



Township of Douro-Dummer Agenda for a Regular Meeting of Council

**Tuesday, March 7, 2023, 5:00 p.m.
Council Chambers in the Municipal Building**

Please note, that Council may, by general consensus, change the order of the agenda, without prior notification, in order to expedite the efficiency of conducting business

Electronic Meetings

Regular and Special meetings of Council are being held in person and electronically. Regular Meetings are recorded and live-streamed on the Township YouTube channel. Special Meetings will be recorded and live-streamed where feasible.

To watch the meeting live or access a recording please visit the Township's YouTube Channel
https://www.youtube.com/channel/UCPpzm-uRBZRDjB89o2X6R_A

Please contact the Acting Clerk if you require an alternative method to virtually attend the meeting.
martinac@dourodummer.on.ca or 705-652-8392 x210

Pages

- 1. Call to Order**
- 2. Land Acknowledgement**
- 3. Moment of Silent Reflection**
- 4. Disclosure of Pecuniary Interest:**
- 5. Adoption of Agenda: March 7, 2023**
- 6. Adoption of Minutes and Business Arising from the Minutes**
 - 6.1 Regular Council Meeting Minutes - February 21, 2023**
- 7. Consent Agenda (Reports voted upon by ONE motion) - No Debate**
 - 7.1 Municipal Appraisal Forms (MAF) for Land Division Severance Files B-114-22; B-179-22; B-180-22 and B-181-22**
- 8. Delegations, Petitions, Presentations or Public Meetings: None**

9.	Staff Reports	
9.1	Report and Capital Project Status - March 2023	5
9.2	Building Department - Customer Service Policy, Building Department-2023-03	10
9.3	Indacom Drive Lot 3 Update, Public Works-2023-03	21
10.	Committee Minutes and Other Reports:	
10.1	Committee of the Whole Minutes - February 14, 2023	23
11.	Correspondence – Action Items:	
11.1	Regional Municipality of Niagara - Letter regarding Homelessness, Mental Health and Opioid Addiction	29
12.	By-laws: None	
13.	Reports derived from previous Notice of Motions	
14.	Notices of Motion - No Debate	
15.	Announcements:	
16.	Closed Session:	
	Reasons Under Section 239 (2) of the Municipal Act, 2001, S.O. 2001, c. 25	
	(b) personal matters about an identifiable individual, including municipal or local board employees (personnel matter)	
	(c) a proposed or pending acquisition or disposition of land by the municipality or local board;	
	(f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;	
16.1	Adoption of Closed Session Minutes	
16.2	Building Department Update - CBO Report	
16.3	Verbal Report from C.A.O - HR Update	
17.	Rise from Closed Session with or without a Report	
18.	Matters Arising from Closed Session	

19. Confirming By-law - 2023-13

33

20. Next Meeting

Regular Council Meeting - March 21, 2023

21. Adjournment



COUNTY OF PETERBOROUGH
MUNICIPAL APPRAISAL FORM

APPLICANT: Matthew Olsen & Julie Kapyrka

FILE B – 114-22

LOT: 6, CON.: 7 MUNICIPAL WARD: Dummer

911 address: 390 Eighth Line Road S. Dummer, Roll #: 1522-020-002-01100, Island # or other: _____

APPLICATION FOR: Creation of a new lot - Residential

RECOMMENDATION:

Application **conforms** to the Official Plan. Severed parcel **conforms** to the Zoning By-Law. Retained parcel **conforms** to the Zoning By-Law. The Township **recommends** this application. If the application is approved, the following conditions are requested:

1. ☒ **\$1250** Cash-in-lieu of parkland fee be paid to the Municipality.
2. ☐ Rezoning of the severed parcel to the satisfaction of the Municipality.
3. ☐ Rezoning of the retained parcel to the satisfaction of the Municipality.
4. ☒ A 3-metre strip of frontage from the severed parcel be deeded to the Township for road widening purposes. Cost to be incurred by the applicant.
5. ☒ A Mitigation Measures Agreement is to be entered into between the Owner and the Municipality and registered on title at the owner's expense, which would recognize the recommendations outlined in Section 6.0 and Table 6 of the Environmental Impact Study (EIS) prepared by 4 Directions Conservation Consulting Services dated June 27, 2022 (Revised 81 page document received November 2022). Current Township fee for processing a merger agreement is \$250.00.
6. ☒ A test hole for the septic system be inspected, there is a fee to inspect test holes to ensure a septic system would be viable – current fees are \$150 per severed lot severed and applicant is responsible for the digging of the test holes.
7. ☒ The survey prepared for the severed parcel illustrate that the parcel is located outside of the 30 m wetland buffer identified on Figure 2 of the EIS prepared by 4 Directions Conservation Consulting Services dated June 27, 2022 (Revised 81 page document received November 2022).
8. ☐ _____
9. ☐ _____

Comments: Permit 2893 was issued by the Township of Douro-Dummer to change the use of the barn on the subject property to a storage building. Final was issued November 2, 2021.

OFFICIAL PLAN:

Application **conforms** to the Township Official Plan policies, Section(s) **6.2.2.2, 6.2.2.3 (d) & 6.2.2.5 (e), 6.2.2.5(d), 6.1.1(iv).**

Severed Parcel:

- a) Proposed Use: Residential.
- b) Land Use Designation(s): Rural.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the severed parcel (i.e. OPA): _____.

Retained Parcel(s):

- a) Proposed Use: Residential (existing).
- b) Land Use Designation(s): Rural.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the retained parcel (i.e. OPA): _____.

ZONING BY-LAW:

Severed Parcel:

- a) The severed parcel **conforms** to the Township Zoning By-Law provisions, Section(s) **9.1.5, 9.2.4 (a) & (b).**
- b) ☒ A rezoning **is not** required for the severed parcel.
- c) ☒ A minor variance **is not** required for the severed parcel.
- d) The existing zoning of the severed parcel is: Rural (RU).
- e) The recommended zoning of the severed parcel would be: _____.

