



The Regional Municipality of Durham

COUNCIL INFORMATION PACKAGE

April 6, 2018

Information Reports

- [2018-INFO-50](#) Commissioner of Corporate Services – re: 2018 Municipal Election Accessibility Plan
- [2018-INFO-51](#) Commissioner of Social Services – re: Update Implementation of Regulatory Changes under the Child Care and Early Years Act, 2014
- [2018-INFO-52](#) Commissioner of Social Services – re: Portable Housing Benefit – Special Priority Policy (PHB-SPP)

Early Release Reports

There are no Early Release Reports

Staff Correspondence

There is no Staff Correspondence

Durham Municipalities Correspondence

1. [Town of Ajax](#) – re: Resolution passed at their Council meeting held on March 26, 2018, regarding Growing the Greenbelt in the Outer Ring

Other Municipalities Correspondence/Resolutions

There are no Other Municipalities Correspondence/Resolutions

Miscellaneous Correspondence

1. [Association of Municipalities of Ontario \(AMO\)](#) – re: AMO Policy Update – One Third Tax Free Exemption for Municipal Officials
2. [Linda Gasser, Whitby Resident](#) – re: submitting correspondence regarding the memorandum from Susan Siopis, Commissioner of Works, re: Staff Responses to Linda Gasser's Delegation Presentation to the Committee of the Whole Meeting of January 10, 2018

Advisory Committee Minutes

There are no Advisory Committee Minutes

Members of Council – Please advise the Regional Clerk at clerks@durham.ca by 9:00 AM on the Monday one week prior to the next regular Committee of the Whole meeting, if you wish to add an item from this CIP to the Committee of the Whole agenda.



The Regional Municipality of Durham Information Report

From: Commissioner of Corporate Services
Report: #2018-INFO-50
Date: April 6, 2018

Subject:

2018 Municipal Election Accessibility Plan

Recommendation:

Receive for information

Report:

1. Purpose

1.1 The purpose of this report is to share the Region's 2018 Municipal Election Accessibility Plan.

2. Background

2.1 In accordance with Section 12.1 of the Municipal Elections Act, the Clerk, who is responsible for conducting an election, shall have regard to the needs of electors and candidates with disabilities and shall prepare a Plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

2.2 For municipal elections in The Regional Municipality of Durham, the Regional Clerk is, amongst other things, responsible for accepting nominations for the Office of Regional Chair and announcing the final results of the vote. As such, the Regional Clerk has the responsibility to consider any barriers that may affect candidates for the Office of Regional Chair as well as any electors who may wish to obtain information about the election for this office. The Clerks of Durham Region's eight local-area municipalities are responsible for conducting the election and reporting the results of the vote for the Office of Regional Chair to the Regional Clerk. Each area Clerk is responsible for developing their own Election Accessibility Plan under the Municipal Elections Act which will encompass the needs of both candidates and electors with disabilities.

- 2.3 The Region's 2018 Municipal Election Accessibility Plan largely builds off of the Region's 2016 – 2021 Multi-Year Accessibility Plan and the Corporate Accessibility Policy; both of which seek to ensure equal participation for persons with disabilities, including candidates and electors.

3. Next Steps

- 3.1 The Regional Clerk will receive any feedback related to the manner in which services are provided to persons with disabilities during the election process.
- 3.2 As required under section 12.1(3) of the Municipal Elections Act, 1996, within 90 days after voting day (October 22, 2018) the Regional Clerk's Office shall submit a report to Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

4. Attachments

Attachment #1: The Regional Municipality of Durham 2018 Municipal Election Accessibility Plan

Respectfully submitted,

Original signed by:

D. Beaton, B.Com, M.P.A.
Commissioner of Corporate Services



The Regional Municipality of Durham
2018 Municipal Election Accessibility Plan

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Introduction

Under two pieces of legislation called the Ontarians with Disabilities Act, 2001 (ODA) and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the Region of Durham has an obligation to identify, remove and prevent accessibility barriers. Barriers can be present in areas of: attitudes, technological, information and communications, organizational and physical.

In accordance with the Ontario Human Rights Code, disability is defined as:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impairment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- A condition of mental impairment or a developmental disability;
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

In accordance with Section 12.1 of the Municipal Elections Act, the Clerk who is responsible for conducting an election shall have regard to the needs of electors and candidates with disabilities and shall prepare a Plan regarding the identification, removal and prevention of barriers that affect electors and candidates with disabilities.

For municipal elections in The Regional Municipality of Durham, the Regional Clerk is, amongst other things, responsible for accepting nominations for the Office of Regional Chair and announcing the final results of the vote. As such, the Regional Clerk has the responsibility to consider any barriers that may affect candidates for the Office of Regional Chair as well as any electors who may wish to obtain information about the election for this office. The Clerks of Durham Region's eight local-area municipalities are responsible for conducting the election and reporting the results of the vote for the Office of Regional Chair to the Regional Clerk. Each area Clerk is responsible for developing their own Election Accessibility Plan under the Municipal Elections Act which will encompass the needs of both candidates and electors with disabilities.

The Region's 2018 Municipal Election Accessibility Plan largely builds off of the Region's 2016 – 2021 Multi-Year Accessibility Plan and the Corporate Accessibility Policy; both of which seek to ensure equal participation for persons with disabilities, including candidates and electors.

The Plan is a living document that may be updated as the Region's accessibility policies and procedures continue to evolve or as barriers are identified.

Mandate

It is the goal of the Region of Durham to ensure that persons of all abilities are able to participate in the municipal election process.

Accessibility planning in the organization

Since 2003, the Region of Durham has been reporting on accessibility and the identification, removal and prevention of barriers throughout departments and services. This work has been accomplished by examining our facilities, programs, services, policies and by-laws through the lens of accessibility.

The actions outlined in the Region of Durham 2016-2021 Multi-Year Accessibility Plan are specific requirements of the Accessibility for Ontarians with Disabilities Act (AODA) during this timeframe. The actions are organized under the accessibility standards of the AODA to support one of the following accessibility goals: Customer Service, Information and Communications, Employment, Transportation and Design of Public Spaces.

Accessibility considerations for candidates

Candidates for the Office of Regional Chair (or their agents) will need to access the Regional Headquarters building in order to submit their nomination forms or obtain information about the election; they may also access information through the Region's website at durham.ca/elections, or via telephone. Candidates, their agents, friends and family may also choose to attend Regional Headquarters on election night where the unofficial results of the vote will be displayed.

The Region has made every effort to ensure that the Regional Headquarters facility and the website are accessible for everyone. All staff, including those in the Region's Corporate Call Center and at the Public Front Counter has received accessible customer service training.

Candidates and potential candidates may also be participating in Candidate Information Sessions which are run by the Ministry of Municipal Affairs, but are hosted by the municipalities within the Region. For 2018, two scheduled Candidate Information Sessions will be hosted by the Town of Whitby. Both locations are accessible.

Accessibility considerations for electors

Electors may also need to access the Regional Headquarters building in order to obtain information about the election; they may also access this information through the Region's website at durham.ca/elections, or via telephone. For the most part, electors will be interacting with the local-area municipalities in order to ensure their names are added to voters lists, to access candidate information and through the voting process.

As noted earlier, the Region has made every effort to ensure that the Regional Headquarters facility and the website are accessible for everyone. All staff, including those in the Region's Corporate Call Center and at the Public Front Counter has received accessible customer service training.

Compliance Audit Committee

Under the Municipal Elections Act, municipalities are required to establish a Compliance Audit Committee to consider applications requesting audits of candidates' campaign finances. Electors who feel that a candidate for the Office of Regional Chair has not complied with the election campaign finance rules under the Municipal Elections Act may submit a request for a compliance audit. Information about the Committee, along with compliance audit request forms will be made available in an accessible format on the Region's website. Meetings of the Committee will be open to the public and held at Regional Headquarters in an accessible meeting room.

Accessibility specifics

Customer service

Goods and services provided by the Region will be done in a manner that takes into account persons (including candidates and electors) with disabilities.

- Goods and services will be provided in a manner that respects the dignity and independence of persons with disabilities.
- Provisions of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporary or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- People with disabilities may use assistive devices, guide animals and/or support persons to access goods and services.
- Notice of planned or unforeseen service disruptions will be posted in the most appropriate manner (e.g. on site, website, media) by Regional departments.
- All employees, volunteers and those providing service to the public on the Region's behalf will be trained in accessible customer service (ongoing).
- An accessibility feedback process has been established to ensure ongoing improvement.

Information and communications

Candidates and electors are able to access election information in various accessible formats including on the Region's website. Corporate standards were established for providing accessible formats of information or communication supports upon request by:

- Developing guidelines and training to help employees in creating accessible documents (ongoing).
- Informing the public about the options of accessible information and communication supports available to them.
- Emergency procedures, plans or public safety information is offered in an accessible format upon request (ongoing).
- Conversion from Web Content Accessibility Guidelines (WCAG) 2.0 from Level A to Level AA.

Transportation

Candidates and electors who wish to access Regional Headquarters are able to do so using either conventional or specialized transportation through Durham Region Transit (DRT) services.

Durham Region Transit provides training for all conventional and specialized bus operators and supervisors focused on customer service, including but not limited to:

- Enhanced accessibility at DRT and the role of operators in supporting customers.
- Review of disabilities including visible, invisible, physical and cognitive and what is required to deliver exceptional customer service.
- Promoting Human Rights issues and expectations for inclusion.
- Requirements of AODA and the Integrated Transportation Standard.

For complete information on transit service options, please contact Durham Region Transit at 1-866-247-0055 or drthelps@durham.ca

Design of public spaces

Since January 1, 2016, the Region has incorporated accessibility into public spaces that are newly constructed or redeveloped. Many areas in the Regional Headquarters building have also been retrofitted to improve accessibility which will benefit both candidates and electors including:

- Automatic doors at all entrances to the Regional Headquarters building;
- Ample accessible parking spaces;
- Automatic doors to access Council Chambers and the Office of the Regional Clerk;
- Lowered front counters at both the Office of the Regional Clerk and the Public Front Counter; and
- Improved signage throughout the building.

Plan development and review

The Regional Municipality of Durham 2018 Municipal Election Accessibility Plan was developed by the Office of the Regional Clerk in consultation with the Region's Accessibility Co-ordinator.

The Plan is consistent with the principles of the Municipal Elections Act, 1996 and the Accessibility for Ontarians with Disabilities Act, 2005.

Feedback

The Office of the Regional Clerk welcomes feedback on the manner in which services are provided to persons with disabilities during the Election process. Feedback can be provided via email to clerks@durham.ca or by telephone to 905-668-7711, extension 2020.

Post-Election report

As required under section 12.1(3) of the Municipal Elections Act, 1996, within 90 days of voting day, the Office of the Regional Clerk shall submit a report to Council about the identification, removal and prevention of barriers that affect electors and candidates with disabilities which will incorporate any feedback received.

Appendix 1 – The Regional Municipality of Durham 2016 – 2021 Multi-Year Accessibility Plan

Appendix 2 – Corporate Accessibility Policy



The Regional Municipality of Durham 2016-2021 Multi-Year Accessibility Plan



If you require this information in an accessible format, please contact the **Accessibility Coordinator** at accessibility@durham.ca or **905-668-4113 ext. 2009**.

Message from the Regional Chair and Chief Executive Officer

On behalf of Durham Regional Council, I am pleased to present the 2016-2021 Accessibility Plan.

In 2015 we marked the 10th anniversary of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, and the half-way point to the goal of becoming fully accessible by January 1, 2025. After more than a decade of planning and implementing accessibility initiatives throughout Durham Region, we look to the next 10 years as the pathway to an Accessible Ontario where people of all abilities may realize their full potential.

The Accessibility Advisory Committee and Regional employees are committed to identifying, removing and preventing barriers through accessibility planning. The Durham Region 2016-2021 Multi – Year Accessibility Plan identifies the services and initiatives to address the needs of our growing and diverse community.

Our new Strategic Plan 2015-2019: Growing Together, Reaching Further, Aspiring Higher and our Accessibility Policy demonstrate the commitment that Durham Region has to think ahead and plan for tomorrow.

