



**TOWNSHIP OF WEST LINCOLN
ADMINISTRATION/FINANCE/FIRE COMMITTEE
AGENDA**

MEETING NO.

Monday, September 19, 2022, 6:30 p.m.

Township Administration Building

318 Canborough Street, Smithville, Ontario

****NOTE TO MEMBERS OF THE PUBLIC:** Due to efforts to contain the spread of COVID-19 and to protect all individuals, the Council Chamber will not be open to the public to attend Standing Committee or Council meetings until further notice.

****Virtual Attendance & Participation:** Members of the public who wish to participate by provide oral comments for matters that are on the agenda must attend the virtual meeting by obtaining a Zoom invite in advance by emailing jscime@westlincoln.ca by September 19, 2022 before 4:30p.m. Those who wish to observe the meeting may view the meetings livestream which can be found on the Council and Committee Calendar on the Township's website.

Pages

1. CHAIR - Councillor Jason Trombetta

Prior to commencing with the Administration/Finance/Fire Committee meeting agenda, Chair Trombetta will note the following:

1. Due to efforts to contain the spread of COVID-19 and to protect all individuals, the Council Chamber will not be open to the public to attend Standing Committee and Council meetings until further notice.
2. The public may submit comments for matters that are on the agenda to jscime@westlincoln.ca before 4:30 pm. on the day of the meeting. Comments submitted will be considered as public information and read into public record.
3. This meeting will be livestreamed as well as recorded and will be available on the Township's website following the meeting.

2. LAND ACKNOWLEDGEMENT STATEMENT

The Township of West Lincoln, being part of Niagara Region is situated on treaty land. This land is steeped in the rich history of the First Nations such as the Hatiwendaronk (Hat-i-wen-DA-ronk), the Haudenosaunee (Hoe-den-no-SHOW-nee), and the Anishinaabe (Ah-nish-ih-NAH-bey), including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit people from across Turtle Island that live and work in Niagara today. The Township of West Lincoln, as part of the Regional Municipality of Niagara, stands with all Indigenous people, past and present, in promoting the wise stewardship of the lands on which we live.

- 3. CHANGE IN ORDER OF ITEMS ON AGENDA
- 4. DISCLOSURE OF PECUNIARY INTEREST AND/OR CONFLICT OF INTEREST
- 5. APPOINTMENTS

There are no appointments.

- 6. REQUEST TO ADDRESS ITEMS ON THE AGENDA

NOTE: Procedural By-law Section 10.13(5) – General Rules

One (1) hour in total shall be allocated for this section of the agenda and each individual person shall only be provided with **five (5) minutes** to address their issue (some exceptions apply). A response may not be provided and the matter may be referred to staff.

- 7. CONSENT AGENDA ITEMS

NOTE: All items listed below are considered to be routine and non-controversial and can be approved by one resolution. There will be no separate discussion of these items unless a Council Member requests it, in which case the item will be removed from the consent resolution and considered immediately following adoption of the remaining consent agenda items.

7.1. ITEM A54-22
CONSENT AGENDA ITEMS

RECOMMENDATION:

That the Administration/Finance/Fire Committee hereby approves the following Consent Agenda Items:

- 1. Items 1, 2 & 3 be and are hereby received and the recommendations contained therein be adopted with the exception of Items #(s)_____
- 1. Recommendation Report C-04-2022 - Joint Niagara Compliance Audit Committee – Updated Terms of Reference 2022-2026 5
- 2. Recommendation Report C-06-2022 - Approval of the Multi-Year Accessibility Plan 14
- 3. Recommendation Report CAO-04-2022 - Christmas Break Holiday Hours 2022 53

- 8. COMMUNICATIONS

- 9. STAFF REPORTS

9.1. ITEM A55-22 55

Acting Fire Chief/CEMC (Tim Hofsink)
Re: Information Report WLFD-11-22 - Monthly Update - August 2022

RECOMMENDATION:

That, Information Report WLFD-11-2022 regarding “Monthly Update – August 2022”, dated September 19, 2022, be received for information purposes.

9.2. ITEM A56-22

58

Director of Finance/Treasurer (Donna DeFilippis)

Re: Information Report T-24-2022 - Financial Update as of August 31, 2022

RECOMMENDATION:

That, Information Report T-24-2022, regarding the “Financial Update as of August 31, 2022”, be received for information.

9.3. ITEM A57-22

67

Director of Finance/Treasurer (Donna DeFilippis)

Re: Information Report T-25-2022 - MyWESTLINCOLN Financial Portal

RECOMMENDATION:

That, Information Report T-25-2022, regarding the “MyWESTLINCOLN Financial Portal”, dated September 19, 2022, be received for information.

9.4. ITEM A58-22

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Deputy Clerk (Jessica Dyson) & Director of Legislative Services/Clerk (Joanne Scime)

Re: Recommendation Report C-05-2022 – Township of West Lincoln Citizen Recognition Program

RECOMMENDATION:

1. That, Recommendation Report C-05-2022 regarding “Township of West Lincoln Citizen Recognition Program”, dated September 19, 2022, be received; and,
2. That, the Citizen Recognition Program Policy as attached as Schedule A to this report, as well as the Terms of Reference as attached as Schedule B to this report be approved; and,
3. That, a subcommittee of Council consisting of three (3) members including the Mayor, be created at the start of the new Term of Council to assemble a Citizen Recognition Program Committee; and,
4. That, the Citizen Recognition Program commence in 2023 with an award presentation programmed during a regular scheduled Council meeting in October with the exception of those years when a regular Municipal Election is being held with the award presentation being held at the September Council Meeting.

10. OTHER BUSINESS

10.1. ITEM A59-22

Members of Committee

Re: Verbal Updates from Members of Boards and Committees - If required

10.2. ITEM A60-22

Members of Council

Re: Other Business Items of an Informative Nature

11. NEW BUSINESS

NOTE: Only for items that require immediate attention/direction and must first approve a motion to introduce a new item of business. (Motion Required)

12. CONFIDENTIAL MATTERS

There are no confidential matters.

13. ADJOURNMENT

DATE: September 19, 2022

REPORT NO: C-04-2022

SUBJECT: **Joint Niagara Compliance Audit Committee – Updated Terms of Reference 2022-2026**

CONTACT: Jessica Dyson, Deputy Clerk
Joanne Scime, Director of Legislative Services/Clerk

OVERVIEW:

- The Municipal Elections Act, 1996 (The Act) requires municipalities and local boards to establish a Compliance Audit Committee before October 1st.
- A qualified elector who believes on reasonable grounds that a candidate or registered third party advertiser has contravened the campaign finance provisions of the Act may apply to the Compliance Audit Committee for a compliance audit.
- Since 2010, the Region, Local Area Municipalities and Niagara Public and Catholic School Boards (the “Joint Participants”), have continued with the joint Niagara Compliance Audit Committee under identical terms of reference. Staff are recommending continued participation in the joint Committee.
- Only minor changes have been made to the Terms of Reference Niagara Compliance Audit Committee 2022-2026 (Attachment A).

RECOMMENDATION:

1. That, Recommendation Report C-04-2022 regarding “Joint Niagara Compliance Audit Committee – Updated Terms of Reference 2022-2026” dated September 19th, 2022 be received; and,
2. That, the Township of West Lincoln continue its participation in the Joint Niagara Compliance Audit Committee and that the updated Terms of Reference (attached as Schedule A) be approved; and,
3. That, By-law 2010-57 be amended by removing Schedule A and replacing it with the attached new Schedule A which provides for new updated Terms of Reference as attached to this report.

ALIGNMENT TO STRATEGIC PLAN:**Theme #6**

- **Efficient, Fiscally Responsible Operations**

The Township of West Lincoln is a lean organization that uses sustainable, innovative approaches and partnerships to streamline processes, deliver services and manage infrastructure assets.

BACKGROUND:

Section 88.37(1) of the *Municipal Elections Act* makes the establishment of compliance audit committees mandatory for municipalities and local boards. The *Municipal Elections Act* states that a qualified elector who believes on reasonable grounds that a candidate or a registered third party has contravened a provision of the *Municipal Elections Act* relating to election campaign finances may apply for a compliance audit of the candidate's or the registered third party's election campaign finances.

Applications for a compliance audit are submitted to the Township Clerk, who in turn forwards the application to the Compliance Audit Committee. The Committee reviews the applications to determine whether the request for an audit should be granted or rejected. If the request is granted, the Region of Niagara, on behalf of the Area Clerks, shall appoint an auditor to audit the candidate or the registered third party's election campaign finances. Upon completion of the audit, the Committee will review the auditor's report and it may, if the report concludes that the candidate or registered third party appears to have contravened a provision of the *Municipal Elections Act* relating to election campaign finances, commence a legal proceeding against the candidate or registered third party for the apparent contravention. Further, if the report concludes that a candidate or registered third party does not appear to have contravened a provision of the *Municipal Elections Act* relating to election campaign finances, the Committee may make a finding as to whether there were reasonable grounds for the application for a compliance audit.

CURRENT SITUATION:

The *Municipal Elections Act* requires each municipality and school board in Ontario to establish a compliance audit committee to consider compliance audit applications. In 2018, the municipalities and school boards of Niagara partnered to establish the joint Niagara Compliance Audit Committee, and the Township has committed to join once again. The Committee oversees all Local Area Municipalities, Regional Municipality of Niagara and Niagara School Boards.

The updated Terms of Reference includes housekeeping improvements and gives authority for the Region to take the necessary steps, on behalf of the area clerks, in order to secure an auditor to undertake any audits as may be requested by the Committee. A copy of the updated terms of reference are attached to this report as Schedule A, which have been reviewed and passed by the Area Clerks Election Task Force.

Compliance Audit Committee – Update Highlights (changes highlighted)

- When an application has been filed under Section 88.33 of the Act, a minimum of three (3), **maximum of five (5)** of the seven (7) members of the Committee shall comprise the Committee for the purpose of reviewing and considering the application.
- The Clerk of the responding municipality shall determine the selection of the three (3) **to five (5)** sitting members of the Committee from the pool of members based on availability.
- The recruitment of committee members shall be advertised on the **websites of the participating municipalities and school boards.**
- A Nomination Committee consisting of a **minimum of three (3)** of the Clerks or designates from Niagara will review the applications and submit a joint short list of candidates from Niagara to the Councils/Boards, or Clerk(s), as the delegated authority for appointment approval.
- In the event a vacancy occurs during the term, the municipality may rely on the remaining members to compose a Committee of three (3) **to five (5) members.**
- The Committee members shall select a Chair from amongst its three (3) **to five (5)** sitting members at its first meeting.
- Members of the Committee shall receive a retention honorarium of **\$350.**, including mileage, for attendance at a training session the costs of which shall be shared equally amongst the Joint Participants.
- Members shall receive an honorarium of **\$250.** per meeting, plus mileage at the rate of the responding municipality.
- **The Region shall, on behalf of the Area Clerks, take the necessary steps to secure an Auditor to undertake any audits as may be requested by the Committee.**

FINANCIAL IMPLICATIONS:

The Terms of Reference include a retainer of \$350.00 (increase from the previous term of \$300.00) for each member (including training and mileage), and a per diem rate of \$250.00 (increase from the previous term of \$200.00) per meeting, plus mileage, at the rate of the responding municipality requiring the services of the Committee. The retainer costs will be shared among the Joint Participants while the per diem and mileage costs will be borne by the responding municipality.

Any auditor or legal costs incurred with a compliance audit application will be the responsibility of the responding municipality.

INTER-DEPARTMENTAL COMMENTS:

This report and the draft terms of reference (Schedule A) was distributed to and reviewed by the CAO and Treasurer/Director of Finance and no concerns or additional comments were provided.

CONCLUSION:

It is recommended that the Township of West Lincoln continue its participation in the Joint Niagara Compliance Audit Committee and that Council approve the Terms of Reference attached as Schedule A to this report.

Prepared by:




**Jessica Dyson,
Deputy Clerk**

Approved by:



**Bev Hendry,
CAO**

Submitted by:



**Joanne Scime,
Director of Legislative Services/Clerk**

Terms of Reference for
Niagara Compliance Audit Committee
2022-2026

1. Authority

1. Sections 88.33 and 88.35 of the *Municipal Elections Act, 1996 (Act)* provides that an elector who is entitled to vote in an election and believes on reasonable grounds that a candidate or a registered third party has contravened a provision of the Act relating to election campaign finances may apply for a compliance audit of the candidate's or registered third party's campaign finances, even if the candidate has not filed a financial statement.
2. Sections 88.34 and 88.36 of the *Act* requires the clerk to review the contributions reported on the financial statements submitted by a candidate or registered third party and report any contraventions of any of the contribution limits to the compliance audit committee.
3. Section 88.37 of the *Act* requires the council or local board, to establish a compliance audit committee before October 1st in an election year for the purposes of Sections 88.33 to 88.36 of the *Act* relative to a possible contravention of the election campaign finance rules.

2. Establishment of Committee

1. A Joint Compliance Audit Committee is established with the potential participants as set out below, and shall be named the "Niagara Compliance Audit Committee" ("Committee"):

Local Area Municipalities": Town of Fort Erie, Town of Grimsby, Town of Lincoln, City of Niagara Falls, Town of Niagara on the Lake, Town of Pelham, City of Port Colborne, City of St. Catharines, City of Thorold, Township of Wainfleet, City of Welland and Township of West Lincoln

"Region": Regional Municipality of Niagara

"School Boards": District School Board of Niagara and Niagara Catholic District School Board.

2. The potential participants as set out in Section 1 above, shall each determine its participation in the Committee, the results of which shall form the "Joint Participants."
3. The Committee is a statutory committee.

3. References

1. The following municipal terms shall have a corresponding meaning for School Boards: municipality/board, Council/Board, Clerk/Secretary, responding municipality/responding board. Reference to Councils/Boards and Clerks shall be deemed to include those of the Joint Participants.

2. Responding municipality means the municipality/board responsible for the office, with the Region responsible for the offices of Regional Chair and Regional Councillors, municipalities responsible for the office of Mayor and Councillors/Aldermen and School Boards responsible for the office of trustees.
3. The local area municipalities shall receive the compliance audit applications on behalf of the Region and School Boards who will then immediately provide same to the Region or School Board to commence the compliance audit proceedings.

4. Term

1. The term of the Committee shall be concurrent with the term of Council. The term of appointment of the Committee members shall be November 15th of the regular election year to November 14 of the next regular election year, including any by-elections, or until such time as the applicable Committee has disposed of any remaining matters in accordance with the *Act*.

