

TOWN OF FORT FRANCES

Community Services Executive Committee

AGENDA - April 5, 2021 10:30 AM

MEETING - Committee Room

Microsoft Teams meeting

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Page

1. **CALL TO ORDER/Roll Call (Session #35)**
2. **APPROVAL OF AGENDA**
3. **DISCLOSURE OF CONFLICT OF INTEREST AND THE GENERAL NATURE THEREOF**
4. **APPROVAL OF PREVIOUS COMMITTEE MINUTES**
 - 4.1 March 15, 2021 minutes 3 - 4
5. **ITEMS REFERRED FROM COUNCIL - None**
6. **NEW BUSINESS**
 - 6.1 Community Services Policy review #2.4 5 - 8
 - 6.2 Community Services Policy review #2.6 9 - 14
 - 6.3 Community Services Policy review #2.7 15 - 19
7. **NON-AGENDA ITEMS**
8. **INFORMATION - None**
9. **IN-CAMERA - None**

10. ADJOURNMENT

TOWN OF FORT FRANCES

MINUTES

SESSION NO. #34

March 15, 2021

The meeting of Community Services Executive Committee of the Town of Fort Frances was held in the Committee Room & Virtual on March 15, 2021 from 10:30 a.m. to 11:09 a.m.

PRESENT: Michael Behan - Chairman, Andrew Hallikas - Councillor, Rick Wiedenhoeft - Councillor, Mayor June Caul (ex-officio), Aaron Bisson, Recreation and Culture Manager

ALSO PRESENT: Melissa Belluz - Administrative Assistant, Rebecca Armit - Lifeguard Supervisor, Randy Thoms - B93.

1 CALL TO ORDER/Roll Call (Session #34) - 10:30

2 APPROVAL OF AGENDA - Approved as amended

3 DISCLOSURE OF CONFLICT OF INTEREST AND THE GENERAL NATURE THEREOF - None

4 APPROVAL OF PREVIOUS COMMITTEE MINUTES

4.1 March 1, 2020 meeting minutes - Approved as amended

5 ITEMS REFERRED FROM COUNCIL - None

6 NEW BUSINESS

6.1 Fort Frances Senior Centre Expansion Grant - Approved as presented

6.2 Memorial Sports Centre Expansion Grant - Approved as presented

6.3 At what age the Town of Fort Frances recognizes a Senior - Approved as presented

6.4 CMOG Grant Application - Item pulled from agenda due to being a report to CMOG and not the application. The application will come through executive in the next couple of months.

6.5 Policy Review - Approved as presented

7 NON-AGENDA ITEMS

8 INFORMATION

8.1 MSC Membership Statistics - accepted as presented

9 IN-CAMERA - None

10 ADJOURNMENT - 11:09

M. Behan, Executive Committee Chair

A. Bisson, Recreational and Culture Manager

April 5, 2021

Report To: Mayor and Council

From: Aaron Bisson, Manager of Recreation and Culture

RE: Community Services Policy Review #2.4

The Community Services Executive Committee is taking a comprehensive review of all of the policies posted on the Towns Website under the Community Services heading in order to ensure all policies are relevant and up to date. This process will happen over a number of meetings depending on various factors including other content of our executive meetings.

The next policy we are looking at **#2.4 Memorial Sports Centre Refund Policy**. The policy mentioned is attached to this report for reference. The Town has a refund/interest/collections policy for the corporation, so it does not make sense to have a separate policy within the Community Services Division.

Recommendation

The Community Services Executive Committee recommends to Mayor and Council to authorize the removal of Policy #2.4 Memorial Sports Centre Refund Policy.

Respectfully Submitted,



Aaron Bisson
Manager of Recreation and Culture

<p>Council approval of this report will agree to the recommendation of the Community Services Executive Committee to remove Policy #2.4 Memorial Sports Centre Refund Policy.</p>
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<i>The Town of Fort Frances</i>	SECTION
MEMORIAL SPORTS CENTRE REFUND	COMMUNITY SERVICES
<u>POLICY</u>	REVISED January, 1991
Resolution No.	Supercedes Resolution No.
Policy Number 2.4	PAGE 1 of 3

1. PURPOSE

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

- A. To ensure prompt billing of all accounts receivable in order to maximize cash flow for the Town of Fort Frances; and
- B. To encourage prompt payment by the customers through the application of interest at the rate of 1¼% per month on all accounts receivable outstanding beyond the prescribed due date.