Through continuous improvement and service excellence, Durham Region will continue to provide an accessible, inclusive environment that values the diversity of our staff and the community.

Yours truly,

Roger Anderson

Roger Anderson
Regional Chair and CEO



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THE REGIONAL
MUNICIPALITY
OF DURHAM
HEADQUARTERS

605 Rossland Road East

About Durham Region

Durham Region has a population of about 656,000 residents. According to Statistics Canada, we can estimate that more than 70,000 of these citizens are living with a disability. The Region covers a vast land area of 2,590 square kilometres (1,000 square miles), including both urban and rural settings.

Citizens within Durham Region are serviced by eight area municipal governments and the Regional Municipality of Durham. The Region is governed by a council, consisting of a Regional Chair and 28 elected members. The Regional Chair is the head of Regional Council and is the Chief Executive Officer of the Regional corporation. The Chief Administrative Officer is the most senior staff person in the Region of Durham and reports to Regional Council; working in close collaboration with the Regional Chair.

The Region, through various departments, is responsible for the following services:

- 9-1-1 management.
- Borrowing of Money for Capital Expenditures of upper-and lower-tier municipalities.
- Child-care Centres, Nursery School Programs and Durham Behaviour Management Services (children).
- Delegated Authority for Local Area Municipal Official Plans and Amendments.
- Durham Regional Official Plan and implementation.
- Economic Development and Tourism.
- Emergency Management.
- Family counselling.
- Industrial, Commercial and Residential Development Approvals.
- Land ambulance services.
- Land Division Consent Applications.
- Long-Term Care and Services for Seniors.
- Municipal water supply, treatment, distribution and billing.
- Ontario Works programs and services.
- Police services.
- Property tax policy.
- Provincial Offences Court, prosecution services, administration and collection of fines.
- Public Health programs and services.
- Regional roads, bridges and traffic signals and controls.

Legislation

Ontarians with Disabilities Act, 2001 (ODA)

In 2001, the *Ontarians with Disabilities Act* (ODA) was established to improve opportunities for persons with disabilities. This Act applies to the public sector and led to the Region's accessibility planning process. Since this time, on an annual basis, our organization has been very successful in the identification, removal and prevention of accessibility barriers through departments and services.

The enactment of ODA also required that the Region of Durham form an Accessibility Advisory Committee (AAC) to advise on accessibility throughout by-laws, policies, programs, practices and services. The AAC remains in formation today with 11 members, including a Regional Councillor. This committee provides important and valuable input into the Region's accessibility planning process.



Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) is to address discrimination against persons with disabilities in Ontario. The Act involves accessibility standards that have been developed to be implemented and enforced throughout public and private sectors. The AODA specifies that accessibility will be addressed in areas of goods, services, facilities, accommodation, employment, buildings, structures and premises by the year 2025.

Accessibility standards

Integrated Accessibility Standards Regulations (IASR)

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces

In 2011, under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), four accessibility standards were combined enacting one regulation called the Integrated Accessibility Standards Regulation (IASR). As of July 1, 2016 the customer service

standard has been rolled into the IASR. The IASR involves accessibility standards for customer service; information and communications; employment; transportation and design of public spaces. This allows for a phased-in approach to accessibility implementation in these five areas. This is a much more streamlined approach for broader public organizations, such as the Region of Durham.

More information on AODA and accessibility standards can be found on the **Region's website** at www.durham.ca and the **Ministry of Economic Development, Trade and Employment** website at www.ontario.ca/accessON.



Durham Region Accessibility Advisory Committee

Ontario's accessibility laws require the Region of Durham to have an Accessibility Advisory Committee to advise Council about the preparation of accessibility plans and the achievement of actions outlined within the plan. The majority of members must be people with disabilities. This committee was first established in 2002.

Members of the Region's Accessibility Advisory Committee (AAC) come from various backgrounds, several local area municipalities, and have different types of disabilities. They bring a wide variety of knowledge, expertise and experience to our committee.

The three main activities of an accessibility advisory committee are to:

1. Advise municipal council about:
 - The requirements and implementation of accessibility standards.
 - The preparation of accessibility reports.
 - Other matters for which the council may seek its advice.
2. Review site plans and drawings described in section 41 of the *Planning Act*.
3. Perform all other functions that are specified in the regulations.

The AAC provides valuable feedback and advice to Durham Regional Council and employees. Members often participate in additional accessibility related activities. Since the last accessibility plan covering 2013 to 2015 the AAC has:

1. Participated in an emergency evacuation exercise, providing important insights into the needs of people with disabilities and special needs in an emergency.
2. Provided advice on:

- Site plans for new builds in the Region, such as the Clarington Police Complex and Fairview Lodge, to ensure they complied with AODA regulations.
 - The Transit Advisory Committee policies and procedures.
 - An accessible computer workstation in the Human Resources training room.
 - Accessible door openers and placement of buttons at entrances and washrooms.
 - The accessibility of the facilities that were being used for the Toronto 2015 Pan Am/Parapan Am Games in our Region.
3. Accessibility Awards were presented to those who are accessibility champions in each of our municipalities.
 4. Staff educational activities were set up during National Access Awareness Week celebrations in 2013 to 2015.

Accessibility planning in the organization

Since 2003, the Region of Durham has been reporting on accessibility and the identification, removal and prevention of barriers throughout departments and services. This work has been accomplished by examining our facilities, programs, services, policies and by-laws through the lens of accessibility. As a result of this ongoing work, many barriers have been addressed in areas of:

- Physical environment
- Technology
- Employment
- Information and communication
- Attitudes

Accessibility planning, over more than a decade now, has been a valuable and important process for the Region. It has allowed departments and services to fully examine their environments to ensure accessibility for persons with disabilities. While reporting on accessibility barriers continues, the continuous implementation of accessibility involves all aspects of the way the Region conducts business. This will continue through meeting the requirements of AODA with the implementation of accessibility standards.

Under the Integrated Accessibility Standards Regulation (IASR), multi-year planning has been an integral requirement for our organization. Multi-year planning is not only addressing accessibility barriers, but is also ensuring that the Region meets legislative requirements within the identified timelines.

Creating communities where every person can participate is important for people, businesses and community life. It is important that Durham Region continues planning for the future so that programs, services and facilities are accessible and welcoming for everyone.

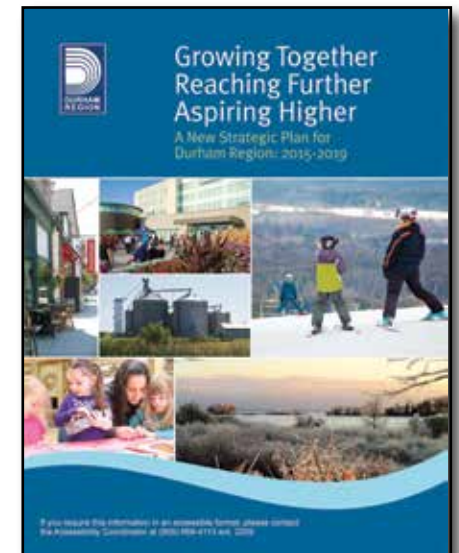
The Durham Region 2016-2021 Multi-Year Accessibility Plan outlines strategies and actions to identify, prevent and remove barriers for people with disabilities. The plan also details our strategy for meeting the requirements of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

Accessibility planning supports Durham Region's Strategic Plan

The Region uses strategic planning initiatives to create programs and deliver services that meet the needs of our growing population and an increasingly diverse community.

Accessibility planning in Durham includes the requirements of the AODA and supports the Region's strategic direction and long-term strategies. Creating a community that is inclusive and accessible for everyone links with the goals set out in the following Regional strategies and policies:

- The 2015 – 2019 Strategic Plan – Growing Together Reaching Further Aspiring Higher
- Accessibility Policy
- Regional Commitment to Accessibility



The 2015-2019 Strategic Plan: Growing Together, Reaching Further, Aspiring Higher

The Region's Strategic Plan is aligned with the four-year term of Regional Council. The 2015-2019 Strategic Plan includes a direction that will support a healthier regional population and a better quality of life for our residents that is more affordable, livable, inclusive and safe. Accessibility planning supports this goal by enhancing our inclusive and welcoming communities to meet the evolving needs of youth, seniors and newcomers.

Accessibility partnerships

Each lower-tier municipality, within Durham Region, has an Accessibility Advisory Committee (AAC) that reports to its respective municipal council about accessibility matters. This means that for the entire area (consisting of eight local area municipalities and the Region), we have a total of nine AACs dedicated to improving accessibility in our communities.

Co-ordinated by the Region, the nine AACs are brought together to share best practices and information related to accessibility. Meetings are held with AAC chairs, and on an annual basis the Region hosts an AAC Joint Forum. This is an opportunity for volunteers to network and collaborate on accessibility matters. This past year, the AAC Joint Forum was held in September, and included a presentation by Sharon Hill, Manager of Health, Safety and Wellness for the Region of Durham, as well as a presentation by Dr. Vicki Keith, C.M., O. Ont., LLD, ChPC Coach; Y Penguins Aquatic Club Founder/Coordinator; and the Y Abilities Programs YMCA of Kingston.

The Region's Accessibility Coordinator also belongs to the Ontario Network of Accessibility Professionals (ONAP). This network is comprised of accessibility professionals within the broader public sector across Ontario and its purpose is to share best practices and resources in accessibility.

Accessibility awards allow us to demonstrate the importance of accessibility, and to honour leadership in breaking down barriers. Each year the Region of Durham honours individuals, services, and/or businesses that have improved accessibility in their community. Nominations for these awards are made by the accessibility advisory committees of municipalities within Durham Region.

Education about accessibility type issues and initiatives within our departments and community is a very important piece for our AAC and AODA Staff Working Group. Presentations allow us to learn so we can all in turn share with others.

AODA progress to date

The AODA sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the design of public spaces, with staggered compliance dates to 2021.

The following outlines the AODA requirements by the year achieved:

- 2010**
 - Requirements of the Accessibility Standards for Customer Service were met which included:
 - The Accessibility Policy which outlines our Customer Service mandate.
 - Training of all employees, students and volunteers is ongoing.
- 2011**
 - Incorporated specific accessibility criteria for Durham Region Transit (DRT) as required for 2011
- 2012**
 - Emergency and public safety information offered in an accessible format upon request.
 - Emergency response plan forms developed for employees with temporary and permanent disabilities.
 - Incorporated specific accessibility criteria for Durham Region Transit, Specialized Services as required for 2012.
- 2013**
 - Established a corporate Accessibility Policy to guide the Region's accessibility direction
 - Created a multi-year accessibility plan that outlines long-term strategies to achieve AODA requirements and improve accessibility within programs, services and facilities.
 - Incorporated accessibility design, criteria and features in the procurement process for new goods, services and facilities.
 - Incorporated specific accessibility criteria into DRT and Specialized Services as required for 2013.

2014

- Trained employees, volunteers and contractors on the requirements of the AODA's Integrated Accessibility Standards Regulation and Ontario's Human Rights Code as it pertains to people with disabilities.
- Ensured processes for receiving and responding to feedback continue to be accessible to people with disabilities by providing accessible formats or communication supports upon request.
- Developed and documented accessible employment practices and policies across all stages of the employment life cycle.
- Incorporated specific accessibility criteria into DRT and Specialized Services as required for 2014.



Tracy Schmitt – Motivational speaker

2015

- Provided accessible formats and communication supports when requested by employees and members of the public.

It should be noted that while Durham Region complied with the above timetable, in many instances the initiatives were introduced or implemented at an earlier than required time frame.

AODA compliance timeline from 2016 to 2021

Compliance activities continue as the Region of Durham works towards meeting AODA requirements now and in the future. This timeline shows the upcoming provincial requirements to make an accessible Ontario for new initiatives in Durham.

2016

Design of Public Spaces Standards

- Consultation on newly constructed or redeveloped areas for recreational trails, outdoor play spaces, exterior paths, on-street parking and service related elements.