5. Duration

1. The Committee shall be established before October 1st in an election year.
2. The establishment of the Committee and terms of reference shall continue as set out herein from Council term to Council term unless determined otherwise by Council. However, the appointment of the members to the Committee shall be approved by each Council or delegated authority prior to October 1st in each election year.

6. Mandate

1. The mandate of the Committee is to hear and determine all applications filed in accordance with Sections 88.33 to 88.36 of the *Act* pursuant to the procedures established by the Clerks under the *Act*.
2. The powers and functions of the Committee as set out in Sections 88.33 to 88.36 of the *Act* include:
 - (a) within 30 days of receipt of a compliance audit application from an elector, review and decide whether it should be granted or rejected;
 - (b) if the application is granted, appoint an auditor licensed under the *Public Accounting Act, 2004* to conduct a compliance audit of the election campaign finances;
 - (c) receive the auditor's report;
 - (d) within 30 days of receipt of the auditor's report, consider the report and if the report concludes the candidate or registered third party appears to have contravened a provision of the *Act* relating to election campaign finances, decide whether legal proceedings against the candidate or registered third party for the apparent contravention shall be commenced, and
 - (e) within 30 days after receipt of a report from any participating municipality's Clerk of any apparent over-contributions to candidates or registered third parties, the Committee shall consider the Clerk's report and decide whether legal proceedings against the contributor should be commenced.

7. Composition

1. The Committee shall be composed of a minimum of three (3) and a maximum of seven (7) members with preferred membership drawn from the following groups:
 - (a) accountants or auditors with experience in preparing or auditing the financial statements of municipal candidates;
 - (b) legal profession with experience in municipal law, municipal election law or administrative law;
 - (c) professionals who in the course of their duties are required to adhere to codes or standards of their profession which may be enforced by disciplinary tribunals, and
 - (d) other individuals with knowledge of the campaign finance rules of the Act.
2. The Committee shall not include,
 - (a) employees or officers of the Joint Participants;
 - (b) members of the Council or Board of the Joint Participants;
 - (c) any persons who are candidates in the election for which the Committee is established;
 - (d) any person who is or intends to volunteer or seek employment to assist any candidate or registered third party in the election for which the Committee is established, or
 - (e) any person who is a registered third party in any local area municipality.
3. When an application has been filed under Section 88.33 of the *Act*, a minimum of three (3), maximum of five (5) of the seven (7) members of the Committee shall comprise the Committee for the purposes of reviewing and considering the application.
4. The Clerk of the responding municipality shall determine the selection of the three (3) to five (5) sitting members of the Committee from the pool of members based on availability.

8. Member Selection and Appointment

1. The recruitment of committee members shall be advertised on the websites of the participating municipalities and school boards. Other recruitment measures may be initiated by the municipal Clerks and Secretaries, as they may deem fit.
2. All persons interested in serving on the Committee shall complete an application form as approved by the Clerks of the Joint Participants, setting out their qualifications and experience.
3. A Nomination Committee consisting of a minimum of three (3) of the Clerks or designates from the 12 Local Area Municipalities within Niagara, plus the Regional Municipality of Niagara, will review the applications and submit a joint short list of candidates to the Councils/Boards, or Clerk(s) as the delegated authority, for appointment approval.
4. In the event a vacancy occurs during the term, the municipality may rely on the remaining members to compose a Committee of three (3) to five (5) members.

9. Selection Criteria

1. Without limiting the foregoing, members shall be selected on the basis of the following:
 - (a) demonstrated knowledge and understanding of municipal election campaign finance rules;
 - (b) proven analytical and decision-making skills;
 - (c) experience working on a committee, administrative tribunal, task force or similar setting;
 - (d) availability and willingness to attend meetings;
 - (e) excellent oral and written communication skills.

10. Chair of Committee

1. The Committee members shall select a Chair from amongst its three (3) to five (5) sitting members at its first meeting.

11. Secretary to Committee

1. The Clerk of the responding municipality shall act as Secretary to the Committee.

12. Compensation

1. Members of the Committee shall receive a retention honorarium of \$350.00 including mileage, for attendance at a training session, the costs of which shall be shared equally amongst the Joint Participants.
2. Members shall receive an honorarium of \$250.00 per meeting, plus mileage, at the rate of the responding municipality.

13. Costs and Funding

1. The responding municipality shall fund and pay all costs associated with the Committee, including the retention of an auditor and any costs incurred as a result of a decision of the Committee being challenged to the Ontario Superior Court of Justice.
2. The Joint Participants shall equally share in the costs associated with advertising and training.

14. Auditor

1. The Region shall, on behalf of the area clerks, take the necessary steps to secure an auditor to undertake any audits as may be requested by the Committee.

15. Meetings

1. The Committee shall conduct its meetings in public but may deliberate in private.
2. The responding municipality's website shall be used to communicate meeting notices, agendas, minutes and decisions.

3. The Committee shall conduct its meetings in accordance with the responding municipality's Council Rules of Procedure By-law and the *Statutory Powers Procedures Act*, with modifications as deemed necessary.

16. Conflicts

1. Committee members shall comply with the *Municipal Conflict of Interest Act* and shall disclose a pecuniary interest to the Secretary in advance of any meeting, where possible or absent him/herself from meetings for the duration of the consideration of the application, discussion and voting with respect to the matter.
2. In the event a member discloses a pecuniary interest to the application in advance of the meeting, the Clerk of the responding municipality shall select another member to replace him/her on the Committee.
3. To avoid possible conflict of interest, an auditor or accountant appointed to the Committee must agree, in writing, not to undertake the audits or preparation of the financial statements of any candidate or registered third party seeking election to the Councils/Boards.
4. All Committee members shall agree, in writing, they will not work or volunteer for, or contribute to, any candidate or registered third party in any capacity in an election to the Councils/Boards. If upon being made aware that a member has participated or contributed to a campaign or registered third party, the Clerks or designates, by majority vote, shall remove the member from the roster or recommend to the Councils/Boards, or the delegated authority, to rescind the appointment to the Committee.

17. Practices and Procedures

1. The Clerk shall establish administrative practices and procedures for the Committee and shall carry out any other duties required under the *Act* to implement the Committee's decisions.

DATE: September 19, 2022

REPORT NO: C-06-2022

SUBJECT: **Approval of the Multi-Year Accessibility Plan**

CONTACT: Joanne Scime, Director of Legislative Services/Clerk

OVERVIEW:

- To adopt a Multi-Year Accessibility Plan which will address compliance requirements of O. Reg. 191/11, as amended for 2018-2023

RECOMMENDATION:

1. That, Recommendation Report C-06-2022, regarding “Approval of the Multi-Year Accessibility Plan”, dated September 19, 2022, be received; and,
2. That, the 2022-2026 Multi-Year Accessibility Plan attached as Schedule A to this report, be and is hereby approved.

ALIGNMENT TO STRATEGIC PLAN:

Theme #4, #5 & #6

- **Strategic Objective #4 – Local Attractions**

Improving local parks and trails, playgrounds and explore new opportunities for programming and sports events as well as reinvigorate community halls, through facility upgrades, new partnerships to ensure greater access to community programming and events.

- **Strategic Objective #5 – Community Health and Safety**

A safe community where all residents are supported to thrive throughout their lives.

- **Strategic Objective #6 – Efficient, Fiscally Responsible Operations**

Use sustainable, innovative approaches and partnerships to streamline processes, deliver services and manage infrastructure assets. Implement new software and programs to modernize service delivery, such as online registration and payment, online mapping, by-law issues and water and wastewater administration. Investigate improved branding for West Lincoln and develop a strategy to increase communication with residents and promote local activities, attractions and events. Develop streamlined customer service to ensure the Township continues to achieve responsive resolutions of requests as volume increases. Explore innovative systems and approaches to scale service delivery as the community grows.

BACKGROUND:

Since 2002, the Township of West Lincoln has participated as a member of the Joint Accessibility Advisory Committee which now includes seven participating municipalities being Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake, Grimsby and Port Colborne.

In July, 2016, the Township adopted Policy # POL-C-01-16 entitled “Accessibility Policy” which repealed the policy that had previously been adopted and implemented in 2012 as required by Provincial legislation.

Policy POL-C-01-16 incorporates and implements all the requirements of both the Accessible Customer Service Standard and the Integrated Accessibility Standards (Information and Communication, Employment and Transportation), Ontario Regulation 429/07 and Ontario Regulation 191/11 under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

Part of the Accessibility Policy requires that we must prepare and adopt a multi-year accessibility plan and follow up with annual progress reports (see extract from policy below).

4.0. MULTI-YEAR ACCESSIBILITY PLAN AND ANNUAL PROGRESS REPORTS

The municipality will draft and make public a Multi-Year Accessibility Plan to address compliance requirements of O. Reg. 191/11. The Multi-Year Plan will replace the municipality’s Annual Accessibility Plan and will be made public by January 1, 2018. The municipality will also draft and make public annual progress reports outlining steps taken to meet the goals and objectives of the Multi-Year Plan. The Multi-Year Plan Progress Report will be made public by January 1 of each year.

CURRENT SITUATION:

Under the Accessibility for Ontarians with Disabilities Act, 2005, Ontario Regulation 191/11 (Integrated Accessibility Standard) public and private sector organizations in the Province of Ontario must develop a multi-year accessibility plan to identify and address barriers to information and communication, employment, transportation and customer service for people with disabilities. The Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake, Grimsby and Port Colborne (JAAC) is pleased to present its 3rd Multi-Year Accessibility Plan (2022-2026).

Accessibility provides the municipalities with an opportunity to provide excellence in customer service and an accessible experience to all citizens. The municipalities remain committed to meeting the accessibility needs of their citizens and staff.

This plan identifies the steps the municipalities have taken and will continue to take to ensure their goods, services are accessible to all people of all abilities as well as achieve compliance with the Accessibility Standards according to legislated timelines.

FINANCIAL IMPLICATIONS:

Financial implications in implementing the 2022-2026 Multi-Year Accessibility Plan include costs associated with providing alternate formats upon request. These costs are difficult to project as they are accommodated on a case-by-case basis. Costs associated with policy and training development are also included in the JAAC Consultant and JAAC operational budget.

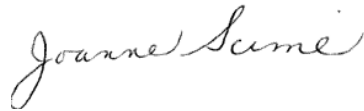
INTER-DEPARTMENTAL COMMENTS:

This report has been reviewed by the CAO, who has indicated no concerns.

CONCLUSION:

It is recommended that the attached 2022-2026 Multi-Year Accessibility Plan be approved.

Prepared & Submitted by:



**Joanne Scime,
Director of Legislative Services/Clerk**

Approved by:



**Bev Hendry,
CAO**

Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the Lake, Grimsby and Port Colborne

Multi-Year Accessibility Plan (2022-2026)

In Compliance with O. Reg. 191/11, O. Reg. 413/12 Including
Information and Communication, Employment,
Design of Public Spaces and Customer Service Accessibility
Standards

August 12, 2022

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Introduction

Under the *Accessibility for Ontarians with Disabilities Act, 2005*, Ontario Regulation 191/11 (Integrated Accessibility Standard) public and private sector organizations in the Province of Ontario must develop a multi-year accessibility plan to identify and address barriers to information and communication, employment, transportation and customer service for people with disabilities. The Joint Accessibility Advisory Committee of Lincoln, West Lincoln, Pelham, Thorold, Niagara-on-the-Lake, Grimsby and Port Colborne (JAAC) is pleased to present its 3rd Multi-Year Accessibility Plan (2022-2026). Accessibility provides the municipalities with an opportunity to provide excellence in customer service and an accessible experience to all citizens. The municipalities remain committed to meeting the accessibility needs of their citizens and staff.

This Plan identifies the steps the municipalities have taken and will continue to take to ensure their goods, services are accessible to all people of all abilities.

The JAAC municipalities wish to thank their community partners, stakeholders and service partners in helping the JAAC achieve their accessibility goals. The municipalities also wish to thank the Province of Ontario and the Accessibility Directorate for its leadership in ensuring a fully accessible Province by 2025.

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
(1) Every provider shall develop, implement and maintain policies governing its provision of goods, services or facilities, as the case may be, to persons with disabilities. O. Reg. 165/16, s. 16.	1.1 <u>Accessibility Policy</u> Established accessibility policy. Annual review of Policy to ensure it is up to date, reflects all Township changes as they occur and is posted on the website.	Clerks	Yes, ongoing	January 1, 2022 - December 31, 2026
<u>Provision of Alternate Formats</u> Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example: <ul style="list-style-type: none"> • O. Reg. 191/11–13 (1) - Organizational emergency procedures, plans and public safety information (January 1, 2012). • O. Reg. 191/11–3 (1) - Township Accessibility Policy and Accessibility Plan (January 1, 2013). • O. Reg. 191/11–21 (1) Applicant and employee related information (January 1, 2014). 	1. <u>Establish Vendor of Record:</u> 1.1 The municipality to contract Alternate Format Service Provider Vendor of Record. Create RFP and evaluate proposals from proponents.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
	1.2 Accessible Documents Training – Provide to applicable employees. Annual review of training content; update as needed. Training regarding municipal Accessible Documents Guide for internal documents provided to new hires.	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>Provision of Alternate Formats continued</u></p> <p>Providing the following information in alternate format or accessible communication supports (for example: American Sign Language (ASL) interpretation or Teletype Telephone (TTY)) upon request according to legislated deadlines; for example:</p> <ul style="list-style-type: none"> • O. Reg. 191/11–13 (1) - Organizational emergency procedures, plans and public safety information (January 1, 2012). • O. Reg. 191/11–3 (1) - Township Accessibility Policy and Accessibility Plan (January 1, 2013). • O. Reg. 191/11–21 (1) Applicant and employee related information (January 1, 2014). 	<p>1.4 Annual review of source list of vendors willing to provide ASL interpretation upon request</p>	Clerks, Accessibility Consultant	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.5 Process Map – Annual review of internal procedures for processing requests for alternate formats (i.e., how vendor/coordinator is contacted, how requests are tracked, response procedure to customer, customer follow-up)</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–11(1–4)</i> <u>Feedback Mechanism</u></p> <p>Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	Annual review of Feedback Mechanism	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026
<p><i>O. Reg. 191/11–14(1–7)</i> <u>Websites</u></p> <p>New web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to: Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.</p>	1.2. Annual update of municipal website to communicate new feedback procedures and mechanisms (as appropriate)	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11–12 (1)</u> <u>Organizational Material in</u> <u>Alternate Format:</u></p> <p>Except as otherwise provided, every obligated organization shall upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities:</p> <p>(a) in a timely manner that takes into account the person's accessibility needs and in consultation with the person making the request.</p>	<p><u>Alternate Format Provision:</u></p> <p>1.1. Establish municipal Accessible Communication Policy – outlining Township protocols for using a standardized Township Accessible Style Guide – including templates for accessible word processing, accessible PDF's and accessible web-based materials</p>	Clerks, JAAC and Accessibility Consultant	No	January 1, 2022- December 31, 2026
	<p>1.2. Participate in accessible template procedural training and other accessible communication refresher training as needed</p>	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: General Regulations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–3 (1)</i> <u>Accessibility Policy</u> Dissemination of Township Accessibility Policy to public.</p>	<p><u>Communication Plan:</u> 1.1. Post Accessibility Policy on municipal website.</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Accessibility Policy available in alternate formats or alternate communication supports upon request</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–4(1)</i> <u>Accessibility Plan</u> Provide public consultation opportunity to review Accessibility Plan for municipality.</p>	<p>2.1 Prepare Multi-Year Accessibility Plan presentation; prepare consultation documents in alternate format upon request</p>	Clerks, Accessibility Consultant	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>2.2 Assist with the facilitation of the public consultation process</p>	Clerks, Accessibility Consultant	Ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: General Regulations

