

# TOWN OF FORT FRANCES

AGENDA - May 11, 2020

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Conference ID: 562 664 368#

## COMMITTEE OF THE WHOLE MEETING

Held Virtually

(Session No. 041) 5:30 PM

Page

1. **Call to Order**
2. **Non-agenda items identified to be considered later in this meeting, both in-camera and in open meeting.**
3. **Disclosure of pecuniary interest and the general nature thereof.**
4. **Council Reports on Board & Committee Activity:**
  - 4.1 Mayor June Caul - Verbal Update  
Councillor Michael Behan - Verbal Update  
Councillor Wendy Brunetta - Verbal Update  
Councillor Andrew Hallikas - Verbal Update
5. **Consent Agenda:**
  - 5.1 Award of RFP 20-OF-01 - Supply of Columbarium at Fort Frances Cemetery 4 - 11  

- approval of this report will agree with the recommendation of the Operations & Facilities Executive Committee to award RFP 20-OF-01 to Brunet Monuments for the supply of 3 columbaria for Riverview Cemetery at a total price of \$194,977.00 plus applicable taxes, and that a by-law be prepared to authorize the Mayor and Clerk to execute the agreement on behalf of the corporation, and further that Dr. David Croal McKenzie and Herbert Williams be selected the significant people to be memorialized on the other two columbaria.
  - 5.2 Award of Tender T-2020-05 for MHSW Services to Host Household Hazardous Waste Events in Fort Frances 12 - 13  

- approval of this report will agree with the recommendation of the Operations & Facilities Executive Committee to ensure that the Miller Group be designated the Town's 2020 MSHW service provider at an estimated cost of \$29,777.85 (includes HST) in accordance with the tender documents, and further that the Town's MSHW event date is

	Page
scheduled for Saturday September 12, 2020 from 9am to 3pm.	
5.3 Operations and Facilities Operational Plan through July 1 - approval of this report will agree with the recommendation of the Operations & Facilities Executive Committee that the service alterations relating to operational changes in response to COVID-19 pandemic be approved and further that Hammond's be reimbursed their sunk costs for the 2020 flower order and any flowers we purchase for other planting.	14 - 16
5.4 Coverage for Information Technology Support Services - approval of this report will agree with the recommendation of the Administration & Finance Executive Committee to authorize a new trial arrangement of coverage for Information Technology support services between the Fort Frances Public Library Technology Centre and the Town of Fort Frances for the 2020 operating year, subject to approval by the Fort Frances Public Library Board.	17 - 24
5.5 Annual Policy Review: 1) Health and Safety Policy 2) Workplace Harassment Policy 3) Workplace Violence Policy - approval of this report will agree with the recommendation of the Administration & Finance Executive Committee to approve the annual review of these policies.	25 - 38
<b>6. <u>Administration and Finance Division:</u></b>	
6.1 Infection control Policy with COVID-19 procedures - approval of this report will agree to implement the new policy.	39 - 47
<b>7. <u>Operations and Facilities Division:</u></b>	
7.1 Verbal Update on Capital Projects	
<b>8. <u>General:</u></b>	
8.1 COVID-19 Update - Standing Item	
<b>9. <u>Information:</u></b>	
9.1 Operations & Facilities Division - Public Works Area - Operations Statistics - February 2020	48 - 51
9.2 2020 Draft General Fund Summary YTD - April 2019 vs 2020.	52 - 54
9.3 Council Remuneration and Expenses	55 - 58

10. **Non-agenda items:**
11. **ADJOURNMENT**

May 6, 2020

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

**RE: Award of RFP 20-OF-01 – Supply of a Columbarium at Fort Frances Cemetery**

Twice in 2019 the supply of a new columbarium was tendered for installation in the Riverview Cemetery. Early in 2020 the tender was released again and shortly after release, that tender was cancelled and replaced with an RFP as information was received by the Town which led us to believe that inability to secure large structural black granite may have been the cause of no historical bids. With changing to an RFP from Tender would open up the bid options to other types, sizes, styles of columbarium which the Town could then choose which unit to install.

The RFP closed on March 23, 2020 by teleconference with three proposals submitted. The below table outlines the submissions.

<b>Firm</b>	<b>Cost</b>	<b>Warranty</b>	<b>Payment Terms</b>
Nelson Granite	\$41,900 – \$45,025	25 Years	30 days after delivery
Sunset Granite	\$82,740	Lifetime	½ at order, ¼ at shipping, ¼ 15 days after install
Brunet Monuments	\$83,669	Lifetime	1/3 at order, 1/3 prior to shipping, 1/3 30 days after installation

Brunet Monuments and Sunset Granite both proposed a columbarium that would match exactly, the three existing units currently owned by the Town of Fort Frances, built by Rock of Ages. Nelson Granite proposed three versions of their own design columbarium built in house.

The Nelson Granite unit is constructed completely out of granite and has larger niches accessed individually from the outside, however stylistically their unit does not match that of the other units. In addition their unit, being 100% granite, is extremely heavy and to lift it into place would require a very large crane at a very high cost (not included in above costing), or waiting to install until the ground is frozen and a smaller crane could get closer to the final location. The Rock of Ages units outer frame is constructed of solid granite; however, the interior shelving is constructed of Plexiglass or Aluminum. In addition, their niches are smaller and are accessed through a common corridor internal to the columbarium.

The last columbarium purchased by the Town of Fort Frances was back in 2006 at a cost of \$52,448.04 with the current proposed cost increasing by \$31,748.18 since that time. When an inquiry to the substantial increase was posed, Rock of Ages attributed it to a substantial increase in the cost of the large granite slabs required to construct a unit of our size, a large increase in material costs for the plexiglass for the interior shelving and abrasives for the decorative engravings. In addition, the company who did the decorative polished profiling on the base of the existing 3 units is no longer in business therefore there is a sizeable cost to have that work done manually. Rock of Ages is looking into the possibility of using aluminum for the shelving at potentially a reduced cost, Brunet Monuments included aluminum as an option in their submission, when Sunset Granite was asked about the use of aluminum,

the provided a cost of \$73,905.00. This change would result in a savings of \$8,835 and not affect the exterior appearance or functionality of the unit.

Given the layout of the columbaria in the Riverview Cemetery and the proposed location of this new addition, it is the recommendation of Administration that a unit be selected that matches the existing units on site. Once we start developing other areas in the cemetery for columbaria, different styles and sizes can be considered.

At the April 22, 2020 meeting of the Operations and Facilities Executive Committee, this matter was considered, and the committee members requested Administration investigate the cost savings available to procure 3 units of the same style as the original units. The two suppliers that bid the same style as the original unit were asked to provide pricing for three units, delivered, with the aluminum shelving, below is the pricing:

Brunet Monumnets: \$64,999.00 each (\$194,977 total) plus applicable taxes.

Sunset Granite: \$66,270.00 each (\$198,810 total) plus applicable taxes.

The current budget allocation for the purchase of this columbarium is \$97,000.00 including the costs for the foundation and columbaria which results in a budget shortfall of \$163,977.00 based on an estimated cost for the foundation works. The purchase of this columbarium is funded through the Cemetery Care and Maintenance Fund initially with that fund being reimbursed through the sale of the niches. Given the current niche pricing model we use, the costs associated with purchasing this columbarium would be well covered based on the 2020 rates. With the selection of a columbarium, the foundation design can be completed and request for quotations can be sent out to formalize those costs.

Back in April 2019 a report was brought through Council with three significant historical figures for selection of the next figure to be commemorated by the columbarium. With the proposed increase from 1 unit to 3, two additional figures will have to be selected. Attached is the April administration report. It is recommended that these three people be chosen for the columbaria.

It is the recommendation of the Operations and Facilities Executive Committee that

1. RFP 20-OF-01 be awarded to Brunet Monuments of Winnipeg Manitoba for the supply of 3 columbaria for the Riverview Cemetery at a total price of \$194,977.00 plus applicable taxes
2. that a By-Law be prepared to authorize Mayor and Clerk to execute the agreement on behalf of the corporation.
3. that Dr. David Croal McKenzie and Herbert Williams be select the significant people to be memorialized on the other two columbaria.

Respectfully Submitted



Travis Rob, P.Eng  
Manager of Operations and Facilities

**Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that**

- 1. RFP 20-OF-01 be awarded to Brunet Monuments of Winnipeg Manitoba for the supply of 3 columbaria for the Riverview Cemetery at a total price of \$194,977.00 plus applicable taxes.**
- 2. that a By-Law be prepared to authorize Mayor and Clerk to execute the agreement on behalf of the corporation.**
- 3. that Dr. David Croal McKenzie and Herbert Williams be select the significant people to be memorialized on the other two columbaria.**

2020May6 Award of RFP 20-OF-01 New Columbarium.docx

April 22, 2020

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

**RE: Award of RFP 20-OF-01 – Supply of a Columbarium at Fort Frances Cemetery**

Twice in 2019 the supply of a new columbarium was tendered for installation in the Riverview Cemetery. Early in 2020 the tender was released again and shortly after release, that tender was cancelled and replaced with an RFP as information was received by the Town which led us to believe that inability to secure large structural black granite may have been the cause of no historical bids. With changing to an RFP from Tender would open up the bid options to other types, sizes, styles of columbarium which the Town could then choose which unit to install.

The RFP closed on March 23, 2020 by teleconference with three proposals submitted. The below table outlines the submissions.

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Given the layout of the columbaria in the Riverview Cemetery and the proposed location of this new addition, it is the recommendation of Administration that a unit be selected that matches the existing units on site. Once we start developing other areas in the cemetery for columbaria, different styles and sizes can be considered.

The current budget allocation for the purchase of this columbarium is \$97,000.00 including the costs for the foundation and columbaria which results in a budget shortfall of \$9196.22 based on an estimated cost for the foundation works. The purchase of this columbarium is funded through the Cemetery Care and Maintenance Fund initially with that fund being reimbursed through the sale of the niches. Given the current niche pricing model we use, the costs associated with purchasing this columbarium would be covered with the 2020 rates. With the selection of a columbarium, the foundation design can be completed and request for quotations can be sent out to formalize those costs.

It is the recommendation of the Operations and Facilities Executive Committee that RFP 20-OF-01 be awarded to Sunset Granite of Dryden Ontario for a total price of \$73,905.00 plus applicable taxes and further that a By-Law be prepared to authorize Mayor and Clerk to execute the agreement on behalf of the corporation.

Respectfully Submitted



Travis Rob, P.Eng

**Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that RFP 20-OF-01 be awarded to Sunset Granite of Dryden Ontario for a total price of \$73,905.00 plus applicable taxes and further that a By-Law be prepared to authorize Mayor and Clerk to execute the agreement on behalf of the corporation.**

Manager of Operations and Facilities



**Nancy Loutit Calder** was born in 1849 in the Lockport, Manitoba area, the mixed blood daughter of Lowe Loutit, a Scot, and Jane McDougall, a Metis woman (Scot & Cree heritage). She married William Calder at Fort Alexander in 1870 and moved with him and their infant son, Peter, to Lac La Pluie. The trip from Fort Garry (near Winnipeg) was undertaken first by the old Dawson stagecoach trail to the Northwest Angle and then by canoe up Rainy River, the only means of travel at that time.

Arriving in Fort Frances in 1871, she found literally nothing. The only building was the Hudson's Bay trading post and the factor's quarters. These buildings were set in a small clearing overlooking the falls (paper mill offices on Third Street West).

