



The Corporation of the Township of Brock
Committee of the Whole Agenda

Monday, June 26, 2023, 3:00 p.m.
Virtual Meeting

Pages

1. **Zoom Link**
Join Zoom Meeting
<https://us06web.zoom.us/j/82739977844?pwd=UIBDSIdhYURFTVpTMXZ2YWtsTUN6dz09>
2. **Call to Order & Moment of Silence - 3:00 p.m.**
3. **Land Acknowledgement**
It is important to begin each public gathering with a Land and Territorial Acknowledgement, to recognize the Indigenous people for being good stewards of the land and environment, here where we are meeting today. The Township of Brock has traditionally been a hunting and fishing ground for First Nations people. We reside on and benefit from the Williams Treaty Territories, on the land of the Mississaugas and Chippewas. May we share the land as long as the sun rises, the grass grows and river flows.
4. **Disclosure of Pecuniary Interest and Nature thereof**
5. **Presentations**
 - 5.1 Core Services Review Presentation 6
Performance Concepts

Recommendation:
BE IT RESOLVED THAT the presentation by Performance Concepts with respect to Lakeridge Health Community Update be received for information.
6. **Delegations / Petitions**
 - 6.1 Lakeridge Health Community Update 41
Cynthia Davis, President and CEO
Lakeridge Health

Recommendation:

BE IT RESOLVED THAT the presentation by Cynthia Davis, President and CEO of Lakeridge Health with respect to Lakeridge Health Community Update be received for information.

7. Sub-Committees

7.1 Finance Committee (Mayor Schummer - Chair)

- 7.1.1 Report 2023-FI-015, 2023 Golf Tournament Application funding-2nd Intake 48
Manager of Accounting

Recommendation:

BE IT RESOLVED THAT Report 2023-FI-015, Charity Golf Tournament Application Funding-2nd Intake be received; and THAT Committee approve the disbursement of funds as outlined in Attachment No.1.; and THAT this recommendation be ratified at the June 26 Council meeting.

- 7.1.2 Report 2023-FI-016 - Delegate Authority to Municipal Treasurer/Deputy Treasurer Bylaw 52
Property Tax Collector/Manager of Accounting

Recommendation:

BE IT RESOLVED THAT Report 2023-FI-016 to delegate specific authority to the Treasurer/Deputy Treasurer, be received;
THAT Council permit the Treasurer to enter into an extension agreement with a property owner to allow for payments to be made on an arrears account over the next seven (7) months to bring the account to current; AND
THAT Council consider Bylaw #3201-2023 to designate authority to the Treasurer/Deputy Treasurer to enter into and authorized extension agreements on behalf of Council; and THAT this recommendation be ratified at the June 26, 2023 Council meeting.

7.2 Operations Committee (Councillor Pettingill - Chair)

- 7.2.1 Report 2023-OP-004 - Tender B2023-PW-19 Ultrathin Resurfacing and Supply and Installation of Speed Humps 56
Director of Public Works

Recommendation:

BE IT RESOLVED THAT Report 2023-OP-004, tender B2023-PW-19 Ultrathin Resurfacing and Supply and Installation of Speed Humps be received; and
THAT staff be authorized to proceed with the recommendation of awarding the tender to Tri Son Contracting Inc. in the amount of \$246,717.00 (Excl. HST); and
THAT this recommendation be ratified at the June 26, 2023 Council meeting.

- 7.2.2 Report 2023-OP-003 - Tender B2023-PW-20 Slurry Seal Director of Public Works 59

Recommendation:

BE IT RESOLVED THAT Report 2023-OP-003, Tender B2023-PW-20 Slurry Seal be received; and
THAT staff be authorized to proceed with the recommendation of awarding the tender to Duncor Enterprises Inc. in the amount of \$167,620.95; and
THAT this recommendation be ratified at the June 26, 2023 Council meeting.

- 7.3 Parks, Recreation and Facilities Committee (Councillor Campbell - Chair)
- 7.4 Tourism & Economic Development Committee (Councillor Frank - Chair)
- 7.5 Protection Services Committee (Councillor Canavan - Chair)
 - 7.5.1 Report 2023-PS-011, By-Law Enforcement Policy Clerk & By-law Enforcement Branch & Development Services 62

Recommendation:

BE IT RESOLVED THAT report 2023-PS-011 entitled "By-Law Enforcement Policy, be received; and
THAT Council adopt the By-Law Enforcement Policy attached as Appendix "1" to report 2023-PS-011.

- 7.6 Development Services Committee (Councillor Doble - Chair)
- 7.7 General Government Committee (Regional Councillor Jubb - Chair)
 - 7.7.1 Report 2023-GG-019 - Tile Loan Application – Candice Greer – Lot 10, Concession 11, Cannington Acting Deputy Clerk 76

Recommendation:

BE IT RESOLVED THAT Report 2023-GG-019, Tile Drainage Loan Application submitted by Candice Greer for the property Lot 10, Concession 11 be received; and

THAT Council approve the tile drain loan and pass the required Rating By-law 3202-2023; and

THAT Council approve the withdrawal of \$50,000 from By-law 2153-2008-FI leaving a remainder of \$72,400; and

THAT Staff submit the Rating By-law 3202-2023 and Schedule A to the Region of Durham and the

Ministry of Agriculture, Food and Rural Affairs; and

THAT this recommendation be ratified at the Council meeting held on June 26, 2023.

- 7.7.2 Report 2023-GG-020 - Tile Loan Application – Jason Creighton – Lot 9, Concession 11, Cannington
Acting Deputy Clerk

80

Recommendation:

BE IT RESOLVED THAT Report 2023-GG-020, Tile Drainage Loan Application submitted by Jason Creighton for the property Lot 9, Concession 11 be received; and

THAT Council approve the tile drain loan and pass the required Rating By-law 3202-2023; and

THAT Council approve the withdrawal of \$20,500.00 from By-law 2153-2008-FI leaving a remainder of \$51,900.00; and

THAT Staff submit the Rating By-law 3202-2023 and Schedule A to the Region of Durham and the

Ministry of Agriculture, Food and Rural Affairs; and

THAT this recommendation be ratified at the Council meeting held on June 26, 2023.

- 7.8 Climate Committee (Councillor Pettingill - Chair)

8. Closed Session

Recommendation:

BE IT RESOLVED THAT Committee of the Whole proceed into a Closed Meeting at ____ a.m. p.m. to discuss the following matters:

- a proposed or pending acquisition or disposition of land by the municipality or local board pursuant to Section 239(2)(c) of the Municipal Act with respect to Ball Avenue

8.1 Sale of Land - Ball Avenue

9. Rise from Closed Session

Recommendation:

BE IT RESOLVED THAT Committee of the Whole rise & report from Closed Meeting at TIME a.m. p.m.; and, THAT Committee endorse all direction provided to staff, at the Closed Meeting of Committee of the Whole, held on June 26, 2023.

10. Other Business

11. Public Questions and Clarification

12. Adjournment

Recommendation:

BE IT RESOLVED THAT the Committee of the Whole meeting adjourn at this TIME a.m. p.m.

Core Service Review

Council's Strategic Priorities:
Establishing ***Wildly Important Goals (WIGs)***



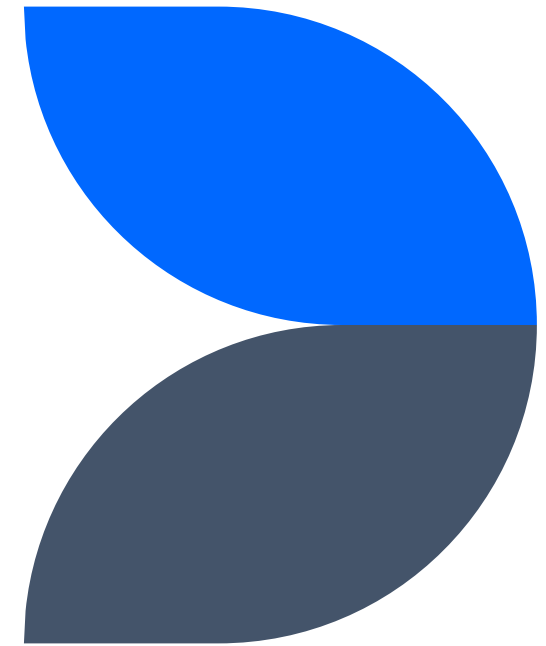
June 26th, 2023

Agenda

- Progress to Date
- Overview of Wildly Important Goals
- Identifying WIGs
- Prioritizing the WIGs
- Fiscally Responsible WIGs
- Modernized Services WIGs
- Towards Council Endorsed WIG Clusters
- Next Steps & Council Feedback

Progress to Date:

**Towards Council's
Strategic Priorities
Framework**



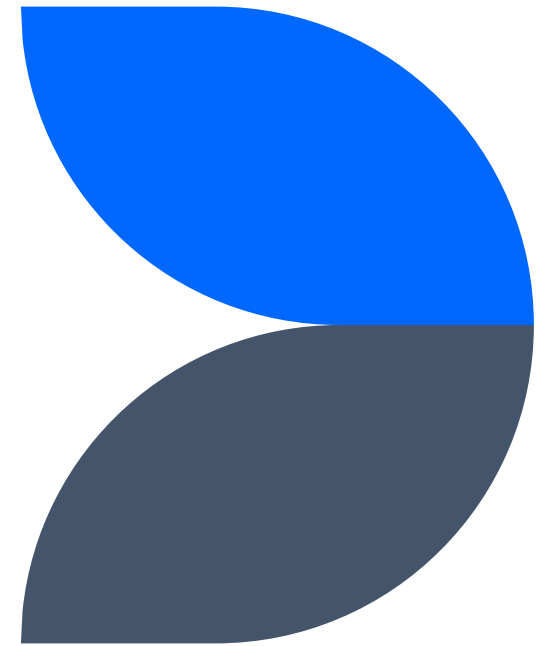
Progress to Date

1. KPIs + Service Delivery Targets
2. Brock *Situation Analysis*
3. Council's *Strategic Performance Brand*
4. *WIGs Identification Workshop*



Revisiting Concept of Wildly Important Goals (WIGs)

An Overview



Relentless Focus Amidst Change

“The Main Thing is to Keep the Main Thing the Main Thing.”

