



The Regional Municipality of Durham

COUNCIL INFORMATION PACKAGE

October 8, 2021

Information Reports

2021-INFO-103 Office of the Chief Administrative Officer and Commissioner of Corporate Services – re: myDurham 311 Public Consultation

Early Release Reports

There are no Early Release Reports

Staff Correspondence

There is no Staff Correspondence

Durham Municipalities Correspondence

1. **Municipality of Clarington** – re: Resolution passed at their Council meeting held on September 20, 2021, regarding Ontario Eye Exam Fees
2. **Township of Scugog** – re: Resolution passed at their Council meeting held on September 27, 2021, regarding Municipal Recognition of September 30th a National Day of Truth and Reconciliation

Other Municipalities Correspondence/Resolutions

1. **Municipality of Chatham-Kent** – re: Resolution passed at their Council meeting held on September 27, 2021, in support of Trent Lakes resolution regarding OHIP Eye Care
2. **Municipality of Chatham-Kent** – re: Resolution passed at their Council meeting held on September 27, 2021, in support of the City of Sarnia resolution regarding Renovictions
3. **Municipality of Shuniah** – re: Resolution passed at their Council meeting held on September 14, 2021, in support of the City of Kingston resolution regarding motion M-84 Anti -hate Crimes and Incidents and Private Member's Bill – C313, Banning Symbols of Hate Act

4. **Town of Kingsville**– re: Resolution passed at their Council meeting held on September 27, 2021, in support of Save Eye Care in Ontario

Miscellaneous Correspondence

There are no Miscellaneous Correspondence

Advisory / Other Committee Minutes

1. Durham Agricultural Advisory Committee (DAAC) minutes – **September 14, 2021**
2. Energy From Waste – Waste Management Advisory Committee (EFW-WMAC) minutes – **September 28, 2021**

Members of Council – Please advise the Regional Clerk at 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.

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The Regional Municipality of Durham Information Report

From: Office of the CAO and the Commissioner of Corporate Services
Report: #2021-INFO-103
Date: October 8, 2021

Subject:

myDurham 311 Public Consultation

Recommendation:

Receive for information

Report:

1. Purpose

- 1.1 Present the key findings of a public opinion survey that was conducted during March and April 2021.
- 1.2 Outline the significance of the findings to the service design and implementation of myDurham 311.

2. Background

- 2.1 A comprehensive research strategy was implemented to consult with Durham's diverse residents about the access and delivery of core regional services. The public consultation was comprised of two components: an exploratory qualitative component to gather a wide scope of opinions to understand residents' experiences, needs and expectations and a quantitative validation component to qualify the findings from the initial research.
- 2.2 A mixed methodology online and telephone survey was completed by four hundred (400) residents that were recruited from all municipalities within Durham and were of mixed age, gender, household income, employment, education, kids/no kids, and family background. The survey results indicated that participants all interacted with the Region through different channels; either by phone, email, in-person, website, or social media and with one or more Regional departments.
- 2.3 The research aimed to answer questions not limited to the following:
 - a. Did residents have contact with the Region and what was that interaction like?
 - b. What was the purpose of their interaction and how satisfied were they?
 - c. What was their preferred channel to contact the Region?
 - d. What is their perception of the quality of service delivered?

3. Previous Reports and Decisions

- 3.1 In July 2020, Regional Council approved report [#2020-A-16](#), introducing a new customer experience project at the Region called myDurham 311. The myDurham 311 project will modernize the way in which the Region engages with its customers, combining public-facing services and a customer services strategy.

4. Relationship to Strategic Plan

- 4.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
 - a. Goal 5: Service Excellence: To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.
 - 5.1 Optimize resources and partnerships to deliver exceptional quality services and value.
 - 5.2 Collaborate for a seamless service experience
 - 5.3 Demonstrate commitment to continuous quality improvement and communicating results.
 - 5.4 Drive organizational success through innovation, a skilled workforce, and modernized services.

5. Key Highlights

- 5.1 The following are some of the key findings aligned to the myDurham 311 project deliverables:
- a. The majority of customers are satisfied with all the current channels used to interact with the Region, with the website and phone being their preferred method. This project is committed to delivering an omnichannel experience that delivers consistent, convenient, and personalized service appealing to all customers.
 - b. Customers want to access services and information in a timely manner with a large majority looking for shorter automated telephone menus. The implementation of the myDurham 311 tiered contact centre, customer inquiries and requests will be actioned to relevant myDurham 311 agents to ensure efficient and effective first contact resolution.
 - c. The survey finds that large majorities of residents understand how to contact the Region to access services (83%). However, a slight majority (53%) say they are often confused about which local services are offered by the Region or by their local City, Town, or Township. Through the Municipal Community of Practice engagement, an ongoing partnership has been established to ensure Regional and Municipal service delivery is smooth and seamless.
 - d. Customers would like the Region to have their basic information at hand so that it is not required to provide it each time. With the acquisition of a Customer Relationship Management and Knowledge Base system, customer tombstone information such as name, address and historical service order data will be easily retrievable by myDurham 311 agents.
 - e. Residents want more self-service options. The project will deliver a user intuitive customer portal where customers can view their engagement with the Region.

6. Conclusion

- 6.1 The public opinion survey results are consistent with the myDurham 311 project direction. An annual, or more frequent public consultation will follow, as project milestones and deliverables are achieved.

7. Attachments

Attachment #1: Region of Durham myDurham 311 Online Qualitative Research – March 2021

Attachment #2: Region of Durham myDurham 311 Quantitative Report – July 2021

Respectfully submitted,

Original signed by

Don Beaton, BCom, M.P.A.
Commissioner of Corporate Services

Original signed by

Elaine Baxter-Trahair
Chief Administrative Officer

Region of Durham MyDurham 311 Online Qualitative Research

Qualitative Report

March 2021

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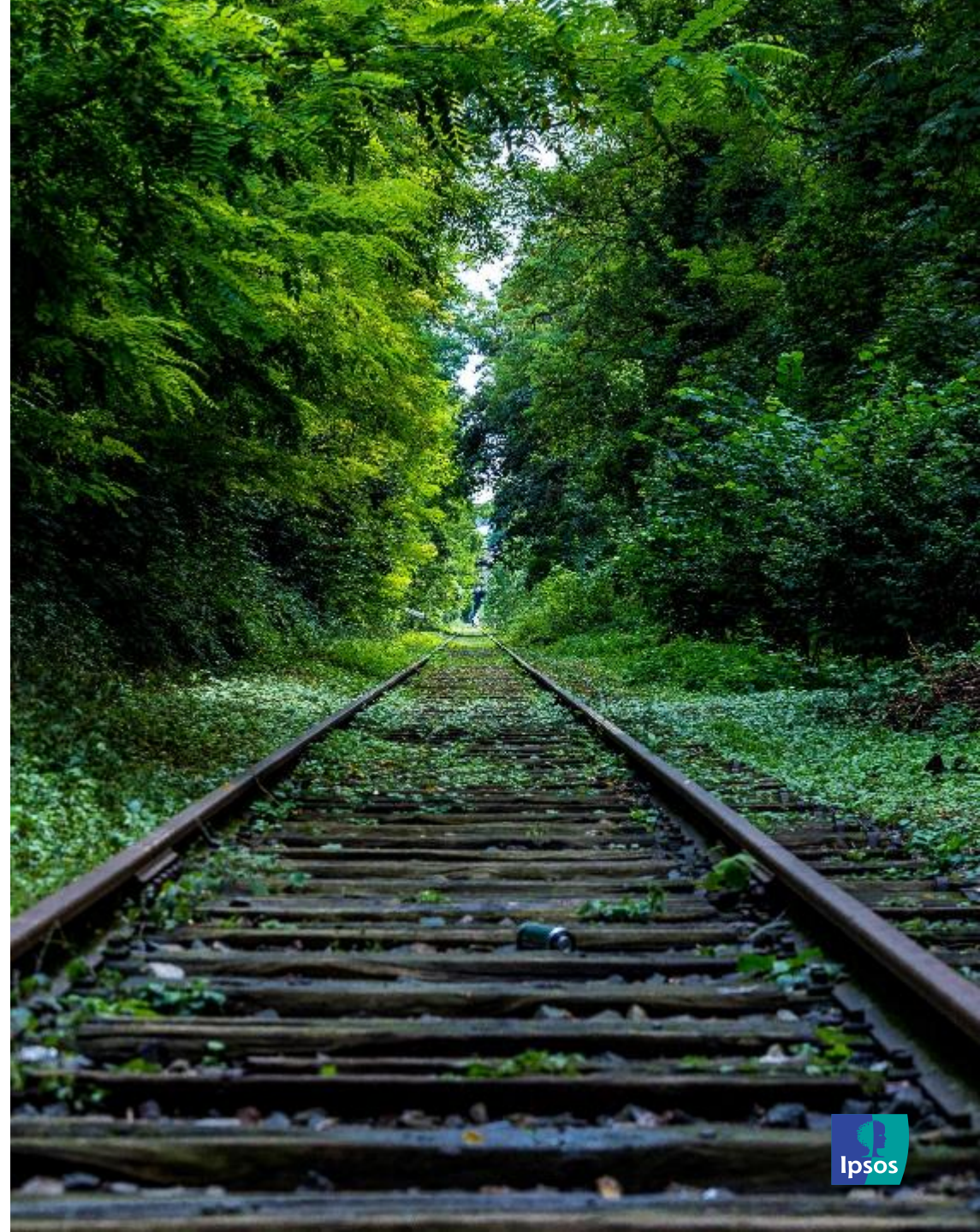
AGENDA

3 Objective

6 Summary

8 Findings

19 Appendix



The Qualitative Objective

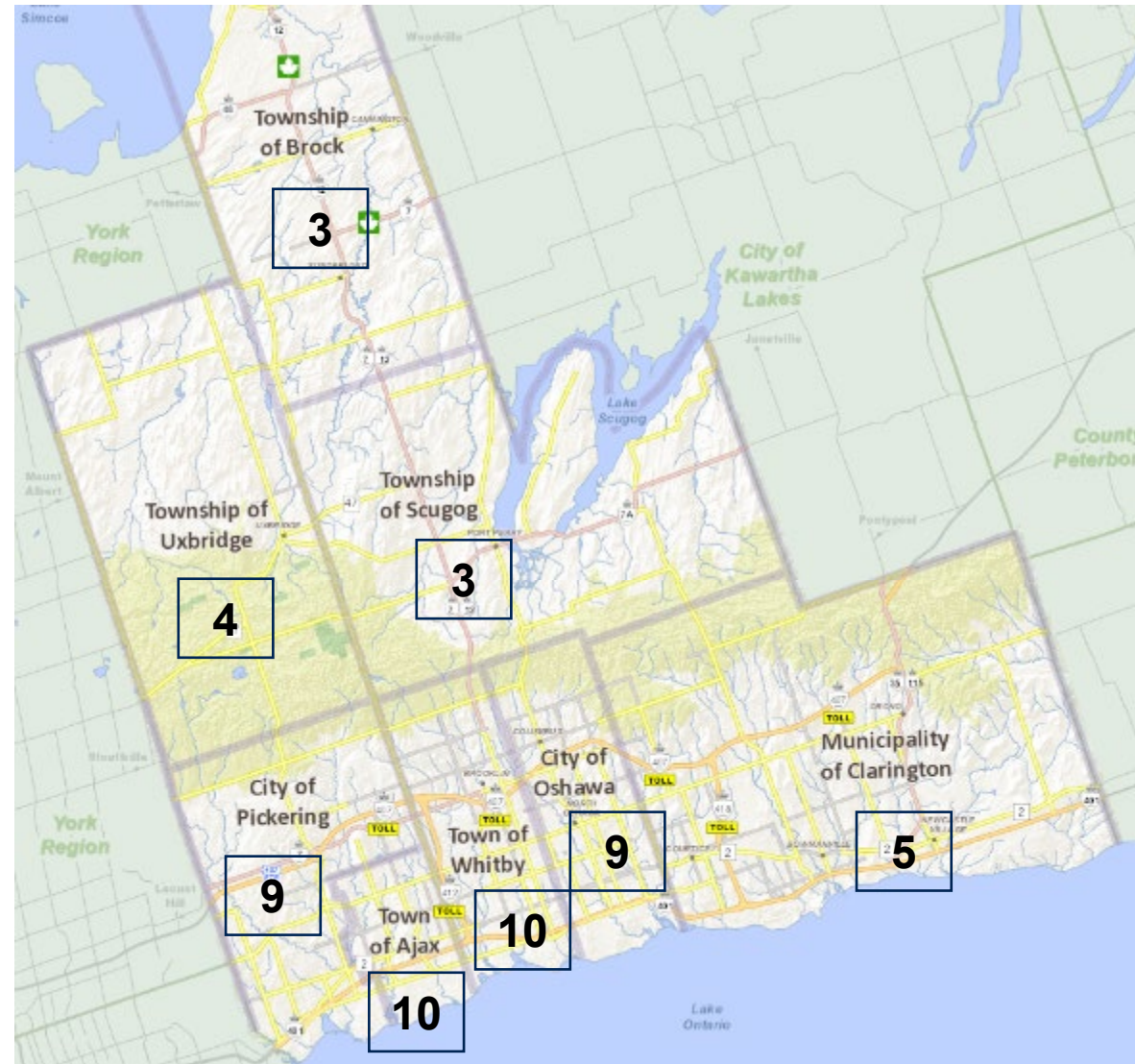
Understand Durham residents' experiences, needs, and expectations associated with interacting with the Region regarding regionally delivered services.



In total 53 Residents of Durham Region Participated

Recruitment

- Located across Durham Region
- Mix of Age, Gender, Household Income, Employment, Education, Kids / No Kids, Family Background
- All participants recalled interacting with the Region via one or more of the following:
 - Phone, email, in-person, website, social media
- Participants had interacted with a variety of departments and services provided by the Region
- Participants were recruited to be at least somewhat comfortable with contributing to an online environment
- Residents were informed during recruitment that accommodations could be available as needed (i.e., would contribute via interview)



Online Qualitative Methodology

Ipsos Online Auto-Ethnography

The qualitative questions were available for participants to complete over a period of 7-days between February 18th and 24th.

The online platform:

- Enabled us to engage residents from across the region
- Encouraged residents to complete the assignment according to their own schedule
- Gave residents the time to reflect and consider their responses
- Allowed for private, two-way communication between the moderator and resident to uncover deeper insights



Happy to have such amazing people working for ROPS

Second Story about your experience interacting with the Region of Durham about a regional service. Please pick a different experience to tell us about. This could be a different service or different method of contact.

Another one of many pleasant experience I have had interacting with the Region of Durham would be the billing department for hydro. In my most recent interaction I had received a bill for an outrageous amount. Given the situation and my thought after looking at the bill I had immediately called the Region of Durham support office. The gentle man I spoke with was extremely courteous and was able to resolve the issue in a matter of seconds. This had completely caught me off guard, as I expecting an hour long phone call and constant back and forth with the individual. I received a revised bill reflecting my new amount in the mail within a matter of days. Having these sort of interactions really stand out as I believe we are all so accustomed to fight and bicker with the support staff in these types of situations.

Add an image that captures how you feel about the experience. Click 'Add Photo' and use the search bar to search through the collection of stock photos for one that captures how you feel.



Was able to have my bill adjusted without any hassle!!!!

Congratulations, you're now an author. Thank you so much for sharing.

Response Example

Summary

1

Key Highlights



Modernization can be a polarizing term for some residents of Durham

- Positive: Future proofing, services / processes are up-to-date, omni-channel
- Negative: Lack of empathy / robotic interactions, loss of human interaction

Modernization should not just be focused on technology, but also the way in which services are delivered and how representatives interact with residents.