The family spent their summers in Fort Frances, but wintered at Eagle Lake, where William collected furs for the Hudson Bay Company. Most of their eleven children were born in the wilderness, often delivered by William and Nancy themselves. Their home in Fort Frances, a log cabin, was situated behind the Wells Hardware Company (McTaggart's) and is still standing – one of the oldest buildings in our community. They later moved to a larger log cabin near what we know as First Street and Victoria Avenue. Nancy, like her mother-in-law, Maria (Gibson) Calder was a mid-wife and nurse. She brought many children into this world, caring for both babies and their mothers until they were strong enough to resume their arduous duties of pioneer wife and mother. She was also called upon in times of illness during a period when doctors were not readily available. She remained active all her long life, keeping busy with sewing, knitting and making quilts. Well known and revered in the community, she was affectionately referred to in later years as Granny Calder.

Suffering a stroke in her final year, she died on February 14, 1943 at the age of 94. It should be noted that women of that time worked in equal partnership with their husbands whether it was on the farm or in a business. However it was not the custom to recognize their participation. Someone today looking for an obituary of a grandmother (say Jane Smith), may only find a Mrs John Smith or a Mrs George Smith. Women were rarely accorded a write-up that included their birth name. That Nancy Calder is noted so often in our newspapers speaks to her respect in the community.

On a side note, the Calders are credited with being the second family to arrive in Fort Frances and remaining to make it their home. In truth you could say that they are the fathers and mothers of our community as their descendants and those of their siblings (numbering over 2000) make up a significant portion of the population of Fort Frances and district.

In 1876, William's father James was appointed by the Hudson's Bay Company as interpreter to Kettle Falls. The date of his appointment coincides with his son William's appointment to Eagle Lake. James and Maria and their children, soon followed William and Nancy to this area. Daughter Margaret married William McDonald; daughter Maria married Alexander Briere (Bruyere), brother Robert married Marie Jourdain, daughter Mary Jane married George Constantine Allan.

### **Herbert Williams - Fur Trader, Business Man and Community Leader**

The Fort Frances Times of March 7, 1940 reports that Herb Williams, revered old timer, was laid to rest. "Fort Frances, in his passing, lost one of its most colourful characters, pioneer, fur trader, Hudson's Bay Company post factor, business man, benefactor of many who knew him, a willing and capable civic administrator." It was noted he died in "typically characteristic setting – playing chess".

Herbert Williams was born in Plymouth, Devonshire, England on April 30, 1861. Williams came to Northwestern Ontario in 1882, entering the services of the Hudson's Bay Company under chief factor Donald Matheson. He served in Fort Frances for a brief time in 1885, but returned to make a permanent home with his bride Agnes in 1894, assuming the position of chief factor of the post. Williams resigned from the Hudson Bay Company in 1896 to start his own business as the H. Williams and Company Limited. The general store sold groceries, hardware, dry goods, house furnishings, boots and shoes. Williams not only sold retail, but also ran a wholesale business, supplying the camps with provisions. One story relates that an order of 150 cases of tomatoes, 2 1/2 tons of pork and some 30 or 40 sacks of sugar was referred to as a small order.

Williams employed a number of people who later rose to prominence in Fort Frances. Ambitious men like Bruce Lloyd, Alfred Watson, William Elliot, Frank Warner, Henry Cruso and Byron Stuart all worked as clerks behind his counter. Williams assisted them and many others by giving them sound advice and, at times, even financial backing for their projects. Williams continued in business until the 1905 fire that razed his store along with many others. He then retired from the firm re-organizing as Watson and Lloyd. He built the Williams Block on the corner of Front and Church where Watson and Lloyd and the Bank of Commerce operated for a period of time. (Torn down in 1955 to make way for a customs facility.)

Following the 1905 fire, Williams turned his attention to civic matters. In 1906, he was elected to town council, and a year later, became mayor. He proved to be a capable administrator and remained in office until the end of 1910. In 1917-1918 he served as mayor once again. During William's term in office, Fort Frances experienced a construction boom: the paper mill was built and most of the waterworks for the town was laid. During the sewer project when the town's credit ran out, Williams raised the 20,000 dollars on his own personal note to finish the work.

Williams was also responsible for negotiating the favourable electric power rates from the power company. At the time, dam construction was behind schedule, and Mr. Williams, being a good trader, saw the opportunity of getting something substantial in return for agreeing to an extension of time. Williams was also an active member in the Granite Lodge.

**Dr. David Croal McKenzie** was born in 1870 in Durham, Ontario. He came to the Rainy River District in 1897 after graduating from the University of Toronto with a medical degree.

Dr. McKenzie opened a medical centre in Mine Centre — at the time, a bustling mining town.

Shortly after, he moved to Fort Frances where he built the McKenzie Hospital (now an apartment building on Third Street West), the first hospital in the district. McKenzie played an active role in municipal affairs and was mayor of Fort Frances for a number of terms, totalling six years.

During the First World War, Dr. McKenzie was a colonel of the 98th regiment. Later he organized the 141st Bull Moose Battalion, a forestry battalion that recruited experienced loggers and lumbermen to cut the forests of Britain and France to provide the necessary building materials for the trenches. In 1916, as colonel and commanding officer, he took his battalion overseas.

McKenzie was often referred to as the father of the Canadian Legion in Fort Frances, serving as one of its first officers. He and fellow associates made the club rooms available to the community.

McKenzie supported local athletics, and often lent a hand to various sporting organizations such as football, hockey and baseball. An excellent curler, he held an honorary life membership with the Fort Frances Curling Club.

McKenzie was credited with organizing a town band and was prominent in Masonic and Shrine circles.

A close friend and college classmate of Prime Minister McKenzie King, Dr. McKenzie was always a strong supporter of the liberals. Dr. McKenzie passed away on Oct 21, 1939.

May 6, 2020

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

**RE: Award of Tender T-2020-05 for MSHW Services to Host Household Hazardous Waste Events in Fort Frances**

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The Town has tendered with the community of Dryden for a common Municipal Special or Hazardous Waste (MSHW) service provider to host a one-day household hazardous waste drop-off event in each community in 2020. In 2020 the City of Dryden was, responsible for preparing the tender documents and specifications.

The Town's MSHW event day is scheduled for Saturday, September 12, 2020 starting at 9:00 am and ending at 3:00 pm. All citizens living in the Rainy River District will be allowed to drop off household hazardous waste at the Public Works Yard located at 900 Wright Avenue North.

For the tender this year, there was one tender submitted; The Miller Group, out of Winnipeg was the only tender submitted. Below is a breakdown of Miller Environmental tender prices

MSHW Service Provider	Mob/Demobilization	MSHW Recycle Costs	HST	Total Price
Miller Environmental Corporation	\$12,000.00	\$14,352.08	\$3,425.77	\$29,777.85

Each community will authorize The Miller Group to be their 2020 MSHW service provider. The 2020 total estimated cost to the Town of Fort Frances without any reimbursement from Stewardship Ontario is \$26,815.88 (Town's portion of HST included) based on the quantity and type of MSHW materials collected in 2019. The 2020 approved operating budget has a net operating cost of \$7,000 where the total operating expenditure is estimated at \$24,000 and the revenue received is \$17,000. The exact net cost is very dependent on the amount and types of MSHW materials dropped off on the event day.

The Operations & Facilities Executive Committee recommends the following:

- 1) That the Miller Group out of Winnipeg be designated the Town 's 2020 MSHW service provider at an estimated cost of \$29,777.85 (includes HST) in accordance with the tender documents.
- 2) That the Town 's MSHW event day is scheduled on Saturday September 12, 2020 from 9:00 am to 3:00 pm.

Respectfully Submitted



Travis Rob, P.Eng.

**Council approval of this report will ensure:**

- 1) That the Miller Group out of Winnipeg be designated the Town 's 2020 MSHW service provider at an estimated cost of \$29,777.85 (includes HST) in accordance with the tender documents.**
- 2) That the Town 's MSHW event day is scheduled on Saturday September 12, 2020 from 9:00 am to 3:00 pm.**

Manager of Operations and Facilities

2020May4 MHSW Day Tender Award.docx

April 22, 2020

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

### **RE: Operations and Facilities Operational Plan through July 1**

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As the Town of Fort Frances continues to alter their operations to ensure the health and safety of their workers and residents while providing essential services administration has been looking to July 1, 2020 as a planning horizon for what will have to be altered in our operations. Given the seasonal nature of the work undertaken by the Operations and Facilities Division, the following listing outlines the service reductions proposed for the Operations and Facilities Division relating to operational changes brought about from the COVID-19 Pandemic.

#### **Parks and Cemeteries:**

1. Parks Seasonal Employees will be called back to work April 27<sup>th</sup> with work being focused on winter clean up of Town open space, transitioning to grass cutting
2. Parks student labourers recall/new hires have been delayed indefinitely.
3. Park equipment remains closed and inspections will not be conducted. Caution ribbon and signage will continue to be inspected regularly.
4. Point Park Campground is closed to campers and once the ice is off the lake the beach area will be fenced off if still required.
5. Due to the reduced staffing levels and the need to practice social distancing, flowers in the cemeteries will not be planted this year. At this time, no annual care plans have been purchased for the 2020 season.

#### **Public Works/Waterworks**

1. Work will continue on roadways and sidewalks, with a focus on compliance with the Minimum Maintenance Standards.
2. Concrete works will start as weather permits.
3. Grass cutting and sweeping will continue as usual
4. Summer student recall/new hires have been delayed indefinitely.
5. Water operator numbers at the water treatment plant at one time are limited and operators are working in other areas in the system when not at the plant.

#### **Airport**

1. Bearskin Airlines suspended flight operations to the end of June.
2. Nonessential flights are down substantially resulting in a substantial loss in revenue from landing fees, Passenger Facility fees and fuel sales. Transport Canada is compiling revenue losses experienced at Airports across Canada, it is unknown at this time if funding will be released to offset these losses.
3. Staff are on site to maintain airfield to Transport Canada Guidelines, and provide refueling services to essential aircraft.
4. Additional Maintenance activities are being undertaken around the Airport

#### **Facilities**

1. Extensive cleaning and repairs are taking place in closed facilities

2. Regular maintenance activities are continuing in all facilities to ensure continued operations for essential workplaces.
3. Seasonal Facilities attendants laid off due to removal of Ice from MSC.

#### Capital Works

1. All roadway construction projects are considered essential per the Ontario Regulation. All contractors are submitting COVID policies to Town for review prior to starting work.
2. Other Capital Projects are ongoing, or tenders are being prepared.

Once restrictions are starting to be lifted, the O&F crew will work to return facilities to business as usual operations as soon as possible and the crews will continue to maintain all facilities as usual to ensure a quick transition once restrictions are lifted.

With the duration of the social distancing mandates, the impacts to the Operations and Facilities Division are manageable with service level changes being minimal, other than in the Parks and Cemeteries area. The largest service level change that has come of this pandemic is the inability for our Parks Crew to plant and maintain the Cemetery Flowers. Our Cemetery flowers are a staple of our community annually. Given that the Town tenders for annual flowers in the fall of the year, we are committed to purchasing these flowers at a total cost of \$21,946.29 whereby \$21,594.67 including applicable taxes is for the 62,592 Cemetery flowers specifically. These flowers are paid for in one of two ways, either by the purchase of perpetual care for a plot, which entitles the owner to flowers and bed maintenance forever or annual care, where the bed is cared for only for the year purchased. As of right now, we have no annual care purchases. In speaking with the nursery, they are willing to scrap the flowers for this year, other than those required for the limited beds we are looking to plant and are asking to be paid for their sunk costs only. The estimated costs to cover the plantings for this year and the sunk costs for the flowers not being planted are estimated at \$17,727.82 plus applicable taxes.

It is the recommendation of the Operations and Facilities Executive Committee that:

1. The service alterations relating to operational changes in response to the COVID-19 Pandemic be approved.
2. That Hammonds be reimbursed their sunk costs for the 2020 flower order and any flowers we purchase for other planting.