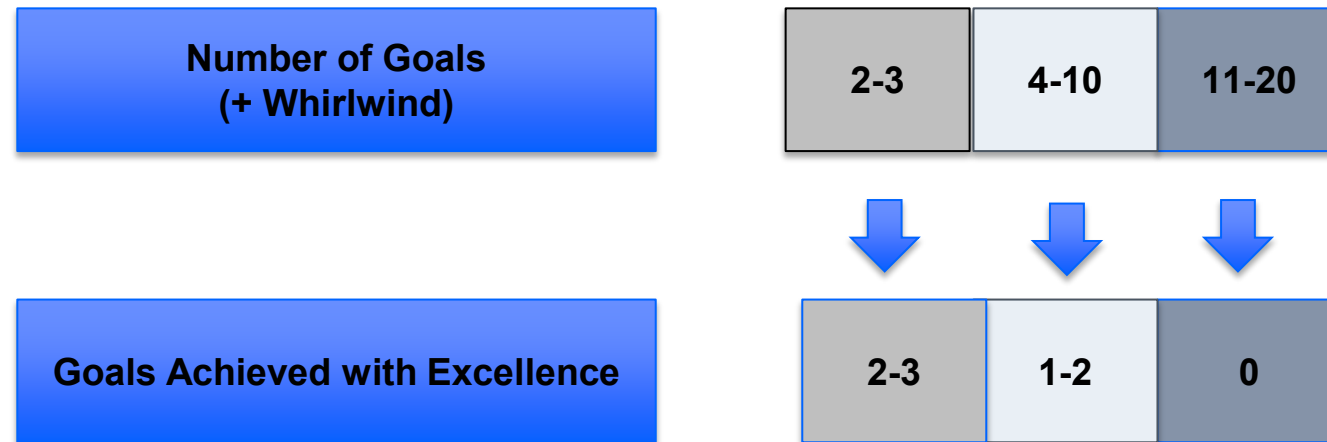
Management Guru
Stephen Covey

“If you’re currently trying to execute five, ten, or even twenty important goals, the truth is that your team can’t focus. This lack of focus magnifies the intensity of the whirlwind, dilutes your efforts, and makes success almost impossible.”

4 Disciplines of Execution



Setting Wildly Important Goals: The Law of Diminishing Returns



The fundamental principle at work is that human beings are genetically hardwired to do one thing at a time with excellence.



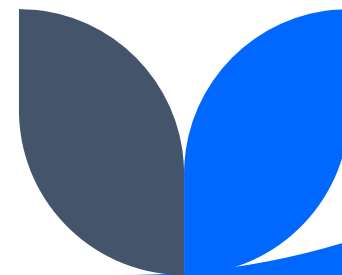
The Ultimate Goal Statement...

From X to Y by When

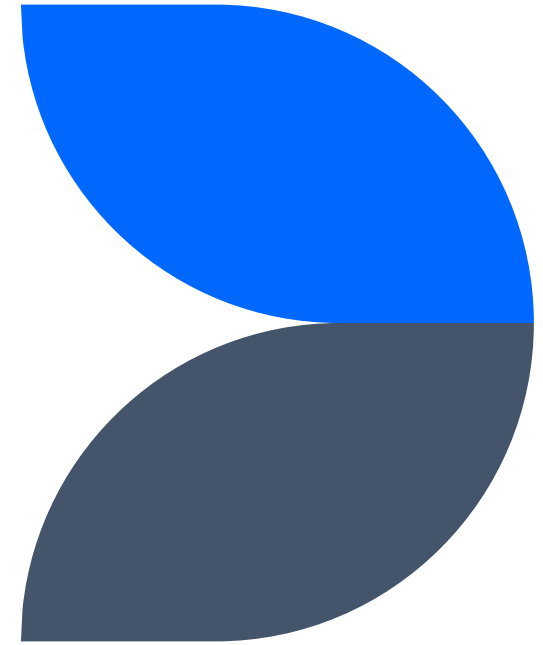
“I believe that this nation should commit itself to achieving the goal, before this decade is out, of landing a man on the moon and returning him safely to the earth.”

President Kennedy 1961

When a team moves from having a dozen we-really-hope goals to one or two no-matter-what goals, the effect on morale is dramatic. It's as though a switch exists in every team member's head called "Game on!" If you can throw that switch, you have laid the foundation for extraordinary execution. When President Kennedy said to the moon and back by the end of the decade, he threw that switch.



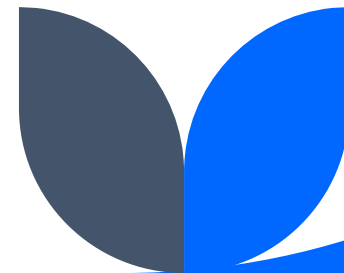
Identifying Brock WIGs



Identifying Wildly Important Goals (WIGs)

Council should consider the categories identified in the *As Is Situational Analysis* when establishing WIGs:

- Moving to “One Brock”
- Asset Rationalization
- Addressing Fiscal Realities
- Modernized Service Delivery



Establishing Wildly Important Goals (WIGs)

Following the philosophy as outlined in The 4 Disciplines of Execution (4DX), the setting of Wildly Important Goals is designed to align desired outcomes (goals) with actions and timelines.

The formula for a WIG is:

ACTION + TIMEFRAME = OUTCOME

We start the process with the outcome in mind, Council must have an expectation of the actions to be taken and a realistic timeline for achieving the outcome (goal).



Establishing Wildly Important Goals (WIGs)

Sample Wildly Important Goal (WIG):

Wildly Important Goal = Weight loss of 10 lbs.

Todd will **cycle 60 minutes a day** & forego his much-loved weekly pizza at the Second Wedge to **lose 10 lbs.** by **July 31st.**

(**actions** + **timelines** = WIG achievement)



Prioritizing Brock's WIGs

Prioritizing Wildly Important Goals (WIGs)

- Municipal Councils can sometimes fall victim to the urge to have too many simultaneous priorities. It is hard to say no to good ideas.
- Importantly, the management science is clear. If you try to focus on 10 priorities simultaneously, you will achieve none; thereby actually having no priorities.
- Council's non-strategic agenda will be a mile wide and an inch thick. You will fail (according to the manage science)
- We need to guard against this trap!

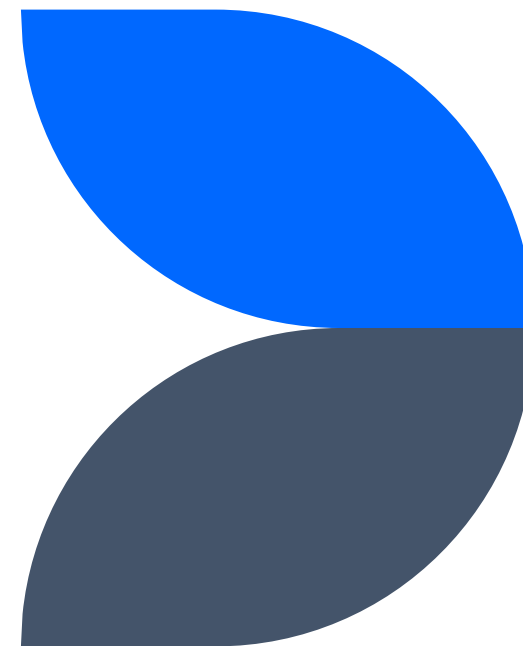


Prioritizing Wildly Important Goals (WIGs)

- Focusing on a small number (2-3) Wildly Important Goals at any given point in time is the recipe for strategic success.
- Council endorsed clusters of 2-3 Wildly Important Goals (aligned with its Results Brand) will drive the technical aspects of the Core Service Review and will inform future budget cycles and operational planning at Brock.
- *Completed Wildly Important Goals can/should be replaced over time with new ones.* In this sense, Council may have 10 WIGs (strategic priorities) but chooses to deal with them in clusters of 2 or 3 at a time.



“Financially Responsible” WIGs



Brand: *Financially Responsible Council*

- Focused on actions to become 'One Brock' re. a sustainable asset/facilities model
- Addressing Brock's asset management unfunded liability
- Ensuring existing assets/facilities/services are properly funded and maintained before adding new ones
- Divesting assets that no longer provide good value for money

WIG #1 - “One Brock” AMP

Complete a Core Services Asset Management Plan that embraces a “One Brock” approach to facilities rehab/reconstruction & divestiture

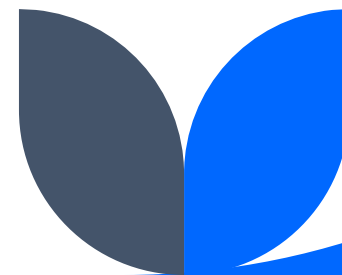
- *Conduct a condition assessment of all buildings/facilities to establish priority and plan for rehab/reconstruction projects.*
- *Council approval by mid-2024*



WIG #2 - Multi-Year Roads Sustainability Plan

Create a Roads Sustainability multi-year business plan that incorporates targeted levels of proactive surface maintenance hours/\$ as well as required capital upgrades to maintain or improve Pavement Quality scores

- *Create business plan in 2024 & begin implementation in 2025 budget cycle*
- *Monitor Pavement Quality and report on reduction in capital unfunded liability by end of 2025*



WIG #3 - “State of the Infrastructure” Annual Report



Deliver “State of the Infrastructure” annual reports to Council in order to track progress in reducing unfunded liabilities identified in the Asset Management Plan and maintain momentum around identified asset/facility divestiture commitments

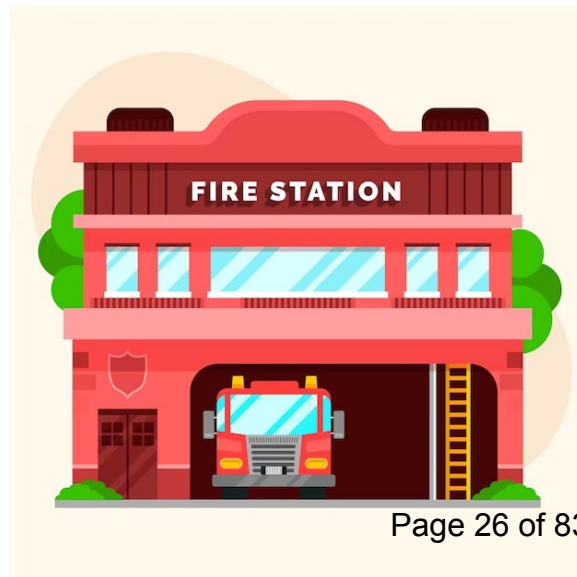
- *Deliver initial “State of the Infrastructure Report in Q1 2025*



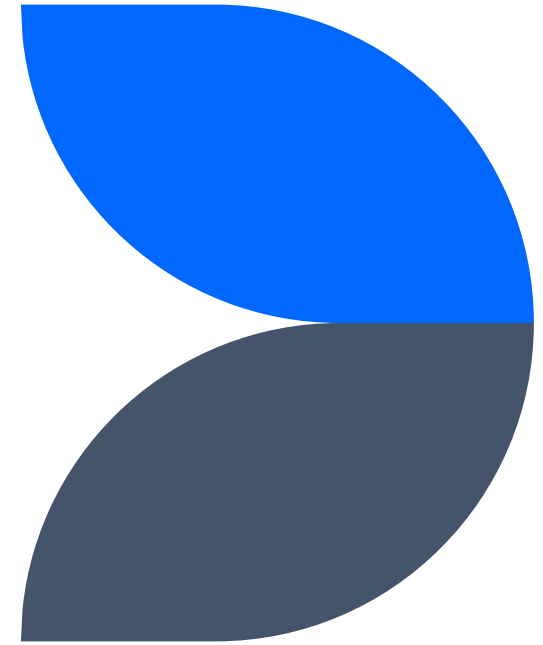
WIG #4 - Fire Station Location Review

Execute a Fire Station Location Review to evaluate the feasibility of modifying the existing 3-station model in Brock.

