

TOWN OF FORT FRANCES

Community Services Executive Committee

AGENDA - June 3, 2019 10:30 AM

MEETING - Fort Frances Museum

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1. <u>CALL TO ORDER (Session #011)</u>	
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TOWN OF FORT FRANCES

MINUTES

SESSION NO. #010

May 21, 2019

The meeting of Community Services Executive Committee of the Town of Fort Frances was held in the Memorial Sports Centre - '52 Canadians Meeting Room on May 21, 2019 from 10:30 a.m. to 11:01 a.m.

PRESENT: Andrew Hallikas - Chairman, Michael Behan - Councillor, Rick Wiedenhoeft - Councillor, Mayor June Caul (ex-officio), Doug Brown - CAO, Jason Kabel - Community Services Division Manager

1 CALL TO ORDER (Session # 010)

A. Hallikas - Chair, called the meeting to order at 10:31 a.m.

2 APPROVAL OF AGENDA (Call for Non-Agenda Items)

- Approved as circulated.

3 DISCLOSURE OF CONFLICT OF INTEREST AND THE GENERAL NATURE THEREOF

- NIL

4 APPROVAL OF PREVIOUS COMMITTEE MINUTES

4.1 Community Services Executive Committee - May 6, 2019 - **Approved as circulated.**

5 ITEMS REFERRED FROM COUNCIL

- NIL

6 NEW BUSINESS

6.1 Letter from Library Board Chairperson, Robin Dennis - Storage Shed - The Committee recommends to Mayor & Council to endorse the Operations & Facilities and Community Services Division Managers to meet with Library personnel to advance the Library Storage Shed request as feasible.

6.2 Rainy Lake Gymnastics Academy Agreement - The Committee recommended the following changes to the agreement before proceeding with execution:

Agreement

- Term of Lease - The agreement will be reviewed after the 1st year to determine if revision is required.

Rental Terms & Conditions

- Add to the Smoking Policy reference to include the 'Bylaw'.

- Add a reference to the AGCO (Alcohol & Gaming Commission of ON) posting

requirements.

7 NON-AGENDA ITEMS
- NIL

8 INFORMATION

8.1 Next Meeting Date - Monday, June 3, 2019 - Fort Frances Museum

8.2 Memorial Sports Centre Membership Usage Report (JAN-APR 2019)

9 ADJOURNMENT

There being no further matters before the committee at this time, the meeting was adjourned at 11:01 a.m.

A. Hallikas, Executive Committee Chair

J. Kabel, Manager of Community Services

REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Community Services Division Manager

DATE: March 27, 2019

RE: **MSC Discounts for Staff**

At the regular meeting of the Community Services Executive Committee on March 4, 2019, the Committee gave direction for Memorial Sports Centre administration to do research of other municipalities to determine if a discount for Town staff may be something to consider. Below is a table with existing discounts that other municipalities offer their employees:

<u>Staff Discounts in Other Municipalities</u>					
	Dryden	Kenora	Atikokan	Thunder Bay	Marathon
Fitness Area	10%	30%	n/a	25%	50%
Pool	10%	30%	no charge	25%	50%
Notes	Currently under review 15% public sale discount offered once per year		no discount at golf course, arena, ski hill		all F/T staff & spouses for all Town programs & facilities


Currently there is not a policy in place for membership discounts for Town staff at the Memorial Sports Centre. There are contracts in place with fitness instructors who teach fitness classes to have complimentary access to the MSC facility. It has also been a long-time past practice that lifeguards can use the pool & fitness area of the facility without charge.

Recommendation

Determine:

- 1) if complimentary fitness centre access for MSC staff is suitable
- 2) if a discount for all town staff is a desired initiative

Respectfully Submitted,



Jason Kabel

Physical inactivity is a serious health and productivity threat!

Every organization is looking for ways to control absenteeism and benefits costs as well as attract and retain talented, high performing employees. It requires more than simply offering competitive salaries and traditional benefits. People want to work in an environment where they can thrive. A healthy workplace culture has the potential to greatly support its human resource capacity. Including fitness as part of a broader healthy workplace strategy offers the most effective way to meet organizational demands for a healthy and productive workforce.