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–14(1–7)</i> <u>Websites</u></p> <p>New websites and web content to conform to W3C WCAG 2.0 Level A. Except where not practicable, this applies to:</p> <p>Websites Web content (published after January 1, 2012) Web-based applications that an organization controls directly or through a contractual relationship that allows for modification of a product.</p>	<p><u>Municipal Website – Accessibility Page:</u> 1.1. Annual review and update of Accessibility Page to outline Accessibility Policy and update as needed</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
	<p><u>Website Compliance:</u> 2.1. Ensure all new website content meets WCAG 2.0 Level AA compliance</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>2.2. Ensure all new web-based applications meets WCAG 2.0 Level AA compliance</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–11(1–4)</i> <u>Feedback Mechanism</u></p> <p>Ensure accessible feedback mechanism in relation to areas covered under Integrated Accessibility Regulation. Every obligated organization shall notify public about availability of accessible formats and communication supports.</p>	<p>3.1. Annual update of Township website to communicate new feedback procedures and mechanisms (as appropriate)</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Information and Communication

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11-7(1-6)</i> <u>Training</u> Provide training regarding Integrated Accessibility Regulation requirements to all persons who provide goods, services or facilities on behalf of the organization. Training to take place as soon as practicable and shall include any changes to policies on an ongoing basis. Record keeping of training provided and number of participants is required.</p>	<p><u>Training Plan Development:</u> Provide annual refresher AODA training through municipal training modules on a regular basis (at least annually)</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–22</i> <u>Availability of Accommodations</u> Notice provided to employees and public about the availability of accommodation for applicants with disabilities during recruitment process.</p> <p><i>O. Reg. 191/11–28 (1–3)</i> <u>Documented Individual Accommodation Plans</u> Documented Accommodation Plans provided to employees with disabilities.</p> <p><i>O. Reg. 191/11–29 (1–3)</i> <u>Return-to-Work Process</u> Documented Return-to-Work process established including disability-related accommodations.</p>	1.1. An annual review of Accommodation Policy and Accommodation Planning Tool and Return-to-Work Process and Planning tools	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	1.2. Review Employment Policy and Procedures and update as required	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	1.3. Review recruitment accommodations including notice in advertisements as required	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	1.4. Annual review of AODA LMS training modules and update as needed	Human Resources, Clerks	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11-23 (1-4)</u> <u>Selection Process</u> <u>Accommodations</u></p> <p>Accommodation provided to applicants selected to participate in assessment or selection process, upon request. Suitable accommodation provided in manner that takes applicant's accessibility needs.</p>	<p><u>Policy:</u> 1.1. An annual review of the Recruitment Policy and Procedures</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Annual review of AODA LMS training modules and update as needed</p>	Human Resources, Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11-24</u> <u>Notice to Successful Applicants:</u></p> <p>Successful applicant provided accommodation policy when making offer of employment.</p>	<p>1.1. Review of Offers of Employment Procedures as required</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>1.2. Annual review of Employment Offer Checklist to ensure that all successful applicants/new employees are aware of municipal staff website, Accessibility Policy, Accommodation Policy and Accommodation Planning Procedures and Emergency Response and Evacuation Support Procedures</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><u>O. Reg. 191/11-25 (1-3)</u> <u>Notice to Employees</u></p> <p>Accommodation policy provided to all employees and updates provided whenever changes are made.</p>	<p>1. <u>Policy:</u> 1.1 Updates provided to employees as needed</p>	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><u>O. Reg. 191/11-26 (1-2)</u> <u>Alternate Formats for Employees</u></p> <p>Alternate formats provided to employees with disabilities upon request including information needed to perform employee's job, information generally available in workplace. Employer will consult employee making request when determining suitability of accessible format provided.</p>	<p><u>Policy and Procedure:</u> Reminder Notices sent to all Directors, Supervisors and Managers regarding process/procedure on how to respond to requests for alternate formats from employees</p>	Human Resources; Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>All Health and Safety and Orientation material for new and existing employees (as relevant to the employee and job description) to be provided in an alternate format upon employee's request</p>	Human Resources; Clerks	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Employment

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 191/11–30 (1–2); 31 (1–2); 32 (1–2)</i> Performance Management, Career Development and Advancement and Redeployment processes include accessibility accommodation and provided in alternate format upon request.</p>	<u>Performance Management Career Development and Advancement and Redeployment:</u> 1.1. Annual review of Directors/Supervisors/Manager training regarding how to provide accessibility in performance management, development and advancement and redeployment	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
	Ensure accommodation plans meets all requirements, and moves with the employee when changing locations	Human Resources	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–7 (1–6)</i> <u>Training</u> Employment Training (i.e. Ontario Human Rights Code, accessible recruitment and screening, employment policy and accommodation planning training).</p>	1. <u>Training</u> Annual refresher AODA training through Township training modules	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Design of Public Spaces

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 413/12; OBC Section 3.8</i>	Ongoing implementation of accessibility audit recommendations for all municipal facilities and venues	Public Works & Recreation	Yes, ongoing	January 1, 2022-December 31, 2026
<p><i>O. Reg. 191/11–4 (1–4)</i> <u>Accessibility Plan</u></p> <p>Develop a “multi-year Accessibility Plan” that outlines compliance strategies to comply with Integrated Accessibility Regulation (i.e., Information and Communication, and Employment).</p> <p>Accessibility Plan must be posted to organization’s website and available in alternate format upon request.</p> <p>Annual Status Report outlining progress must be written and posted to website each year. Accessibility Plan and Progress Reports must include consultation with people with disabilities (at least one public meeting).</p> <p>Accessibility Plan to be reviewed and updated every five years. Review must include consultation with people with disabilities.</p>	1. Development of a five-year Accessibility Plan. Plan includes organization-wide analysis of barriers and proposed solutions. Township policy implications to be reviewed	Clerks	Yes	May 31, 2022
	2. Participate in public consultation into Township Accessibility Plan development to address any policy changes	Clerks	Upcoming	December 2022

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.44</i> In addition to the accessibility plan requirements set out in section 4, obligated organizations, other than small organizations, shall ensure that their multi-year accessibility plans include the following:</p> <p>1. Procedures for preventative and emergency maintenance of the accessible elements in public spaces as required under this Part.</p> <p>2. Procedures for dealing with temporary disruptions when accessible elements required under this Part are not in working order. O. Reg. 413/12, s. 6.</p>	<p><u>Maintenance of Accessibility Features</u> 1.1 Annual check of accessibility features and planned maintenance managed by Public Works & Recreation</p>	Public Works & Recreation	Yes, ongoing	January 1, 2022-December 31, 2026
	<p><u>Temporary Disruptions</u> 1.1 Disruptions are posted at site of disruption. If disruption to last more than 3 days, notice is posted to the Township website.</p>	Public Works & Recreation, Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.46</i></p> <p>1. The goods, services or facilities must be provided in a manner that respects the dignity and independence of persons with disabilities.</p> <p>2. The provision of goods, services or facilities to persons with disabilities must be integrated with the provision of goods, services or facilities to others, unless an alternative 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, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person's disability. <i>O. Reg. 165/16, s. 16.</i></p>	Policy outlines how Township is compliant with these requirements.	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026
	<p>Provision of goods, services and facilities to people with disabilities is integrated into provision of goods, services or facilities for all citizens wherever possible.</p> <p>When communicating with people with disabilities the Township takes into account the person's accessibility needs.</p>	Clerks	Yes, ongoing	January 1, 2022-December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.46</i> (3) Without limiting subsections (1) and (2), the policies must deal with the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so. O. Reg. 165/16, s. 16.	Accessibility Policy addresses assistive devices used by citizens with disabilities	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026
(4) Every provider, other than a small organization, shall prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy established and available upon request.	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.46</i> (5) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (4) are available on request. O. Reg. 165/16, s. 16.	Notice of policy availability on municipal website	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
(6) The notice required by subsection (5) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.	Policy posted on municipal website	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.47</i> (2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. O. Reg. 165/16, s. 16.	Service animal requirements addressed in municipal Accessibility Policy	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026
<i>O. Reg. 80.47</i> (3) If a service animal is excluded by law from the premises, the provider shall ensure that other measures are available to enable a person with a disability to obtain, use or benefit from the provider's goods, services or facilities. O. Reg. 165/16, s. 16.	Service animal requirements addressed in Township Accessibility Policy	Clerks	Yes, ongoing	January 1, 2022- December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (5) The provider may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that, (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. O. Reg. 165/16, s. 16.</p>	<p>Support Person requirements addressed in municipal Accessibility policy</p>	<p>Clerks</p>	<p>Yes, ongoing</p>	<p>January 1, 2022- December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i></p> <p>(7) If, under subsection (5), the provider requires a person with a disability to be accompanied by a support person when on the premises, the provider shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises. O. Reg. 165/16, s. 16.</p>	<p>Accessibility policy addresses support person requirements</p>	<p>Clerks</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 - December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.47</i> (8) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person. O. Reg. 165/16, s. 16.</p>	Accessibility Policy established to address compliance needs	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
<p><i>O. Reg. 80.47</i> (9) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the documents required by subsection (8) are available on request. O. Reg. 165/16, s. 16. (10) The notice required by subsection (9) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	Notice provided on municipal website	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (1) If, in order to obtain, use or benefit from a provider's goods, services or facilities, persons with disabilities usually use other particular facilities or services of the provider and if there is a temporary disruption in those other facilities or services in whole or in part, the provider shall give notice of the disruption to the public. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Notice of service disruption provided at site of disruption, to Clerks department and on the municipal website as appropriate.</p>	<p>Public Works & Recreation, Clerks</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>
<p><i>O. Reg. 80.48</i> (2) Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available. <i>O. Reg. 165/16, s. 16.</i></p>	<p>Notice of disruption provides reason, duration and description of alternate facilities or services.</p>	<p>Public Works & Recreation, Clerks</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (3) Every provider, other than a small organization, shall prepare a document setting out the steps that the provider will ensure are taken in connection with a temporary disruption and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.</p> <p>(4) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (3) is available on request. O. Reg. 165/16, s. 16.</p>	<p>Accessibility Policy established to address compliance needs. Policy is available upon request.</p>	<p>Clerks</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.48</i> (5) The notices required by subsections (2) and (4) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>	Notice provided on municipal website	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (1) In addition to the requirements in section 7, every provider shall ensure that the following persons receive training about the provision of the provider's goods, services or facilities, as the case may be, to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer with, the provider. 2. Every person who participates in developing the provider's policies. 3. Every other person who provides goods, services or facilities on behalf of the provider. O. Reg. 165/16, s. 16. 	Training provided through municipal Learning Management System and JAAC.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (2) The training must include a review of the purposes of the Act and the requirements of this Part and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability. 4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. O. Reg. 165/16, s. 16. 	Training addresses all legislative requirements.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.49</i> (3) Every person referred to in subsection (1) shall be trained as soon as practicable. O. Reg. 165/16, s. 16.	Training of new hires occurs at onboarding	Human Resources; Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
(4) Every provider shall also provide training on an ongoing basis in respect of any changes to the policies described in section 80.46. O. Reg. 165/16, s. 16.	Ongoing training occurs with any change to Accessibility Policy.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
(5) Every provider, other than a small organization, shall keep records of the training provided under this section, including the dates on which the training is provided and the number of individuals to whom it is provided. O. Reg. 165/16, s. 16.	Training records kept.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.49</i> (6) Every provider, other than a small organization, shall, (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; Every provider, other than a small organization, shall, (b) on request, give a copy of the document to any person. O. Reg. 165/16, s. 16.</p>	Accessibility Policy established to address compliance needs. Policy is available upon request. Policy posted on website.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
<p>(7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request. O. Reg. 165/16, s. 16.</p>				
<p>(8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.</p>				

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<p><i>O. Reg. 80.50</i></p> <p>(1) Every provider shall establish a process for receiving and responding to,</p> <p>(a) feedback about the manner in which it provides goods, services or facilities to persons with disabilities;</p> <p>(1) Every provider shall establish a process for receiving and responding to,</p> <p>(b) feedback about whether the feedback process established for purposes of clause (a) complies with subsection (3).</p> <p><i>O. Reg. 165/16, s. 16.</i></p>	<p>Accessibility Policy addresses feedback mechanism and how feedback is received by Township.</p>	<p>Clerks</p>	<p>Yes, ongoing</p>	<p>January 1, 2022 – December 31, 2026</p>

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.50</i> (2) The feedback process must specify the actions that the provider will take if a complaint is received about the manner in which it provides goods, services or facilities to persons with disabilities. O. Reg. 165/16, s. 16.	Feedback mechanism specifies who complaints are received and managed.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
(3) Every provider shall ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request. O. Reg. 165/16, s. 16.	Feedback mechanism is accessible to people with disabilities by providing accessible formats and communication supports upon request.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.50</i> (4) Every provider shall make information about the feedback process readily available to the public. O. Reg. 165/16, s. 16.	Feedback mechanism available to public via municipal website.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
(5) Every provider, other than a small organization, shall prepare a document describing the feedback process and, on request, shall give a copy of the document to any person. O. Reg. 165/16, s. 16.	Accessibility Policy addresses feedback mechanism and how feedback is received by Township.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
(6) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (5) is available on request. O. Reg. 165/16, s. 16.	Public is notified that Accessibility Policy is available upon request.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
<i>O. Reg. 80.50</i> (7) The notice required by subsection (6) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances. O. Reg. 165/16, s. 16.	Notice of feedback mechanism provided on municipal website.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
<i>O. Reg. 80.51</i> (1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (a) in a timely manner that takes into account the person's accessibility needs due to disability;	Documents provided to public are available in alternate format upon request.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

Integrated Accessibility Standards Regulation: Customer Service

Regulation	Action Plan	Accountability	Complete	Status Comments
(1) If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support, (b) at a cost that is no more than the regular cost charged to other persons. O. Reg. 165/16, s. 16.	Alternate formats provided at no more than regular cost to public.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026
(2) The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support. O. Reg. 165/16, s. 16.	The Township consults with person requesting alternate format regarding suitability of the format to meet the person's needs.	Clerks	Yes, ongoing	January 1, 2022 – December 31, 2026

DATE: September 19, 2022

REPORT NO: CAO-04-2022

SUBJECT: **Christmas Break Holiday Hours 2022**

CONTACT: Joanne Scime, Director of Legislative Services/Clerk
Bev Hendry, CAO

OVERVIEW:

This report will address the hours of operation for the Main Administration Office, the Public Works Yard and the West Lincoln Community Centre during the 2022 Christmas Break (December 26th, 2022 to January 2nd, 2023 inclusive).