Retained Parcel(s):

- a) The retained parcel **conforms** to the Township Zoning By-Law provisions, Section(s) **9.1.5, 9.2.4 (a) & (b).**
- b) ☒ A rezoning **is not** required for the retained parcel.
- c) ☒ A minor variance **is not** required for the retained parcel.
- d) The existing zoning of the retained parcel is: Rural (RU) & Environmental Conservation (EC).
- e) The recommended zoning of the retained parcel would be: _____.

General:

- a) If the severed and/or retained parcel(s) do not conform to the Zoning By-Law, Council **supports** a rezoning and/or minor variance.

Completed By: Christina Coulter

Date: February 24, 2023

Amended Date: _____

2023-02-24

This document is available in 12 pt. font if required for accessibility.



COUNTY OF PETERBOROUGH
MUNICIPAL APPRAISAL FORM

APPLICANT: Corey & Brittany McMillan

FILE B – 179-22

LOT: 12, CON.: 1 MUNICIPAL WARD: Dummer

911 address: 833 Iron Woods Drive, Roll #: 1522-020-003-06600, Island # or other: _____

APPLICATION FOR: Creation of a new lot - Residential

RECOMMENDATION:

Application **conforms** to the Official Plan. Severed parcel **does not conform** to the Zoning By-Law. Retained parcel **does not conform** to the Zoning By-Law. The Township **recommends** this application. If the application is approved, the following conditions are requested:

1. ☒ **\$1250** Cash-in-lieu of parkland fee be paid to the Municipality.
2. ☒ Rezoning of the severed parcel to the satisfaction of the Municipality.
3. ☒ Rezoning of the retained parcel to the satisfaction of the Municipality.
4. ☒ A 3-metre strip of frontage from the severed parcel be deeded to the Township for road widening purposes. Cost to be incurred by the applicant.
5. ☒ An Ontario Land Surveyor provide a measurement of the lot frontage and lot area on the severed and retained parcels to assist with the rezoning.
6. ☒ An Ontario Land Surveyor provide a measurement identifying existing and proposed entrances to the severed and retained parcels which ensures each entrance is located a minimum of 10 metres from adjacent entrances to the satisfaction of the Manager of Public Works.
7. ☐ _____

Comments: _____

OFFICIAL PLAN:

Application **conforms** to the Township Official Plan policies, Section(s) **6.1.1 (iv), 6.2.3.2, 6.2.3.3 (c), (d) & (g), 7.12.14, 7.12.16 (iv)**.

Severed Parcel:

- a) Proposed Use: Residential.
- b) Land Use Designation(s): Hamlet.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the severed parcel (i.e. OPA): _____.

Retained Parcel(s):

- a) Proposed Use: Residential.
- b) Land Use Designation(s): Hamlet.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the retained parcel (i.e. OPA): _____.

ZONING BY-LAW:

Severed Parcel:

- a) The severed parcel **does not conform** to the Township Zoning By-Law provisions, Section(s) **9.2.4 (a) & (b)**.
- b) ☒ A rezoning **is** required for the severed parcel.
- c) ☒ A minor variance **is not** required for the severed parcel.
- d) The existing zoning of the severed parcel is: Rural (RU).
- e) The recommended zoning of the severed parcel would be: Hamlet Residential (HR).

Retained Parcel(s):

- a) The retained parcel **does not conform** to the Township Zoning By-Law provisions, Section(s) **9.2.4 (b)**.
- b) ☒ A rezoning **is** required for the retained parcel.
- c) ☒ A minor variance **is not** required for the retained parcel.
- d) The existing zoning of the retained parcel is: Rural (RU).
- e) The recommended zoning of the retained parcel would be: Hamlet Residential (HR).

General:

- a) If the severed and/or retained parcel(s) do not conform to the Zoning By-Law, Council **supports** a rezoning and/or minor variance.

Completed By: Christina Coulter

Date: February 22, 2023

Amended Date: _____



COUNTY OF PETERBOROUGH
MUNICIPAL APPRAISAL FORM

APPLICANT: Corey & Brittany McMillan

FILE B – 180-22

LOT: 12, CON.: 1 MUNICIPAL WARD: Dummer

911 address: 833 Iron Woods Drive, Roll #: 1522-020-003-06600, Island # or other: _____

APPLICATION FOR: Creation of a new lot - Residential

RECOMMENDATION:

Application **conforms** to the Official Plan. Severed parcel **does not conform** to the Zoning By-Law. Retained parcel **does not conform** to the Zoning By-Law. The Township **recommends** this application. If the application is approved, the following conditions are requested:

1. ☒ **\$1250** Cash-in-lieu of parkland fee be paid to the Municipality.
2. ☒ Rezoning of the severed parcel to the satisfaction of the Municipality.
3. ☒ Rezoning of the retained parcel to the satisfaction of the Municipality.
4. ☒ A 3-metre strip of frontage from the severed parcel be deeded to the Township for road widening purposes. Cost to be incurred by the applicant.
5. ☒ An Ontario Land Surveyor provide a measurement of the lot frontage and lot area on the severed and retained parcels to assist with the rezoning.
6. ☒ An Ontario Land Surveyor provide a measurement identifying existing and proposed entrances to the severed and retained parcels which ensures each entrance is located a minimum of 10 metres from adjacent entrances to the satisfaction of the Manager of Public Works.
7. ☐ _____

Comments: _____

OFFICIAL PLAN:

Application **conforms** to the Township Official Plan policies, Section(s) **6.1.1 (iv), 6.2.3.2, 6.2.3.3 (c), (d) & (g), 7.12.14, 7.12.16 (iv)**.

Severed Parcel:

- a) Proposed Use: Residential.
- b) Land Use Designation(s): Hamlet.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the severed parcel (i.e. OPA): _____.

Retained Parcel(s):

- a) Proposed Use: Residential.
- b) Land Use Designation(s): Hamlet.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the retained parcel (i.e. OPA): _____.

ZONING BY-LAW:

Severed Parcel:

- a) The severed parcel **does not conform** to the Township Zoning By-Law provisions, Section(s) **9.2.4 (a) & (b)**.
- b) ☒ A rezoning **is** required for the severed parcel.
- c) ☒ A minor variance **is not** required for the severed parcel.
- d) The existing zoning of the severed parcel is: Rural (RU).
- e) The recommended zoning of the severed parcel would be: Hamlet Residential (HR).