Health Systems Group has over 38 years of experience providing professional services to assist organizations in the strategic planning and implementation of healthy workplace initiatives. Designing, developing and managing employee fitness centres and fitness programs in workplace settings is one of our core competencies. Our expertise ensures that both corporate health goals as well as individual employee needs are met. Our employee fitness services and programs benefit the organization as well as the individual.

Why fitness at work?

Exercise helps employees relieve tension and stress. It also improves physical and mental health, immune function, alertness and self confidence. Employee fitness also has significant positive effects on your business and company. It helps increase productivity, benefit cost control and employee satisfaction.

Promote positive corporate values! A quality onsite fitness and wellness program helps business' attract and retain top talent. Healthy and productive employees are keys to business success.

- At least 70% of an organization's benefit costs are incurred in six disease categories. They are cardiovascular, musculoskeletal, respiratory, digestive, cancer and stress. All of them can be prevented or moderated through physical activity and other lifestyle changes.
- 63% of Canadians are not active enough to gain health benefits. It is estimated that 60% of Canadians spend their entire workday seated, and 56% are classified as "physically inactive."
- An estimate of 7.5 million Canadians — each year, every year — actually suffer depression, anxiety, substance abuse or another mental disorder.
- As much as one half of the decline in physical function between the ages of 30 and 70 is not due to aging. Instead, it can be attributed to a sedentary lifestyle.

Making the case for employee fitness at work

In 2000, Health Systems Group developed **A Business Case for Active Living in the Workplace** under contract with Health Canada. The project involved an analysis of the research conducted in workplace settings over the last 40 years.

<http://healthsystemsgroup.com/who-we-serve/corporate-health/employee-fitness/>

REPORT

TO: Community Services Executive Committee

FROM: Jason Kabel, Community Services Division Manager

DATE: May 31, 2019

RE: **Rainy Lake Gymnastics Academy Agreement**

Background

At the regular Community Services Executive Committee Meeting on May 21, 2019, the committee gave direction to make minor modification to the proposed agreement with the Rainy Lake Gymnastics Academy (RLGA).

Please find the revised agreement attached with the modifications discussed as well as those proposed by RLGA. (highlighted in blue for easy identification)

Recommendation

To enter into an agreement with the Rainy Lake Gymnastics Academy to operate in the Memorial Sports Centre Auditorium as attached.

Respectfully Submitted,



Jason Kabel

THIS AGREEMENT to come into effect the **1st day of September, 2019.**

B E T W E E N :

THE CORPORATION OF THE TOWN OF FORT FRANCES

hereinafter called the "Town" or "Lessor".

- AND -

RAINY LAKE GYMNASTICS ACADEMY

hereinafter called the "Lessee".

WHEREAS:

- A. The Lessee is wishing to rent the Memorial Sports Centre Auditorium from the Lessor during the Fall of 2019 through to the Spring of 2020 to offer gymnastics programming for youth;
- B. The Lessee is proposing to leave their gymnastics equipment set-up on a semi-permanent basis subject to the terms below; and
- C. The Lessee is planning to offer the gymnastics programming for approximately 19 hours a week subject to the availability of the facility and enrolment numbers.

Now therefore,

In addition to the Memorial Sports Centre Auditorium - Rental Agreement Terms and Conditions and Community Services Facility Rental Policy, the parties hereby agree to the following:

1. Term of Lease – 2 year term (September to April each season, for the seasons 2019-2020 and 2020-2021). The agreement will be reviewed after the first year to determine if revision is appropriate.
2. Rental fee – Will be charged as per the Auditorium contracted hourly rate listed in the Town of Fort Frances user fee schedule subject to change at any time by Council resolution (May 2019 rate - \$32.35).
3. Scheduling – Memorial Sports Centre staff will meet with the Lessee before July 31st each year to determine the Fall (September –December) schedule and before November 30th each year to determine the Winter (January – April) schedule.
4. Gymnastics Equipment – The Lessee will be solely responsible for setup and takedown of any equipment that is required for their use of the Auditorium. The Lessee hereby agrees to have equipment moved as required by the facility management to accommodate other facility needs and uses by management. The Lessor agrees to provide as much notice as possible to the Lessee when unplanned removal of equipment is required. The Lessee acknowledges that unscheduled, but necessary maintenance may cause there to be little or no notice to remove equipment. The Lessee agrees to pay an additional fee to cover all costs reasonable as determined by management if they fail

to move their equipment as stipulated by Memorial Sports Centre management. The Lessee will have access to a portion of the 'Tables and Chairs room' on the 2nd floor of the Ice for Kids rink.