2017

Public Transit

- Pre-boarding announcements (complete)
- Fare parity (complete)
- Hours of service

2021

Website to Web Content Accessible Guidelines (WCAG) Level AA

- All existing Internet websites and web content conforms with WCAG 2.0 level AA

The Plan

Plan organization

The actions outlined in the Region of Durham 2016-2021 Multi-Year Accessibility Plan are specific AODA requirements during this timeframe. These actions are organized under the accessibility standards of the AODA to support one of the following accessibility goals.

Integrated Accessibility Standards Regulations:

- **Customer Service** – Provide accessible customer service to people with disabilities.
- **Information and Communications** – Create, provide and receive information and communications in ways that are accessible to people with disabilities.
- **Employment** – Incorporate accessibility practices across all stages of employment including recruitment, selection and supporting Regional employees with disabilities.
- **Transportation** – Make it easier to move around the Region by considering the accessibility needs of people with disabilities.
- **Design of Public Spaces** – Make Regional public spaces more accessible.



These goals correspond to the standards included in the AODA and represent the Region's commitment to meet the accessibility needs of people with disabilities. This link ensures consistency across the actions of the plan and supports achieving compliance with the AODA.

In addition to meeting the requirements of the AODA, the Region will continue to identify, remove and prevent barriers that people with disabilities may face when accessing Regional goods, services, facilities or programs.

Integrated Accessibility Standards Regulation work plan

The Region of Durham will continue to develop plans and strategies to meet the requirements of the Integrated Accessibility Standards Regulation of the Accessibility for Ontarians with Disabilities Act, 2005.

The information outlined below, highlights the details and planned actions to comply with the individual standards within the regulation to 2021, with the date the action must be achieved by. Behind each requirement are detailed work plans to make the requirement operational.

Customer service

Durham Region met all the requirements of the Accessibility Standards for Customer Service Regulation including:

- Created an Accessible Customer Service Policy.
- Trained all employees, volunteers and those providing service to the public on our behalf (ongoing).
- Established an accessibility feedback process.
- Notice of service disruption(s) are posted, where planned or scheduled service disruptions occur.

Information and communications

Corporate standards were established for providing accessible formats of information or communication supports upon request by:

- Developing guidelines and training to help employees in creating accessible documents (ongoing).
- Informing the public about the options of accessible information and communication supports available to them.
- Emergency procedure, plans or public safety information is offered in an accessible format upon request (ongoing).
- Conversion from Web Content Accessibility Guidelines (WCAG) 2.0 from Level A to Level AA.

If you require this information in an accessible format, please contact the Accessibility Coordinator at accessibility@durham.ca or 905-668-4113 ext. 2009.

By January 1, 2021 all information and communications are required to be provided in an accessible format. Durham Region will:

1. Develop a strategy to ensure that all existing Internet websites and web content conforms to WCAG Guidelines 2.0 Level AA.
2. When requested, will provide an accessible document for material on our website that was created prior to 2014.

Employment

The requirement for accessible employment has been implemented within recruitment, assessment and selection processes. Accessibility has been included in practices with present employees with disabilities and there are job accommodation procedures in place.

Transportation

By January 1, 2017 Durham Region Transit will incorporate a number of services and processes outlined below into their plan to ensure compliance with the requirement.

Durham Region will:

1. Establish pre-boarding route or destination announcements (electronic) are in place. Currently these are handled by the Innovations in Transportation (INIT) systems, and if that is not available operators do this manually.
2. Implement on-board announcements of stops and connections (electronic) are in place. Currently these are handled by our INIT systems, and if that is not available operators do this manually.
3. Ensure fare parity for conventional and specialized transportation (already in place).



4. Harmonize the hours of service for conventional and specialized services.
5. Implement new eligibility application process.
6. Create categories of eligibility.
7. Develop a process for managing, evaluating and taking action on customer feedback.
8. Take steps to reduce waiting times.
9. Ensure measures to identify, prevent and address accessible equipment failure are documented. These include pre-trip, in-trip and post-trip inspections and regularly scheduled maintenance of vehicles.

Design of public spaces

As of January 1, 2016 the Region of Durham will incorporate accessibility into public spaces that are newly constructed or redeveloped that are within our jurisdiction.

Durham Region will:

1. Review and update current processes to make sure the accessibility requirements of the Design of Public Spaces Standards are applied, where applicable, to new or redeveloped projects in the following areas: recreational trails, beach access routes, outdoor public use eating areas, outdoor play spaces, exterior paths of travel, accessible parking and service related elements.
2. When developing the public spaces under this standard, the Region shall consult the public and persons with disabilities.
3. Update procurement procedures and guidelines, where needed, to reflect the requirements for public spaces.
4. Inform staff about the public spaces requirements.
5. We shall provide maintenance and restoration of public spaces, where applicable.

Accessibility strategies moving forward - general

The following is an overview of some of the organization's strategies for planned barrier removal. Each of the projects has been identified as a priority to ensure further accessibility for people with disabilities.

Organization wide

- Staff from all areas will work on the implementation of standards as required.
- Working towards creating accessible documents by training staff.
- Continue to gather feedback from the public and staff to assist in our planning for accessibility improvements.
- Ongoing training of accessibility standards, as required.
- Offering awareness workshops for staff to educate them on disability initiatives, types and issues.

Durham Region Transit (DRT)

- PRESTO is expected to be available on all Durham Region Transit vehicles, including Specialized Services, in spring/summer 2016.
- Further develop integrated service model to incorporate DRT's 100 per cent conventional accessible fleet.
- Planned training for all conventional and specialized bus operators and supervisors focused on customer service, including but not limited to:
 - Enhance accessibility at DRT and the role of operators in supporting customers.
 - Review of disabilities, including visible, invisible, physical and cognitive and what is required to deliver exceptional customer service.
 - Promote Human Rights issues and expectations for inclusion.
 - Assess the status of compliance with AODA and the Integrated Transportation Standard.

Accessibility not only helps people with disabilities, it benefits everyone. That means giving people of all abilities opportunities to participate in everyday life. Creating communities where every person who lives or visits can be involved makes good sense for people, for businesses, for communities, for all of us.



Contact information

We welcome your feedback. Please let us know what you think about the Regional Municipality of Durham 2016-2021 Multi-Year Accessibility Plan.

Janet Traer, Accessibility Coordinator

By mail:

The Regional Municipality of Durham
605 Rossland Road East, Post Office Box 623
Whitby, Ontario
L1N 6A3

By phone:

905-668-7711 extension 2009 or
1-800-372-1102

By email:

accessibility@durham.ca



Acknowledgements

A special thank you is extended to the Regional *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) Staff Working Group for their time and commitment to accessibility planning. Each person is representative of a department and/or service across the organization. Through regular meetings, this committee is kept informed of legislative information and resources. In turn, these representatives are able to share this knowledge with their respective departments.

The AODA Staff Working Group is an integral piece to Durham Region's accessibility planning. Members bring expertise in their respective areas, which adds to the collective knowledge of the organization as accessibility initiatives are implemented.

Representatives are also vital for the communication process regarding legislative compliance requirements along with the Region's various accessibility initiatives. Departmental staff are kept well informed of accessibility through these resourceful staff representatives and for that, we thank you.

Due to the commitment and accomplishments of the staff working group, as well as others who have provided support and expertise, appreciation is extended to them.

AODA Staff Working Group members

CAO's Office

Lorraine Dunn, Janet Traer

Corporate Communications Office

Sherri Munns, Jennifer Santos

Corporate Services Department

Angie Appleton, Dawne Chad, Crystal McNeil
(Human Resources Division)

Cheryl Bandel, Leigh Fleury, Jennifer Lanegger
(Legislative Services)

Alisa Cole, Jason Hunt (Legal Services)

Durham Regional Police Service (DRPS)

Dave Simpson

Durham Region Transit (DRT)

Jack Dermegherdijian, Brad Eyre

Finance Department

Anne Smith

Health Department

Shelley Chamberlain, Glendene Collins

Planning and Economic Development

Michelle Stevenson

Social Services Department

Pauline Hopley, Tracey Tyner Cavanagh

Works Department

Ihor Kotowycz (Facilities)

Andrea Platt (Traffic), Ginny Tacij (Plant Operations)

Message from the Chair of the Accessibility Advisory Committee (AAC)

The members of Durham Region Accessibility Advisory Committee (AAC) are a dedicated group of individuals who live across our region. They bring to the committee a wide range of personal experiences and perspectives related to the many challenges faced by people with disabilities. As a result, the group is able to provide invaluable support and advice to the Region as it continues to strive towards the identification and elimination of barriers.

This multi-year accessibility plan illustrates the efforts of many staff, community partners, volunteers and Regional Council in working towards an environment in which the interests of all groups of our society are represented.

It is important that all individuals who live, work and play within Durham Region feel included; so in an attempt to achieve this goal, the AAC strives to consider all aspects of accessibility and remove any barriers that may exist for people with disabilities. The committee assists by reviewing projects and initiatives within Durham, as well as support the Region in its effort to meet the legislative requirements.

On behalf of the AAC, I would like to take this opportunity to thank the Durham Region's AODA Staff Working Group for their time and commitment regarding accessibility planning. It is also my pleasure and honour to work with and learn from all of my fellow Accessibility Advisory Committee members.

Sincerely,

Mari-Lynn Cordahi

Mari-Lynn Cordahi
Chair, Regional AAC



Accessibility Information



The Regional Municipality of Durham
605 Rossland Rd. E., Whitby, ON L1N 6A3
905-668-7711 or 1-800-372-1102
www.durham.ca



Regional Municipality of Durham Corporate Policy and Procedures Manual

Title: Accessibility	Policy #: 7.80
Approved By: Chief Administrative Office	Page #: 1 (of 7)
Issued: May 8, 2013	Revised: June 5, 2017
Responsibility: Chief Administrative Office	Section: Corporate Policy

1. Policy

The Region of Durham is committed to ensuring accessibility for persons with disabilities throughout its goods, services, employment and facilities. Accessibility shall be addressed in a manner that upholds the principles of dignity and independence, strives to provide integrated services, and provides equal opportunity.

2. Purpose

The purpose of this policy is to comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) in the implementation of its accessibility standards. This legislation ensures the identification, removal and prevention of accessibility barriers throughout the organization's goods and services, facilities and employment.

This policy includes requirements of the Region's Accessible Customer Service Policy, adopted by Council in 2008 and replaces the Region's Accessible Customer Service Policy.

This policy and/or the implementation of accessibility standards do not replace organizational obligations and requirements of the Human Rights Code.

This policy aligns with the Durham Region Strategic Plan and future direction for providing an accessible, inclusive environment that values the diversity of our staff and the community.

3. Definitions

The following nine definitions should be used when reading this policy:

Accessibility

Ensures equal participation for persons with disabilities

Accessible Barrier

Barriers to accessibility are obstacles that make it difficult, sometimes impossible, for people with disabilities to do things in daily living (e.g. open doors, enter buildings, read small print or walk far distances). Barriers can be visible or non-visible like attitudinal barriers.

Accessibility Standards

AODA involves the development of province-wide mandatory standards on accessibility in all areas of daily life. The five standards are:

- Customer Service
- Information & communications
- Employment
- Transportation
- Design of public spaces

Accessible Formats

May include, but are not limited to, large print, recorded audio and electronic formats, Braille, and other formats usable by persons with disabilities.

Assistive Devices

Auxiliary aids that provide support and/or assistance to people with disabilities which include, but are not limited to; wheelchairs, canes, scooters, walkers, screen readers, and listening devices.

Communication Supports

May include, but is not limited to captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Disability

As per the Ontario Human Rights Code:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability;
- A learning disability or dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;

- A mental disorder; or
- An injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Public Documents

Documents produced by a Regional Department for the purpose of providing information to the public about goods, services or facilities (e.g. brochures, applications, business plans).

Service Disruption

Can be a service that is in need of repair or temporarily out of order, such as an elevator or powered door. It can also be a meeting or appointment that is cancelled, or an altered bus route.

4. Procedures

Accessible Customer Service

4.01 Goods and services provided by the Region will be done in a manner that takes into account persons with disabilities.

