



# The Regional Municipality of Durham

## COUNCIL INFORMATION PACKAGE

### June 18, 2021

#### Information Reports

- 2021-INFO-66** Commissioner and Medical Officer of Health – re: Updates to the Ontario Public Health Standards: Requirements for Programs, Services, and Accountability
- 2021-INFO-67** Commissioner and Medical Officer of Health – re: The Health Costs of Climate Change: How Canadians can Adapt, Prepare, and Save Lives
- 2021-INFO-68** Commissioner of Planning and Economic Development – re: Monitoring of Land Division Committee Decisions of the June 7, 2021 meeting and Consent Decisions made by the Commissioner of Planning and Economic Development

#### Early Release Reports

There are no Early Release Reports

#### Staff Correspondence

There is no Staff Correspondence

#### Durham Municipalities Correspondence

1. **Township of Scugog** – re: Resolution passed at their Council meeting held on June 7, 2021, regarding the 2020 Building Permit Activity Review

#### Other Municipalities Correspondence/Resolutions

1. **Town of Gore Bay** – re: Resolution passed at their Council meeting held on May 10, 2021, in support of the Town of South Bruce resolution regarding Lottery Licensing to Assist Small Organizations
2. **Township of Rideau Lakes** – re: Resolution passed at their Council meeting held on June 7, 2021, regarding Cemetery Funding

3. Municipality of Hastings Highlands – re: Resolution passed at their Council meeting held on June 2, 2021, endorsing 988, a National three-digit suicide and crisis hotline
4. Municipality of Leamington – re: Resolution passed at their Council meeting held on June 8, 2021, endorsing 988, a National three-digit suicide and crisis hotline

### **Miscellaneous Correspondence**

1. Durham Regional Police Services Board (DRPSB) – re: [2020 Annual Report](#) is available to be viewed on the Durham Regional Police Service's website
2. Bill and Frank Pearce - re: Application to Amend the Durham Regional Official Plan, submitted by Kyle Petrovich on behalf of Grainboys Holdings Inc., File: OPA 2021-004

### **Advisory / Other Committee Minutes**

1. Accessibility Advisory Committee (AAC) minutes – [May 25, 2021](#)

Members of Council – Please advise the Regional Clerk at [clerks@durham.ca](mailto:clerks@durham.ca), if you wish to pull an item from this CIP and include on the next regular agenda of the appropriate Standing Committee. Items will be added to the agenda if the Regional Clerk is advised by Wednesday noon the week prior to the meeting, otherwise the item will be included on the agenda for the next regularly scheduled meeting of the applicable Committee.

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services.

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3111



# The Regional Municipality of Durham Information Report

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From: Commissioner & Medical Officer of Health  
Report: #2021-INFO-66  
Date: June 18, 2021

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**Subject:**

Updates to the Ontario Public Health Standards: Requirements for Programs, Services, and Accountability

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**Recommendation:**

Receive for information

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**Report:**

**1. Purpose**

1.1 To provide an update on changes to the [Ontario Public Health Standards: Requirements for Programs, Services, and Accountability](#) (OPHS).

**2. Background**

2.1 The OPHS came into effect on January 1, 2018. Updated Protocols and Guidelines under the OPHS are released as required.

2.2 The latest changes are part of the Ministry of Health's (MOH) routine process to ensure that the OPHS remain current and reflect current policies and programs.

**3. Updates to the OPHS**

3.1 The Chronic Disease Prevention and Well-Being Program Standard was amended to include a revised [Oral Health Protocol, 2021](#), which includes requirements to deliver the Ontario Seniors Dental Care Program (OSDCP).

3.2 The Effective Public Health Practice, Healthy Environments, and Substance Use and Injury Prevention Program Standards were revised to include the new [Consumption and Treatment Services Compliance and Enforcement Protocol, 2021](#).

- a. Boards of health are not expected to take immediate action on requirements to inspect consumption and treatment services. MOH staff will communicate more information about enforcement and training in the future.
- 3.3 The Effective Public Health Practice, Chronic Disease Prevention and Well-Being, School Health, and Substance Use and Injury Prevention Program Standards were amended to incorporate the [Tobacco, Vapour and Smoke Protocol, 2021](#) and [Tobacco, Vapour and Smoke Guideline, 2021](#).
- 3.4 In addition, housekeeping changes were made to update or remove historical references that are no longer relevant.

#### **4. Conclusion**

- 4.1 The Durham Region Health Department is working to ensure that its policies and procedures comply with the OPHS, including new and updated Protocols and Guidelines.

Respectfully submitted,

Original signed by

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R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM  
Commissioner & Medical Officer of Health

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3111



# The Regional Municipality of Durham Information Report

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From: Commissioner & Medical Officer of Health  
Report: #2021-INFO-67  
Date: June 18, 2021

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**Subject:**

The Health Costs of Climate Change: How Canadians Can Adapt, Prepare, and Save Lives

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**Recommendation:**

Receive for information

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**Report:**

**1. Purpose**

- 1.1 To provide an update on the report, [The Health Costs of Climate Change: How Canadians Can Adapt, Prepare, and Save Lives](#), released by the Canadian Institute for Climate Choices (CICC) on June 2, 2021.

**2. Background**

- 2.1 The [CICC](#) is an independent, publicly funded organization that conducts research and analysis, and engages with stakeholders to bring clarity to Canada's climate challenges and policy options.
- 2.2 This report identifies and quantifies some of the health-related costs of climate change. It is the second report in a series called the Costs of Climate Change. The first report, [Tip of the Iceberg](#), was released in December 2020.

**3. Report Highlights**

- 3.1 The CICC report analyzes and quantifies the health cost associated with three key climate-related issues: declining air quality, increasing incidence of Lyme disease, and extreme heat. CICC's modeling projected the following health outcomes:
- a. At the end of the century, ozone-linked respiratory illnesses could be associated with 270,000 hospitalizations and premature deaths.

- b. Even with a low-emissions future, Lyme disease cases will increase by 9,900 cases annually by the end of the century (compared to today's increases of 600 cases per year).
  - c. Even in a low-emissions scenario, heat-related hospitalization rates will double by the end of the century.
- 3.2 CICC also notes that there will be other health impacts that cannot be quantified. These include psychological burdens affecting mental health and eroding well-being, imposing substantial costs on individuals and governments.
- 3.3 No one in Canada will be immune to the health effects of climate change, but the impacts of climate change will be worse for those who are already at risk of poor health and face barriers to affordable housing, food security, and healthcare.
- 3.4 Three factors influence people's vulnerability to climate-related health impacts:
- a. Exposure – How much a person encounters hazards (e.g., a family without air conditioning will be more vulnerable to heat-related illness).
  - b. Sensitivity – This is influenced by factors like age, pre-existing health conditions, and socio-economic conditions (e.g., seniors are more sensitive to heat-related illness).
  - c. Capacity to adapt – The ability to avoid, prepare for, and cope with exposure and sensitivity (e.g., people experiencing homelessness will have less resources and capacity to adapt to extreme heat and cold events).
- 3.5 CICC makes the following recommendations for governments to safeguard against health threats related to climate change:
- a. All orders of government should implement health adaptation policies to address the symptoms (e.g., Lyme disease, heat waves) of climate change, and the root causes of vulnerability and exposure (e.g., poverty, food insecurity, lack of affordable housing, limited or no access to health services and safe drinking water).
  - b. Canada's emerging national adaptation strategy should map all key adaptation policy levers across government departments.
  - c. Governments should explicitly incorporate health resilience into climate lenses to inform cost-benefit analyses and policy decisions.
  - d. Governments should invest in research on emerging, unknown, and local climate change health impacts.
- 3.6 CICC created an [infographic](#) to complement the climate change report.