- *Execute Station Location Review in Q1-2 2024 in order to inform Core Services Asset Management Plan due in mid-2024*



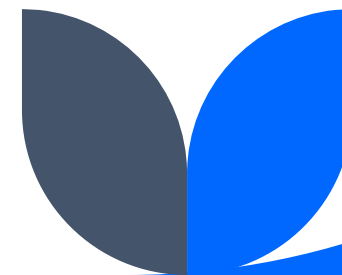
“Modernized Services” WIGs



Brand: Modernizer Council



- Focused on investing in modern technology tools to provide more efficient service delivery
- Measuring service results and setting targets linked to budget cycle and outcomes
- Implementing policies and programs to modernize operations and ensure continuous improvement
- Partnering with other municipalities or community groups to lower costs of service delivery

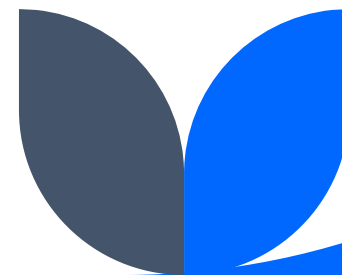


WIG #5 - Annual Budget to be Informed by Results Targets and Reporting

Transform Brocks annual budget cycle by introducing service delivery RESULTS TARGETS and Key Performance Indicator (KPI) RESULTS REPORTING

- *Pilot Implementation in 2024 budget cycle followed by full Implementation for all Brock core services in 2025*

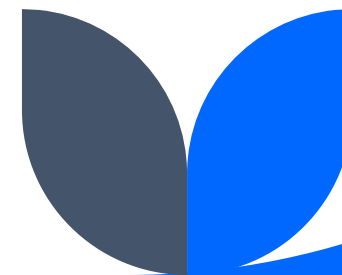
KPI
(Key Performance Indicators)



WIG #6 - Implement Work Order Technology Solution

Implement a state-of-the-art Work Order/Maintenance Management technology solution in order to deliver planned maintenance programs across Brock's network of roads, bridges, culverts, parks, sports fields, arenas, and cemeteries

- *Secure & configure the technology solution in 2024 and "go live" January 1st 2025*



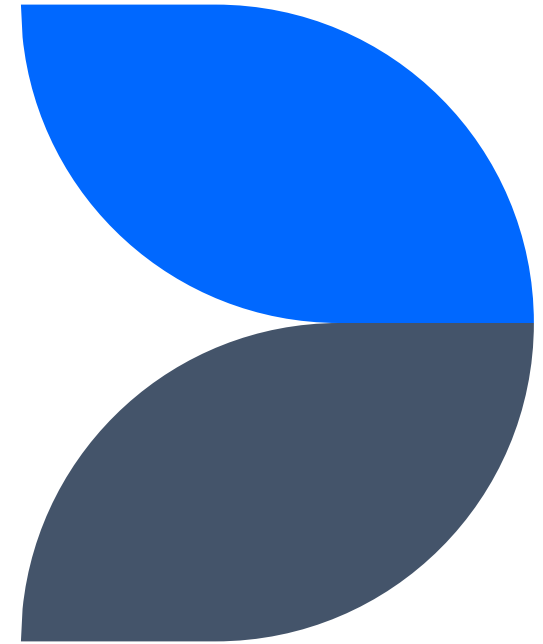
WIG #7 - Initiate Formal Shared Services Program

Initiate a formal/on-going Shared Services program with North Durham (or other) municipal partners

- *Create a service sharing program “framework” for evaluating service sharing proposals by mid-2024*
- *Select/begin implementing a pilot service sharing deal before the end of 2024*



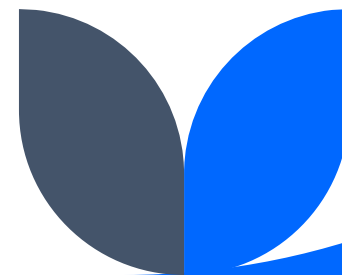
Towards Council Endorsed WIG Clusters



Achieving Strategic Priorities via *Relentless Focus*

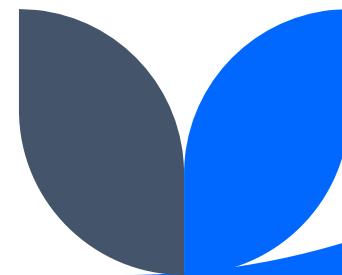
- For strategic success, Council must focus simultaneously on a small number (2-3) Wildly Important Goals (aligned with its Results Brand) at any given point in time.
- The WIGs have been organized into clusters that allow for a phased execution.

“Do Now...Do Next”



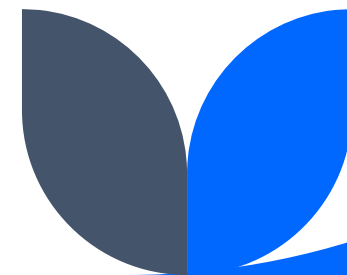
WIG Cluster #1

- The recommended “*Do Now*” 1st WIG cluster requires action immediately and over the next year to:
 - i) Meet pending legislative requirements
 - ii) Achieve a sustainable asset/facilities model
 - iii) Begin to modernize operations to achieve efficiencies



Cluster #1 - *Do Now* WIGs

- WIG #1 - 'One Brock' AMP
- WIG #2 - Multi-Year Roads Sustainability Plan
- WIG #6 - Implement Work Order Technology Solution



Cluster #2 - *Do Next* WIGs

- WIG #3 - “State of the Infrastructure” Annual Report
- WIG #5 - Annual Budget to Be Informed by Results Targets and Reporting



Cluster #3 - *Do Next* WIGs

- WIG #4 - Fire Station Location Review
- WIG #7 - Initiate Formal Shared Services Program



Next Steps

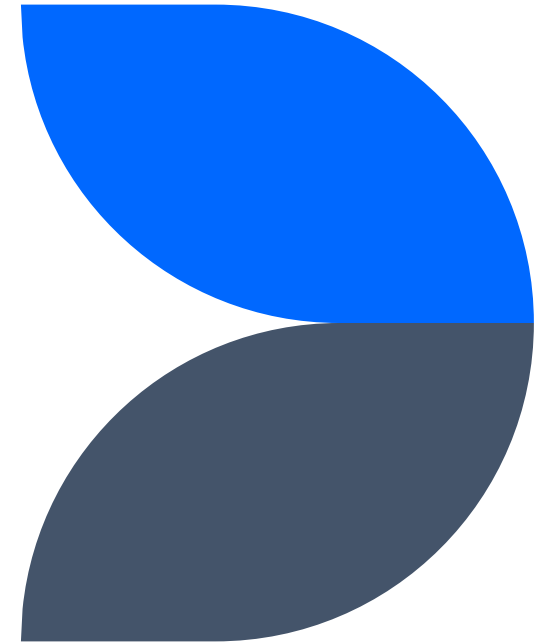
Core Service Review

- Working with Brock CAO/Management Team to finalize the service rationalization (triage) tools. *(To be completed early September)*
- Public Information Charrette. *(To be completed mid September)*
- Presentation of Final Report and Implementation Roadmap to achieve the WIGs. *(To be completed late September)*



Council Taking Ownership

Questions/Comments/Feedback





One System.
Best Health.

Lakeridge Health Update to the Township of Brock

June 26, 2023

Page 41 of 83



Lakeridge
Health

One System. Best Health.

- Relentlessly pursuing and leading a robust strategy of health system integration.
- Connecting services from primary care to community care to hospitals to long-term care so they work as one.
- Empowering people to live their best health.



Lakeridge
Health



Lakeridge Health Capital Projects



- Jerry Coughlan Health & Wellness Centre will provide increased access to modernized services to Durham Region including a new Surgical Centre.



- Lakeridge Gardens celebrated its first anniversary.
- Looking to the future: new vision for senior's care across Durham Region.



- Lakeridge Health completed the Stage 2 submission for the Bowmanville Hospital Redevelopment in December 2022.



- Independent site selection panel recommended the Whitby site.
- Will add an estimated 600 beds to Durham Region.

Together, Best Mental Health

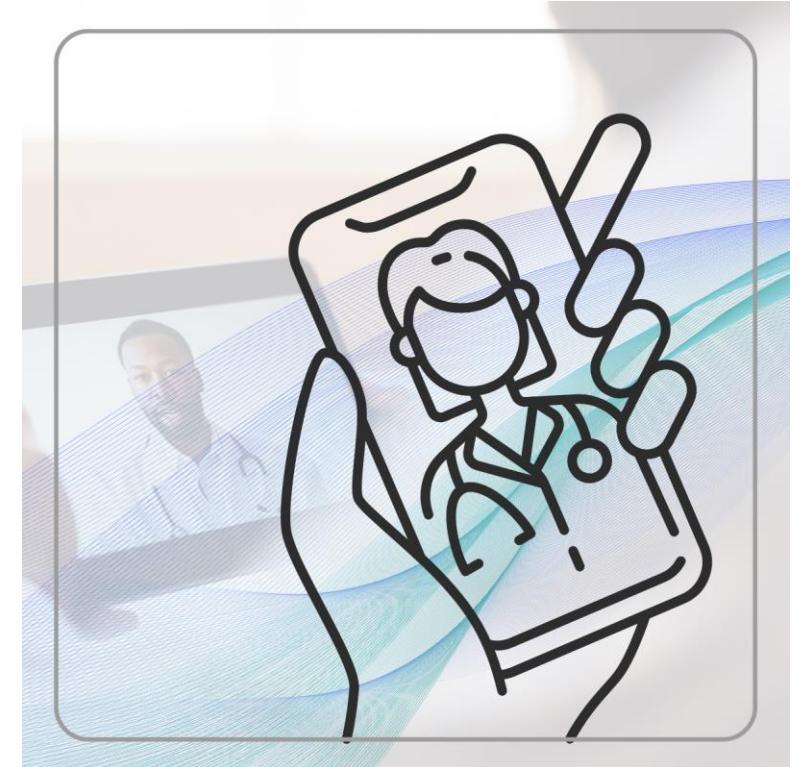
New Mental Health Strategic Plan

- The roadmap to deliver a more integrated system of mental health and substance use care.
- We are already starting to see the results of this multi-year plan as we have launched several initiatives, including a new virtual access point to the Rapid Access Addiction Medicine (RAAM) clinic and Central Connect, a new referral model.
- Continued collaboration and engagement with our key partners, through the Integrated Planning Committee, and with people with lived experiences.