Retained Parcel(s):

- a) The retained parcel **does not conform** to the Township Zoning By-Law provisions, Section(s) **9.2.4 (b)**.
- b) ☒ A rezoning **is** required for the retained parcel.
- c) ☒ A minor variance **is not** required for the retained parcel.
- d) The existing zoning of the retained parcel is: Rural (RU).
- e) The recommended zoning of the retained parcel would be: Hamlet Residential (HR).

General:

- a) If the severed and/or retained parcel(s) do not conform to the Zoning By-Law, Council **supports** a rezoning and/or minor variance.

Completed By: Christina Coulter

Date: February 22, 2023

Amended Date: _____



COUNTY OF PETERBOROUGH
MUNICIPAL APPRAISAL FORM

APPLICANT: Corey & Brittany McMillan

FILE B – 181-22

LOT: 12, CON.: 1 MUNICIPAL WARD: Dummer

911 address: 833 Iron Woods Drive, Roll #: 1522-020-003-06600, Island # or other: _____

APPLICATION FOR: Creation of a new lot - Residential

RECOMMENDATION:

Application **conforms** to the Official Plan. Severed parcel **does not conform** to the Zoning By-Law. Retained parcel **does not conform** to the Zoning By-Law. The Township **recommends** this application. If the application is approved, the following conditions are requested:

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2. ☒ Rezoning of the severed parcel to the satisfaction of the Municipality.
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4. ☒ A 3-metre strip of frontage from the severed parcel be deeded to the Township for road widening purposes. Cost to be incurred by the applicant.
5. ☒ An Ontario Land Surveyor provide a measurement of the lot frontage and lot area on the severed and retained parcels to assist with the rezoning.
6. ☒ An Ontario Land Surveyor provide a measurement identifying existing and proposed entrances to the severed and retained parcels which ensures each entrance is located a minimum of 10 metres from adjacent entrances to the satisfaction of the Manager of Public Works.
7. ☐ _____

Comments: _____

OFFICIAL PLAN:

Application **conforms** to the Township Official Plan policies, Section(s) **6.1.1 (iv), 6.2.3.2, 6.2.3.3 (c), (d) & (g), 7.12.14, 7.12.16 (iv)**.

Severed Parcel:

- a) Proposed Use: Residential.
- b) Land Use Designation(s): Hamlet.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the severed parcel (i.e. OPA): _____.

Retained Parcel(s):

- a) Proposed Use: Residential.
- b) Land Use Designation(s): Hamlet.
- c) The proposed use **is** a permitted one.
- d) Special policies affecting the retained parcel (i.e. OPA): _____.

ZONING BY-LAW:

Severed Parcel:

- a) The severed parcel **does not conform** to the Township Zoning By-Law provisions, Section(s) **9.2.4 (a) & (b)**.
- b) ☒ A rezoning **is** required for the severed parcel.
- c) ☒ A minor variance **is not** required for the severed parcel.
- d) The existing zoning of the severed parcel is: Rural (RU).
- e) The recommended zoning of the severed parcel would be: Hamlet Residential (HR).

Retained Parcel(s):

- a) The retained parcel **does not conform** to the Township Zoning By-Law provisions, Section(s) **9.2.4 (b)**.
- b) ☒ A rezoning **is** required for the retained parcel.
- c) ☒ A minor variance **is not** required for the retained parcel.
- d) The existing zoning of the retained parcel is: Rural (RU).
- e) The recommended zoning of the retained parcel would be: Hamlet Residential (HR).

General:

- a) If the severed and/or retained parcel(s) do not conform to the Zoning By-Law, Council **supports** a rezoning and/or minor variance.

Completed By: Christina Coulter

Date: February 22, 2023

Amended Date: _____

B-181-22 MAF

Township of Douro-Dummer

Report and Capital Project Status

- Directed by Council and/or CAO
- Directed by the Province/legislation
- Directed by an Agency

Report Status

Department	Date Requested	Directed By	Resolution/Direction	Est. Report Date
Public Works/CAO	February 21, 2023	Council	Establishing Speed Limits on Douro-Dummer Roads	Spring 2023
Public Works / CAO	May 17, 2022	Council	Speed Limit Reduction Request Policy & Follow up on Birchview Road Speed Study Report	March 2023
CAO	August 3, 2021	Council	Public Process to Address Short Term Rentals	Committee Meeting – February 22, 2023
Building Department	December 21, 2021	Council	Building Department Customer Service Policy with Wait Times	March 7, 2023
Corporate	May 3, 2022	Council	Future Gravel Resources	Winter 2023
Clerk	February 14, 2023	Council	Review of Retention Policy	Summer 2023
Clerk/Finance	February 21, 2023	Council	Policy to Create a Budget Allocation	Summer 2023

Planning	June 7, 2022	Council/ Province	Bill 109 – Update to Site Plan Control By-law, Create Pre-Consultation By-law, ensure language in Official Plan allows for Peer Review as part of Complete Application	Changes pending release of final provincial regulations
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Capital Project Status

Department	Capital Project List	Status
Fire	Douro Station Reconfiguration	Ongoing
Fire	Resurfacing of the parking lot at Fire Station 2	Summer 2023
Fire	Station 2 Pumper	RFP Awarded – waiting on date for delivery
Fire	Fans for the Trucks	2023
Fire	Paging Infrastructure Fees	Spring 2023
Fire	Bunker Gear	2023
Fire	Master Fire Plan & Community Risk Assessment	Due 2024
General Government	Demolition of Old House at Fifth Line	Barn is removed – August 2022 Tender for house demolition and clean up – Required
General Government	New Sloped Roof - Town Hall	RFP in Spring 2023
General Government	Asset Management Plan	Ongoing