#### **4. Relationship to Strategic Plan**

- 4.1 This report relates to the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Goal 1: Environmental Sustainability: 1.4 Demonstrate leadership in sustainability and addressing climate change.
- b. Goal 2: Community Vitality: 2.4 Influence the social determinants of health to improve outcomes for vulnerable populations.

## 5. Conclusion

- 5.1 Protecting the health of Canadians from the consequences of climate change includes preparing for specific risks like heat waves and Lyme disease, and ensuring access to housing, healthcare, employment, and education, especially for the most vulnerable.
- 5.2 Durham Region Health Department (DRHD) operates the Heat Warning and Information System (HWIS) and the Cold Warning Information System (CWIS).
  - a. The HWIS and CWIS can reduce heat- and cold-related illnesses during extreme weather events by alerting the public about extreme weather events, directing community response and outreach to vulnerable and priority populations, and providing individuals with information on how to prevent heat- and cold-related illnesses.
- 5.3 DRHD works to prevent and reduce the spread of Lyme disease in humans through tick surveillance and the investigation of human cases. Currently DRHD is not able to accept tick submissions for identification and potential testing, however, residents are asked to call DRHD if they find a tick crawling or feeding on them or a family member.
- 5.4 DRHD has undertaken completion of several local health vulnerability assessments (HVAs) for climate change topics such as heat, ultra-violet radiation, food security, air quality, etc. HVAs help to identify the impacts of climate change on the health of a population. The HVAs will inform adaptation planning, departmental climate change policies, program activities and Regional climate change initiatives.

Respectfully submitted,

Original signed by

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R.J. Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM  
Commissioner & Medical Officer of Health

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2564



# The Regional Municipality of Durham Information Report

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From: Commissioner of Planning and Economic Development  
Report: #2021-INFO-68  
Date: June 18, 2021

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**Subject:**

Monitoring of Land Division Committee Decisions of the June 7, 2021 meeting and Consent Decisions made by the Commissioner of Planning and Economic Development

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**Recommendation:**

Receive for information

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**Report:**

**1. Purpose**

- 1.1 This report summarizes the decisions on consent applications made by the Commissioner of Planning and Economic Development pursuant to By-law 29-2020 and decisions made by the Regional Land Division Committee at its meeting of June 7, 2021 (see Attachment #1). The applications approved by the Commissioner are deemed to be non-controversial in that no comments or concerns were raised during the circulation process. All approved applications conform to the Durham Regional Official Plan. For the applications approved by the Land Division Committee, no appeals to the Local Planning Appeal Tribunal are recommended.
- 1.2 A copy of this report will be forwarded to the Land Division Committee for its information.

**2. Previous Reports and Decisions**

- 2.1 This is a monthly report which tracks Land Division application activity.



**3. Relationship to Strategic Plan**

3.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Service Excellence – To provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.

**4. Attachments**

Attachment #1: Monitoring Chart from the June 7, 2021 Meeting and Consent Decisions Made by the Commissioner of Planning and Economic Development

Respectfully submitted,

Original signed by

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Brian Bridgeman, MCIP, RPP  
Commissioner of Planning and  
Economic Development



## Monitoring of Land Division Committee Decisions for the Meeting Date of Monday, June 7, 2021 and Consent Decisions made by the Commissioner of Planning and Economic Development

Appeal Deadline: Tuesday, July 06, 2021

LD File Number	Owner	Location	Nature of Application	Regional Official Plan	LDC Decision
LD 038/2021	Molinaro, Cesare	Part lot 31, Conc. Range 3 City of Pickering	Consent to sever a vacant 929.11 m2 residential parcel of land, retaining a vacant 4,639.60 m2 residential parcel of land with an existing dwelling to be demolished.	Conforms	Approved by Commissioner
LD 062/2021	Penfound, Kourtney Holmes, Jordan	Part lot 11, Conc. 1 Municipality of Clarington	Consent to sever a 539 m2 residential parcel of land with an existing dwelling to remain, retaining a 541 m2 residential lot with an existing dwelling to remain.	Conforms	Approved by Commissioner
LD 063/2021	McRae, Reuban & Kathryn	Part lot 28, Conc. 1 Municipality of Clarington	Consent to sever a vacant 582.2 m2 residential parcel of land, retaining a 585.3 m2 residential parcel of land with an existing dwelling to remain.	Conforms	Approved by Committee
LD 064/2021	Phoenix, Daryl James William Phoenix, Sherry Lynn	Part lot 23, Conc. 6 Twp. of Brock	Consent to sever a 0.84 ha farm related rural residential parcel of land with an existing dwelling to remain, retaining a vacant 32.01 ha agricultural parcel of land.	Conforms	Approved by Committee

<b>LD File Number</b>	<b>Owner</b>	<b>Location</b>	<b>Nature of Application</b>	<b>Regional Official Plan</b>	<b>LDC Decision</b>
LD 065/2021	Haile, Nicodimos	Part lot 23, Conc. Range 3 City of Pickering	Consent to sever a vacant 206.3 m2 residential parcel of land, retaining a 206.4 m2 residential parcel of land for future development. Existing dwelling is to be demolished.	Conforms	Approved by Committee
LD 066/2021	2797373 Ontario Ltd.	Part lot 27, Conc 1 City of Pickering	Consent to sever a vacant 911.2 m2 residential parcel of land, retaining a 1,081.4m2 residential parcel of land with an existing dwelling to remain.	Conforms	Approved by Committee
LD 067/2021	Subramaniam, Manoharan Asokkanth, Abiramithevi Santhiralingam, Premkanth	Part lot 19, Conc. 1 City of Pickering	Consent to sever a vacant 876.58 m2 residential parcel of land, retaining an 876.58 m2 residential parcel of land with an existing dwelling to be demolished.	Conforms	Approved by Committee



June 10, 2021

Ralph Walton, Regional Clerk  
Region of Durham

Sent via email to: [clerks@durham.ca](mailto:clerks@durham.ca)

**Re: 2020 Building Permit Activity Review**

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Dear Mr. Walton:

At the last regular General Purpose and Administration Committee meeting held June 7, 2021 the above captioned matter was discussed.

I wish to advise that the following resolution was passed which will be going forward for ratification at the June 28, 2021 Township of Scugog Council meeting:

“**THAT** Report DEV-2021-013, be received; and

**THAT** Report DEV-2021-013, Building Permit Activity Review 2020 be circulated to the Region of Durham, the Scugog Chamber of Commerce, the Port Perry BIA, the Economic Development and the Tourism Advisory Committees, the Durham Region Home Builders' Association, the Durham Catholic and Durham District School Boards, and the Building Industry and Land Development (BILD) Association of Greater Toronto.”

A copy of the Staff Report DEV-2021-013 is enclosed for your records.

Yours truly,

A handwritten signature in black ink that reads 'Becky Jamieson'.

Becky Jamieson  
Director of Corporate Services/Clerk

Encl.



# Township of Scugog Staff Report

To request an alternative accessible format, please contact the Clerks Department at 905-985-7346.

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**Report Number:** DEV-2021-013  
**Prepared by:** Lindsay Burnett, Administrative Assistant  
**Department:** Development Services  
**Report To:** General Purpose and Administration Committee  
**Date:** June 7, 2021  
**Reference:** **Strategic Direction #3** – Economic Development  
**Report Title:** **2020 Building Permit Activity Review**

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## Recommendations:

1. **That** Report DEV-2021-013, 2020 Building Permit Activity Review, be received; and
  2. **That** Report DEV-2021-013, Building Permit Activity Review 2020 be circulated to the Region of Durham, the Scugog Chamber of Commerce, the Port Perry BIA, the Economic Development and the Tourism Advisory Committees, the Durham Region Home Builders' Association, the Durham Catholic and Durham District School Boards, and the Building Industry and Land Development (BILD) Association of Greater Toronto.
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## 1. Background:

This report presents the 2020 Building Permit Activity Review. It compares building statistics from this past year to the results from 2019. It also includes building projections for 2021.