- Train staff to deal with sensitive issues
- Train staff to listen and not just 'hear' an issue
- Staff that reflects the current and future population of Durham
- Increase efficiency to ensure issues are resolved in timely manner



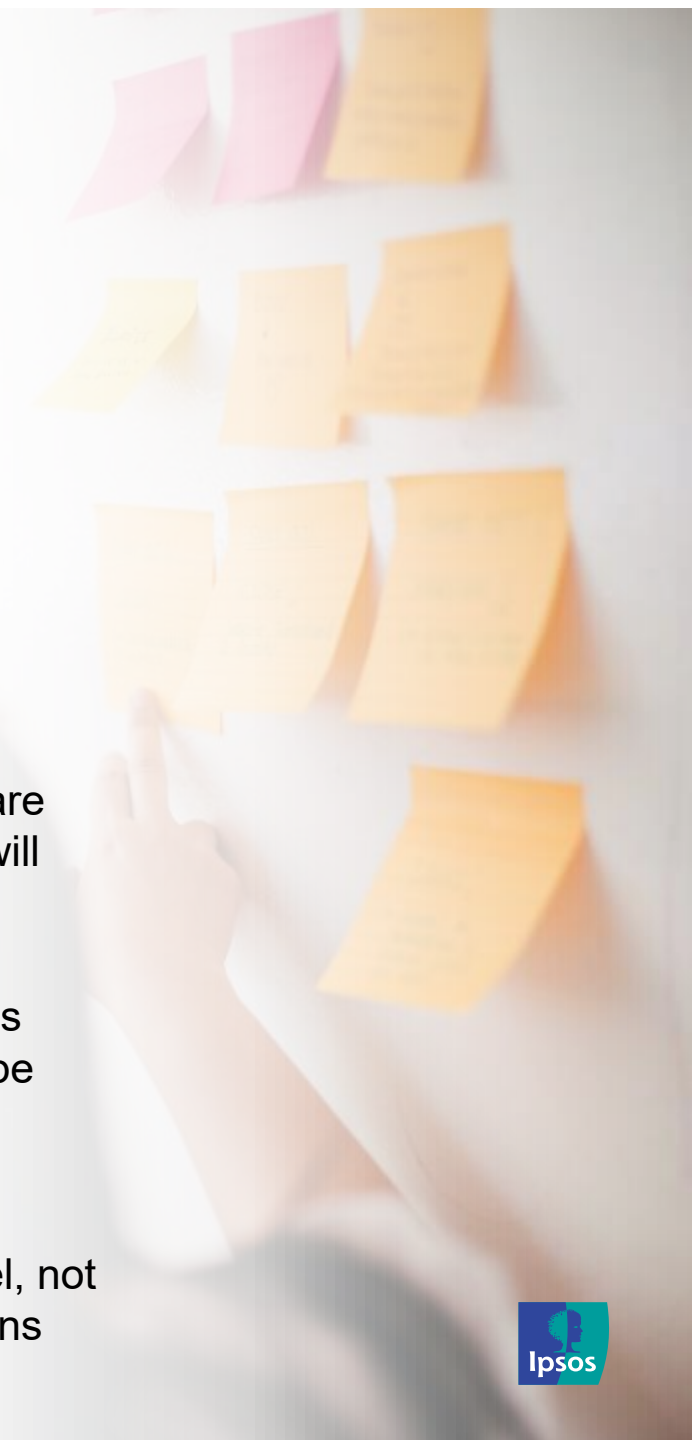
Offering services through multiple channels is important to residents and indications are that this will continue to be important in the future. Expectations are that all services will be accessible through an individual's preferred channel.



Positive experiences often included mentions of feeling listened to, friendly / courteous service, and timely problem resolution. As more interactions are moved online, it will be important to incorporate these positive elements into the online or app environment.



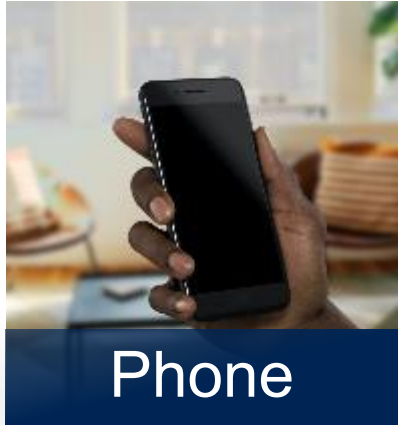
Negative experiences often focused on difficulty navigating the various systems and processes within the region, feeling forced to interact through a non-preferred channel, not receiving the help needed within a timely manner, having negative personal interactions that felt cold, unhelpful, staff unwilling to listen to issues.



Findings

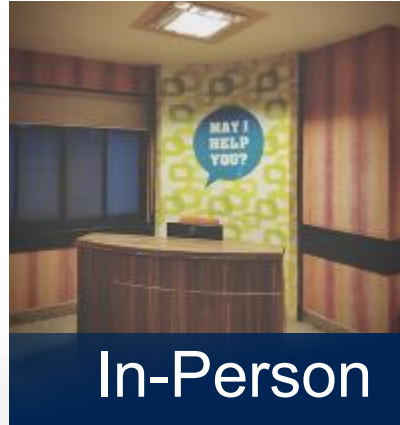
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Channel Experience



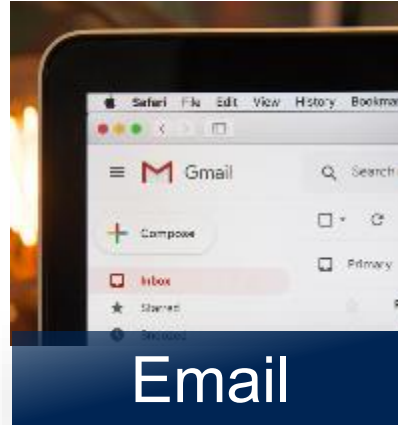
Phone

- Often seen as the first choice
- Allows for human connection
- Perceived as quicker than using website
- Expect – quick resolution, friendly / courteous service, funneled to the right person
- Pain Points – wait times, phone tag, passed around between departments, explaining situation multiple times, long automated menus, long wait for call-backs



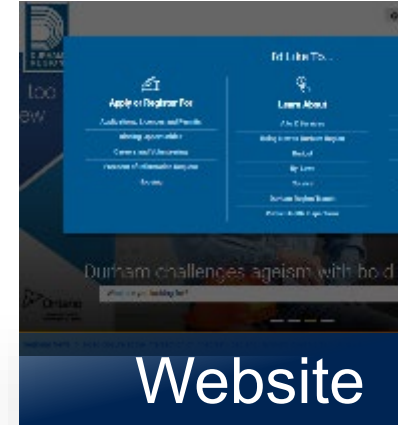
In-Person

- In-person allows for opportunity for human connection
- Some have a perception of quick resolution
- Expect staff to be courteous, eager and willing to help, listen (vs. just hearing)
- Pain Points – feeling unimportant (given a number), told to wait without clear timeline, negative atmosphere can impact impression of the Region



Email

- Allows residents to keep a paper trail
- Expected wait-time should be 24 hours for a response
- Can be convenient for scheduling phone / in-person interaction (email > response > meeting)
- Pain point - some feel their email can get lost, loss of personal connection
- Ideal for transactional interactions



Website

- First stop for many – skews younger demographic, but that is changing
- Best used for gathering information, transactional
- More complex issues may require more in-depth contact
- Some feel it is simply easier to get an answer by calling – therefore they feel website information & navigation could be improved



Social Media

- Polarizing – some do not engage with SM
- Those who do expect to find information, updates, news
- Not intuitively meant for interactive contact
- A few like chats – and expect live chats in the future
- SM may be too public for personal issue resolution
- Low awareness of Durham apps

Positivity Associated with Current Experience

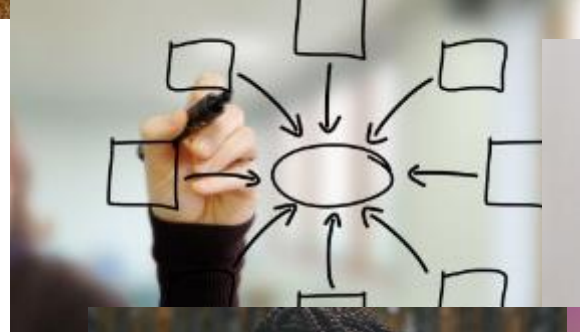
Residents recounted stories of positive experiences with the Region. Common themes included – feeling welcomed, listened to / important, informed, empowered.

The Region has not only been **receptive and helpful but helped in dealing with other entities** involved in the process, like CLOCA and the municipalities.



This image identifies the ease of access to the information at our fingertips using technology.

A representative took my account details noted on the letter and **provided all the information I needed as a new customer.**



After getting off the phone, I **felt like I could handle everything** being a new mom threw my way

For me, being able to make a payment online is very important. I can do it immediately, no lines, no leaving home, just a few clicks and I am all done. **So glad that Durham put that in place for that department.**



There are so many ways now to interact with the Region and not just getting in your car and waiting in a line. **This is so helpful as this way I can still get answers to my questions/concerns but on my time and when it works best for me**

Elements of Interactions that Lead to Positive Experiences

Friendly service

- When staff seem positive, as if they enjoy their work, and show an eagerness / willingness to help, residents come away feeling great about their interaction – despite the outcome

Listening

- Understanding the details of an issue makes residents feel heard
- Engage with residents - ask questions to better understand the person and their issues – beyond simple small talk
- Online / website – follow-ups & clarifying questions via email shows the Region is engaged in helping

Solution oriented – having my questions answered

- Whether with a person or online, making the resident feel like the Region ‘wants’ to answer their question improves the experience
- Information needs to be easy to find, language used needs to be easy to understand (concise and non-jargon)

Quick resolution

- The quicker the better, but in cases where time is required, setting expectations and updating progress leads to positive experiences

Big city services – small town feeling

- Referred to by name, feeling welcomed, included, like a person (not a number), and like their issue matters, feeling part of the community



He took time to listen to me but went far and beyond to get a worker to speak to me to see if I can be added to the priority waitlist. I was able to get all details of information required to be added to the list. **I felt I mattered I felt because they took their time it motivated me to continue with the process, I felt important,** despite the fact that my life was in turmoil and did not feel very important at all.

Providing proper information and **taking time to listen to details** to make a great experience for both the staff member along with the customer.

Generally, you can sense how someone is based on the tone of their voice. That is very important to me, **how they speak and how they make you feel within the first few minutes of the conversation.** This woman was attentive and empathized with me, as I had missed the date to call in the water meter reading. I felt great talking to her as she **acknowledged me by my first name.** These things are important factors because **it makes me feel comfortable and allows the conversation to flow better.**

Easy to find - meaning **I don't have to take more than 5-7 clicks to get the information I need.** Any more than that will bring frustrating.

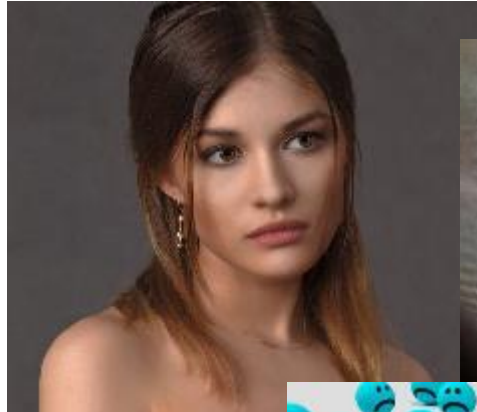


Negativity Associated with Current Experience

Negative experiences were characterized by feelings of sadness, frustration, and powerlessness due to limited access to information and difficulty navigating the system.



Felt sad that they didn't have [same services] compared to Toronto. When I had my first child there was a free prenatal class along with food coupons in Toronto. **That made me a bit sad.**



For an urban area, **the website being so basic with limited capabilities** reminds me of my grandmother going to the bank to get an account balance.

Frustration from batting our head against a brick wall.



I did go online to find go transit information. It was so confusing I couldn't figure out the bus routes. **Very frustrating, I'm feeling exhausted.**



If people cared more about helping as opposed to just tossing me off to the next person, **it would have saved me a lot of time and aggravation.**



I felt like I was the **happy person calling and the people I spoke to were not.**



Mixed feelings. **One aspect was great but the other not so much.** I will soon be a senior and wonder if it will improve when I need more services.

Elements of Interactions that Lead to Negative Experiences

Difficulty navigating the various systems

- **Website** - Infrequent touchpoints mean specific information can be difficult to find – compounded by lack of computer skills for some
- **Phone** - Long wait-times, phone-tag, being re-directed to the website without clear instructions
- **In-Person** - Not feeling listened to, staff not being excited to work / help

Feeling forced to interact through a specific channel

- Residents want to interact through their preferred channel
- Some do not want to be forced to use online services, others do not want to be forced to walk into the Region office for what they see as a transactional interaction

Being treated like a number

- Feeling rushed or intrusive making a resident feel as if their issue does not matter
- Feeling like the staff was providing generic solutions and not taking the resident's story into consideration

Repeating issues / concerns multiple times

- Residents do not appreciate having to reiterate their issue multiple times, it makes them feel unheard – streamline the cross-service ¹³ - handover process (reference numbers, access to resident's call history)



Not rushing me as if you are closing and I am holding you back. [Better] eye to eye contact. **Not many seem to be happy in their jobs anymore.**

Feeling of being rushed off the phone or being redirected in somewhat of a condescending manner (non-emergency line). I think overall, **they can improve on being a bit more empathetic in their tone as people do call in cases on confusion or just needing clarity** in how /who to go to in regard to a non-emergency.

Maybe give the customer a **case number so that when we call back, they have our details instead of repeating all over again.**

We had to call in to get our issue dealt with. Also, if a work order is needed to, **for example, pick up large bulky items at curbside we should be able to issue on the Pickering website.**



Durham Resident Quote about Modernization

The Region of Durham has definitely kept up with the modernization of services and continues to grow. They have to keep up and find ways to deliver their services to improve overall client satisfaction and meet the needs of the clients, in today's busy, COVID era. Those clients are us, people doing day-to-day things, like paying bills, or signing up for a virtual course. The service providers have to deliver their services fast and in a way that can reach the ever-growing population.

The Term 'Modernization' can be Polarizing



Constant evolution

Simplify processes

Adapting to changing needs of people



Potential loss of 'human touch' / 'human voice'

People can feel 'left behind'

Technology can be great, until it isn't – power outages, passwords

Modernization May Be Better Received as 'Evolution'

Many see it as the natural progression towards the future

To residents, the goal is to:

- Automate transactional interactions to reduce strain on Region staff
- Reduce time spent solving an issue
- Better service the needs of the growing population, reflecting the population demographics
- Anticipate future growth and infrastructure needs of the Region
- Stay up-to-date and be forward thinking

Some fear they may be 'left behind'

- People that are happy with status quo
- Older & less tech savvy – people who may not have grown up with tech
- Residents who may require assistance with accessing a computer / app
- These residents may need reassurance that the Region is modernizing with a specific eye towards accessibility for everyone

'Modernization' can carry negative connotations

Negative Connotations associated:

- Fear of people losing jobs
- Robotic & non-empathetic approach
- Loss of preferred channel

Communications should reinforce that:

- Changes will result in better / more efficient / more accessible services for end users and staff
- Omni-channel & personal interactions will not disappear

Modernization means to **grow with the times to find new innovative ways and approaches to handle everyday services at a more efficient and quicker pace**

Modernization to me means ways of effectively and efficiently **meeting the needs of everyone you serve to make the service/services pleasant, user friendly, reliable, unbiased and adjustable.**

Seniors tend to be negatively impacted as a result of modernization. It's definitely important to balance their needs given that we have an ageing population.

I still know people who don't own a cell phone. I see your points and they are good points however **some people can not use technology due to disabilities or refuse to.**

Modernization actually has a slightly negative connotation to it. Usually when the term is used it **sends a subconscious message that the current item, service or process is old, not functioning correctly and needs to be fixed.**

I hope that with all the advancements, modernization, etc., **we don't lose the human touch and commonsense.**

Expectations of Regional Service Delivery

Ability to access more detailed information online / do more online

- Expanding scope of information available - e.g., Waste App includes scheduled day, but not approximate time, could include GPS
- Expanding self-serve opportunities – apply for childcare subsidies, creating accounts for water, etc.

Online information needs to be seen as reliable

- Ensure information is up-to-date (include date of update), concise, and easy-to-understand, and matches what they hear from staff

Live Chats are of interest for digital interactions

- Can be quick (vs. phone and in-person) and helpful, live chats offer opportunity to be heard and guided to the information needed

Evolve the Call – Concise Automated Menus, prompt call-backs

- Shorter automated menus to quickly filter callers to their desired information
- Ability to speak to an individual from the service / department in question at any time
- Option for voicemail / callback within 24 hours
- Different options based on the severity of the issue – critical issues should be dealt with sooner

Option for dealing with a human

- Issues that are more complex, private, or time sensitive still require the option for personal interaction – a dedicated point of contact is ideal



If I have to interact with technology, the information online should be clear and easy to find.

When dealing with interactions online I believe the best way to ensure the services being provided are “reliable/ committed/ efficient” would be to ensure the **information available is up to date, in a concise manner, constructed in layman terms, and the ability to have a live chat option.** This ensures every individual has a positive experience by receiving assistance with matters they are unclear on.

