

## **Community Services Executive Committee**

### **AGENDA**

Tuesday, May 20, 2014 – 10:30 a.m.

'52 Canadians Meeting Room – Memorial Sports Centre

1. CALL TO ORDER (Session #59)
2. CALL FOR NON-AGENDA ITEMS
3. DISCLOSURES OF CONFLICT OF INTEREST (& the general nature thereof)
4. APPROVAL OF MINUTES – April 21, 2014
5. ITEMS REFERRED FROM COUNCIL  
NIL
6. NEW BUSINESS
  - a) Telcom Enterprises 2<sup>nd</sup> interim report & invoice
  - b) Sister Kennedy Centre Policies and Procedures
  - c) Townshend Theatre Asset Management – Reserve Fund Request
  - d) Fort Frances Lakers Account
7. NON-AGENDA ITEMS
8. INFORMATION
  - a) Next Meeting Date – Monday, June 2, 2014
9. CLOSE

**Community Services Executive Committee**  
**Minutes of Meeting**

**Date:** Monday, April 21, 2014    **Session No.** 58

This meeting of the Community Services Executive Committee was held in the '52 Canadians Meeting Room at the Memorial Sports Centre.

**Committee Members present:** A. Hallikas – Chair; J. Albanese – Councillor; D. Kitowski – Councillor; R. Avis – Mayor; M. McCaig – CAO; J. Kabel – Division Manager

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**CALL TO ORDER:**

A. Hallikas called the meeting to order at 10:34 am. J. Kabel recorded the minutes of the meeting.

**DISCLOSURES OF CONFLICT OF INTEREST (and general nature thereof):**

NIL

**APPROVAL OF MINUTES:**

Minutes of the April 7, 2014 Community Services Executive Committee meeting were approved as circulated.

**BUSINESS ARISING FROM THE MINUTES:**

NIL

**ITEMS REFERRED FROM COUNCIL:**

NIL

**NEW BUSINESS:**

**OPEN SESSION**

- a) Sister Kennedy Centre Annual Budget & Special Grants request – the committee recommended to Council to endorse the Sister Kennedy Centre annual operating budget request of \$40,000 and special grants request of \$15,000 to the province.
- b) Children's Complex Funding (RRDSSAB) – A recommendation was made to Mayor and Council to authorize the signing of the 2014 Service Provider financial contract with the Rainy River District Social Services Administration Board for the amount of \$802, 324.

**IN-CAMERA SESSION**

- a) Personnel Matter – verbal report – proceed as directed with Mark Nagant, current concessionaire.

**NON-AGENDA ITEMS:**

**IN-CAMERA SESSION (CONTINUED)**

- b) Facility Users – FFAST and CSC – proceed as directed.

**INFORMATION:**

- a) Next Meeting Date – Monday, May 5, 2014.

**CLOSING**

There being no further matters before the Committee at this time, the meeting was closed by A. Hallikas at 11:27 am.

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Chair

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Manager (or Superintendent)/Secretary

## REPORT

**TO:** Mayor Avis and Council

**FROM:** Jason Kabel, Manager of Community Services

**DATE:** May 14, 2014

**RE:** **Telcom Enterprises 2<sup>nd</sup> Interim Report & Invoice**

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### Preamble

Early in 2013 the Community Services Division endeavoured to contract a telecommunications firm to audit telephone and internet services to assess if it was possible to streamline expenses. In August, 2013 the Town of Fort Frances signed an agreement with Telcom Enterprises to perform telecommunication audit services and assist with implementation of recommended service changes in the essence of cost savings.

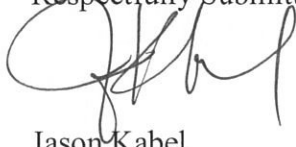
On April 28, the Community Services Division received a 2<sup>nd</sup> interim report and invoice from Telcom Enterprises for services that have been completed and summarized below since our initial report:

	<u>Monthly Savings</u>	<u>Annual Savings</u>
Data Services	\$106.05	\$1,272.60
Mobility Services	\$450.45	\$5,405.40
Fire Hall Lines	\$476.37	\$5,716.44
Off-premise Extensions	\$533.25	\$6,399.00
Signal Channels	\$126.20	\$1,514.40
Pithers Point Park Payphone	\$50.00	\$600.00
Vianet Internet	<u>\$53.90</u>	<u>\$646.80</u>
<b>Total – 2<sup>nd</sup> Report</b>	<b>\$1,796.22</b>	<b>\$21,554.64</b>
 <b>March 6 Audit – 1<sup>st</sup> Report</b>	 <b><u>\$3,265.67</u></b>	 <b><u>\$39,188.04</u></b>
 <b>TOTAL SAVINGS</b>	 <b><u>\$5,061.89</u></b>	 <b><u>\$60,742.68</u></b>

### Recommendation

The Community Services Executive Committee Recommends to Council to endorse the payment of \$16,165.98 to Telcom Enterprises based on 50% of realized telecommunication savings for 18 months as signed in the agreement August 2013.