## 2. Discussion:

### 2.1. Total Value of Construction:

- The total value of construction in 2019 and 2020 was \$34.36 million and \$66.88 million respectively, which represents a 95% increase. Construction values are calculated for issued building permits only and not for permits that are in circulation. See ATT-1.

### 2.2. Residential Development:

- The total construction value for new residential permits for 2020 increased by 158%, from \$17.33 million in 2019 to \$44.74 million in 2020.
- The number of new residential dwelling units for which applications were received in 2020 was 124, an increase of 265% over the 34 residential dwelling units for which applications were received in 2019.
- At the end of 2020, 17 applications for new residential dwelling units were in circulation.
- The 2021 forecast of 145 new residential units includes the following:
  - 22 condominium townhouse units for Jeffrey Homes;
  - 25 single detached units for Geranium Homes;
  - 22 single detached and linked units in Cawker's Creek;
  - 20 street townhouse units for Oxnard on Old Simcoe;
  - 28 single detached units for Ribcor;
  - 8 single detached units for Oxford Developments in Epsom; and
  - 20 infill lots for single detached units.
- The above noted homebuilders have recently advised staff that the anticipated growth in the number of new residential dwelling units will increase by an additional 70 residential dwelling units for a total of 215 in 2021. As of April 30, 2021, 115 applications have been submitted for new residential dwelling units.
- The construction value for garages, decks and porches for 2020 increased from \$1.89 million in 2019 to \$2.81million, in 2020.
- The number of permits issued for garages, decks and porches increased from 65 in 2019 to 91 in 2020.

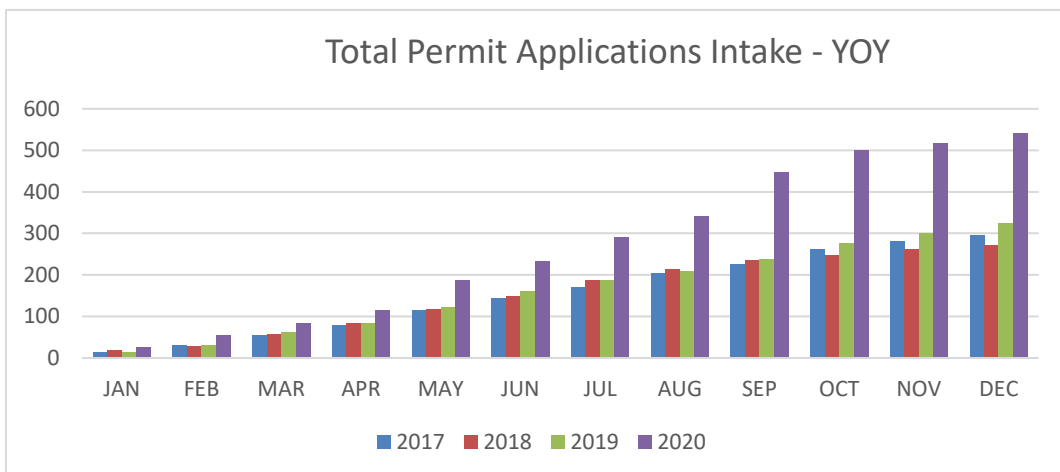
**2.3. Non-Residential Development:**

- The total construction value for non-residential permits increased by 20% from \$11.66 million in 2019 to \$13.96 million in 2020.
- A total of 195 non-residential permit applications (including signs) were received in 2020. Tracking the number of permit applications received did not begin until 2020, therefore the data cannot be compared.

The following are some of the more significant non-residential permits that were issued in 2020:

Description	Location	Area (sq. ft.)	Value	Type
Addition to Mushroom Farm	1161 Scugog Line 6 (Tri-Grow)	16,565	\$800,000	Addition
Air handling unit replacement & A/C installation	16200 Old Simcoe Rd. (S.A. Cawker)	1,507	\$550,000	Renovation
Above Foundation	1722 Scugog St / Hwy 7A (Hospice)	12,755	\$4,500,000	Conditional Permit
Commercial Renovation	15930 Old Simcoe Rd. (Helping Hands Daycare)	7,201	\$450,000	Renovation
Industrial Building	16 Easy St.	14,212	\$2,000,000	New

The following graph illustrates the annual increase in the number of submitted building permit applications for the previous 4 years (2017-2020).



**2.4. Enforcement:**

- Enforcement files are opened when a landowner builds without a permit and is given 30 days to submit a building permit application. The number of enforcement files have increased from 15 in 2019 to 61 in 2020 which represents an increase of over 300%. Of the 61 enforcement files opened in 2020, 22 resulted in permits being issued (one closed) and eight orders being served.

**2.5. Building Permit Revenue:**

<b>Building Permit Revenue</b>		
	<b>2020</b>	<b>2019</b>
Actual Permit Revenue	<b>\$666,414</b>	<b>\$299,221</b>
Anticipated Permit Revenue	\$300,000	\$300,000

**3. Financial Implications:**

The significant increase in building permit activity will increase the Township’s assessment base and total tax levy.

**4. Communication Considerations:**

4.1. N/A

**5. Conclusion:**

The Township has experienced a 67% increase from 2019 to 2020 in the number of building permit applications that have been submitted for review and approval. All types of building permit applications have been received to permit the development of residential, commercial, industrial and institutional buildings. Along with the increase in building permits, building permit revenue has increased by more than 122% and the total value of construction has increased by 95%. Based on the number of building permits received by the end of April 2021, there has been a 98% increase in building permits when compared with the same time period in 2020. Based on these figures, staff anticipate an even busier year in 2021 than the Township experienced in 2020.



Respectfully Submitted by:

Lindsay Burnett  
Administrative Assistant  
Services

Reviewed By:

Kevin Heritage, MCIP, RPP  
Director of Development

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**Attachments:**

Attachment 1: 2020 Building Permit Review Detail

Township of Scugog Building Permit Review 2020

Type of Permit	Jan. 1 - Dec. 31 / 20				Jan. 1 - Dec. 31 / 2019		
	# of Applications Received in 2020	# of Applications in Circulation	# of Permits Issued	Construction Value (\$)	# of Applications Received	# of Permits Issued	Construction Value (\$)
<b>RESIDENTIAL</b>							
New Residential Units	124	17	135	\$ 44,746,564	34	52	\$17,330,200
Residential Additions & Renovations	60	14	53	\$ 3,672,705	n/a	57	\$3,454,563
Multi Storey Residential	2	1	1	\$ 53,000	n/a	2	\$30,000
Decks / Garages / Porches	107	21	91	\$ 2,810,238	n/a	65	\$1,893,220
Accessory Apartment	11	2	11	\$ 1,640,000	n/a	n/a	n/a
<b>Sub-Total</b>	<b>304</b>	<b>55</b>	<b>291</b>	<b>\$ 52,922,507</b>		<b>176</b>	<b>\$22,707,983</b>
<b>NON-RESIDENTIAL</b>							
Commercial	43	3	34	\$ 1,058,767	n/a	17	\$ 4,237,000
Industrial	4	8	3	\$ 2,024,500	n/a	2	\$ 1,190,000
Agricultural	83	1	78	\$ 5,056,493	n/a	14	\$ 1,353,000
Government / Institutional	4	4	5	\$ 5,309,860	n/a	8	\$ 3,405,000
Signs	18	0	18	\$ 73,595	n/a	15	\$ 41,100
Misc. Structures	24	2	18	\$ 266,316	n/a	29	\$ 1,432,329
Plumbing	19	n/a	26	\$ 169,235	n/a		
<b>Sub-Total</b>	<b>195</b>	<b>18</b>	<b>182</b>	<b>\$ 13,958,766</b>	<b>n/a</b>	<b>85</b>	<b>\$ 11,658,429</b>
Demolition	49	4	46	\$ -	n/a	18	\$ -
<b>Sub-Total</b>	<b>49</b>	<b>4</b>	<b>46</b>	<b>\$ -</b>	<b>n/a</b>	<b>18</b>	<b>\$ -</b>
<b>Total</b>	<b>548</b>	<b>77</b>	<b>519</b>	<b>\$ 66,881,273</b>		<b>279</b>	<b>\$ 34,366,412</b>

Note: Tracking number of permit applications did not begin until 2020; therefore data for 2019 is not available.