Increasing Access to Care: Virtual Care Services

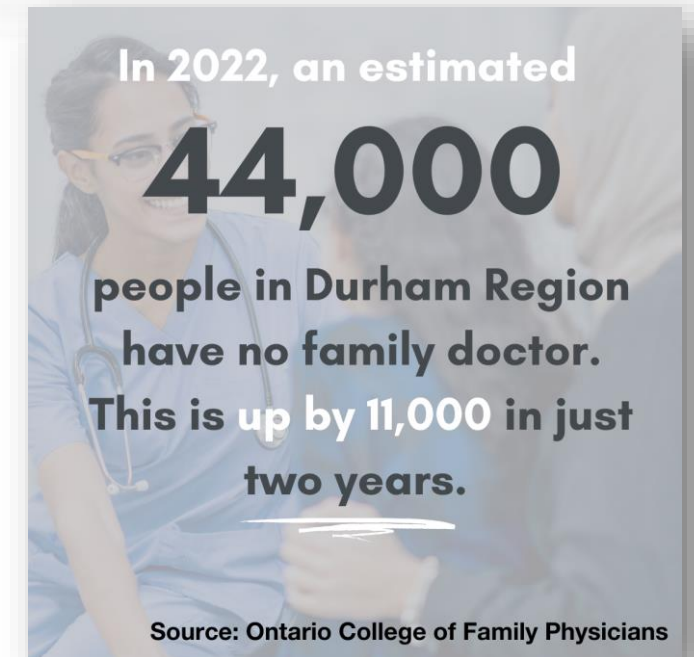
- Over the last few years, Lakeridge Health has expanded the use of virtual technology to provide greater access to care.
- Urgent Care Durham provides timely access to a physician through a virtual portal.
- The Virtual RAAM increases access to vital addictions services and treatment.
- A new virtual Heart Function Clinic is helping to improve access to cardiac care and reducing ED visits and hospital readmissions.



Increasing Access to Primary Care



- Durham Ontario Health Team functions as a connector to primary and community care.
- Primary Care Hubs to ensure health of the population and connect every Durham Region resident to a primary care provider.
- New Queen's-Lakeridge Health MD Family Medicine Program will help create more primary care capacity in Durham Region.
- New Department of Family and Community Medicine to coordinate development of the regional primary care network.





Lakeridge
Health

Leading Health System
Transformation and Integration
in Durham Region

**We're on a new
health journey!**





Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Crystal Doucette

Position: Manager of Accounting

Title / Subject: 2023 Golf Tournament Application funding-2nd Intake

Date of Report: June 16, 2023

Date of Meeting: June 26, 2023

Report No: 2023-FI-015

1.0 Issue / Origin

That Council receive the following report for its information and approve the allocation of funds to those deserving applicants as contained herein.

2.0 Background

The Annual Charity Golf Tournament has supported youth programs in our community since 1999. The tournament has been supported by local business and individuals, making it the success it has been. A second intake of applications for funding were received from applicants until April 30th, 2023, from which the Golf Tournament Committee reviewed these applications and are recommending the funds be distributed as per Attachment No.1.

3.0 Analysis

The golf tournament committee met June 1, 2023 to review the 8 applications received totaling \$17,050.00 for the distribution of funds from the Township of Brocks 23rd annual Charity Golf Tournament. A summary of all applicants received is shown in Attachment No.1.

An amount of \$19,312.00 is available after the grant approvals on the first intake this year. All applicants were examined and evaluated based on the application criteria found below.

Seven of the eight applications received were recommended for funding with 3 being approved with a reduced amount, while all others were approved for full funding. One application was deemed not to have met the application criteria and is therefore not considered for funding this year.

4.0 Related Policies / Procedures

Application Criteria:

Youth-oriented projects only – this is viewed as the fundamental or core purpose of the grant Program.

Completed by a local non-profit organization or group within or serving the residents of the Township of Brock – this applies to any organization offering programs for youth. It is purposely open ended as some groups are unincorporated and others are set up as one-time groups organized for a specific purpose based on the needs of the youth in the community.

An innovative project that promotes the health, wellness and physical activity of our youth; general operating costs are excluded – operating costs include the general administrative costs required to run the organization. These are not directly related to a specific program or project that is being considered for funding in other words, the cost will continue regardless of the applications outcome. Although the focus is on innovative or new programs, proposing improvements to existing programs will also be considered for funding. These improvements may include the purchase of new camping equipment for outdoor trips; the purchase of rink boards for minor hockey programs; or other items that make an existing program or project more attractive to participants. Costs can be from minor capital items that will be used for this (or subsequent) year's program, supplies, busing, speakers, and anything needed to run the program or complete the project.

Projects will be funded to a maximum of 50% with other fund-raising efforts for the remainder of your project – the grant program is intended to supplement the efforts of community groups do not replace them.

No project will be awarded more than \$2,500 from the annual golf tournament proceeds – The limit is intended to ensure small organizations with programs received a fair share of the funding available. It was also intended to inform organizations with larger projects of the limits up front to avoid the expectation that the tournament funds would be allocated proportionally based on the request.

Proof of expenditure must be provided upon completion of the project – for funding to be disbursed to the group/organizations that have been approved by Council, the group must first provide proof that they held the proposed program or completed the project and paid the related expenditures as outlined in the initial application. Once proof has been sent to the Treasurer, a reimbursement cheque is issued to the group. The cheque will be for 50% of the total of all receipts provided to a maximum of the funds allocated by Council.

The project should be completed within 18 months of the funds being awarded with extensions considered with reasonable explanation – funding for each grant approved by Council is held in reserve until the funds are claimed or until sufficient time has passed to assume no claim will be made. Additionally, releasing unclaimed proceeds after four years as an addition to the current year's proceeds was introduced as a streamlined way to ensure all tournament proceeds are eventually reused in the community.

Deadline for submissions – late submission will be advised that they can resubmit their project or program for consideration in the subsequent year.

5.0 Financial / Budget Assessment

If the funding of this report is approved the balance of funds available are as follows:

Uncommitted Golf Reserve	\$19,312.00
Proceeds – 2022 Golf Tournament funds-2 nd Intake	<u>11,150.00</u>
Balance of funds	<u><u>\$8,162.00</u></u>

6.0 Climate Change Impacts

n/a

7.0 Communications

Staff will work to notify all applicants of their approval status and amount in the next two weeks giving the organizations ability to start their projects immediately.

8.0 Conclusion

A second intake for the remaining available funds was a success with an additional 7 grants awarded. The 24th annual charity golf tournament just took place on June 22nd and planning for the application process for this year's funding will begin shortly.

9.0 Recommendation

That Council receive report 2023-FI-015, Charity Golf Tournament Application Funding-2nd Intake, for information.

That Council approve the disbursement of funds as outlined in Attachment No.1.

2022 Charity Golf Tournament Funding Requests - Intake No.2

Attachment No. 1

Organization	Project	Project Total	Funding Requested	Approval suggested
Brock Minor Hockey Assoc	Power Skate and Goalie Instruction	\$ 5,500.00	\$ 2,500.00	\$ 2,500.00
Beaverton Town Hockey League	Development Camp	\$ 4,000.00	\$ 2,000.00	\$ 650.00
Cannington Lawn Bowling	6 new sets of bowls for youth bowlers	\$ 4,300.00	\$ 2,150.00	\$ 2,150.00
Annaleigh Acres	Equine Assisted Learning "This is Me"	\$ 4,800.00	\$ 2,400.00	\$ -
Sunderland Skating Club	Build up the club	\$ 4,000.00	\$ 2,000.00	\$ 900.00
Sunderland Lions Community Theatre	Oliver Jr production cost	\$ 10,000.00	\$ 1,000.00	\$ 1,000.00
Sunderland PS Community Council	New Playground equipment	\$ 80,000.00	\$ 2,500.00	\$ 2,500.00
Sunderland Stingerz Ringette Assoc	Winter Ringette Day Camp	\$ 5,000.00	\$ 2,500.00	\$ 1,450.00
Proposed project totals		\$ 117,600.00	\$ 17,050.00	\$ 11,150.00



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Crystal Doucette
Position: Property Tax Collector/Manager of Accounting
Title / Subject: Delegation Bylaw
Date of Report: June 19, 2023
Date of Meeting: June 26, 2023
Report No: 2023-FI-016

1.0 Issue / Origin

A recent change to the Municipal Act, allows Council to provide authority to the Treasurer or their Designate to enter into and authorize extension agreements for owners, spouse of the owner, a mortgagee or a tenant in occupation of the land where a tax arrears certificate has been registered on title but has not yet passed the one-year expiry period.

2.0 Background

As per section 373(1) of the Municipal Act, once a tax roll reaches two (2) years arrears plus the current year, the Township of Brock can have the property registered for tax sale with a Tax Arrears Certificate facilitated by RealTax Inc. The owner of the property has one (1) year from the registration date to pay the cancellation price (full balance of the tax roll including any legal disbursements and penalties/interest). This one year allows for the owner to make the payment in full and to allow sufficient time for all interested parties registered on title to be notified. Once a property has an arrears certificate registered no partial payments can be made (per the Municipal Act) on the account without entering into an extension agreement to do so.

We currently have property that was registered with an Arrears Certificate on March 8, 2023. The property owner has since been in contact with our staff and would like to make a lump sum payment and continue with monthly payments for 7 months which will bring the account up to date (including all penalties/interest). In order to permit this payment agreement, the Treasurer or Designate would need to enter into and authorize an extension agreement with the owner.

3.0 Analysis

If an extension agreement is not entered into between the Township and property owner, the property owner has one year after tax sale registration, to pay their balance in full.

If an extension agreement with entered into between the Township and the property owner, the two parties are permitted to negotiate an appropriate repayment schedule. The Township does have the authority to deny an extension agreement if it is felt that an extension is not warranted, however, it is the Township's intention to work with the property owners whenever possible to rectify arrears situations.

If approved, the current extension request received will allow the property owner to make payments on the account over the period from July 2023 to January 2024. By the final payment in January, the full cancellation price (including penalty and interest) will have been made (including 2023 taxes) and the current will be current. If for some reason the owner should default on any part of the extension agreement, the agreement will be terminated and the account will return to the tax sale process at the stage it was when the agreement was entered into.

4.0 Related Policies / Procedures

Section 378 (1) Extension Agreements – A municipality may, after the registration of the tax arrears certificate and before the expiry of the one-year period mentioned in subsection 379 (1), enter into an extension agreement, extending the period of time in which the cancellation price is to be paid, with any of the following persons: owner of the land, the spouse of the owner, a mortgagee or a tenant in occupation of the land or any person the treasurer is satisfied has an interest in the land. 2017, c. 10, Sched. 1, s. 61 (1).

5.0 Financial / Budget Assessment

Allowing for the Treasurer to enter into and authorize extension agreements with taxpayers allows for the department to proceed with payments promptly. This can be of savings to the taxpayer if their payments can be applied to the arrears sooner alleviating some of the penalty and interest. Further, assuming the payment plan is fully completed, this will eliminate the requirement for the Township to continue with the tax sale process.

6.0 Climate Change Impacts

n/a

7.0 Communications

n/a

8.0 Conclusion

Staff recommend that Council authorize the attached by-law to allow the Treasurer or their Delegate the authority to negotiate, enter and execute extension agreements, when received, on behalf of the Township. This will permit the Treasurer to act on extension agreements promptly in the future should an opportunity present itself.