Respectfully Submitted,

A handwritten signature in black ink, appearing to be 'JK' or similar, written over the text 'Respectfully Submitted,'.

Jason Kabel

**Council approval of this report will** endorse the payment of \$16,165.98 to Telcom Enterprises based on 50% realized savings for 18 months of telecommunication savings as signed in the agreement August 2013.



Converging  
Technologies Solutions

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1391009 Ontario Limited

April 28, 2014

Mr. Jason Kabel, B.Sc., B.Ed.  
Manager of Community Services  
Town of Fort Frances  
320 Portage Ave.,  
Fort Frances ON P9A 3P4  
[jkabel@fort-frances.com](mailto:jkabel@fort-frances.com)

Dear Jason:

I'm sure you are aware, the April 07, 2014 Bell Canada bills continue to outline reductions in the various services you presently no longer require or use. As I mentioned in my interim invoice of March 06, 2014, which detailed savings based on long distance and all but a few local lines savings, Bell Canada had not, at that time, issued orders to remove and or cancel services which resulted in my inability to include them in my March 06, 2014 invoice.

The services which were not invoiced for were as follows:

- 1) Data services
- 2) Mobility services
- 3) some of the Local Voice Line accounts
- 4) Off- premise Extensions changes and cancellations
- 5) Signal Channels for emergency warning system
- 6) Vianet Services internet

I will outline each of the various services below, in detail, so that you will be able to easily audit the savings. I have also attached a post audit financial summary which matches exactly with each respective savings summary.

**Data Services**

As you will recall, Bell Canada had been billing you for one Limited Distance Data Channel (LDDS) to the old library and one to the old public works yard. Both of these circuits have been removed for a monthly savings of **One Hundred six dollars and five cents (\$106.05)** or **One Thousand Two Hundred seventy-two dollars and sixty cents (\$1,272.60)**.

**Mobility Services**

We have now received confirmation that all your wireless devices are being billed correctly. All but one cell phone was converted and upgraded to Tbay Tel's 4G network. Handsets were also replaced.

April 28, 2014  
Mr. Jason Kabel  
Manager of Community Services  
Town of Fort Frances

**Mobility Services (cont...)**

The monthly savings generated totalled **Four Hundred fifty dollars and forty-five cents (\$450.45)** or **Five Thousand Four Hundred five dollars and forty cents (\$5,405.40)**. We also set up a separate wireless account for Fort Frances Power Corporation which is not included in our savings but represents a further savings from the Town of Fort Frances perspective.

**Local Line Accounts**

Based on my review of your March 07, 2014 bills, I discovered Bell Canada had not contracted several lines on a three (3) year term. As well Fire Chief Frank Sheppard, after a discussion, decided to remove three (3) lines that had not been utilized for some time. Bell Canada also disconnected the intercom circuits and associated rental phones that were being billed to the Memorial Sports Centre. These changes have resulted in an additional monthly savings of **Four Hundred seventy-six dollars and thirty-seven cents (\$476.37)** or **Five Thousand Seven Hundred sixteen dollars and forty-four cents (\$5,716.44)**.

**Off-premise Extensions (OPX's)**

When Bell Canada was requested to simply port your main telephone number along with a few Direct in Dial numbers last January 07, 2014 we never expected them to totally remove, from a billing perspective, all of your off-premise extensions that enabled internal communication to the Airport, Museum, Children's Centre, etc. The situation was only resolved after I escalated this situation to Bell's senior management. During the month of March and April they have re-established these services and they are billed on your March and April accounts.

As you know, there were several of these extensions not in service; only the actual working off-premise extensions were re-established. When Bell re-established the circuits there were some that were dramatically reduced in price because the original services were likely billed incorrectly from a mileage viewpoint. In any case, your monthly billing is now correct.