Respectfully Submitted

A handwritten signature in black ink, appearing to read 'Travis Rob', with a stylized flourish at the end.

Travis Rob, P.Eng

**Council approval of this report will agree with the recommendation of the Operations and Facilities Executive Committee that:**

- 1. The service alterations relating to operational changes in response to the COVID-19 Pandemic be approved.**
- 2. That Hammonds be reimbursed their sunk costs for the 2020 flower order and any flowers we purchase for other planting.**

Manager of Operations and Facilities

2020May6 COVID Operational Changes .docx



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**Date:** May 5<sup>th</sup>, 2020

**To:** Administration & Finance Executive Committee

**From:** Jeremy Hughes, Information Technology Manager

**Subject:** Coverage for Information Technology Support Services

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## Purpose

To develop coverage for Information Technology (IT) support services affecting both the *Town of Fort Frances (ToFF)* and the *Fort Frances Public Library Technology Centre (FFPLTC)* when regular staff is unavailable due to scheduled annual vacation or an extended leave of absence.

The attached document describes a mutually beneficial arrangement that will come into effect for the 2020 operating year on a trial basis. This arrangement will be subject to review before adoption in 2021, when it will be amended to the 2012 “Memorandum of Understanding” (MOU) between the *ToFF* and *FFPLTC*.

The attached document defines potentially affected systems, expected types of incidents, required levels of service, and the steps necessary to build the capacity of our available human resources to respond to each identified system and incident type.

## Attachments

Attached is a document titled “Information Technology Support Services” (7 pages). It is recommended that Council approve a new trial arrangement of coverage for IT support services based on the prescriptions detailed in this document.

Approval of this report will authorize a new trial arrangement of coverage for Information Technology support services between the *Fort Frances Public Library Technology Centre* and the *Town of Fort Frances* for the 2020 operating year, subject to approval by the *Fort Frances Public Library Board*.



# Information Technology Support Services

## 1) Purpose

To develop coverage for Information Technology (IT) support services affecting both the *Town of Fort Frances (ToFF)* and the *Fort Frances Public Library Technology Centre (FFPLTC)* when regular staff is unavailable due to scheduled annual vacation or an extended leave of absence.

Achieving comprehensive coverage for IT support services requires an understanding of potentially affected systems, expected types of incidents, and expected levels of service. Steps must be taken to build the capacity of our available human resources to respond to each identified system and incident type.

## 2) Human Resources

There are currently three full-time employees responsible for IT support services at the *ToFF* and *FFPLTC*:

- IT Manager (*ToFF*)
- IT Coordinator (*FFPLTC*)
- Junior IT Specialist (*ToFF*)

Both the IT Manager and Junior IT Specialist are stationed at the Civic Centre, with the IT Coordinator stationed at the *FFPLTC*.

## 3) Systems

Systems are classified as either critical or non-critical depending on their potential impact to business processes. Some systems are common among both the *ToFF* and *FFPLTC*. Some systems are external to *ToFF* operations but fall under the responsibility scope of the IT Manager.

The effective list of systems will be developed over time, external to this document.

## 4) Incidents

Incidents are classified as either critical or non-critical depending on how they affect a specific system.

The effective list of incidents will be developed over time, external to this document.

## 5) Levels of Service

When incidents are responded to:

- Critical incidents typically require an immediate response
- Non-critical incidents typically may be deferred to the next business day

How incidents are responded to:

- Incidents occurring during regularly scheduled work hours are responded to by the IT employee responsible for any affected systems
- Incidents occurring outside of regularly scheduled work hours are responded to by an IT employee on standby

### 5.1) Standby Considerations

The IT Manager is effectively on standby for all *ToFF* systems when they are scheduled to work.

When the IT Manager is not scheduled to work, either the IT Coordinator or the Junior IT Specialist will be placed on standby in order to monitor any critical incidents that may develop.

An IT employee on standby will be compensated with 1 hour for each day of standby duty performed. Such compensation may be taken as time off or as payment in addition to salary.

If an IT employee on standby responds to an incident, they will be compensated at their regular rate in accordance with Management / Non-Union Benefits Policy (3.10 section 9b):

*“Straight time for any hours worked in excess of their regular work-week (35 or 40) up to 44 hours per week. Any hours worked in excess of 44 hours per week will accumulate at the rate of 1.5 times hours worked.”*

Standby compensation will be allocated as a *ToFF* expense. Time spent responding to incidents will be allocated to the organization responsible for the affected service. A minimum duration of 0.5 hours of work must be performed before time spent responding to incidents may be claimed.

### 5.2) Competing Responsibilities

IT employees have competing responsibilities during regularly scheduled working hours that may render them incapable of responding to a critical incident in certain scenarios. In these cases, efforts will be made to secure coverage prior to responding to a critical incident. Coverage may be obtained for the *FFPLTC* from a staff call-in list, or from the Civic Centre through coordination with the *ToFF* CAO.

## 6) Incident Response Duties

IT employees will remain at their regularly scheduled stations unless responding to an incident.

The availability of each employee determines who responds to an incident. There are eight possible scenarios to consider:

IT Manager ( <i>ToFF</i> )	IT Coordinator ( <i>FFPLTC</i> )	Junior IT Specialist ( <i>ToFF</i> )	Outcome
In	In	In	<ul style="list-style-type: none"> <li>Each employee oversees their regular duties.</li> </ul>
In	In	Out	<ul style="list-style-type: none"> <li>The IT Manager assumes the support responsibilities of the Junior IT Specialist.</li> </ul>

IT Manager (ToFF)	IT Coordinator (FFPLTC)	Junior IT Specialist (ToFF)	Outcome
In	Out	In	<ul style="list-style-type: none"> <li>The IT Manager assumes the support responsibilities of the IT Coordinator on a standby basis.</li> <li>Critical incidents involving <i>FFPLTC</i> systems are immediately reported to the <i>FFPLTC</i> CEO by the IT Manager.</li> <li>If the IT Coordinator is reachable, the <i>FFPLTC</i> CEO decides whether to engage the IT Coordinator in the resolution of any critical incident involving <i>FFPLTC</i> systems.</li> <li>Non-critical incidents involving <i>FFPLTC</i> systems may be escalated to the IT Manager by the <i>FFPLTC</i> CEO or deferred at their discretion.</li> <li>Incidents involving <i>FFPLTC</i> systems may be delegated to the Junior IT Specialist by the IT Manager at their discretion.</li> </ul>
In	Out	Out	<ul style="list-style-type: none"> <li>The IT Manager assumes the support responsibilities of the IT Coordinator and Junior IT Specialist on a standby basis.</li> <li>Critical incidents involving <i>FFPLTC</i> systems are immediately reported to the <i>FFPLTC</i> CEO by the IT Manager.</li> <li>If the IT Coordinator is reachable, the <i>FFPLTC</i> CEO decides whether to engage the IT Coordinator in the resolution of any critical incident involving <i>FFPLTC</i> systems.</li> <li>Non-critical incidents involving <i>FFPLTC</i> systems may be escalated to the IT Manager by the <i>FFPLTC</i> CEO or deferred at their discretion.</li> </ul>
Out	In	In	<ul style="list-style-type: none"> <li>The IT Coordinator assumes the support responsibilities of the IT Manager on a standby basis. This is an interim measure until the Junior IT Specialist achieves the operational capacity to fully assume the support responsibilities of the IT Manager on a standby basis.</li> <li>Critical incidents involving <i>ToFF</i> systems are immediately reported to the <i>ToFF</i> CAO by the IT Coordinator.</li> <li>If the IT Manager is reachable, the <i>ToFF</i> CAO decides whether to engage the IT Manager in the resolution of any critical incident involving <i>ToFF</i> systems.</li> <li>Non-critical incidents involving <i>ToFF</i> systems may be delegated to the Junior IT Specialist by the IT Coordinator at their discretion.</li> </ul>

IT Manager (ToFF)	IT Coordinator (FFPLTC)	Junior IT Specialist (ToFF)	Outcome
Out	In	Out	<p><i>This is an extreme case. The IT Manager and Junior IT Specialist will proactively schedule themselves to not be off work on the same regular workday.</i></p> <ul style="list-style-type: none"> <li>• The IT Coordinator assumes the support responsibilities of the IT Manager and Junior IT Specialist on a standby basis.</li> <li>• Critical incidents involving ToFF systems are immediately reported to the ToFF CAO by the IT Coordinator.</li> <li>• If the IT Manager is reachable, the ToFF CAO decides whether to engage the IT Manager in the resolution of any critical incident involving ToFF systems.</li> </ul>
Out	Out	In	<p><i>This is an extreme case. The IT Manager and IT Coordinator will proactively schedule themselves to not be off work on the same regular workday.</i></p> <ul style="list-style-type: none"> <li>• The Junior IT Specialist assumes the support responsibilities of the IT Manager and the IT Coordinator on a standby basis.</li> <li>• Critical incidents involving ToFF systems are immediately reported to the ToFF CAO by the Junior IT Specialist.</li> <li>• If the IT Manager is reachable, the ToFF CAO decides whether to engage the IT Manager in the resolution of any critical incident involving ToFF systems.</li> <li>• Critical incidents involving FFPLTC systems are immediately reported to the FFPLTC CEO by the Junior IT Specialist.</li> <li>• If the IT Coordinator is reachable, the FFPLTC CEO decides whether to engage the IT Coordinator in the resolution of any critical incident involving FFPLTC systems.</li> <li>• Non-critical incidents involving FFPLTC systems may be escalated to the Junior IT Specialist by the FFPLTC CEO or deferred at their discretion.</li> </ul>
Out	Out	Out	<p><i>This is an extreme case. Scenarios where no IT employees are available may occur if a lone scheduled employee is unexpectedly unavailable to work. Possible causes may include: illness, injury, personal matters, etc.</i></p> <ul style="list-style-type: none"> <li>• The ToFF CAO and FFPLTC CEO triage any incidents with their available resources.</li> </ul>



### 6.1) Designates

If the *ToFF* CAO is unavailable, their designate should be reported to instead. If the *FFPLTC* CEO is unavailable, their designate should be reported to instead. Selected designates will be proactively communicated to IT employees.

### 6.2) Scheduling

To achieve operational resiliency and minimize the risk associated with critical incidents, scenarios where more than one IT employee is unavailable should be avoided. IT employees will proactively schedule themselves to not be off work on the same regular workday.

Competing vacation requests may be affected and will be resolved through mutual agreement by the *FFPLTC* CEO, *ToFF* CAO, and IT Manager.

### 6.3) Access

All IT employees will have access to Administration vehicles through coordination with the Deputy Clerk.

## 7) Trial Basis

When officially approved in principle by both parties, the arrangement described in this document will come into effect on a trial basis for the 2020 operating year. This trial arrangement will be reviewed by both parties for any required adjustments prior to the finalization of operating budgets for the 2021 operating year. When officially approved for the 2021 operating year, this arrangement will be amended to the 2012 “Memorandum of Understanding” (MOU) between the *ToFF* and *FFPLTC*.