Further, staff recommend that Council authorize the Treasurer to enter into and authorize the current extension agreement received from a property owner as doing so will allow the property owner to make payments to bring the account to current by January 2024 and will permit cancellation of the tax sale process.

9.0 Recommendation

BE IT RESOLVED THAT report 2023-FI-016 to delegate specific authority to the Treasurer/Deputy Treasurer, be received;

THAT Council permit the Treasurer to enter into an extension agreement with a property owner to allow for payments to be made on an arrears account over the next seven (7) months to bring the account to current; AND

THAT Council consider Bylaw #3201-2023 to designate authority to the Treasurer/Deputy Treasurer to enter into and authorized extension agreements on behalf of Council.

THE CORPORATION OF THE TOWNSHIP OF BROCK

BY-LAW NUMBER 3201-2023

BEING A BY-LAW TO DELEGATE AUTHORITY TO THE MUNICIPAL TREASURER/DEPUTY TREASURER TO AUTHORIZE THE EXECUTION OF TAX ARREARS EXTENSION AGREEMENTS PURSUANT TO SECTION 378 OF THE MUNICIPAL ACT, 2001.

WHEREAS Section 23.1 and 23.2 of the *Municipal Act, 2001*, permits a municipality to delegate certain powers and duties to a person.

NOW THEREFORE the Council of the Corporation of the Township of Brock enacts as follows:

1. The municipal Treasurer/Deputy Treasurer is authorized to negotiate and execute tax extension agreements on behalf of the Township of Brock. The authority is subject to the following limitations:

- a) The tax extension agreement must be requested by and entered into with any owner of the land, the spouse of any owner of the land, any mortgagee, any tenant in occupation of the land or any person the treasurer is satisfied has an interest in the land, in accordance with Section 378 of the *Municipal Act, 2001*; and
- b) The tax extension agreement must be compliant with the requirements of Section 378 of the *Municipal Act, 2001* and in the form of Schedule A as negotiated by the Treasurer/Deputy Treasurer; and
- c) The tax extension agreement can only be entered into after a tax arrears certificate has been registered, and before the expiry of the one-year period.

ENACTED AND PASSED THIS 30TH DAY OF JANUARY, A.D., 2023.

Mayor
Walter Schummer

Clerk/Deputy CAO
Fernando Lamanna



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Paul Lagrandeur

Position: Director of Public Works

Title / Subject: Tender B2023-PW-19 Ultrathin Resurfacing and Supply and Installation of Speed Humps

Date of Report: June 8, 2023

Date of Meeting: June 26, 2023

Report No: 2023-OP-004

1.0 Issue / Origin

N/A

2.0 Background

The 2023 Capital Budget included \$250,000 for completing HL-2 Ultrathin Resurfacing and Supply and Installation of Speed Humps on various streets in Brock Township. The tender for this contract was prepared by staff and distributed to sixteen (16) contractors and posted on the municipal website. The closing date of the tender was 2:00 pm on Tuesday, June 6, 2023. The Director of Public Works, Director of Finance, Public Works Coordinator and Public Works Office Administrator opened the tenders shortly after the closing date/time.

3.0 Analysis

The Tender results are itemized in the table below:

No.	BIDDER	Subtotal (excluding HST)
1.	CRH Canada Group Inc.	\$279,460.00
2.	Tri Son Contracting Inc.	\$246,717.00
3.	Ashland Construction Group Ltd.	\$246,750.00
4.	Onsite Contracting Inc.	\$317,875.00
5.	Richvale Construction Limited	\$323,570.00
6.	Brennan Paving & Construction Ltd.	\$351,650.00

The tenders were reviewed by the Director of Public Works and were found to generally satisfy the requirements set out in the tender documents. The bid provided by Tri Son Contracting Inc was the low bid and was determined to meet the tender requirements.

4.0 Related Policies / Procedures

N/A

5.0 Financial/Budget Assessment

The 2023 Capital Budget includes \$250,000.00 for HL-2 Ultrathin Resurfacing and Supply and Installation of Speed Humps. Below are the locations included in the 2023 contract.

Locations for HL-2

Item	Road name	From	To	Area (m)
1.	Beechwood Ave Beaverton	Parklawn Blvd.	Dead End	210
2.	Elmwood Ave. Beaverton	Parklawn Blvd	End of curb line	110
3.	Maplewood Ave Beaverton	Parklawn Blvd	End of curb line	110
4.	Main St W Beaverton	Nine Mile Rd	Parklawn Blvd	230
5.	Laidlaw St N	Allan St	Bridge	500
6.	Laidlaw St N	Bridge	Concession 13 (B)	800
7.	Brock Road	Regional Rd 12	Concession 13 (B)	1400

Locations for Installation of Speed Humps

Item	Description- Road Name	Quantity
1.	Albert St South, Sunderland. North of school entrance and south of Rennie St	4
2.	Albert St, Cannington. North of Park St and South of Park St	4
3.	Simcoe St, Beaverton. In area of 96 and 132 Simcoe St towards Harbour	4
4.	Main St East, Beaverton. In area of 550, 612, and 671 Main St East	6

Funding for the HL-2 Capital Project is from Development Charges-Roads

The low bid submitted is less than the budgeted amount and satisfies requirements set out in the tender documents. Staff recommend the contract be awarded to Tri Son Contracting I

6.0 Climate Change Impacts

The method of HL-2 Ultrathin Resurface Treatment is an easier and quicker method for road repair than demolishing and hauling away old asphalt. This creates a reduction in waste, emissions and green house gases.

7.0 Communications

N/A

8.0 Conclusion

On the basis of the foregoing review, staff recommend the award of the tender to Tri Son Contracting Inc. as their submission meets specifications outlined in the tender.

Click or tap to enter Recommendation

9.0 Recommendations

On the basis of the foregoing review, it is recommended:

THAT staff report 2023-OP-004, tender B2023-PW-19 Ultrathin Resurfacing and Supply and Installation of Speed Humps be received;

AND THAT staff be authorized to proceed with the recommendation of awarding the tender to Tri Son Contracting Inc. in the amount of \$246,717.00 (Exc HST)



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Paul Lagrandeur

Position: Director of Public Works

Title / Subject: Tender B2023-PW-20 Slurry Seal

Date of Report: June 8, 2023

Date of Meeting: June 26, 2023

Report No: 2023-OP-003

1.0 Issue / Origin

N/A

2.0 Background

The 2023 Capital Budget included \$200,000 for completing Slurry Seal on various roads in the Township of Brock. The tender for this contract was prepared by staff and posted on our municipal website. The closing date of the tender was 2:00 pm on Tuesday June 6, 2023. The Director of Public Works, Director of Finance, Public Works Coordinator and Public Works Office Administrator opened the tenders shortly after the closing date/time.

3.0 Analysis

The tender results are itemized in the table below:

TENDER SUMMARY		
No.	Bidder	Amount (Excluding HST)
1.	Miller Paving Limited	\$192,024.00
2.	Duncor Enterprises Inc.	\$167,620.95

The tenders were reviewed by the Director of Public Works and were found to generally satisfy the requirements set out in the tender documents. The bid provided by Duncor Enterprises Inc. was the low bid and was determined to meet the tender requirements.

4.0 Related Policies / Procedures

N/A

5.0 Financial / Budget Assessment

The 2023 Capital Budget includes \$200,000 for completing Slurry Seal on various roads in the Township of Brock. Based on the tender price being lower than the amount budgeted, staff will monitor the work closely and determine if additional locations can be included in the contract. Below is the list of locations included in the contract.

SLURRY SEAL

Item	Road name	From	To	Length(km)	Area (m2)
1.	Concession 2 (B)	Sideroad 18	Simcoe Street	3.5	18,500
2.	Concession 7(T)	Reg Rd 23	Alsop's Beach Road	0.6	3,300
3.	St Mary's Blvd	2 bends west of #12			
		1 st bend		0.4	2,600
		2 nd bend		0.225	1,395
4.	Concession 11(B)	Sideroad 18	Sideroad 18A	1.2	7,680
5.	Thorah Sideroad	200 m north of Reg Rd 15	Concession 6(T)	1.2	6,480

Funding for the Slurry Seal Capital Project is from OCIF.

The low bid submitted is less than the budgeted amount and satisfies requirements set out in the tender documents. Staff recommend the contract be awarded to Duncor Enterprises Inc.

6.0 Climate Change Impacts

Slurry Seals are surface treatments that provide protection of the pavement surface by delaying the appearance of surface defects caused by both the environment and associated oxidization of the existing surface. The method of slurry seal consumes less aggregate and binder. It reduces the need to demolish, haul and dispose of old pavement, coupled with the fact that they are quicker, cooler process to apply, translates to a reduction in waste, emissions and greenhouse gases.

7.0 Communications

N/A

8.0 Conclusion

On the basis of the foregoing review, staff recommend the award of the tender to Duncor Enterprises Inc. as the tender submitted meets specifications outlined in the tender.

9.0 Recommendation

On the basis of the foregoing review, it is recommended:

That staff report 2023-OP-003, Tender B2023-PW-20 Slurry Seal be received;

AND THAT staff be authorized to proceed with the recommendation of awarding the tender to Duncor Enterprises Inc. in the amount of \$167,620.95



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Clerk & By-law Enforcement Branch & Development Services

Title / Subject: By-Law Enforcement Policy

Date of Report: June 15, 2023

Date of Meeting: June 26, 2023

Report No: 2023-PS-011

1.0 Issue / Origin

This report is provided for Council's consideration and enactment of a By-law Enforcement Policy.

The proposed By-law Enforcement Policy will promote consistency, effectiveness and will assist in managing Council, staff and public expectations with a goal of continuous improvement in the delivery of By-law Enforcement services.

2.0 Background / Analysis

The purpose of the proposed By-law Enforcement Policy is to:

1. Establish clear expectations and process for By-law Enforcement complaints.
2. Manage public expectations while promoting transparency and accountability.
3. Ensures similar cases are being treated in a similar and consistent manner.
4. Provides Staff with general guidance on, and limits to, exercising discretion; and
5. Provides the public with clarity and detail on enforcement decisions.

By-law Complaint Process

A high-level overview of a By-law complaint process includes the following:

- All by-law complaints are required to be submitted in writing by way of the prescribed complaint form found online on the Township website. All by-law complaints will be submitted and tracked through the on-line system.
- Those residents unable to submit their complaint online can provide a written complaint via mailed letter, email, phone call or walk-in to the Municipal Administration Building. Upon receiving a complaint in this format, staff will transcribe the written complaint in the online form.
- It is important to note that a person who reports an infraction may be summonsed to testify before a court or tribunal in the prosecution of an alleged contravention of a Relevant Law.