RECOMMENDATION:

- (1) That, Recommendation Report CAO-04-2022 dated September 19, 2022 regarding "Christmas Break Holiday Hours 2022", be received; and,
- (2) That, the following Christmas Break Schedule be approved:
 - (a) That, the Main Administration Office be closed on December 29th, and 30th, 2022 (office closed for the period between December 26th, 2022 to and including January 2nd, 2023); and,
 - (b) That, the Public Works Yard remain open on December 29th and 30th, 2022; and,
 - (c) That the West Lincoln Community Centre remain open, subject to program scheduling, from December 24th, 2022 to January 1st, 2023 inclusive, with the exception of December 25th, 2022.

ALIGNMENT TO STRATEGIC PLAN:

Not applicable to this report.

BACKGROUND:

Each year, the Main Administration Office is closed between December 24th to and including January 1st with the Public Works Yard remaining open during the time period following Boxing Day, which will be observed on December 28th due to Christmas Eve & Christmas Day falling on a Saturday and Sunday, respectfully (December 24th to be observed on December 26th and Christmas Day to be observed on December 27th). The Main Administration Office will remain closed on December 30th.

The West Lincoln Community Centre will remain open, subject to program scheduling, from December 24th to January 1st inclusive, with the exception of December 25th.

CURRENT SITUATION:

As in past years, staff is recommending that the Main Administration Office be closed on December 29th and 30th, 2022. Historically this request has been approved by Council as there has been very little activity at the Main Administration Office during this time period. Regular hours of operation for the main office will resume on Tuesday, January 3rd, 2023. The Public Works Department will be open with operations remaining status quo during the Christmas Break. The West Lincoln Community Centre will remain open, subject to program scheduling, with the exception of December 25th, 2022.

FINANCIAL IMPLICATIONS:

There are no financial implications to the municipality with respect to the closure of the Township Office during the 2022 Christmas Break as employees will use either a vacation day, lieu day, take the time off without pay or borrow from next year's vacation.

INTER-DEPARTMENTAL COMMENTS:

The issue of closing the Main Administration Office over the Christmas Break has been reviewed with Senior Management and no concerns were raised.

CONCLUSION:

Staff recommends that the Main Administration Office be closed on December 29th and December 30th, 2022; and, that the Public Works Yard remain open on these days and that the West Lincoln Community Centre remain open subject to program scheduling from December 24th, 2022 to January 1, 2023 inclusive with the exception of December 25th, 2022, be approved.

Prepared & Submitted by:



Joanne Scime,
Director of Legislative Services/Clerk

Approved by:



Bev Hendry,
CAO

DATE: August 11, 2022
REPORT NO: WLFD-11-2022
SUBJECT: Monthly Update - August 2022
CONTACT: Tim Hofsink, Acting Fire Chief

OVERVIEW:

- This report will address August 2022 fire responses and activities.

RECOMMENDATION:

That, Information Report WLFD-11-2022 regarding “Monthly Update – August 2022”, dated September 19, 2022, be received for information purposes.

ALIGNMENT TO STRATEGIC PLAN:

Theme #5

- Community Health and Safety – Fostering a safe community where residents can thrive throughout their lives.

Theme #6

- Efficient, Fiscally Responsible Operations – maintaining a lean organization with innovative approaches and strong asset management.

CURRENT SITUATION:

Emergency Response Calls – August 2022

Station # 1 – 38 Station # 2 – 12 Pelham – 4

Incident	Call Date	Call Time	Nature	District
2022-012105	08/30/2022	5:19:13	4 - MVC UNKNOWN EXTRICATION	St #1
2022-012079	08/29/2022	17:36:09	11 - PRELIMINARY ASSIGNMENT	St #1
2022-012074	08/29/2022	16:42:31	2 - VEHICLE FIRE	St #1
2022-012029	08/28/2022	18:16:16	114 - REMOTE ALARM FROM SECURITY COMPANY	St #1
2022-012020	08/28/2022	15:49:20	4 - MVC UNKNOWN EXTRICATION	St #1
2022-011960	08/27/2022	12:56:49	4 - MVC UNKNOWN EXTRICATION	St #1&2
2022-011959	08/27/2022	12:12:40	54 - VSA/UNCONSCIOUS	St #1&2
2022-011941	08/26/2022	21:53:27	5 - EMERGENCY MEDICAL	St #1

			ASSISTANCE	
2022-011929	08/26/2022	17:58:11	4 - MVC UNKNOWN EXTRICATION	St #1
2022-011809	08/24/2022	18:08:04	1 - STRUCTURE FIRE	Li #1 St #1
2022-011712	08/23/2022	11:22:58	54 - VSA/UNCONSCIOUS	Pe #2
2022-011570	08/20/2022	20:37:24	33 - BURNING COMPLAINT	St #1
2022-011548	08/20/2022	12:57:19	201 - MEDICAL ASSIST USING C.P.R.	PE #3
2022-011546	08/20/2022	11:38:25	5 - EMERGENCY MEDICAL ASSISTANCE	St #1
2022-011542	08/20/2022	10:52:30	54 - VSA/UNCONSCIOUS	St #1
2022-011461	08/19/2022	1:57:28	112 - DETECTOR ACTIVATION	St #1
2022-011457	08/18/2022	22:16:00	5 - EMERGENCY MEDICAL ASSISTANCE	St #1
2022-011449	08/18/2022	19:58:25	41 - MVC EXTRICATION	St #1
2022-011431	08/18/2022	11:22:21	5 - EMERGENCY MEDICAL ASSISTANCE	St #1
2022-011352	08/17/2022	1:20:37	5 - EMERGENCY MEDICAL ASSISTANCE	St #1
2022-011315	08/16/2022	13:57:15	114 - REMOTE ALARM FROM SECURITY COMPANY	St #1
2022-011124	08/13/2022	14:05:03	4 - MVC UNKNOWN EXTRICATION	PE #2
2022-011098	08/13/2022	3:48:02	112 - DETECTOR ACTIVATION	PE #2
2022-011033	08/11/2022	21:17:35	5 - EMERGENCY MEDICAL ASSISTANCE	St #1
2022-010987	08/11/2022	8:12:17	4 - MVC UNKNOWN EXTRICATION	St #2
2022-010901	08/10/2022	1:54:23	2 - VEHICLE FIRE	St #2
2022-010834	08/09/2022	1:15:44	41 - MVC EXTRICATION	St #1
2022-010789	08/08/2022	10:11:47	5 - EMERGENCY MEDICAL ASSISTANCE	St #1
2022-010738	08/07/2022	5:44:07	200 - FIRE DEPARTMENT NOT REQUIRED	St #1
2022-010506	08/02/2022	18:16:54	5 - EMERGENCY MEDICAL ASSISTANCE	St #1
2022-010492	08/02/2022	12:55:42	201 - MEDICAL ASSIST USING C.P.R.	St #1
2022-010477	08/02/2022	7:26:25	201 - MEDICAL ASSIST USING C.P.R.	St #2

District Legend:

Grimsby = GR Pelham = Pel Haldimand = HD Lincoln = L

New Retirees – Philip Hoover**New Recruits** – Preparations underway for recruit intake 2023**Promotion** - Nothing to report

Training

- Auto Extrication training
- Water Supply and Hoses
- Ventilation and Firefighter Survival
- Preparations underway for provincial certification testing

Fire Prevention

- Community Smoke Alarm Support
- Annual Commercial inspections

Apparatus Fleet – Nothing to report.

Fire Department Activities

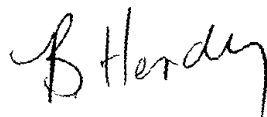
- Fall Fair Fire coverage for Demolition Derby
- Fire Fighters Association finished construction of their Mobile Food Truck and successfully deployed it at the West Niagara Fall Fair. Received a lot of positive feedback from the public.
- First Aid Coverage for Canada Summer Games
- Upcoming Fire Station #1 Open House September 24

Prepared by:



Tim Hofsink
Acting Fire Chief/CEMC

Approved by:



Bev Hendry,
CAO

DATE: September 19, 2022
REPORT NO: T-24-2022
SUBJECT: Financial Update as of August 31, 2022
CONTACT: Donna DeFilippis, Director of Finance/Treasurer

OVERVIEW:

- Presentation and analysis of operating and capital expenditures as of August 31, 2022
- The report discusses the current inflationary pressures impacting the Township budget, in particular Natural Gas, Vehicle Fuel and Corporate Insurance.

RECOMMENDATION:

That, Information Report T-24-2022, regarding the “Financial Update as of August 31, 2022”, be received for information.

ALIGNMENT TO STRATEGIC PLAN:

Theme #6

- Efficient, Fiscally Responsible Operations- the Township of West Lincoln is a lean organization that uses sustainable, innovative approaches and partnerships to streamline processes, deliver services and manage infrastructure assets.

BACKGROUND:

The Finance Department has completed a review of operating results up to the end of August 31, 2022. **Appendix A** is a summary of the Operating Revenues and Expenditures up to August 31, 2022. The analysis has taken into account the timing and seasonality of certain budget lines. The column titled “Budget” under the “Operating YTD” heading on the attached analysis, indicates the portion of the budget that would be expected to be expended as of August 31, 2022. This report summarizes the actual operating expenditures up to August, 31, 2022 by service area. **Appendix B** to this report is a presentation of August 31, 2022 results by “object” code and includes Capital expenditures. **Appendix C** to this report is a listing of the Township Reserve Balances projected to December 31, 2022. **Appendix D** to this report provides a summary of costs incurred as a result of the Covid-19 pandemic as of August 31, 2022.

CURRENT SITUATION:**Revenue Analysis:**

All revenue items are currently on track, with the exception of Facility Rentals, which have been impacted by COVID-19 related closures. Details regarding COVID-19 are provided further in the report. Planning Fee Revenues and Building Department Fee Revenues are currently trending below budget. Future financial updates will inform Council if the trend in Planning Fees continues throughout the balance of the year and any impact it may have on the Township's Financial Position. Council is reminded that Building Department shortfalls would be funded through the Building Department Reserve. Council has approved the final 2022 tax rates and final property tax bills were issued in late June, with two instalment dates proposed for the end of July and the end of September.

The 2022 budget includes an amount of \$180,000 for revenue earned on cash and investments. Staff is confident that the actual revenue earned will exceed this amount given the current interest rate trend. This will be a very important mitigating factor to assist in addressing the expenditure concerns discussed below. At this point, any year end surplus is projected to be small and under \$50,000.

Expenditure Analysis:

Overall Township operating expenditures are currently within the approved budget. Staff are currently monitoring the impact that the current rate of inflation (7.6% year over year as of July 2022) is having on Township operating costs. In particular, there is strong indication that natural gas and vehicle fuel costs will be exceeding 2022 approved budgets. In addition, the Township received their corporate insurance premium renewal, which has exceeded the 2022 budget. Further details are provided below. Staff will continue to monitor expenditures and will advise Council if a budget amendment is required to address the rising costs. Staff is hopeful that interest/investment revenue will help to offset these inflationary expenses.

Natural Gas: The Township paid a total of \$57,715 in 2021 for Natural Gas. In 2022, to date, the Township has paid \$57,663 in Natural Gas. Rates increased by 22% in March/April of 2022 and have increased 71% since the beginning of 2021. Staff budgeted \$70,600 in 2022, which represents a 22% increase over 2021 actual costs, however, it is evident that given the recent increases to rates the 2022 budget allocation will not be enough. Staff is projecting that Natural Gas will exceed budget by \$16,000.

Fuel: The Township paid a total of \$129,338 in 2021 for vehicle fuel. The 2022 budget has been set at \$158,700. As of the end of July, 2022, vehicle fuel costs total \$137,804. If this trend continues, staff is projecting that vehicle fuel could exceed the 2022 budget by \$40,000, or 25 percent.

Corporate Insurance: The Township's Corporate Insurance premiums will exceed the 2022 budget of \$301,900 by approximately \$13,000. The 2022 budget did include an 18% increase to this budget line, however, actual premium costs have increased 23% over 2021 budget. The Cyber premium, which is included in the above figure increased by 31%.

The Township is actually quite fortunate that we were able to retain Cyber insurance as many municipalities have not been able to purchase a Cyber premium this year as this area has become uninsurable for some municipalities.

As part of premium negotiations, staff requested the submission of various premium scenarios that included larger deductibles. The proposed reduction in the premium was not worth the financial risk of increasing the current \$10,000 deductible. This area will continue to be monitored by staff in future premium renewals. The municipal insurance market is faced with higher premiums for several reasons, as outlined below:

- Change in weather patterns that have produced catastrophic storms at a higher rate than in the past
- A rise in the frequency and value of Cyber attacks
- Joint and Several Liability- this is an item that the Township will be highlighting at one of the AMO delegation sessions in August 2022. Current legislation directs that a person injured by two or more wrongdoers may collect full damages from one of the wrongdoers regardless of the proportion of liability. For example, a municipality may be 5% at fault in a motor vehicle accident, but may be liable to pay out 100% of the claim.
- Damage awards are increasing in value
- Inflation- the cost of replacement values is rising

The above three items result in an over-budget projection of \$69,000 based on the current information available. Staff will continue to monitor expenditures and revenues and will keep Council regularly updated. At the present time, there is no requirement for a budget amendment.