## Appendix A: Implementation Requirements

### A1) Payroll

- Establish payroll billing codes for the IT Manager and Junior IT Specialist at the *FFPLTC*
- Establish payroll billing codes for the IT Coordinator at the Civic Centre
- Establish expanded responsibility scope compensation in the case of prolonged absences

### A2) Equipment

- Provision a mobile phone for the IT Coordinator, allocated as a monthly *ToFF* expense
- Provision a laptop for the IT Coordinator, attached to the *ToFF* domain
- Develop a process by which emergency purchasing can be achieved when required, given the approval of the *ToFF* CAO in the absence of the IT Manager

### A3) Access

- Define the scope and duration of building access for each employee
  - Produce keys, fobs and codes where required
- Implement scoped service accounts and role-based access control for each system
- Define the scope and duration of system access for each employee
  - Determine whether this access is always-on or toggled off when not required

### A4) Scheduling

- Deploy incident response and networking monitoring software to the IT Coordinator and Junior IT Specialist
- Develop incident duration and call-in tracking procedures
- Develop a work-alone procedure that informs the chain of command when responding to critical incidents

### A5) Documentation

- Develop a list of critical and non-critical systems
  - Survey department heads
  - Determine what systems will be addressed outside of regularly scheduled work hours
- Develop incident response plans for each system
- Develop reference documentation for each facility
- Develop network maps
- Enable robust domain logging and test output
- Update in Active Directory:
  - Active computer and user lists
  - Security groups for software deployments and network resource access

### A6) Support

- Implement a CRM ticketing solution common to both the *ToFF* and *FFPLTC*
- Delegate access to the [support@fortfrances.ca](mailto:support@fortfrances.ca) shared mailbox to the IT Coordinator
- Educate staff about support request procedures

### A7) Training

- Complete heights training for each employee
- Schedule the IT Coordinator to be present at the Civic Centre for 1 morning of training each week until the IT Manager is satisfied with the operational capacity achieved
- Schedule the Junior IT Specialist to be present at the *FFPLTC* for 1 morning of training each week until the IT Coordinator and IT Manager are mutually satisfied with the operational capacity achieved
- Schedule training as required for each site and employee, whenever *ToFF* or *FFPLTC* infrastructure changes take place
- Include site visits to each *ToFF* facility in training sessions

### A8) Approval

- Changes to the support relationship between the *ToFF* and *FFPLTC* will require mutual agreement between both parties

### A9) Implications of Access

- By engaging additional employees with greater access to IT systems, there is an increased scope of liability for the *ToFF*. Employees may gain access to resources, such as: financial software, payroll, human resources data, etc. A policy detailing the interaction with these datasets and privileges may be required to ensure confidentiality and responsibility. These privileges may be mitigated through more granular access schemes, but this will limit the ability of employees to respond to incidents.
- Additional users of network monitoring utilities will require additional software licenses, resulting in additional operating expenditures.
- Additional users may have to be added to external support services lists to facilitate access to third-party support services.

### A10) Future Considerations

- Potential integration of *ToFF* and *FFPLTC* domains
- Potential integration of networks
- Potential homogenization of systems
- Conversely, the potential isolation of networks, email, and telephone services

#### A10.1) Research

- Continue building network contacts with other municipalities
- Continue researching how other organizations approach IT coverage



**Administration & Finance Division**

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**To:** Mayor and Council

**From:** Jordan Forbes, Human Resources Manager

**Date:** May 7, 2020

**Subject:** Annual Policy Review – Health and Safety Policy, Workplace Harassment Policy, Workplace Violence Policy.

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Attached, please find a copy of the following policies:

- 1) Health and Safety Policy
- 2) Workplace Harassment Policy
- 3) Workplace Violence Policy.

These copies are provided in order to undertake a required annual review of them. Given that they have been recently updated, no changes are proposed at the present time.

Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jordan Forbes".

Jordan Forbes  
Human Resources Manager

Council approval of this report agrees to the recommendation of the Administration and Finance Executive Committee to approve the annual review of these policies.

# THE TOWN OF FORT FRANCES

## Section: Health and Safety

## Policy: Health and Safety

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<b>Creation Date:</b>	December 1999
<b>Revised Date:</b>	2001, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2017, 2018, 2019
<b>Review by Date:</b>	April 1, 2020
<b>Resolution Number:</b>	037
<b>Supersedes Resolution Number:</b>	1065
<b>Policy Number:</b>	5.1

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The Corporation of the Town of Fort Frances ("The Town") is vitally interested in the health and safety of our employees, and protecting them from occupational injury and illness is a major continuing objective. The Town will make every effort to provide a safe, healthy work environment as indicated by acceptable industry practices and compliance with legislative requirements. All supervisors and workers must be dedicated to the continuing objective of reducing the risk of injury in the workplace.

The Town, as an employer, is ultimately responsible for worker health and safety and will strive to control any workplace hazards which may result in fires, security losses, damage to property, and occupational injuries and illness. Accidental loss can be controlled through sound management practices in combination with active employee participation and engagement.

Supervisors will be held accountable for the health and safety of workers under their supervision. Supervisors are responsible for ensuring that machinery and equipment are safe, and that workers work in compliance with established safe work practices and procedures. Employees must receive adequate training in their job-specific tasks to protect their health and safety.

Every worker must protect his or her own health and safety by working in compliance with the law and with safe work practices and procedures established by the Town.

It is in the best interest of all parties to consider health and safety in the workplace. Our commitment to occupational health and safety is an integral part of what we do at every level of the organization, from the Mayor and Council to every employee of the Town.

# THE TOWN OF FORT FRANCES

## Section: Health and Safety

### Policy: Workplace Harassment

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<b>Creation Date:</b>	June 2011
<b>Review Date:</b>	2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019
<b>Resolution Number:</b>	050 (consent)
<b>Supersedes Resolution Number:</b>	326 (consent)
<b>Policy Number:</b>	5.34.1

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#### 1. Intent

At the Corporation of the Town of Fort Frances (“the Corporation”), the physical and mental health, safety, security, dignity, and well-being of all our employees is critical.

Employees, and those who are present in our workplace, have a right to a safe workplace. The workplace should be free of harassment. Under no circumstance should employees fear reprisal for voicing a legitimate concern about unacceptable workplace behaviours.

It is the responsibility of the Corporation, including all managers and employees to foster a healthy workplace environment, where dignity and respect are the foundation of all communication and interactions. Simply put, we must treat each other in the way that we would want to be treated.

Harassment, intimidation, and bullying are unacceptable in the workplace, and any such acts may result in disciplinary action, up to, and including termination of employment for just cause.

The Corporation has an obligation to support and assist individuals who are experiencing harassment in the workplace. The Corporation will promptly investigate complaints and take appropriate action if harassment has occurred, and will not discriminate or retaliate against an employee because he or she voices concerns about workplace harassment.

This policy does not limit the reasonable exercise of management functions in the workplace, such as: providing direction, or raising performance concerns.

Harassment differs from normal, mutually acceptable interactions to the extent that it can be offensive, insulting, intimidating, hurtful and malicious. Everyone in the workplace must be dedicated to preventing workplace harassment, as it can create an uncomfortable work environment, which affects the well being of our Employees, and the performance of the organization as a whole. Given its impacts, harassment will not be tolerated.

## 2. Scope

All employees have the right to be treated with dignity and respect. Protection from negative, aggressive, and inappropriate behaviours extends to management, colleagues, subordinates, clients, customers and other business contacts and expands beyond the place of work to off-site and work-related social events.

As such, this policy applies to all employees, management, elected officials, and members of boards and committees, referred to as “staff” and/or “employees”.

The workplace is not confined to the offices and buildings of the Corporation. It also includes washrooms, locker rooms, worksites, vehicles and equipment, and any other location where the business of the Corporation is conducted.

At law, bullying and/or harassment that occurs outside of the workplace but which relates to the workplace may be included in the scope of workplace harassment.

## 3. Definitions

The terms defined below are referred to in this policy as “unacceptable workplace behaviour”:

### Workplace Harassment:

Workplace harassment is defined as a course of vexatious comment or conduct against a worker in a workplace, that is known or ought reasonably to be known to be unwelcome.

### Sexual Harassment:

Any unsolicited, unwelcome, disrespectful, or offensive behaviour that has an underlying sexual connotation and can be typified as:

- Behaviour that is hostile in nature, or intends to degrade an individual based on personal attributes, including: gender, sexual orientation, gender identity, gender expression, or any other relevant protected ground under human rights legislation.
- Sexual solicitation or advance made by a person in a position to confer, grant, or deny a benefit or advancement to the person, where the person making the solicitation or advance knows or ought reasonably to know that it is unwelcome;
- Reprisal or a threat of reprisal for the rejection of a sexual solicitation or advance where the reprisal is made or threatened by a person in a position to confer, grant, or deny a benefit or advancement to the person.
- Unwelcome remarks, jokes, innuendos, propositions, or taunting about a person’s body, attire, sex or sexual orientation, gender expression, or gender identity, or religion;
- Suggestive or offensive remarks;
- Bragging about sexual prowess;
- Offensive jokes or comments of a sexual nature about an employee;
- Unwelcome language related to gender;
- Displaying of pornographic or sexist pictures or materials;
- Leering (suggestive persistent staring);

- Physical contact such as touching, patting, or pinching, with an underlying sexual connotation;
- Sexual assault;
- Any actions that create a hostile, intimidating, or offensive workplace, which may include physical, verbal, written, graphic, or electronic means;

### Bullying:

Bullying includes unwelcome behaviours such as malicious actions and/or omissions toward one or more individuals, which a reasonable person would perceive as unwelcome. These can negatively impact our emotional wellbeing and may cause an individual to feel hurt, embarrassed, incompetent, disrespected, and/or devalued. This can lead to damaging consequences for the victim, the observers, our clients, and the organization.

Unwelcome behaviours may include subtle and/or overt acts of hostility or aggression and may include instances of both omission and/or commission. This may include:

- Gossiping or spreading rumours
- Talking down to others
- Verbally berating others
- Using a harsh tone of voice
- Acting in a way that seems “out to get” others
- Blaming others for things out of their control
- Making or implying threats regarding one’s job security
- Excessive shouting
- Repeated emotional outbursts
- Using overt or subtle intimidation tactics
- Using degrading remarks or tone of voice
- Criticizing or talking down to others in front of a group
- Using condescending and/or demeaning body language
- Social exclusion or ostracism
- Ignoring others or giving “silent treatment”
- Intentionally excluding others from conversations and/or work activities
- Differential treatment (treating some less favorably than others)
- Undermining another’s work by assigning impossible deadlines or workloads
- Excessive monitoring of work or unnecessary micromanagement
- Withholding pertinent work-related information
- Undermining the work of a co-worker or subordinate in an undue manner
- Not providing sufficient information to discharge one’s duties effectively

## **4. General Guidelines**

The Corporation not tolerate harassment in the workplace, and will make ongoing efforts to identify such hazards and take appropriate action through policies and procedures.

Our goal is to foster a friendly, professional, and satisfying working environment for all employees, as per our legal obligations to prevent workplace harassment.

Properly discharged supervisory duties, including disciplinary action, are not harassment. Conduct by a supervisor which does not interfere with the respect for the dignity of employees is not considered harassment.

All employees are encouraged to contact their supervisor, division manager, or human resources with any concerns about workplace harassment. Any concerns will be handled with strict confidentiality.

Employees are required to take the following steps when confronted with harassment in the workplace:

### **1. Asserting Yourself**

If safe to do so, an employee must inform the harasser that his or her behaviour is unwelcome. An individual (although he or she should know better) may not realize that he or she is being offensive. A simple chat may resolve the problem. If the person refuses to co-operate, remind him or her that such behaviour is against Corporation policy.

### **2. Documenting the Facts**

Document your observations, such as when the behaviours started; including dates, times, locations, witnesses, details of what happened, threats made (or implied), your response, and any reprisal.

### **3. Filing a Complaint**

If the harassment continues, or is severe in nature, first report the issue to your supervisor. Where the respondent is your immediate supervisor, you may report the issue to their supervisor and/or Human Resources Manager. Under no circumstances shall anyone identified as a respondent in a complaint participate in conducting the investigation.

#### **4. The Investigation**

The supervisor of each department is responsible for ensuring a workplace free of bullying and harassment.