General Government	Computer Modernization	Ongoing
General Government	Finance Modernization	In progress – will continue into 2023 - New Payroll Module in place – Jan 2023
General Government	Municipal Office Front Door Replacement	Summer 2023
General Government	Pay Equity Review	Summer 2023
General Government	Development Charge Study	2023
General Government	Strategic Plan	Starting March 2023
Parks and Recreation	Parks and Rec Master Plan – Implementation	On hold due to Covid-19
Parks and Recreation	Tables and Chairs	Tables on order
Parks and Recreation	Lime Kiln Restoration – 2022 Budget	Spring 2023
Parks and Recreation	Consultant Fees - Arena Facilities Future Ad-Hoc Committee	Summer 2023
Parks and Recreation	Back Dam Shelter Roof	Due 2023
Parks and Recreation	New Parks Mower	Due 2023

Parks and Recreation	Garage Door Replacement – Douro Community Centre	Due 2023
Parks and Recreation	Water Softener Replacement – Warsaw Community Centre	2023
Parks and Recreation	Compressor Replacement Reserve Contribution	2024
Planning	Zoning By-Law Update	On hold until Province Approves OP
Public Works	Spot Gravel Repairs - Centre Dummer Road	2023
Public Works	Gravel Pit Purchase	Late 2023
Public Works	Snowblower	2023
Public Works	Excavator with Brush head (John Deere 190)	2023

Recommendation:

That the Building Department-2023-03 report, dated March 7, 2023 regarding a draft Customer Service Policy be received and that the Policy and attached procedure be approved and added to the Township Policy Manual as P9 – Building Department - Customer Service Policy.

Overview:

Customer Service is fundamental to the work of the Township and forms the foundation of the relationships between the Township, residents, and community stakeholders. The Township presently has a general customer service policy, but the nature of the work of the Building Department necessitates the need for a stand-alone policy. Building Department staff are frequently out of the office and in the field completing their day-to-day tasks. This has a direct impact on the time required to complete a response on any given inquiry.

The Building Department recognizes the vital importance of Customer Service and its' role in day-to-day operations. The implementation of a Customer Service Policy, and the subsequent Procedure, will allow the Department to formalize the standards that are being practiced and allows for clear direction to Department staff and the public on the expectations for service delivery.

The Policy that is attached as Draft Policy P9 Building Department – Customer Service Policy, focuses on accountability, dedication, honesty, respect and teamwork to ensure all communications follow the Building Department's customer service goals. The Building Department's customer service standard ensures a consistent, standard practice that reflects the Building Department's commitment to customer service excellence.

This Policy allows for the creation of detailed procedures that can be created and implemented to carry out the Policy direction. A Customer Service Procedure is attached to this report, which if Council chooses to approve would be put in place immediately.

Conclusion:

A Customer Service Policy and Procedure specific to the Building Department is vital to outlining the responsibilities and expectations of staff to provide for effective, efficient and accessible customer service and build trust in the public eye. Staff will provide the best customer service possible and are empowered to make decisions to ensure that each customer experience is meaningful, fair and respectful.

Equally, our customers are responsible for behaving in a respectful manner to promote an environment that can be shared by all. The success of the Building Department depends on our ability to work and perform functions in the most effective and efficient ways, balancing the needs of the individual with the overall needs of the community as a whole.

Further, the Service Delivery and Organizational Review discussed providing a separation between Policies and their Procedures. This Policy and its complementary Procedure reflect this recommendation presented within the Review. The Procedure document speaks to who is responsible, who the procedure applies to and direction on how it will be carried out.

Financial Impact:

There is no financial impact related to this report.

Strategic Plan Applicability:

To ensure and enable an effective and efficient municipal administration.

Report Approval Details

Document Title:	Customer Service Policy and Procedure.docx
Attachments:	- Building Department Customer Service Policy - P9 - 02 28 23.pdf - Building Department Customer Service Procedure - P9A - Final Edit 28 02 23.pdf
Final Approval Date:	Feb 28, 2023

This report and all of its attachments were approved and signed as outlined below:

Elana Arthurs

Building Department – Customer Service Policy

Approved By: Council
Approval Date: TBD
Effective Date: TBD
Revision Date:

Policy Statement

To outline the responsibilities of the customer and expectations of staff to provide for effective, efficient and accessible customer service.

Staff will provide the best customer service possible and are empowered to make decisions to ensure that each customer experience is meaningful, fair and respectful.

Equally, our customers are responsible for behaving in a respectful manner to promote an environment that can be shared by all. The success of the Building Department depends on our ability to work and perform functions in the most effective and efficient ways, balancing the needs of the individual with the overall needs of the community as a whole.

Preamble

Summary from Ontario Building Officials Association 'A Guide For New Chief Building Officials And Municipal Councils':

In providing a public service, building officials are expected to interact in a professional and courteous manner and to be helpful and willing to educate at all times.

However, this can be interpreted as contrary to the objectives of the building official when enforcing construction regulations that protect the health and safety of the public. The public and elected officials must concede that customer service does not imply that the building official must be accommodating to the wishes of the applicant or builder and simply give them what they want.

A building official must be respectful to the people they are dealing with, not only when compliance is being gained voluntarily, but also when dealing with difficult enforcement situations. Good customer service does not cost anything.

It is an important distinction that the foremost responsibility of the Building Official, which inherently extends to all Building Department staff, is noted in Policy P4 to

'Always act in the public interest, particularly with regard to the safety of building works and structures.

Recognizing that work volume can influence customer service levels by virtue of reduced response capacity and longer response times, this Policy and associated Procedure is written and implemented on the basis that Municipal operations are occurring normally and not otherwise impacted by emergency situations or staff absences.

Purpose

To ensure all communications focus on, and adhere to, the Building Department's commitment to customer service through: accountability, dedication, honesty, respect, and teamwork. This Policy and the associated Procedure will establish the Building Department's customer service standard ensures a consistent, standard practice that reflects the Building Department's commitment to customer service excellence.

This Policy and corresponding Customer Service Procedure – P9A will outline the requirements and expectations of staff to review, research and respond to the large variety of inquiries received by the Building Department.

The Building Department recognizes that work volume can influence customer service levels by virtue of reduced response capacity and longer response times. Further, the Building Department is required to meet legislative obligatory timelines. Building Officials are frequently out of the office, as the position requires, is reflected in the response times of inquiries and responses. Targeted response times will be discussed in the procedure.

Application: This policy applies to all Building Department staff, or any other individual undertaking any portion of those duties.