- Complainants shall provide their full name, their address, contact information and a detailed description of the infraction/complaint. Any supporting evidence such as pictures or videos may be uploaded along with the online complaint form and may be used as evidence in any prosecution. All noise complaints must be accompanied by the required noise log found online.
- Upon the receipt of a valid complaint, each complaint is logged into the Case Management Database system with such information collected as the location, type and general description of the complaint.
- Once logged, a By-Law Enforcement Officer contacts the complainant within 48 hours and an investigation is commenced.
- By-law Enforcement is administered by issuing warnings, orders, tickets, fines and finally, if required, Court action.
- All complaints will be processed in priority of the “Service Levels” as set out in the policy.
- Incomplete or anonymous complaints will not be accepted, and no investigation will be conducted.

Education versus Enforcement

The initial step in by-law enforcement is obtaining voluntary compliance. This involves education and outreach to ensure the public is aware of by-laws that apply to them and the reason(s) why they apply. It is essential to begin compliance efforts with education and/or outreach since it is often the most successful means of ensuring long-term compliance and is generally less time-consuming and less resource intensive than conducting an investigation and laying charges.

Promoting compliance can take various forms including:

- Providing education information pamphlets or material to businesses and residents including web-based information and social media.
- Meeting with residents, resident groups, and businesses to discuss compliance.
- Speaking at public venues or schools.
- Referring appropriate matters to external agencies.

Fair, Reasonable, Transparent and Proportionate Enforcement

The investigative process is based on reasonable, transparent, and proportionate enforcement. By-Law Enforcement Officers involved in any investigation should ensure that their actions and reactions are reasonable and based on legal authority. By-Law Enforcement Officers must clearly understand applicable regulations and possible outcomes should evidence prove a violation has occurred. Finally, By-Law Officers must ensure that enforcement measures are proportionate with the alleged violation.

Service Level Priorities

The following criteria will be used by By-Law Enforcement Officers to identify and classify violations to help establish priorities for enforcement efforts:

High Priority: High priority investigation on matters that are highly likely to pose a substantial health & safety risk to any member of the public.

Medium Priority: A medium priority investigation includes matters which have a potential to pose a moderate, indirect, or cumulative negative impact to our community and the environment, and there are no immediate health & safety issues.

Low Priority: A low priority investigation includes matters that are generally routine, have no negative impact to the community or the environment, and no health & safety concerns.

Council Involvement

To ensure effectiveness for investigating complaints and laying potential charges, Council Members will ensure to not interfere with a By-law Enforcement Officer in the exercise of their duties or attempt to influence the actions of a By-law Enforcement Officer.

Council Members will refrain from relying on second-hand information as the basis of their complaint. If information about the alleged infraction originates from a third party, the Council Member should explain the complaint procedures as outlined in the policy.

3.0 Related Policies / Procedures

The following existing policies were considered in drafting the By-law Enforcement Policy: Employee Code of Conduct AP21, Customer Service Policy AP34, and Council Code of Conduct AP36.

4.0 Financial / Budget Assessment

There are no financial implications to this report.

5.0 Climate Change Impacts

There are no climate change impacts to this report.

6.0 Communications

This report is presented to Council on a public agenda and available for public review through the electronic agenda website or the livestreaming of the virtual meeting. In addition, upon adoption of the By-law Enforcement Policy, the website page to report a by-law complaint will be updated to link to the policy as well as social media postings.

7.0 Conclusion

The By-law Enforcement Policy will help to ensure that proper and professional operations are in place for by-law complaint process.

8.0 Recommendation

BE IT RESOLVED THAT report 2023-PS-011 entitled "By-Law Enforcement Policy, be received; and THAT Council adopt the By-Law Enforcement Policy attached as Appendix "1" to report 2023-PS-011.

Township of Brock Corporate Policy



Policy Name: By-Law Enforcement Policy

Policy Type: Protection to Personnel & Property

Policy Number: PP2

Reference:

Date Approved: June 26, 2023

Date Revised: n/a

Approval By: Council

Point of Contact: By-law Enforcement Branch

1. PURPOSE

The purpose of this policy is to provide guidance to staff, elected officials, and the public regarding a transparent, consistent, fair, unbiased, and effective process for enforcement and prosecution of relevant by-laws of the Township of Brock.

2. DEFINITIONS

By-law Enforcement is the process of promoting compliance with Townships regulatory by-laws that are established to safeguard and improve the health, safety, and well-being of the public and the community.

Business Day means a day in which normal business operations are conducted and is generally considered to be between the hours of 8:30a.m. to 4:30p.m. Monday through Friday. A business day excludes weekends, public holidays and when Township is closed (i.e. for inclement weather).

Discretion means the freedom to decide what should be done in a particular situation given all the available information.

By-Law Enforcement Officer includes a provincial offenses officer or an employee, agent appointed by Council of the Corporation of the Township of Brock to enforce Relevant Law.

Relevant Law means any Municipal by-law, Building Code Act, or Provincial legislation, for which the Municipality has a responsibility to enforce or prosecute.

3. BACKGROUND

The goal is to make the Township of Brock a great place to live, work and play. By-laws are a core part of the structure in place to achieve this goal as they promote safety, create standards

to support good neighbour interactions, and prevent behaviours that undermine the quality of life in the community, such as litter, graffiti, noise, and unsightly properties.

In supporting this goal, the Township's By-law Enforcement Policy aims to achieve voluntary compliance with Township by-laws in all instances and to provide proactive enforcement through optimum solutions as needed to maintain community standards.

This By-law Enforcement Policy is based on the following four principles:

- i. Avoid arbitrary or inconsistent decisions.
- ii. Ensure similar cases are treated in a similar way.
- iii. Provide By-law Enforcement Staff with guidance on, and limits to, exercising discretion.
- iv. Provide the public with clarity and details on how and why enforcement decisions have been made.

Administrative Fairness

Administrative fairness refers broadly to an overall approach to administrative decision-making that is transparent, fair, and accountable. With respect to By-law Enforcement, administrative fairness is characterized by:

- by-laws that are authorized by, and consistent with, Council direction and legislation.
- clear, consistent, and available public information regarding by-laws and enforcement practices, and how to make complaints and appeal decisions.
- a process for receiving, assessing, and responding to complaints in a timely manner.
- a consistently applied and well-documented investigative process that establishes a clear factual basis for enforcement.
- adequate notice to affected persons before any enforcement is taken.
- enforcement decisions that are authorized by applicable legislation and by-laws.
- enforcement decisions that are consistent with policy and with other similar decisions, are equitable, and are proportionate to the problem being addressed.
- reasons for enforcement decisions that are appropriate, set out the basis for the enforcement and that information about how to appeal; and
- appeal processes that are accessible and fair, and that are communicated to affected persons in a timely manner.

Demonstrating a commitment to administrative fairness increases the public's confidence in the Township's By-law Enforcement Program and provides Council confidence that staff are treating everyone in a fair manner.

4. SCOPE

This policy applies to all Township of Brock employees; Council Members; and members of the public.

5. BY-LAW ENFORCEMENT POLICY

5.1 General Provisions

To ensure consistency and fairness to all residents, business owners and landowners

within the Township of Brock, the following general provisions and guidelines will be followed by By-Law Enforcement Officers:

- a) In responding to formal complaints, except in cases related to public health and safety, the highest priority will be to respond to valid complaints.
- b) During the regular course of their duties, the By-Law Enforcement Officer may seek out by-law infractions for issues of public health and/or safety.
- c) It is not possible to actively ensure that all the Townships various regulatory by-laws are being complied with at all times. Enforcing the Township's own by-laws is, therefore, discretionary, and not mandatory.
- d) The Township of Brock promotes an enforcement philosophy that seeks voluntary by-law compliance, which is often achieved through education, information, and non-penalty enforcement, including providing a reasonable time frame to comply.
- e) Compliance may be encouraged through notification of fines and other enforcement measures associated with the offence.
- f) Council is not involved in any way with the sanctioning of an investigation or making a decision on who shall be investigated.
- g) Some complaints may be considered as a civil dispute between property owners. These will not be acted upon by By-law Enforcement Staff.

5.2 Enforcement Options

By-Law Enforcement Officers, at their discretion, may use the following enforcement options:

- a) Prosecution under the Provincial Offences Act.
- b) Municipal ticketing.
- c) By-law offence notice, "Notice of Violation".
- d) Direct enforcement.
- e) Civil proceedings.

5.3 Confidential Information

- 5.3.1** Personal information collected by the Township as a result of a written complaint and any information collected during a By-law investigation is protected under the authority of the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M-26*.
- 5.3.2** Township Staff shall keep confidential any and all personal information it collects from its citizens and the public.
- 5.3.3** Township Staff will only collect personal information that is necessary for the monitoring and enforcement of a by-law infraction.
- 5.3.4** The identity of the requestor and the written complaint will not be disclosed to the alleged offender or any member of the public. It is not necessary for the requestor to request confidentiality. Likewise, the response of the alleged offender will not be disclosed to the requestor, whether it is in writing or made orally.

- 5.3.5 Persons reporting the alleged infractions of Township by-laws are to be advised that their identity and any personal information they provide will be kept confidential unless they are required to testify in court or it is part of an audit or a similar process.
- 5.3.6 The anonymity and confidentiality given to requestors and alleged offenders cannot be assured if the investigation results in court, an audit, or similar proceedings.
- 5.3.7 Requestors and alleged offenders are to be advised that any personal information that they provide about other parties is subject to disclosure by order of the Information and Privacy Commissioner of Ontario.
- 5.3.8 While the investigation is ongoing or while a resulting matter is before the courts, no information regarding the matter will be made available to the public or the requestor.

5.4 Applying Principles of Proportionality, Equity and Consistency

By-law Enforcement Officers aim to provide consistent enforcement and where discretion is used, will apply principles of proportionality, equity, and consistency in by-law enforcement decisions by:

- a) Considering whether an enforcement measure is proportionate to the harm caused by the violation.
- b) Considering whether a person's circumstances would make enforcement unjust and;
- c) Considering whether an enforcement measure is consistent with policy and past practice.

5.4.1 Proportional Enforcement

By-law enforcement action will be proportional to the nature of the violation. That is, enforcement measures should appropriately address the harm that is caused by the violation. For example, large fines are likely not an appropriate response to a minor by-law violation.

5.4.2 Equitable Enforcement

- a) By-law enforcement action will be equitable – that is, applied in a way that is just considering a person's circumstances. This means that the By-law Enforcement Officer will consider a person's circumstances and ability to comply before determining whether enforcement is appropriate and what enforcement tools they should use.
- b) Does not mean that by-laws cannot be enforced against disadvantaged individuals. Rather, equity is a principle of fairness in By-law Enforcement Officer's discretion to determine whether and how to enforce Township by-laws.

5.4.3 Consistent Enforcement

- a) Consistency is an important part of a fair By-law Enforcement process and a key principle of this policy. Similar cases will be treated in a similar manner by following a generally consistent approach to by-law enforcement.
- b) By-law Enforcement Officers are not required to follow the same approach in every case, however, if they enforce the same by-law differently in similar circumstances, their decisions may appear to be arbitrary. When deciding what action is appropriate, a By-Law Enforcement Officer should consider whether there is a compelling reason given the circumstances to deviate from policy and past practice.
- c) When By-law Enforcement Officers do deviate from policy or past practice, they will explain to the individual who is affected. For example, a different enforcement approach may be justified if an individual has a past history of non-compliance, the violation is more severe than other cases, or the circumstances would make enforcement in the usual way unjust.