Upon becoming aware of such issues, the supervisor and/or division manager will inform human resources and will promptly investigate the matter with the support of Human Resources.

The investigation will include interviewing the following: the complainant, the respondent, and any other persons or witnesses who may have relevant information. Union members have the right to have a union representative present for their interview. Information received will be kept in strict confidence and will be documented as part of the record.

#### **5. Resolution of complaint**

If there is evidence of bullying or harassment on a balance of probabilities, it will result in disciplinary action and steps will be taken to prevent any further issues in the workplace. In the interest of privacy, such action will not be communicated to the complainant.

If there is no evidence of bullying or harassment on a balance of probabilities, it will not result in disciplinary action.

When there is evidence of a false allegation being made against a respondent, disciplinary action may be taken against the complainant.

#### **6. Policy Expectations**

##### Management Responsibility:

Management and others in positions of authority are held to a higher standard in ensuring that healthy and appropriate behaviours are being modelled, and that concerns are addressed effectively and in a timely manner. In addition to the expectations of employees listed in this policy, management must:

- Treat everyone in the workplace with dignity and respect
- Maintain a workplace free from and harassment
- Be familiar with the requirements of this policy and relevant procedures
- Take complaints seriously and follow-up appropriately
- Maintain confidentiality to the greatest extent possible
- Be aware of the signs of workplace bullying and/or harassment
- Intervene on behalf of others in the workplace
- Refer victims of harassment to appropriate resources, as required
- Comply and co-operate with the requirements of an investigation
- Provide good examples by treating all employees with courtesy and respect
- Promote awareness of the policy and complaint procedures
- Be aware and observant of the signs of unacceptable behaviours
- Act to resolve inappropriate behaviours before they escalate

- Deal sensitively with employees involved in a complaint
- Explain the procedures to be followed if a complaint of inappropriate behaviour is made
- Ensure that an employee making a complaint is not reprimanded for doing so
- Monitor and follow up the situation after a complaint is made to prevent recurrence

### Employee Responsibility:

Employees are expected to participate in the achieving a work environment that is free of bullying, harassment, incivility, and hostility. Employees are often aware of issues that management may not be, and along with complying with our policy requirements, they must:

- Treat everyone in the workplace with dignity and respect
- Support and contribute to a workplace free of these unacceptable behaviours
- Report in a timely manner these unacceptable behaviours upon witnessing them
- Modify their own behaviour upon becoming aware that it may be unacceptable
- Comply with the requirements of the investigation of unacceptable behaviours
- Understand that unacceptable behaviours will be dealt with through appropriate disciplinary action

## **7. Complaint & Investigative Procedures**

The first step in establishing that an individual's behaviour in the workplace is unacceptable, is to advise them that their behaviour is unwelcome. This may be enough to resolve the issue, but in any case, documenting these interactions is critical; even if the problem appears to have been resolved.

Issues that remain unresolved after informing the individual that their behaviour is unwelcome must be reported to the employee's supervisor, division manager, or to Human Resources in a timely manner.

In some cases, the unwelcome behaviour may be severe in nature, or the individual involved may not feel safe in addressing the behaviour. In these cases, the individual involved may report the issue directly to their supervisor, or if their supervisor is the offending party, then to their division manager, or Human Resources

At law, there is no longer a need for an employee to complete and submit a written complaint form to trigger an employer's duty to enquire. Simply becoming aware of conduct that a reasonable person would perceive as unwelcome may trigger the duty to enquire or investigate.

The investigation process will include:

- A thorough investigation of allegations of unacceptable behaviours
- Documentation from all parties involved in the complaint
- Resolution in a timely manner

Resolution of a concern or complaint may include a variety of outcomes, depending upon the findings of an investigation of a complaint. These will include, but may not be limited to:

- Retraining



- Progressive discipline
- Transfer of employees
- Termination of employment

Any employee or manager seeking to file a complaint should take care to ensure the complaint is confined to and consists of precise details of each incident of such behaviours, including:

- Dates
- Times
- Locations
- Witnesses
- Frequency of occurrence

Within this procedure, the term “complainant” refers to the victim of the alleged unacceptable behaviour, who has raised their concerns with management. A complainant can also refer to another individual, such as a witness or a concerned colleague, who raises a concern on behalf of the victim. In this context, the “Respondent” refers to the person who has been alleged of committing and/or enabling unacceptable behaviours in the workplace.

Unacceptable workplace behaviour must be brought to the attention of management and will be documented accordingly. The respondent of such complaints will be notified in writing by the Corporation that an allegation has been made against them, and of the steps which will follow. Respondents are presumed to be innocent of allegations at this stage.

#### **A. Obligations of Complainant**

1. To clearly inform the respondent that their behaviour is unwelcome
2. Where appropriate, to inform their supervisor, division manager, or Human Resources of their concerns
3. To document dates, times and the names of any witnesses, as well as any attempt to resolve the situation
4. To preserve anything which could be used as evidence to substantiate a complaint or concern
5. To comply with the requirements of the investigation

#### **B. Obligations of Respondent**

1. To preserve anything which could be used as evidence to substantiate a complaint or concern
2. To comply with the requirements of the investigation
3. To not react with hostility or reprisal toward a complainant

#### **C. Obligations of Human Resources**

1. To educate employees and supervisors on unacceptable workplace behaviours
2. To assist, participate in, and lead investigations involving such allegations
3. To inform employees and managers of their legal rights and responsibilities, including the right to representation

4. To take steps to mitigate the risk of harm to employees, and the Corporation, as a result of workplace harassment.

**D. Obligations of Investigator**

1. To investigate a complaint of unacceptable workplace behaviour, which typically begins with the supervisor or the division manager, along with the assistance of Human Resources, and may be led by a third party, such as a lawyer
2. To carry out an impartial investigation, to gather evidence and draw conclusions
3. To provide the respondent a fair opportunity to provide a defense to the allegations
4. To conclude investigations in a timely manner

**E. Obligations of Health and Safety Representative / Joint Health and Safety Committee**

1. To respond to concerns related to unacceptable workplace behaviours
2. To make recommendations regarding policies and procedures to prevent unacceptable workplace behaviours

# THE TOWN OF FORT FRANCES

## Section: Health and Safety

### Policy: Workplace Violence

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<b>Creation Date:</b>	June 2011
<b>Review Date:</b>	2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019
<b>Resolution Number:</b>	050 (consent)
<b>Supersedes Resolution Number:</b>	326 (consent)
 <b>Policy Number:</b>	 5.34

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#### 1. Intent

At the Corporation of the Town of Fort Frances ("the Corporation"), the physical and mental health, safety, security, dignity, and well-being of all our employees is critical.

Employees, and those who are present in our workplace, have a right to a safe workplace. The workplace should be free of violence, and the threat of violence. Under no circumstance should employees fear reprisal for voicing a legitimate concern about workplace violence, or exercising their right to refuse unsafe work due to workplace violence, or the threat of workplace violence.

It is the responsibility of the Corporation, including all managers and employees to foster a healthy workplace environment, where dignity and respect are the foundation of all communication and interactions.

Violence, and intimidation are unacceptable in the workplace, and any such acts may result in disciplinary action, including termination of employment for just cause. Clients, or members of the public who are present in the workplace who engage in such acts will be asked to leave. If required, law enforcement may be contacted for assistance.

The Corporation has an obligation to support and assist individuals who are experiencing violence or threat of violence in the workplace. The Corporation will investigate complaints and take appropriate action to ensure the safety of employees, and others who may be present in the workplace. The Corporation will not discriminate or retaliate against an employee because he or she voices concerns about workplace violence.

#### 2. Scope

All employees have the right to a safe workplace, free from violence, or the threat of violence. Protection from violent, intimidating, and aggressive behaviours extends to management,

colleagues, subordinates, clients, customers and other business contacts who are present in the workplace.

As such, this policy applies to all employees, management, elected officials, and members of boards and committees, referred to as “staff” and/or “employees”.

The workplace is not confined to the offices and buildings of the Corporation. It also includes washrooms, locker rooms, worksites, vehicles and equipment, and any other location where the business of the Corporation is conducted.

### **3. Definitions**

#### Workplace Violence:

Workplace violence is the exercising of (or the attempt to exercise) physical force by a person against a worker, in a workplace, that causes or could cause physical injury. It also includes a statement or behaviour that may reasonably be interpreted as a threat to exercise physical force that could cause injury. This includes, but is not limited to:

- Threats of physical violence
- Intimidation
- Attempted and/or actual acts of violence
- Assault
- Acts of physical aggression
- Deliberate destruction of damage to property
- Violent actions that intimidate one or more individuals

### **4. General Guidelines**

The Corporation not tolerate violence, or the threat of violence in the workplace, and will make ongoing efforts to identify such hazards and take appropriate action through policies and procedures.

Our goal is to ensure a safe working environment for all employees, as per our legal obligations.

### **5. Prevention of Workplace Violence**

The Corporation has taken specific measures to prevent workplace violence. This includes procedures to control the hazard of workplace violence, as identified by workplace violence risk assessments.

#### **A. Workplace Violence Risk Assessment**

The Corporation conducts workplace violence risk assessments to identify and assess the risk of workplace violence specific to each department. The results of these assessments are communicated to the employees in those departments and to their health and safety

representatives (“HSR”), or joint health and safety committees (“JHSC”) in departments with a JHSC. When conducting these assessment, the Corporation considers the following factors:

- Circumstances specific to each workplace
- Circumstances specific to different roles within the organization
- Circumstances that would be common to similar workplaces

The Corporation will notify employees of the risk of violence specific to their work location, job or shift through their supervisors and general training programs. Employees are required to make their supervisors aware of risks that are not yet identified in our risk assessments.

## **B. Individuals with a History of Violence**

By law, The Corporation is obligated to warn employees of the identities and personal details of an individual with histories of violent behaviour where there is a risk of workplace violence being perpetrated by that person. Such information will only be provided where the employees concerned would reasonably be expected to encounter that person while at work, and where the risk of violence is likely to expose those employees to hazards in the workplace.

Confidentiality will be maintained to the greatest extent possible. Information relating to potentially violent individuals will be shared with employees on a need to know basis. Employees are required to maintain confidentiality when they become aware of this information.

## **C. Workplace Violence Awareness Training**

The Corporation requires its employees to take workplace violence awareness training. When management becomes aware of risks specific to your position, work location, or shift; you will be provided with further guidance and instruction.

## **D. Domestic Violence**

The Corporation strives to respect the privacy of our employees and their personal lives. Its management does not intend to intrude on this privacy, but upon becoming aware of the risk of domestic violence affecting the workplace, the Corporation has a legal obligation to intervene in the interests of its workers.

The Corporation will fully support and assist our employees at risk of domestic violence in the workplace. Our zero-tolerance policy for workplace violence includes the risk of violence from current or former spouses/partners. This includes, but is not limited to:

- Actual or threatened physical violence or harm
- Assault (including sexual)
- The risk of homicide
- Stalking
- Threats of harm or actual harm to others, including personal property

The Corporation is obligated to take every precaution necessary to protect the health and safety of a worker regarding domestic violence. This may require us to warn other employees of the

identity and personal details of an individual with a history of domestic violence where there is a risk of violence in the workplace by any such individuals.

Information on potentially violent individuals may include the identities, personal histories, and descriptions of current or former partners of our employees. Confidentiality will be maintained to the greatest extent possible. Information that relates to actual or suspected domestic violence, or violent individuals, must only be divulged to others when required by law or policy.