Municipal Office  
15 Water Street  
Telephone (705) 282-2420  
Fax (705) 282-3076



Postal Box 590  
Gore Bay, Ontario  
POB 1H0

Office of the

CAO/Clerk

May 11, 2021

Angie Cathrae  
Director of Legislative Services/ Clerk  
Town of South Bruce Peninsula  
Box 310  
315 George Street  
Warton, ON N0H 2T0

**Re: Lottery Licensing to Assist Small Organizations**

Please be advised that at a recent meeting held on May 10, 2021 Gore Bay Council reviewed your letter requesting support in lobbying the Ministry of the Attorney General to implement an additional level of licensing to permit small organizations to hold fundraisers that support our communities and organizations.

The Town of Gore Bay, being a small community, agrees that small organizations are the foundation of rural Ontario with their countless hours of volunteerism. We feel that they should be entitled to a lottery license if the proceeds benefit the community.

The Corporation of the Town of Gore Bay fully supports your efforts. Please find attached a certified true copy of Resolution No. 15054 indicate the Town of Gore Bay's support.

Yours truly,

Stasia Carr,  
CAO/Clerk  
Encl.  
SC/pf

CC: All Ontario Municipalities  
Ministry of Alcohol and Gaming



Corporate Services Department  
Legislative Services Division

Date & Time Received:	June 10, 2021 8:58 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

**THE CORPORATION OF THE TOWN OF GORE BAY**

**RESOLUTION NUMBER 15054**

**Moved by Kevin Woestenenk**

**Second by Leeanne Woestenenk**

**THAT the Town of Gore Bay send a letter of support to the Town of South Bruce Peninsula lobbying the Ministry of the Attorney General to consider an additional level of lottery licensing to assist small organizations in rural communities that do not have nonprofit or charitable status;**

**FURTHER a copy of this resolution be circulated to the Ministry for Alcohol and Gaming in Ontario and to all other Ontario municipalities. Carried**

**Carried**

**THIS IS A CERTIFIED TRUE COPY  
OF RESOLUTION NUMBER 15054  
ADOPTED BY COUNCIL ON  
May 10, 2021**




.....  
**Stasia Carr  
CAO/Clerk**



# Rideau Lakes

1439 County Road 8, Delta, ON K0E 1G0  
T. 613.928.2251 | 1.800.928.2250 | F. 613.928.3097  
[rideaulakes.ca](http://rideaulakes.ca)

 Corporate Services Department <b>Legislative Services Division</b>	
Date & Time Received:	June 10, 2021 9:00 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

At the Regular E-Meeting of the Council of The Corporation of the Township of Rideau Lakes held Monday, June 7, 2021, the following Resolution was passed:

## RESOLUTION #68-2021

Moved By: Councillor Livingston  
Seconded By: Deputy Mayor Maxwell

To pass a Resolution that;

WHEREAS at the Municipal Heritage Advisory Committee Meeting held May 20, 2021, Resolution #12-2021 was passed regarding cemetery funding;

AND WHEREAS Municipalities in Ontario have been made responsible for abandoned cemeteries within their boundaries, and are required by the *Funeral, Burial and Cremation Services Act, 2002* "to ensure that the cemetery grounds, including all lots, structures, and markers, are maintained to ensure the safety of the public and to preserve the dignity of the cemetery;


AND WHEREAS cemeteries are not only symbols of respect, preserving the memory of families, prominent citizens, and local history; some cemeteries are landmarks in themselves and hold great historical value worldwide;

AND WHEREAS preservation repairs to older cemeteries are very costly, requiring the specialized services of stonemasons and archeologists;

AND WHEREAS the care and maintenance funds of abandoned cemeteries are generally non-existent or so small as to produce insufficient annual interest to cover even the cost of lawn care at the site;

NOW THEREFORE the Council of The Corporation of the Township of Rideau Lakes hereby Urges the Government of Ontario to immediately provide funding sources for Municipalities for the ongoing maintenance and preservation repair of abandoned cemeteries in their care;

AND FURTHER that this Resolution be forwarded to the Bereavement Authority of Ontario, the Minister of Government and Consumer Affairs, the Rural Ontario Municipal Association (ROMA), and MPP Steve Clark.

Certified to be a true copy of the original Date: June 8, 2021 Signature:  Title: Clerk, The Corporation of the Township of Rideau Lakes
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Carried:  
Signed: Arie Hoogenboom, Mayor



# Hastings Highlands

*Beautiful By Nature*

**The Municipality of Hastings Highlands**  
**P.O. Box 130, 33011 Hwy 62, Maynooth, ON K0L 2S0**  
613 338-2811 Ext 277 Phone  
1-877-338-2818 Toll Free

 Corporate Services Department <b>Legislative Services Division</b>	
Date & Time Received:	June 14, 2021 1:05 pm
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

June 11, 2021

**VIA EMAIL**

The Honourable Patty Hajdu  
Federal Minister of Health  
House of Commons  
Ottawa, ON K1A 0A6  
[Patty.Hajdu@parl.gc.ca](mailto:Patty.Hajdu@parl.gc.ca)

**Re:** Support for 988 a 3 digit suicide and crisis prevention hotline

Please be advised that on June 2, 2021, The Council of the Municipality of Hastings Highlands passed the following motion endorsing the 988 crisis line initiative to ensure critical barriers are removed to those in a crisis and seeking help.

**Resolution 219-2021**

Whereas the Federal government has passed a motion to adopt 988, a National three-digit suicide and crisis hotline; and

Whereas the motion calls for the federal government to consolidate all existing suicide crisis numbers into one three-digit hotline; and

Whereas the ongoing COVID-19 pandemic has increased the demand for suicide prevention services by 200%; and

Whereas existing suicide prevention hotlines require the user to remember a 10-digit number and go through directories or be placed on hold; and

Whereas in 2022 the United States will have in place a national 988 crisis hotline; and

Whereas the Municipality of Hastings Highlands recognized that it is a significant and important initiative to ensure critical barriers are removed to those in a crisis and seeking help;

Now Therefore Be It Resolved as follows:

1. That the Municipality of Hastings Highlands endorses this 988 crisis line initiative.
2. That a letter demonstrating Hastings Highland's support be sent to Daryl Kramp MPP, Derek Sloan MP, the Honourable Patty Hajdu, Federal Minister of Health, the Canadian Radio-television and Telecommunications (CRTC) and all municipalities in Ontario.

cc:

-MP for Hastings–Lennox and Addington Derek Sloan [Derek.Sloan@parl.gc.ca](mailto:Derek.Sloan@parl.gc.ca)

-MPP for Hastings–Lennox and Addington Daryl Kramp [daryl.kramp@pc.ola.org](mailto:daryl.kramp@pc.ola.org)

-Chairperson and Chief Executive Officer, Canadian Radio-Television and Telecommunications Commission – Ian Scott


-All Ontario Municipalities

Regards,

Suzanne Huschilt

A handwritten signature in black ink that reads "Suzanne Huschilt". The signature is written in a cursive, flowing style.