Exclusions: None

References & Related Policies:

Code of Conduct — Chief Building Official P4

Code of Conduct Policy A14

Complaint Handling Policy A23

Customer Service Procedure – Building Department P9A

Ontario Building Officials Association – 'A Guide for New Chief Building Officials and Municipal Councils', ([CBO Guide - OBOA - Ontario Building Officials Association](#))

Review Cycle: This policy shall be reviewed on an as needed basis.

Building Department – Customer Service Procedure

Approved By: Jointly – Chief Building Official and CAO
Approval Date: TBD
Effective Date: TBD

Procedure Statement

To establish customer service standards for the Building Department to ensure a consistent standard practice that reflects the Building Department's commitment to customer service excellence and accessibility, while acknowledging the unique responsibilities of the department.

Purpose:

This procedure will outline the requirements and expectations of Building Department staff to respond to inquiries associated with the Department. This procedure recognizes the need for Building Department staff to frequently complete in-depth research and review of various materials.

Application: This policy applies to all Building Department staff, or any other individual undertaking any portion of those duties.

Exclusions: None

References & Related Policies:

Building Code Act, 1992 & O/Reg. 332/12, as amended
Building Customer Service Policy P9
Code of Conduct — Chief Building Official P4
Code of Conduct Policy A14
Complaint Handling Policy A23

Review Cycle: This procedure shall be reviewed on an as needed basis.

Preamble

Building Department staff are frequently required to be out of the office. This has a direct impact on reasonable response times. The majority of the Department's workload is bound by various pieces of legislation such as the Building Code Act, the Planning Act, and many other applicable laws. Completing these tasks by their respective legal deadline must be prioritized over duties that are not governed by law. The Building Department recognizes that work volume can also influence customer service levels by virtue of reduced response capacity and longer response times.

Procedure

The following customer service procedures shall be followed by Building Department staff and, where applicable, shall be applied in accordance with the Township's accessibility and other related policies and procedures:

- 1) It is recognized that there are various methods of communication available to the public to correspond with staff, and that not all communication warrants a response. This procedure is only meant to address non-anonymous correspondence that is delivered by means of in-person, telephone, or written (letter, email, fax) communication and where a response is required.
- 2) Township staff, not operating in a capacity for the Building Department, should endeavour to direct the customer to the Building Department Administrator or the requested staff member.
- 3) If available, the Building Department Administrator (or alternate Department staff) will attend to walk-in customers immediately. If the attending staff member is unable to address the customers needs, or reach the customers desired staff; the following course of action should be taken:
 - a) Record name (confirm spelling if needed), phone number, email address (if desired), address of property, and the general nature of visit.
 - b) If the contact information is going to be transferred to another staff member, the customer shall be made aware and informed that someone will reach out within two (2) business days.

- c) The procedures for staff assigned to complete the inquiry are covered later in this document.
- 4) Building Department staff will answer calls within three (3) rings, when feasible. Staff will attempt to address customer's needs if possible. If not, the same course of action should be taken as if the customer was attending in-person. The following additional consideration should be adhered to:
 - a) If the message is transferred to a specific staff member on the day it was delivered (delivered being the day that the customer communicates it), no further action is required by the initial staff member. If the message is not re-assigned on the day of delivery, the initial staff member is to communicate with the customer what action has been taken.
- 5) Written communication (letter, email, fax) shall be acknowledged within two (2) business days after delivery. Communication that is being transferred to another staff shall follow the same additional considerations as telephone messages.
- 6) When an initial correspondence has been transferred from one staff member to another, the receiving staff member shall acknowledge receipt of the transfer.
- 7) Communications received after the end of the business day, over the weekend, or over holidays will be considered to be delivered on the next business day.
- 8) Inquiries received by the Building Department will fall under one of three categories; Non-technical, Technical, or Highly Technical. In determining the appropriate category, consideration shall be given to either:
 - i) The amount of effort required to formulate a reasonable response, or;
 - ii) How in-depth and technical the response will need to be.
 - a) A non-technical inquiry can usually be answered using the staff members general knowledge but may require the need to confirm their interpretation with additional staff. The response is likely general in nature or composed with limited references.
 - b) A technical inquiry may require the staff member to review a technical document and it may be necessary to perform a small amount of research. The response could be technical in nature with specific references to applicable documents.

- c) A highly technical inquiry will typically require the staff member to complete a degree of research to formulate a response. The response may be technical in nature with specific reference documents being addressed.
- 9) Staff members who are responsible for the research, review, or response to a given inquiry, shall adhere to one of the following response protocols listed below. The acceptable proposed timelines are covered further on in this document.
- a) A non-technical inquiry during sustainable departmental workload or during a time of high-volume departmental workload shall be responded to within two (2) business days.
 - b) A technical, or highly technical, inquiry during sustainable departmental workload, or during a time of high-volume departmental workload, shall be acknowledged within two (2) business days and accompanied by proposed timeline for a full response.
- 10) Proposed timelines are intended to inform customers and help manage expectations when submitting an inquiry to the Building Department. They also provide staff with a clear due date in order to help manage their own work flow. The timeline proposed should be the maximum amount of time that will be required to complete the given research, review, and/or response. Clauses a) – c) will outline some of the criteria that will be considered when selecting an appropriate timeline. Notwithstanding the items listed below, other mitigating factors may be considered when determining an appropriate timeline.
- a) The priority in which inquiries are completed will be based on the following criteria:
 - i) Items governed by legislated timelines.
 - ii) Items that require a response in order to not unduly stall a project where a building permit has been issued.
 - iii) Items that require a response in order to not unduly stall a project that has an application being assessed.
 - iv) Items not listed in i – iii.
 - b) The following is a break down of acceptable response times based on technicality of the inquiry or required response:
 - i) Non-technical – 2-3 business days