- The goods and services will be provided in a manner that respects the dignity and independence of person with disabilities.
- Provisions of goods and services to persons with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or permanently, to enable a person with a disability to obtain, use or benefit from the goods and services.
- People with disabilities may use assistive devices, guide animals and/or support persons to access goods and services.
- Notification of planned or unforeseen service disruptions will be posted in the most appropriate manner (e.g. on site, website, media) by Regional departments.

Accessibility Feedback

4.02 Feedback will be received on accessibility barriers within Regional facilities, employment processes, goods and/or services. Feedback can be made by the public or employees. Information on barriers will be sent to the appropriate department for necessary action.

Accessibility feedback forms can be completed or feedback can be submitted via:

- Mail: Accessibility Coordinator at P.O. Box 623, Whitby, ON L1N 6A3
- Phone: 905-668-7711 ext. 2009

- In person: CAO's Office at 605 Rossland Road East, Level 5, in Whitby Ontario.
- Email: accessibility@durham.ca

Accessible Formats Statement

- 4.03 Documents provided to the public that are developed by a Regional department must indicate the statement, "If you require this information in an accessible format, please contact 'appropriate (originating) departmental staff contact' or 'the Accessibility Coordinator at accessibility@durham.ca or 905-668-4113 ext. 2009'."

The following must also be adhered to when developing public documents:

- The accessible formats statement indicated above must be placed on the front of public documents;
- Statements must be clearly identified using Arial font and 12 point text size at minimum, where possible.

Examples of exceptions to this procedure:

The following are examples of exceptions to the aforementioned commitment to place the accessible format statement on the Region's public documents.

- The accessible format statement will not be required on Regional billboards, rink boards or other large marketing displays where the intended aim is primarily graphic in nature and does not include detailed information.
- Where the exchange of information is provided in person and ensures the individual understands and comprehends material (e.g. personal consents for information or declarations).
- Product and product labels.
- Unconvertible information or communications (e.g. maps into Braille).
- Information that the Region does not control directly or indirectly through a contractual relationship (e.g. information provided from the province or an external agency).

Accessible Procurement

- 4.04 Accessibility features and criteria will be considered and incorporated for all Regional procurement, where possible. Accessibility features include technical features (e.g. software), and structural features (e.g. physical design, including hardware or product specifications).

Each Regional department is responsible for ensuring accessibility considerations have been made. As outlined in the Accessible Procurement Statement, where an accessible option is not being chosen, and the item is not covered under the Procurement Statement, departments must document the item and explanation on the Regional Procurement Accessibility Checklist. Completed Checklists will be forwarded to accessibility@durham.ca to be retained for audit purposes.

Assistive Devices

- 4.05 People with disabilities will be permitted to use their assistive devices in Regional facilities, as part of the Accessible Customer Service Standard.

Employment

- 4.06 The Corporate Services Department – Human Resources Division shall ensure that job applicants are made aware throughout the application and competition process that the Region of Durham will provide accommodation, upon request, for persons with disabilities.

Information and Communications

- 4.07 Upon request, employees and the public will be provided with information in an accessible format that takes into account their disability. The information must be provided in a timely manner and at a cost that is no more than the regular price charged to others.

Also, where requested, communications supports will be provided (e.g. sign language interpreter). Where an accessible format or communication support cannot be provided, a mutual agreement will be made with the person making the request to provide it in another manner.

Multi-year Accessibility Plan

- 4.08 The Region will develop a multi-year accessibility plan, outlining strategies to prevent and remove barriers to accessibility, led by the Office of the Chief Administrative Officer.

Service Animals

- 4.09 As part of the Accessible Customer Service Standard, service animals and/or guide dogs are permitted in all Regional facilities. Service animals can be, but are not limited to dogs, birds, small horses and monkeys. Owners of service animals are required by law to have medical documentation outlining that the service animal is required because of a disability.

Service Disruption Notification

- 4.10 Where planned or scheduled service disruptions occur, the appropriate departmental staff member shall ensure that a Notice of Service Disruption Form is posted in an appropriate location within the facility for clients, and the public, to easily read. The same applies for unforeseen events. Information should be printed on the form before it is placed in a conspicuous area, with a height location that is visible from wheelchairs and/or scooters.

This procedure is outlined in the Protocol for Notice of Planned Service Disruption and the Protocol for Notice of Unforeseen Service Disruption.

To obtain a copy of form, see the Visual Identity Program Manual on the Intranet – Forms.

Service disruption notification forms are in accordance with the Customer Service Standard of the AODA.

Support Persons

- 4.11 When a person with a disability is accompanied by a support person, Regional employees shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises. A support person might accompany someone with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

Training

- 4.12 Training on AODA and/or the Accessibility Policy will be provided by the Accessibility Coordinator to employees, volunteers and contract workers. Training will vary depending on specific job functions and duties.

Workplace Emergency Employee Plan

- 4.13 Employees may require an emergency plan that takes into account their disability (temporary or permanent). Upon request, a Workplace Emergency Employee Plan will be completed. Information will be kept by the Manager/Supervisor and will remain confidential unless otherwise outlined by the employee. The information shared will be the employee's needs for an emergency plan and not details regarding the disability. This procedure is in accordance with the Integrated Accessibility Standards Regulation.

5. Application

This policy applies to all employees, volunteers and contract workers.

6. References

- Accessibility for Ontarians with Disabilities Act, 2005
- Accessibility Reports and Multi-year Accessibility Plan
- Accessible Procurement - Regional Procurement Accessibility Checklist
- Corporate Policy and Procedures Manual including the following two policies:
 - Recruitment and Selection Policy #3.10; and

- Accommodation – Permanent or Temporary Restrictions Policy #7.10.
- Intranet – Forms or Accessibility Logo: Accessibility forms outlined in this policy
- Notice of Service Disruption – Planned
- Notice of Service Disruption – Unforeseen
- Ontario Human Rights Code
- Ontarians with Disabilities Act, 2001
- Workplace Emergency Employee Plan

7. Inquiries

For additional information regarding this policy or aforementioned procedures please contact your manager or the Region's Accessibility Coordinator.



The Regional Municipality of Durham Information Report

From: Commissioner of Social Services
Report: #2018-INFO-51
Date: April 6, 2018

Subject:

Update Implementation of Regulatory Changes under the Child Care and Early Years Act, 2014

Recommendation:

Receive for information

Report:

1. Purpose

1.1 The purpose of this report is to advise Council about the Ministry of Education's progress on modernizing child care and early years through the development and implementation of new regulations.

2. Background

2.1 The Child Care and Early Years Act, 2014 (CCEYA) came into effect on August 31, 2015 along with many regulations that carried forward from the previous legislation in the Day Nurseries Act.

a. A second set of regulatory changes were introduced on May 2016, and were phased in, to allow for appropriate transition time.

- In the fall of 2017, the Ministry posted proposed changes on the Ontario Regulatory Registry website for public review and comment. At this time they have formalized the new regulations, and developed two new implementation timelines.

2.2 On March 2, 2018 Children's Services Division as the Consolidated Municipal Service Manager for Child Care and Early Years received a letter from Shannon Fuller, the Assistant Deputy Minister identifying the next phase of regulations and implementation dates.

- 2.3 As noted in the attached memo several regulatory changes came into effect on **March 1, 2018** and are primarily to clarify administrative processes that will reduce duplicative requirements, and reduce administrative burden for operators, child care staff, home child care providers and families. All other regulatory amendments will come into effect on **July 1, 2018**.
- 2.4 Dr. Kyle, Medical Officer of Health and his staff and the Children's Services staff are working to prepare to implement any necessary operational or policy changes to ensure compliance with the new regulations.

3. Prohibited Practices & Administrative Penalties

The new regulations will extend prohibited practices to individuals other than licensees (Section 48 of O. Reg. 137/15)

Prohibited practices include, corporal punishment; physically restraining a child; locking a child in a room unsupervised; harsh or derogatory language, measures or threats directed at or in the presence of a child that would humiliate, shame or frighten or undermine the child.

While this section has been applicable to the licensed child care operator, it will now be expanded to include employees, volunteers or students; or home child care providers or agencies. This provision will then allow for administrative penalties to be assigned to the additional expanded persons listed above.

3.1 Authorized Recreational programs & Funding for skill building programs

Currently, Children's Services Division does have several Purchase of Service Agreements with agencies or Municipalities who are providing recreational programs for children. Children's Services staff are reviewing this section of the legislation and will report back to Council in the future.

4. Attachments

Attachment #1: Memo dated March 2, 2018 from Shannon Fuller, Assistant Deputy Minister

Respectfully submitted,

Original signed by:

Dr. Hugh Drouin
Commissioner of Social Services

Ministry of Education
Early Years and Child Care
Division

Mowat Block, 24th floor
900 Bay St.
Queen's Park
Toronto ON M7A 1L2

Ministère de l'Éducation
Division de la petite enfance et de la
garde d'enfants

Édifice Mowat, 24^e étage
900, rue Bay
Queen's Park
Toronto ON M7A 1L2



MEMORANDUM TO: Early Years and Child Care Partners

FROM: Shannon Fuller
Assistant Deputy Minister
Early Years and Child Care Division

DATE: March 2, 2018

SUBJECT: **Implementation of Regulatory Changes under the
*Child Care and Early Years Act, 2014***

Dear Early Years and Child Care Partners,

Given the scope of regulatory change required to advance our modernization plan, the ministry is taking a phased, multi-year approach to the development and implementation of new regulations to allow engagement with, and transition time for, the sector.

The first regulations under the *Child Care and Early Years Act, 2014* (CCEYA) came into effect on August 31, 2015, along with the act itself, and included many regulations carried over from the *Day Nurseries Act* (DNA).

As part of the continued phased approach to introducing regulatory changes, a second set of regulatory requirements was introduced in May 2016 with varying effective dates to provide the sector with transitional time to adjust, and focused on areas such as licensing clarity, enforcement, tiered licensing, and before and after school programs for children age 6-12 years.

The current phase of regulations was posted on the Ontario Regulatory Registry website for public comment from October 2, 2017 until December 1, 2017. Many of these changes have been informed by feedback that the government has heard from the early years and child care sector. Through this engagement process, the ministry received over 160 submissions from municipalities, licensees, advocacy groups and professional associations, recreation partners, school boards, registered early childhood educators, parents, and individuals. Thank you to all of the stakeholders and partners that provided feedback during this process.

Through this latest engagement process, our child care and early years partners expressed support for the proposed regulations that would reduce administrative burden for child care licensees. Further, we heard support for the proposal to revoke Schedule 2, which set out different requirements for child care centres with respect to age groupings

and ratios. We also heard concerns related to the impacts of removing certain requirements in regulation and the need for further clarity in a number of areas.

The ministry listened to these concerns, responded to this important feedback, and developed an approach that is reflective of the feedback we received.

Key Changes

The new/amended regulations, which were filed on March 1, 2018, are made under the authority of the *Child Care and Early Years Act, 2014*. I encourage you to read through, and familiarize yourself with the new regulatory provisions, which support the implementation of the Renewed Early Years and Child Care Policy Framework, to ensure that Ontario's children and families have access to affordable, high-quality, and responsive child care and early years programs and services. The regulations are available here and the changes will be reflected within 2 business days:

[Ontario Regulation \(O.Reg.\) 137/15: GENERAL](#)

[Ontario Regulation 138/15: FUNDING, COST SHARING AND FINANCIAL ASSISTANCE](#)

The regulatory changes are focused on six key areas:

1. Reducing administrative burden for licensees, child care staff, home child care providers, and families by removing unnecessary or duplicative requirements that do not have an impact on children's health or safety;
2. Building on the progressive enforcement model;
3. Clarifying requirements for authorized recreational and skill building program providers;
4. Aligning funding regulations with current funding policy and practices;
5. Revoking schedule 2; and
6. Making technical amendments, including language updates.

The ministry is taking a flexible and responsive approach to the implementation of new regulations. As a result, the regulations come into effect at varying times.

The following regulatory changes **came into effect upon filing of the regulations**.