I think all of the services can be automated. Only require a front facing human interaction IF needed, otherwise, the ability to get information or execute a transaction online or an app is key.

I think family services deal with a lot of potential crisis situations so calling back within a few hours is very important. As for other departments I do think they should reply to you by the end of the day. If they cannot help you even a phone call to say we will have someone call you tomorrow who can help you would be appreciated.

For family counseling - Ideally the experience would consist of **dealing with one specific person, an assigned social worker who knows the family** and communicates both via email and phone.



***Note – for additional quotes, go to slide 22 in the appendix*

Outreach Reflects Well on the Region of Durham

Many reflected positively on their experience with the online study and noted that having the opportunity to provide feedback makes them appreciate the region that they live in.



Overall, I am pleased to see the proactive measures that the Region has undertaken for its residents. As a black man, it is important for me to see representation in positions within the Region . Having more diversity with a simplified approach to services offered, will have more engagement and appreciation from the community.

I've learned that the region cares about customer service, enough to go into detail about how to provide better service. I think this is really impressive.

What stands out is **I am glad the region is taking the time to get the communities opinion on what the people want to see in the future.** What we like and dislike.

I realized that I have had more negative experiences with the region than I had thought. **It felt good to be able to tell the region some of these concerns** and now hopefully some changes can be made to help alleviate some of the frustrations I have experienced.

Having lived here for such a substantial amount of time, I am proud of Durham Region for always doing better. **This survey is a prime example of how the Region of Durham is actively trying to take feedback and work on improving the overall experience for all resident across Durham.**

I learned that the region of Durham is doing studies to hopefully improve their processes and information for all. That makes me happy to hear because everything always has room for improvement, **and I'm glad that they are putting in the research and effort to make that happen.**

Was a very interesting survey and was glad to help.

Appendix

3

Elements of Interactions that Lead to Positive Experiences

Additional Quotes



It does go a long way when people take the time to ask you questions to genuinely get to know you as opposed to just general small talk, especially in being a young adult. I do feel heard and understood in these interactions.

The interaction with the region of Durham has always been friendly. I have never really felt rushed, or like a 'number'. The customer service generally feels like a 'small town' environment, in the sense that they take their time with you. To me, that's a great trait

Any time I've had to call the by-law offices, I always find that they are pleasant, helpful and patient. They always take their time without rushing me off the phone or passing me to someone else. I give the information and am directed to whom I need to talk providing a phone number or e-mail

What they/representative did well was first listen to my situation. Second, they worked with me to resolve the issues and lastly treated me like person (addressing me by my first name)

When I called for EMS after an incident to follow-up on a payment, the person on the phone kept referring to me by name. This was very helpful to provide a personal touch rather than by client ID #


****Residents may not distinguish between Regional and Local service experiences as noted in the two comments below.**

When I first moved to Ajax, I didn't know about the bylaw that you couldn't park in the street between Nov and March. I received a ticket and when I went to go pay. The person was listened to be, advised me of the bylaw and showed me where I could find it. They as good will gesture he gave me a discount on my ticket. I came in upset but left feeling contented, and with a better understanding of the city. The staff are knowledgeable and are able to speak to you without making you feel like less than.

I hoped on the Whitby website wanting to obtain more information on my property taxes. We had just moved to the area and I wanted to obtain information on our balance. I wasn't able to find an option to look up my property, so I emailed the inbox associated to requests for property taxes. I was pleasantly surprised to receive a call the following day from the department that deals with property taxes, I thought it might be a few days before someone would get back to me. The rep on the phone was very knowledgeable and patient. I typically deal with the property tax office for my parents and it like pulling teeth- so it was extremely refreshing speaking with an agent who provided great service. I was satisfied with this transaction as got the clarity I needed in a fast and painless process.

Elements of Interactions that Lead to Negative Experiences

Additional Quotes



I've had experiencing where employees have not got back to me and left me wondering certain information and I would like to see improvement with follow up of questions, inquiries etc.

I would like to see an improvement on the availability of associates of that particular field [Durham Public Health] as it has been a lot harder to get in contact and if so, feels a lot more rushed as of late. I understand there's a lot more stress on the system, but it would still be nice to feel as though you're still being taken care of thoroughly.

Regional Road Repair - I was selling my house and construction started on our street. We were given a timeline for the project which kept getting extended. When I called to try and get some information that I could give potential buyers I was tossed around to several departments before someone finally made an effort to make sure I got to the right person. If people cared more about helping as opposed to just tossing me off to the next person, it would have saved me a lot of time and aggravation.

Calls Bounced Around - When I was initially trying to get in touch with someone, I was given a few different phone numbers to try. It could have been due to COVID, but it seemed I had to call a few different people to finally get the correct department.

I would say I would say the timing could be better too much refer you to this person or call this number . The process for information at times can be tiresome. Eliminate unnecessary steps that take up time and make the process more straight-forward

My experience with Ontario works and services. We had fallen on hard times and lost jobs, so we went online to look up what exactly was needed to apply. Once that information was found we booked an appointment to come in. Once we were there the atmosphere was kind of cold. It was exactly the most comfortable. A lot of sitting and waiting and filling papers out. I'm not sure of the exact time frame but I do remember the process was lengthy which is hard when you're in need. I think that a lot of phone tag has a lot to do with the length of time it takes but overall, it's just a lot of information and then the time it takes for decision making.

We had a sewer in the neighbor background that needed to be checked.. The process was rather lengthy and required multiple phone calls and the prior call log details were not captured. I feel if they created an online portal with ticketing system it would be helpful

I had no concerns or huge barriers, but I believe the process of being on hold and getting to speak with an agent was way too long. Being on hold to speak with an agent was about 8 minutes and the whole phone call took about 20 minutes which I thought was far too long. I interacted with any individual from the Region by phone, which was helpful and informative, but the agent was not very friendly and seemed a little annoyed.

He had a great impact on my experience because it made me really not want to call back again despite forgetting to as a question I had. I was satisfied with the information he offered but not the wait time as well as his not so friendly attitude.

Ideal Experiences – Additional Quotes



Possibly having measures in place that promote staff to follow-up and respond to emails or voicemails for example. Maybe an email system that pins unread or response required emails to the top of the inbox, so they do not get lost/missed. Maybe the same type of scenario with phone calls, messages get filtered into an inbox of unattended to emails. Even automating a response to date in both scenarios. Maybe incentives to have staff want their follow-up numbers to be of significance.

Family Counseling - I would hope this experience to be private and confidential first and foremost. When deal with people who are booking family session, I would be looking to work with people who are emotionally mature and empathetic to not just families but all types of family dynamics, from different ethnicities and communities.

Ideally the experience would consist of dealing with one specific person, an assigned social worker who knows the family and communicates both via email and phone.

My ideal experience working with childcare. I will need the information necessary to sign up a child for daycare. I would prefer to interact with the person to person contact or over the phone. This way, I can ask the questions I want to ask, and people will give you a more detailed answer than reading it off the website.

Step 1. Call to see if I can speak to someone


Step 2. Ask the childcare worker questions about the process and facilities

Step 3. Fill in the documents and hand in all document requested

Step 4. Wait 2-3 weeks for confirmation if the child was accepted into the daycare. When interacting in person, they will need to be friendly, knowledgeable, and caring.

Public Health - I would seek to speak with the director of care while in rehab care to better direct me , would be important for me if they had live chat person videos and tools on use of equipment .

Ideal Experiences – Additional Quotes 2



Water billing - would be best handled over an app. I want to understand my usage better. Apps are easier to deal with than websites. Would be nice to be able to type in our number usage into an app instead of having to call into a number

DRT - In the past I unfortunately did not have a very pleasant experience. Having used DRT as my main source of transportation I experienced major delays with the running schedule. My idea experience with DRT would be if there was a schedule that would be constantly updated based on weather conditions, traffic and ongoing construction. Doing this would allow us to pre plan and leave accordingly. I would personally enjoy having an app that would be updated throughout the day allowing us to have much better insights on DRT time, location and any delays that would be occurring.

Regional Roads - I'm calling them to report snow that has not been plowed in over 24 hours since snow fall. I contact the number and go through the prompts fairly quickly. Either gives me an option to speak to an agent or report the road that hasn't been plowed through a voice mail. I get through to an agent quickly or fairly quickly, the agent is nice and polite. I let her know what the issue is, and she takes down my information. Then give me an update of where the current snows plows are live through an interactive map she has and provides me with an ETA. A reasonable timeline for this is a 5-minute phone call to get all this accomplished. If there is a way for me to report this through their website or an app that would also help. A live map of where the snowplows and what has been completed would also be nice.

****Residents may not distinguish between Regional and Local service experiences as noted in the comment below.**

Property Taxes - Ideal experience would be to be able to obtain this information online or via online chat. Details such as balances, due dates or account changes should have the ability to be done online. With banking and other services, you're able to do this. Preferably we should be able to type in a tax bill id and address to access our balances and payments. Waiting for mailed statement seems very old fashioned

**THANK
YOU**



Region of Durham Modernization of Services Survey

Quantitative Report
Final
July 2021



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Introduction and Objectives

The Region of Durham is embarking on a program to modernize access and delivery of core services for its diverse residents. The Region required a comprehensive research strategy to consult with Durham residents about the modernization of these services for residents.

A public consultation strategy was adopted to provide a detailed understanding of residents' experiences, needs and expectations for services to effectively design and administer programs and services provided by the Region.

Prior to launching the public opinion survey, qualitative research was conducted among 53 residents of Durham using an online platform to encourage story-telling to understand the context behind residents' needs and preferences regarding delivery of core services.

Following the qualitative component, Ipsos implemented a quantitative representative survey of Durham residents to validate and quantify the findings from the initial research. Specifically, this research aims to answer a variety of questions, including (but not limited to):

- Did residents have contact with the Region of Durham and how did they interact?
- How satisfied were they with the interaction?
- Why did they contact the Region and how they assessed various elements of the interaction?
- What is their preferred method to interact with the Region?
- What are their perceptions of delivery of services by the Region?
- How much they agree with statements about modernizing interaction with the Region?

This report includes the findings from the quantitative survey. The qualitative findings are reported under separate cover.



Methodology

This survey was conducted using a mixed-mode methodology – online and telephone (by mobile and landline telephone).

A total of n=400 interviews were completed among residents 18 years of age and older, including n=85 interviews conducted via landline telephone, n=115 interviews conducted via cellphone, and n=200 online. Online respondents were recruited by Ipsos via the Ipsos iSay Online Panel.

The overall survey results have been weighted by age, gender and region according to the latest census data to reflect the population of the Region of Durham.

A sample of n=400 interviews produces results which can be considered accurate within ± 4.9 percentage points, 19 times out of 20. The margin of error will be larger for subgroups.

This survey was conducted between April 6 and 27, 2021.

Please note that totals throughout the report may not add up to 100% due to rounding.



Key Findings

The survey indicates that regardless of the channel used to contact or interact with the Region of Durham, large majorities of those who had contact are satisfied with all channels of interaction. Majorities also have positive assessments of the service they received with agreement highest for customer service attributes associated with being friendly and courteous, being able to interact with the Region in the way they wanted to, getting what they needed, and the feeling that they were 'listened' to.

The survey finds that large majorities of residents understand how to contact the Region to access services (83%) However, a slight majority (53%) say they are often confused about which local services are offered by the Region or by their local City, Town or Township.

A large majority (79%) of residents believe that the Region has done a good job in delivering services during the COVID-19 pandemic.

Residents have two channels that they prefer most when interacting with the Region, including both through the website and by phone, with 39% and 36% respectively choosing these as their most preferred method. This finding reinforces what was discovered in the qualitative research of the need to offer services through multiple channels as no one channel stands out as the most preferred.

The vast majority of residents want to interact with the Region online and through live interactions. On the one hand eight in ten residents want more self-serve services available (89%), want more services offered online (88%) and self-serve opportunities to get what they need through durham.ca (88%). On the other hand, an equal proportion of residents would also like to have the ability to talk to someone live (90%) or to chat online (83%) if they contact the Region via the Internet. This underlines the desire among residents to have both convenience (online) and to not lose all human interaction (phone).



Key Findings (Continued)

When it comes to the modernization of service delivery, accessibility and diversity are what residents are looking for, with large majorities indicating that the Region should ensure that services are accessible to people with disabilities (91%), have staff that is diverse and reflects the current population of Durham (84%) and provide services in different languages (77%).

Similar to findings in the qualitative research, residents also want to access service or information in a timely manner, with large majorities looking for shorter automated telephone menus to quickly get their desired information (90%) and the Region having their basic information so they don't have to provide it each time (78%).



Contact with Durham Region

Contact and Interaction with Region of Durham and Local Area Municipality

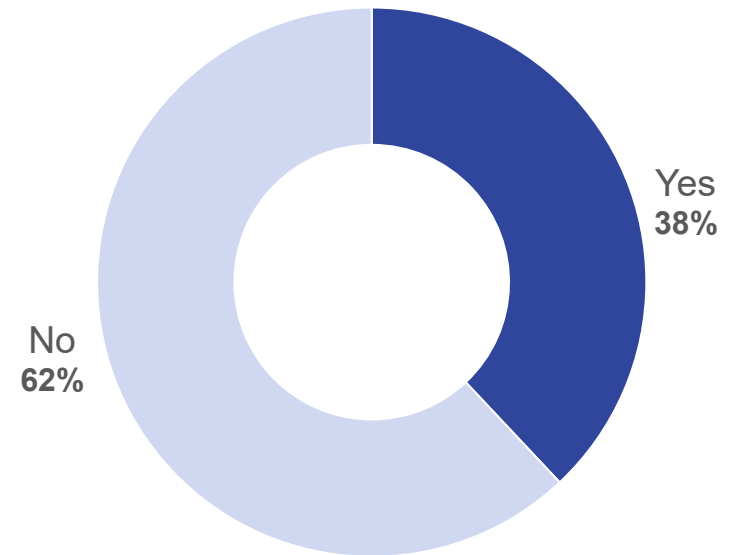
- More than four in ten (44%) Durham residents report that they have contacted or interacted with the Region of Durham in the past 12 months. Contact/interaction is higher among homeowners and those with children under 18 living in the household. It is also higher among those with household incomes of \$75,000 or more compared to low income households (less than \$25,000). This figure is also higher among those who contacted/interacted with their local municipality.
- Slightly fewer residents contacted or interacted with their local municipality (38%) in the past 12 months. This figure is higher among homeowners. It is also higher among those with some college or university education, compared to those with less than a high school education. Also, households with income of at least \$75,000 are more likely to contact their municipality compared to those with household incomes of less than \$25,000. Contact/interaction is higher among those who contacted Durham Region.

Contact/Interaction With Region



Base: All respondents (n=400)
Q1. Have you contacted or had any interaction with the Region of Durham in the past 12 months?

Contact/Interaction With Municipality

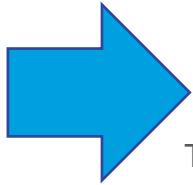


Base: All respondents (n=400)
Q1a. Have you contacted or had any interaction with your local area municipality in the past 12 months?

Type of Contact and Interaction with Region of Durham in Past 12 Months

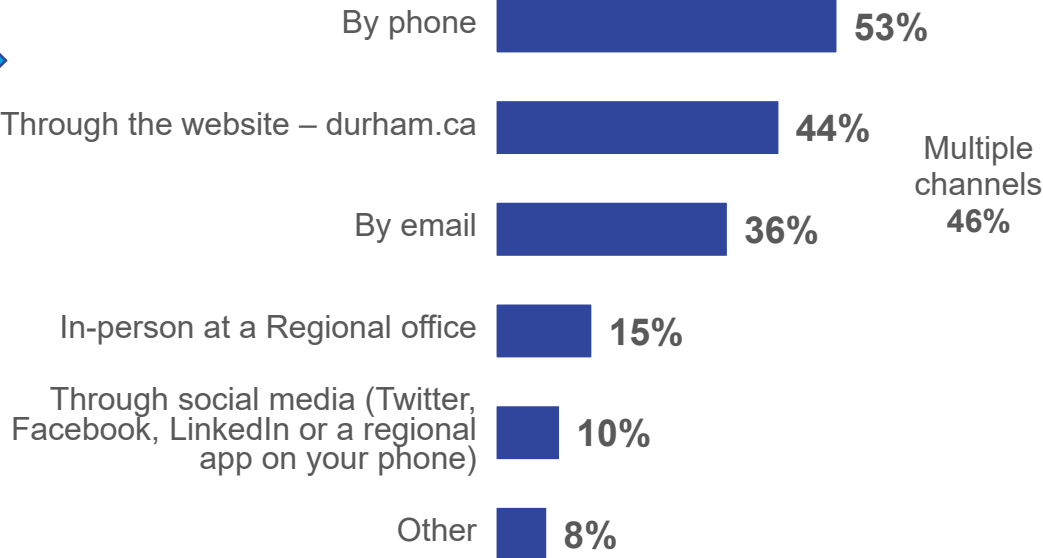
- Among those who contacted or interacted with the Region of Durham in the past 12 months, the main channel of contact is by phone, followed by through the Region’s website or by email. Fewer have interacted with the Region in-person or through social media. Almost half of those residents who contacted the Region in the past 12 months have used more than one channel to do so.
- Those with children under the age of 18 living in their household are more likely than those with no children to interact with the Region via phone or in-person.

