

TOWN OF FORT FRANCES

AGENDA - June 25, 2018

COMMITTEE OF THE WHOLE MEETING

Committee Room and Council Chambers, Civic Centre

(Session No. 130) 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. **In-Camera:**
 - 4.1 Litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board: Agency One Matters
 - 4.2 A proposed or pending acquisition or disposition of land by the municipality or local board: Portage Avenue North
 - 4.3 A proposed or pending acquisition or disposition of land by the municipality or local board: Property Update
5. **Public Session Resumes in Council Chambers:**
6. **Council Reports on Board & Committee Activity:**
 - 6.1 Mayor Roy Avis - verbal update
Councillor Doug Kitowski - verbal update
Councillor Ken Perry - verbal update
Councillor G. P. Ryan - verbal update
7. **Consent Agenda:**
 - 7.1 Move Handicap Parking Stall in 300 BLK Scott Street (RBC) 4 - 5
- approval of this report will agree to the recommendation of the Planning & Development Executive Committee to authorize that an amendment by-law be prepared for signing by Mayor & Clerk.
 - 7.2 Temporary Traffic Control By-law amendment for Mill Road Overpass Reconstruction 6 - 7
- approval of this report will agree to the recommendation of the Planning & Development Executive Committee to authorize that a by-

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	law be prepared for signing by the Mayor & Clerk.	
7.3	Watten Volunteer Fire Department - approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to approve the Watten Fire Department donation in the amount of \$300.00.	8 - 11
7.4	Memorandum of Understanding - Naloxone Agreement with the Northwestern Health Unit - approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to authorize a Memorandum of Understanding be signed by the Mayor, and that a by-law be prepared accordingly.	12 - 16
7.5	Request for Reconsideration Minutes of Settlement (MOS) re: Various - approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to process the Minutes of Settlement for properties located at 5 Mile Dock Road West (2018); 731 Riverview Drive (2018); 1044 Cornwall Avenue North (2018); 512 Church Street (2018); 1210 Olde Shambles Rd (2018); 1287 Idylwild Drive (2018) as received.	17 - 31
7.6	Amended Property Assessment Notice re: Various Properties - approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to receive the Amended Property Assessment Notices for properties located at 1012 Victoria Avenue (2018); 1167 River Road West (2018); 1008 Walker Avenue (2018); 353 Scott Street (2018); 605 McIrvine Road (2018); 375 Scott Street (2018); 740 Sixth Street West (2018) for the 2018 taxation year as received from MPAC.	32 - 44
7.7	Addition of Modules for Financial Software - approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to add eSend and Virtual City Hall modules, as components of the Microsoft Dynamics GP Diamond financial software with the amount of \$30,690 shall be funded utilizing the Corporate Projects Reserve fund with the annual costs of \$4620 funded through the treasury operating budget.	45 - 56
7.8	Collection (Accounts Receivable, Taxation and Water and Sewer) Policy Update - approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to approve Policy Number 1.9 as presented.	57 - 82

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7.9 Violence and Harassment Policy - Annual Review	83 - 95
- approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to approve the Workplace Violence and Workplace Harassment Policies.	
8. <u>Operations and Facilities Division:</u>	
8.1 Verbal Update on Capital Projects	
8.2 Drinking Water Quality Management System - Management Review	96 -
- approval of this report will agree to the recommendation of Administration that Council review the information and accept the six action items as outlined in the report.	156
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9.4 Town of Fort Frances Water & Sewer Fund (Operating) Summary for the Five Months Ending Thursday, May 31, 2018.	168
9.5 May 2018 - Building Statistics	169 -
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10. <u>Non-agenda items:</u>	
11. <u>ADJOURNMENT</u>	

Date: June 18th, 2018

Report To: Planning & Development Executive Committee.

From: Patrick Briere, By-Law Enforcement Officer

Re: Move a Handicap Parking Stall in the 300 BLK Scott Street (RBC).

The By-Law Enforcement Department received a request from a resident in regards to moving the handicap parking stall currently located in the 300 BLK Scott Street in front of the RBC Bank.

As you will recall Council approved a request in October 2016 from Dialog Inc. & RBC Bank to have their accessible ramp reconstructed in front of their building. The new ramp was constructed in 2017 and meets all of the requirements of the Building Code Act and AODA. With this stated, an issue has been identified by individuals who are accessing the handicap parking stall in its current location. Vehicles which are modified to transport persons with disabilities that have a side ramp installed on their vehicles have found an issue with the amount of sidewalk space from curb to the RBC ramp.