Financial Impact of COVID-19:

The COVID-19 pandemic continues to impact the finances of the Township in 2022.

Appendix D outlines the costs and lost revenue as a result of COVID-19 up to August 31, 2022. On January 3, 2022, the Provincial government announced that Ontario would move to a modified Step 2 of its Roadmap to Reopen, effective January 5, 2022 at 12:01a.m. This meant the closure of the Community Centre until January 30th, 2022, with a re-opening date of January 31, 2022. This closure impacted the Facility Rental Income that the Township collects. In addition, the Township was required to screen visitors to our facilities for proof of vaccination by QR (Quick Response) code and ID for all patrons 12 and over up to March 1, 2022.

We are fortunate that we have been in receipt of Provincial Funding to assist with the financial burden that the COVID-19 pandemic and response plan has had on the Township. In 2020, the Township received \$329,800 from the Province of Ontario through the Safe Restart Agreement, of which \$48,087 has been transferred into the Contingency Reserve to be used to fund 2021 COVID-19 costs. In December 2020, the Province announced that it would transfer an additional \$66,000 to the Township to assist with the COVID 19 impacts. Finally, on March 4th, 2021 funding of \$267,744 was announced from the Province through the 2021 COVID-19 Recovery Funding for Municipalities program.

This last allocation was based on a formula that takes into account the proportion of COVID-19 cases in the local health unit between January 1 and February 18, 2021. In total, \$381,831 in funds were available in 2021 to assist with COVID-19 impacts to the Township Operating fund. At the end of 2021, staff were able to retain \$96,802.28 of this funding to use for 2022 COVID 19 costs.

In addition, Township staff made application through the Niagara Region for consideration for funding to assist with costs incurred and revenue lost in relation to the Township's role in hosting COVID-19 vaccination clinics. Staff were informed by Niagara Region staff on March 31st, 2022 that the full amount applied for: \$50,063.99 was approved by the Province and would be forwarded to the Township. This funding, along with previous unallocated provincial grants provides the Township **\$146,866.27** to fund COVID-19 related costs and to off-set lost revenues. **Appendix D** indicates that as of August 31, 2022, the Township has incurred a total of \$101,960 in lost revenues and additional costs related to COVID-19.

Purchasing Activity:

The Township's purchasing policy grants the CAO purchasing authority up to \$100,000. The chart below summarizes the approvals from the CAO since June 2022.

Vendor	Amount	Project
Ben Berg	\$ 26,000.00	Pull Behind Mower
Shadeview Structures	\$ 27,870.00	Smithville Parkette
Park Street Solutions	\$ 9,740.00	Smithville Parkette
OpenSpace Solutions	\$ 199,693.00	Leisureplex Pavilion
Wood Environmental	\$ 23,530.00	Phase I & II Environmental Assessment 5490 Vaughan Rd.
Barco Products	\$ 9,993.99	Cemetery Benches and Trash Cans

The purchase of the Pull Behind Mower from Ben Berg required the CAO to approve Budget Amendment BA2022-08 for \$2,000, with funding coming from the Equipment Reserve.

FINANCIAL IMPLICATIONS:

Amendments to the approved budget are requested by staff when they become aware of changes to the original Council approved budget. As part of the 2022 budget approval, Council approved the following recommendation:

- "7. *That, Council delegate authority to the CAO to approve in year 2022 budget amendments up to \$20,000 per item and to report to Council on a monthly basis regarding such amendments; and, "*

Any amounts over \$20,000 would go directly to Council for approval

To date, the following budget amendments have been approved:

Number	Description	Amount	Funding Source
BA2022-01	Finance Department Digitalization	\$ 143,000.00	Provincial Grant
		\$ 17,676.00	Contingency- Modernization Grant - leftover budget project
		\$ 10,000.00	Technology - leftover Financial software project
		\$ 7,324.00	Operating Budget- Consulting
		\$ 178,000.00	Total
BA2022-02	Grader Purchase	\$ 63,000.00	Equipment Reserve
BA2022-03	Road Rehabilitation Project	reallocation	
BA2022-04	Replacement of Fire Station 2	\$ 200,000.00	Canada Community-Building Fund
		\$ 650,000.00	Debenture Issue
		\$ 400,000.00	Contingency Reserve
		\$ 1,250,000.00	Total
BA2022-05	Campbell Bridge Deck Condition Survey	\$ 1,050.00	Development Charges
		\$ 9,450.00	Bridge Reserve
		\$ 10,500.00	Total
BA2022-06	Transfer of Accumulated Surplus to Contingency Reserve	\$ 586,979.00	
BA2022-07	Leisureplex Pavilion	\$ 100,000.00	Federal Economic Development Agency
BA2022-08	Park Mower	\$ 2,000.00	Equipment Reserve

INTER-DEPARTMENTAL COMMENTS:

This report was reviewed by the CAO.

CONCLUSION:

Staff is recommending that Council receive this report as an item of information.

Prepared & Submitted by:



Donna DeFilippis,
Director of Finance/Treasurer

Approved by:



Bev Hendry
CAO

TOWNSHIP OF WEST LINCOLN

For the Eight Months Ending August 31, 2022

		Operating YTD				Operating Total		
		Actuals	Budget	Variance (\$)	Variance (%)	Budget	Variance (\$)	Variance (%)
General								
General		(\$8,879,494.58)	(\$6,612,960.00)	\$2,266,534.58	(34.%)	(\$9,919,570.00)	(\$1,040,075.42)	10.%
Equipment		-158,156.77	-70.00	158,086.77	(225838.%)		158,156.77	0.%
Total General		-9,037,651.35	-6,613,030.00	2,424,621.35	(37.%)	-9,919,570.00	-881,918.65	9.%
General Government								
Governance		239,072.43	197,080.00	-41,992.43	(21.%)	297,400.00	58,327.57	20.%
Corporate Management		991,857.15	1,204,296.64	212,439.49	18.%	1,809,670.00	817,812.85	45.%
Total General Government		1,230,929.58	1,401,376.64	170,447.06	12.%	2,107,070.00	876,140.42	42.%
Protection Services								
Fire		914,068.72	924,220.00	10,151.28	1.%	1,367,480.00	453,411.28	33.%
Building Permit & Inspection Serv		273,966.82	67,463.36	-206,503.46	(306.%)	102,510.00	-171,456.82	(167.%)
Provincial Offences Act		-5,985.74	-15,680.00	-9,694.26	62.%	-23,500.00	-17,514.26	75.%
Animal Control		12,081.48	14,320.00	2,238.52	16.%	21,500.00	9,418.52	44.%
Total Protection Services		1,194,131.28	990,323.36	-203,807.92	(21.%)	1,467,990.00	273,858.72	19.%
Transportation Services								
Roads Paved & Unpaved		1,832,971.99	1,524,030.00	-308,941.99	(20.%)	2,283,770.00	450,798.01	20.%
Traffic Operations & Roadside Ma		120,628.41	164,020.00	43,391.59	26.%	248,430.00	127,801.59	51.%
Winter Control		544,717.73	420,700.00	-124,017.73	(29.%)	640,500.00	95,782.27	15.%
Crossing Guards		38,148.74	40,300.00	2,151.26	5.%	67,320.00	29,171.26	43.%
Streetlights		421.00	18,780.00	18,359.00	98.%	28,300.00	27,879.00	99.%
Bridges & Culverts		191,589.38	157,760.00	-33,829.38	(21.%)	236,700.00	45,110.62	19.%
Total Transportation Services		2,728,477.25	2,325,590.00	-402,887.25	(17.%)	3,505,020.00	776,542.75	22.%
Environmental Services								
Wastewater		338,289.83	-46,270.00	-384,559.83	831.%		-338,289.83	0.%
Storm Sewer		23,342.70	77,040.00	53,697.30	70.%	115,500.00	92,157.30	80.%
Water		388,099.23	-170.00	-388,269.23	228394.%		-388,099.23	0.%
Total Environmental Services		749,731.76	30,600.00	-719,131.76	(2350.%)	115,500.00	-634,231.76	(549.%)
Heath Services								
Cemeteries		89,137.61	109,380.00	20,242.39	19.%	164,380.00	75,242.39	46.%
Total Heath Services		89,137.61	109,380.00	20,242.39	19.%	164,380.00	75,242.39	46.%
Recreation & Cultural Services								
Parks		307,506.46	346,610.00	39,103.54	11.%	490,730.00	183,223.54	37.%
Recreation Programs		217,722.06	264,690.00	46,967.94	18.%	400,300.00	182,577.94	46.%
Recreational Facilities		485,799.93	322,150.00	-163,649.93	(51.%)	514,650.00	28,850.07	6.%
Libraries		418,965.30	477,120.00	58,154.70	12.%	720,100.00	301,134.70	42.%
Total Recreation & Cultural Services		1,429,993.75	1,410,570.00	-19,423.75	(1.%)	2,125,780.00	695,786.25	33.%
Planning & Development								
Planning & Heritage		393,816.17	256,013.28	-137,802.89	(54.%)	384,560.00	-9,256.17	(2.%)
Drainage		13,324.04	29,310.00	15,985.96	55.%	43,880.00	30,555.96	70.%
Farmers' Market		20,470.66	3,280.00	-17,190.66	(524.%)	5,390.00	-15,080.66	(280.%)
Total Planning & Development		427,610.87	288,603.28	-139,007.59	(48.%)	433,830.00	6,219.13	1.%
		-1,187,639.25	-56,586.72	1,131,052.53	(1999.%)		1,187,639.25	0.%

TOWNSHIP OF WEST LINCOLN
Summary of All Units
For the Eight Months Ending August 31, 2022

	YTD				Annual		
	Budget	Actual	Variance (\$)	Variance (%)	Budget	Remaining (\$)	Remaining (%)
<u>Operating Revenue</u>							
Tax Levy	\$5,651,680.00	\$8,477,458.64	(\$2,825,778.64)	(50.%)	\$8,477,470.00	\$11.36	0.0%
Street Light Levy	49,120.00	73,588.72	-24,468.72	(50.%)	73,590.00	1.28	0.0%
Sidewalk Levy	74,160.00	111,182.52	-37,022.52	(50.%)	111,180.00	-2.52	(0.0%)
Supplemental Levy	40,800.00		40,800.00	100.0%	61,200.00	61,200.00	100.0%
Payment In Lieu	478,160.00	725,353.90	-247,193.90	(52.%)	717,300.00	-8,053.90	(1.1%)
User Fees	3,944,423.36	2,788,078.94	1,156,344.42	29.0%	5,917,140.00	3,129,061.06	53.0%
Government Transfers	718,560.00	862,894.12	-144,334.12	(20.0%)	1,077,710.00	214,815.88	20.0%
Other Revenue	631,520.00	374,545.86	256,974.14	41.0%	947,360.00	572,814.14	60.0%
Allocation of Program Support	1,030,000.00	1,544,940.00	-514,940.00	(50.0%)	1,544,940.00		0.0%
Funding From Reserves	976,480.00	45,000.00	931,480.00	95.0%	1,380,640.00	1,335,640.00	97.0%
Total Operating Revenue	13,594,903.36	15,003,042.70	-1,408,139.34	(10.0%)	20,308,530.00	5,305,487.30	26.0%
<u>Operating Expenses</u>							
Salaries and Wages	3,851,613.36	3,508,676.59	342,936.77	9.0%	5,783,110.00	2,274,433.41	39.0%
Benefits	1,102,430.00	964,186.30	138,243.70	13.0%	1,643,740.00	679,553.70	41.0%
Debenture Interest	397,440.00	532,993.65	-135,553.65	(34.0%)	596,070.00	63,076.35	11.0%
Administrative Expenses	221,840.00	133,981.48	87,858.52	40.0%	333,790.00	199,808.52	60.0%
Supplies and Equipment	285,530.00	209,353.07	76,176.93	27.0%	429,330.00	219,976.93	51.0%
Repairs and Maintenance (Materials Only)	1,153,120.00	1,061,548.44	91,571.56	8.0%	1,730,340.00	668,791.56	39.0%
Utilities	337,920.00	269,861.53	68,058.47	20.0%	507,580.00	237,718.47	47.0%
Insurance	213,840.00	331,424.48	-117,584.48	(55.0%)	320,620.00	-10,804.48	(3.0%)
Subscriptions and Periodicals	5,200.00	7,096.00	-1,896.00	(36.0%)	7,860.00	764.00	10.0%
Contracted Services	2,448,900.00	1,700,381.31	748,518.69	31.0%	3,674,920.00	1,974,538.69	54.0%
Special Projects	384,333.28	577,172.79	-192,839.51	(50.0%)	576,500.00	-672.79	(0.0%)
Rents and Financial Expenses	30,080.00	14,581.09	15,498.91	52.0%	45,100.00	30,518.91	68.0%
External Transfers	25,520.00	35,290.00	-9,770.00	(38.0%)	38,360.00	3,070.00	8.0%
Internal Functional Adjustments	460,960.00	691,140.00	-230,180.00	(50.0%)	691,140.00		0.0%
Allocation of Program Support	569,230.00	853,800.00	-284,570.00	(50.0%)	853,800.00		0.0%
Tax Write Off	60,880.00	28,040.45	32,839.55	54.0%	91,420.00	63,379.55	69.0%
Debenture Principal	516,720.00	625,613.27	-108,893.27	(21.0%)	774,950.00	149,336.73	19.0%
Contribution to Reserves	1,472,760.00	2,254,428.81	-781,668.81	(53.0%)	2,209,900.00	-44,528.81	(2.0%)
Total Operating Expenses	13,538,316.64	13,799,569.26	-261,252.62	(2.0%)	20,308,530.00	6,508,960.74	32.0%
Operating Surplus/(Deficit)	56,586.72	1,203,473.44	-1,146,886.72	(2027.0%)		-1,203,473.44	0.0%
<u>Capital Revenue</u>							
User Fees	211,272.00		211,272.00	100.0%	316,900.00	316,900.00	100.0%
Government Transfers	1,579,664.00	568,695.26	1,010,968.74	64.0%	2,369,500.00	1,800,804.74	76.0%
Other Revenue	2,000.00	149,000.00	-147,000.00	(7350.0%)	3,000.00	-146,000.00	(4867.0%)
TCA Sale Proceeds		11,453.67	-11,453.67	0.0%		-11,453.67	0.0%
Funding From Reserves	1,089,568.00		1,089,568.00	100.0%	1,634,350.00	1,634,350.00	100.0%
Total Capital Revenue	2,882,504.00	729,148.93	2,153,355.07	75.0%	4,323,750.00	3,594,601.07	83.0%
<u>Capital Expenditures</u>							
Land Improvements	86,664.00		86,664.00	100.0%	130,000.00	130,000.00	100.0%
Facilities	613,336.00	311,541.39	301,794.61	49.0%	920,000.00	608,458.61	66.0%
Equipment	163,976.00	92,271.98	71,704.02	44.0%	245,950.00	153,678.02	62.0%
Rolling Stock	382,664.00	576,228.33	-193,564.33	(51.0%)	574,000.00	-2,228.33	(0.0%)
Transportation Infrastructure	1,580,000.00	477,812.90	1,102,187.10	70.0%	2,370,000.00	1,892,187.10	80.0%
Environmental Infrastructure	55,872.00	22,307.64	33,564.36	60.0%	83,800.00	61,492.36	73.0%
Total Capital Expenditures	2,882,512.00	1,480,162.24	1,402,349.76	49.0%	4,323,750.00	2,843,587.76	66.0%
Capital Surplus/(Deficit)	-8.00	-751,013.31	751,005.31	(9387566.0%)		751,013.31	0.0%