44%

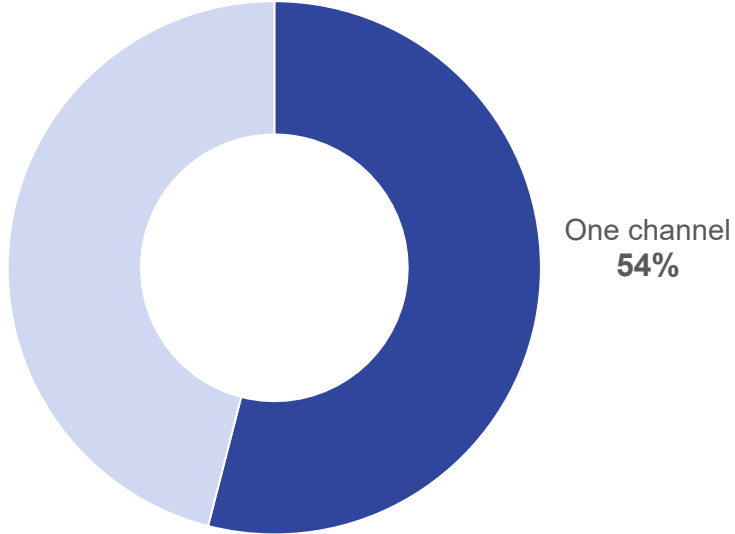


Contacted/Interacted with Region

Ways Interacted



Multiple channels
46%



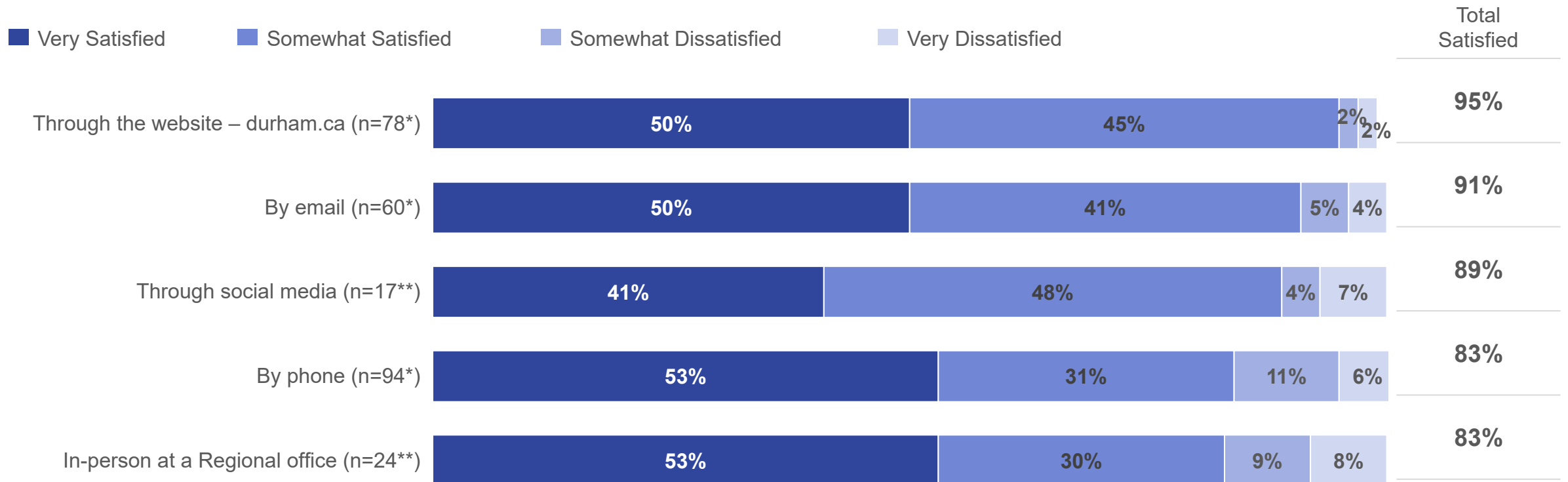
Base: All respondents (n400)
Q1. Have you contacted or had any interaction with the Region of Durham in the past 12 months?

Base: Contacted/interacted with Region of Durham in P12M (n=181)
Q2. Which of the following ways have you interacted with the Region of Durham?



Satisfaction with Channel Used to Contact Region of Durham

- Large majorities indicate satisfaction with the channel they used to contact the Region of Durham, satisfaction is highest among those who have contacted the Region through the Durham.ca website.

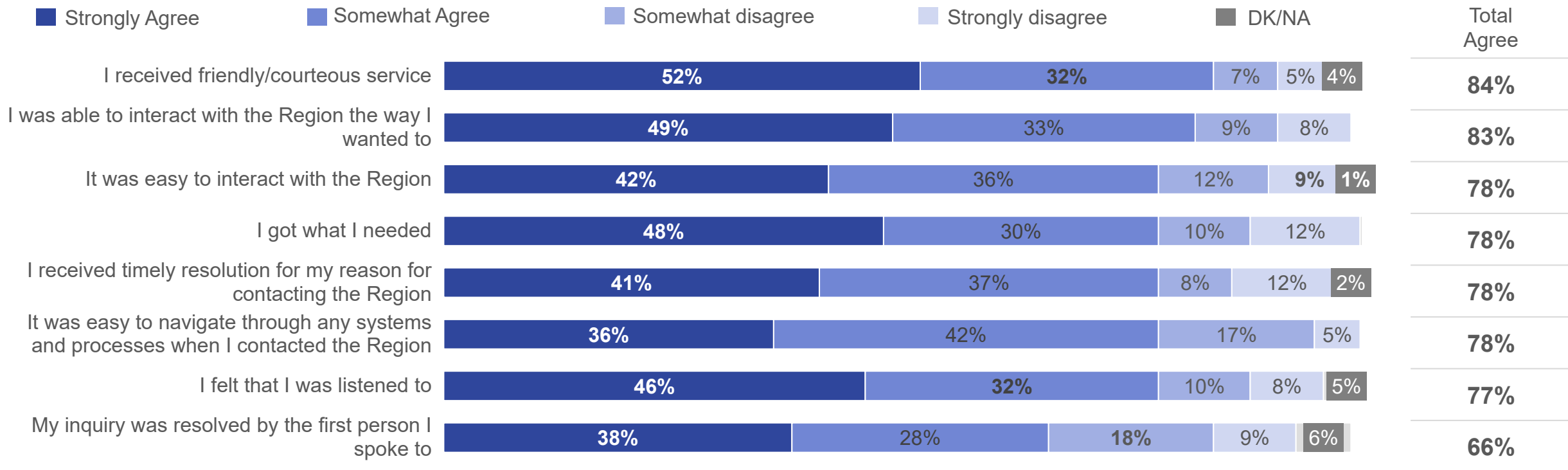


Base: Contacted Region of Durham using(Excluding Don't know)

Q3. Overall, how satisfied were you with your experience with your interaction? 10 – ©

Perceptions of Service for Recent Interaction with Region

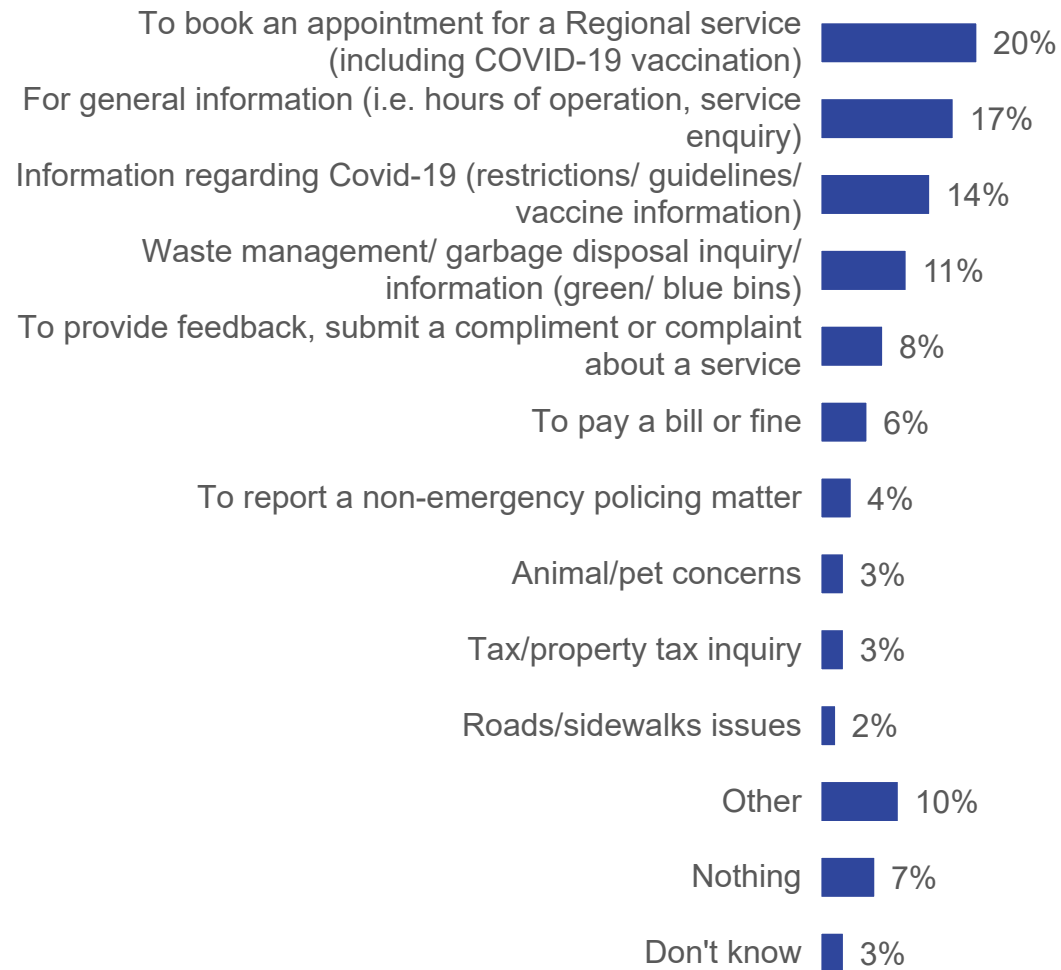
- Large majorities (of two-thirds or more) residents have positive impressions of their recent interaction with the Region of Durham. Many residents strongly agree that they received friendly and courteous service (52%), that they could interact with the Region the way they wanted to (49%), they got what they needed (48%), and feel that they were listened to (46%).
- Residents aged 55 and older are more likely than those aged 18 to 34 to strongly agree that they received friendly/courteous service.
- **Those** who interacted with the Region through its website are the most likely to say it was easy to interact with the Region, that they got what they needed, and received a timely resolution for their reason for contacting the Region.



Base: Contacted Region of Durham (n=181)

Q4. Thinking about your most recent interaction with the Region, to what extent do you agree or disagree with the following?

Reasons for Contacting & Interacting with Region



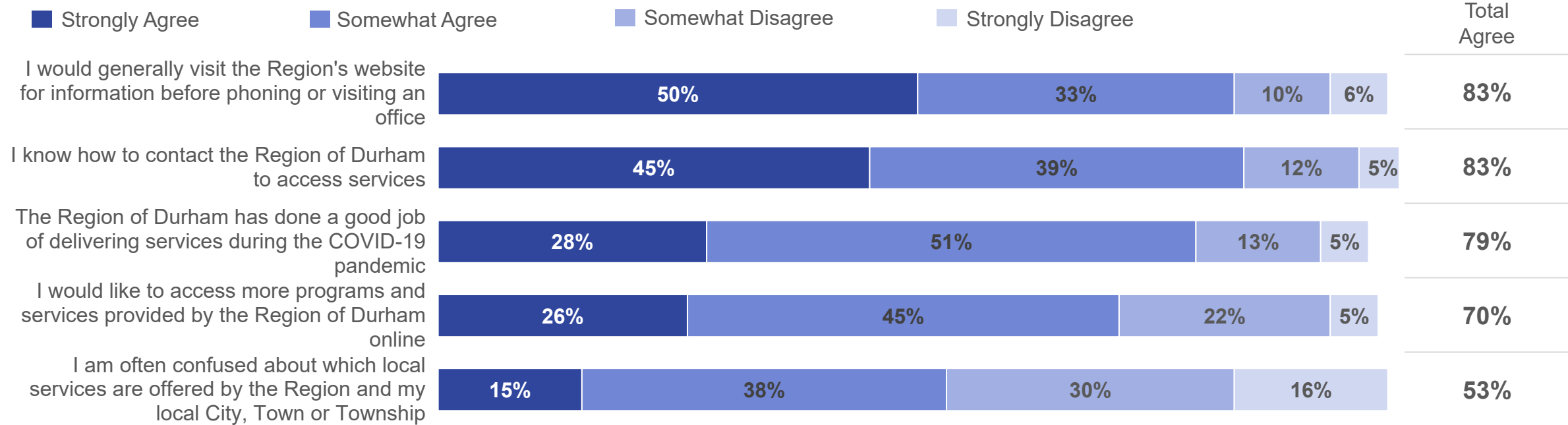
- When asked why they contacted or interacted with the Region of Durham, the top reasons are to book an appointment for a Regional service (20%) (including booking COVID-19 vaccinations), for general information (17%), for information regarding COVID-19 (14%) or waste management, garbage disposal inquiry or information (11%).
- Those who interacted with the Region through its website are most likely to have done so to book an appointment for a Regional service.

Base: Contacted Region of Durham (n=181)
Q6. Why did you contact or interact with the Region of Durham?

Attitudes Toward Service Delivery

Attitudes toward Access to Service and the Region’s Delivery of Service

- More than eight in ten (83%) residents agree, including about half who strongly agree, that they generally visit the Region’s website for information before they phone or visit an office and that they know how to contact the Region to access services. Strong agreement with the former statement is higher among women and those who work in Durham. However, fewer residents with household incomes below \$25,000 strongly agree that they know how to contact the Region to access services.
- Eight in ten (79%) residents believe the Region has done a good job of delivering services during the COVID-19 pandemic.
- Seven in ten (70%) say they would like to access more programs and services provided by the Region of Durham online. Strong agreement with this statement is higher among those under the age of 55 and those with children under 18 living in the household.
- More than half (53%) say they are often confused about which local services are offered by the Region or by their local City, Town or Township.

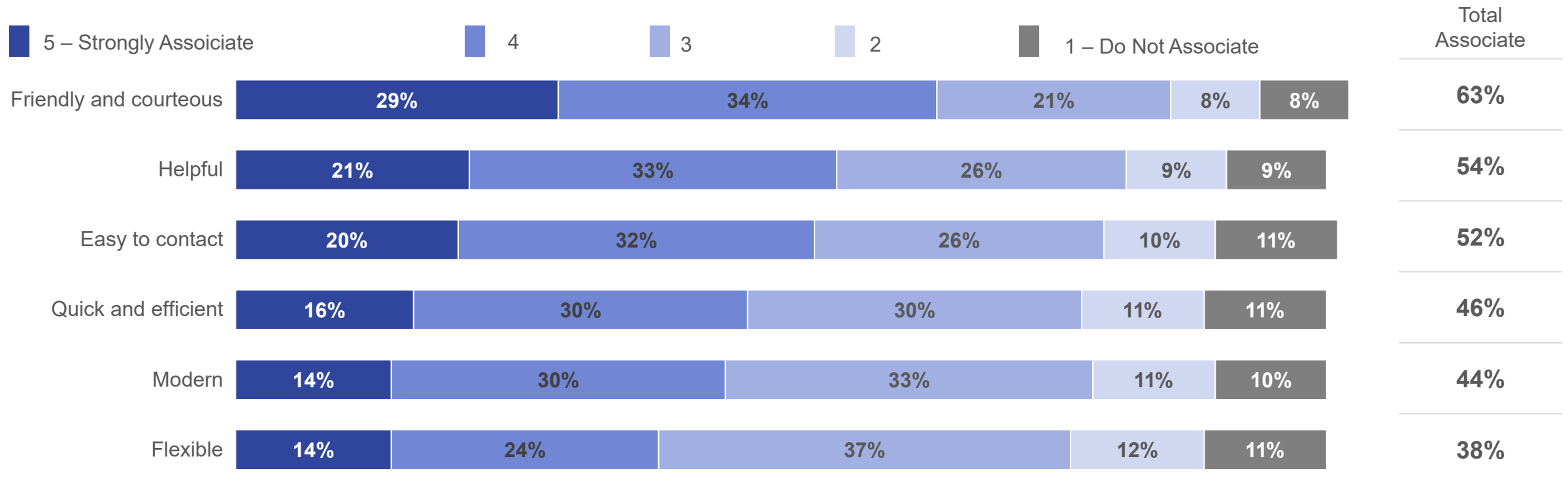


Base: All respondents (n=400)
 Q7. To what extent to you agree or disagree with the following?