### **Actions Employees Can Take**

Employees who find themselves in the unfortunate position of being victims of domestic violence and abuse can take actions to protect themselves. You are not alone: help is available. Some the things you can do include:

- Talk to friends and family about your concerns;
- Inform your manager and / or Human Resources;
- Talk to your doctor;
- Contact the Employee Assistance Program or other support help line;
- Preserve evidence of instances of abuse and note dates and times of specific incidents.
- Call the police; and,
- Consider basic personal security measures such obtaining an unlisted telephone number, purchasing an alarm system, or avoiding isolated areas, etc.

### **E. Health and Safety Representative / Joint Health and Safety Committee Obligations**

1. To respond to concerns related to workplace violence, or threat of workplace violence.
2. To review the results of workplace violence risk assessments and make recommendations to management.
3. To make recommendations regarding policies and procedures to prevent workplace violence.
4. To participate in investigations of work refusal due to workplace violence.

Everyone is required to work together to uphold this policy, and to take all reasonable steps required to prevent Workplace Violence.

This Workplace Violence Policy will be reviewed on an annual basis, or more frequently, as required.



## Administration & Finance Division

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**To:** Mayor and Council

**From:** Jordan Forbes, Human Resources Manager

**Date:** May 7, 2020

**Subject:** Infection Control Policy with COVID-19 procedures

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Attached, please find a copy of the proposed new infection control policy. This new policy has been proposed to support compliance with new Ministry of Labour expectations related to precautions to mitigate the risks of contracting and spreading COVID-19.

On April 29, 2020, the Ministry of Labour (MOL) held a virtual compliance inspection with our Public Works Department including our Division Manager of Operations and Facilities, the three Superintendents, and two worker representatives from the JHSC's at the Memorial Sports Centre, and Public Works.

MOL identified a few areas that the Town needed to address related to COVID-19 with engineering controls, administrative controls, as well as others that were to be addressed with use of PPE (e.g. wearing a non-medical mask when not able to physically distance). The operations and facilities division has taken steps to provide the other controls. This policy formalizes direction related to active screening and indicates measures for passive screening which will become more critical as we begin to look to re-open our facilities. The policy will be updated as required to keep our workers and our community safe during this difficult time. The timeframe of this pandemic is unknown, and it may be with us for some time, so it is important to take additional steps to keep our staff safe.

Thank you for your consideration.

Sincerely,

Jordan Forbes  
Human Resources Manager

Council approval of this report agrees to implement the proposed new policy.

# THE TOWN OF FORT FRANCES

## Section: Health and Safety

### Policy: Infection Control

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**Creation Date:** May 2020

**Review Date:**

**Resolution Number:**

**Supersedes Resolution Number:**

**Policy Number:** 5.42

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#### 1. Purpose

To prevent the spread of infection in the workplace.

#### 2. Scope

This policy applies to all employees, management, elected officials, and members of boards and committees, referred to as “staff” and/or “employees”.

The workplace is not confined to the offices and buildings of the Corporation. It also includes worksites, vehicles and equipment, and any other location where the business of the Corporation is conducted.

#### 3. Specific Responsibilities

##### **Managers and supervisors must:**

- Ensure programs and protective measures are in place to reduce the risk of exposure to infectious diseases.
- Develop safe work procedures that address the level of risk encountered.
- Inform workers of the risks associated with the transmission of viruses, the health effects and the procedures to follow to reduce or eliminate the risk.
- Ensure personal protective measures are available to workers to reduce the risk of and/or spread of infection.
- Ensure workers are familiar with the procedures and safe use of disinfectants and other chemicals used in the workplace to prevent and/or control infections.



- Ensure workers take the necessary measures to reduce the risk of infectious diseases including the wearing of appropriate personal protective equipment and using the appropriate chemicals.
- Investigate and file an incident report of any potential exposures reported by a worker.
- Take corrective action to reduce the risk of exposure to infectious diseases, as required or as new information becomes available.
- Ensure workers attend information and education sessions, as required.

**Workers must:**

- Follow safe work procedures to reduce the level of risk.
- Wear the appropriate personal protective equipment including gloves, respiratory protection, clothing, among others, as required for protection.
- Report all potential exposures to their manager/supervisor immediately.
- Apply the knowledge gained in training in the fulfillment of their duties.

**Joint Health and Safety Committee must:**

- Review the selected personal protective measures for workers, as required.
- Make recommendations in the development of safe work procedures.
- Review this policy and related guidelines as required, or at least annually.

## Safety Measures and Procedures specific to COVID-19 (Coronavirus)

COVID-19 is a virus that is spread from person-to-person:

- Between people who are in close contact with one another (within approximately 2 meters or 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.

The virus may be transmitted when it comes into contact with mucous membranes of a person's nose, mouth or eyes. Direct contact may occur from droplet spray expelled by people who are nearby. Indirect contact may occur by touching a surface or object that may be contaminated and then touching one's own mouth, nose or eyes.

COVID-19 is highly contagious and, although symptoms are mild in the majority of cases, some individuals develop severe illness leading to hospitalization and in some cases, death.

All workplace parties have roles and responsibilities to protect workers from hazards in the workplace as set out in the Occupational Health and Safety Act (OHSA) and its regulations, and the applicable directives coming from the Chief Medical Officer of Health.

This procedure outlines the duty of both the employer and the workers in taking every precaution reasonable to protect workers from COVID-19. **It applies to all company work locations.**

### COVID 19 – Roles and Responsibilities

**The Employer** has a duty to take every precaution reasonable in the circumstances to protect the health and safety of workers from infectious disease.

#### **The Employer shall:**

- Make every effort reasonable to ensure workers have been provided with appropriate information and instruction regarding COVID-19.
- Assess if workers are at risk from exposure to infectious disease, such as COVID-19.
- Put in place the measures needed to protect workers from infectious disease, such as COVID-19.
- Provide screening and monitoring measures for COVID-19 symptoms for personnel at all work sites.
- Ensure that surfaces are cleaned and disinfected to prevent the spread of infectious agents through surface contact.
- Increase on-site sanitation at all work places.
- Consider staggering start times, breaks and lunches, the total number of people on-site and where they are assigned to work to increase physical distancing.
- Where feasible, offer opportunities for workers to work from home to maintain physical distancing.

- Provide personal protective equipment appropriate for the task and/or risk of exposure to infectious agents.
- Ensure that individuals who are required to wear a tight fitting N95 respirator must be fit tested to ensure a proper fit.

**Workers** have a duty to take every precaution reasonable to protect themselves and their co-workers from infectious disease.

**Workers shall:**

- Follow personal hygiene guidelines.
- Follow physical distancing guidelines.
- Not report to work if exhibiting any of the symptoms of COVID-19 or are under self-isolation or quarantine.
- Wear a non-medical mask in situations where they are not able to maintain physical distancing.
- Wear any personal protective equipment as directed by the employer.
- Complete a daily health review—following screening and monitoring measures.
- Self-monitor and self-report if they are experiencing any signs of illness.
- Follow social distancing and self-isolation guidelines during off-duty hours.
- Report any hazards regarding COVID-19 in workplaces.

Physical distancing is a key component to avoiding infection. The following steps must be put in place by each **manager or supervisor** on the work sites they are responsible for.

Physical distancing generally means maintaining a distance of at least 2 meters (6 feet) or more between persons at all times. By maintaining physical distancing, people are less likely to be exposed to a respiratory virus as the virus can be spread before symptoms appear (pre-symptomatic) and when the person may have contracted the virus but are exhibiting minimal or no symptoms (asymptomatic).

**The employer and workers shall follow the guidelines identified below:**

- Whenever possible, use telecommunications to give and receive work task instructions and to communicate site status concerns.
- Maintain physical distancing in areas where you may come into contact with outside service providers e.g. site delivery personnel or members of the Public.
- Avoid contact and communications with members of the public. Refer them to the Employer's contact phone numbers for answers to questions they may have
- Limit the amount of time spent on-site.
- If possible, use the same work vehicle on a day to day basis rather than sharing the vehicle with multiple Workers. Vehicles are to be disinfected at the start and end of each shift.
- Supervisors shall make every effort reasonable to limit the total number of people at the workplace and where they are assigned to work.
- Implement a system for virtual and/or telephone consultations when and where possible.

- Non-essential face-to-face appointments should be postponed or converted to virtual appointments.
- Have staff work from home whenever possible.
- Utilize staggered start times, breaks and lunches.
- Restrict visitors and limit workplace entry to only essential personnel.
- Suspend all group activities and gatherings.
- Where feasible, alter the workplace layout of the floor by moving furniture or using visual cues such as tape on the floor to enhance physical distancing.
- Lunchrooms and break rooms must be arranged to follow physical distancing practices.
- Ensure that physical distancing is respected during breaks, lunches and shift changes. Workers who fail to comply with this, and supervisors who fail to enforce this may be subject to disciplinary action.
- Follow specific guidance for health and safety and infection prevention and control practices and measures and procedures established by the employer.
- Refer to the Ministry of Health, Public Health Ontario and the Government of Canada for COVID-19 Guidance.
- In addition to routine cleaning, clean frequently touched surfaces (i.e. steering wheels, door handles, handrails, customer service counters, touch screens, elevator buttons, etc. at a minimum of twice per day. If the surfaces are visibly dirty, they should be cleaned prior to disinfection application.
- Proper donning and doffing of PPE and hand hygiene should be performed.
- Stay home if you are feeling ill. Actively monitor yourself for any symptoms and if you detect symptoms, you should immediately distance yourself from others and go home. If possible, avoiding using public transit to get home. Notify your supervisor so that they are aware of the situation and can also notify others who may have been exposed.

Follow the following precautionary measures while working:

- Limit the amount of face-to-face contact during work activities and practice physical distancing whenever possible.
- Use technology for communication (text messaging and mobile phones rather than in-person conversations).
- Avoid sharing equipment/supplies (i.e. vehicles, tools, equipment, radio, tablets, and electronic devices) where possible. Disinfect regularly if sharing cannot be avoided.
- Limit any casual interactions that normally occur at work.
- Change out of work clothing at the end of each shift and wash them. Do not store your street clothes and work clothing in the same space unless both are clean. Change outdoor work shoes / boots outside of home, and do not allow them inside of the house.
- Consider discussing any underlying medical conditions that might place you at a higher risk for severe illness from COVID-19 with your supervisor or Human Resources.
- Ensure you are taking care of both your mental and physical health during this time.

Practice stringent hand hygiene practices. Health Canada recommends following basic hygiene practices:

- Wash hands frequently
- Thoroughly wash hands with soap and water for at least 20 seconds

- If soap and water are not available, use an alcohol-based hand sanitizer containing at least 70% alcohol
- Avoid touching your eyes, nose and mouth
- Practice respiratory etiquette and sneeze or cough into your sleeve or a tissue and discard it
- Use a clean tissue or your knuckle/elbow to touch light switches, doors, buttons, etc.

## **Work Process Adjustments**

Supervisors should consider the following to reduce risk for the employees under their direction:

- Assigning fewer tasks requiring employees to work closely beside each other will also enable effective physical distancing.
- Where workers can work from home, make every effort to facilitate them doing so.
- Where feasible, rearranging the worksite to ensure proper ventilation in workspaces.
- Where feasible, imposing limits as to the total number of workers allowed on site.
- Limit of one person per vehicle or equipment cab. When not feasible, workers shall wear non-medical masks when not able to physically distance.
- Plan work sites to eliminate “pinch points” such as narrow entry and exit areas, narrow pathways etc.
- Eliminate unnecessary gathering areas.
- Whenever possible, suspend or re-design tasks which require employees to work in close proximity to each other. If it is not possible to suspend work, supervisors must make every effort reasonable to consider the following:
  - Review alternative ways of completing the task.
  - Review ways of completing the task with fewer people.
  - Review ways of completing the task in a shorter time frame.
  - Additional sanitation measures which may be implemented while completing the task.
  - Determine what additional PPE may be required to help protect workers.