The actual monthly savings total **Five Hundred thirty-three dollars and twenty-five cents (\$533.25)** or **Six Thousand Three Hundred ninety-nine dollars (\$6,399.00) on an annualized basis**. Based on our discussion of March 21, 2014, further monthly savings will be generated next month with the removal of some of these off-premise extensions.

**Signal Channels**

Bell Canada stopped billing for your class A signal channels that are being used to power your emergency warning sirens in the same manner that they ceased billing for your off-premise extensions. They have now re-established the monthly billing for a monthly savings of **One Hundred twenty-six dollars and twenty cents (\$126.20)** or **One Thousand Five Hundred fourteen dollars and forty-cents (\$1,514.40) on an annualized basis**. The monthly savings were generated based on Bell Canada cleaning up the number of circuits they were billing to the Town of Fort Frances as well as, to some degree, their mileage recalculations between sites.

April 28, 2014  
Mr. Jason Kabel  
Manager of Community Services  
Town of Fort Frances

**Pay Phone – Pithers Park**

The pay phone in Pithers Park was disconnected for monthly savings of **fifty dollars (\$50.00)** or **Six Hundred dollars (\$600.00)** on an annualized basis.

**Vianet Services - Internet**

Upon review of the several Vianet bills, I uncovered several services that were not being utilized. Based on these removals, a monthly savings of **fifty-three dollars and ninety cents (\$53.90)** or **Six Hundred forty-six dollars and eighty cents (\$646.80)** was realized on an annualized basis.

Jason, the additional monthly savings outlined in this interim invoice total **One Thousand Seven Hundred ninety-six dollars and twenty-two cents (\$1,796.22)** or **Twenty-one Thousand Five Hundred fifty-four dollars and sixty-four cents (\$21,554.64)** on an annualized basis.

The total annualized savings to date include: Thirty-nine Thousand One Hundred eighty-eight dollars and four cents (\$39,188.04) from our March 06, 2014 audit and when coupled with our April 21, 2014 additional audit of Twenty-one Thousand Five Hundred fifty-four dollars and fifty-four cents (\$21,554.54) total Sixty Thousand Seven Hundred forty-two dollars and fifty-eight cents (\$60,742.58).

As you will recall our projected savings, with your chosen Option C of our proposal, totalled Sixty-five Thousand Nine Hundred thirty-five dollars and eight cents (\$65,935.08) which should total to that level of savings when we complete several of the outstanding items next month.

In summary, I have attached our second interim invoice based on fifty percent (50%) savings of eighteen (18) months for an invoiced amount of **Sixteen Thousand One Hundred sixty-five dollars and ninety-eight cents (\$16,165.98)** plus H.S.T.

Yours truly,



Norm Pollard  
President - Telcom Enterprises



Member: Canadian Telecommunications Consultants Association

cc: Laurie A. Witherspoon CMO, Treasurer, Town of Fort Frances - [lwitherspoon@fort-frances.com](mailto:lwitherspoon@fort-frances.com)  
Beth Angus, Consultant, Telcom Enterprises - [beth@telcomenterprises.com](mailto:beth@telcomenterprises.com)

Attach: Post Audit Financial Summary, April 22, 2014  
Interim Invoice #731, April 25, 2014



## REPORT

**TO:** Mayor Avis and Council

**FROM:** Jason Kabel, Manager of Community Services

**DATE:** May 15, 2014

**RE:** Sister Kennedy Centre Policies and Procedures

In the fall of 2013 the Sister Kennedy Centre board struck an ad-hoc committee to develop policies and procedures that were long past due for the centre. It is comprised of three (3) board members and the Community Services Manager; Irene Laing, George Bell, Shirley Nault, and Jason Kabel. Because there weren't any previous policies in place that guided the direction or decision making of the centre, the committee embarked on the task armed with policies from the Thunder Bay 55 plus centre. The committee used their policies as a guide for the development of the policies attached:

1. Purpose & Operating Values
2. Executive Roles
3. Complaint Policy

These policies have been posted with various amendments on the bulletin board at the Centre since November for the committee to garner feedback from the patrons of the Centre. The committee has received a few suggestions for the policies that it has incorporated in subsequent revisions.

### **Recommendation**

The Community Services Executive Committee recommends to Mayor and Council to support the development of the attached policies for the Sister Kennedy Centre through the policy committee with Sister Kennedy Centre Board approval.