The Planning & Development Executive Committee at its regular meeting held June 18th, 2018 is recommending that Council approve the moving of the Handicap Parking Zone in the 300 BLK Scott Street (RBC) commencing from a point (centreline of Victoria Ave) 99m West of Victoria Avenue, continuing Westerly on Scott Street for a distance of 6.7m and that an appropriate amending By-Law be prepared for signing by Mayor & Clerk.

Therefore we are asking that Mayor & Council approve the recommendations as presented and authorize that an amendment by-law be prepared for signing by Mayor & Clerk.

A map of the current location of the handicap parking stall and proposed new location is attached for your review.

Respectfully submitted,

Original Signed By

Patrick Briere
By-Law Enforcement Officer

Council approval of this report will: approve the recommendations as presented and authorize that an amendment by-law be prepared for signing by Mayor & Clerk.

TOWN OF FORT FRANCES

BY-LAW NO. 21/14 - F

(Being a by-law to amend by-law 21/14, being a by-law for the regulation of traffic on the highways and regulating the use of highways by pedestrians or vehicles within the Municipality. The *Municipal Act, 2001*, S.O. 2001, c. 25 and the *Highway Traffic Act*, R.S.O. 1990, CH.8.)

WHEREAS the Corporation of the Town of Fort Frances is authorized to regulate traffic on the highways and to regulate the use of highways by pedestrians or vehicles within the Municipality,

AND WHEREAS on June 18th, 2018, Council approved a report from the Planning & Development Executive Committee recommending an amendment to the Traffic Control By-law regarding moving a handicap parking stall in the 300 BLK Scott Street (RBC).

NOW THEREFORE the Municipal Council of the Corporation of the Town of Fort Frances **HEREBY ENACTS** as following:

TOWN OF FORT FRANCES

BY-LAW NO. 21/14

HANDICAPPED PARKING ONLY

SCHEDULE “C”

<u>NO.</u>	<u>STREET</u>	<u>SIDE</u>	<u>LOCATION OF PARKING SPOT</u>
13.	Scott St – 300 BLK	South	Commencing from a point 99m (centreline of Victoria Ave) 99m West of Victoria Ave., continuing Westerly on Scott Street for a distance of 6.7m.

READ THREE TIMES and finally passed in open Council this 25th day of June 2018.

R. Avis, Mayor

E. Slomke, Clerk

Date: June 18th, 2018

Report To: Mayor & Council.

From: Patrick Briere, By-Law Enforcement Officer

Re: Temporary Traffic Control By-Law for Mill Road Bridge/Overpass Rehabilitation & 2018 Road Reconstruction, Watermain & Sewer Replacement Project (Contract 18-OF-03).

As you are aware Council has approved the Mill Road Bridge/Overpass Rehabilitation & 2018 Road Reconstruction, Watermain & Sewer Replacement Project (Contract 18-OF-03). This project will be beginning on June 11th, 2018 by Makkinga Contracting.

This report has been written as this department along with the Clerk's Office and Operations & Facilities are responsible for ensuring that a temporary traffic control by-law is implemented for this construction project. This temporary by-law allows enforcement staff to be able to ensure the adequate flow of traffic through the detour and construction areas, throughout the project.

Attached to this report for your reference are a copy of the draft temporary traffic control by-law and map outlining the project.

The Planning & Development Executive Committee at their meeting on June 18th, 2018 is recommending that Council approve the proposed temporary traffic controls and parking restrictions as presented and direct that a by-law be drafted for signing by Mayor and Clerk.

Respectfully submitted,

Original Signed by

Patrick Briere
By-Law Enforcement Officer

<p>Council approval of this report will: approve the recommendations as presented and authorize that a by-law be prepared for signing by Mayor & Clerk.</p>
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 **TEMP. TRAFFIC SIGNALS**

 **TEMP. TRAFFIC SIGNALS**

Legend

 Temp Traffic Signal





**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2018/84**

TO: Mayor Avis & Members of Council
FROM: Dawn Galusha, Deputy Treasurer
DATE: June 19, 2018
SUBJECT: Watten Volunteer Fire Department

BACKGROUND

At the June 11, 2018 Council Meeting, the attached request received from Brian Angus, Watten Fire Department was referred to the Administration & Finance Executive Committee for recommendation with input from Community Services Executive Committee.