- Emergency contact information for parents (Section 70(1) of O. Reg. 137/5)
- Financial records (Section 76 of O. Reg. 137/15)
- Implementation/review of policies, procedures and individualized plans (Section 6.1(2) – 6.1(7) of O. Reg. 137/15)
- Serious occurrences, records retention (Section 38(1)(d) of O. Reg. 137/15)
- Federal legislation for cribs, cradles and playpens (Section 19(2)4 and 27(3)(1) of O. Reg. 137/15)
- Allergies, posting requirements (Section 43(3) of O. Reg. 137/15)
- Storage of hazardous and poisonous substances in child care centres (Section 15(2) of O. Reg. 137/15)
- Schedule 2 (Section 8(1) of O. Reg. 137/15 and all other relevant regulatory references)

All other regulatory amendments will come into effect on **July 1, 2018**:

- Medical officer of health direction (Section 32(1) of O. Reg. 137/15)
- State of play material, equipment and furnishings (Section 19(3) and 27(4) of O. Reg. 137/15)
- Extending prohibited practices to individuals other than licensees (Section 48 of O. Reg. 137/15)
- Changes to administrative penalties (Section 78, Table 1 of O. Reg. 137/15)
- Expansion of offence provisions (Section 34(1) and Section 35 of the Act)
- Clarification for authorized recreational programs (Section 3.1(2)(iii) of O. Reg. 137/15)
- Funding for authorized recreational and skill building programs (ss. 6(1) and Section 6(1)8 of O. Reg. 138/15)
- Funding for extended day programs (Section 6(1) of O. Reg. 138/15)
- Language update for “child and family programs” (all relevant regulatory references in O. Reg. 137/15 and O. Reg. 138/15)
- Director approval for first aid requirements for resource teachers (Section 55(2) of O. Reg. 137/15)
- Requirements for students in policies and procedures (Section 49(a) of O. Reg. 137/15)
- Provision of child care services etc. for children with special needs (Section 28 clause (a) and (b) of O. Reg. 138/15)
- Language update for professional engineers (Section 1 of O. Reg. 138/15 and other relevant regulatory references)
- Statements on immunization (Section 72(1)8 of O. Reg. 137/15)
- Removal of wage subsidy reference (Section 1 of O. Reg. 138/15)

The new regulations support the implementation of the Renewed Early Years and Child Care Policy Framework as they are aligned with the commitment to increase access, affordability, responsiveness and quality of child care and early years programs and services. Building on the previous phases of regulatory changes, the new regulations will continue to refine and improve the regulatory framework and continue to support the health, safety, and well-being of children.

Licensing Resources

Child Care Licensing Manuals

To support understanding and implementation of the new regulations, updated child care centre and home child care agency licensing manuals will be available shortly. The updates reflect the regulatory changes which took effect immediately upon filing of the regulations.

Once updated, the licensing manuals can be downloaded at the following links:

[Child Care Centre Licensing Manual](#)

[Home Child Care Agency Licensing Manual](#)

Within the manuals, updates are identified with an asterisk (*).

Licensing Kit

As you may be aware, the Ministry of Education is developing a comprehensive Licensing Kit, which includes sample policies, templates, and tip sheets intended to support compliance with licensing requirements.

A variety of new documents are now available as part of the Licensing Kit, including a sample serious occurrence policy, a sample anaphylactic policy, and a sample drug and medication administration policy. The new set of documents is available for download at the following link: [Licensing Kit](#).

Although use of the Licensing Kit is not mandatory, licensees are encouraged to adopt and/or consult the documents as they become available to support compliance with licensing requirements.

Thank you again for your hard work and dedication. Your commitment, engagement, and partnership are the foundation to building a more responsive, integrated system of quality child care and early years services. Together, we are helping Ontario's children get the best possible start in life. I look forward to our strong and ongoing partnership.

Sincerely,

A handwritten signature in cursive script that reads "S Fuller".

Shannon Fuller

Assistant Deputy Minister

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2463.



The Regional Municipality of Durham Information Report

From: Commissioner of Social Services
Report: #2018-INFO-52
Date: April 6, 2018

Subject:

Portable Housing Benefit – Special Priority Policy (PHB-SPP)

Recommendation:

Receive for information

Report:

1. Purpose

1.1 The purpose of this report is to provide a summary of the proposed provincial Portable Housing Benefit-Special Priority Policy (PHB-SPP) program.

2. Background

2.1 In July 2016, the Province launched a two-year pilot program in 22 service manager areas to provide a provincially-funded Domestic Violence – Portable Housing Benefit Pilot (SDV-PHB) to help survivors of domestic violence access safe and affordable housing. Durham was not one of the pilot sites.

2.2 The pilot has had strong success in assisting survivors to immediately find housing in their community without having to wait for RGI. In November 2017, the Province committed \$30 million over the next three years to extend the SDV-PHB to support up to 3,000 survivors of domestic violence in all service areas across the province on an ongoing basis.

2.3 Beginning in July 2018, the new Portable Housing Benefit-Special Priority Policy (PHB-SPP) program will be available to SPP applicants across the province, starting with SDV-PHB pilot recipients and rolling out to applicants in other service areas on a first-come, first-served basis.

2.4 The new PHB-SPP will be 100 per cent provincially-funded and delivered. Subject to annual budget approvals, the Province has committed to provide stable, ongoing funding of up to \$10 million in 2018-19 and up to \$15 million in 2019-2020 for eligible SPP applicants.

3. Program Design

3.1 Participation in the PHB-SPP is voluntary. Eligible SPP applicants on the Durham Access to Social Housing (DASH) wait list may choose to receive the benefit or continue to wait for rent-gear-to-income (RGI) housing. Applicants who choose to receive the benefit are removed from the wait list.

3.2 The PHB-SPP is paid directly to eligible applicants by the Ministry of Finance (MOF) and is not tied to a specific tenancy or cost of accommodation. It is 100 per cent provincially-funded and delivered and is fully portable across the province.

3.3 The amount of the PHB-SPP is roughly the difference between 30 per cent of monthly adjusted net family income (based on the most recent Canada Revenue Agency notice of assessment) and 80 per cent of the Canada Mortgage and Housing Corporation (CMHC) average market rent for the area where the recipient lives.

3.4 In addition to the ongoing monthly benefit, applicants may be entitled to first and last months' rent to secure accommodation. First and last months' rent is 100 per cent provincially funded, but administered by the service manager.

3.5 MHO will reimburse service managers quarterly for first-and-last month's rent payments and also provide administrative funding of \$250 per MOF approved application. In order to receive this funding, service managers must enter into a Transfer Payment Agreement (TPA) with the Ministry of Housing (MHO) that sets out the roles and responsibilities for both parties and the accountability framework for the program.

3.6 The role of the service manager under the PHB-SPP program is to:

- a. Identify SPP applicants on the wait list who are eligible for and interested in receiving the new benefit
- b. Assist interested applicants with completion of applications for the program
- c. Explain the program to potential applicants, including the difference between RGI and the PHB-SPP, and potential implications for Ontario Works and ODSP recipients
- d. Calculate the amount of the initial benefit in circumstances where the applicant's current income does not reflect their most recent net income on their federal tax return
- e. Issue first and last month's rent as required
- f. Report quarterly to the MHO on allocation of first and last month's rent funding.

- 3.7 The role of the Province under the PHB-SPP program is to:
- a. Approve applicants for the benefit
 - b. Calculate the amount of the benefit and provide ongoing payments directly to approved applicants
 - c. Reimburse service managers for payments of first and last months' rent
 - d. Administer the program, including annual reviews of eligibility and in year changes
 - e. Provide information and support to applicants through Service Ontario.

4. DASH Wait List

- 4.1 As of December 31, 2017, there were 7,075 applicants on the RGI wait list in Durham, of which 470 had SPP status. This represents an increase of about 41 per cent from the end of 2016. Currently, Durham has the highest percentage of SPP of any GTA municipality.
- 4.2 Although SPP applicants represent only about 7 per cent of the wait list in Durham, they made up more than 63 per cent of the total applicants housed in 2017 and 100 per cent of non-seniors housed.
- 4.3 Despite this, SPP applicants still have long waits for RGI housing. On average, most SPP applicants wait about a year for RGI housing. Single non-senior applicants can wait upward of 2 years, and SPP applicants requiring housing in Ajax, Pickering and Clarington also face longer wait times.
- 4.4 The PHB-SPP could significantly relieve pressures on Durham's wait list at no cost to the Region, allowing other applicants access to RGI vacancies and providing a more flexible and responsive approach to applicants leaving abusive situations.
- 4.5 Portable housing benefits also have broad support of the Violence Against Women (VAW) sector in Durham, in that they provide affordable accommodation more quickly than RGI, thereby reducing the length of stay in VAW shelters.

5. Timelines

- 5.1 Applications will be available for interested applicants in May 2018, and MOF will start receiving and approving applications in June 2018. First payments to applicants will begin in July 2018.
- 5.2 The Province will be entering into Transfer Payment Agreements with interested service managers for administrative funding and first and last months' payments beginning in March or April of 2017.
- 5.3 Service manager quarterly reports will be due to MHO beginning July 15, 2018.

6. Financial Implications

- 6.1 The PHB-SPP is 100 per cent provincially-funded, including direct payments to applicants and reimbursement of first and last months' rent payable by the service manager. Payments to service managers are made retroactively at the end of each quarter.
- 6.2 Service Managers will receive onetime administration funding of \$250 per SPP household approved by MOF for the program.

7. Next Steps

- 7.1 Currently, staff are currently actively identifying applicants on the DASH wait list who may be suitable for and interested in receiving the PHB-SPP.
- 7.2 As applications will be approved for the PHB-SPP on a first-come first-served basis, staff will assist interested applicants in submitting their applications as soon as the forms become available from MHO. As the PHB-SPP is paid directly to applicants by MOF, a signed TPA is not required for these payments to commence to applicants.
- 7.3 Once the TPA is available, staff will report back to Council regarding service manager allocations for administrative funding and first and last months' payments.
- 7.4 The PHB-SPP program has potential to relieve pressures on the rent-gear-to-income (RGI) wait list in Durham and provide a more flexible and responsive approach to applicants leaving abusive situations.

Respectfully submitted,

Original signed by:

Dr. Hugh Drouin
Commissioner of Social Services



TOWN OF AJAX
65 Harwood Avenue South
Ajax ON L1S 3S9
www.ajax.ca

Vicki Tytaneck, Clerk
Town of Oakville
1225 Trafalgar Road
Oakville, ON
L6H 0H3

March 28, 2018

Re: Growing the Greenbelt in the Outer Ring

Thank you for your correspondence to the Town of Ajax, regarding the above noted matter. Please be advised that the following resolution was passed by Ajax Town Council at its meeting held March 26, 2018:

That the resolutions from the Town of Oakville and Halton Region regarding Growing the Greenbelt in the Outer Ring be endorsed.

A copy of the correspondence that prompted this action is attached.

If you require further information please contact me at 905-619-2529 ext 3342 or alexander.harras@ajax.ca

Sincerely,

Alexander Harras
Manager of Legislative Services/Deputy Clerk

Copy: Premier Kathleen Wynne,
Doug Ford Progressive Conservative Party of Ontario
Andrea Horwath, Ontario New Democratic Party
Joe Dickson MPP
Rod Philips, PC Candidate, Ajax, 2018 Provincial Election
Bill Mauro, Minister of Municipal Affairs
Region of Durham
Halton Region
S. Parish, Mayor of Ajax



March 8, 2018

The Honourable Kathleen Wynne
Legislative Building
Queen's Park
Toronto ON M7A 1A1

Subject: In Consideration of Protecting Water for Future Generations: Growing the Greenbelt in the Outer Ring

At its meeting on February 26, 2018, Oakville Town Council approved the following resolution with respect to the subject item noted above:

WHEREAS the Greenbelt is an integral component of land use planning in the Greater Golden Horseshoe, complementing the Growth Plan to encourage smart planning, the reduction of sprawl, protection of natural and hydrological features and agricultural lands; and

WHEREAS the Province's Advisory Panel chaired by David Crombie recommended that the Greenbelt grow to address the protection of areas of critical hydrological significance, such as key headwaters; and

WHEREAS the Province's current study area for Greenbelt expansion has prematurely omitted areas under the most direct threat of development, known as the 'whitebelt' which is neither in the Greenbelt nor in the urban settlement area that contain such critical areas; and

WHEREAS a fulsome study of all potential Greenbelt expansion areas should be undertaken as part of this review in order to make the best, most consistent land use planning decisions across the Greater Golden Horseshoe;

THEREFORE BE IT RESOLVED,

THAT the Town of Oakville commend the province for continued action toward growing the Greenbelt through the current consultation process; and

THAT the province be strongly urged to extend the study area for Greenbelt expansion to include the whitebelt lands within the inner ring, lands that are the most immediately vulnerable to development in the province; and

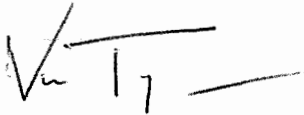
March 8, 2018

Subject: In Consideration of Protecting Water for Future Generations: Growing the Greenbelt in the Outer Ring

THAT the province expeditiously grow the Greenbelt by incorporating appropriate whitebelt lands within the inner ring to protect our limited freshwater and natural heritage features including headwaters not currently protected; and THAT this resolution be distributed to the Premier of Ontario, the Minister of Municipal Affairs, all Greater Golden Horseshoe municipalities, the Association of Municipalities of Ontario, Environmental Defence, Friends of the Greenbelt Foundation, the Ontario Greenbelt Association, Ontario Nature, Earth Roots, Eco Spark, and Save the Oak Ridges Moraine (STORM).