5. Fitness Classes- The Lessor acknowledges that the gymnastics equipment will not be taken down for Memorial Sports Centre Fitness classes. Both parties acknowledge that the Fitness classes may use the gymnastics floor if they choose. The Lessee acknowledges that Instructors for the Memorial Sports Centre may move pieces of gymnastics equipment as required for their class.

6. Shared use by Rainy Lake Air Cadets- The Lessee acknowledges that they will be required to take down gymnastics equipment as required for each Sunday practice for the Rainy Lake Air Cadets in order for the Rainy Lake Air Cadets to have full use of the Auditorium.

7. Other Events – For any and all events that have already been scheduled in the auditorium, the Lessee will ensure that their equipment is removed from the facility and properly stored. In an attempt to minimize the Lessee's equipment setup and takedown, Memorial Sports Centre management will only book additional auditorium events that are deemed necessary. The Lessor agrees to provide all dates and times of previously scheduled events to the Lessee prior to July 31st of each year.

8. The Lessee shall assume all liability for damages caused directly or indirectly by him/her or his/her members and invitees while using the facilities.

9. The Lessee shall assume risks of damage and injury while on the premises for him/her and his/her members and invitees, and hold the Lessor harmless and indemnified there from.

10. The Lessee shall have in force \$5,000,000 of liability insurance with the Town of Fort Frances named as an additional insured.

THE CORPORATION OF THE TOWN OF FORT FRANCES

- AND -

RAINY LAKE GYMNASTICS ACADEMY

IN WITNESS WHEREOF the Town hereto has affixed its Corporate Seal and attested by its proper Officers duly authorized on their behalf and has hereunto set

SIGNED SEALED
AND DELIVERED

THE CORPORATION OF THE TOWN
OF FORT FRANCES

MAYOR: _____

CLERK: _____

Per: _____ Printed: _____
(Rainy Lake Gymnastics Academy)

Per: _____ Printed: _____
(Rainy Lake Gymnastics Academy)

Witness: _____ Printed: _____

Town of Fort Frances – Community Services Division

Memorial Sport Center Auditorium

740 Scott Street

Fort Frances, Ontario P9A 1H8

Rental Agreement Terms and Conditions:

Whereas your organization (the lessee) has leased the Memorial Sports Centre Auditorium from the Town of Fort Frances (the lessor), agree to the following terms and conditions as part of your rental agreement with the Town of Fort Frances:

- 1) Agree to all Rules and Regulations of Auditorium as provided by the Town of Fort Frances [Smoking Bylaw](#), [Municipal Alcohol Policy](#), and [Facility Rental Policy](#).
- 2) Full payment is required at time of booking. In the event of a cancellation, a minimum of two weeks notice in writing is required. Refunds will be subject to a 10% administration charge (or a minimum of \$10) and only eligible if proper notice has been received.
- 3) For Account Holders - On the first day of every month following the invoice due date, 1.25% interest per month shall be added to the account.
- 4) Shall assume all liability for damages caused directly or indirectly by him/her or his/her invitees while using the facilities and report any damage to the Memorial Sports Centre staff immediately at the reception desk or (807) 274-4561.
- 5) Leave the facility clean and in good condition.
- 6) Agree to indemnify and save harmless the Town of Fort Frances, its officers, servants, and agents from and against all claims, demands, costs, actions, causes, of action, expenses whatsoever which may be taken or made against them by or any of them for any loss, damage, or injury, including deaths, of any nature or kind whatsoever arising out of or in consequence of any act, neglect, or omission of the Municipality, her servants or agents, or the Lessee, in relation to the operation of Auditorium.
- 7) [A valid liquor permit or license must be in place and posted in accordance with the Alcohol & Gaming Commission of Ontario for the service of alcohol.](#) Adherence to the Municipal Alcohol Policy must be strictly observed.
- 8) Copies of Smart Serve Cards, Liquor License, and \$5,000,000 of Third Party Liability Insurance with the Town of Fort Frances named as an additional insured are to be submitted to Memorial Sports Centre staff before access to the facility is granted.
- 9) Room set up request is required 1 week prior to the event.
- 10) Cubed Ice is provided and must be paid for on the next business day after the event.