Perceptions of Durham Region Service Delivery

- When residents were asked to associate the Region of Durham with certain service delivery attributes, the Region is most likely to be seen as friendly and courteous (63%), while about half of residents see the Region as helpful, easy to contact, and quick and efficient. The Region is least likely to be seen as flexible.
- Women are more likely than men to strongly associate the Region with being helpful. Those aged 55 and older are more likely than their younger counterparts to strongly associate it with being friendly and courteous. Those with household incomes below \$25,000 are more likely than those with household incomes above \$50,000 to strongly associate the Region as being modern.



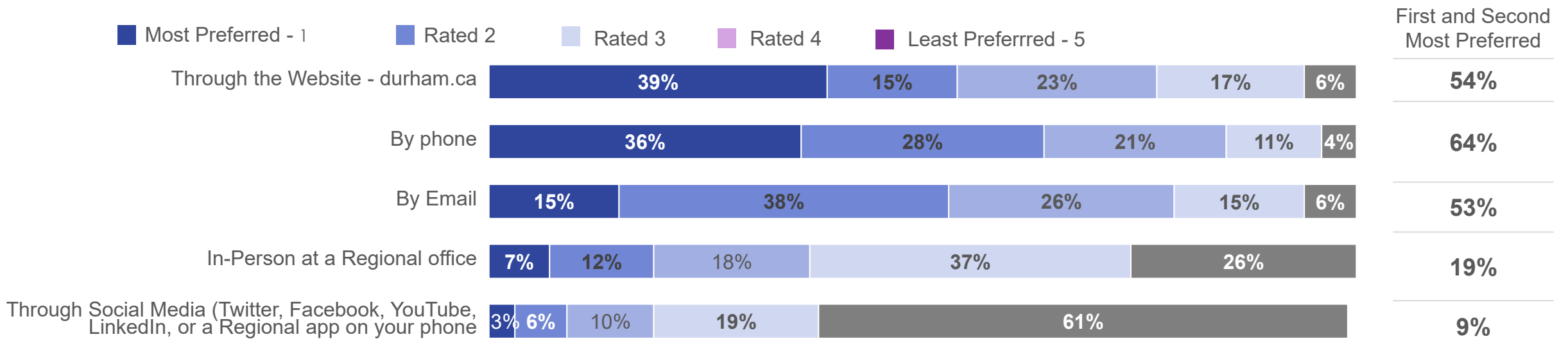
Base: All respondents (n=400)

Q9. On a scale of 1 to 5, where 1 means do not associate and 5 means strongly associate, to what extent do you associate each of the following with the way the Region of Durham provided residents like you with programs and services.

Expectations Regarding Modernization of Service Delivery

Preferred Channel to Contact & Interact with the Region of Durham

- Durham residents were asked to consider five ways to contact and interact with the Region of Durham and to rate each from most preferred to least preferred.
- The website – durham.ca rates highest with 39% rating it as their most preferred channel, followed closely by phone, with 36% rating it as their most preferred. Much smaller proportions rate email, in-person at a Regional office or through social media as their most preferred channel. Moreover, 61% rate social media as their least preferred channel. – When looking at first and second choice combined, phone is most preferred (64%), followed closely by the Durham website (54%) and by email (53%).
- The Durham website is more likely to be the most preferred channel among those who have completed college or university or higher compared to those with a high school education or less, while phone is the most preferred channel among the latter group (55%).
- In-person is more likely to be the most preferred channel of those with household incomes of \$50,000 or less compared to those with household incomes of \$150,000 or more. It is also the most preferred channel among those who have persons with disabilities in their household compared to those who don't (13% vs. 5%).
- Women are more likely than men to choose social media as their most preferred channel (6% vs. 1%).



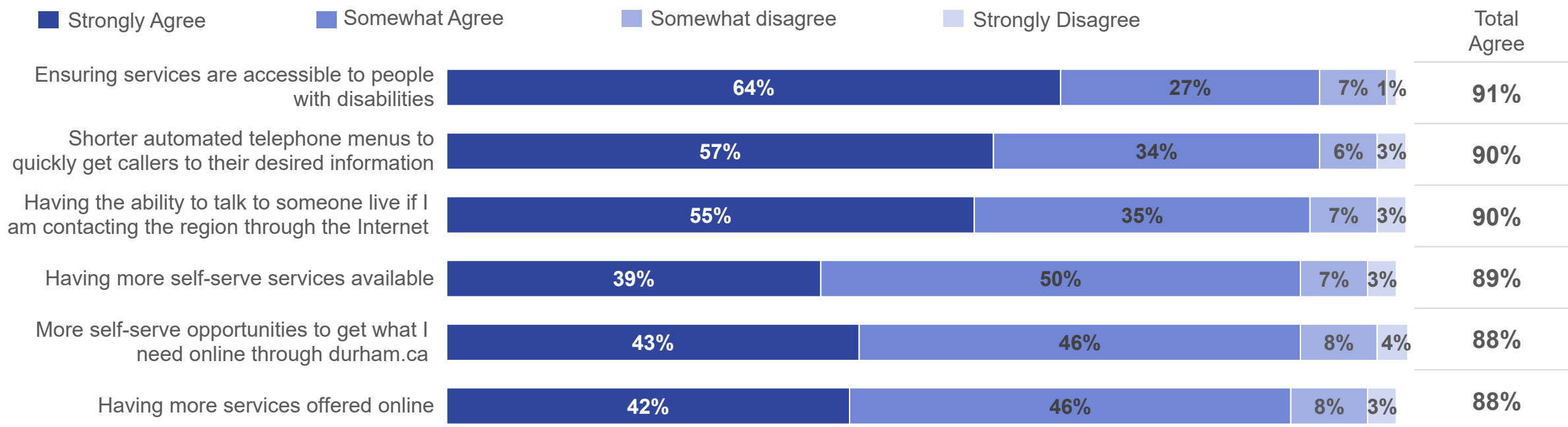
Base: All respondents (n=400)

Q8a/b/c/d. There are many ways that you can contact or interact with the Region of Durham. First, I am going to read you a list of 5 ways for interacting with the Region. Then I would like you to rank your preferences from 1 to 5 where 1 is your most preferred and 5 is your least preferred. What is your most preferred? What is your second most preferred? What is your third most preferred? What is your

fourth most preferred?

Expectations for Modernizing Regional Service Delivery

- Large majorities of residents agree with almost all statements about modernizing the way residents interact with the Region of Durham.
- Strong agreement is highest for ensuring services are accessible for people with disabilities (64%), shorter automated telephone menus to quickly get callers to their desired information (57%) and having the ability to talk to someone live if contacting the Region through the Internet (55%).
- Residents who work in the Region are more likely than those who do not to strongly agree with most of these statements about modernizing interaction with the Region.
- Those aged 35 and older are more likely than their younger counterparts to strongly agree with ensuring services are accessible to people with disabilities and shorter automated telephone menus.
- Women are more likely than men to strongly agree that there should be more self-serve services available.

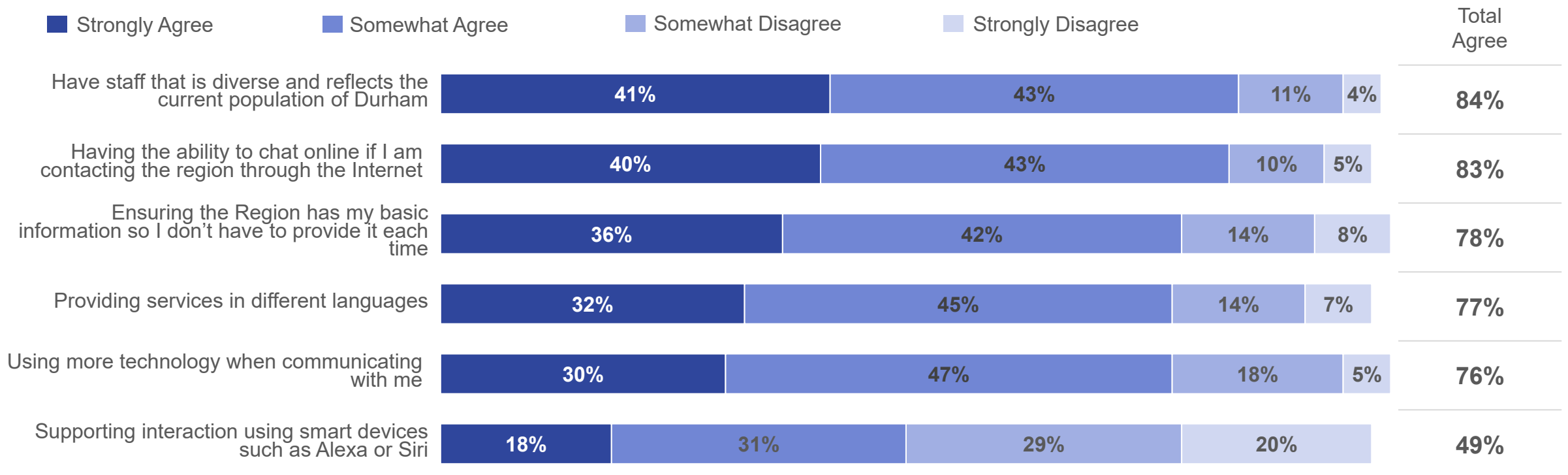


Base: All respondents (n=400)

Q10. The Region of Durham is modernizing the way in which residents can interact with the programs and services it delivers. To what extent do you agree or disagree that each of the following would improve the way you interact with the Region?

Expectations for Modernizing Regional Service Delivery (Continued)

- Only half of residents support using smart devices such as Alexa or Siri to interact with the Region.
- Women are more likely than men to strongly agree that the Region should have staff that is diverse and reflects the current population of Durham and provide services in different languages.
- Those with children under 18 living in the household are more likely than those without to strongly agree with the Region using more technology when communicating with them.



Base: All respondents (n=400)

Q10. The Region of Durham is modernizing the way in which residents can interact with the programs and services it delivers. To what extent do you agree or disagree that each of the following would improve the way you interact with the Region?

Modernizing Service Delivery - In Their Own Words



Have the option to communicate online with someone. Not automated.



More technology is the way it's going to be. I think technology is the future. It's more efficient. Trying to play telephone tag doesn't work anymore.



Sometimes modernizing is not a step forward, it sounds like they want to get rid of telephone services, I'd much rather talk to a live person. Don't move away from phones just because they are not modern.



Once we have zeroed in on the specific topic I'm calling about, I'd appreciate speaking with a live person.



Most of the service still elevator music while you wait on hold, and it seems that they lack the knowledge you're calling about, so you get transferred from one department to another.



Shortening the wait time on hold; way too slow.



Allow people to pay bill online using credit card.



They could offer more automated services to cut down on time and help save us the time waiting..



What they need to do is make it a little easier to navigate through their website. You just have to go through so many clicks and links and it's difficult to get a hold of people.



Have more people and less internet online service.



Some staff members are not fully aware of the current age-old rules and regulations. Maybe provide them a cellphone to contact older, more experienced staff members who can provide education to them.



Make the website more senior-friendly.



I think AI systems like Siri and Alexa are intrusive. They infringe on people's privacy, so I don't think they should go in that direction.



I think online is a good direction to go to, it makes it easier.



It has to be easier and less wait time on hold to actually talk to people.



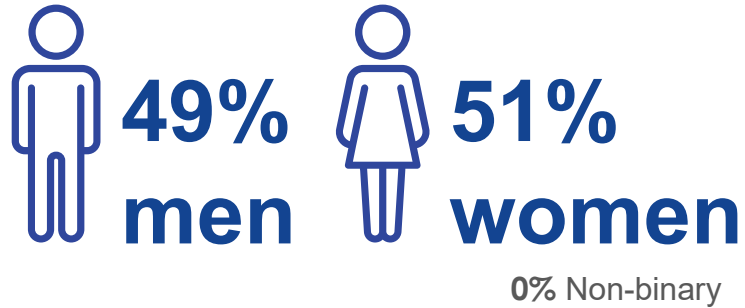
...through telephone number messaging this is easiest way to communicate with people everybody has [a] smart phone.

Demographics

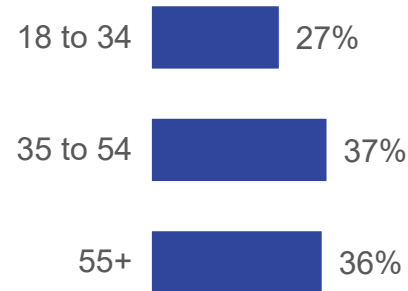
Demographic Subgroups



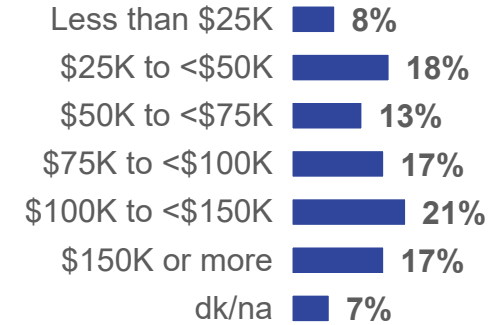
Gender



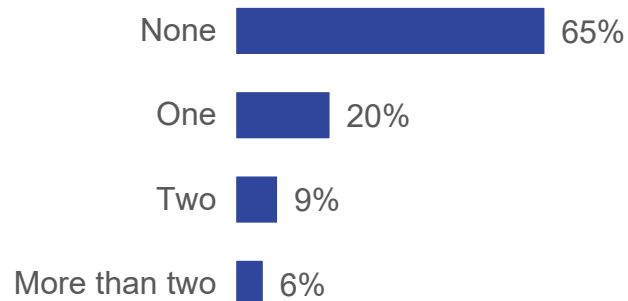
Age



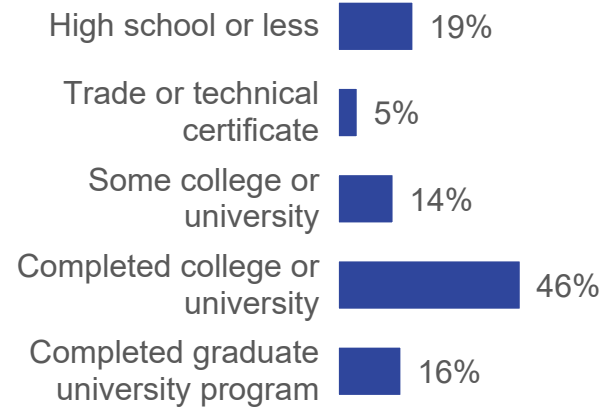
Income



Children (under 18) in HH



Education



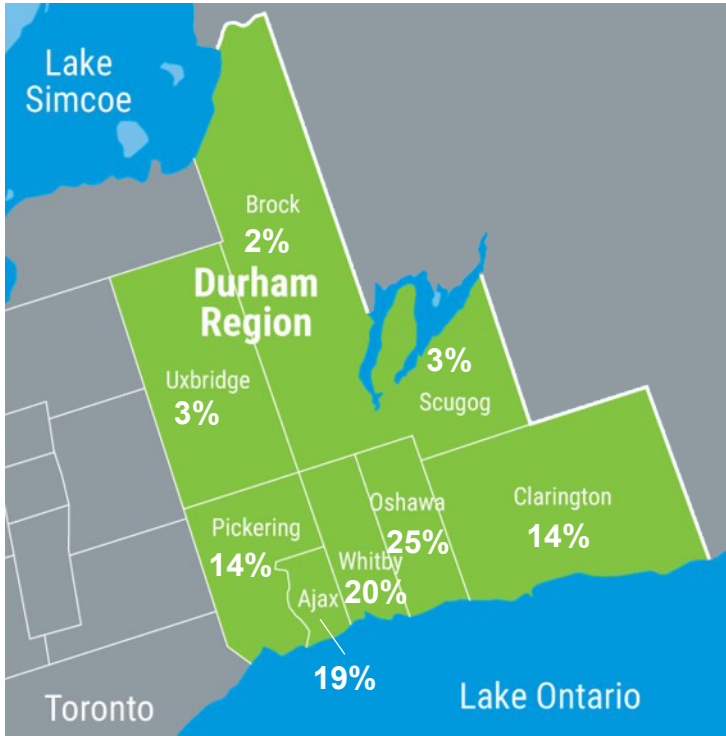
Language Spoken at Home – Top Languages



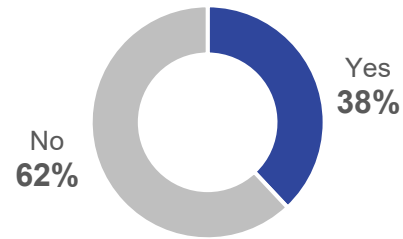
Demographic Subgroups (continued)