- ii) Technical – 5-10 business days
 - iii) Highly technical – 10-15 business days
 - c) When experiencing a period of high-volume departmental workload staff may choose not to establish a specific timeline. The absence of a completion date only means that a specific timeline, in number of days, cannot reasonably be established. Communication between staff and the customer is still to occur during the processing of the inquiry, and the two (2) day acknowledgment is still to be given.
- 11) If a customer is unaccepting, or unhappy, with the proposed timeline, staff can offer solutions to help the customer play a more significant role in obtaining the information they are seeking.
- a) Help them compile a list of what documents may help in achieving a self-directed solution and where to locate them.
 - b) Inform them that there may be a qualified professional, within the private sector, that could aid in their inquiry. Staff will not refer to a specific entity.
 - c) If applicable, staff could suggest that the customer provide a report, from themselves or a qualified professional, that identifies a proposed interpretation and supporting rationale.
- 12) In all circumstances, target timelines are intended to be minimum standards. Special and extenuating circumstance may apply. Staff should always endeavor to provide responses in a timelier manner.
- 13) If the initial proposed timeline cannot be adhered to, additional correspondence is to take place with the customer and another estimate is to be provided. The proposed timeline shall only be extended one time. If an extenuating circumstance requires another extension, the staff's direct manager is to be consulted for approval.
- 14) Staff will include, in their signature line, their normal working hours when responding to a customer.
- 15) Staff shall include an alternate contact when out of the office for an extended period of time.
- 16) To enhance transparency, a key component in customer service, the CBO will:
- a) Inform the CAO, if the Building Department declares a high-volume departmental workload situation for over 15 consecutive days.

- b) Bring a report to Council, if the Building Department declares a high-volume departmental workload situation for over 30 consecutive days.

Recommendation:

That the Public Works-2023-03 report, dated March 7, 2023 regarding Indacom Drive Lot 3 Update be received; and

That Council approve an upset limit of \$10,000 from the Indacom Drive Reserve to cover the cost of the Topographic Survey - \$2,925.00 + applicable taxes to Cambium and the Slope Stability Grading Plan - \$5,000 + applicable taxes to Engage Engineering.

Overview:

Following is a brief history on the subject matter. The Township owned a large piece of property at the corner of County Road 4 and Highway 28, where 2 industrial lots were created, with a concept for potentially 2 more, as well the creation of Indacom Drive. The two lots that were created were sold which left a possible third lot and fourth lot to be divided and further determined if they were suitable for sale and development.

In 2017 an ORCA permit was issued to allow the Township to deposit fill material on the property in order to bring it up to grade. In the summer of 2021, staff was made aware that the Township had exceeded the amount of fill that was allowable and violated the ORCA permit. Staff met ORCA on site and has been cooperative in looking for a solution to become compliant.

Ultimately the excess fill must be removed although it has also come to our attention that the wetland adjacent to the fill placement has been compromised and to further complicate the issue the ability to remove the fill without further impacting the wetland and compromising the slope stability could be a problem and require additional remedial work. The goal is to gain compliance via issuance of an ORCA permit first, move quantities of fill from an unstable slope and to second, stabilize both the existing fill site, and the receiving fill areas.

The work will require the Township relocate the fill from this location, to the southwest corner of the Township property between Indacom Drive and the arena parking lot. The Township is required to have a topographic survey in support of the site grading plan and a slope stability grading plan prior to proceeding.

Conclusion:

The Township is working toward compliance with ORCA and the associated permits. It is anticipated that the survey will be completed in the spring when the weather improves followed by the grading plan. Staff will then come back with a report on the proposed remedial work and related costs.

Financial Impact:

To date the Township has incurred costs of \$20,622.45 on the subject property for various studies including a geotechnical and slope stability study to satisfy ORCA's requests.

The Township has been provided with estimates for the subject works which are approximately;

Topographic Survey – \$2,925 - Cambium

Slope Stability Grading Plan - \$5,000 – Engage Engineering

Remedial Works Estimate - \$150,000 - \$200,000 – Drain Bros.

The survey and the grading plan costs can be absorbed by the Indacom Drive Reserve which currently has a balance of \$ 15,597.00

Strategic Plan Applicability:

To effectively respond to the challenges of addressing the Township's municipal infrastructure needs as well as effectively managing the assets of the corporation.

Minutes of the Committee of the Whole of the Township of Douro-Dummer

February 14, 2023, 9:30 AM
Council Chambers in the Municipal Building

Present: **Mayor Heather Watson**
 Deputy Mayor Harold Nelson
 Councillor Thomas Watt
 Councillor Adam Vervoort
 Councillor Ray Johnston

Staff Present **CAO - Elana Arthurs**
 Acting Clerk Martina - Chait-Hartwig
 Interim Treasurer - Paul Creamer
 Manager of Public Works - Jake Condon
 Manager of Recreation Facilities - Mike Mood
 Fire Chief - Chuck Pedersen
 Acting CBO - Don Helleman
 Library CEO - Maggie Pearson

1. Call to Order

With a quorum of the Committee being present, the Acting Clerk called the meeting to order at 9:33 a.m.

2. Election of Chair and Vice Chair

Resolution 001-2023

Moved By: Deputy Mayor Nelson

Seconded By: Councillor Vervoort

That Councillor Watt be nominated for the position of Chair of the Committee of the Whole. Carried

Councillor Watt accepted the position of Chair.

Resolution 002-2023

Moved By: Mayor Watson

Seconded By: Councillor Watt

That Councillor Vervoort be nominated as Vice-Chair of the Committee of the Whole.

Carried

Councillor Vervoort accepted the position of Vice-Chair.

At this time Acting Clerk turned the meeting over to the Chair. (9:35 a.m.).

3. Land Acknowledgement

The Chair recited the Land Acknowledgement.

4. Disclosure of Pecuniary Interest:

The Chair reminded members of Committee of their obligation to declare any pecuniary interest they might have. None were declared.

5. Adoption of Agenda: February 14, 2023

Resolution 003-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That the agenda for the Committee of the Whole Meeting, dated February 14, 2023, be adopted, as circulated.

Carried

6. Delegations, Petitions or Presentations:

6.1 Weity Hamersma - Peterborough County Trails ATV Club

Resolution 004-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That Deputy Mayor Nelson speak to the County of Peterborough regards the request from Weity Hamersma and bring a report back to Council for discussion.

Carried

Resolution 005-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That the presentation from Weity Hamersma - Peterborough County Trails ATV Club regards a request to allow ATV's and Off-Road vehicles on a section of County Road 6 and County Road 44 be received.