Any questions or concerns regarding your booking or these terms and conditions can be directed to Memorial Sport Centre Facility Management or designate at (807) 274-4561.

I/We have read and agree to adhere to the terms and conditions of this agreement and all policies listed herein with the Town of Fort Frances for the use of Auditorium.

Name of Organization

Authorized Signature

Date

Print Name



REPORT

TO: Community Services Executive Committee
FROM: Jason Kabel, Community Services Division Manager
DATE: May 31, 2019
RE: Facility Rental Policy Review

Preamble

At the regular meeting of the Community Services Executive Committee on May 21, 2019 the committee discussed minor amendments to the facility rental policy.

Please find amendments **highlighted** for assessment.

Recommendation

The Community Services Executive Committee recommends to Mayor and Council to endorse the amended Facility Rental Policy as attached.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel".

Jason Kabel

THE TOWN OF FORT FRANCES

Section: Community Services

Policy: Facility Rental

Creation Date: June 2004

Revised Date: February 2019

Resolution Number: 084 (consent) 3/19

Supersedes Resolution: 1114 (consent) 10/13

Policy Number: 2.5

1. GENERAL STATEMENT

The Town of Fort Frances has developed several community based recreational facilities that provide positive leisure time opportunities and increase the quality of life for the community and its citizens. It is necessary that these facilities are made available to the community in a fair and equitable manner and that they are used to their maximum.

2. PURPOSE

This policy will provide a framework for management to ensure the maximum use of the community facilities identified and ensure that the facilities are made available to the public in a fair and equitable manner.

3. PROCEDURE

A. Facilities

This policy will cover the rental of the following facilities unless otherwise stated in an agreement or separate policy or procedure manual:

- i. Memorial Sports Centre Ice (& Floor) Surfaces, Auditorium, Meeting Rooms, Squash Courts, and Swimming Pool
- ii. East End Hall
- iii. Townshend Theatre
- iv. St. Francis Sports Fields & Vanjura Park
- v. Sunny Cove Camp
- vi. Rainy Lake Market Square
- vii. Fort Frances Seniors Centre
- viii. Sorting Gap Marina

B. General

- i. All bookings are completed at the Memorial Sports Centre, 740 Scott Street, (807) 274-4561.
- ii. All bookings are not considered confirmed without a signed permit.
- iii. Rental rates are subject to change and are approved by Council annually as part of the budget process. If a rental/user fee increase takes place between the booking date and the event date then the user will be responsible for the difference. Rates will be implemented in order to span the program season so user groups are able to budget accordingly.
- iv. Priority for booking will be determined on the following basis:

- a) Town of Fort Frances programs and services
 - b) Youth, not for profit organizations
 - c) Other, not for profit organizations
 - d) For profit organizations
 - e) Other interested parties
- v. Full payment is required at time of booking unless credit arrangements have been made with the Community Services Manager or designate. In the event of a cancellation, a minimum of two weeks notice in writing is required. Refunds will be subject to a 10% administration charge (or a minimum of \$10) and only eligible if proper notice has been received.
- vi. Where appropriate a damage deposit may be required.
- vii. All municipal facilities are smoke free and alcohol free unless the necessary license has been approved. The municipal smoking bylaw and the municipal alcohol policy will be strictly enforced.
- viii. It is the responsibility of the renter to be aware of and notify users of all rental procedures and requirements.
- ix. Special arrangements can be made for large users and special events by contacting the Community Services Manager.
- x. It is the responsibility of the Community Services Manager to resolve all conflicts or disagreements. If a compromise cannot be reached his/her decision is final.
- xi. Any change in by-laws or town policy that affect these facilities will be applied upon passing of the by-law or scheduled implementation date, written notice will be provided to the users by email or letter.