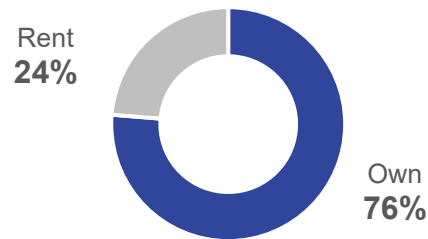
Municipality Live in



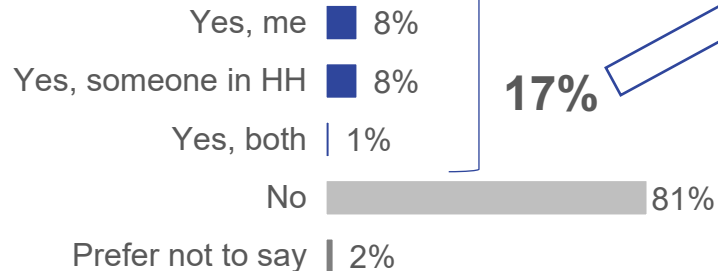
Work in Region of Durham



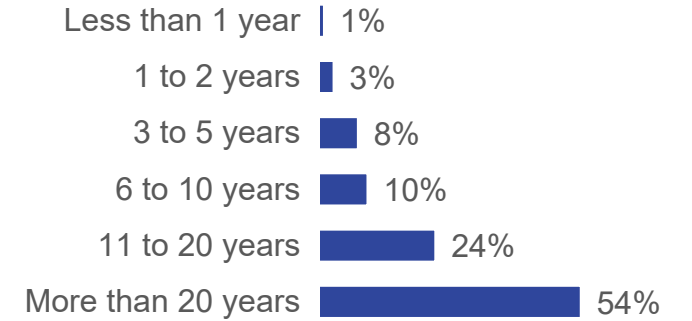
Rent or Own



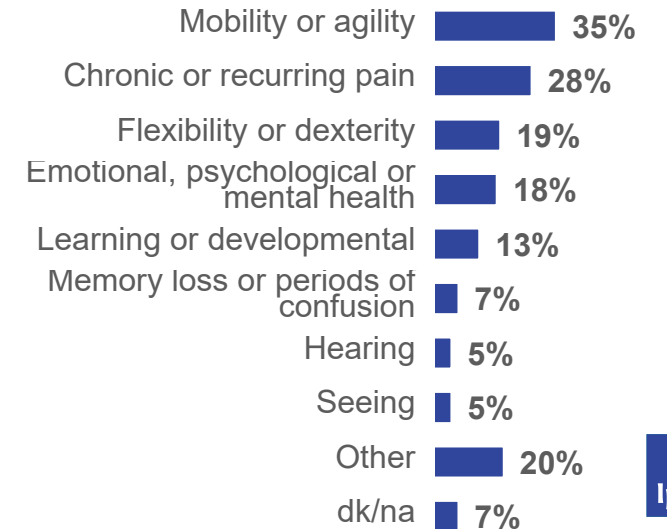
Disability Within HH



Length of Time in Region



Nature of Disability



Clarington

If this information is required in an alternate format, please contact the Accessibility Co-ordinator at 905-623-3379 ext. 2131


September 27, 2021

The Honourable Doug Ford, M.P.P.
Premier of Ontario
Via Email: premier@ontario.ca

Dear Premier:

Re: Ontario Eye Exam Fees

File Number: PG.25.06

 Corporate Services Department Legislative Services Division	
Date & Time Received:	October 04, 2021 9:03 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

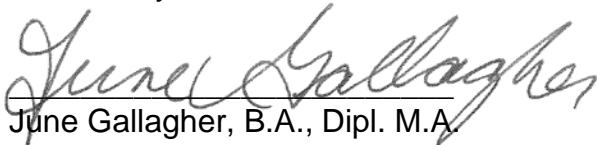
At a meeting held on September 20, 2021, the Council of the Municipality of Clarington passed the following resolution, #C-294-21:

That [Item 13.3](#), Ontario Eye Exam Fees, be endorsed by the Municipality of Clarington; and

That the Provincial Government be asked to commit to reforms so that optometrists are compensated fairly compared to their colleagues all across Canada.

Accordingly, please find enclosed a copy of Item 13.3 Ontario Eye Exam Fees.

Yours truly,



June Gallagher, B.A., Dipl. M.A.
Municipal Clerk

JG/cm

Encl.

- c: Dr. Robert Kyle, Commissioner and Medical Officer of Health, Regional Municipality of Durham, Health Department – robert.kyle@durham.ca
Dr. Stephynie Sargent, Associate Optometrist, Bowmanville Eye Care & Avis Optometric Centre – stephyniesargent16@neco.edu
Ralph Walton, Regional Clerk, The Regional Municipality of Durham - clerks@durham.ca

Patenaude, Lindsey

From:
Sent:
To:
Subject:
Attachments:

From: Stephynie Sargent <StephynieSargent16@neco.edu>
Sent: August 25, 2021 9:15 AM
To: Mayor Shared Mailbox <mayor@clarington.net>; Hooper, Ron <rhooper@clarington.net>; john.henry@durham.ca
Cc: oaopresident@optom.on.ca; Doug Derabbie <dderabbie@optom.on.ca>
Subject: Sept 1st Deadline for Ontario Government to Save Eye Care

EXTERNAL

Dear Mayor Adrian Foster & Councillor Ron Hooper
& Regional Chair John Henry,

Please share this letter with the council and Durham Region. Thank you.

As a local optometrist, I am writing to request that the Clarington Council and Durham Region call on the Ontario Government to address the chronic underfunding of eye care.

For more than 30 years, previous Ontario governments have ignored our requests for a sustainable funding system.

Did you know in 1989 the Ontario government paid \$39.15 for OHIP-insured eye exams? Did you know that today, 32 years later, the government only contributes an average of \$44.65 per exam? That's a 14% increase over three decades! With over four million services performed annually under OHIP, this level of funding is not sustainable.

If the government doesn't act before September 1st, 2021, millions of Ontarians are at risk of losing their access to eye care. I'm concerned about what this will mean for my patients and my community. We know the ones who will be impacted most are children, seniors and adults with diabetes or certain eye diseases. Due to this lack of funding, optometrists are also limited in their ability to invest in their practices and access to eye care in rural areas is especially threatened. This is not acceptable.

As the most populated province in the country, compared to other provinces with publicly funded optometry services, Ontario is by far the lowest funded. For example, the funding for seniors' eye exams would have to increase more than 60% to reach the next lowest-funded province, Manitoba, and by more than 125% to reach the next lowest-funded, Québec. (see attachment)

Although it is the province that needs to fix the issue, the underfunding of eye care affects municipalities too. Optometrists are simply asking for a binding, formal negotiation process and reforms to OHIP that no longer require optometrists to have to pay out of their pocket to see patients. We are focused on creating a solution for sustainable eye care in the future.

Optometrists are located in over 200 communities, making us the most accessible primary eye care professionals in the healthcare system. In many of these locations, we are the **only** providers of comprehensive general eye care. This is why municipalities must stand up for their residents and help protect access to OHIP optometry services.

So far, five municipalities (Town of Oakville, Town of Fort Frances, Town of Rainy River, City of Cambridge, Municipality of North Perth) have passed motions in support of OHIP optometry services. I'm requesting that my municipal and regional council stand up for eye care by asking the provincial government to commit to reforms so that optometrists are compensated fairly compared to their colleagues all across Canada. Please pass such a motion as soon as possible so that residents can continue to access the quality eye care that they deserve.

Should you have any questions, or would like more information, please let me know. My patients and I hope that we can count on your support.

Sincerely,

Dr. Stephynie Sargent – Bowmanville Eye Care & Avis Optometric Centre
Dr. Duen Wong – Bowmanville Eye Care & Whitby Vision Care
Dr. Fanny Szutu – Bowmanville Eye Care
Dr. Amanda Edgar – Bowmanville Eye Care
Dr. James Stevenson – Bowmanville
Dr. Anthony Mac – Bowmanville
Dr. Suhaib Al-Janabi – Bowmanville Eye Centre
Dr. Briana Baron – Bowmanville Eye Centre
Dr. Diana Le – Bowmanville Eye Centre & Brooklin Optometric Centre
Dr. Amy Stoter – Clarington Optometric Centre
Dr. Pardie Hamboyan – Clarington Optometric Centre
Dr. Julia Addington – Clarington Optometric Centre
Dr. Tharshinee Thevabalan – Clarington Optometric Centre
Dr. Karl Lee – Newcastle Eye Care
Dr. Nora Teo – Newcastle Eye Care
Dr. Kevin Anderson – Durham Optometric Clinic
Dr. Farooq Khan – Durham Optometric Clinic
Dr. Kimberly Avis – Avis Optometric Centre (Courtice)
Dr. Heather Lane – Avis Optometric Centre
Dr. Claudia Lee – Whitby Vision Care
Dr. Tim Lee – Whitby
Dr. Seema Korla – Ajax Eye Care
Dr. Adrian Wan – Oshawa
Dr. Rebecca Horner – Parkview Optometry (Oshawa)
Dr. Patricia Campbell – Parkview Optometry
Dr. Dana Blakholmer – Oshawa Optometry
Dr. Janice Luk - Oshawa Optometry
Dr. Ashif Abuani – Oshawa

Dr. Stephynie Sargent
Associate Optometrist

Bowmanville Eye Care
Avis Optometric Centre

Provincial Comparison of Senior's Eye Exam Fees

Ontario Schedule of Benefits Elements	Ontario	Alberta	Manitoba	Quebec	
Relevant history, visual acuity, ocular motility, refraction, advice/instruction	\$47.00 V406	\$80.70 B650	\$45.02 8545	\$54.75 9001	
Ophthalmoscopy				\$4.00 9024	
Slit lamp exam					
Visual field by confrontation field*			\$8.00 9007		
Tonometry*			\$10.89 9726		
Dilated fundus examination*			\$56.32 B900	\$21.27 9728	\$33.15 9020
Supplement for 75 years and up					\$7.00 9021
Total Fee	\$47.00	\$137.02	\$77.18	\$106.90	

*required in accordance with generally accepted professional standards

Provincial Comparison of Children's Eye Exam Fees

Ontario Schedule of Benefits Elements	Ontario	Alberta	Manitoba	Quebec	
Relevant history, visual acuity, ocular motility, refraction, advice/instruction	\$42.50 V404	\$56.32 B650	\$45.02 8545	\$54.75 9001	
Ophthalmoscopy				\$4.00 9024	
Slit lamp exam					
Visual field by confrontation field*					
Tonometry*			\$10.89 9726		
Dilated fundus examination*			\$56.32 B900	\$21.27 9728	\$33.15 9020
Total Fee			\$42.50	\$112.64	\$77.18

*required in accordance with generally accepted professional standards

Patenaude, Lindsey

Sent:
To:
Subject:

From: Stephynie Sargent <StephynieSargent16@neco.edu>
Sent: Friday, September 10, 2021 12:32 PM
To: Patenaude, Lindsey <LPatenaude@clarington.net>
Subject: Re: September petitions to save eye care in Clarington

EXTERNAL

Hi Lindsey,

Thank you for your reply. From counting it seems at least 180 / 286 60% + are from Clarington. My main office is in downtown Bowmanville where most of these petitions came from so I would estimate that of the previous 579 signatures on petitions already submitted to MPP Lindsey Park a similar proportion 60% or more would be in Clarington (others from Oshawa, Ajax, Whitby, Blackstock, Cobourg).

Thank you for including us in the agenda I really appreciate it, and if you need more information any time please let me know

Dr. Stephynie Sargent
Associate Optometrist

Bowmanville Eye Care
Avis Optometric Centre (Courtice)

On Fri, 10 Sept 2021 at 12:06, Patenaude, Lindsey <LPatenaude@clarington.net> wrote:

Hi Stephanie,

Thank you for your petition. Unfortunately the petition doesn't meet the requirements (per our Procedural By-law) to be added onto the agenda as there are signatures from residents that don't live in Clarington. However, if you can provide me with the count of signatures that live in Clarington, we will note it on the agenda with your existing item.

Please submit this count to me by 4 p.m. today as we send out an agenda update.

Thank you,

Lindsey Patenaude
Committee Coordinator
Legislative Services Department
Municipality of Clarington
40 Temperance Street, Bowmanville ON L1C 3A6

905-623-3379 ext. 2106

www.clarington.net

From: Stephynie Sargent <StephynieSargent16@neco.edu>

Sent: September 10, 2021 10:25 AM

To: oaopresident@optom.on.ca; Doug Derabbie <dderabbie@optom.on.ca>

Cc: Hooper, Ron <rhooper@clarington.net>; Mayor Shared Mailbox <mayor@clarington.net>

Subject: Re: September petitions to save eye care in Clarington

EXTERNAL

On Fri, 10 Sept 2021 at 10:23, Stephynie Sargent <StephynieSargent16@neco.edu> wrote:

Good morning,

Just sending along these petitions that I hope to drop off to MPP Lindsey Park's office either today or monday.

286 signatures on this set, 847 in Bowmanville / Durham to date

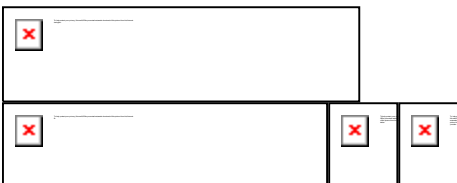
I am CCing our local Councillor Ron Hooper and Mayor Adrian Foster, just so you are aware of the magnitude of constituents in your area that are signing on with us. I hope that when council resumes you will consider a letter of support similar to what the Town of Whitby has recently presented.

Please let me know if you have any questions, thank you for your time,

Stephynie

Dr. Stephynie Sargent
Associate Optometrist

Bowmanville Eye Care
Avis Optometric Centre





PETITION TO SAVE EYE CARE IN ONTARIO



To The Legislative Assembly of Ontario:

WHEREAS the Ontario government has underfunded optometric eye care for 30 years;

AND WHEREAS the government only pays on average \$44.65 for an OHIP-insured visit - the lowest rate in Canada.

AND WHEREAS optometrists are being forced to pay substantially out of their own pocket to provide over 4 million services each year to Ontarians under OHIP.

AND WHEREAS optometrists have never been given a formal negotiation process with the government.

AND WHEREAS the government's continued neglect resulted in 96% of Ontario optometrists voting to withdraw OHIP services beginning September 1, 2021.

We the undersigned petition the Legislative Assembly of Ontario as follows:

To instruct the Ontario government to immediately commit to legally-binding, formal negotiations to ensure any future OHIP-insured optometry services are, at a minimum, funded at the cost of delivery.

From: [Chambers, Michelle](#)
To: [Chambers, Michelle](#)
Subject: FW: Eye Exam Fees - additional information request.
Date: September 17, 2021 9:17:12 AM
Attachments: [image002.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)

From: Welsh, Amanda <AWelsh@clarington.net>
Sent: Thursday, September 16, 2021 8:36 AM
To: Mayors Office <MayorsOffice@claringtonnet.onmicrosoft.com>; Councillors Office <CouncillorsOffice@claringtonnet.onmicrosoft.com>
Cc: Patenaude, Lindsey <LPatenaude@clarington.net>; Chambers, Michelle <MChambers@clarington.net>; Newman, JP <JNewman@clarington.net>
Subject: FW: Eye Exam Fees - additional information request.

