



Corporation of the Township of Brock

Staff Report to the Mayor and Members of Council

From: Ingrid Svelnis

Position: CAO

Title / Subject: 2022 Review

Date of Report: November 29, 2022

Date of Meeting: December 5, 2022

Report No: 2022-GG-030, 2022 Review be received.

1.0 Issue / Origin

2022 Review.

2.0 Background

The 2022 report reflects the work that took place within the various departments. Many have been finished while others will be on-going. Staff will report back on 2023 achievements in December 2023 or early 2024.

3.0 Analysis

Presented as is for information purposes.

2022 Accomplishments were as follows:

CAO:

- Recruitment – Treasurer and Director of Development Services;
- Works Department Review;
- Bylaw Department Review;
- Retain Disability Management Service to manage Short Term Disability files;
- Continued review of surplus properties with legal- put on hold during the election pending Council direction;
- Addressed “pay equity” requirements through the 2022 budget

Policy Development:

- Site alteration bylaw amendment
- Telecommuting Policy and Agreement- all;
- Conference and Conventions Expense Policy- all;
- Disconnect From Work Policy- all;
- Corporate Vehicle Use Policy- all;
- Electronic Monitoring Policy- all;
- Video Surveillance- lead by Facilities Manager- all;
- Training and Development Policy- all;
- Customer Service Policy

HR:

- Work order form for recruitment for all positions;
- Centralized review of resumes before moving to interviews;
- Senior management performance reviews (2022);
- Full recruitment wrap-up into electronic format

Treasury Department:

- Procurement policy review and amendments;
- Procurement training;
- New Tax Clerk and Senior Financial Analyst recruitment;
- Great Plains Training for non-finance staff;
- Engaged Ceridian Dayforce to modernize human resources and payroll processes;
- Expanded online forms to accept boat launch fees;
- Digitized a majority of accounting documents through electronic file storage;
- Updated cash handling policy and procedures to ensure consistency throughout the organization;
- Developed Harbour revenue tracking system in collaboration with Parks staff and streamline receipting process, reducing the amount of paper used for receipts with reusable monthly and seasonal passes;
- Expanded debit payment options to the arenas and harbour operations;
- Implemented an attendance management program through a service provider;
- Implemented newly regulated OMERs program to all seasonal and contract employees (effective 2023);
- Re-established Asset Management working group

Public Works and Operations Department:

Recreation services:

- Snack Bar rentals- community groups- after long period of not being open;
- Electronic PRC Guide- fall 2022;
- Outdoor Movie Night;
- Expanded Summer Camp with Specialized Camp Programs;
- Ice allocation policy;

Non-Profit Committee Accomplishments:

- Comprehensive list of non-profit organizations & contact details in Brock;
- Promotional Volunteer Campaign during National Volunteer Week;
- Survey of Brock Residents;
- Request for In-Kind Service Letter for organizations;
- Reviewed opportunities for Free Use Policy and Donated Assets Policy updates towards a 2023 implementation;
- Investigated options for NPO Tax Relief or Exemption programs and application procedures for organizations that meet conditions

Tourism Relief Fund:

- Purchased picnic tables, accessible picnic tables to be installed across the Township;
- Purchased bike racks & pumps to be installed across the Township;
- Installed an Accessible Path to the beachfront at the harbour (scheduled for November);
- Launched a permanent Tourism Website (to be completed by the end of the year);
- Purchased downtown directional signage, as well as a new sign for the Smallmouth Bass Capital of Canada

Facilities:

- Roof repairs- Cannington Arena;
- Overdue servicing of refrigeration systems at all three arenas;
- Service to Ice Resurfacing units at arenas;
- Updates to Beaverton Harbour upper gardens including installation of armor stone;
- Installation of water refill stations in three arenas;
- Replacement of steel siding and installation of protective netting at Foster Hewitt Memorial Community Centre;
- Revitalization of Centennial Park including removal of fencing and overgrowth along shore, new playground equipment, signage and refurbishment of the Memorial marker;
- Replacement of exhaust fans on ice surface at Foster Hewitt Memorial Community Centre;
- Lighting upgrades in several facilities including arenas;

- Renovation of auditorium kitchen Rick MacLeish Memorial Community Centre;
- Installation of fencing at Township offices around Emergency Generator;
- Installation of fencing and gate at Beaverton Patrol Yard;
- Initiation of the refurbishment of the Sunderland Town Hall Rose Window;
- Completion of the upgrades to Council Chambers including new audio video equipment;
- Replacement of shingle roof at Beaverton Thorah Medical Centre;
- Replacement of flooring in lobby area at Beaverton Thorah Medical Centre;
- Significant work achieved on long standing projects with facility operations;
- Video Camera installation at Township Office;
- Significant work achieved on long standing projects with facility operations;
- removed wood benches and replaced with armour stone seating at Harbour;
- installed an additional parking lot at the Manilla Hall;
- completion of the Beaver River Trail system signage (LSRCA);
- retained the services of engineering firm to complete structural reviews of the Cannington and Sunderland arenas