RESERVE FUND AND RESERVE BALANCES PROJECTED TO DECEMBER 31, 2022

		CLOSING		COMMITMENTS		UNCOMMITTED
RESERVE FUNDS:						
BUILDING REVENUES RESERVE	\$	380,117	\$	270,610	\$	109,507
LIBRARY	\$	327,145	\$	85,650	\$	241,495
TOTAL RESERVE FUNDS	\$	707,263	\$	356,260	\$	351,003
RESERVES:						
HOSPITAL RESERVE	\$	1,452,167	\$	-	\$	1,452,167
FIRE RESERVE	\$	1,898,991	\$	541,236	\$	1,357,755
CAPITAL	\$	1,967,271	\$	756,957	\$	1,210,314
CONTINGENCIES	\$	2,034,948	\$	1,054,360	\$	980,588
SEWER PROJECTS	\$	1,934,584	\$	1,000,087	\$	934,497
WATER DEPT. PROJECTS	\$	1,368,253	\$	493,800	\$	874,453
WINTER CONTROL	\$	638,000	\$	-	\$	638,000
INDUSTRIAL PARK	\$	455,759	\$	-	\$	455,759
SETTLEMENT ROAD AGREEMENT RESERVE	\$	957,204	\$	561,604	\$	395,600
BRIDGES	\$	585,090	\$	195,449	\$	389,641
WIND TURBINE COMMUNITY FUND RESERVE	\$	945,023	\$	623,656	\$	321,366
FACILITY RESERVE	\$	453,116	\$	190,000	\$	263,116
SIDEWALKS	\$	187,402	\$	-	\$	187,402
WLCC (WEST LINCOLN COMMUNITY CENTER)	\$	183,167	\$	-	\$	183,167
INSURANCE	\$	187,655	\$	21,000	\$	166,655
TECHNOLOGY	\$	194,363	\$	82,918	\$	111,446
STREET LIGHTS	\$	64,752	\$	-	\$	64,752
CEMETARIES	\$	78,595	\$	40,000	\$	38,595
ELECTION EXPENSE	\$	153,231	\$	130,130	\$	23,101
PLANNING RESERVE	\$	557,627	\$	536,641	\$	20,986
WORKING FUNDS	\$	45,159	\$	45,150	\$	9
EQUIPMENT RESERVE	\$	1,569,254	\$	1,652,514	-\$	83,260
TOTAL RESERVES	\$	17,911,610	\$	7,925,502	\$	9,986,108
TOTAL RESERVE FUNDS AND RESERVES					\$	10,337,110

FINANCIAL IMPACT OF COVID-19 AS OF AUGUST 31, 2022

REVENUE LOSS

Closures

Facility Rental	\$	47,910.00
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\$	47,910.00
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ADDITIONAL EXPENSES

Supplies and Contracted Services	\$51,300.00
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Additional Staffing Costs	\$2,750.00
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TOTAL ADDITIONAL EXPENSES	\$	54,050.00
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COVID COSTS AND LOST REVENUE	\$	101,960.00
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Funds Available in Contingency Reserve	\$	146,866.27
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Balance	\$	44,906.27
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DATE: September 19, 2022
REPORT NO: T-25-2022
SUBJECT: **MyWESTLINCOLN Financial Portal**
CONTACT: Donna DeFilippis, Director of Finance/Treasurer

OVERVIEW:

- MyWESTLINCOLN is an on-line, self-serve portal that allows customers to access their property tax, water and accounts receivable accounts with the Township at their convenience.
- Through MyWESTLINCOLN, residents can create a secure and confidential online account whereby they can review and manage their property tax, utility, and accounts receivables, make credit card payments toward account balances (a third-party service fee applies), register for paperless billing and notification settings, enroll in pre-authorized payments, and look up property assessment information.
- The completion of this project was made possible through the receipt of a Modernization Grant from the Province of Ontario

RECOMMENDATION:

That, Information Report T-25-2022, regarding the “MyWESTLINCOLN Financial Portal”, dated September 19, 2022, be received for information.

ALIGNMENT TO STRATEGIC PLAN:

Theme #6

- Efficient, Fiscally Responsible Operations - The Township of West Lincoln is a lean organization that uses sustainable, innovative approaches and partnerships to streamline processes, deliver services and manage infrastructure assets

BACKGROUND:

In October of 2021, staff in the Finance department applied for funding through the Province’s Modernization program, towards a project to digitalize processes within the Finance Department. On January 25, 2022, staff received approval of the application, which secured funding of up to \$133,611. One of the projects outlined in the grant application was the set-up and implementation of a citizen portal that would allow the public to access account information through an on-line process. Finance staff included this in the grant application in response from numerous requests from the public for a desire to access account information and invoices electronically. The grant also provided funding towards the following initiatives, with a deadline of February 28, 2023:

- Set-up and implementation of Caseware software to digitalize portions of the Financial Statement and Financial Information Return (FIR) preparation
- Modernization of Water meter reading software
- Modernization of Bulk water meter system and software
- Continued improvements to budgeting software and reporting

The completion of the citizen portal portion of this project is a significant milestone. Some of the benefits of having a citizen portal include the following:

- Customers can access account information at times that are convenient to them, not just during Township operating hours
- The ability to receive Township invoices via email. This has been an item that customers have been requesting for the past few years, even prior to the COVID 19 pandemic
- Credit Card payment processing is more streamlined and efficient for the public and staff
- Savings to the Township as a result in a reduction of paper and postage costs

CURRENT SITUATION:

The citizen portal has been branded as MyWESTLINCOLN and is accessed through a link on the Township's website. It is a tool that will allow customers to view their account information, including invoices, on-line at times that are convenient to them. Customers are able to access their water, property tax and accounts receivable accounts. MyWESTLINCOLN is linked to the Township's Financial Software system in real-time, providing up to date information to customers. The portal also provides an easy and safe method to make credit card payments on these accounts.

The final product had an official launch on August 24, 2022, and to date the Township has had 59 customers sign up in less than one month from launching. Once funding was approved, staff had a very short time frame to ensure successful completion. The project commenced in March 2022 and was completed in five months. The items below are a summary of the various steps and milestones that had to be accomplished:

- Continuous review of customer IDs to ensure accuracy. This commenced prior to grant approval. Staff knew that a citizen portal was something that the public wanted. Tasks such as this that were required and did not incur additional costs were implemented with the plan to someday launch a citizen portal.
- Establish a project team and timeline both internally and with the vendor. The Manager of IT, Manager of Finance/Deputy Treasurer and the Director of Finance/Treasurer represented the Township on the project team.
- Design the portal: this involved both the look of the portal and the contents that would be available to the customer. This involved countless meetings with both the vendor and internal staff. In addition, staff spent considerable time reviewing other similar type municipal finance portals for ideas and best practices. All staff in the department were involved in this stage of the project providing crucial feedback

- A separate project was initiated with our Credit Card provider to ensure that the payment gateway would be properly transitioned and integrated into MyWESTLINCOLN. This portion of the project involved its own set of documentation and testing.
- Ensure that the portal was network “safe” and met all requirements of third party formal penetration testing and security posture.
- Included in the grant application was funding for two student positions to assist with tasks. The Manager of Finance and Director of Finance developed a job description, interviewed and successfully hired one student to work the summer term and another student to work the fall term. This project would not have been completed in a timely manner without the additional resources offered by the student. This was a wonderful opportunity for the department to receive essential assistance as well as for the student to gain valuable experience.
- Once a draft portal was available the testing of the site commenced. This was a critical piece of the project as staff needed to ensure that customers would not be faced with challenges when accessing the site. All aspects of the site were tested and documented.
- Issues revealed during testing were forwarded to the vendor for discussion and resolution.
- Training material was developed for internal use so that Finance staff understood all of the functionality of the site. It was important for staff to have training in two different aspects - customer support and integration with the financial system. All training documentation was developed in house by Finance department staff.
- New content was developed for the Township website to both promote MyWESTLINCOLN and to also assist the public with setting up their account. The Township website easily highlights the appropriate link on the front page. Once there the public can access all pertinent information, including the answers to commonly asked questions. All information on the website was designed and developed by Finance department staff. Attached as **Appendix A** to this report is a summary of the website content that was developed and is now posted on the Township website.
- Staff met with the Communications Specialist to discuss the branding of MyWESTLINCOLN and the social media promotion of the portal. Staff have ensured that all communication is consistent, concise and appealing.
- Promotional products have been created and distributed to all Library branches as well as the West Lincoln Community Centre
- The Finance department continue to promote the portal both in person with customers and over the phone.

MyWESTLINCOLN is a response to customer requests to have the ability to access accounts on-line. In particular, customers have been requesting the ability to receive invoices electronically. Staff have also been able to deliver on the item below that is listed as a short-term initiative in the Township’s Corporate Strategic Plan:

“Implement new software and programs to modernize service delivery, such as online registration and payment, asset management, maintenance activities, online mapping, by-law issues and water and wastewater administration”

FINANCIAL IMPLICATIONS:

The Finance Digital Modernization Project has a budget of \$202,000. The MyWESTLINCOLN portion of the project has a cost of \$28,000 to date, including the cost of the summer student.

INTER-DEPARTMENTAL COMMENTS:

This report was reviewed by the CAO.

CONCLUSION:

The MyWESTLINCOLN portal provides the Township with an on-line service delivery tool that meets the needs of many of our customers.

Prepared & Submitted by:



Donna DeFilippis,
Director of Finance/Treasurer

Approved by:



Bev Hendry,
CAO



MyWESTLINCOLN



[Click to visit our MyWESTLINCOLN site](#)

Welcome to MyWESTLINCOLN

MyWESTLINCOLN is an online platform that allows you to view and manage your property tax, utility and receivable accounts. After you sign up for an account, you can access the self-serve options at any time from any location. You can even make a credit card payment towards your account balance directly from the platform (a third-party service fee applies).

Below is a list of commonly asked questions. Please see if your question is answered below before contacting the Township. If you need further assistance, please call us at 905-957-3346 or [email the Finance Department](#). Our business hours are Monday to Friday from 9:00 am to 4:30 pm. Please have the property address, owner name and property tax roll or utility account number ready to verify your identity.

Commonly Asked Questions

Why should I sign up for a MyWESTLINCOLN account?

A MyWESTLINCOLN account can benefit you in many ways. You can:

- Manage your Township accounts electronically and securely.
- Access the platform at any time, even outside of Township hours, anywhere you have internet service and a device.
- Complete tasks from one convenient platform, such as manage your accounts, change your address or contact information and perform property searches.
- Receive paperless account notifications. This means you will receive your bills, statements and other account communications instantly via email and your MyWESTLINCOLN profile.
- Help to contribute to a paper-free environment.

How do I create a MyWESTLINCOLN account?

Setting up your MyWESTLINCOLN account is as easy as 1-2-3!

1. Go to MyWESTLINCOLN to get started. Click the button below to open the platform in a new browser window.
2. Click **Activate New Account** to set up a username and password.
3. Have on hand a recent copy of your property tax, utility or accounts receivable invoice. You will need to enter information from one of these to create your account.

For more information, refer to our [step-by-step instructions](#) for setting up your MyWESTLINCOLN account.

Where do I find the information I need to activate my account?

To activate your MyWESTLINCOLN account, you will need to provide certain information that appears on your Township invoice. To help you find this information on your invoice, we have provided the below samples:

If I have multiple Township accounts, do I have to sign up for each account separately?

No - you can set up your MyWESTLINCOLN account using information from only one account. Your Township accounts are connected through your assigned Customer ID. For example, if you own multiple properties, each having a

property tax and water account, you can sign up for your account using information from one property account. After you log in, you will see a list of the accounts that belong to you.

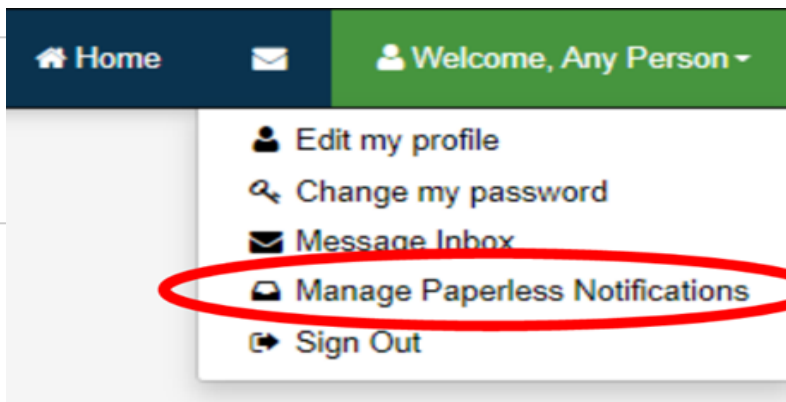
What if one of my Township accounts does not appear?

We apologize for any inconvenience. If one of your accounts is missing from your MyWESTLINCOLN profile, please call 905-957-3346 or [email the Finance Department](#). Our business hours are Monday to Friday from 9:00 am to 4:30 pm. Please have the property address, owner name and property tax roll or utility account number ready to verify your identity.

What is Paperless Billing/Notifications?