Carried

7. Reports - Managers' Updates

7.1 Committee of the Whole - Grandfathering of Surface Treated Roads, Public Works-2023-01

Resolution 006-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That the report, dated February 14, 2023, regarding the Grandfathering of Surface Treated Roads be received for information and that the policy be brought to Council for approval of the changes made to Policy T27 – Criteria for Surface Treatment. Carried

7.2 Committee of the Whole - Department Update - November 2022 - January 2023, Public Library-2023-01

Resolution 007-2023

Moved By: Councillor Vervoort

Seconded By: Deputy Mayor Nelson

That Public Library Department Monthly Report - November 2022 to January 2023, Public Library-2023-01 be received. Carried

7.3 Committee of the Whole - Department Update - November 2022 - January 2023, Recreational Facilities-2023-01

Resolution 008-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That Parks and Recreation Department Monthly Report - November 2022 to January 2023, Recreation Facilities-2023-01 be received. Carried

7.4 Committee of the Whole - Department Update - November 2022 - January 2023 - Public Works-2023-02

Resolution 009-2023

Moved By: Councillor Vervoort

Seconded By: Deputy Mayor Nelson

That Public Works Department Monthly Report - November 2022 to January 2023, Public Works-2023-02 be received. Carried

- 7.5 Committee of the Whole - Department Update - November 2022 - January 2023 - Building Department-2023-01
Resolution 010-2023
 Moved By: Mayor Watson
 Seconded By: Councillor Vervoort
 That Building Department Monthly Report - November 2022 to January 2023, Building Department-2023-01 be received. Carried
- 7.6 Committee of the Whole - Department Update - November 2022 - January 2023 - Fire Services-2023-01
Resolution 011-2023
 Moved By: Councillor Vervoort
 Seconded By: Deputy Mayor Nelson
 That Fire Department Monthly Report - November 2022 to January 2023, Fire Chief-2023-01 be received. Carried
- 7.7 Committee of the Whole - Department Update - November 2022 - January 2023, Planning-2023-08
Resolution 012-2023
 Moved By: Mayor Watson
 Seconded By: Councillor Vervoort
 That Planning Department Monthly Report - November 2022 to January 2023, Planning -2023-08 be received. Carried
- 7.8 Committee of the Whole - Department Update - November 2022 - January 2023 - Finance/Treasurer-2023-05
Resolution 013-2023
 Moved By: Councillor Vervoort
 Seconded By: Deputy Mayor Nelson
 That Finance/Treasurer Department Monthly Report - November 2022 to January 2023, Finance/Treasurer -2023-05 be received. Carried

- 7.9 Committee of the Whole - Department Update - November 2022 - January 2023, Clerk's Office-2023-03

Resolution 014-2023

Moved By: Councillor Vervoort

Seconded By: Deputy Mayor Nelson

That Clerk Department Monthly Report - November 2022 to January 2023, Clerk -2023-03 be received. Carried

- 7.10 Committee of the Whole - Department Update - November 2022 - January 2023, C.A.O.-2023-06

Resolution 015-2023

Moved By: Deputy Mayor Nelson

Seconded By: Councillor Vervoort

That CAO Department Monthly Report - November 2022 to January 2023, CAO -2023-06 be received. Carried

- 7.11 Committee of the Whole - Council Portfolio - February 2023 - Mayor Watson

Resolution 016-2023

Moved By: Councillor Vervoort

Seconded By: Deputy Mayor Nelson

That Council Monthly Report - February 2023, Mayor Watson be received. Carried

- 7.12 Committee of the Whole - Council Portfolio - February 2023 - Deputy Mayor Nelson

Resolution 017-2023

Moved By: Councillor Vervoort

Seconded By: Deputy Mayor Nelson

That Council Monthly Report - February 2023, Deputy Mayor Nelson be received. Carried

7.13 Committee of the Whole - Council Portfolio - February 2023 - Councillor Watt

Resolution 018-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That Council Monthly Report - February 2023, Councillor Watt be received.

Carried

7.14 Discussion - Review of 2015-2018 Township Strategic Plan

Resolution 019-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That the staff arrange a Special Council meeting to review the current Strategic Plan, conduct a SWOT analysis with a discussion regarding community engagement in the development of the new plan and further that staff bring back a report regarding a structure for Council Committees.

Carried

8. New Business to be requested for next Meeting: None

9. Closed Session: None

10. Rise from Closed Session with or without a Report: None

11. Matters Arising from Closed Session: None

12. Next Meeting: Committee of the Whole - April 11, 2023

13. Adjournment

Resolution 020-2023

Moved By: Councillor Vervoort

Seconded By: Mayor Watson

That this meeting adjourn 10:55 a.m.

Carried

Chair, Tom Watt

Acting Clerk, Martina Chait-Hartwig

February 24, 2023

CL 3-2023, February 23, 2023
PHSSC 2-2023, February 14, 2023
COM-C 14-2023, February 14, 2023

DISTRIBUTION LIST***SENT ELECTRONICALLY***

Motion Respecting Declarations of Emergency for Homelessness, Mental Health and Opioid Addiction

COM-C 14-2023

Regional Council, at its meeting held on February 23, 2023, passed the following recommendation, as amended, of its Public Health and Social Services Committee:

Whereas Niagara Regional Council acknowledges that the challenges of homelessness, mental health and the opioid crisis are exceptionally complex issues that have a measurable and significantly detrimental impact on the residents of the Niagara region, including the loss of life;

Whereas addressing these issues places extreme stress on upper and lower-tier municipal programs and services, the Niagara Regional Police, Niagara Health, Emergency Medical Services and various non-profit service providers across the region;

Whereas the challenges of homelessness, mental health and opioids have seen a trend of becoming more prevalent in recent years and continue to have a significant impact on the Niagara community;

Whereas Niagara Region, through the staff in Community Services and Public Health, has taken many steps to address these issues with the development and provision of best-practice programming designed to mitigate their impact on the community;

Whereas Niagara Regional Council acknowledges that the challenges of homelessness, mental health and the opioid crisis are intrinsically diverse and should not be viewed as a single monolithic problem;