Municipal Clerk

 Corporate Services Department Legislative Services Division	
Date & Time Received:	June 16, 2021 9:05 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	



**Legislative Services**  
 111 Erie Street North  
 Leamington, ON N8H 2Z9  
 519-326-5761  
[clerks@leamington.ca](mailto:clerks@leamington.ca)

June 15, 2021

To Whom it May Concern:

Please be advised that the Council of The Corporation of the Municipality of Leamington, at its meeting held Tuesday, June 8, 2021 enacted the following resolution:

**No. C-181-21**

WHEREAS the Federal government has passed a motion to adopt 988, a National three-digit suicide and crisis hotline;

AND WHEREAS the ongoing COVID-19 pandemic has increased the demand for suicide prevention services by 200 per cent;

AND WHEREAS existing suicide prevention hotlines require the user to remember a 10-digit number and go through directories or be placed on hold;

AND WHEREAS in 2022 the United States will have in place a national 988 crisis hotline;

AND WHEREAS the Municipality of Leamington recognizes that it is a significant and important initiative to ensure critical barriers are removed to those in a crisis and seeking help;

NOW THEREFORE BE IT RESOLVED THAT the Municipality of Leamington endorses this 988 crisis line initiative;

and that Staff be directed to send a letter indicating such support to the local MP, MPP, Federal Minister of Health, the CRTC and local area municipalities to indicate our support.

**Carried**

Dated today, the 15<sup>th</sup> day of June, 2021.

\_\_\_\_\_  
 Brenda Percy, Clerk  
 The Corporation of the Municipality of Leamington



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**From:** Anita LONGO <ALONGO@drps.ca>

**Sent:** Wednesday, June 16, 2021 9:54 AM

**To:** Kaitlin Smith <Kaitlin.Smith@durham.ca>; Ralph Walton <Ralph.Walton@durham.ca>; Cheryl Bandel <Cheryl.Bandel@Durham.ca>

**Cc:** Bill CLANCY <BCLANCY@drps.ca>; Jodi MacLean <JMacLean@drps.ca>

**Subject:** DRPS 2020 Annual Report

Good Morning,

On behalf of the Durham Regional Police Services Board, I am pleased to confirm with Council the [2020 Annual Report](#).

Attached is a copy and it can also be viewed on the [DRPS website](#), as stated under the Protocol for the Sharing of information between the Durham Regional Police Services Board and the Durham Regional Council.


Please note we are going fully digital this year and will not be printing copies.

Please feel free to contact us if you have any questions.

Regards,

**Anita Longo | Executive Assistant | Durham Regional Police Services Board**

Police Headquarters, 605 Rossland Road East, Box 911 Whitby, ON L1N 0B8  
T/905-579-1520 ext. 4307 | F/905-721-4249 | E/ [2430@drps.ca](mailto:2430@drps.ca)

 Corporate Services Department Legislative Services Division	
Date & Time Received:	June 17, 2021 8:22 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

## Comments of Bill and Frank Pearce to the Applications of Grainboys Holdings For Amendments to the Official Plans of Uxbridge township and Durham Region

### Summary:

- (1) We ask that the OPA applications be adjourned generally to permit the LPAT to fulfill its function in accordance with normal procedure where ZBL amendments and OPAs are pursued in tandem, and, on the basis that it may be completely unnecessary for Councils to grant the site specific OPAs sought for, constitute a waste of valuable Council time and staff time, and serve as a possible adverse precedent in the comprehensive review process underway;
- (2) If Councils decide to proceed to make decisions we ask that the applications be rejected on the basis the Applicant has not demonstrated that it is either necessary or reasonable for his company to move from an industrial site to a site which will result in the diminution of Natural Linkage Area conservation values and goals and a reduction of the prime agriculture land base of Ontario. In addition the Applicant has failed to demonstrate that any significant benefits will flow to local farmers in the area or to Uxbridge or Durham municipalities;
- (3) The proposed OPAs would not be in the public interest for reasons in (2) as well as be contrary to the objectives of the ORMCP and serve as a negative precedent for future OPAs which will further diminish conservation and agricultural land objectives of the Province, and, possibly serve as a precedent for permanent revisions to the OPs in the existing comprehensive review process, all with negative consequences for future generations.

The Pearce property which has been in the family for approximately 75yrs. abuts the Grainboy property along its easterly boundary. Our fundamental objection to the proposed plant is that we are dealing here with a large industrial plant which is presently located in an industrial area of Aurora which wishes to find a new home in a non- industrial area which has been designated for conservation reasons to be a Natural Linkage Area as well as being in Prime Agriculture land. We believe the noise and dust associated with the operation will interfere with our enjoyment of our property (with resultant impact on value of property as well).

More importantly it will interfere with the conservation purposes enshrined in the Oak Ridge Moraine Conservation Plan. In addition land will have to be withdrawn from Ontario's diminishing inventory of prime agriculture land. We feel strongly that this would not be in the public interest.

When attending the recent public information meetings we have been troubled by the lack of any attention being given by Grainboys and its planners to these public interest issues on the OPA applications.

We have appealed the ZBA on the basis it did not conform to the OPs of both the Region and the Township which has yet to be heard by the LPAT because Grainboys requested an adjournment of the appeal to let it make these applications before the LPAT made its decision on the premise that the OPAs would shorten the appeal by removing our ground of appeal that the ZBL did not conform to the OPs.

We are of the view that the proper procedure to follow where the ZBL does not conform with the OPs or even when there is a serious doubt issue as to the conformity is to bring the ZBL and OPA applications in tandem so that all of the issues can be considered together. In this case planner Steve Edwards in his report to support the ZBL admits that “agriculture-related uses are not included in the permitted uses for Natural Linkage Area” and similarly “agriculture-related uses is not listed” as a permitted use in the section of the Uxbridge OP that deals with Natural Linkage Areas. But he suggests that this non conformity with the OPs is of no concern because the Oak Ridge Conservation Plan “supercedes” both the Durham and Uxbridge OPs.

The Oak Ridges Moraine Conservation Act of 2001 provides in s8(1) that the Plan “prevails in case of a conflict between the Plan and ...an official plan” or zoning bylaw. However, s8(2) provides that “an Official Plan or Zoning bylaw does not conflict with the Plan to the extent that its provisions are more restrictive than those in the Plan.” The legislation clearly gave the Regions and Municipalities the leeway to adopt OPs that are more restrictive than the Plan. Municipal OPs are not in conflict with the Plan by reason of being “more restrictive” than the Plan.

S10B.2.18 of the Durham OP also confirms that nothing in their Plan “prevents an area municipality from being more restrictive in either their official plans or zoning by-laws” except as limited by the ORMCP having reference in particular to s33(1) which provides OPs shall not contain provisions which are more restrictive with respect to three matters only, agriculture uses, mineral aggregate operations and wayside pits, leaving it open to Uxbridge to have a more restrictive OPs or bylaws on the subject of Ag-related uses than Durham.

It is the Appellant’s contention that the subject bylaw which permits a use in a Natural Linkage Area which is not permitted by the Uxbridge or the Durham OP is invalid as being in contravention of S24(1) of the Planning Act.

It is worth observing that when the Oak Ridges Moraine Conservation Act was passed in 2001 it provided in s9(1) that the Regional Municipality of Durham had 12 months from the time the plan was filed under the Regulation Act to “prepare and adopt an official plan amendment to **implement the Plan**”(under s9(2) other municipalities such as Uxbridge were allowed 18 months). The Plan came into effect through Reg 140/02 on April 22nd 2002 and both Durham and Uxbridge amended their OPs to implement the Plan. But both municipalities decided not to permit three of the fourteen permitted uses for Natural Linkage Areas that are in the Plan, one of which being ‘agriculture-related uses’. This policy has been in place for 20 years.