## **Screening Measures:**

### **Active Screening Measures:**

Supervisors are responsible to ensure that all employees, excluding those working from home, complete the following screening measures on a daily basis:

- Employees shall answer the questions outlined in the questionnaire provided in Schedule ‘A’ each day prior to starting work.
- If an employee answers yes to any of the screening questions, they shall not report to work.
- If any employee develops any of these symptoms while working, they shall inform their supervisor, and leave work immediately.

### **Passive Screening Measures:**

- A poster shall be posted in a prominent location near to the entrances of all Town of Fort Frances owned buildings where the public attends, or act as a workplace for our employees. The following shall be included on the poster:
  - Employees and visitors must ask themselves the following questions before entering:
    - Do they have any of the symptoms related to COVID-19 (a list will be shown on the poster).
    - Any relevant travel restrictions that are presently in place (e.g. out of country or out of province travel).
    - Have they been exposed to someone with a known or probable case of COVID-19.
- The poster shall contain a notification outlining that anyone who answers yes to any of the above questions will not be allowed to enter. Visitors will be advised to use telecommunications to arrange to conduct business with the Town of Fort Frances. The poster will also provide the number and website for the local health unit to contact if they have further questions.
- The poster shall identify the following:
  - Limitations on number of visitors.
  - Physical distancing requirements.
  - PPE requirements, if any.

### **Enforcement Measures:**

These standards must be adhered to in order to protect employee and community safety.

Supervisors are expected to enforce these measures and report violations to their supervisor, or Human Resources. Employees are expected to report violations of these measures to their supervisor, Division Manager, or Human Resources. Employees who fail to adhere to these standards may be subject to disciplinary action. No reprisal shall be taken against any individual for reporting concerns related to this policy.

Supervisors are to track sick workers and screening documentation for workers under their direction, records shall be kept and be provided to their division manager, or human resources upon request, or as required.

## Schedule “A”



### COVID-19 Employee Screening Questionnaire

Date:	
First and Last Name:	
E-Mail:	
Mobile:	
Telephone:	
1. Have you travelled outside of the province in the last 14 days?	
Yes                      No	
2. Do you currently have any symptoms consistent with COVID-19, including the following symptoms, fever, coughing and difficulty breathing, diarrhea, muscle aches / headaches?	
Yes                      No	
3. Have you been exposed to a person who has a confirmed case or probable case of the COVID-19 infection?	
Yes                      No	
<p>Anyone who answers yes to any of the above questions shall not be permitted access until the person has completed a 14 day self-isolation period with no symptoms manifesting. If an employee has a confirmed case of COVID-19, they will also require a medical certificate confirming that it is safe for them to return to work.</p>	
<p><u>Declaration</u></p> <p>I hereby confirm that the information provided herein is accurate and correct.</p> <p>I will inform my supervisor or manager in writing, as soon possible of any changes to the information on this form.</p>	
<p><b>NOTE: Employees may inform their supervisor verbally if they are not able to provide written notice in a timely way. Telephone, or digital means of communication are preferred in all cases as it is a priority to reduce physical contact, especially for individuals who answer yes to any of the questions above.</b></p>	

**OPERATIONS AND FACILITIES DIVISION - PUBLIC WORKS AREA**  
**OPERATIONS STATISTICS**  
**February 2020**

**STAFFING**

The following table is a breakdown of lost man shifts during the month:

	<b>2019</b>	<b>2020</b>
WSIB	0.00	20.00
WI/LTD	0.00	18.00
SICK DAYS	7.00	13.19
COMPASSIONATE LEAVE	0.00	0.00
FLOATERS	3.00	7.00
VACATION	6.00	15.50
BANKED TIME USED	11.69	5.00
OFF	0.00	0.00
STATUTORY HOLIDAYS	30.00	27.00
<b>TOTAL</b>	<b>57.69</b>	<b>105.69</b>

**OVERTIME HOURS**

Equivalent Straight Time Hours:

	<b>2019</b>	<b>2020</b>	<b>2019</b>	<b>2020</b>
	<b>Feb</b>	<b>Feb</b>	<b>Year To</b>	<b>Year To</b>
			<b>Date</b>	<b>Date</b>
ADMINISTRATION	0.00	0.00	0.00	0.00
TRAVEL	2.50	0.00	6.50	2.50
ENGINEERING	0.00	0.00	0.00	0.00
INTERDEPARTMENTAL	0.00	0.00	12.00	4.00
PRIVATE WORK	0.00	0.00	0.00	0.00
RECYCLE/GARBAGE	3.75	5.50	19.75	11.50
ROADS	279.25	0.75	386.00	214.75
SEWER COLLECTION	21.50	8.00	53.50	37.25
SIDEWALKS	79.50	0.00	99.00	57.00
STORES	0.00	0.00	1.50	30.50
VEHICLE & EQUIPMENT	20.00	24.00	32.00	24.00
WATER TREATMENT PLANT	6.50	23.50	30.50	37.50
WATER DISTRIBUTION	109.75	5.50	152.25	37.75
WATER TOWER	0.00	0.00	0.00	0.00
<b>TOTAL</b>	<b>522.75</b>	<b>67.25</b>	<b>793.00</b>	<b>456.75</b>



## **TRANSPORTATION REPORT**

### **February 2020**

#### **ROADS:**

##### **Storm Water Management – Urban**

- Cleared snow away from catch basins to get water moving in warmer weather

##### **Storm Water Management - Rural:**

##### **Hard Top Maintenance:**

- Levelled utility cuts – twice weekly
- Pothole patching as required

##### **Loose Top Maintenance:**

##### **Roadside Maintenance:**

##### **Winter Control:**

- Plowed all roadways and lanes as required
- Sanded/salted roads as required
- Removed snow from downtown area
- Removed snow from municipal parking lots
- Removed snow from OPP parking lot
- Completed removing snow from boulevards on Second Street East
- Removed snow from boulevards in all school zones
- Removed snow from boulevards on Victoria Avenue from Front Street to CN Tracks
- Removed snow from boulevards on First Street East from Central Avenue to Frenette Avenue
- Removed snow from boulevards on Portage Avenue from Nelson Street to Sixth Street
- Removed snow from boulevards on Gillon Street and Reid Avenue
- Removed snow from Cul-de-sacs
- Removed snow from intersections and lane piles
- Removed snow from Library parking lot
- Removed snow from Memorial Sports Centre parking lot
- Removed snow from boulevards on Central Avenue from Church Street to Third Street
- Pushed up piles at snow dumps daily.

**Traffic Operations:**

- Repaired and replaced signs as required
- Replaced some signs that failed reflectivity testing.

**Regular Maintenance:**

- Garbage pickup - Tuesday and Friday - Downtown and Public Works Shop
- Assisted Engineering with locates and CCTV inspections.
- Assisted with tasks at Civic Centre as required.
- Maintenance checks at the Civic Centre as required
- Repaired deficiencies found in Routine Road Patrols

**Buildings and Grounds:**

- Cleaned Shop as required
- Cleaned vehicles and equipment as required
- Plowed snow in all yards as required.

**Private Work:****Sidewalks – Winter:**

- Cleaned snow and ice from Civic Centre sidewalks and applied ice melt as required.
- Cleaned snow from underpass sidewalk and downtown corners and applied ice melt or sand/salt as required.
- Plowed all sidewalks as required
- Sanded all sidewalks as required

**Sidewalks – Summer:****Vehicles and Equipment:**

- Preventative Maintenance – pre-trip inspections 5:30 – 7:30 am Monday to Friday
- Regular scheduled maintenance of all vehicles and equipment
- Maintenance and repairs, Fire Department, Water Treatment Plant, Memorial Sports Centre, Day Care, Handi-Van, Airport and Civic Centre Vehicles as required

**Public Relations:**

**Sewer and Water:**

- Provided labour and equipment for Water Distribution and Sewer Collection repairs and maintenance.
- Handed out “Water Turn Off Advisories”, “Drinking Water Advisories” and “Lifting of Drinking Water Advisories” when required
- Issued “Delinquent Account Notices” and turned off water for non-compliance as required.

**Interdepartmental:**

- Moved desks and furniture from the Day Care to the Civic Centre several times.

**Recycling:**

- Emptied glass recycling bin as required
- Pushed up piles in recycling building as required
- Loaded Commercial Recycling Bin as required
- Cleaned up recycling yard

**Training:**

**Health & Safety:**

Milt Strachan,  
Superintendent of Transportation

# 2020 DRAFT GENERAL FUND BUDGET

	2019 OPERATING FORECAST	Actual to April 30, 2019	2020 OPERATING FORECAST	Actual to April 30, 2020	2020 Budget vs. Actual Variance	% Variance
<b>CORPORATE:</b>						
<b>REVENUE</b>						
Municipal Levy	(10,902,495)	(5,269,592.25)	(11,378,238)	(5,491,181.72)	5,887,056	-51.74%
School Board Levy	(1,506,290)	(768,372.29)	(1,492,647)	(755,080.35)	737,567	-49.41%
Payments-In-Lieu	(816,367)	(21,731.20)	(830,794)	(21,943.69)	808,850	-97.36%
Contribution From Contingency Reserve Fund	-	-	-	-	0	
Sale of Land/Gain on Sale of Land	-	-	-	(1,500.00)	(1,500)	
Other Grant (In-Lieu of taxation)	-	-	-	-	0	
One Time Assistance Funding	-	-	-	-	0	
Tax Rate Stabilization Reserve Fund Contribution	-	-	-	-	0	
Surplus from Prior Years	-	-	-	-	0	
Ontario Cannabis Legalization Implementation Fund	(14,693)	(21,553.00)	-	-	0	
Modernization Grant Fund	-	-	-	-	0	
OMPF Funding	(3,363,500)	(1,678,184.00)	(3,294,600)	(1,647,300.00)	1,647,300	-50.00%
	<b>(16,603,345)</b>	<b>(7,759,432.74)</b>	<b>(16,996,279)</b>	<b>(7,917,006)</b>	<b>9,079,273</b>	<b>-53.42%</b>
<b>EXPENDITURES</b>						
Election	-	-	-	-	0	
Council	552,621	123,424.58	369,358	61,338.01	(308,020)	-83.39%
Contributions from Capital Fund	-	-	-	-	0	
Contribution to Reserve/Reserve Funds	1,550,917	-	1,802,977	-	(1,802,977)	-100.00%
Uncontrollable Costs	2,408,136	796,463.55	2,406,172	807,948.48	(1,598,224)	-66.42%
Economic Development	168,068	31,606.92	31,808	29,082.12	(2,726)	-8.57%
Travel Information Centre	4,006	1,378.90	19,141	930.03	(18,211)	-95.14%
Solar Panels	(21,499)	431.45	(18,329)	802.69	19,132	-104.38%
School Board Requisition	1,506,290	394,707.96	1,492,647	381,824.90	(1,110,822)	-74.42%
Long Term Debt	397,821	122,308.81	384,028	123,518.36	(260,510)	-67.84%
	<b>6,566,360</b>	<b>1,470,322.17</b>	<b>6,487,802</b>	<b>1,405,445</b>	<b>(5,082,357)</b>	<b>-78.34%</b>
<b>Total Corporate</b>	<b>(10,036,985)</b>	<b>(6,289,110.57)</b>	<b>(10,508,477)</b>	<b>(6,511,561.17)</b>	<b>3,996,916</b>	<b>-38.04%</b>