5.5 Making, Receiving and Recording Complaints

5.5.1 Reporting Infractions

- a) Any person who has reason to believe that an infraction of a Relevant Law has occurred, may report the matter to the By-Law Enforcement Division in the manner and form described in this policy.
- b) It is important to note that a person who reports an infraction may be summonsed to testify before a court or tribunal in the prosecution of an alleged contravention of a Relevant Law.

5.5.2 Method of Making a By-law Complaint

- a) All by-law complaints are required to be submitted in writing by way of the prescribed complaint form found online on the Township website. All by-law complaints will be submitted and tracked through the on-line system.
- b) If a complainant is unable to submit the complaint on-line then staff may receive the complaint via written letter, email, telephone, or in person subject to the complainant acknowledging that staff will fill out the on-line form on their behalf with the information provided and with the understanding that the complainant may be summonsed to testify before a court or tribunal.
- c) Complainants shall provide their full name, their address, contact information and a detailed description of the infraction/complaint. Any supporting evidence such as pictures or videos may be uploaded along with the on-line complaint form and may be used as evidence in any prosecution. All noise complaints must be accompanied by the required noise log found on-line.
- d) Incomplete or anonymous complaints will not be accepted and no investigation will be conducted.
- e) All complaints will be processed in priority of the "Service Levels" as set out in this policy.

5.5.3 Receiving a Responding to a By-law Complaint

- a) By-law Enforcement Officers will acknowledge the receipt of a valid by-law complaint to the complainant within 2 business days.
- b) The complainant will be provided with an overview of the next steps and when to expect a response on the status of their concerns.
- c) The complainant will be provided a case number to reference in future correspondence with By-law Enforcement Officers.
- d) By-law Enforcement Officers will communicate to the complainant that some by-law matters may take a lengthy time before being resolved and may be deemed a civil matter in some instances.

5.5.4 Recording a By-law Complaint

- a) By-law Enforcement Officers shall record the following information in the by-law tracking database:
 - The date the complaint was received.
 - The location in question.
 - The complainant's information.
 - The details of the complaint.
 - The potential By-law infraction.
 - All action and steps to resolve a by-law matter by By-law Enforcement Officers (including the date of any notices filed, court date(s), and the date the case is considered closed).

5.6 Council Involvement

- 5.6.1** Council Members will respect and abide by the legally recognized principle that By-law Enforcement Officers have a duty to enforce and prosecute Relevant Laws in a manner that is fair and impartial and in a manner that is independent of political direction.
- 5.6.2** Council Members will respect that By-law Enforcement Officers have an independent discretion to make enforcement decisions based on their knowledge, experience, and educated judgement.
- 5.6.3** Council Members will acknowledge that the independence of a By-law Enforcement Officer includes, for example, the discretion to investigate (or not) and to issue a ticket or fine (or not).
- 5.6.4** Council Members will not interfere with a By-law Enforcement Officer in the exercise of their duties or attempt to influence the actions of an By-law Enforcement Officer.
- 5.6.5** Consistent with the provisions of the Code of Conduct for Members of Council, no member shall use their authority or influence for the purpose of intimidating,

threatening, coercing, commanding, or influencing any staff member with the intent of interfering with staff duties.

- 5.6.6** As with any other person, a Council Member who has reason to believe that an infraction of a Relevant Law has occurred and has direct (firsthand) knowledge of the infraction, may report the matter to the By-Law Enforcement Division through the online by-law complaint form.
- 5.6.7** Council Members will refrain from relying on second-hand information as the basis of their complaint. If information about the alleged infraction originates from a third party, the Council Member should explain the complaint procedures as outlined in this policy.
- 5.6.8** Upon submitting a complaint, a Council Member shall be treated with the same courtesy, and with the same restrictions on access to information, as would any other complainant.
- 5.6.9** It is also consistent with the objectives of this policy for a Council Member to inquire with the CAO or Department Head about general concerns that do not relate to a specific enforcement decision, or about standard operating procedures, processes, or practices of the By-Law Enforcement Division.
- 5.6.10** Council Members shall refrain from forwarding third party communications or complaints to a By-Law Enforcement Officer for a response.
- 5.6.11** With respect to enforcement of Relevant Laws, Council may:
 - a) From time to time, establish, amend, or repeal Municipal by-laws.
 - b) Establish the budget for and policies related to the enforcement of Municipal by-laws.
 - c) At meetings of Council, ask general questions of, and receive information from, the CAO or Department Head, relating to the enforcement activities of the Municipality.

5.7 Responding to Frivolous, Repeat or Multiple Complaints

- 5.7.1** Repeat or multiple complaints on similar issues will be assessed individually, to determine the appropriate response and action, if any.
- 5.7.2** Previous attempts by By-law Enforcement Officers, to address a repeat issue and steps taken, will be dealt with in accordance with the 'Consistent Enforcement' section of this policy.
- 5.7.3** Where compliance with a potential by-law infraction has been confirmed, further action on a repeat or frivolous complaint may not be acted upon unless new information is provided by the complainant.

- 5.7.4** Restricted contact to a repeat complainant on a same issue or a frivolous complaint will be considered by the Department Head or the Supervisor of By-Law Enforcement, after carefully assessing the circumstances.
- 5.5.5** For the purposes of this policy, frivolous or vexatious refers to any action made with the intention to embarrass or annoy the recipient or that is part of a pattern of conduct that amounts to an abuse of the infraction reporting process.
- 5.5.6** In the assessment of whether a pattern of conduct has been established in relation to a frivolous or vexatious complaint, the factors to be considered include but are not limited to:
- a) Whether the complaint concerns an issue which By-Law Enforcement Officers have already investigated and determined to be groundless, or an issue which is substantially similar to an issue which staff have already investigated and determined to be groundless.
 - b) Whether the complainant engages in any unreasonable conduct or aggravating behaviour, including, but not limited to:
 - i. Harassment, verbal/physical abuse or intimidation.
 - ii. Making excessive or multiple lines of enquiry regarding the same issue (e.g. pursuing a complaint with staff in multiple departments and/or elected officials simultaneously) while their complaint is in the process of being investigated.
 - iii. Repetitious and unreasonable criticism of an investigation or outcome.
 - iv. Repetitious and unreasonable denial that an adequate response has been given.
 - v. Unreasonable refusal to acknowledge that an issue falls outside the Municipal jurisdiction.
 - vi. Unreasonable demands (e.g. insisting on responses to complaints and enquiries within an unreasonable timeframe).
 - vii. Statements or representations that the complainant knows or ought to know are incorrect or influencing others to make such statements.
 - viii. Demanding special treatment from staff (e.g. ignoring established complaint protocols).
 - ix. Shifting basis of the complaint and/or denial of previous statements made.
 - x. Refusal to cooperate with the investigation process while still wanting their complaint to be resolved; or
 - xi. Failure to clearly identify the precise issues of the complaint, despite reasonable efforts of staff to assist.
- 5.5.7** If the Supervisor of By-Law Enforcement concludes that a complaint is frivolous or vexatious, the Supervisor of By-Law Enforcement shall provide to the Department Head any documents or other materials in support of their conclusion, together with any relevant details, including but not limited to the number of interactions with the complainant, the amount of time invested, the

repetitiousness of interactions, and presence of any of the above-mentioned factors, and the Department Head shall make a final determination. In making a final determination, the Department Head may contact the complainant to discuss the background information.

- 5.5.8** If the Department Head determines that a complaint is frivolous or vexatious, the Department Head may issue a warning letter to the complainant which may include the imposition of limitation concerning future interactions with staff.
- 5.5.9** If the Supervisor of By-Law Enforcement, in consultation with the Department Head, determines that a complaint is frivolous or vexatious, the file shall be closed, the reasons for the decision documented, and the complainant shall be advised of the status. No further action will be taken on the file.
- 5.5.10** Notwithstanding a determination that a complaint is frivolous, vexatious or malicious, a file may be re-opened in the future where there is sufficient reason to do so, or the situation has changed.

5.8 Communicating Enforcement Decisions

- 5.6.1** By-law Enforcement Officers will provide a person affected by an enforcement decision with reasons for enforcement that:
 - a) Describe the concerns that led to the enforcement action and the evidence supporting those concerns.
 - b) Set out the by-law section on which the decision is based.
 - c) Are clear and easily understood by the person affected by the decision; and
 - d) Provide information about options for review or appeal of the decision.

5.9 Notice of Violation Prior to Enforcement Action

- 5.9.1** Personal contact, save and except for parking infraction notices, will be the preferred method of communication prior to any enforcement action.
- 5.9.2** By-law Enforcement Officers will provide reasonable notice prior to taking enforcement action.
- 5.9.3** The notice of violation shall include:
 - a) An explanation of the relevant by-law and how the person is alleged to have contravened it.
 - b) Potential options or solutions to remedy the infraction(s).
 - b) Reasonable time limits for compliance; and
 - c) The potential consequences of failing to respond or comply within the time

limits.

5.9.4 By-law Enforcement Officers will not take enforcement action before the expiry of the compliance time limits set out in a notice of violation or verbal communication unless the matter is a health and safety issue.

5.10 Reasonable Time Limits

5.10.1 By-law Enforcement Officers are authorized to use discretion to extend a time limit if necessary to achieve compliance.

5.10.2 By-law Enforcement Officers should not, however, arbitrarily shorten a time limit, except in extraordinary circumstances, and not before attempting to communicate with the resident.

5.10.3 Further, it is essential that By-law Enforcement Officers are available if the resident has questions or wants to request an extension.

5.11 Complaint Priority Service Levels

5.11.1 To ensure all complaints are properly investigated, the following complaint priority service levels will be assigned as follows:

a) **High Priority:** High priority investigation on matters that are highly likely to pose a substantial health & safety risk to any member of the public.

High Priority Response Protocol

1. Respond immediately.
2. Call in staff and other external agencies as needed to deal with issue.
3. Priority continues until health & safety issue has been mitigated.
4. Once health & safety issue has been dealt with, issue may be downgraded to medium priority call if further response is required.

b) **Medium Priority:** A medium priority investigation includes matters which have a potential to pose a moderate, indirect, or cumulative negative impact to our community and the environment, and there are no immediate health & safety issues.

Medium Priority Response Protocol

1. Acknowledge the complaints concerns within 2 business days.
2. Assign a case number and conduct investigation within 1-3 business days.

c) **Low Priority:** A low priority investigation includes matters that are

generally routine, have no negative impact to the community or the environment, and no health & safety concerns.

Low Priority Response Protocol

1. Acknowledge the complaints concerns within 2 business days.
2. Assign a case number and conduct investigation within 1-5 business days.