Should you have any questions regarding this matter or should you require additional information, please contact me at 905-845-6601, extension 2003, or email vicki.tytaneck@oakville.ca.

Yours truly,

A handwritten signature in black ink, appearing to read 'Vicki Tytaneck', with a horizontal line extending to the right.

Vicki Tytaneck
Town Clerk

- c. Minister of Municipal Affairs
- Greater Golden Horseshoe Municipalities
- Association of Municipalities of Ontario
- Environmental Defence
- Friends of the Greenbelt Foundation
- Ontario Greenbelt Association
- Ontario Nature
- Earth Roots
- Eco Spark
- Save the Oak Ridges Moraine (STORM)

Halton Greenbelt Resolution

Motion to Amend – Item No. 2 Moved by: Rob Burton Seconded by: Allan Elgar THAT Item No. 2 appearing in Planning and Public Works Committee Report No. 02-18, Report No. LPS20-18 - Protecting Water for Future Generations: Growing the Greenbelt in the Outer Ring, be amended as follows:

WHEREAS the Greenbelt is an integral component of land use planning in the Greater Golden Horseshoe, complementing the Growth Plan to encourage smart planning, the reduction of sprawl, protection of natural and hydrological features and agricultural lands; and

WHEREAS the Province's Advisory Panel chaired by David Crombie recommended that the Greenbelt grow to address the protection of areas of critical hydrological significance, such as key headwaters; and

WHEREAS the Province's current study area for Greenbelt expansion has prematurely omitted areas under the most direct threat of development, known as the 'whitebelt' which is neither in the Greenbelt nor in the urban settlement area that contain such critical areas; and

WHEREAS a fulsome study of all potential Greenbelt expansion areas should be undertaken as part of this review in order to make the best, most consistent land use planning decisions across the Greater Golden Horseshoe;

THEREFORE BE IT RESOLVED, THAT the Region of Halton commend the province for continued action toward growing the Greenbelt through the current consultation process; and

THAT the province be strongly urged to extend the study area for Greenbelt expansion to include the whitebelt lands within the inner ring, lands that are the most immediately vulnerable to development in the province; and

THAT that the province expeditiously grow the Greenbelt by incorporating appropriate whitebelt lands within the inner ring to protect our limited freshwater and natural heritage features; and

THAT this resolution be distributed to the Premier of Ontario, the Minister of Municipal Affairs, all Greater Golden Horseshoe municipalities, the Association of Municipalities of Ontario, Environmental Defence, Friends of the Greenbelt Foundation, the Ontario Greenbelt Association, Ontario Nature, Earth Roots, Eco Spark, and Save the Oak Ridges Moraine (STORM).

Mayor Burton requested that a recorded vote be taken on the Motion to Amend and the results are as follows:

Yeas: Carr, Adams, Burton, Craven, Duddeck, Elgar, Gittings, Goldring, Knoll, Lancaster, Meed Ward, O'Meara (12).

Nays: Best, Bonnette, Cluett, Dennison, Fogal, Krantz, Sharman, Somerville, Taylor (9). As a result of the recorded vote, the Motion to Amend CARRIED

Maria Flammia

From: AMO Communications <communicate@amo.on.ca>
Sent: Tuesday, March 27, 2018 4:33 PM
To: Clerks
Subject: AMO Policy Update - One-Third Tax Free Exemption for Municipal Officials

CIP
Cyrus
Deputy
add memo
errata
March 27, 18

March 27, 2018

One-Third Tax Free Exemption for Municipal Officials

In March 2017, the federal budget announced the government's intention to eliminate the one-third tax free exemption for municipal elected officials beginning in 2019. The 2018 federal budget delivered last month did not signal any change from that plan.

AMO's Board of Directors passed a resolution last June seeking the involvement of the Federation of Canadian Municipalities (FCM) on this matter. FCM has advised they have been raising this issue with federal officials over the past months but again, there have been no signs to suggest a change of plan for 2019.

While 2019 is nine months away, a municipal government may want to begin considering what course of action to take or at least to note it as a matter for the incoming council after the fall's municipal election.

AMO would also like to thank the 144 municipal treasurers who took part in our salary survey. Over 90% of survey respondents indicated their municipality uses the exemption. This information was provided to FCM in support of their advocacy efforts.

Here are some examples from the survey which illustrate the impact of this change in 2019:

- The cost increase for a central Ontario municipality with a council of nine and a population of 30,000 will be at least \$28,000.
- The cost increase for an eastern Ontario county council of seventeen and a population of 77,000 will be at least \$74,000.
- The cost increase for a southwestern Ontario municipality with a council of seven and a population of 24,000 will be at least \$14,000.

For almost half of Ontario's municipal governments, a one per cent property tax increase raises only \$50,000.

Also available for member municipal governments is 2017 survey results on council salaries. Use your AMO login to access the salary survey information available on the Dashboard. If you have forgotten your login details, please email amo@amo.on.ca.

PLEASE NOTE: AMO Breaking News will be broadcast to the member municipality's council, administrator, and clerk. Recipients of the AMO broadcasts are free to redistribute the AMO broadcasts to other municipal staff as required. We have decided to not add other staff to these broadcast lists in order to ensure accuracy and efficiency in the management of our various broadcast lists.

DISCLAIMER: Any documents attached are final versions. AMO assumes no responsibility for any discrepancies that may have been transmitted with this electronic version. The printed versions of the documents stand as the official record.

OPT-OUT: If you wish to opt-out of these email communications from AMO please click [here](#)



C.S. - LEGISLATIVE SERVICES

Original To: APR 2 '18 PM 3:31
Copy To: S. Slopis
C.C. S.O.C. File
Take Appr. Action

Via email to: Clerks@Durham.ca – correspondence for COW April 4.18 Addendum

April 3, 2018.

Durham Region Council
 C/O Clerks Dept.
 605 Rossland Road East
 Whitby, Ontario

Re: Works Staff memo dated March 23, 2018 Subject: “Staff Responses to Linda Gasser’s delegation Presentation to COW Jan.10.18

Because you have a full agenda and because of the apparent ongoing difficulty some councillors appear to have listening to issues raised by delegations, and since some appear to have suggested that instead of in person delegations, some matters could be dealt with in writing, I respond to this staff memo in writing.

However, since you would only see the Clerk’s extract of my correspondence in the agenda addendum, I will email this letter in its entirety directly to all councillors.

The March 23.18 Works staff memo is an example of how difficult it is for the public to obtain even the most basic information from staff, with citizens having to attempt to do so in part because council doesn’t seem willing or able to carry out the most basic oversight functions around your waste incinerator.

I attach a copy of my Jan. 10,18 delegation which contains the actual questions asked and the Staff Memo dated March 23 to compare. I also attach a copy of my Jan. 17.18 delegation to Council which builds on the Jan. 10th delegation.

Having received “responses from staff” in the past and knowing how limited they often were, in my Jan. 17 delegation I asked council to request a detailed staff report addressing that and related matters. To my knowledge no such report has been provided – if it has, where could it be found?

No questions from either me or councillors around costs and waste quantities have been responded to in the March 23 staff memo.

E.g. question on page 2 of staff memo and page 2 of my delegation –**Pilot Program**

BY WHEN in 2018 would staff know IF they have 10,000 of additional waste needing to bypass incinerator and when would final pilot data be provided?

APR 3 '18 PM 3:31

Staff did not respond to the question i.e. by when during 2018 would they know they have excess waste. Staff stated they project 120,000 tonnes for 2018 but provide no supporting data.

I asked this question because in 2016, we knew Durham did not process tonnages up to its capacity allotment. Nor did they in 2017, according to the ECA annual report released March 28.18 which I cannot find on the DYEC website and link provided doesn't work, so I attach that as well – see page 12 for 2017 waste tonnage.

Total Durham waste processed at incinerator in 2017 was 104,900 tonnes – again, UNDER the 110,000 tpy allotment.

Given 2016 & and now the 2017 tonnages processed, I repeat my question: on what basis does Durham project 120,000 Tonnes for 2018?

I also repeat the question: AT WHICH POINT IN 2018 would staff determine that they had excess waste, which excess waste would be allocated to the pilot project at Canada Fibres. Meaning, when exactly would the Pilot start?

One reason I asked is that if Durham doesn't have excess waste and if they couldn't get York Region to take up Durham's excess capacity to make up for any Durham shortfall, then Durham risks paying for that shortfall in addition to paying big money for the Canada Fibre pilot project. Also the timing/availability of Pilot findings informing future council decisions is important.

Staff don't actually answer the question about pilot data being available by spring 2018 –which was a time line for additional information provided by staff. There is nothing on April 4th COW agenda relating to the Organics Business case though as they did last June, staff could still release and Organics related report later today i.e. day before the meeting.

Under the Section: **Long Term Waste Plan Review:**

My Jan. 10. 18 QUESTION: Will public consultation on Long Term Waste Plan occur BEFORE work described in Section 5.5 E and staff recommendations to Council on Organics Management strategy?

Staff responded that: *Funding was not approved to undertake the Long Term Waste Management Plan in the 2018 budget.*

Was that a council or staff decision – from the Feb. 6th COW minutes it's not clear to me how that decision was arrived at.

It continues to baffle me that council sees fit to include huge capital costs in projections for a project where: a) they don't know if either of the two options staff propose are best

address Durham's requirements current and future b) council doesn't fully understand the implications thereof nor did they get the underlying business case so as to determine if the numbers and assumptions even make sense.

You are travelling down the same rocky road that led the 2006-2010 council to approve the incinerator –with implications on cost and public health few understood, a project that definitely has not performed as promised and proven difficult for staff and council to manage.

Regarding my 2016 Waste Quantity questions and question below:

QUESTION: What data do staff have for 2017 that leads them to expect 120,000 Tonnes requiring disposal for 2018, i.e. over Durham's DYEC contracted capacity of 110,000?

Staff did not respond to ANY of my questions around the 2016 Waste Quantities provided in their Solid Waste & Servicing study nor on what basis they project 2018 numbers.

At the January 10th COW meeting Councillor Foster indicated he would like an explanation as to why Durham's disposal costs are so much higher than for comparable regions. If that was provided to Councillor Foster or Council it would be important to ensure that this information is also accessible to the public.

The short answer for higher disposal costs is it's your money sucking incinerator. NONE of the comparable regions own an incinerator – you will likely retain that dubious distinction and excessive costs associated with it-for a while.

Nothing illustrates this more clearly than the operating cost increase beginning in 2016 when the majority of council voted to move the incinerator into the commercial operation phase, though it had not met Acceptance Testing criteria, with Durham then paying the full costs as opposed to half price during the commissioning phase. .

In my January 17th delegation I asked when the semi-annual Incinerator cost update would be provided – the last one had been June 2017.

I asked this again in my email to all councillors dated March 23, 2017. You directed staff to provide a semi-annual update – where is it?