Whereas addressing these challenges will require strategies and tactics that are specifically designed for each of the unique issues;

Whereas Niagara Region accepts that the responsibility to address these challenges rests with multiple stakeholders, including the provincial government and its agencies;

Whereas 26 Niagara agencies within the Region, including Public Health and Emergency Medical Services, have collaboratively developed a Substance Use Prevention Strategy known as the Opioid Prevention and Education Network of Niagara, and are actively implementing it;

Whereas Niagara Region is a “Built for Zero” community that has accurate and timely data regarding its homeless population and delivers programs and services targeted for strategically helping those individuals experiencing homelessness;

Whereas the challenges of homelessness, mental health and opioid addiction are found throughout the entire province of Ontario and are not unique to Niagara;

Whereas Niagara Regional Council recognizes that municipal emergencies in Ontario are declared by the head of council as per the process detailed in the Emergency Management and Civil Protections Act; and

Whereas Niagara Regional Council acknowledges that the declaration of an emergency does not immediately result in a municipality receiving any additional funds or resources from senior levels of government.

NOW THEREFORE BE IT RESOLVED:

1. That the Regional Chair **BE DIRECTED** to formally issue three separate declarations of emergency, in the areas of homelessness, mental health and opioid addiction, as per the procedure outlined in the Emergency Management and Civil Protection Act;
2. That the Regional Chair **BE DIRECTED** to send correspondence to the Provincial Government requesting that action be taken on the eight measures proposed by the Association of Local Public Health Agencies (as previously endorsed by Regional Council on June 23, 2022), including:
 - a. Creation of a multi-sectoral task force to guide the development of a robust provincial opioid response plan that will ensure necessary resourcing, policy change, and health and social system coordination;
 - b. Expanding access to evidence informed harm reduction programs and practices including lifting the provincial cap of 21 Consumption and Treatment Service (CTS) Sites, funding Urgent Public Health Needs Sites (UPHNS) and scaling up safer supply options;
 - c. Revision of the current CTS model to address the growing trends of opioid poisoning amongst those who are using inhalation methods;
 - d. Expanding access to opioid agonist therapy for opioid use disorder through a range of settings (e.g. mobile outreach, primary care, emergency departments, Rapid Access to Addiction Medicine Clinics), and a variety of medication options;

- e. Providing a long-term financial commitment to create more affordable and supportive housing for people in need, including people with substance use disorders;
 - f. Addressing the structural stigma and harms that discriminate against people who use drugs, through provincial support and advocacy to the Federal government to decriminalize personal use and possession of substances and ensure increased investments in health and social services at all levels;
 - g. Increasing investments in evidence-informed substance use prevention and mental health promotion initiatives that provide foundational support for the health, safety and well-being of individuals, families, and neighbourhoods, beginning from early childhood; and
 - h. Funding additional and dedicated positions for public health to support the critical coordination and leadership of local opioid and substance abuse strategies;
- 3. That the Regional Chair **BE DIRECTED** to send correspondence to the Minister of Municipal Affairs and Housing requesting action be taken to correct the funding allocation model for homelessness based on the results of Auditor General's 2021 report which found that provincial funding in this area is incorrect;
 - 4. That the Regional Chair **BE DIRECTED** to send correspondence to the Ministry of Health and the CEO of Ontario Health requesting that the province immediately commit to fully funding gaps in mental health service as have been identified in the Needs Based Planning project by Niagara Ontario Health Team's Mental Health and Addictions Working Group, as well as funding ongoing annual increases as required by inflation and population need;
 - 5. That the Regional Chair **BE DIRECTED** to send correspondence to Federal Minister of Justice and Attorney General, David Lametti, and Federal Minister of Health, Jean-Yves Duclos, reaffirming Regional Council's October 22, 2020 motion urging the Federal government convene a task force to explore the legal regulation and decriminalization of all drugs in Canada;
 - 6. That the Regional Chair **BE DIRECTED** to send correspondence to the Association of Municipalities of Ontario (AMO) requesting that targeted advocacy be conducted in these areas, including the development of a singular motion that can be ratified by municipal councils across Ontario calling on the province to take immediate action;
 - 7. That Niagara Region, through its Public Health and Social Services Committee, **URGE** the federal government to declare homelessness as a humanitarian crisis; and

8. That this motion **BE CIRCULATED** to the local area municipalities, all municipalities in Ontario, the Federation of Canadian Municipalities (FCM), and local MPs and MPPs.

Yours truly,



Ann-Marie Norio
Regional Clerk
:kl

CLK-C 2023-019

Distribution List:

Local Area Municipalities
All Ontario Municipalities
Federation of Canadian Municipalities
Chris Bittle, Member of Parliament, St. Catharines
Vance Badawey, Member of Parliament, Niagara Centre
Tony Baldinelli, Member of Parliament, Niagara Falls
Dean Allison, Member of Parliament, Niagara West
Jennie Stevens, Member of Provincial Parliament, St. Catharines
Jeff Burch, Member of Provincial Parliament, Niagara Centre
Wayne Gates, Member of Provincial Parliament, Niagara Falls
Sam Oosterhoff, Member of Provincial Parliament, Niagara West

The Corporation of the Township of Douro-Dummer

By-law Number 2023-13

Being a By-law of The Corporation of the Township of
Douro-Dummer to confirm the proceedings of
the Regular Council Meeting held on the 7th day March, 2023 in the Township
Council Chambers

The Municipal Council of The Corporation of the Township of Douro-Dummer Enacts as follows:

1. **That** the action of the Council at its regular meeting held on March 7th, 2023 in respect to each motion, resolution, and other action passed and taken by the Council at its said meeting is, except where prior approval of the Local Planning Appeal Tribunal is required, hereby approved, ratified, and confirmed.
2. **That** the Mayor and the proper officers of the Township are hereby authorized to do all things necessary to obtain approvals where required, and to execute all documents as may be necessary in that behalf and the Acting Clerk is hereby authorized and directed to affix the Corporate Seal to all such documents.

Passed in Open Council this 7th day of March, 2023.

Mayor, Heather Watson

Acting Clerk, Martina Chait-Hartwig