In addition, Durham's definition of agricultural-related uses is more restrictive than the Plan - they "must be small in scale, directly related to the farm operation and be in close proximity to the farm operation". Note the words "directly related to **the** farm operation" and "close proximity to **the** farm operation". This refers to "small scale" industrial uses closely associated with individual farm operations. What Durham had in mind for Ag-related uses was a more restrictive definition than the ORMCP or the PPS but permitted under s8(2) of the ORMCA and PPS policy 2.3.3.1.

Steve Edwards states in the conclusion of his March 2021 Justification Report that the subject site is within a Natural Linkage Area and on prime agriculture land and by that account "the proposed use is permitted and...meets the required definition". He fails to mention that the proposed uses do not conform to the Durham and Uxbridge OPs, official plans that were implemented some 20 years ago (following approval by Durham with respect to the Uxbridge OP and following approval by the Province with respect to the Durham OP). We would call this omission to be a serious oversight and we would call his characterization of the application being submitted as intended to "address any potential ambiguity" to be misleading.

It should have been obvious to everyone involved that the proposed ZBL application had a very serious problem with conformity with the respective OPs and the proper way to proceed would have been to bring applications to amend the OPs at the time of the ZBL application. In that way the OP amendments, if they were to be granted, would allow Uxbridge Council to enact a zoning bylaw that conformed with existing OPs, a requirement of the Planning Act.

It must be remembered that the law requires a ZBL to conform with the OPs at the time it is passed. What is being attempted now will not affect the appeal one iota. The appeal if successful will set aside the ZBL on both the ground it did not conform to the OPs that were in existence at the time the bylaw was passed and upon the ground that in any case the proposed operation does not conform to Ag-related definitions.

If the present applications are proceeded with and OPAs granted there is a very real possibility that the ZBL will be set aside leaving the OPAs dangling in the air with no ZBL to support. It is our respectful submission that the timing of the present applications is misguided. We urge both Councils to push the pause button and adjourn the present applications to allow the appeal to be concluded. There are four possible outcomes of the appeal (1) Grainboys is successful on the conformity with the OPs issue, *as it still maintains it is in conformity with*, and on its compliance with the requirements of the Ag-related uses definition (2) it wins on the conformity issue but loses on the compliance issue (3) it loses on the conformity issue and on the compliance issue, and, (4) it loses on the conformity issue but wins on the compliance issue.

If Councils agree to our present request to adjourn the applications for OPAs in only **one** of the possible outcomes (#4) will it be necessary for Councils to place the subject matters back onto their respective agendas for a decision. We submit that the best way to proceed and the one

that most closely follows the accepted procedure is to adjourn the present applications to permit the appeals to be heard *as the system is designed to allow*.

This procedure incidentally is consistent with a practice that has been endorsed many times by our Supreme Court of Canada to decline to exercise its discretionary power to resolve disputes with a declaration of the rights of the parties where the declaration can be of no practical utility because the events giving rise to the necessity to so declare have not crystallized.

However, in the event Councils decide to proceed with the applications it becomes important to weigh the pros and cons to decide whether it is in the public interest to grant the application. We would ask you when looking at the pro column to consider the following.

At the Uxbridge public meeting Mr. Petrovich in speaking to his application on behalf of Grainboys made the statement that his company would provide the service to farmers of cleaning and milling their crops He was challenged on that statement and ultimately admitted that he was not providing such a service to local farmers but that he was hoping to buy their crops so he could clean and mill the crops to service his bakery customers.

Grainboys is in the business of servicing bakeries across the country with customized milled grain products to service their specific needs as they said in a recent website “we pride ourselves in producing and custom packaging quality products that are formulated to meet your specific need, which will make it the only one of its kind in the market place...we tailor make each blend to your specifications”. There is not a word about providing cleaning and milling services to farmers, a service that used to be supplied in times past where the farmer would deliver his grain to the mill for milling and pay the miller a fee for the milling service. That would be a service to the farmers.

What we have here is an industrial operation engaged in providing specialized services to bakery customers where its feedstock which according to a Grainboy March 21<sup>st</sup> 2019 Response to Public Comments has its origin in “Ontario 70%; Manitoba and Saskatchewan 20%; and USA 10%”. Buying grain to fulfill specific need of customers is simply an expense of the business , not a service of cleaning and milling **to the farmers**.

Why is this important you might ask. Part (d) of the definition of agriculture -related uses states “**provide products or services, or both, directly to farm operations as a primary activity**”. In the Planning Report of Grainboys authored by Steve Edwards he gives his professional opinion that the proposed facility meets the Ag-related definition for reasons which include “the use provides direct products and service to farm operations, in addition, the proposal will service farm uses in the area by providing processing for various types of grain.”

These statements are false. The use does not provide any products to farm operations. It does not provide service to farm operations. It does not service farm uses in the area by providing processing services. It processes grain which it buys and which it *owns*, as a task which has to be performed in providing specialized services to its bakery customers.

How will the Township benefit from Grainboys presence? At the public meeting Mr. Petrovich told us that he has 16 employees and his plant would bring jobs to the area. But because he is essentially moving his operation to Uxbridge from Aurora we are not told if the 21 km move will result in vacancies which might be filled by local labour. Further in his original proposal he outlined expansion plans. If memory serves us correctly that was his main motivation for moving in the first place. We learned from him at the public meeting that he is not thinking of expanding his operation which rules out the prospect of future job openings for local labour.

The only other benefit of consequence is the one referred to in the June 8<sup>th</sup> 2020 report of Liz Howson that the proposed location “has the **potential** to be directly related to local farm operations and support agriculture generally and locally” by offering farm operations “the opportunity to sell their products directly to the mill” a relationship supported by representatives of the agricultural community. In support of that she quotes from a previous Justification Report (relating to Grainboys Goodwood application) that the proposed location provides “a new outlet for the farming communities and from nearby grain storage operations.”

Her report goes on to say “The Applicant has further advised” his grains all come from Canada even though he imports some of his seed stock and that “In recent years we have contracted a local grower in the Lindsay area in the Kawartha Lakes Region to grow our triticale grain that used to be brought from Manitoba. We **hope** to do similar agreements with smaller farms in the Region” (our emphasis) for rye, hard wheat, soft wheat and buckwheat.

The previous report was dated April 2018 . On Grainboys application for a ZBL and on the present applications no mention has been made of fulfilling that hope by entering into agreements with local farmers. In short your Councils have not been presented with evidence of any local contracts with farmers in your respective municipalities even though it would have been in Grainboys interest vis a vis the subject applications to do so. Nor do we have evidence that the business which he has carried on in Aurora over these years has entered into **any** farmer contracts other than the farmer in the Lindsay area referred to (who would not be a ‘local ‘ farmer vis a vis either location of business).

Further, in the April 2018 Justification Report it states “the grain is used in the operation is transported by truck from various suppliers. **No grain is delivered directly from field**”(our emphasis). Further in the report it speaks to the desire of increasing the grower base locally and regionally for direct field delivery and from nearby grain storage operations. It is obvious that he sources his grains not from farmers but from granaries across the province and occasionally beyond. In fact, given his proposed facility does not have a dryer it is questionable how many farmers could **directly** meet Grainboys need for a steady supply of dry grain 12 months of the year .It is to be remembered one of the requirements of the definition of Ag-related use is to demonstrate provision of services “directly “ to farm operations as a primary activity. Using local granaries to source part of its feedstock doesn’t meet the definition.

In conclusion, on the subject of the 'pros' of the project, the Applicant has not presented any evidence from which it could be concluded that the Grainboys operation will provide any significant benefits to the community and in particular will provide services directly to the farming community.