5.12 Assessing Complaint Priorities

5.12.1 When assessing the priority of the bylaw infraction, By-Law Enforcement Officers will consider, but are not limited to, matters such as:

- a) Potential risk to public health & safety.
- b) Magnitude, nature, and duration of the contravention.
- c) History of non-compliance on the property or by the contravener.
- d) Potential short & long term impact on a structure, the community, and the environment.
- e) Potential for setting a precedent.
- f) Resources available to resolve the matter.
- g) Potential costs associated with enforcement action; and
- h) The likelihood of obtaining the desired results.



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Stefanie Stickwood

Position: Acting Deputy Clerk

Title / Subject: Tile Loan Application – Candice Greer – Lot 10, Concession 11, Cannington

Date of Report: June 21, 2023

Date of Meeting: June 26, 2023

Report No: 2023-GG-019

1.0 Issue / Origin

The purpose of this report is to seek approval for the Tile Drainage Loan submitted by Candice Greer for the property Lot 10, Concession 11, Roll #1839-030-006-05200-0000 known as, C930 Durham Road 12, Cannington.

2.0 Background

A completed application was submitted by Candice Greer for tile drainage that was installed at Lot 10, Concession 11, Cannington. The application requests a loan in the amount of \$50,000 and indicates a total cost of \$85,689.15 for the drainage system.

The Tile Drainage Act allows a farmer who plans to, or who has installed a tile drainage system to his property, to apply to the municipality for a Tile Drainage Loan. The legislation allows for a maximum loan amount of 75% of the value of the tile drainage system not to exceed \$50,000 in any one fiscal year.

The Tile Drainage Loan is a debenture that is provided from Ministry of Agriculture, Food and Rural Affairs to the Region of Durham which is then provided to the Township of Brock for the farmer. The debenture is paid back through the tax roll number for the property.

3.0 Analysis

Myles Douglas, Civil Technologist from R.J Burnside, has inspected the drainage work and provided the Clerk's Department with the Inspection and Completion Certificate noting the total cost of the drainage work to be \$76,123.15 with a loan amount of \$50,000.00 to be available to the applicant.

The term of the debenture is for a period of ten years and the annual rate of interest imposed by the

province is currently set at 6 percent. The installment is collected from the applicant through the tax roll.

The Township of Brock's current borrowing by-law 2153-2008-FI has a remainder of \$122,400.00. With the amount of the loan requested being \$50,000, this will leave a remainder of \$72,400.

A rating by-law and schedule A are required for the loan and are to be submitted to both the Region of Durham and the Ministry of Agriculture, Food and Rural Affairs.

4.0 Related Policies / Procedures

- Agricultural Tile Drainage Act, R.S.O. 1990
- Drainage Act, R.S.O. 1990
- By-law 2153-2008-FI

5.0 Financial / Budget Assessment

There will be no financial implications as the tile drainage loan is a debenture from the upper tier governments (Ministry of Agriculture, Food and Rural Affairs and Durham Region) and will be repaid over the term of the loan plus interest.

6.0 Climate Change Impacts

There are no climate change impacts with respect to the approval of the loan application and rating by-law.

7.0 Communications

N/A

8.0 Conclusion

It is recommended that \$50,000 be withdrawn from By-law 2153-2008-FI leaving a remainder of \$72,400.

9.0 Recommendation

BE IT RESOLVED THAT Report 2023-GG-019, Tile Drainage Loan Application submitted by Candice Greer for the property Lot 10, Concession 11 be received; and
THAT Council approve the tile drain loan and pass the required Rating By-law 3202-2023; and
THAT Council approve the withdrawal of \$50,000 from By-law 2153-2008-FI leaving a remainder of \$72,400; and
THAT Staff submit the Rating By-law 3202-2023 and Schedule A to the Region of Durham and the Ministry of Agriculture, Food and Rural Affairs; and
THAT this recommendation be ratified at the Council meeting held on June 26, 2023.

THE CORPORATION OF THE TOWNSHIP OF BROCK

RATING BY-LAW

BY-LAW NUMBER 3202-2023

BEING A BY-LAW TO IMPOSE SPECIAL ANNUAL DRAINAGE RATES UPON LAND IN RESPECT OF WHICH MONEY IS BORROWED UNDER THE TILE DRAINAGE ACT.

WHEREAS owners of land in the municipality have applied to the Council under the *Tile Drainage Act* for loans for the purpose of constructing subsurface drainage works on such land;

AND WHEREAS the Council has, upon their application, lent the owners the total sum of **\$50,000** to be repaid with interest by means if rates hereinafter imposed;

NOW THEREFORE the Council of the Corporation of the Township of Brock enacts as follows:

1. That annual rates as set out in the Schedule 'A' attached hereto are hereby imposed upon such land as described for a period of ten years, such rates to be levied and collected in the same manner as taxes.

ENACTED AND PASSED THIS 26TH DAY OF JUNE, A.D., 2023.

Mayor
Walter Schummer

Clerk/Deputy CAO
Fernando Lamanna

The Corporation of the Township of Brock
Schedule 'A' to By-law Number 0

Property Owner Information*			Description of Land Parcel to Which the Repayment Charge Will be Levied				Proposed date of loan (YYYY-MM-DD)	Sum to be loaned \$	Annual rate to be imposed \$
Candice Greer	0	0	Lot: 10	Con: 11			2023 - Jun-26	\$ 50,000.00	\$ 6,793.40
-	-								
C845 Concession Road 11		Cannington	ONT	Roll #: 1839	030	006	05200		
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						

* If property is owned in partnership, all partners must be listed. If property is owned by a corporation, list the corporation's name and the name and corporate position of the authorized officer in the last blank space provided. Only the owner(s) of the property may apply for a loan.

TOTAL * \$ 50,000.00 \$ 6,793.40



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Stefanie Stickwood

Position: Acting Deputy Clerk

Title / Subject: Tile Loan Application – Jason Creighton – Lot 9, Concession 11, Cannington

Date of Report: June 21, 2023

Date of Meeting: June 26, 2023

Report No: 2023-GG-020

1.0 Issue / Origin

The purpose of this report is to seek approval for the Tile Drainage Loan submitted by Jason Creighton for the property Lot 9, Concession 11, Roll #1839-030-006-05000-0000, known as C845 Concession 11, Cannington.

2.0 Background

A completed application was submitted by Jason Creighton for tile drainage that was installed at Lot 9, Concession 11, Cannington. The application requests a loan in the amount of \$31,830.23 and indicates a total cost of \$23,872.50 for the drainage system.

The Tile Drainage Act allows a farmer who plans to, or who has installed a tile drainage system to his property, to apply to the municipality for a Tile Drainage Loan. The legislation allows for a maximum loan amount of 75% of the value of the tile drainage system not to exceed \$50,000.00 in any one fiscal year.

The Tile Drainage Loan is a debenture that is provided from Ministry of Agriculture, Food and Rural Affairs to the Region of Durham which is then provided to the Township of Brock for the farmer. The debenture is paid back through the tax roll number for the property.

3.0 Analysis

Myles Douglas, Civil Technologist from R.J Burnside, has inspected the drainage work and provided the Clerk's Department with the Inspection and Completion Certificate noting the total cost of the drainage work to be \$27,360.35 with a loan amount of \$20,500.00 to be available to the applicant.

The term of the debenture is for a period of ten years and the annual rate of interest imposed by the

province is currently set at six (6) percent. The installment is collected from the applicant through the tax roll.

The Township of Brock's current borrowing by-law 2153-2008-FI has a remainder of \$72,400.00, should Report 2023-GG-019, Tile Loan Application, Candice Greer be approved. With the amount of the loan requested being \$20,500.00 this will leave a remainder of \$51,900.00

A Rating By-law and Schedule A are required for the loan and are to be submitted to both the Region of Durham and the Ministry of Agriculture, Food and Rural Affairs.

4.0 Related Policies / Procedures

- Agricultural Tile Drainage Act, R.S.O. 1990
- Drainage Act, R.S.O. 1990
- By-law 2153-2008-FI

5.0 Financial / Budget Assessment

There will be no financial implications as the tile drainage loan is a debenture from the upper tier governments (Ministry of Agriculture, Food and Rural Affairs and Durham Region) and will be repaid over the term of the loan plus interest.

6.0 Climate Change Impacts

There are no climate change impacts with respect to the approval of the loan application and rating by-law.

7.0 Communications

N/A

8.0 Conclusion

It is recommended that \$20,500 be withdrawn from By-law 2153-2008-FI leaving a remainder of \$51,900.00.

9.0 Recommendation

BE IT RESOLVED THAT Report 2023-GG-020, Tile Drainage Loan Application submitted by Jason Creighton for the property Lot 9, Concession 11 be received; and
THAT Council approve the tile drain loan and pass the required Rating By-law 3202-2023; and
THAT Council approve the withdrawal of \$20,500.00 from By-law 2153-2008-FI leaving a remainder of \$51,900.00; and
THAT Staff submit the Rating By-law 3202-2023 and Schedule A to the Region of Durham and the Ministry of Agriculture, Food and Rural Affairs; and
THAT this recommendation be ratified at the Council meeting held on June 26, 2023.

THE CORPORATION OF THE TOWNSHIP OF BROCK

RATING BY-LAW

BY-LAW NUMBER 3203-2023

BEING A BY-LAW TO IMPOSE SPECIAL ANNUAL DRAINAGE RATES UPON LAND IN RESPECT OF WHICH MONEY IS BORROWED UNDER THE TILE DRAINAGE ACT.

WHEREAS owners of land in the municipality have applied to the Council under the *Tile Drainage Act* for loans for the purpose of constructing subsurface drainage works on such land;

AND WHEREAS the Council has, upon their application, lent the owners the total sum of **\$20,500** to be repaid with interest by means if rates hereinafter imposed;

NOW THEREFORE the Council of the Corporation of the Township of Brock enacts as follows:

1. That annual rates as set out in the Schedule 'A' attached hereto are hereby imposed upon such land as described for a period of ten years, such rates to be levied and collected in the same manner as taxes.

ENACTED AND PASSED THIS 26TH DAY OF JUNE, A.D., 2023.

Mayor
Walter Schummer

Clerk/Deputy CAO
Fernando Lamanna

The Corporation of the Township of Brock
Schedule 'A' to By-law Number 0

Property Owner Information*			Description of Land Parcel to Which the Repayment Charge Will be Levied				Proposed date of loan (YYYY-MM-DD)	Sum to be loaned \$	Annual rate to be imposed \$
Jason Creighton	Candice Greer	0	Lot: 9	Con: 11			2023- Jun-26	\$ 20,500.00	\$ 2,785.29
-	-								
C845 Concession Road 11		Cannington	ONT	Roll #: 1839	030	006	05000		
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						
0	0	0	Lot:	Con:					
-	-								
			Roll #:						

* If property is owned in partnership, all partners must be listed. If property is owned by a corporation, list the corporation's name and the name and corporate position of the authorized officer in the last blank space provided. Only the owner's name and address apply for a loan.

TOTAL * \$ 20,500.00 \$ 2,785.29