Works:

- All capital projects were completed within budget – gravel construction, DST/Slurry Seal/HL2/Sidewalks – Removal and Replacement as well as installation of new;
- Culvert 311 replacement completed;
- Installation of new streetlight poles and fixtures in Beaverton (capital purchase)
- Completion of operating projects (ie. Street sweeping, dust suppressant, route & seal);
- Invasive Species Student completed review of Township identifying areas affected by invasive species and provided a report to Council (this project was possible based being successful in obtaining funding through Federation of Anglers & Hunters – Hit Squad Student Program);
- Significant ditching and brushing completed throughout the Township;
- Numerous cross culverts replaced in various locations;
- Commencement of trials in a few locations – turning DST roads back to gravel (adding filter fabric and/or drain piping depending on location);
- Installation of playground equipment at Thorah Centennial Park including shoreline brush removal (worked collaboratively with parks staff);
- Worked with the Region of Durham to have anti-idling signage erected in the downtown cores of Beaverton, Cannington and Sunderland;
- Purchase of a new hot box which will assist in repairs and maintenance on DST roads (received in late October);
- Culvert 344 – engineered design completed, and tender documents prepared for 2023 completion;
- Road Tour organized and attended by current Council and Council elect;
- Drive Wise Program – new initiative for staff training;
- “speed hump” trial program (King St);
- 3 new community safety zone initiatives;

- installed security gates at the Sunderland Depot;
- rotational speed sign program expanded;
- expansion of the “Remembrance Day” banner program;
- completed various new culvert driveway entrances

Clerks Department:

Clerks:

- Election;
- New contract position for Communications/Tourism;
- Revised Accessibility Training;
- Brock Beats Hunger Campaign;
- MyDurham311 MOU;
- Revised boathouse leases;
- Short Term Rental 2022 Enhanced Enforcement Pilot – revised Noise, Fireworks & Burn By-laws and implementation of new Nuisance By-law. Addition of 2 Seasonal Officers;
- Customer Service Policy and Training;
- 2022-2026 Multi-Year Accessibility Plan;
- Website modernization features including online forms & payment options;
- Flag & Proclamation Policy;
- Advisory Committee wrap up survey;
- Council Chambers Hybrid meeting equipment testing;
- Launch of Diversity, Equity & Inclusion internal committee

Bylaw:

- STR- Active management through amended and newly created bylaws and set fine schedules: New Nuisance, Amended Noise and Fire Works Bylaws;
- 1st year of seasonal officers – enforced new bylaws, parking etc. Program was a success and will be repeated 2023;
- Traffic Bylaw amendments for winter control and permit parking; set fine schedule;
- Test pilot permitted parking in Sunderland for 2022-2023 with Cannington and Beaverton rolling out in 2023 and 2024;
- Implementation and management of Bylaw tracking program (FIREPRO) and Animal Control/Animal Shelter tracking program (SHELTER BUDDY);
- Development of other tracking programs and development and increase in house training of by-law enforcement officers;
- Certification/Training of all By-Law/Animal Control Officers in Defensive Tactics and baton and pepper spray and upgrade of PPE;
- Completion of Renovations/Animal Housing animal shelter;
- Smile Cookie Campaign – Tim Hortons – Donation to Animal Shelter \$4200;
- Muzzle Order/Restraint Order Appeal – success;
- Property Standards Appeal x 2 – success;

- Increase in Part 1, Part 2 and Part 3 offences issued

Development Services Department:

- Official Plan Review - continues;
- Launch of Cloudpermit- building module implemented, planning module in process;
- Re-organization of Department – moving from CBO managed to Director of Development Services;
- Retirement of Building Administrative Assistant and hiring of Development Services Assistant;
- 220 building permits received;
- Beaverton Supportive Housing and Brock Community Health Centre building permit and site plans were major projects;
- 16 planning applications received and processed 17 pre-consultation requests;
- 16 minor variance applications processed through Committee of Adjustment;
- Hosted 7 public meetings/open houses;
- Established a Municipal Asset Naming Policy;
- Initiated the Waterfront Area & Open Space Plan

Fire:

- Aerial arrival- delivery and put in service;
- Modifications to the Beaverton Station for the aerial;
- Canada 911 ride – participants attended Station 81 for lunch & donation of a Honda Generator
- New recruitment – 8 Certified Firefighters;
- Deputy Fire Chief reallocated to Manager of IT and Facilities;
- Continued to develop the C-Can Training Container & roof ventilation prop;
- Hired 1 Fire Prevention Inspector/Public Educator as per a contract position for one year;
- Conducted Live Fire Training via the OFM mobile training trailer in conjunction with Scugog & Uxbridge Fire;
- Self Contained Breathing Apparatus (SCBA) – purchased, delivered, and put in service at Station 82;
- Training & implementation of Tablet Command completed;
- Implementation of PulsePoint in conjunction with Oshawa, Scugog & Uxbridge Fire Service;
- Katie expanded the Fire Prevention Education program (developed new programs);
- Organized Basic Emergency Management (BEM) training for new Township staff via Durham Emergency Management Office;

Library:

- Successful Trillium Grant application for IT improvements;
- Customer Service review and policy amendments;

- Drag Queen Story Time;
- Outdoor Movie Night;
- Successful Trillium Grant application for \$51.9K in IT improvements and programming;
- Training: Customer Service Skills; Indigenous Relationships; Mental Health; De-escalation; Reconciliation; Unattended Child; Workplace Harassment; Canada History and the Indian Act; and 2SLGBTQI+ customer service training;
- Programming: Drag Queen Story Time; Outdoor Movie Night; Indigenous Orange Shirt Day event; Indigenous Paint Nite; Trivia Nights; TD Summer Reading Club events, including the Campfire Night with Joel Sutherland and the Brock Township Fire Education Coordinator. As well, offered the TDSRC Summer Extravaganza with a parade through Beaverton;
- Completed Strategic Planning and developed Strategic Plan for 2022-2027;
- Completed Community Survey and Staff Survey;
- Collaborations and Outreach: Participated in School events, TNDF Night Markets, Beaverton and Sunderland Fall Fairs, and the Maple Syrup Festival
- Collaborated with the Durham Region Health Department to offer COVID vaccine clinics to our community;
- Completed IT assessment of Internet to discern connectivity issues;
- Initiated the Pay Equity process to be compliant with legislation;
- Received award for \$500 to purchase books for people with dyslexia;
- Awarded Accessibility Award from Durham Region;
- Collaborated with the Township's Clerk's department to allow Library staff to be Elected Officials and support our community's 2022 Municipal Elections as Voting Assistance Centres at Beaverton and Sunderland Library branches;
- Collaborated with the Sunderland School Principal to expand DDSB's hours to 3 pm – 8 pm;
- Supporting staff with access to Durham Region's Employee Assistance Program.
- Organized Jane's Walk in Cannington, May 2022;
- Collaborated with Sunderland Historical Society to receive a hotspot for the Library to lend out;
- Received Summer Student Grant to hire a summer student to assist with programming;
- With support from the Beaverton Lions, began developing a Makerspace in Beaverton branch;
- Identified issues with a vendor and worked with the Treasurer and the Library Board to choose another vendor and improve services to the community;
- Investigated financial stability and reserves to be able to develop a Terms of Reference and appropriate Reserves for the Library;
- Completed the Library's Annual Survey to secure Provincial funding, as well as completed necessary CRA tax reports;
- CEO awarded Scholarship for Library Leadership Training program;
- Developed Board Training and Recruitment documents;
- Assess various fines and fees for Library customers;
- Reviewed following policies with the Library Board: Public Code of Conduct, Community Use of Programming Space, and Intellectual Freedom;

- Worked with CBC to offer CBC Corner on the Library website – connecting customers with resources, news, TV shows, and more;
- Offered Library customers new resources such as Ontario Parks Passes to borrow;
- The Library offered COVID test kits for free

IT:

- IT Review by Perry Group- received and reviewed by Council;
- New On-line WHMIS module for training;
- Attended MIFA Conference;
- Discovery work on system and storage by Netagin

General:

- LEAF program for residential backyards;
- Tree planning with LSRCA- Sunderland;
- Future tree planting locations, mapping etc., completed with LSRCA for future projects in the Township- technical readiness for future funding applications to assist community groups and ourselves

4.0 Related Policies / Procedures

None noted.

5.0 Financial / Budget Assessment

All work/projects as planned for in the 2022 budget.

6.0 Climate Change Impacts

As noted.

7.0 Communications

Internal communication update.

8.0 Conclusion

Depending on how 2023 works out, the Township may undertake a comprehensive Core Services Review and build better report through the use of Key Performance Indicators (KPI's) as part of future reporting. 2023 will see significant review on the services we offer, asset management planning, harbour master planning and recreation master planning exercises. 2023 will also see the recruitment of the permanent CAO for the Township of Brock to continue the work that has been started. We look forward to starting these necessary exercises to ensure we are ready for what is to come.

9.0 Recommendation

BE IT RESOLVED THAT Report 2022-GG-030, 2022 Review be received.