Good morning Mayor Foster and Members of Council,

Please see the below from Dr. Kyle as additional information regarding Eye Exam Fees (Communications Item 8.10 of the JC agenda) as requested by Councillor Anderson.

Thank you,
Amanda

Amanda Welsh (she/her)
Councillors' Office Assistant
Office of the CAO
Municipality of Clarington
40 Temperance Street, Bowmanville ON L1C 3A6
905-623-3379 ext. 2003 | 1-800-563-1195
www.clarington.net



From: Robert Kyle <Robert.Kyle@durham.ca>
Sent: Wednesday, September 15, 2021 4:00 PM
To: Welsh, Amanda <AWelsh@clarington.net>
Cc: Pepi McTavish <Pepi.McTavish@durham.ca>; Anderson, Granville <GAnderson@clarington.net>
Subject: RE: Eye Exam Fees - additional information request.

You don't often get email from robert.kyle@durham.ca. [Learn why this is important](#)

EXTERNAL

Hi again. The Ontario Association of Optometrists has [responded](#) to the news release below. In addition, a blog on the Association's Save Eye Care campaign can be found [here](#). Other than this, I don't have any more info to contribute. Best, Robert

From: Robert Kyle

Sent: September 15, 2021 9:45 AM

To: Welsh, Amanda <AWelsh@clarington.net>

Cc: Pepi McTavish <Pepi.McTavish@durham.ca>; Granville Anderson <ganderson@clarington.net>

Subject: RE: Eye Exam Fees - additional information request.

Hi Amanda. I'm not sure I have much to add... this is essentially a long-standing funding dispute between the Ministry of Health and organized optometry... see: <https://news.ontario.ca/en/statement/1000747/minister-of-health-calls-on-ontario-association-of-optometrists-to-continue-negotiations>... ultimately, Clarington will have to decide whether it wishes to wade in a chose sides... I will give the matter some more thought but not a high priority today.
Best, Robert

Robert Kyle, BSc, MD, MHSc, CCFP, FRCPC, FACPM
Commissioner & Medical Officer of Health

Durham Region Health Department

605 Rossland Rd. E. | P.O. Box 730 | Whitby, ON L1N 0B2

(T) 905-668-7711, ext. 3110 | 1-800-841-2729 | (F) 905-666-6214 | robert.kyle@durham.ca
durham.ca



facebook.com/durhamregionhealth



instagram.com/durhamregionhealth



twitter.com/durhamhealth



youtube.com/durhamhealth

From: Welsh, Amanda <AWelsh@clarington.net>

Sent: September 15, 2021 9:31 AM

To: Robert Kyle <Robert.Kyle@durham.ca>

Cc: Pepi McTavish <Pepi.McTavish@durham.ca>; Granville Anderson <ganderson@clarington.net>

Subject: Eye Exam Fees - additional information request.

Good morning Dr. Kyle,

I hope you are keeping well.

Councillor Anderson has asked that I send this request in hopes that you can assist with an Item that was on Clarington's Joint General Government and Planning & Development Committee meeting this past Monday (September 13). Item 8.10 - Ontario Eye Exam Fees was listed as a Communications item and during the discussion was ultimately referred to Council to allow time to obtain more information. The communication asks for Council to assist by passing a motion in support of OHIP optometry services. The letter received asks Council to "call on the Ontario Government to address the chronic underfunding of eye care". Councillor Anderson has also received calls regarding the matter, from residents and optometrists, some even stating they have offered to pay, but have been unable to make payments for the service. Ultimately, Councillor Anderson is hoping to receive some direction from you and your team on how to remedy the situation and to obtain any information you

can provide to him to take to Council on Monday, September 20th.

I have included the link to the agenda item here: <https://pub-clarington.escribemeetings.com/Meeting.aspx?Id=4fca4f69-9c59-40dd-8bf3-b01b03e54c5f&Agenda=Merged&lang=English&Item=33&Tab=attachments>

Attachment links are below:

<https://pub-clarington.escribemeetings.com/filestream.ashx?DocumentId=25266>

<https://pub-clarington.escribemeetings.com/filestream.ashx?DocumentId=25267>




<https://pub-clarington.escribemeetings.com/filestream.ashx?DocumentId=25268>

Thank you for your time,
Amanda

Amanda Welsh (she/her)
Councillors' Office Assistant
Office of the CAO
Municipality of Clarington
40 Temperance Street, Bowmanville ON L1C 3A6
905-623-3379 ext. 2003 | 1-800-563-1195
www.clarington.net




Clarington

Connect with us:   

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 Corporate Services Department Legislative Services Division	
Date & Time Received:	October 06, 2021 9:41 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

October 4, 2021

Association of Municipalities of Ontario (AMO)

Sent via email to: amo@amo.on.ca

Re: Notice of Motion – Municipal Recognition of September 30th a National Day for Truth and Reconciliation

Dear Association of Municipalities of Ontario:

At the last regular Council meeting of the Township of Scugog held September 27, 2021, the following resolution was passed:

“WHEREAS the Truth and Reconciliation Commission released its final report on June 2, 2015 which included 94 Calls to Action to redress the legacy of residential schools and advance the process of Canadian reconciliation.

AND WHEREAS the recent discoveries of remains and unmarked graves across Canada have led to increased calls for all levels of government to address the recommendations in the TRC's Calls to Action.


AND WHEREAS Recommendation #80 of the Truth and Reconciliation Commission called upon the federal government in collaboration with Aboriginal peoples, to establish, as a statutory holiday, a National Day for Truth and Reconciliation to ensure that public commemoration of the history and legacy of residential schools remains a vital component of the reconciliation process.

AND WHEREAS the Federal Government has announced September 30th, 2021, as the first Nation Day for Truth and Reconciliation (National Orange Shirt Day) and a statutory holiday.

THEREFORE IT BE RESOLVED:

THAT Council of the Township of Scugog does hereby commit to recognizing September 30th, 2021, as the National Day for Truth and Reconciliation (National Orange Shirt Day) by sharing the stories of residential school survivors, their families and communities.”

Yours truly,



Becky Jamieson
Director of Corporate Services/Municipal Clerk

cc: Ralph Walton, Regional Clerk, Region of Durham clerks@durham.ca
Nicole Cooper, Director of Legislative and Information Services, Town of Ajax
clerks@ajax.ca
Fernando Lamanna, Township of Brock clerks@brock.ca
June Gallagher, Municipality of Clarington clerks@clarington.net
Mary Medeiros, City of Oshawa MMedeiros@oshawa.ca
Susan Cassel, City of Pickering clerks@pickering.ca
Debbie Leroux, Township of Uxbridge dleroux@town.uxbridge.on.ca
Chris Harris, Town of Whitby clerk@whitby.ca



Municipality of Chatham-Kent

Corporate Services

Municipal Governance

315 King Street West, P.O. Box 640

Chatham ON N7M 5K8

Tel: 519.360.1998 Fax: 519.436.3237

Toll Free: 1.800.714.7497


September 28, 2021

To:

Premier Doug Ford – doug.fordco@pc.ola.org

Ontario Minister of Health Christine Elliott – christine.elliott@pc.ola.org

Ontario Association of Optometrists – oaoinfo@optom.on.ca

 Corporate Services Department Legislative Services Division	
Date & Time Received:	October 04, 2021 9:06 am
Original To:	CIP
Copies To:	
Take Appropriate Action <input type="checkbox"/> File <input type="checkbox"/>	
Notes/Comments:	

Support Resolution from the Council of Trent Lakes passed September 7th re OHIP Eye Care

Please be advised the Council of the Municipality of Chatham-Kent at its regular meeting held on September 27, 2021 considered the aforementioned topic and subsequent to discussion, the following was resolved:

“That Chatham-Kent Council support the resolution from Trent Lakes:

Whereas routine eye care is critical in early detection of eye diseases like glaucoma, cataracts, and macular degeneration, and the health of eyes is critical to overall health and quality of life; and

Whereas conditions that may be detected with an annual eye exam include Diabetes mellitus, Glaucoma, Cataract, Retinal disease, Amblyopia (lazy eye), Visual field defects (loss of part of the usual field of vision), Corneal disease, Strabismus (crosses eyes), Recurrent uveitis (an inflammation of the uvea, the middle layer of the eye that consists of the iris, ciliary body and choroid), Optic pathway disease; and

Whereas payments from OHIP have only increased 9% over the last 30 years, which has not come close to matching inflation of costs (which include rent, staff, utilities, equipment, taxes and supplies); and

Whereas the lack of funding makes it difficult to invest in modern technology, and newer technology means earlier detection of eye disease; and

Whereas the Provincial government’s refusal to formally negotiate with Optometrists for more than 30 years has forced the Optometrists to absorb approximately 173 Million dollars annually in the cost to deliver eye care to Ontarians; and

Whereas the 2021 Ontario Budget did not address OHIP-insured eye care, Ontario Optometrists took action and voted to withdraw OHIP services starting September 1, 2021, unless the government agrees to legally-binding negotiations to fund these services at least to the cost of delivery; and

Whereas this job action will jeopardize good eyecare for those who need the care of an optometrist the most and will have the greatest impact on the most vulnerable groups. Children, who's lifetime ability to learn and develop depends on good vision and to the elderly, who are at the greatest risk for vision-threatening ocular diseases;

Now Therefore, be it resolved that the Municipality of Chatham-Kent requests that the Provincial government recognize the value that access to quality eye care brings to all Ontarians and act now to protect it; and further

That the Provincial government address the OHIP-insured eye care immediately and enter into legally-binding negotiations with Ontario Optometrists to fund these services at least to the cost of delivery, prior to any job action taking place; and further

That a copy of this resolution be forwarded to Premier Ford, Ontario Minister of Health Christine Elliot, to the Ontario Association of Optometrists, and to all municipalities in Ontario.”

If you have any questions or comments, please contact Judy Smith at judys@chatham-kent.ca

Sincerely,



Judy Smith, CMO
Director Municipal Governance
Clerk /Freedom of Information Coordinator

C
Local MP & MPP
Ontario Municipalities



Municipality of Chatham-Kent

Corporate Services

Municipal Governance

315 King Street West, P.O. Box 640

Chatham ON N7M 5K8

Tel: 519.360.1998 Fax: 519.436.3237

Toll Free: 1.800.714.7497

September 28, 2021

Honourable Doug Ford, Premier of Ontario
Honourable Doug Downey, Attorney General

**Support Resolution from the Council of Sarnia passed September 13th re
Renovictions**

Please be advised the Council of the Municipality of Chatham-Kent at its regular meeting held on September 27, 2021 considered the aforementioned topic and subsequent to discussion, the following was resolved:

“That Chatham-Kent Council support the resolution from the City of Sarnia requesting that the Government of Ontario take additional and meaningful steps to address the ever increasing problem of “Renovictions” in The Province of Ontario. Citizens and communities are hurt by these unscrupulous practices which can and does directly impact the affordable housing crisis, as well as inflict damage (both financially and mentally) particularly on our most vulnerable citizens; and


That this correspondence be sent to other Municipalities in Ontario for their consideration and possible endorsement.”

If you have any questions or comments, please contact Judy Smith at judys@chatham-kent.ca

Sincerely,


Judy Smith, CMO
Director Municipal Governance
Clerk /Freedom of Information Coordinator

C
Local MP & MPP
Ontario Municipalities

		Corporate Services Department Legislative Services Division	
Date & Time Received:	October 04, 2021 9:06 am		
Original To:	CIP		
Copies To:			
Take Appropriate Action	<input type="checkbox"/>	File	<input type="checkbox"/>
Notes/Comments:			

October 4, 2021

Right Honourable Justin Trudeau
Prime Minister of Canada
Office of the Prime Minister
80 Wellington Street
Ottawa ON K1A 0A2
Via Email

 Corporate Services Department Legislative Services Division	
Date & Time Received:	October 04, 2021 11:13 am
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

Dear Prime Minister Trudeau,

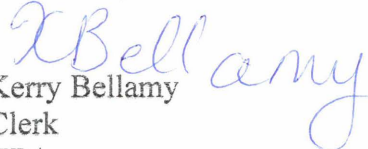
RE: Support Resolution – motion M-84 Anti-hate Crimes and Incidents and Private Member’s Bill - C 313 Banning Symbols of Hate Act.

Please be advised that, at its meeting on September 14, 2021, the Council of the Municipality of Shuniah resolved as follows:

That Council hereby supports the resolution from the City of Kitchener regarding the motion M-84 Anti-hate Crimes and Incidents and Private Member’s Bill - C 313 Banning Symbols of Hate Act, dated July 12, 2021.

A copy of the above noted resolution is enclosed for your reference and consideration. We kindly request your support and endorsement for the motion M-84 Anti-hate Crimes and Incidents and Private Member’s Bill - C 313 Banning Symbols of Hate Act.

Yours truly,


Kerry Bellamy
Clerk
KB/as

Cc: Hon. Minister Steve Clark – Minister of Municipal Affairs
Hon. Minister Parm Gill - Minister of Citizenship and Multiculturalism
Patty Hajdu (Thunder Bay- Superior North) MP
Marcus Powlowski (Thunder Bay-Rainy River) MP
Michael Gravelle (Thunder Bay- Superior North) MPP
Judith Monteith-Farrell (Thunder Bay-Atikokan) MPP
Federation of Canadian Municipalities (FCM)
Association of Municipalities of Ontario (AMO)
All Ontario Municipalities



MUNICIPALITY OF SHUNIAH

COUNCIL RESOLUTION

Resolution No.: 297-21

Date: Sep 14, 2021

Moved By: [Signature]

Seconded By: [Signature]

THAT Council hereby supports the attached resolution from the City of Kitchener resolution regarding a motion M-84 Anti-hate Crimes and Incidents and Private Member's Bill C 313 Banning Symbols of Hate Act, dated July 12, 2021; and

BE IT RESOLVED that a copy of this resolution be forwarded to the Premier of Ontario Honourable Justin Trudeau, Ontario Minister of Municipal Affairs Steve Clark, Minister of Citizenship and Multiculturalism Parm Gill, local MP's and MPP's, to the Federation of Canadian Municipalities, to the Association of Municipalities Ontario, and all other Ontario municipalities.

Carried

Defeated

Amended

Deferred

[Signature]
Signature

Municipality of Shuniah, 420 Leslie Avenue, Thunder Bay, Ontario, P7A 1X8




2021 Division Road North
 Kingsville, Ontario N9Y 2Y9
 Phone: (519) 733-2305
 www.kingsville.ca
 kingsvilleworks@kingsville.ca

October 1, 2021

The Honourable Doug Ford, Premier of Ontario
 Legislative Building
 Queen's Park
 Toronto, ON M7A 1A1

Dear Premier:

 Corporate Services Department Legislative Services Division	
Date & Time Received:	October 04, 2021 3:52 pm
Original To:	CIP
Copies To:	
Take Appropriate Action	<input type="checkbox"/> File <input type="checkbox"/>
Notes/Comments:	

RE: KINGSVILLE COUNCIL SUPPORT OF SAVE EYE CARE IN ONTARIO

At its Regular Meeting held Monday, September 27, 2021 Council of the Town of Kingsville passed a Resolution in support of Save Eye Care in Ontario as follows:

“580-2021

Moved By Councillor Laura Lucier
Seconded By Councillor Thomas Neufeld

Whereas routine eye care is critical in early detection of eye diseases like glaucoma, cataracts, and macular degeneration, and the health of eyes is critical to overall health and quality of life; and

Whereas conditions that may be detected with an annual eye exam include Diabetes mellitus, Glaucoma, Cataract, Retinal disease, Amblyopia (lazy eye), Visual field defects (loss of part of the usual field of vision), Corneal disease, Strabismus (crosses eyes), Recurrent uveitis (an inflammation of the uvea, the middle layer of the eye that consists of the iris, ciliary body and choroid), Optic pathway disease; and

Whereas payments from OHIP have only increased 9% over the last 30 years, which has not come close to matching inflation of costs (which include rent, staff, utilities, equipment, taxes and supplies); and

Whereas the lack of funding makes it difficult to invest in modern technology, and newer technology means earlier detection of eye disease; and

Whereas the Provincial government’s refusal to formally negotiate with Optometrists for more than 30 years has forced the Optometrists to absorb approximately 173 Million dollars annually in the cost to deliver eye care to Ontarians; and

Whereas the 2021 Ontario Budget did not address OHIP-insured eye care, Ontario Optometrists took action and voted to withdraw OHIP services starting September 1, 2021, unless the government agrees to legally-binding negotiations to fund these services at least to the cost of delivery; and

Whereas this job action will jeopardize good eyecare for those who need the care of an optometrist the most and will have the greatest impact on the most vulnerable groups. Children, who's lifetime ability to learn and develop depends on good vision and to the elderly, who are at the greatest risk for vision-threatening ocular diseases.