There is no such update in the April 4th COW agenda though again, it theoretically could be provided at the last minute.

Council has an obligation to understand the fundamental premise and costs around any project they undertake and especially one that sucks up time and money at the rate your incinerator does. You are getting very little information from staff. When

delegations attempt to raise concerns/issues we suspect you don't monitor, delegates are mostly tolerated but there is little concrete follow up that I can discern.

As an example, Page 27 in the ECA report lists the reported Ambient Air exceedances over 2017. As a member of the EFW Advisory Committee, I was provided with this March 28th and expected it would have been included in the March 29th CIP.

Perhaps because the incinerator has been such a disappointment to those who believed the sales pitches-both prior to and after EA/ECA approvals, few want on staff or council seem to want to draw attention to the excessive costs and performance issues.

However, this lack of council response to incinerator issues does not absolve council of its responsibility and calls into question council's willingness and/or ability to provide sufficient project oversight.

As a related INFO report on your agenda about Ambient Air monitoring and anticipated changes indicates, council will have some tough decisions ahead, something citizens cautioned staff and council about repeatedly. Your first clue should have been the more stringent requirements for some emissions as set out in the EA approval –this was known before you gave the “go ahead” in July 2011.

Yours sincerely,

Linda Gasser
111 Ferguson St.
Whitby ON

Encl: Jan. 10.18 delegation re Solid Waste S & F
Jan. 17 delegation re Solid Waste S & F
Durham York Energy Centre ECA 7306-8FDKNX Annual Report 2017

L. Gasser Delegation to COW Jan. 10.18 re 2018 COW 11 Solid Waste S & F study

I bring forward five main areas of concern & questions. The information pertaining to my concerns found in various places in the report and having only five minutes I won't have time to do more than reference the relevant sections.

- Mixed waste processing pilot – questions about timing of study, the information pilot might yield and any costs related to disposition of post processing material streams
- What were actual waste quantities in 2017 that lead staff to believe they would be over by 10,000 Tonnes above Durham's contracted capacity at incinerator?
2016 Actual Tonnage collected was 107,887 T – LESS than contracted capacity, and even less was processed at DYEC in 2016.
- Long Term Waste Management Plan review – will public consultation occur before or after council decides on Organics Management strategy?
- Clarington Municipal Hazardous and Special Waste (MHSW) Facility
Does it make sense to proceed since program to be fully transitioned by 2020?
- Durham Waste Disposal costs for 2016 – up dramatically. DYEC commercial operation began at the end of January 2016.

ONE: Staff Recommendation re pilot -

- A) THAT, subject to 2018 Budget approval, Regional staff be authorized to conduct a **mixed waste processing pilot in 2018** in preparation for the implementation of the new provincial organics management framework ...

From report 2018-COW-11: 7. Durham York Energy Centre (DYEC)

7.1 The DYEC has an approved processing capacity of 140,000 tonnes per year (110,000 tonnes Durham Region and 30,000 tonnes York Region). **For 2018, staff anticipates that Durham could generate upwards of 120,000 tonnes of residual waste for disposal which would exceed the regulated annual processing capacity of 110,000 tonnes (Durham share).** Instead of disposing this by-pass waste, staff recommend that, subject to 2018 Budget approval, Durham Region enter a sole source contract with Canada Fibers Ltd. to conduct a mixed waste processing pilot to process and conduct a waste characterization study for up to 10,000 tonnes waste

7.2... Canada Fibers has repurposed this asset as a pilot mixed waste processing facility to better understand the characterization of Greater Toronto Area (GTA) residential waste as well as the mechanics and outcomes of sorting this waste to recover organics and recyclables. **Canada Fibers has used this facility to analyse waste to conduct waste**

characterization of waste from the City of Toronto and the Region of Peel as part of their long term waste management planning.

7.3 In light of the impending and significant legislative changes for the Blue Box and organics, the proposed waste characterization study will be fundamental in providing the information necessary to verify models and make planning and operating decisions.

7.4 Although it would cost approximately \$0.5 million more than the anticipated cost of 2018 haulage and disposal through the DYEC contract, the pilot would provide key current data to inform the current organics management study and plan implementation. Through the pilot, the Region could confirm the current composition of its single family and multi-residential mixed waste, **receive key data on 2018 organics capture rates, and the rate of probable contamination and unmarketable wastes. All of these factors could affect the organic management strategy business case.**

9. Financial Implications and Risk

Sole Source Pilot

9.1 Further to the recommendation to sole source the processing of up to 10,000 tonnes of mixed waste with Canada Fibres Ltd., the Region's Purchasing By-law 68-2000, Section 8, permits acquisition of goods and services through negotiations under certain circumstances, including situations where there is only one known source of supply. Canada Fibres is the only private contractor with Provincial Environmental Compliance Approval (ECA) to operate a residential mixed waste processing facility in Ontario. The cost provided by Canada Fibres to process and haul the by-pass waste and conduct the pilot characterization study at its Vaughan facility is \$1.2 million. **Provided 10,000 tonnes of mixed waste would be by-passed at the DYEC, this cost would be offset by the foregone cost of approximately \$0.7 million to by-pass the waste from the DYEC.** As a result, the net cost of the recommended pilot characterization study could be reduced from \$1.2 million gross cost to approximately \$0.5 million

QUESTION RE PILOT: Could staff get relevant waste characterization information from Toronto and/or Peel? If not, why not i.e. what makes Durham waste so different?

Will Pilot proceed even if Durham doesn't have excess waste quantities over contracted capacity at DYEC? (or bypass waste) – note wording above "Provided"?

BY WHEN in 2018 would staff know IF they have 10,000 of additional waste needing to bypass incinerator and when would final pilot data be provided?

What happens to post processing materials and residues and who pays to recycle, compost or dispose?

Would pilot data be in time for staff to bring forward Organics business case findings in spring 2018 as described in Section 5.5 E) page 8?

TWO: LTWP review

3.4 A public consultation process will be required in the early part of the solid waste management operational forecast in order to update the Region’s “Long-term Waste Management Strategy Plan: 2000 to 2020” for the time period 2019 to 2039 and reflect new provincial regulatory frameworks, long-term integrated waste system optimization and sustainability and goals to maximize solid waste diversion potential. Timing however, will depend on the release of finalized provincial frameworks as well as conclusions from the Region’s long-term organics management study and RFI process and reporting.

5.5 E) Report #2018-COW-11 Page 8 of 17 E) Assessing organic management options based upon an integrated solid waste management system-wide perspective and conducting technical, financial and business case analyses to support recommendations to Regional Council by the spring of 2018, regarding a strategy for implementation of a sustainable and viable long-term organics management plan.

9.3 Future operational or capital cost impacts to the Region, related to changing solid waste management regulatory frameworks for recycling and organics management, **will depend on the final release of new provincial policy and regulations anticipated in early 2018** and will require future Works and Finance staff reviews along with related consulting costs.). As information becomes available separate reports will be presented to Committee and Council which will identify the required studies and funding requirements (eg. Blue Box system and the Long Term Waste Management Strategic Plan).

QUESTION: Will public consultation on Long Term Waste Plan occur BEFORE work described in Section 5.5 E and staff recommendations to Council on Organics Management strategy?

THREE 4.10 C) Municipal Hazardous and Special Wastes (MHSW)

The hazardous waste or MHSW program is funded by SO and is anticipated to be fully transitioned by 2020. In 2016, the Region received approximately 700 tonnes of MHSW from Regional WMFs including approximately 230 tonnes from the privately owned Pickering WMF, as well as 100 tonnes of batteries collected through curbside and WMF programs and a further 1.2 tonnes of batteries from the multi-residential sector.

Attachment 1, page 2 Clarington Municipal Hazardous and Special Waste (MHSW) Facility

The DYEC Host Community Agreement with the Municipality of Clarington includes agreement for the Region to implement a Regional MHSW facility located in the Municipality of Clarington. The former police station at 1998 Regional Road 57, was selected as the location of the new MHSW facility in cooperation with Clarington. **The operation of a MHSW facility requires an ECA from the MOECC. Dillon Consulting was retained in September 2017 to assist the Region with the ECA application. The design and construction phases of the project will proceed in parallel with the ECA approval process with a planned start date in the summer of 2018.**

Attachment 1, page 5 MHSW Operations

Durham operates its MHSW program in partnership with three stewardship organizations.....

Durham collects approximately 1,000 metric tonnes of MHSW materials annually (2016). Of this total weight, Durham receives funding for approximately 70 percent of its operating costs from the stewardship organizations.

QUESTION: Does it still make sense to proceed with Clarington MHSW facility given transition anticipated to be complete by 2020?

Page 10 Report 2018-COW- 11 Table 2 Regional solid waste tonnages (2012 to 2016 Actuals, 2017 Estimated and 2018 Budget) Garbage=107,887

**Table 2:
Regional Solid Waste Tonnages ^(2,4)
(2012 to 2016 Actuals, 2017 Estimated and 2018 Budget)**

	2012	2013	2014	2015	2016	Estimated 2017	Budget 2018
Blue Box	51,688	50,466	49,531	48,268	47,924	49,024	49,260
Food Waste	26,898	27,487	27,007	26,796	27,611	28,354	28,495
Yard Waste ⁽¹⁾	25,469	25,268	32,123	27,554	24,728	26,939	26,945
Reuse programs	6,724	6,364	6,284	7,152	10,814	6,824	7,021
Garbage ⁽³⁾	107,722	109,641	110,417	110,498	107,887	115,743	116,319
TOTAL	218,501	219,226	225,362	220,268	218,964	226,886	228,041

Notes:

- 1 The increased yard waste tonnages in 2014 were due to the 2013 ice storm clean-up. Yard waste includes Christmas tree collections.
- 2 Although included in the diversion rate calculation, the table above excludes backyard composting and grass cycling credits (representing an estimated 9,566 tonnes in 2016).
- 3 The garbage total excludes approximately 2,400 tonnes of garbage residue from the Region's Materials Recovery Facility related to Blue Box processing.
- 4 Figures may not add due to rounding.

9. Financial Implications and Risk

4.50 x 11.00 in

2017-COW-16 Solid Waste Tonnages 2015 data Garbage = 110,498

Report #2017-COW-16

Attachment #6: Page 7 of 7

**Table 2:
Regional Solid Waste Tonnages
(2011 to 2015 Actuals, 2016 Estimated and 2017 Budget)**

	2011	2012	2013	2014	2015	Estimated 2016	Budget 2017
Blue Box	53,158	51,688	50,466	49,531	48,268	48,311	48,700
Food Waste	26,865	26,898	27,487	27,007	26,796	27,005	27,550
Yard Waste ⁽¹⁾	23,744	25,469	25,268	32,123	27,554	25,891	26,572
Reuse programs	7,214	6,724	6,364	6,284	7,152	10,551	8,996
Garbage	107,670	107,722	109,641	110,417	110,498	107,561	110,500
TOTAL	218,651	218,501	219,226	225,362	220,268	219,319	222,318

Notes:

- 1 The increased yard waste tonnages in 2014 were due to the 2013 ice storm clean-up. Yard waste includes Christmas tree collections.
- 2 Although included in the diversion rate calculation, the table above excludes backyard composting and grass cycling credits (representing an estimated 11,927 tonnes for 2016).
- 3 Figures may not add due to rounding.

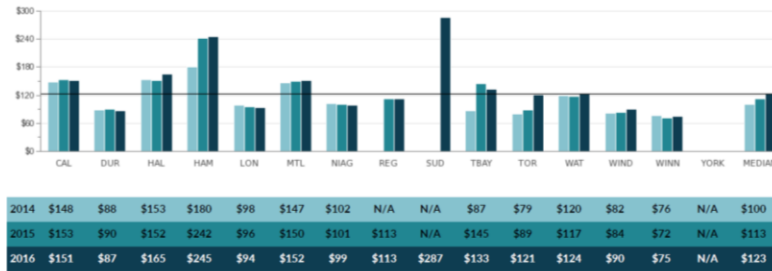
4.50 x 11.00 in

Attachment 2 page 1 2018 COW-11 (2016 data) Durham **Collection Costs Low**

The Municipal Benchmarking Network Canada 2016 Performance Measurement Report results are available for over 25 Durham Region service areas, including Solid Waste Management. Compared to peers, Durham Region's 2016 collection costs are relatively low, totaling \$87 per tonne of garbage collected, compared to the median cost of \$123 per tonne for the peer group overall.