## 2020 DRAFT GENERAL FUND BUDGET

	2019 OPERATING FORECAST	Actual to April 30, 2019	2020 OPERATING FORECAST	Actual to April 30, 2020	2020 Budget vs. Actual Variance	% Variance
<b>ADMINISTRATION &amp; FINANCE:</b>						
Admin. Revenue	(655,525)	(135,135.60)	(465,325)	(94,898.90)	370,426	-79.61%
Administration Department	495,207	115,068.30	511,597	109,387.33	(402,210)	-78.62%
Clerk's Department	226,779	63,013.00	232,195	65,311.38	(166,884)	-71.87%
Treasury Department	575,921	288,172.08	534,938	261,671.15	(273,267)	-51.08%
FFPC Administration	147,892	41,853.66	-	1,160.05	1,160	
Information Technology	256,071	41,595.13	316,698	85,416.44	(231,282)	-73.03%
<b>Total A &amp; F</b>	<b>1,046,345</b>	<b>414,566.57</b>	<b>1,130,103</b>	<b>428,047</b>	<b>(702,056)</b>	<b>-62.12%</b>
<b>EMERGENCY SERVICES</b>						
Fire Emergency Services	1,053,327	321,665.31	1,100,143	273,453.93	(826,689)	-75.14%
911 Dispatch Services	8,120	11,077.10	11,332	9,667.10	(1,665)	-14.69%
Police Services	2,304,957	789,678.38	2,437,386	623,436.69	(1,813,949)	-74.42%
<b>Total Emergency Services</b>	<b>3,366,404</b>	<b>1,122,420.79</b>	<b>3,548,861</b>	<b>906,558</b>	<b>(2,642,303)</b>	<b>-74.45%</b>
<b>COMMUNITY SERVICES:</b>						
Sister Betty Kennedy Centre	54,132	19,867.05	36,018	1,031.14	(34,987)	-97.14%
Children's Day Care	18,070	9,734.39	7,569	3,187.39	(4,382)	-57.89%
Best Start Hub	-	(20,357.39)	-	-	0	
Day Care Special Needs Resource	-	(14,741.81)	-	61.06	61	
Handi Transit Services	105,049	46,765.01	107,150	(4,229.90)	(111,380)	-103.95%
Townshend Theatre	-	(2,746.04)	-	(1,211.54)	(1,212)	
Recreation Facilities	822,077	262,123.57	970,938	110,643.29	(860,295)	-88.60%
Recreation Programs	154,502	(18,683.92)	117,187	180,901.40	63,714	54.37%
Community Services	141,996	34,264.98	114,000	4,510.65	(109,489)	-96.04%
Sunny Cove Camp	29,765	5,096.11	38,583	9,655.50	(28,928)	-74.97%
Public Library	497,448	174,963.39	521,546	142,307.54	(379,238)	-72.71%
Library Co-op	-	-	-	-	0	
Museum	172,825	64,369.96	210,407	57,468.94	(152,938)	-72.69%
Waterfront (Sorting Gap)	38,703	(4,825.00)	29,490	(11,913.65)	(41,404)	-140.40%
<b>Total Community Services</b>	<b>2,034,567</b>	<b>555,830.30</b>	<b>2,152,888</b>	<b>492,412</b>	<b>(1,660,476)</b>	<b>-77.13%</b>

# 2020 DRAFT GENERAL FUND BUDGET

	2019 OPERATING FORECAST	Actual to April 30, 2019	2020 OPERATING FORECAST	Actual to April 30, 2020	2020 Budget vs. Actual Variance	% Variance
<b>OPERATIONS &amp; FACILITIES</b>						
Public Works	449,193	74,862.63	513,209	258,363.27	(254,846)	-49.66%
Roads	1,523,882	486,343.00	1,498,393	304,989.76	(1,193,403)	-79.65%
Sidewalks	143,123	70,191.74	143,962	40,252.91	(103,709)	-72.04%
Stores Operations	96,805	25,941.36	106,200	24,228.28	(81,972)	-77.19%
Traffic Signal Maint	11,135	3,699.22	10,867	12,502.25	1,635	15.05%
Streetlighting Maint	109,710	19,687.77	116,672	9,173.56	(107,498)	-92.14%
Waste Management Services	-	(71,155.17)	-	34,798.52	34,799	
Airport	101,822	70,144.70	95,547	43,002.08	(52,545)	-54.99%
Parks & Cemeteries Admin	179,668	36,810.78	183,760	28,927.41	(154,833)	-84.26%
Cemeteries	331,851	25,005.95	347,246	15,769.90	(331,476)	-95.46%
Parks	320,341	35,995.35	304,266	35,662.00	(268,604)	-88.28%
<b>Total Operations and Facilities</b>	<b>3,267,530</b>	<b>777,527.33</b>	<b>3,320,122</b>	<b>807,670</b>	<b>(2,512,452)</b>	<b>-75.67%</b>
<b>PLANNING &amp; DEVELOPMENT</b>						
By-Law Enforcement	156,594	39,579.09	157,801	34,438.81	(123,362)	-78.18%
Fight The Blight	-	-	-	-	0	
Building Official Department	(1,481)	6,816.86	22,345	15,349.05	(6,996)	-31.31%
Planning Department	55,223	2,442.58	61,197	14,869.04	(46,328)	-75.70%
Civic Centre	111,804	7,252.49	115,160	11,616.81	(103,543)	-89.91%
<b>Total Planning and Development</b>	<b>322,140</b>	<b>56,091.02</b>	<b>356,503</b>	<b>76,274</b>	<b>(280,229)</b>	<b>-78.61%</b>
<b>SUBTOTAL</b>	<b>0</b>	<b>(3,362,674.56)</b>	<b>-</b>	<b>(3,800,601)</b>	<b>(3,800,601)</b>	



ADMINISTRATION & FINANCE DIVISION  
TREASURY REPORT 2020/32

**TO:** Mayor Caul & Members of Council  
**FROM:** Dawn Galusha, Treasurer  
**DATE:** May 6, 2020  
**SUBJECT:** Council Remuneration and Expenses

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As per the Municipal Act, c. 25, Section 284, S.O. 2001, attached please find an itemized statement of remuneration and expenses paid to each member of Council in respect to services as a member of Council for 2019.

TOWN OF FORT FRANCES  
Council Remuneration & Expenses  
2019

NAME	BASE SALARY	GROSS SALARY	CONFERENCE EXPENSES	TOTAL EXPENSE & REMUNERATION
Caul, June per diems Police Services	27,010.11 1,600.00 1,850.00	30,460.11	4,424.45	34,884.56
Brunetta, Wendy per diems	14,092.57 1,680.00	15,772.57	2,004.27	17,776.84
McTaggart, John per diems Police Services Pay	14,092.57 1,040.00 2,030.00	17,162.57	2,768.62	19,931.19
Halikas, Andrew per diems	15,853.47 1,680.00	17,533.47	4,535.45	22,068.92
Judson, Douglas per diems	14,092.57 1,840.00	15,932.57	3,961.92	19,894.49
Behan, Michael per diems	14,092.57 1,120.00	15,212.57	2,012.47	17,225.04
Wiedenhoeft, Rick per diems	14,092.57 1,520.00	15,612.57	2,422.79	18,035.36
Hamilton, Linda Police Service Pay	925.00	925.00		925.00
Rogozinski, Gary Police Service Pay	462.50	462.50		462.50
<b>Total</b>		<b>129,073.93</b>	<b>22,129.97</b>	<b>151,203.90</b>



TOWN OF FORT FRANCES  
Council Remuneration & Expenses  
2019

2 Expenses - Members of Council  
(The Municipal Act, c. 25, Section 283(2), S.O. 2001)

NAME	DATE	PURPOSE	COST	PER DIEM
Caul, June	Mar 5-7, 2019	AMO Workshop - Training - Thunder Bay	895.18	400.00
	Apr 23-26, 2019	NOMA - Thunder Bay	1,051.29	560.00
	Aug 19-21, 2019	AMO - Ottawa	2,477.98	640.00
		TOTAL	4,424.45	1,600.00
Brunetta, Wendy	Feb 5-6, 2019	NOMA Exec Meeting - Thunder Bay	-	240.00
	Mar 5-7, 2019	AMO Workshop - Training - Thunder Bay	921.18	400.00
	Apr 23-26, 2019	NOMA - Thunder Bay	1,083.09	560.00
	Jul 16-17, 2019	NOMA- Thunder Bay	-	240.00
	Sept 24-25, 2019	NOMA - Thunder Bay	-	240.00
		TOTAL	2,004.27	1,680.00
McTaggart, John	Mar 5-7, 2019	AMO Workshop - Training - Thunder Bay	979.23	400.00
	May 22-25, 2019	OASPB Conference - Windsor, ON	1,789.39	640.00
		TOTAL	2,768.62	1,040.00
Halikas, Andrew	19-Jan-19	RRDMA Annual Meeting - Stratton	40.00	160.00
	Mar 5-7, 2019	AMO Workshop - Training - Thunder Bay	921.18	320.00
	Apr 23-26, 2019	NOMA - Thunder Bay	1,051.29	560.00
	Aug 18-21, 2019	AMO - Ottawa	2,522.98	640.00
		TOTAL	4,535.45	1,680.00
Judson, Douglas	Nov 21-23, 2018	Councillor Training - Fort Frances		400.00
	19-Jan-19	RRDMA- Stratton	40.00	160.00
	Mar 6-7, 2019	AMO Workshop - Training - Thunder Bay	797.78	320.00
	Apr 25-26, 2019	NOMA - Thunder Bay	852.86	320.00
	Aug 18-21, 2019	AMO - Ottawa	2,271.28	640.00
		TOTAL	3,961.92	1,840.00
Behan, Michael	19-Jan-19	RRDMA Annual meeting - Stratton	40.00	160.00
	Mar 5-7, 2019	AMO Workshop - Training - Thunder Bay	921.18	400.00
	Apr 23-26, 2019	NOMA - Thunder Bay	1,051.29	560.00
		TOTAL	2,012.47	1,120.00
Wiedenhoeft, Rick	Nov 21-23, 2018	Councillor Training - Fort Frances		400.00
	19-Jan-19	RRDMA - Stratton	40.00	160.00
	Mar 5-7, 2019	AMO Workshop - Training - Thunder Bay	1,237.90	400.00
	Apr 23-26, 2019	NOMA - Thunder Bay	1,144.89	560.00
		TOTAL	2,422.79	1,520.00



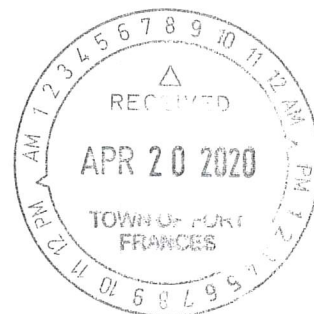
## Rainy River District Social Services Administration Board

450 Scott Street  
Fort Frances, ON  
P9A 1H2

Ph: (807) 274-5349  
Fax: (807) 274-0678  
Toll Free: 1-800-265-5349

• Children's Services • Land Ambulance • Ontario Works • Social Housing

April 8, 2020



Ms. Dawn Galusha  
Town of Fort Frances  
320 Portage Avenue  
Fort Frances, ON P9A 3P9

Dear Dawn,

### RE: 2019 Remuneration of Board Member

Please find below an itemized Statement of Remuneration and Expenses for the board member representing your Municipality on the Rainy River District Social Services Administration Board:

Board Member: **Andrew Hallikas**

Honorarium	\$2,700.00
Per Diem	235.00
Travel & Training	484.80
Mileage	<u>0.00</u>

Total Remuneration \$3,419.80

If you have any questions regarding this statement, please do not hesitate to contact me at 807-274-5349 extension 245 or by e-mail at [leluik@rrdssab.on.ca](mailto:leluik@rrdssab.on.ca).

Sincerely,

Leanne Eluik, CPA, CGA  
Director of Finance & Asset Management

/jp

cc. Board Files