Respectfully Submitted,



Jason Kabel

**Council approval of this report will** support the development of the attached policies for the Sister Kennedy Centre through the policy committee with Sister Kennedy Centre Board approval.

DRAFT

# THE TOWN OF FORT FRANCES

## Section: Sister Betty Kennedy Centre

### Policy: Purpose & Operating Values

**Creation Date:** May 2014

**Resolution Number:**

**Policy Number:**

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The Sister Betty Kennedy Centre is operated by the Town of Fort Frances through the Community Services Division, Sister Kennedy appointed Board, and the volunteer manager of the Centre. The Board for Sister Betty Kennedy Centre consists of five members appointed by Town Council for two year terms. Each member is allowed a maximum of four consecutive terms of two years. At the first meeting of each new Board the Board will elect a Chair, Vice-chair and Secretary. At the inaugural meeting of each new Board the Manager of Community Services will serve as Chair until the new executive is elected. The Town also appoints two Councillors who are voting members. The Manager of Community Services is an ex-officio member and serves as the Board's primary contact with the Town

**Mission Statement:**

*To be the hub for social and recreational activities for seniors in Fort Frances and district.*

**Purpose of the Centre**

Sister Betty Kennedy Centre's aim is to provide a variety of services and activities that meet the interests, concerns and needs specifically identified by older adults (55 years and over) as well as people with disabilities who are under the age of 55. These services and activities are intended to enhance leisure and recreational opportunities, provide fellowship and individual independence. Seniors from the district are encouraged to attend.

**Operating Values**

The Centre places high emphasis on welcoming all participants regardless of race, religion, ethnic origin or ability in an open, non-judgmental manner so that they may pursue the social/recreational/educational activity of their choice.

The Manager and volunteers recognize that an individual's desire to participate ranges from being involved as a participant once a week, to being heavily committed and providing leadership in the operation of the Centre. The Centre will encourage and attempt to involve everyone at their desired level of involvement.

# DRAFT

The Centre seeks to achieve the following outcomes:

- The improved mental and physical health of older adults and ongoing optimal levels of mental and physical ability.
- Assists older adults in the community to gain access to a wide range of recreational, social and health services that may be offered within the Centre and elsewhere in the community.
- Help individuals to gain the skills, knowledge and ability necessary to maintain independence, well-being, self-worth and an increased sense of life satisfaction, interest and enjoyment.
- Enhance opportunity for social interaction and inclusion.

Create an atmosphere of respect and friendship that enables older adults to assume responsibility for their own well-being and the well-being of their peers.



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# THE TOWN OF FORT FRANCES

## Section: Sister Betty Kennedy Centre

### Policy: Executive Roles

**Creation Date:** May 2014

**Resolution Number:**

**Policy Number:**

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#### **Attributes of Board Members:**

Board members should display loyalty, reliability, responsibility, enthusiasm, co-operation and be able to maintain confidentiality. They should possess a combination of knowledge, experience and expertise related to recreation and leisure and should have a demonstrated interest in enhancing the quality of life through recreation services and programs.

#### **Role of the Board Member (including Town Councillors)**

- Attend all scheduled meetings (typically ten per year). Three unexcused meetings could result in replacement of a member. A new appointee would be sought from Council.
- Represent the interests of the community and the Centre's users.
- Bring forward ideas for program and activity expansion
- Participate in centre activities
- Ensure prudent fiscal responsibility
- Provide input to the Manager for operation of the Centre
- Participate in problem solving
- Participate in evaluation of the Manager
- Be an advocate of the Centre
- Convey a positive image of the Centre to the community

#### **Role of the Chair**

In addition to the role of a member the Chair will:

- Organize Board meetings
- Chair Board meetings
- Represent the Centre externally and internally
- Participates in evaluation of the Manager

## **Role of the Secretary**

In addition to the role of a member the Secretary will:

- Record and distribute the minutes of all meetings.
- Prepare correspondence on behalf of the Board.

## **Volunteer Manager's Role**

The Manager is appointed by the Sister Betty Kennedy Board of Management, reports to the Board and is evaluated by them.