Now let us deal with the cons. The Ontario Federation of Agriculture tells in a recent fact sheet that the world's population is projected to rise to 9.8 billion by 2050 "underlining the need to keep Ontario's highly productive agriculture land producing food for Ontario, Canada and the world". Unsaid in the document is the global climate crisis which projects going forward, even if we can start to get emissions under control, a massive dislocation of people and a refugee problem we can't even imagine, and where is one of the places they will seek refuge. It will be Canada. Ontario along with other provinces will have to feed a lot more people than what can be expected now based on a natural growth rate. On top of that vast areas of our planet, including the breadbasket we rely upon south of the border, arable land will be diminishing in area with drought conditions and water shortages.

So, on top of that the OFA tells us that between 2011 and 2016 Ontario's small agriculture land base has declined by an equivalent of 175 acres /day or close to 65000 acres/yr. OFA writes "Ontario cannot sustain these continuing losses while still maintaining our ability to produce food." People are starting to wake up to the fact we have to change and change fast if we want our species to survive. And so we say to Councils- we can't carry on with a business as usual attitude. We have to take extra precautions to preserve every single acre of arable land with the knowledge that all existing prime Ag land has to be preserved .

The other con Councils should consider is the effective removal of a portion of Natural Linkage Area. We say effective because the OP amendments you are being asked to approve will remove not just Prime Agriculture Land from the land base but will remove a portion of a green corridor forming an ecological connection between Natural Core Areas . Furthermore, the sound and dust and smell from the operation of the proposed plant (and its possible expansion) will impact on insect , birds and mammals in the surrounding area which includes Natural Core Areas. The operation, including the truck traffic it will generate, will likely have an impact on the hydrological integrity of the moraine.

The proposed amendments will also contravene the ORMCP objectives set out in s4 of the ORMCA which include:

“(b) ensuring that *only* land and resource uses that maintain, improve or restore the ecological and hydrological functions of the Oak Ridges Moraine area are permitted;

(c) maintaining, improving or restoring all the elements that contribute to the ecological and hydrological functions of the Oak Ridges Moraine Area, including the *quality* and quantity of its water and other resources;

(d) ensuring that the Oak Ridge Moraine Area is maintained as a continuous natural landform and environment for the benefit of present and future generations;”(our emphasis)

Another guidepost Councils might consider is s41(2) which provides, inter alia, that an application for infrastructure on Natural Linkage Area land cannot be approved **unless the need for the project has been demonstrated and there is no reasonable alternative**. While a milling plant is not infrastructure its footprint on the environment is actually more than the footprint of infrastructure. So we suggest this would be an appropriate question for Councils to consider when exercising their discretion.

In this case the Applicant has indicated to Council that his expansion plans have been scrapped so technically he could remain where he is and still continue his business or if a move is desired for other reasons he could move to another industrial park almost anywhere in southern Ontario given his present sources for feedstock and location of his customers.

As to (c) we think it is likely the plant will have an adverse impact on both the ecological functions, and, the hydrological functions as it relates to quality of water.

As to (d) we think the plant would be an obvious interference with the ecological corridor.

So when you look at the subject matter more closely you can see that the Councils of Uxbridge and Durham were ahead of the curve when they made the deliberate decision to have a more restrictive regime with respect to Ag-related uses generally and particularly with Ag-related uses in a Natural Linkage Area which was also prime agriculture land. It is obvious to us that the decisions to be more restrictive were motivated by a desire to be more protective of preserving prime agriculture land and more protective of the integrity of the Oak Ridge Moraine than was required (but permitted) by the Province. Their foresight and wisdom should be recognized.

We understand that members of Durham Council are at the tail end of a Municipal Comprehensive Review (MCR) of the Regional Official Plan (ROP) which a may 2<sup>nd</sup> document says will result in a new ROP “with a planning horizon to 2041”. The document states the Region is entering a period of significant growth and that there will be among other things “a heightened expectation to address climate change” and “planning approaches that *further* support the agriculture sector” with strategic land use planning that will be “responding to climate change and incorporating sustainability provisions.”

The conservation of the integrity of the Moraine and the further protection of prime agriculture land will be front and centre in this review. We are concerned that any decision you now may make on the applications for OPAs which would depart from the restrictive measures took some 20 years ago by wise Councils to protect these matters may serve as a precedent for decisions on the MCR which will have far reaching consequences.

We do not believe that the Applicants have made a compelling case for amendments to the respective OPs. They have not considered the important public interest issues that we have



advanced and demonstrated a compelling need to overrule 20 year policies that have served the Region well. Our society is finally awakening to the fact that we simply cannot continue with a business as usual attitude. We have to keep the big picture in mind. When making your decision on the applications we ask you to give the foregoing your careful thought.

We thank you for the opportunity to make these comments.

Monday June 14<sup>th</sup> 2021

If you require this information in an accessible format, please contact 1-800-372-1102 ext. 2097.

## The Regional Municipality of Durham

### MINUTES

#### ACCESSIBILITY ADVISORY COMMITTEE

Tuesday, May 25, 2021

A meeting of the Accessibility Advisory Committee was held on Tuesday, May 25, 2021 at Regional Headquarters, Council Chambers, 605 Rossland Road East, Whitby at 1:04 PM. In accordance with Provincial legislation, electronic participation was permitted at this meeting.

#### 1. Roll Call

Present: D. Campbell, Whitby, Vice-Chair  
A. Beach, Oshawa  
D. Hume-McKenna, DMHS  
Councillor R. Mulcahy  
R. Purnwasie, Ajax  
M. Roche, Oshawa

**\*all members of the committee participated electronically**

Absent: C. Boose, Ajax, Chair  
H. Hall, Participation House  
M. Peters, Clarington  
L. Schisler, Whitby  
S. Sones, Whitby

#### Staff

Present: S. Austin, Director of Corporate Policy and Strategic Initiatives  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
G. Sim, Program/Project Manager, Information Technology  
J. Garcia-Leong Sing, Issues Advisor, Office of the Chief Administrative Officer  
J. Traer, Accessibility Coordinator, Office of the Chief Administrative Officer  
L. Veloce, Policy Advisory, Office of the Chief Administrative Officer  
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

In the absence of the Committee Chair, D. Campbell, Vice-Chair, chaired the meeting.

#### 2. Declarations of Interest

There were no declarations of interest.

### 3. Adoption of Minutes

Moved by R. Purnwasie, Seconded by A. Beach,  
That the minutes of the Accessibility Advisory Committee meeting  
held on March 23, 2021, be adopted.  
CARRIED

### 4. Presentations

A) Gemma Sim, Program/Project Manager, Corporate Services – Information Technology, and Joan Garcia-Leong Sing, Issues Advisor, Office of the Chief Administrative Officer, re: MyDurham 311 Project

Gemma Sim, Program/Project Manager, Corporate Services - Information Technology, and Joan Garcia-Leong Sing, Issues Advisor, Office of the Chief Administrative Officer, provided a PowerPoint Presentation with regards to the myDurham 311 Project.

Highlights of the presentation included:

- myDurham 311
  - Background
  - Objectives
  - Three-year vision
  - Program Benefits
- Tiered Service Model
- Front Counters – Principles
- Next Generation Customer Experience
- Next Steps
- Further Information and Contacts

G. Sim advised that every year, the Regional Municipality of Durham processes over one million transactions with members of the public through more than 80 front desks, 28 call centres and 18 social media accounts. This can create an overwhelming experience and confusion for customers. She stated that the myDurham 311 Program aims to enhance the experience by:

- providing a clear point of contact (online, phone or in-person);
- providing more options to complete transactions;
- bringing greater ease of access to services with extended hours and a self-service channel; and
- delivering on a commitment to provide customers with a consistent, convenient and personalized service.

