the municipality a special rate sufficient to pay the amount assessed plus interest thereon shall be levied upon the whole rateable property in the Township of Wilmot in each year for \_\_\_\_\_ years after the passing of this by-law to be collected in the same manner and at the same time as other taxes collected.
- (3) All assessments of \_\_\_\_\_ or less are payable in the first year in which the assessments are imposed.

5. SCHEDULE OF ASSESSMENTS OF LANDS AND ROADS

in the Township of Wilmot

Property Description				Equal Annual Rate to be Imposed
Lot or Part Lot No.	Concession	Geographic Township	Parcel Roll No.	
Total				

6. CITATION

This by-law comes into force on the passing thereof and may be cited as the " [Nachurs Alpine Municipal Drain 2020](#) \_\_\_\_\_ by-law".

First reading [2020/09/14](#) \_\_\_\_\_

Second reading [2020/09/14](#) \_\_\_\_\_

Provisionally adopted this [14](#) day of [September](#) , [2020](#) \_\_\_\_\_

Name of Head of Council (Last, First Name) <a href="#">Armstrong, Les</a>	Signature
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Name of Clerk (Last, First Name) <a href="#">Mittelholtz, Dawn</a>	Signature
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Third reading \_\_\_\_\_

Enacted this \_\_\_\_\_ day of \_\_\_\_\_ , [2020](#) \_\_\_\_\_

Name of Head of Council (Last, First Name)	Signature
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Name of Clerk (Last, First Name)	Signature
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I, \_\_\_\_\_  
clerk of the Corporation of the [Township](#) of [Wilmot](#) \_\_\_\_\_,  
certify that the above by-law was duly passed by the council of the Corporation and is a true copy thereof.

Name of Clerk (Last, First Name)	Signature
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