Now Therefore Be It Resolved that The Corporation of the Town of Kingsville requests that the Provincial government recognize the value that access to quality eye care brings to all Ontarians and act now to protect it; and further

That the Provincial government address the OHIP-insured eye care immediately and enter into legally-binding negotiations with Ontario Optometrists to fund these services at least to the cost of delivery, prior to any job action taking place; and further

That a copy of this resolution be forwarded to Premier Ford, Ontario Minister of Health Christine Elliot, MPP Taras Natyshak, to the Ontario Association of Optometrists, and to all municipalities in Ontario.

CARRIED”

Yours very truly,



Sandra Kitchen, Acting Clerk
Legislative Services Department
skitchen@kingsville.ca

Enclosure

cc: Honourable Christine Elliott, Ontario Minister of Health
Taras Natyshak, MPP, Essex
Chris Lewis, MP, Essex
Ontario Association of Optometrists
All Ontario Municipalities

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

The Regional Municipality of Durham

MINUTES

DURHAM AGRICULTURAL ADVISORY COMMITTEE

September 14, 2021

A meeting of the Durham Agricultural Advisory Committee was held on Tuesday, September 14, 2021 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby at 7:30 PM. In accordance with Provincial legislation, electronic participation was offered for this meeting.

1. Roll Call

Present: Z. Cohoon, Federation of Agriculture, Chair
T. Barrie, Clarington
N. Guthrie, Member at Large
G. Hight, Regional Councillor
G. O'Connor, Member at Large, attended the meeting at 7:46 PM
F. Puterbough, Member at Large
D. Risebrough, Member at Large
H. Schillings, Whitby
G. Taylor, Pickering, Vice-Chair
B. Winter, Ajax
***members of the Committee participated electronically**

Absent: B. Howsam, Member at Large
K. Kemp, Scugog
K. Kennedy, Member at Large
B. Smith, Uxbridge
T. Watpool, Brock, Vice-Chair

Staff

Present: R. Inacio, Systems Support Specialist, Corporate Services – IT
S. Jibb, Manager, Agriculture and Rural, Department of Planning and Economic Development
M. Scott, Project Planner, Department of Planning and Economic Development
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services
***all staff except R. Inacio participated electronically**

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by F. Puterbough, Seconded by H. Schillings,
That the minutes of the Durham Agricultural Advisory Committee
meeting held on June 8, 2021 be adopted.
CARRIED

4. Discussion Items

A) Rural and Agricultural Economic Development Update

S. Jibb provided the following update:

- The Agriculture Careers Video Project is covering a series of different careers in agriculture and will be featured in Grade 10 Civics and Careers classes across multiple school boards.
- Information Report #2021-INFO-63 regarding Investigating Potential for a Local Food Logistics Hub and Innovation Centre is provided as Attachment #5 to the Agenda and provides an overview of the project. S. Jibb advised that staff is working with a consultant with regards to a business case.
- The Rural Economic Development (RED) Program is open for applications until October 1st and staff is interested in applying for an agriculture mentorship program. The RED program provides cost-share funding for projects that support and strengthen rural communities and the application will be done jointly with Peterborough County, Northumberland County, City of Kawartha Lakes and York Region. S. Jibb requested a letter of support from DAAC to strengthen the application.

Moved by D. Risebrough, Seconded by T. Barrie,
That the Durham Agricultural Advisory Committee provide a letter of
support to the Region of Durham Planning and Economic
Development Department for a Rural Economic Development grant
application for an agriculture mentorship program.
CARRIED

B) DAAC Farm Tour

Z. Cohoon advised that the filming and editing of the video is complete. He confirmed that the subcommittee met prior to this meeting to review and make minor edits. M. Scott was requested to send a copy of the final video to all committee members to review the video before the release date.

Z. Cohoon advised that a new feature of the virtual Farm Tour will allow the audience to send in their questions, which will be moderated and answered, and will provide a greater level of interaction.

C) OPA 2021-006 – The Biglieri Group Application

A copy of Report #2021-P-19 of the Commissioner of Planning and Economic Development regarding the Application to Amend the Durham Regional Official Plan, submitted by Wichcoron Holding Limited, to permit the establishment of a golf course in the Town of Whitby, File: OPA 2021-006, was provided as Attachment #2 to the Agenda.

M. Scott advised that the property is to the east of the Devil's Den Golf Course and the applicant is applying to add seven more holes to the course which will roll into existing facilities on the west side of the course. The proposed land is currently designated as Major Open Space in the Region's Official Plan but is designated Prime Agriculture in the Provincial Agricultural System.

Moved by D. Risebrough, Seconded by H. Schillings,
That the Durham Agricultural Advisory Committee does not support the Application to Amend the Durham Regional Official Plan, submitted by Wichcoron Holding Limited, to permit the establishment of a golf course in the Town of Whitby, File: OPA 2021-006.

CARRIED UNANIMOUSLY ON THE
FOLLOWING RECORDED VOTE:

Yes

Tom Barrie
Neil Guthrie
Councillor Hight
Gerri-Lynn O'Connor
Frazer Puterbough
Dave Risebrough
Hubert Schillings
Gord Taylor
Zac Cohoon

No

None

Members Absent: Brad Howsam
Kevin Kemp
Keith Kennedy
Bryan Smith
Tom Watpool
Buck Winter

Declarations of Interest: None

D) OPA 2021-007 – Visser’s Sod Farm Application

A copy of Report #2021-P-18 of the Commissioner of Planning and Economic Development regarding the Application to Amend the Durham Regional Official Plan, submitted by Vissers Sod Farm to permit the severance of a dwelling rendered surplus to a farming operation as a result of the consolidation of non-abutting farm parcels in the Municipality of Clarington File: OPA 2021-007, was provided as Attachment #3 to the Agenda and received.

Moved by H. Schillings, Seconded by F. Puterbough,
That the Durham Agricultural Advisory Committee supports the Application to Amend the Durham Regional Official Plan, submitted by Vissers Sod Farm to permit the severance of a dwelling rendered surplus to a farming operation as a result of the consolidation of non-abutting farm parcels in the Municipality of Clarington File: OPA 2021-007.

CARRIED

5. Information Items

A) OPA 2021-003 – Envision Durham: Proposed Regional Official Plan Amendment – Policies and Delineations for Protected Major Transit Station Areas

A copy of Report #2021-P-21 of the Commissioner of Planning and Economic Development regarding Envision Durham: Proposed Regional Official Plan Amendment – Policies and Delineations for Protected Major Transit Station Areas, was provided as Attachment #4 to the Agenda and received.

It was requested that a future presentation be provided to members with regards to the major transit areas as transportation is a major part of agriculture.

B) Report #2021-INFO-63 – Investigating Potential for a Local Food Logistics Hub and Innovation Centre

A copy of Report #2021-INFO-63 from the Commissioner of Planning and Economic Development regarding Investigating Potential for a Local Food Logistics Hub and Innovation Center was provided as Attachment #5 to the Agenda and received.

S. Jibb responded to questions with regards to clarification as to the type of facility; the problems that staff is hoping to solve with such a facility; and, what the gains to the community would be.

Discussion ensued with regards to adding value to the agriculture industry and the importance of supporting local farmers with their markets and events.

C) Durham Food Policy Council – Durham Food System Report Card

M. Scott advised that the project is in the first phase which is to create a template for a Food System Report Card. He advised that he will be reaching out to staff to provide a presentation and further information to the committee.

D) Durham Farm Connection – Celebrate Agriculture Gala

M. Scott advised that the Celebrate Agriculture Gala is scheduled for October 28th at 7PM and will be held virtually. An online auction will run from October 25th to November 1st and appetizers and beverages can be pre-ordered through the website.

E) ERO Decision Notice – Drainage Act Regulatory Proposal

A copy of the Drainage Act Regulatory Proposal was provided as Attachment #6 to the Agenda and received.

6. Other Business

A) Resignation of Paul MacArthur

M. Scott announced the resignation of P. MacArthur.

7. Date of Next Meeting

The next meeting of the Durham Agricultural Advisory Committee will be held on Tuesday, October 12, 2021 starting at 7:30 PM.

8. Adjournment

Moved by G. O'Connor, Seconded by F. Puterbough,
That the meeting be adjourned.

CARRIED

The meeting adjourned at 8:12 PM.

Z. Cohoon, Chair, Durham
Agricultural Advisory Committee

N. Prasad, Assistant Secretary to
Council

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

The Regional Municipality of Durham

Minutes

Energy From Waste – Waste Management Advisory Committee

Tuesday, September 28, 2021

A meeting of the Energy From Waste – Waste Management Advisory Committee was held on Tuesday, September 28, 2021 in Council Chambers, Regional Headquarters, 605 Rossland Road East, Whitby, at 7:00 PM. In accordance with Provincial legislation, electronic participation was permitted for this meeting.

1. Roll Call

Present: G. Gordon, Whitby, Chair
W. Baszyk, Brock
V. Daram, Ajax
S. Elhajjeh, Clarington
R. Fleming, Pickering
P. Haylock, Clarington, Vice-Chair
K. Meydam, Clarington
G. Rocoski, Oshawa
J. Vinson, Clarington

Absent: None

Non-Voting Members

Present: A. Burke, Senior Planner, Special Projects, Municipality of Clarington
Councillor Jones, Local Councillor, Municipality of Clarington
L. Kwan, Environmental Specialist, Covanta
W. Marsden, Acting Facility Manager, Covanta
Councillor Joe Neal, Regional Councillor
D. San Juan, Environmental Health Specialist, Health Department,
Durham Region

Staff

Present: G. Anello, Director of Waste Management Services
R. Inacio, Systems Support Specialist – Information Technology
L. Malyjasiak, Works Technician 3, Waste Services, Works
Department
A. Porteous, Supervisor of Waste Services
S. Glover, Committee Clerk, Corporate Services – Legislative
Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by G. Rocoski, Seconded by G. Gordon,
That the minutes of the EFW-WMAC meeting held on
Tuesday, May 25, 2021, be adopted.
CARRIED

5. Announcements

There were no announcements.

6. Presentations

There were no presentations.

7. Delegations

There were no delegations.

8. Correspondence

There were no correspondence items.

9. Administrative Matters

A) EFW-WMAC Comments on Durham Region's Long-Term Waste Management Plan (LTWMP) (2020-2040)

A. Porteous provided an update regarding the status of the Long-Term Waste Management Plan (LTWMP). She advised that a draft plan, executive summary, and targets and actions summary was put together over the Summer. She further advised that Phase 2 of the plan opened on September 20, 2021 and that the deadline for public comments is October 25, 2021.

A. Porteous advised that a virtual public open house is available at www.durhamwasteopenhouse.ca, and staff will be hosting a live town hall event scheduled for October 19, 2021. She advised that next steps will be to review the consultation feedback from the various committees, departments, stakeholders, and the public, make changes if needed, and then prepare a report and a presentation that will be presented to Regional Council in early 2022 for approval.

G. Anello added that Committee members are also able to submit comments on an individual basis until October 25, 2021.

Staff responded to questions regarding whether the LTWMP targets address the new blue box regulations; how the energy generated from Durham's waste will be used; the extended hours for waste operation facilities stated in the LTWMP; the potential use for landfill sites and converting them to greenspace; how the methane production on existing landfills in Durham Region is being captured/managed and whether it can be used for energy production; and how the increase of multi-residential buildings would affect the LTWMP targets.

Discussion ensued regarding the innovation aspect of the LTWMP and what the Committee could work on independently to address concerns with waste diversion. G. Anello advised there are a number of problematic materials with respect to diversion such as polystyrene (expanded and rigid) and plastic film that need to be addressed. He advised that he will send the list of problematic materials to G. Gordon to review.

B) EFW-WMAC Work Plan (2021-2022)

G. Gordon reviewed the draft EFW-WMAC work plan with the Committee members.

It was the consensus of the Committee that a special EFW-WMAC meeting be called in order to accept Committee comments on the LTWMP's Targets and Actions, and to approve the 2021-2022 EFW-WMAC Work Plan.

10. Other Business

A) Update by Gioseph Anello, Director, Waste Management Services, the Regional Municipality of Durham, regarding Durham Region's Organics Management Project

G. Anello provided an update regarding Durham Region's Organics Management Project.

G. Anello advised that the Request for Proposals (RFP) went out in August 2021 and will remain open until March 2022 to receive responses from the pre-qualified proponents. He further advised that staff will report back to Committee and Regional Council in June 2022 regarding the preferred proponent.

Staff responded to questions from the Committee regarding whether mediation between the Region and the Municipality of Clarington is still ongoing; and who the three selected proponents for the organics management project are.

B) Update by Gioseph Anello, Director, Waste Management Services, the Regional Municipality of Durham, regarding Extended Producer Responsibility

G. Anello provided an update regarding Extended Producer Responsibility (EPR).

G. Anello advised that the Region will be transitioning the Blue Box in 2024 to EPR which will mean that producers will be responsible for organizing, collecting, processing, and marketing of the blue box materials . He advised that the Region has a deadline of this week to identify who is currently receiving Blue Box services through the Region. He further advised that the City of Toronto will be transitioning to EPR in 2023 and that staff will be monitoring that closely.

C) Update by Gioseph Anello, Director, Waste Management Services, the Regional Municipality of Durham, regarding the Durham York Energy Centre

G. Anello provided an update regarding the Durham York Energy Centre (DYEC).

G. Anello advised that the DYEC is currently undergoing its Fall scheduled maintenance and that both boilers will be down for about 10 days for cleaning and inspection. He advised that the DYEC has processed about 69,000 tonnes of garbage, recovered 1,700 tonnes of metals, and generated roughly 53,000 megawatts of electricity for sale to the grid for the first half of the year. He further advised that the boilers have been operating at about 90% availability. The high heat value of the waste has resulted in a by-pass of waste. He added that 9,000 tonnes of waste was sent to alternate disposal landfills for the first half of the year.

G. Anello advised that the preliminary results of the Spring Source Stack Test are available and that the results were very good. He advised that there will be a report presented to Committee and Council in the near future. He highlighted the following results:

- Dioxins and Furans measured 4.1 picograms for Boiler #1, and 7.4 picograms for Boiler #2 where the limit is 60 picograms per metre cubed
- Total Suspended Particulate Matter measured 0.78 milligrams for Boiler #1, and 0.25 milligrams for Boiler #2 where the limit is 9 milligrams per cubic metre

- Lead measured 0.44 micrograms for Boiler #1, and 0.32 micrograms for Boiler #2 micrograms where the limit is 50 micrograms per metre cubed
- Mercury measured 0.086 micrograms for Boiler #1, and 0.081 micrograms for Boiler #2 where the limit is 15 micrograms per metre cubed

G. Anello advised that Matt Nield, Plant Manager, Covanta retired at the end of August, and that William (Bill) Marsden will be his temporary replacement. He advised that the Chief Operating Officer of the DYEC will be Acting Plant Manager in B. Marsden's absence. He also advised that Amanda Huxter, Environmental Specialist, Covanta has retired and Lydia Kwan, Environmental Specialist, Covanta is her replacement.

G. Anello advised that staff have a final draft for the streamlined Environmental Assessment that will be provided to the Ministry of the Environment, Conservation and Parks for a final review. They have one month to review and if any comments are received, staff would make the appropriate changes and submit a final version to the Ministry of the Environment, Conservation and Parks by the end of 2021.

G. Anello responded to questions from the Committee regarding whether any Lakeridge Health facilities in Durham Region send their medical waste to incinerators; and an update regarding the emergency Environmental Compliance Approval (ECA) amendment application.

In response to a question from the Committee regarding which Committee the report regarding the Spring source stack test results would be considered at, G. Anello advised the report will be considered by the Works Committee and then Regional Council, but a copy of the report can be emailed to the EFW-WMAC Committee members for their information.

11. Next Meeting

The next regularly scheduled meeting of the EFW-WMAC will be held on Tuesday, November 23, 2021 in Council Chambers, at 7:00 PM, Regional Headquarters, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by K. Meydam, Seconded by G. Gordon,
That the meeting be adjourned.

CARRIED

The meeting adjourned at 8:32 PM.

G. Gordon, Chair, Energy from Waste –
Waste Management Advisory Committee

S. Glover, Committee Clerk