The Watten Fire Department, as part of their fundraising campaign, is hosting a fish fry at Sunny Cove on August 24th, 2018. The Fire Department raises funds annually for their operating and maintenance expenses for its fire hall and support fire service vehicles and has requested that the Town consider donating the rental fee Sunny Cove, or lieu of this, a monetary donation. In prior years, being 2013-2017, Council approved a donation of \$300.00 for this event.

As indicated in the attached report, the Community Services Executive Committee recommends that a similar contribution of \$300.00 that has been done in the past to the Watten Volunteer Fire Department.

RECOMMENDATION

The Administration and Finance Executive Committee recommends approval of the Watten Volunteer Fire Department donation request in the amount of \$300.00.

Council Approval of This Report will approve the Administration & Finance Executive Committee recommendation to approve the Watten Volunteer Fire Department donation request in the amount of \$300.00.

Permit Contract

Memorial Sports Centre - Fort Frances

740 Scott Street
 Fort Frances, ON P9A 1H8
 Phone: (807) 274-4561
 FAX: (807) 274-3799
 Email: sports@fort-frances.com

Permit #1675, Approved

Jun 11, 2018 3:51 PM

Brian Angus
 218-36, RR2
 Fort Frances, ON P9A 3M3
 Email: bwangus@bell.net



Customer Type: General Public

Prepared By: Jason Kabel

Customer ID: 2542

Home: (807) 274-6057

Charges	Taxes	Discounts	Total Charges	Deposits	Deposit Taxes	Total Payments	Refunds	Balance
\$583.40	\$75.84	\$0	\$659.24	\$0	\$0	\$0	\$0	\$659.24

▼ RESERVATIONS

Event	Resource	Center	Notes
Watten Fire Department Annual Fish Fry Type: Event Attend/Qty: 199	Kiwanis Sunny Cove Camp	Kiwanis Sunny Cove Camp 960 Hwy 11 Fort Frances, ON P9A 3M3 (807) 274-4561	--
Days Requested	Event Begins	Duration	Event Ends
Day Date			Date Time
Friday Aug 24, 2018	9:00 AM	13 hours	Aug 24, 2018 10:00 PM
Summary	Notes		
Total Number of Dates: 1 Total Time: 13 hours	--		

▼ CHARGES

Description	Event / Resource	Unit Fee	Units	Tax	Charge
SCCamp Meeting Full Day10-160-1614-0430-40774	Watten Fire Department Annual Fish Fry #1675 Kiwanis Sunny Cove Camp	\$583.40	1.00	HST: \$75.84	\$659.24

▼ Payment Schedule for Original Balance of \$659.24

Due Date	Amount Due	Amount Paid	Withdrawal Adjustment	Balance
Aug 24, 2018	\$659.24	\$0	\$0	\$659.24
Current Balance				\$659.24

▼ WAIVERS

Facilities Waiver

Due Date: Aug 24, 2018

General Waiver When Renting All Facilities

I understand that I am responsible for my group and/or parties actions and conduct during my reservation. My current and future reservation requests may be cancelled if the following should occur: Fighting; Unseemly conduct; Health Violations (spitting, smoking, etc.) abuse of staff or property. Full payment is required at the time of the booking. I must provide at least two weeks notice of cancellation of my booking. If cancelled prior to two weeks I will receive a refund minus 10% of total. After the two week deadline a refund will NOT be issued. Regular contract users will not be subject to the 10% surcharge. Contract changes/cancellations will only be accepted from the individual originally booking the facility(s). My group will assume responsibility for providing adequate supervision, facility cleanliness and general order while using the facility. Damage and/or destruction of the above named properties will result in repair and/or replacement fees billed directly to me. In all circumstances, the Town of Fort Frances retains full authority for final approval and denial of facility reservation request.

Signature: _____

TOFF Alcohol Policy

Due Date: Aug 24, 2018

I have read and agree to abide by the terms and conditions of the Town of Fort Frances Alcohol Policy.

TOFF Alcohol Policy

Signature: _____

TOFF Smoking Policy

Due Date: Aug 24, 2018

I have read and agree to abide by the terms and conditions of the Town of Fort Frances Smoking Policy.

TOFF Smoking Policy

Signature: _____

TOFF Facility Rental Policy

Due Date: Aug 24, 2018

I have read and agree to abide by the terms and conditions of the Town of Fort Frances Facility Rental Policy.