2. BILLINGS

- A. Accounts receivable billings are to be submitted by departments at least weekly. If volume warrants they should be submitted daily. Billings must be, accurate and include full billing name, address, purchase order number and any other information deemed relevant.
- B. For those departments that bill on a monthly basis for services, accounts receivable are to be submitted on the first working day of the month following the month of billing.
- C. All accounts receivable billings are to be mailed out not later than the 4th working day of the month following the month of billing.
- D. It is the responsibility of the department submitting an accounts receivable billing to calculate GST and record properly.

3. INTEREST

- A. Interest is applied at the rate of 1¼% per month to all accounts not paid within 30 days following the month of billing.
- B. Billings for Day Care services must be paid in full ~ within 15 days of the billing date. Services will be terminated and the child(ren) will lose their position at Day Care if full payment is not received within the confines of this policy.
- C. The Treasurer or designate is authorized to grant a reasonable extension to the due date for Day Care accounts receivable subject to satisfactory arrangements being made by the person billed.

4. APPLICATION OF PAYMENTS

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

5. INTEREST WRITE-OFFS

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

6. NOTICES/COLLECTION PROCEDURE

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

7. PAYMENTS NETTED

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

April 5, 2021

Report To: Mayor and Council

From: Aaron Bisson, Manager of Recreation and Culture

RE: Community Services Policy Review #2.6

The Community Services Executive Committee is taking a comprehensive review of all of the policies posted on the Towns Website under the Community Services heading in order to ensure all policies are relevant and up to date. This process will happen over a number of meetings depending on various factors including other content of our executive meetings.

The next policy we are looking at **#2.6 Access to Recreation and Leisure Policy**. The policy mentioned is attached to this report for reference. This policy remains relevant and the only change to the policy is to move it into the newest format. A copy of the original policy is included in this report for comparison purposes.

Recommendation

The Community Services Executive Committee recommends to Mayor and Council to authorize the update of Policy #2.6 Access to Recreation and Leisure Policy.

Respectfully Submitted,



Aaron Bisson
Manager of Recreation and Culture

<p>Council approval of this report will agree to the recommendation of the Community Services Executive Committee to authorize the update of Policy #2.6 Access to Recreation and Leisure Policy.</p>
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THE TOWN OF FORT FRANCES

Section: Community Services

Policy: Access to Recreation and Leisure

Creation Date:	December 2008
Review Date:	April 2021
Resolution Number:	
Supersedes Resolution Number:	423 (consent)
Policy Number:	2.6

1. Policy Statement

The Town of Fort Frances is dedicated to barrier free sport, recreation programs, leisure programs, and services for its residents.

2. Policy

To overcome barriers, the Town of Fort Frances is committed to action as follows:

1. Ensuring that fair and equitable access to programs, offered by the Town of Fort Frances, is provided, as outlined within the parameters of this policy.
2. To assist Town of Fort Frances residents in overcoming barriers to participation.
3. To assist in the coordination of appropriate support services to aid in recreation and leisure pursuits all town residents.
4. To foster independence and self-reliance in the pursuit of recreation and leisure activities.
5. In partnership with the Kid Sport and/or other agencies to assist in the development of mechanisms which will lead to ensuring fair and equitable access to recreation and leisure programs, services, and facilities for all members of the community.

3. Leisure Education

The Town of Fort Frances will offer information to groups and individuals in the area of sport, recreation and leisure.

4. Programs and Activities

The Town of Fort Frances will offer a wide variety of programs, within the fiscal and physical restraints of the organization, to meet the needs of individuals in the area of sport, recreation and leisure.

5. Advocacy / Consultation / Collaboration

Liaison with other agencies and organizations will be encouraged, i.e., through participation at board meetings, jointly sponsored programs, and utilizing their expertise and resources when needing specific information.

6. Assistance

The Town of Fort Frances is committed to provide assistance to those that meet the criteria as outlined in this policy.

7. CRITERIA AND PROCESS

The individual or family requesting assistance must qualify for the Town of Fort Frances program. Qualification will be determined by the Town of Fort Frances - Community Services Division. The Community Service Executive will determine the type and extent of assistance to be given.