For your convenience, you are automatically enrolled in Paperless Billing/Notifications when you activate your MyWESTLINCOLN account. This means that you will receive your water, property tax and accounts receivable invoices, statements, and other account communications electronically, directly to your email. You can also access this information on your MyWESTLINCOLN account.

While this is not recommended, if you wish to remain on Paper Bills/Notifications and receive paper copies in the mail, this can be updated on your MyWESTLINCOLN account. Go to Manage Paperless Notifications in your user menu to update your settings. However, we would like to emphasize that if you choose this option, you will not be able to view any documents on your MyWESTLINCOLN account and you will not receive any invoices by email.



How do I change my Paperless Notifications settings?

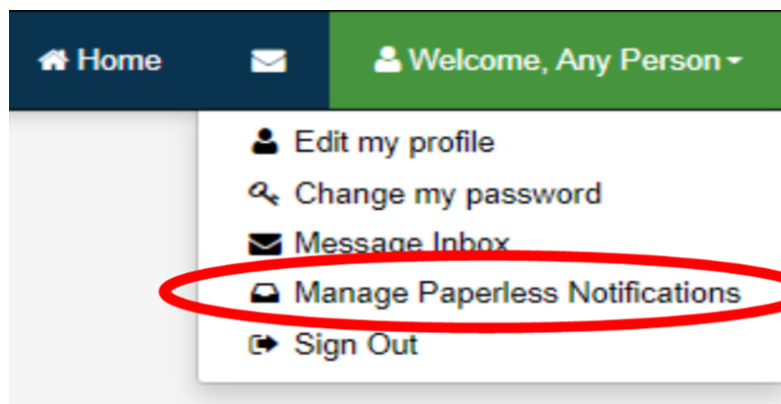
When you sign up for MyWESTLINCOLN, you will automatically be enrolled in Paperless Bills/Notifications for each of your Township

accounts. This means you will receive all account communications through your email and your MyWESTLINCOLN account.

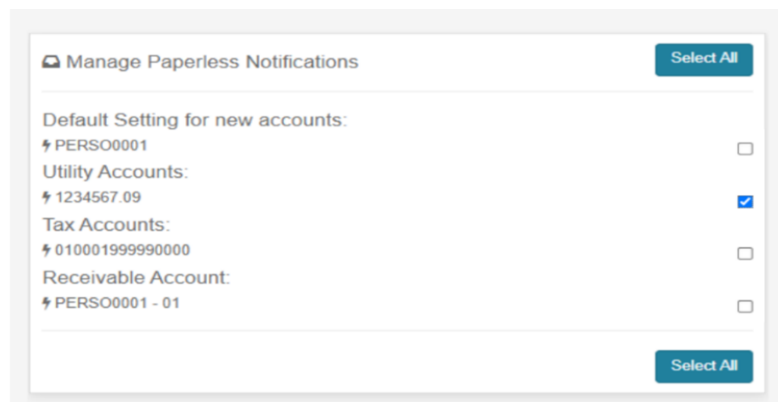
To modify your settings and enroll for Paper Bills/Notifications, follow the steps below.

Please note your MyWESTLINCOLN experience may be limited if you remain on paper notifications. If you choose to receive paper notifications for an account, you will not be able to view these documents on MyWESTLINCOLN and you will not receive any email notifications.

1. Click **Manage Paperless Notifications** under your name in the top right corner of the platform.



2. Click on an account to activate paperless notifications. If an account has a checkmark next to it, paperless notifications are set up. If there is no checkmark, paper notifications are set up.



3. Return to the homepage to save your settings.

If you would like to receive paper/mailed communications and paperless notifications, you can receive **both**, however you must contact the Finance Department via email or call 905-957-3346 to arrange this. Our business hours are Monday to Friday from 9:00 am to 4:30 pm.

What if I just want to receive paperless notifications, but do not wish to sign up for a MyWESTLINCOLN account?

You can receive paperless notifications without having a MyWESTLINCOLN account. Click the button below to complete our sign up form.

If you have any difficulties, [email the Finance Department](#) or call us at 905-957-3346. Our business hours are Monday to Friday from 9:00 am to 4:30 pm. Please have your property address, owner name, and property tax roll or utility account number ready to verify your identity.

How do I make a payment on my Township account?

Through MyWESTLINCOLN, you can make a credit card payment towards your outstanding account balances. Making a payment is as easy as 1-2-3-4!

There is a 1.75% service charge to process credit card payments that is charged by our third-party processor. The Township does not keep this fee.

1. Sign in to your MyWESTLINCOLN account and go to the Account Listing page.
2. Click the Pay button beside the account balance you wish to pay. This will take you to our third-party payment processing page.
 - Please note payments cannot exceed \$1,000 per transaction. If you wish to pay more than \$1,000, you will need to make partial payments. If you need to make a partial payment or if your payment exceeds \$1,000, refer to our [step-by-step instructions](#) to guide you through a small extra step.
3. Enter your email address, name, phone number and credit card details. Click the Next button.
4. On the Confirm Payment page, verify the payment amount. If the amount is correct, select Pay. A receipt will be emailed to you.

For all other available payment methods, refer to our [tax](#) and [water](#) payment pages.

For more information, refer to our [step-by-step instructions](#) on how to make a payment on your MyWESTLINCOLN account.

On the Account Listing page, what is the Start button that appears beside my accounts?

The Township offers pre-authorized payment (PAP) program plans to water and tax account holders. On the Account Listing page, you will see a list of your accounts and it will indicate whether those accounts are part of the PAP

program. If your account is not enrolled in the program, you will see a message indicating **Not Signed Up for PAP**.

To enroll your account in the PAP program, click the green **Start** button. You will be redirected and provided with instructions on how to enroll. Once approved to join the program, the account will note you are enrolled in PAP.

XXXXXXX.XX
Utility Account

Address
123 EXAMPLE ST

Balance
\$17.80

Not Signed Up for PAP

If you are already enrolled in our PAP program for one or all of your Township accounts, each account will note **PAP Active**.

XXXXXXXXXXXXXXXXX
Property Tax Account

Address
123 EXAMPLE ST

Balance
\$1,702.20

To make changes to your information or enrollment status, click **Change** to update the Township. Please ensure you make the changes at least a week prior to the PAP payment deadline.

To stop your enrollment, click on the **Stop** button. A new window will open and you will be asked to confirm the end of your enrollment in the PAP program for that account. Please make any changes at least a week prior to the PAP payment deadline.

Stop

If you are sure you want to stop your Preauthorized Payment account, please click on the "Stop" button below. If you would like to return to the previous page click the "Back" button in your browser.

Are you sure?

How do I look up property assessment information?

You can view assessment information for properties in West Lincoln even if you do not have a MyWESTLINCOLN account.

On the MyWESTLINCOLN home page, select **Property Search**. You can search by address or roll number. If you do not enter any information, every property in the Township will appear when you click the **Search** button.

Property Search

This section allows you to view tax assessments as they appear on the Assessment Roll distributed by MPAC (Municipal Property Assessment Corporation). The Township of West Lincoln does not assume responsibility nor accept any liability arising from any use other than assessment interpretation. The information reflects the contents of the Assessment database per the stated date and time of this document.

[Return To Main Menu](#)

Search Options

Tax Roll Number 2602

Suite

Number

Street

[New Search](#) [Return To Main Menu](#)

Roll number is 15 digits, ending with 0000 - do not include periods, dashes, 2602.

You will see a list of properties. Find the property you are interested in and select **Assessment Inquiry**. You will need to read and accept the Property Assessment Information Agreement to continue. If you agree to the terms, select the **Click to Accept** button.

Property Assessment Information

Property Assessment information is listed below.

The following assessment information is subject to the Terms and Conditions of the Property Assessment Information Licence agreement between the Township of West Lincoln and the Municipal Property Assessment Corporation (MPAC). By accessing the following information, you agree to view-only/use the information for personal assessment and taxation purposes. No information may be printed, screen shared or otherwise extracted.

To see an estimate of the property taxes payable on this property, refer to the [property tax calculator](#).

[Return To Main Menu](#)

[Click to Accept](#)

Click on the **Account Details** and **Assessment** tabs to learn more about the property. Please note that only information that is publicly available will be shared to protect confidentiality.

What if I forget my account password or user name?

User name

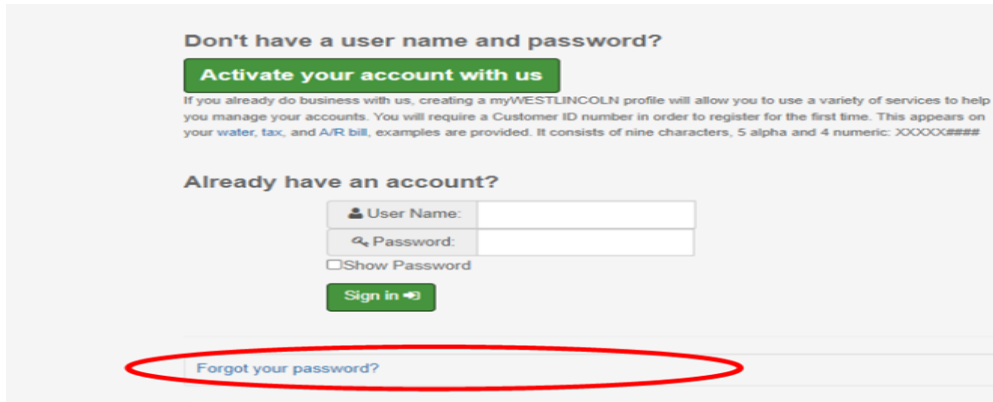
If you forget your user name, please [email the Finance Department](#) or call us at 905-957-3346. Our business hours are Monday to Friday from 9:00 am to 4:30

pm. Please have the property address, owner name, and property tax roll or utility account number ready to verify your identity.

Password

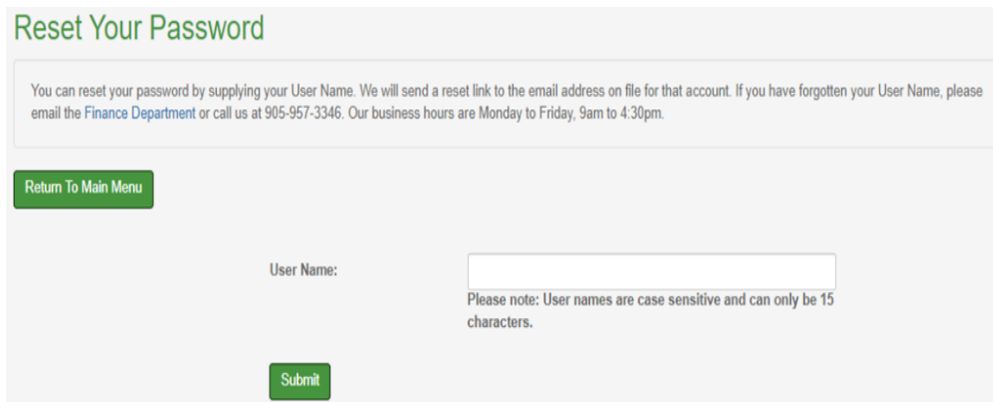
If you forget your password, simply follow the steps below to reset.

1. On the Sign In page, select the **Forgot your password?** link.



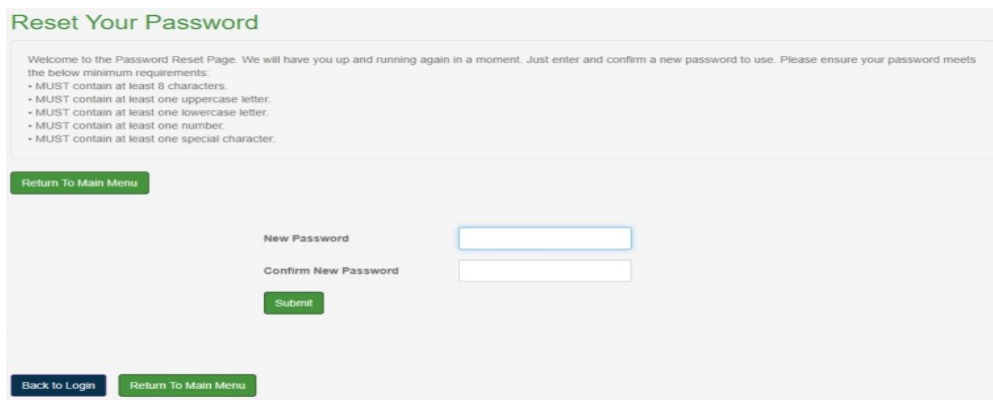
The screenshot shows the 'Sign In' page. At the top, it says 'Don't have a user name and password?' with a green button 'Activate your account with us'. Below that, it says 'Already have an account?' and provides fields for 'User Name' and 'Password', a 'Show Password' checkbox, and a 'Sign in' button. At the bottom, the link 'Forgot your password?' is circled in red.

2. This will bring you to the **Reset Your Password** page. Enter your User Name.



The screenshot shows the 'Reset Your Password' page. It has a green header 'Reset Your Password'. Below it, a message states: 'You can reset your password by supplying your User Name. We will send a reset link to the email address on file for that account. If you have forgotten your User Name, please email the Finance Department or call us at 905-957-3346. Our business hours are Monday to Friday, 9am to 4:30pm.' There is a 'Return To Main Menu' button. The 'User Name' field is highlighted with a green box. Below the field, a note says: 'Please note: User names are case sensitive and can only be 15 characters.' A 'Submit' button is at the bottom.

3. Click **Submit**. You will receive an email shortly to the email address linked to your account. Click on the link to reset your password.

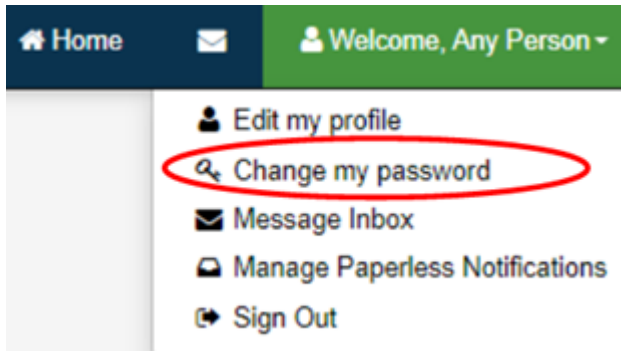


The screenshot shows the 'Reset Your Password' page. It has a green header 'Reset Your Password'. Below it, a message states: 'Welcome to the Password Reset Page. We will have you up and running again in a moment. Just enter and confirm a new password to use. Please ensure your password meets the below minimum requirements: • MUST contain at least 8 characters. • MUST contain at least one uppercase letter. • MUST contain at least one lowercase letter. • MUST contain at least one number. • MUST contain at least one special character.' There is a 'Return To Main Menu' button. The 'New Password' and 'Confirm New Password' fields are highlighted with green boxes. A 'Submit' button is at the bottom. At the very bottom, there are 'Back to Login' and 'Return To Main Menu' buttons.