- Recruits, organizes and trains volunteers for kitchen and programming
- Orders supplies
- Organizes special events
- Organizes cleaning and maintenance
- Ensures that bills and documentation are brought for payment to the Community Services Manager.
- Ensures that all of the Town's policies are adhered to
- Deals with all correspondence and when necessary refers correspondence to the Board
- Attends Board meetings as a non-voting member
- Liaises with other community groups and district senior centres
- Promotes and advertises the Centre and its programs

## **Quorum**

The quorum for a meeting will be a majority of the Board, four of seven members.

## **Committees**

The Board may set up standing committees which will stay in place for the duration of the term of the Board. It may also elect to set up ad hoc committees which are tasked with a single assignment and whose job is finished when the assignment is finished.

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# THE TOWN OF FORT FRANCES

## Section: Sister Betty Kennedy Centre

### Policy: Complaint Policy

**Creation Date:** May 2014

**Resolution Number:**

**Policy Number:**

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#### **Purpose**

To ensure a fair and timely response to member complaints.

#### **Definition**

Complaints are matters or situations that the Centre can take action to rectify involving:

- A situation involving a hazard to health and safety
- Situations that reflect badly on the Sister Betty Kennedy Centre
- Situations of unnecessary inconvenience to patrons
- The manner in which a situation has been handled

This is distinct from a request for service such as a new program or increase in hours of operation.

#### **Procedures**

All complaints are to be recorded on the attached form which is available from the volunteer staff at the kitchen or from the Volunteer Manager.

The Volunteer Manager shall contact the complainant as soon as possible but in no case later than two business days to receive/or provide additional information.

If the Volunteer Manager is able to find a resolution to the complaint that is satisfactory to both parties the matter may be settled and the information sent to the Board for approval.

If the matter cannot be solved by the Manager the complaint should be forwarded to the Board for further discussion and to find a resolution to the problem. All complaints and their resolution will then be sent to the Manager of Community Services.

Upon resolution of the complaint the completed form will be forwarded to the Town of Fort Frances Customer Service Co-Ordinator at the Civic Centre.

All complaints will be forwarded to the Sister Betty Kennedy Centre Board as an information item at their monthly meeting.



## REPORT

**TO:** Mayor Avis and Council

**FROM:** Jason Kabel, Manager of Community Services

**DATE:** May 15, 2014

**RE:** Townshend Theatre Asset Management – Reserve Fund Request

At the regular meeting of Council on March 24, 2014 Council approved a recommendation from the Community Services Executive Committee to utilize up to \$11,000 of the dedicated Townshend Theatre Reserve Funds for replacement of the sound board, light board, and damaged curtains in the Townshend Theatre.

The costing that came back from the vendors was slightly higher than the original approximations by about \$600. The Community Services Division is requesting to spend the small amount extra to move forward with the purchase.

Current Theatre Reserve	\$83,747
Approved Capital Purchase	\$11,000
Requested Overage	<u>\$600</u>
<b>TOTAL (with approval)</b>	<b>\$72,147</b>

### Recommendation

The Community Services Executive Committee recommends to Mayor and Council to approve an additional \$600 on top of the previously approved \$11,000 from the Townshend Theatre Capital Reserve for capital equipment replacement.

Respectfully Submitted,

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

Jason Kabel

**Council approval of this report will** approve an additional \$600 on top of the previously approved \$11,000 from the Townshend Theatre Capital Reserve for capital equipment replacement.





## Briefing Note

**TO:** Community Services Executive Committee  
**FROM:** Jason Kabel, Manager of Community Services  
**DATE:** May 14, 2014  
**RE:** Fort Frances Lakers Account

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For the entire time that the Fort Frances Lakers have been an entity in Fort Frances they have grown their ice rental account at the Memorial Sports Centre throughout the season up to several thousand dollars outstanding by season's end. The 2013-2014 season was no different. Please see the table below for an aged account summary of the outstanding amounts:

Total	Current	31-60 days	61-90 days	91 over
\$12,501.08	\$2,525.16	\$2,844.04	\$2,758.84	\$4,373.04

The current outstanding amount of \$12,501.08 is higher than we've experienced in recent history; in the Spring of 2013 the outstanding amount was approximately \$8,000 and in 2012 about \$11,000. The past practice has been for the team to generate money through various fundraising efforts in the summer months to make payments on the account. I have confirmation from the Lakers that it is their intention again this year to hold similar events as in past years to bring their financial credit back to a zero balance with the Town.

### Recommendation

None at this time. This briefing note is provided to keep the committee apprised of the state of account.

Respectfully Submitted,

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

Jason Kabel