TOFF Facility Rental Policy

Signature: _____



June 1, 2018
Mayor and Council
Town of Fort Frances

RE: Sunny Cove Camp

As part of its fundraising campaign again this year, the Watten Volunteer Fire Department will be hosting a fish fry at Sunny Cove Camp. The fish fry is scheduled for August 24th.

The Watten Fire Department must raise funds every year to cover operating and maintenance expenses for its fire hall and support fire services vehicle. As part of this campaign we are respectfully requesting the town donate the rental fee for Sunny Cove, or in lieu of this, a monetary donation. In past years the Town of Fort Frances has donated \$300.00 to the Watten Fire Department, and this support has been sincerely appreciated.

If you would like further information about the activities of our organization or this request please contact Chad Buist at 274-9000 or Brian Angus at 274-6057.

We appreciate your consideration and assistance.

Thank you.

Brian Angus
Administrative Board, Watten Fire Department

To: Mayor & Council

From: Tyler Moffitt, Fire Chief/CEMC

Date: June 19, 2018

Subject: Memorandum of Understanding - Naloxone Agreement with the Northwestern Health Unit

Background

Our Fire & Rescue Service undertakes and provides medical 1st response and tiered response services (paramedic assist) in the Town of Fort Frances.

As well, our staff has responded to opioid-related incidents in the past, as well as there is the potential for opioids to be present during fire suppression and motor vehicle crash responses.

As an employer, the Town of Fort Frances shall ensure to: *take every precaution reasonable in the circumstances for the protection of a worker [clause 25(2)(h)].*

As a supervisor, I shall ensure to: *take every precaution reasonable in the circumstances for the protection of workers [clause 27(2)(c)].*

Therefore, for the protection of all members of the Fort Frances Fire & Service, as well as in the interest of harm reduction with the common goal of reducing the number of opioid related deaths in the Town of Fort Frances ... I strongly recommend signing a **Memorandum of Understanding (MOU) – Naloxone Agreement with the Northwestern Health Unit.**

Naloxone is a **Schedule II drug**, meaning Naloxone is **not** a prescription drug and is meant to be used in emergency situations, similar to giving CPR, using an AED, or Epi-Pen.

As well, Naloxone is specifically approved in Canada for layperson/bystander administration in an opioid-related emergency.

Please see the following two attachments, which are the MEMORANDUM OF UNDERSTANDING Between the Northwestern Health Unit & the Fort Frances Fire & Rescue Service, which will need to be signed after approval by Mayor and Council, as well a letter from Gillian Lunny, Manager, Sexual Health & Harm Reduction of the Northwestern Health Unit.

The Administration & Finance Executive Committee recommends that Council approve the report as presented and authorize that a MEMORANDUM OF UNDERSTANDING be signed by the Mayor, and that a by-law be prepared for signing by the Mayor and Clerk.

Respectfully submitted,



Tyler Moffitt
Fire Chief/CEMC
Fort Frances Fire & Rescue Service

Council approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to approve this report as presented and authorize that a MEMORANDUM OF UNDERSTANDING be signed by the Mayor, and that a by-law be prepared for signing by the Mayor and Clerk.

DRAFT**MEMORANDUM OF UNDERSTANDING**

Between

Northwestern Health Unit

&

The Corporation of the Town of Fort Frances

(Operating as the Fort Frances Fire & Rescue Service)

PURPOSE

1. The purpose of this Memorandum of Understanding (MOU) is to outline the ongoing and supportive arrangements between the Northwestern Health Unit (“NWHU”) and the Corporation of the Town of Fort Frances (hereinafter collectively referred to as “the Parties”) that will build a working relationship in relation to the provision of supplies and harm reduction services with the common goal of reducing the number of opioid related deaths in the NWHU catchment area.

RESOURCE REQUIREMENTS

The Corporation of the Town of Fort Frances Staff shall:

- a. Ensure organizational policies/procedures related to Naloxone emergency administration and Naloxone storage.
- b. Ensure opioid overdose/naloxone training is provided at least annually to staff.
- c. Report the number of kits used on a monthly basis by contacting the Northwestern Health Unit at 807-274-9371. These statistics are important for monitoring trends in supply, service planning, and organizational funding. The statistics are available to partnering organizations once compiled annually.
- d. Provide at least two weeks’ notice for replacement supplies. This is necessary to ensure availability.
- e. Refer clients to the Harm Reduction Program as appropriate.