Fig. 34.5 Total Cost for Garbage Collection per Tonne - All Property Classes

All Property Classes includes residential, and industrial, commercial and institutional (ICI) locations.



Source: SWST311T (Efficiency)

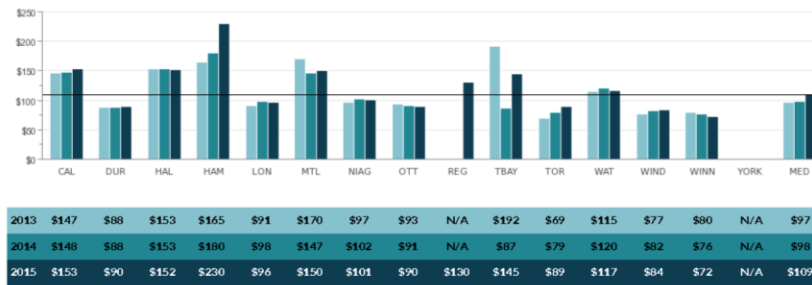
Comment:

Attachment 3 page 1 2017-COW 16 (2015 data) Durham **Collection Costs Low**

The Municipal Benchmarking Network Canada 2015 Performance Measurement Report results are available for over 20 Durham Region service areas, including Solid Waste Management. Compared to peers, Durham Region's 2015 collection costs are low, totaling \$90 per tonne of garbage collected, compared to the median cost of \$109 per tonne for the peer group overall.

Fig. 34.5 Total Cost for Garbage Collection per Tonne - All Property Classes

All Property Classes includes residential and ICI (Industrial, Commercial and Institutional) locations.



Source: SWST311T (Efficiency)

Comments:

York Region operates a two-tier system, which means they are not responsible for curbside collection; however they are responsible for all

2018 COW-11 Attachment 2 page 2 2016 Waste Disposal Costs Durham much higher than peers and much higher than in 2015. Incinerator began commercial operations end Jan. 2016

Durham Region's 2016 costs for waste disposal were above its peers at approximately \$237 per tonne; compared to the median of \$83 per tonne. Disposal costs are influenced by many factors including availability and distance to disposal sites, fuel costs and disposal site requirements. Also influencing disposal costs, the Region must monitor and provide perpetual care to seven existing closed landfill sites. Landfill sites represent long-term liabilities and continued environmental protection and periodic remediation, including surface and groundwater protection measures, are required periodically over the long-term.

2018 –COW- 11 Attachment 2 Page 2 (2016 data) Waste Disposal costs much higher than peers

Fig. 34.6 Total Cost for Solid Waste (All Streams) Disposal per Tonne - All Property Classes

All Property Classes includes residential, and industrial, commercial and institutional (ICI) locations.

Other impacts such as additional costs of transporting waste outside a community, aging infrastructure, capital costs, and the cost associated with the incineration of garbage, service agreements, increase in leachate treatment and fluctuating fuel costs can impact the results. In addition, declining landfill capacities typically result in increased landfill rates.

The results can be impacted significantly due to the recording of post-closure landfill liability costs.



Source: SWST325T (Efficiency)

Comment:

Durham and York Region's increase is due to the first full year of operations for the Durham York Energy Centre.

From November 3, 2017 Durham staff Letter to MoECC submitting 2016 Waste Management Annual Report –letter attached, I quote:

*“2016 marked the second full year of operations for the Durham York Energy Centre (DYEC). In 2016, **107,887 tonnes of waste was collected** in the Region, of which, **87,845 tonnes were sent to the DYEC for processing**. Approximately **12,876 tonnes of waste was bypassed from the DYEC**. Of the bypassed waste, 6,097 tonnes was landfilled and the remaining **6,779 tonnes were sent to other energy-from-waste facilities.**”*

FOUR: To clarify, incinerator started up in February 2015, commissioning phase activities occurred that year. End January 2016 “Acceptance” granted and commercial operations began.

For 2016 Tonnes collected more than tonnes processed and bypassed at DYEC and LESS than contracted capacity.

2016 Tonnes garbage collected:	107,887.
2016 T <u>processed at DYEC</u>:	87,845
Tonnes by pass waste =	12,876
DYEC Total processed and bypass:	100,721
Difference = where did that go?	7,166

Contracted Capacity 110,000 – 100,721 = 9,279 tonnes LESS than capacity

QUESTION: What data do staff have for 2017 that leads them to expect 120,000 Tonnes requiring disposal for 2018, i.e. over Durham’s DYEC contracted capacity of 110,000?

Attach. 3 page 2 of 2017-COW-16 (2015 data) Durham above peers. Incinerator started up Feb. 2015. Reduced operating fee during commissioning phase prior to Covanta “Acceptance” end Jan. 2016

Durham Region’s 2015 costs for waste disposal were above its peers at approximately \$159 per tonne; compared to the median of \$92 per tonne.

Disposal costs are influenced by many factors including availability and distance to disposal sites, fuel costs and disposal site requirements. Also influencing disposal costs, the Region must monitor and provide perpetual care to seven existing closed landfill sites. Landfill sites represent long-term liabilities and continued environmental protection and periodic remediation, including surface and groundwater protection measures, are required periodically over the long-term.

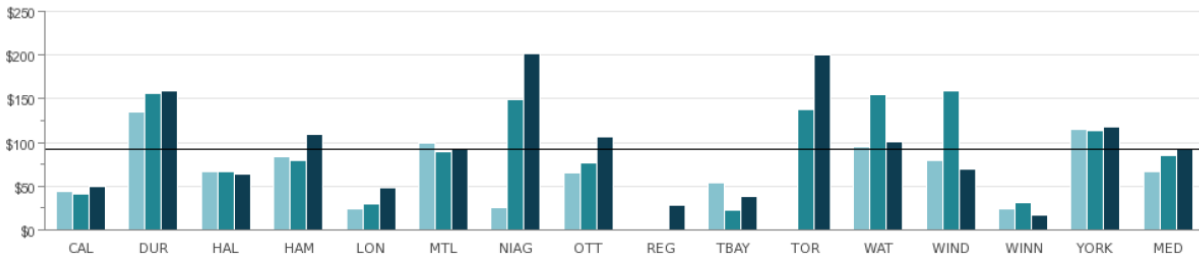
Attachment 3 page 3 of 2017-COW-16 Solid Waste Disposal Costs per tonne

Fig. 34.6 Total Cost for Solid Waste (All Streams) Disposal per Tonne - All Property Classes

All Property Classes includes residential and ICI (Industrial, Commercial and Institutional) locations.

Other impacts such as additional costs of transporting waste outside a community, aging infrastructure, capital costs, and the cost associated with the incineration of garbage, service agreements, increase in leachate treatment and fluctuating fuel costs can impact the results. In addition, declining landfill capacities typically result in increased landfill rates.

The results can be impacted significantly due to the recording of post-closure landfill liability costs.



2013	\$44	\$135	\$66	\$83	\$24	\$99	\$25	\$65	N/A	\$54	N/A	\$95	\$80	\$24	\$115	\$66
2014	\$41	\$157	\$66	\$79	\$30	\$90	\$149	\$76	N/A	\$23	\$138	\$155	\$159	\$31	\$114	\$85
2015	\$50	\$159	\$63	\$109	\$48	\$92	\$202	\$107	\$28	\$38	\$200	\$101	\$70	\$17	\$118	\$92

Source: SWST325T (Efficiency)

Comment: The City of Toronto used a new cost methodology for 2014 and 2015; and results for 2013 are currently under review.

2018-COW-11 Solid Waste Management S & F More Questions to ask your Staff

Delegation to Regional Council

Linda Gasser

January 17, 2018

Request Promised Organics Info Session & June 2017 preliminary business case documents

- Staff promised you an Organics Information Session, to be held after you gave go ahead for RFI in June 2017.
- Should request before Spring 2018 and open to public.
- Staff did not provide you with preliminary business case documents with June 7, 2017 report COW-180
- I asked for & got some business case documents You should request & review before Info Session.
- Ask for staff submissions from July 2017 & Jan.2018 to Provincial Organics Discussion Paper & Framework.
- Submissions should be posted and/or included in CIPs

Qs Mixed Waste processing pilot

- Staff propose that 10,000 T of **mixed waste** be sent to Canada Fibres for “waste characterization” study.
- **Sec, 7,4** *“Through the pilot, the Region could confirm the current composition of its single family and multi-residential mixed waste, receive key data on 2018 organics capture rates, and the rate of probable contamination and unmarketable wastes. All of these factors could affect the organic management strategy business case.”*

High cost, few details

- Level of detail, timing & will pilot differentiate by source of wastes?
- E.g. Tonnage % from single family residuals where SSO is offered,
- % from Multi residential residuals where SSO is offered,
- % from Multi res where Source Separated Organics collection is not offered?

Food & Organic Waste Framework

- *Page 20: “The province has heard from stakeholders that **greater efforts are needed to increase resource recovery in multi-unit residential buildings**, supported by a review of the Building Code.”*
- Staff’s preference for Mixed Waste Pre-sort should not supplant efforts to provide SSO collection to, and improve capture rates from, all housing types.

Pg 2 GHD Prelim Bus case Exec summary: **No SSO collection at high density Multi-Res**

While the Region does provide collection of SSO for low-to medium density MR residences, there is no SSO collection by the Region at high-density MR residences (e.g., high-rise apartments). Given there are unique challenges in the collection of SSO from high-density MR residences based in part on the lack of infrastructure for separation of the waste stream, the MR sector considered in this Study is limited to the high-density MR residences. The Region is not considering the expansion of the SSO program to include high-density MR residences.

Future Growth in Multi-Residential

- Significant % of growth will be in Multi Res.
- Not offering SSO collection to high density Multi-Res is inconsistent with Food and Organic waste Framework.
- Durham and lower tier municipalities must prepare & ensure applications for new buildings include infrastructure that facilitates source separation including organics.

Start Long Term Waste Management Plan review & consultations ASAP

- Review/consult public on Durham's current and proposed programs, objectives and targets given major changes in provincial policy-this evolving.
- Current Diversion target of 70% -Is it still relevant given soon to be obsolete programs E.g. Blue Box transition to producers?
- Municipalities are losing and will continue to lose flow control of some materials –many options.
- Renewed provincial focus on Reduction.
- Waste quantity/composition patterns/trends will change.

Provincial Frameworks & policies should guide review of Regional LTWP objectives and targets

- Public should be consulted on ALL organics options notwithstanding staff preferences expressed in COW 180.
- Organics preliminary bus. case docs should be posted on Durham website.
- Current Organics processing contracts must be extended beyond 2019 anyway.
- Timely LTWP review will not cause delays.

Request report on potential impacts arising from China materials ban and new contamination standard

- Potential impact on revenues for main categories of recycled material of the ban & contamination standard.
- Potential for increased processing costs e.g. reprocessing or “cleaning” paper as Ms. Januskiewicz referenced last week – where done and how much?
- Impact on Mixed Waste processing materials e.g. low quality and/or contaminated recyclables
- Material Type & Tonnage currently stored at MRF, rate of increase – what is capacity?
- Durham options if material exceeds storage capacity?

Request report on garbage tonnages. Also impacts AD assumptions

- In 2016 DYEC processed 87,845 T below DR's 110,000 T
- 2016 Disposal costs much higher than 2015 –\$237 T vs 159 T
- 2016 1st year commercial operation at full operating fee.
- Other factors contributing to higher disposal costs in 2016??
- Councillor Foster mentioned 116,000 T in 2017?? Total garbage collected OR tonnage processed at DYEC or what??
- Please ask for report including details and breakdowns for Figure 34.6 in Attachment 2 as well as 2017 actual Tonnages collected and processed and basis for 2018 Assumptions.
- When is semi-annual Incinerator Costs update coming?

Thank you.

QUESTIONS?