Qualified families will be funded by the Town of Fort Frances as indicated below:

1. Only one program per person per season will be allowed.
Seasons:

Fall	September - December
Winter	January - March
Spring	April - June
Summer	July – August
2. This assistance may include:
 - a) Fee reductions
 - b) Fee waivers
 - c) Cost of materials and equipment
 - d) Support / aid assistance (i.e., transportation, etc.)
3. The total leisure access subsidization will not exceed the Town of Fort Frances recreation and leisure access budget during the fiscal year.
4. Funding for programs not offered by the Town of Fort Frances will be considered on a case-by-case basis.
5. Notwithstanding the above, the applicant is required to follow the regular registration procedure of the Town of Fort Frances, i.e. participation may be restricted due to limited class size, cancelled programs etc.

6. The subsidy will be granted based on a review of the applicant(s) qualifications. It is important to note that this "Registration Form" does not reserve a space in the program for the person being subsidized. Applicants are to register at the same time as other residents.

8. Physical Accessibility

The Town of Fort Frances supports the concept of recreation and leisure access to all facilities and recommends that access be considered when designing and developing parks, playgrounds, facilities, and open space. The use of the universal access symbol in promotion material is encouraged.

9. Volunteer Training and Development

The training of volunteers to deal sensitively and effectively with individuals requiring leisure access is paramount to ensure the success of this policy. The Town of Fort Frances supports intensive volunteer training through workshops, guest speakers at meetings, and by providing information as required.

10. Promotion

The Town of Fort Frances will produce and distribute clear, consistent, accurate information about programs, services and supports that are accessible to people with a variety of needs.

<i>The Town of Fort Frances</i>	SECTION
Access to Recreation and Leisure	COMMUNITY SERVICES
POLICY	NEW: December 2008
Resolution No. 423 (consent) 12/08	Supercedes Resolution No.
Policy Number 2.6	PAGE 1 of 2

POLICY STATEMENT

The Town of Fort Frances is dedicated to barrier free sport, recreation and leisure programs and services for its residents.

POLICY

To overcome barriers, the Town of Fort Frances is committed to action as follows:

1. Ensuring that fair and equitable access to programs, offered by the Town of Fort Frances, is provided, as outlined within the parameters of this policy.
2. To assist Town of Fort Frances residents in overcoming barriers to participation.
3. To assist in the coordination of appropriate support services to aid in recreation and leisure pursuits all town residents
4. To foster independence and self-reliance in the pursuit of recreation and leisure activities.
5. In partnership with the Kid Sport and/or other agencies to assist in the development of mechanisms which will lead to ensuring fair and equitable access to recreation and leisure programs, services and facilities for all members of the community.

LEISURE EDUCATION

The Town of Fort Frances will offer information to groups and individuals in the area of sport, recreation and leisure.

PROGRAMS AND ACTIVITIES

The Town of Fort Frances will offer a wide variety of programs, within the fiscal and physical restraints of the organization, to meet the needs of individuals in the area of sport, recreation and leisure.

ADVOCACY / CONSULTATION / COLLABORATION

Liaison with other agencies and organizations will be encouraged, i.e., through participation at board meetings, jointly sponsored programs, and utilizing their expertise and resources when needing specific information.

ASSISTANCE

The Town of Fort Frances is committed to provide assistance to those that meet the criteria as outlined in this policy.

CRITERIA AND PROCESS

The individual or family requesting assistance must qualify for the Town of Fort Frances program. Qualification will be determined by the Town of Fort Frances - Community Services Division. The Community Service Executive will determine the type and extent of assistance to be given.

Qualified families will be funded by the Town of Fort Frances as indicated below:

1. Only one program per person per season will be allowed.
Seasons:
Fall September - December
Winter January - March
Spring April - June
Summer July – August
2. This assistance may include:
 - a) Fee reductions
 - b) Fee waivers
 - c) Cost of materials and equipment
 - d) Support / aid assistance (i.e., transportation, etc.)
3. The total leisure access subsidization will not exceed the Town of Fort Frances recreation and leisure access budget during the fiscal year.
4. Funding for programs not offered by the Town of Fort Frances will be considered on a case-by-case basis.
5. Notwithstanding the above, the applicant is required to follow the regular registration procedure of the Town of Fort Frances, i.e. participation may be restricted due to limited class size, cancelled programs etc.
6. The subsidy will be granted based on a review of the applicant(s) qualifications. It is important to note that this "Registration Form" does not reserve a space in the program for the person being subsidized. Applicants are to register at the same time as other residents.