J. Garcia-Leong Sing advised that there are 5 main objectives of the myDurham 311 Program which are as follows:

- fully functional digital Region
- omnichannel experience
- first call/contact resolution
- single source of the truth
- user intuitive customer portal

J. Garcia-Leong Sing provided an overview of the Program's three-year vision: vaccine call centre; one phone number; consolidated front counters; transition to tiered contact centre; Customer Relationship Management & knowledge base; service options; first contact resolution; digital transactions; and service solutions for smart devices. She advised that the Program will provide a number of benefits to customers including: faster access to information; multiple channels/ways for customers to contact the Region; more options to complete registrations, make payments etc.; address the frustration of having to spend time researching what numbers to call; less transfers between departments; a response at the first or initial contact; personalized service based on historical call data; and an overall better customer experience.

G. Sim advised that the program will operate on a four-tiered service model and provided an overview of those tiers (self-serve, general support, focused support, and case management). She stated that myDurham 311 also aims to work with front counters to make them more streamlined, consolidated and accessible. She also advised that the next steps for the Program will include subject matter expert network; change agent network; and public engagement.

G. Sim and J. Garcia-Leong Sing responded to questions with regards to United Way's 211 service and the connection with myDurham 311; whether there will be agents to help with other languages (other than English and French) when customers call; and whether any of the lower tier municipalities have considered similar models.

B) Linnea Veloce, Policy Advisory, Office of the Chief Administrative Officer, re: Inclusive Community Grant

Linnea Veloce, Policy Advisory, Office of the Chief Administrative Officer, provided a PowerPoint Presentation with regards to the Durham Enhanced Technology and Virtual Learning Series, taking place in partnership with Durham Region Transit and the Township of Scugog.

L. Veloce advised that the Regional Municipality of Durham recently received an Inclusive Community Grant from the province to launch the Durham Enhanced Technology and Virtual Learning Series. She advised that the series is a two part initiative with the first being an On-Demand Self-Booking Kiosk pilot project which is being led by Durham Region Transit, and the second being a Virtual North Durham Seniors Fair and Virtual Programming, led by the Township of Scugog. She advised that the major goals of the program are to improve access to safe public transportation for seniors and persons with disabilities; reduce social isolation for seniors and persons with disabilities; and increase safe access to community services.

L. Veloce highlighted the following points of the On-Demand Self-Booking Kiosk Pilot Project:

- enhance access to the on-demand service offered by DRT;
- the on-demand application provides an alternative way to book trips;
- funding will allow Durham Transit to provide on-demand self booking kiosks in 9 community locations across the Region; and
- one senior residence location will be equipped with a tablet that will track and display real-time bus arrival information.

L. Veloce highlighted the following points of the Virtual North Durham Seniors Fair:

- will be hosted virtually for the first time;
- will be held June 23 and 24, 2021 in celebration of Seniors month;
- will be pre-recorded and will consist of short informational presentations;
- will consist of local agencies and organizations from the previous Aging with Confidence Information Fair hosted by Scugog in 2018; and
- will mark the launch of the extended virtual programming which will continue to March 2022.

L. Veloce stated that the North Durham Virtual Programming is a great opportunity to showcase more specialized workshops and presentations. She advised of the following potential program topics: general interest; specialized education and workshops; self guided community challenge activities; virtual tours; and live tours and information sessions. She advised that there will be a combination of instructors and presenters as well as a combination of live and pre-recorded events.

L. Veloce advised that the project is aimed at supporting older adults and persons with disabilities in rural or urban communities to adapt to the changing needs of the pandemic. She added that residents across the Region are welcome to participate. The project also aims to increase awareness and use of virtual programs and services, support local programs, and make access to resources more widespread and accessible for participants.

L. Veloce requested that the committee think about the following 3 questions and provide feedback at a later time:

- what are some services you would like to see or feel participants could benefit from in the programming?
- how do you stay informed in your community?
- since the pandemic, are you more or less involved in your community?

L. Veloce responded to questions regarding how one would access the information available on the kiosk, as well as getting information regarding the Virtual Programming and the Seniors Fair; and, whether there will be deaf friendly options to ensure deaf seniors have access to the virtual programming.

## **5. Discussion Items**

### **A) AAC Joint Forum**

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J. Traer advised that the Annual Accessibility Advisory Committee Forum was not held last year due to the pandemic and would like the Committee's thoughts on having a virtual event later this year. She stated that the event would have to be a small event that would run from one and a half to two hours.

Discussion ensued and it was suggested that the event consist of a 20-minute motivational speaker as well as the Accessibility Awards.

It was the consensus of the Committee to recess at this time. The Committee recessed at 2:10 PM and reconvened at 2:15 PM.

Following the recess, the Committee Clerk conducted a roll call and all members of the Committee were present except for C. Boose, H. Hall, M. Peters, L. Schisler and S. Sones.

## **6. Correspondence**

There were no items of correspondence to consider.

## **7. Information Items**

### **A) Education Sub-Committee Update**

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J. Traer provided the following update with regards to future presentations:

- Lori Schisler will speak at June meeting about Community Care Durham and the services they have provided during the pandemic.

M. Roche advised that a written report will be provided to the Committee subsequent to the meeting. He provided the following update with regards to the site plan that was reviewed by the site plan review subcommittee:

- The site plan that was reviewed was for a new paramedic station in the Village of Seaton, a community in North Pickering. He advised that the Architect used accessibility as a prime standard and provided the following list of accessible features: accessible parking spaces; two barrier free entrances to the building; one universal washroom; two barrier free washrooms; and a barrier free kitchen. He advised that the building will consist of the following two sites:
  - an EMS site with gender neutral washrooms with three bay garages for 6 ambulances; and
  - An area with training rooms, offices, washrooms, storage and kitchen.

Discussion ensued with regards to whether training on how site plans work and can be reviewed is available for committee members. J. Traer confirmed that she has reached out to staff in the Works Department and requested they provide an overview. She confirmed that she has also reached out to the Ministry of Seniors and Accessibility to provide a webinar that she will then forward to the subcommittee.

B) Update on the Transit Advisory Committee (TAC)

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M. Roche advised that a written report will be provided to the Committee subsequent to the meeting. He advised that at the May 18<sup>th</sup> TAC meeting, he asked questions with regards to Specialized Services and whether clients need to re-register to qualify to maintain their services for 2021, and how many clients have successfully re-registered for specialized transit. He advised that the issue will be discussed at the September 21<sup>st</sup> TAC meeting.

J. Traer advised that Heather Hall has joined Mike Roche as an AAC representative on the Transit Advisory Committee.

Councillor Mulcahy advised that the DRT On-Demand service is free for riders travelling to Vaccination Clinics.

C) Accessibility Coordinator Update

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J. Traer provided the following update:

- May 30 to June 5 is National AccessAbility Week and the theme is Disability Inclusion and Leaving No One Behind. Two Lunch and Learns have been scheduled: June 1<sup>st</sup> and June 3<sup>rd</sup> from 12 PM to 1 PM.

- The new Health Care Standard under the Accessibility for Ontarians with Disabilities Act (AODA) is up for review by the public until August 11, 2021. She advised that it is an opportunity to review the 22 recommendations to see if they have been addressed and if not, to provide feedback.
- Enable Ottawa 2021 is offering a free, virtual ideas exchange forum on June 1 to 3, 2021. The forum will bring together cross-sectoral communities of accessibility professionals and people interested in learning about the changing world of assistive and adaptive technologies that are helping create universal, accessible experiences in the world.
- Community Care Durham is providing a vehicle that will transport community members to Vaccination Clinics free of charge.

**8. Reports for Information**

There were no reports to consider.

**9. Other Business**

There were no items of other business.

**10. Date of Next Meeting**

The next regularly scheduled meeting of the Accessibility Advisory Committee will be held on Tuesday, June 22, 2021 at 1 PM.

**11. Adjournment**

Moved by M. Roche, Seconded by D. Hume-McKenna,  
That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:42 PM

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D. Campbell, Vice-Chair  
Accessibility Advisory Committee

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N. Prasad, Committee Clerk