4. FACILITIES

A. Ice (& Floor) Surfaces

- i. All previous user groups will be required to submit the upcoming season's ice time requirements by July 15th. Confirmation notices will be returned by September 15th.
- ii. Every effort to resolve conflicting ice time requests will be attempted through mutual compromise. In order to facilitate conflicting ice time requirements, the following priorities will be adhered to:
 - a) Provincial and National Championships
 - b) Playoffs, Tournaments, Figure Skating Ice Shows, Special Events
 - c) League Schedules, Figure Skating Competitions, Test Days
 - d) Group practices, programs, and exhibition games
- iii. Hockey games and other competitions will be limited to Tuesdays, Thursdays, Fridays, Saturdays and Sundays in order that user groups can have program time without interruption. The only exception to this will be provincial and national championships.
- iv. Regular users will not be allowed to cancel their weekly allotted ice time, request for changes must be made by September 15th for the months September to December and by December 15th for the months January to April. MSC staff must be notified of ice exchanged between users (for

operational adjustments) at least one week prior to the date(s) to be exchanged.

- v. All rentals are based on a 50-minute hour to allow for resurfacing.
- vi. The ice surface must be vacated during the resurfacing and kept clear until the resurfacing unit is completely off the ice surface. No additional time will be allocated if the user does not comply and there are delays in resurfacing.
- vii. Users must vacate dressing rooms within 30 minutes of the ice rental.
- viii. There is absolutely no smoking or alcohol permitted in the dressing rooms.

B. Swimming Pool

- i. All renters must abide by the Ontario Health Regulations for Type A commercial pools. It is the responsibility of the Program Director to ensure this.
- ii. All swim teams must arrange for their own certified lifeguards and backup first-aider. Lifeguard awards & first-aider certificates must be presented to the Program Director at least 1 week prior to rental.
- iii. All rentals are based on a 55-minute hour to allow for change over.
- iv. Previous user groups are required to submit season pool requests by June 1st.
- v. Regular users will not be allowed to cancel their weekly allotted pool time, request for changes must be made by September 1st for the months September to December and by December 15th for the months January to April. MSC staff must be notified of pool time exchanged between users at least one week prior to the date(s) to be exchanged.

C. Auditorium and East End Hall

- i. Payments are required at time of booking for all hall rentals except for regular renters who have arranged credit.
- ii. Where required, keys will be issued and the renter is responsible for securing the facility and supervising the event.
- iii. The smoking bylaw, municipal alcohol policy, rental agreement terms & conditions, and waivers must be read and signed off on the rental permit.
- iv. Ice must be purchased from the Town for auditorium rentals.
- v. Any damage and extra clean up due to abuse will be charged back to the renter. Under no circumstances is Town property to be removed from a facility without approval from the staff.
- vi. If available, one day prior to an event, a facility may be accessed for setup.
- vii. Renters of the East End Hall are responsible for the following clean up procedures:
 - a) Sweep and mop floor
 - b) Wash and put away dishes
 - c) Empty all garbage into the external dumpster (kitchen & bathrooms)
 - d) Stack tables and chairs on stage
 - e) Shut off lights
 - f) Renter must supply cleaning supplies, tea towels and dish cloths

D. Townshend Theatre

- i. Please see the Townshend Theatre manual (available on the Theatre page of the Town's website fortfrances.ca).

- ii. Cafeteria facilities are not included with the rental of the Theatre, users must book the cafeteria through Fort Frances High School.
- E. St. Francis Sports Fields and Vanjura Park
 - i. Under no circumstances will the consumption of alcohol or smoking be allowed at these facilities.
- F. Sunny Cove Camp
 - i. Available for bookings from May to September by calling 274-4561.
- G. Rainy Lake Market Square
 - i. The rental of the Market Square is under review for the first two years to determine best practice (2018-2019).
- H. Fort Frances Seniors Centre
 - i. The Senior Centre is available for rental by calling 274-7656.
- I. Sorting Gap Marina
 - i. Operates seasonally from May long weekend to Labour Day weekend.
 - ii. Dock slips can be purchased at the Memorial Sports Centre in May prior to season opening. Slip holders from the previous season will be contacted by the Community Services receptionist to renew their slip before April 15th.



REPORT

TO: Community Services Executive Committee
FROM: Jason Kabel, Community Services Division Manager
DATE: May 31, 2019
RE: **Membership & Programs Policy – NEW POLICY REVIEW**

Preamble

The Community Services Division is proposing a new Membership & Programs Policy that will help define operations for patrons and ensure consistent approach for staff.