4. Enter a new password that meets the minimum requirements. Click **Submit** to reset your password. Return to the main menu to log in to your account.

How can I change my account password?

1. Click on your name in the upper right-hand corner of your account to open a dropdown menu. Select **Change my password**.



2. Enter your old password and create a new password. Confirm the password meets all requirements and click **Change**.

I just moved to the Township of West Lincoln; how do I get a MyWESTLINCOLN account?

Welcome to our Township! Please note if you have not received a Township invoice yet, you will not be able to set up an account by yourself. To have an account set up ahead of time, please call us at 905-957-3346 or [email the Finance Department](#). Our business hours are Monday to Friday from 9:00 am to 4:30 pm. We will happily assist in the creation of your account.

If you prefer, you can also wait until you have received your first invoice from us in order to activate your account. Simply follow the activation steps [above](#).

What if my question is not answered above and I still need help?

We are happy to help resolve any inquiry or concern you may have! Please [email the Finance Department](#) or call us at 905-957-3346. Our business hours are Monday to Friday from 9:00 am to 4:30 pm.

Contact Us

Township of West Lincoln

318 Canborough St.
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L0R 2A0
Tel: 905-957-3346
Email Us

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DATE: September 19, 2022

REPORT NO: C-05-2022

SUBJECT: **C-05-2022 – Township of West Lincoln Citizen Recognition Program**

CONTACT: Jessica Dyson, Deputy Clerk
Joanne Scime, Director of Legislative Services/Clerk

OVERVIEW:

- The purpose of this report is to obtain Council approval to establish a Citizen Recognition Program in order to recognize a Citizen of the Year and Youth Citizen of the Year who have shown strong efforts to positively impact our community.
- Citizens who receive the Citizen Recognition Award will have exemplified a strong sense of volunteerism, citizen pride and commitment towards the Township of West Lincoln.
- The Citizen Recognition Program will support nominations for two categories:
 - Citizen of the Year – Nominees will be 18 years and older
 - Youth Citizen of the Year – Nominees will be 17 years and younger

RECOMMENDATION:

1. That, Recommendation Report C-05-2022 regarding “Township of West Lincoln Citizen Recognition Program”, dated September 19, 2022, be received; and,
2. That, the Citizen Recognition Program Policy as attached as Schedule A to this report, as well as the Terms of Reference as attached as Schedule B to this report be approved; and,
3. That, a subcommittee of Council consisting of three (3) members including the Mayor, be created at the start of the new Term of Council to assemble a Citizen Recognition Program Committee; and,
4. That, the Citizen Recognition Program commence in 2023 with an award presentation programmed during a regular scheduled Council meeting in October with the exception of those years when a regular Municipal Election is being held with the award presentation being held at the September Council Meeting.

ALIGNMENT TO STRATEGIC PLAN:

Theme #4

• **Local Attractions**

West Lincoln has amenities, programs and services that bring the community together to celebrate small-town and rural way of life.

BACKGROUND:

In April, 2022, Dylan Pilot, Beaver Scout, presented a PowerPoint presentation to Council requesting the support of a Citizen of the Year (COY) and Youth Citizen of the Year (YCOY) Program. Council directed staff to investigate a West Lincoln Citizen of the Year (COY) & Youth Citizen of the Year (YCOY) program to commence in the fall of 2022, and to bring forward a recommendation report to a future Standing Committee or Council meeting prior to the fall of 2022.

CURRENT SITUATION:

Staff researched other municipalities to identify award types and practices/requirements for nomination submissions and presentations, including, but not limited to: criteria, application review process and presentation format. With this, and the discussion that was developed from Dylan Pilot's presentation, the proposed Citizen Recognition Program has been created. The Citizen Recognition Program Policy (attached as Schedule "A") sets out roles and responsibilities and levels of recognition, including the Citizen of the Year and the Youth Citizen of the Year Award. The proposed Policy will provide further clarity for nomination requirements, the purpose, criteria, exceptions, nominations and procedures for each level of recognition. Attached as Schedule B to this report is a Citizen Recognition Program Terms of Reference, which outlines the committee's roles and responsibilities.

The purpose of the Citizen Recognition Program is to acknowledge outstanding citizens who have made strong efforts to contribute a positive impact within our community. Citizens who receive the Citizen of the Year and Youth Citizen of the Year Award will have demonstrated a strong sense of volunteerism, citizen pride and commitment within West Lincoln.

It is recommended that a new Citizen Recognition Subcommittee of Council be established to review, summarize and process Citizen of the Year Award and Youth Citizen of the Year Award. As set out in the Citizen Recognition Program Committee Terms of Reference (Attachment "B"), the purpose of the Committee is to review Citizen of the Year Award and Youth Citizen of the Year Award nominations and provide recommendations to Council with suggested recipients.

Once approved, the proposed Citizen Recognition Policy, and associated Nomination Packages, will be posted on the Township's website for the public. To promote the new levels of recognition, it is recommended that this award program be advertised throughout the year.

Due to the new term of Council commencing on November 15th, 2022, Township staff are recommending that the Citizen Recognition Program commence in 2023 with an award presentation programmed during a regular scheduled Council meeting in October with the exception of those years when a regular Municipal Election is being held with the award presentation being held at the September Council Meeting.

FINANCIAL IMPLICATIONS:

Any costs associated with this initiative would be charged to the Awards account 1-02-02402-515155 which has a 2022 budget of \$2,040. A nominal increase to this budget will be made in 2023 budget to ensure adequate funding is available for this award recognition program.

INTER-DEPARTMENTAL COMMENTS:

This report was circulated to the CAO and Director of Finance/Treasurer for input and further consideration. There were no concerns received with respect to the report or attachments.

CONCLUSION:

The Citizen Recognition Program is a great way to acknowledge outstanding citizens who have made strong efforts to contribute a positive impact within our community, while accomplishing goals set out within the Township's Strategic Plan. It is recommended that Council approve the Citizen Recognition Policy and Terms of Reference and that this program begin in 2023 with an award presentation programmed during a regular scheduled Council meeting in October.

ATTACHMENTS:

Attachment A – POL-ADMIN-03-2022 – Citizen Recognition Program Policy

Attachment B – Terms of Reference – Citizen Recognition Program Committee

Prepared & Submitted by:

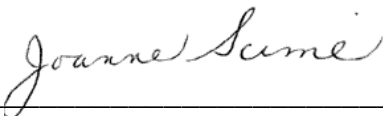


Jessica Dyson
Deputy Clerk

Approved by:



Bev Hendry
CAO



Joanne Scime
Director of Legislative Services/Clerk

TITLE: Citizen Recognition Program Policy
POLICY NO.: POL-ADMIN-03-2022
APPROVAL DATE: September 26th, 2022
EFFECTIVE DATE: September 26th, 2022
POLICY AMENDED:

PURPOSE AND OBJECTIVE

The purpose of this policy is to acknowledge citizens who have made a significant contribution to, or positive impact on the community and citizens of the Township of West Lincoln. The program will provide an opportunity for the Mayor and Members of Council to celebrate, acknowledge and award such ongoing efforts to promote the spirit of civic awareness and community pride.

GENERAL OVERVIEW

Citizen Recognition Awards will be presented annually as a means of celebrating citizen achievements and community efforts. Awards will be announced and presented at a regular scheduled Council meeting in October with the nomination period opening up on September 1st and closing September 30th. During a Municipal Election year, the nomination period will open up a month earlier, with nominations being accepted between August 1st to August 31st and the awards being announced and presented during the September regular scheduled Council meeting. Citizens who receive the Citizen of the Year and Youth Citizen of the Year Award will need to have demonstrated a strong sense of volunteerism, citizen pride and commitment within West Lincoln.

SCOPE

All residents of the Township of West Lincoln are eligible for recognition under this policy and shall only be awarded once in their lifetime for the Citizen of the Year Award or Youth Citizen of the Year Award. Nominees who receive salaries or wages for their efforts will generally not be eligible; however, special circumstances may be considered at the discretion of The Citizen Recognition Program Committee or Council. In addition to Township residents, Members of Council, Committee Members and Township staff will also be eligible to submit nominations.

RECOGNITION CATEGORIES AND ELIGIBILITY

Citizen of the Year Award

- 18 years of age and older
- Citizens who have completed special projects, voluntary in nature, that have brought forward citizen pride and commitment to the Community
- Citizens who have demonstrated a strong sense of volunteerism and citizen pride

- Citizens who have achieved Provincial, National or International recognition
- Citizens who have demonstrated overall positive achievement, impact and/or contributions to the community which may also focus on the Township's Strategic Plan

Youth Citizen of the Year Award

- 17 years of age and under
- Youth citizens who have completed special projects, voluntary in nature, that have brought forward citizen pride and commitment to the Community
- Youth citizens who have demonstrated a strong sense of volunteerism and citizen pride
- Youth citizens who have achieved Provincial, National or International recognition
- Youth citizens who have demonstrated overall positive achievement, impact and/or contributions to the community which may also focus on the Township's Strategic Plan

NOMINATION PROCESS

- Nomination criteria will be available on the Township's website year round in order for members of the community to review leading up to the nomination period.
- Nomination forms will be available on the Township's website starting September 1st and will close September 30th and the awards being announced and presented at the October regular scheduled Council meeting. During an election year, the nomination period will open up a month earlier, with nominations being accepted between August 1st to August 31st and the awards being announced and presented during the September regular scheduled Council meeting. The Township will promote the Citizen of the Year and Youth Citizen of the Year Awards leading up to nomination opening.
- The Executive Assistant will collect the nominations which will be reviewed and summarized by the Citizen Recognition Subcommittee of Council and will provide recommendations to Council with suggested recipients.
- The nomination description, as provided by the nominator, will be the basis for the award approval and it will be used as the introduction for the awards recipient.
- Once approved, the nominators and nominees will be notified of their award and the details of the Council meeting where they will be receiving the award. Nominees must agree to accept their award and RSVP to the Council meeting.
- All award recipients are included in a master list of Civic Recognition & Youth Civic Recognition Award Recipients.

AWARDS

- Each recipient will receive a formal letter of recognition signed by the Mayor and Council;
- Will be recognized on the Township of West Lincoln's website, digital sign, and social media sites;
- Will receive an award of recognition at a regular scheduled Council meeting.

RELATED DOCUMENTS

Terms of Reference - Citizen Recognition Program Committee

1. Overview

The Citizen Recognition Program Committee consists of 3 Members of Council including the Mayor, whom will be the Chair of the Committee. The Committee meets, as required, during the months prior to the awards recognition event, which is held annually during the forth quarter. The Executive Assistant will be the staff liaison for the committee and will be responsible for agenda preparation and minute taking as well as arranging meetings.

Council evaluates and selects awards recipients in camera from the list of nominations evaluated and recommended by the Citizen Recognition Program Committee. Two awards will be present at a regularly scheduled Council meeting for both a Citizen of the Year and Youth Citizen of the Year recipient in October of each year. During a regular Municipal Election Year, the awards will be announced and presented during the September regular scheduled Council meeting. These date may be subject to change based on availability of award recipients.

2. Objectives/Responsibilities:

- 2.1. The Citizen Recognition Program Committee is primarily responsible for ensuring that there are a suitable number of nominations to choose from, with the Council, Board/Committee Members, Township Staff and the public also having the ability to make nominations for the proposed awards.
- 2.2. The Committee will evaluate the nominations received and make Citizen Recognition Award recommendations to Council.
- 2.3. Meetings are held in camera and recommendations remain confidential until Council has announced the recipients.

3. Term & Duration

- 3.1. The Term of the Committee shall be concurrent with the term of Council or until a successor(s) are appointed.
- 3.2. The Committee shall be established before December 31st in an election year and the appointments will stand until the day prior to the new term of Council commences per the *Municipal Elections Act*.
- 3.3. The establishment of the Committee and terms of reference shall continue as set out herein from Council term to Council term unless determined otherwise. However, the appointment of the members to the Committee shall be approved by each Council prior to December 31st in each election year.

4. Membership

- 4.1. The Committee shall consist of:
 - The Mayor
 - Two (2) Members of Council

4.2. Secretary to Committee

- The Executive Assistant shall act as Secretary to the Committee. The responsibilities of this membership consists of agenda and meeting preparation, minute taking and record keeping.

5. Selection Criteria

5.1. Awards are given in recognition based off of the criteria outlined in the Citizen Recognition Program Policy.

5.2. Citizen Recognition Award nominees must be residents of West Lincoln.

5.3. Recipients can only be awarded once in their lifetime for the Citizen of the Year Award or Youth Citizen of the Year Award.

5.4. Nominees who receive salaries or wages for their efforts will generally not be eligible; however, special circumstances may be considered at the discretion of The Citizen Recognition Program Committee or Council.

5.5. *Citizen of the Year Award*

- 18 years of age and older
- Citizens who have completed special projects, voluntary in nature, that have brought forward citizen pride and commitment to the Community
- Citizens who have demonstrated a strong sense of volunteerism and citizen pride
- Citizens who have achieved Provincial, National or International recognition
- Citizens who have demonstrated overall positive achievement, impact and/or contributions to the community which may also focus on the Township's Strategic Plan

5.6. *Youth Citizen of the Year Award*

- 17 years of age and under
- Youth citizens who have completed special projects, voluntary in nature, that have brought forward citizen pride and commitment to the Community
- Youth citizens who have demonstrated a strong sense of volunteerism and citizen pride
- Youth citizens who have achieved Provincial, National or International recognition
- Youth citizens who have demonstrated overall positive achievement, impact and/or contributions to the community which may also focus on the Township's Strategic Plan

6. Voting:

6.1. QUORUM:

- A majority of The Citizen Recognition Program Committee shall constitute a quorum.

6.2. DECISIONS:

- Decisions of the Committee shall be made by consensus of the members present.
- The Chair shall call for a vote by show of hands.
- The Chair shall vote.
- A tie vote shall be considered a loss.

7. Meetings:

- 7.1. All meetings shall be at the call of the Chair and notice of all meetings shall be given by the Executive Assistant to all Committee members at least forty-eight (48) hours in advance of the meeting. The Chair can also cancel a meeting if required.