PHYSICAL ACCESSIBILITY

The Town of Fort Frances supports the concept of recreation and leisure access to all facilities and recommends that access be considered when designing and developing parks, playgrounds, facilities and open space. The use of the universal access symbol in promotion material is encouraged.

VOLUNTEER TRAINING AND DEVELOPMENT

The training of volunteers to deal sensitively and effectively with individuals requiring leisure access is paramount to ensure the success of this policy. The Town of Fort Frances supports intensive volunteer training through workshops, guest speakers at meetings, and by providing information as required.

PROMOTION

The Town of Fort Frances will produce and distribute clear, consistent, accurate information about programs, services and supports that are accessible to people with a variety of needs.

April 5, 2021

Report To: Mayor and Council

From: Aaron Bisson, Manager of Recreation and Culture

RE: Community Services Policy Review #2.7

The Community Services Executive Committee is taking a comprehensive review of all of the policies posted on the Towns Website under the Community Services heading in order to ensure all policies are relevant and up to date. This process will happen over a number of meetings depending on various factors including other content of our executive meetings.

The next policy we are looking at **#2.7 Vandalism and Willful Damage Policy**. The policy mentioned is attached to this report for reference. This policy remains relevant and the only change to the policy is to move it into the newest format. A copy of the original policy is included in this report for comparison purposes.

Recommendation

The Community Services Executive Committee recommends to Mayor and Council to authorize the update of Policy #2.7 Vandalism and Willful Damage Policy.

Respectfully Submitted,



Aaron Bisson
Manager of Recreation and Culture

Council approval of this report will agree to the recommendation of the Community Services Executive Committee to authorize the update of Policy #2.7 Vandalism and Willful Damage Policy.

THE TOWN OF FORT FRANCES

Section: Community Services

Policy: Vandalism and Willful Damage Policy

Creation Date:	February 2012
Review Date:	April 2021
Resolution Number:	
Supersedes Resolution Number:	474 (consent) 02/13
Policy Number:	2.7

1.0 General Statement

The Town of Fort Frances has made significant investments in facilities, general infrastructure and staff. The town has also experienced an increasing amount of costs due to repairs and replacement due to acts of vandalism, willful damage, accidental damage and normal wear and tear.

2.0 Purpose

This policy will provide a framework for management to take appropriate action to ensure individuals that are misusing, damaging and committing acts of vandalism against municipal property are dealt with in a timely manner that will minimize future unnecessary damage to municipal facilities.

3.0 Procedure

a. Zero tolerance for acts of vandalism and wilful damage

The Police are to be called on any damage that has occurred at a municipal facility where in the staff's opinion the damage has been caused by an act of vandalism or committed wilfully. If the individual is known to the staff this information is to be communicated to the OPP and we are to co-operate with the Police and court system to ensure that the individuals be prosecuted to the fullest extent of the law.

b. Accidental damage

All individuals that have committed damage to municipal facilities that is deemed accidental but not an act of vandalism the individual or organization will be required to make full restitution for repair of the damage.

c. Zero Tolerance for physical violence and threatening behaviour

Physical violence, threatening behaviour and abusive language will not be tolerated and individuals displaying this kind of behaviour will be asked to stop immediately. If behaviour continues they will be asked to leave the facility. The Police are to be called to escort the individuals from the facility/ premises if there is no improvement in deportment.

4.0 Co- operation with community groups

A variety of community groups that use and rent our facilities have adopted ZERO TOLERANCE POLICIES. Town administration will assist where necessary and co-operate with our community partners to ensure the safe, and intended use of our facilities by the public. This could include the restriction of access to municipal facilities or the pursuit of legal action at the request of a community group that has experienced repeated misuse of the facility its users, spectators or any other breaches of behaviour that is deemed inappropriate.

<i>The Town of Fort Frances</i>	SECTION COMMUNITY SERVICES
<u>VANDALISM AND WILFULL DAMAGE</u> <u>POLICY</u>	NEW: February 2012 REVISED:
Resolution No. 474 (consent) 02/13	Supercedes Resolution No.
Policy Number 2.7	PAGE 1 of 2

1.0 General Statement

The Town of Fort Frances has made significant investments in facilities, general infrastructure and staff. The town has also experienced an increasing amount of costs due to repairs and replacement due to acts of vandalism, wilful damage, accidental damage and normal wear and tear.

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