Please find attached.

Recommendation

Evaluate the attached policy to determine if it is suitable for adoption.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel", is written over the printed name "Jason Kabel".

Jason Kabel

THE TOWN OF FORT FRANCES

Section: Community Services

Policy: Membership and Programs

Creation Date: MAY 2019

Revised Date: N/A

Resolution Number:

Supersedes Resolution:

Policy Number: 2.XX

1. GENERAL STATEMENT

The Town of Fort Frances has developed several community based recreational facilities that provide positive leisure time programming opportunities to increase the quality of life for the community and its citizens. It is the intent to allow fair and equitable access to these programs and facilities to ensure that they are used to their maximum. The Town of Fort Frances is dedicated to barrier free sport recreation and leisure programs and services for its residents.

2. PURPOSE

This policy will provide a framework for management to ensure the maximum use of the Memorial Sports Centre programs, endeavouring to run as efficiently as possible.

3. GENERAL RULES

- a) Memberships are not transferable.
- b) Program registration will first be done online for a minimum of ten days prior to in-person registration.
- c) Pre-authorized debit is available for eligible members for Annual and 6-month memberships only.
- d) Management reserves the right to interrupt services for improvements to the facility with no fee adjustments.
- e) Management reserves the right to withdraw, postpone, cancel or combine, and limit registrations.
- f) Class sizes are limited and are offered on a first-come first-served basis.
- g) Age requirements must be followed for all programs and memberships.
- h) A student over the age of 18 must provide an enrollment verification for the current and following year to get student membership fee.
- i) Registration must be paid in full at time of booking a class.
- j) The Pool Policy must be adhered to for any swims.

- k) Children 5 years of age or older are required to use the change room designated for their gender. We offer a change room for adults with children of the opposite gender. Please ask at the Front Desk.
- l) Must be 13 years of age or older to use fitness areas unsupervised - proof of age will be required.
- m) For the safety of the children and other users no children 12 years and under are allowed in the Weight Room.
- n) Every attempt will be made to make accommodation for those with special needs.
- o) Dedicated personal support workers will be allowed access to the facility and programs at no charge when assisting clients.
- p) For patrons who need financial assistance to attend programs, they must demonstrate that they have pursued funding through other assistance programs such as KidSport, JumpStart, and any other available funding source. To apply for assistance, a letter indicating rationale for need, previous year's T4 slip, and last 2 pay stubs must be submitted to the Program Director or Manager of Community Services who will advance the request to the Community Services Executive Committee.

4. CANCELLATION

Programs

- a) Cancellation of registered programs (Swim Lessons, Camps, Courses, etc.) will be granted 5 days prior to the program starting with a \$10 administration charge.
- b) After a program commences, refunds will only be permitted for medical reasons (Certified medical professional note required). There will be a \$10 administration fee and pro-rated for classes held. Requests of this type must be made within 1 week of injury.

Memberships

- a) Cancellation of Memberships prior to the end of the chosen term will be charged a \$10 administration charge and the fee will revert to the monthly membership rate.
- b) For those holding an active 3-month, 6-month, or Annual Membership, a membership may be put on hold for up to 3 months with a certified medical professional note provided. Only one extension or suspension adjustment will be allowed per membership term.
- c) Memberships that have expired will not be considered for adjustment.
- d) Membership adjustments must not be less than 1 month.



REPORT

TO: Community Services Executive Committee
FROM: Jason Kabel, Community Services Division Manager
DATE: May 31, 2019
RE: **Accounts Receivable Policy – NEW POLICY REVIEW**

Preamble

The Community Services Division is proposing a new Accounts Receivable Policy that will help define operations for patrons and ensure consistent approach for staff.

Please find attached.

Recommendation

Evaluate the attached policy to determine if it is suitable for adoption.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "J. Kabel", is written over the printed name "Jason Kabel".

Jason Kabel

THE TOWN OF FORT FRANCES

Section: Community Services

Policy: Accounts Receivable

Creation Date: May 2019

Revised Date: n/a

Resolution Number: DRAFT

Supersedes Resolution: n/a

Policy Number: 2.XX

1. PURPOSE

The accounts receivable policy and goals of the Corporation of the Town of Fort Frances shall be:

- A. To ensure prompt billing of all accounts receivable in order to maximize cash flow for the Town of Fort Frances; and
- B. To encourage prompt payment by the customers through the application of interest at the rate of 1.25% per month on all accounts receivable outstanding beyond the prescribed due date.

2. BILLING

- A. Accounts receivable billings are to be submitted by departments monthly. If volume warrants, they should be submitted weekly. Billings must be accurate and include full billing name, address and any other information deemed relevant.
- B. Accounts receivable are to be submitted to Town Hall on the first working day of the month following the month of billing.
- C. It is the responsibility of the department submitting an accounts receivable billing to calculate HST.

3. PENALTY

- A. Interest is applied at the rate of 1.25% per month to all accounts not paid within 30 days following the month of billing.
- B. Failed payments will be charged an NSF fee (set annually by Council).
- C. If failed monthly membership payments are not paid by the 30th of the month, the Annual or 6-month membership rate will be recalculated to the 1-month membership rate. Monthly payment plan privileges will not be allowed unless approved by the Division Manager, Treasurer, or designate.
- D. Billings for Day Care services must be paid in full ~ within 15 days of the billing date. Services will be terminated and the child(ren) will lose their position at Day Care if full payment is not received within the confines of this policy.
- E. The Treasurer or designate is authorized to grant a reasonable extension to the due date for Day Care accounts receivable subject to satisfactory arrangements being made by the person billed.

4. APPLICATION OF PAYMENTS

- A. All payments received on account are applied on the following basis:
 - i. First to all interest owing; and
 - ii. Secondly, to the oldest accounts receivable unless the payor specifically designates to which accounts receivable the payment is to be applied.

5. INTEREST WRITE-OFFS

- A. The Treasurer is authorized to write off interest charges on individual accounts in amounts less than or equal to \$25.00.
- B. If an account which is in dispute is subsequently cancelled or reduced in amount, the Treasurer is given full authority to write off the excess interest charges.
- C. All interest charge write-offs except those as noted in 5 (b) above, which exceed \$25.00 must be approved by resolution of Council.

6. NOTICES/COLLECTION PROCEDURE

- A. Monthly accounts receivable notices are mailed out not later than the 20th of the month to all customers with balances outstanding.
- B. All accounts receivable, or balances thereof, not paid within 30 days following the end of the month of billing will be actioned by the Tax/Accounts collector as follows:
 - i. Collection letter will be sent to the debtor.
 - ii. If there is no response within a reasonable length of time (approximately 14 days), a collection letter will be sent to the debtor notifying him of our intent to proceed with the appropriate collection action.
 - iii. Appropriate action is then taken as noted in the collection letter or as allowed under section 7 of this policy.
 - iv. Partial payments received during this collection period are recognized by letter to the debtor acknowledging receipt of partial payment and notification of balance still owing. A sample of this letter is shown in Appendix "C"
- C. Any accounts submitted to a Credit Bureau for collection will have a collection charge of 40% of the balance due added prior to submission. This is to offset the collection agency fee.
- D. Any accounts disputed by the debtor will be forwarded to the appropriate department head for follow up and resolution. The department head will confirm in writing to the Tax Collector, within 14 days of the account being referred by the Tax Collector, the accuracy of the accounts receivable or of any changes to be made to the accounts receivable billing. The Tax Collector will advise the debtor by letter of any adjustment to the account as a result of the review by the department head. Collection action is then proceeded with as needed.

7. PAYMENTS NETTED

- A. In situations where customers who have outstanding accounts receivable which is beyond the due date, and where the Corporation of the Town of Fort Frances has purchased goods or services from these customers, the amount owing to the Town will be deducted from the payment remitted by the Town to them. The Tax Collector is to advise the customer by letter in these instances.
- B. For all Town employees who do not pay their accounts receivable by the due date and who have not made satisfactory arrangements with the Tax Collector, the amount owing will be deducted from their payroll cheque.
- C. All Town employees purchasing materials or receiving services will be required to complete an authorization form.
- D. All aspects of this policy shall be consistently applied even in situations where the account may be under dispute.