The NWHU’s Harm Reduction Staff shall:

- f. Provide staff training on opioid overdose/naloxone initially and annually as needed.
- g. Provide Naloxone refills and supplies directly to the Fort Frances Fire & Rescue Service.
- h. Provide and update, when appropriate, changes to the Harm Reduction Best Practice Guidelines and/or Ontario Harm Reduction Distribution Program.
- i. Provide all required supplies as indicated below upon the Fort Frances Fire & Rescue Service main contact calling in an order for refills.

Type of Supply	Amounts Typically Supplied
▪ Naloxone Kits	As needed
▪ Naloxone Refills	As needed

INFORMATION SHARING AND DISCLOSURE

The Corporation of the Town of Fort Frances and NWHU's Harm Reduction Program agree to uphold information sharing practices that comply with the Personal Health Information Protection Act.

Northwestern Health Unit agrees that all program staff or alternate will sign appropriate confidentiality forms.

CONFLICT RESOLUTION

To the extent possible conflict resolution will occur at the front line level, with Management input as required. If the issue cannot be resolved the Chief Executive Officer of Northwestern Health Unit and the Fire Chief/CEMC of Fort Frances Fire & Rescue Service will be brought into the discussion to reach a mutually beneficial solution.

TERMINATION

The Parties agree that either party may terminate their participation in this Agreement by providing 30 days written notice, which shall include the reason for such termination.

AMENDMENT

The MOU may be amended by the parties at any time by mutual consent of all parties in writing.

INDEMNITY

The Corporation of the Town of Fort Frances agrees to indemnify and hold harmless NWHU, its directors, officers and employees from any and all losses, damages, costs or expenses (including legal fees and disbursements on a solicitor and client basis) suffered or incurred by NWHU directly or indirectly attributable to any failure on the part of the Corporation of the Town of Fort Frances to perform its obligations hereunder in accordance with the terms of this MOU or from any negligent act or omission made by The Corporation of the Town of Fort Frances or its employees in connection with the performance of its obligations under this MOU.

NWHU agrees to indemnify and hold harmless the Corporation of the Town of Fort Frances from any and all losses, damages, costs or expenses (including legal fees and disbursements on a solicitor and client basis) suffered or incurred by the Corporation of the Town of Fort Frances directly or indirectly attributable to any failure of NWHU to perform its obligations hereunder in accordance with the terms of this MOU or from an negligent act or omission made by NWHU or NWHU staff in connection with the performance of its obligations under this MOU.

AGREEMENT

It is mutually understood and agreed to by both Parties that:

- a. The duration of this MOU is indefinite until such case one party chooses to remove its name from the Agreement.
- b. This MOU constitutes in kind cooperation and there is no exchange of funds.
- c. Nothing herein is intended by the Parties to create a partnership, joint venture, syndicate or an employee and employer relationship.
- d. The undersigned representatives of the Agencies acknowledge they have read, understood and accepted the terms of this MOU as stated.

This MOU is effective on this date of signing.

Kit Young Hoon, MBBS, MPH, MSC, FRCPC
Medical Officer of Health
Northwestern Health Unit

Roy Avis
Mayor
Town of Fort Frances

Date: _____

Date: _____



210 First Street North
Kenora, ON P9N 2K4

June 12, 2018

To Whom It May Concern:

Please accept this letter as the Northwestern Health Unit's support for the Fort Frances Fire & Rescue Service to carry Naloxone for emergency administration to staff and members of the public.

The opportunity for Fire & Rescue Service to carry Naloxone is the result of the Ministry of Health and Long-Term Care and the Ministry of Community Safety and Correctional Services taking a collaborative approach in launching the expansion of the Ontario Naloxone Program to include these services. The Northwestern Health Unit is currently working with all local Fire & Rescue Services to implement this initiative.

Naloxone is an opioid antagonist that can reverse an opioid overdose almost immediately. It is a safe medication that has no abuse potential, minimal to no risk, is easy to administer and can save a life. Current expansion efforts to support rescuers to carry Naloxone is one step to help stem the rising number of deaths from opioid use. Opioid-related deaths continue to be a significant public health issue and death rates continue to rise. There were 1,053 opioid-related deaths in Ontario from January to October in 2017, compared to 694 during the same period in 2016, representing a 52 per cent increase. This recent data on opioid-related mortality and morbidity shows the urgent need for such an initiative.

The Northwestern Health Unit commends the Fort Frances Fire & Rescue Service for taking steps to expand the ways in which they can help save lives.

If you require further information or would like us to attend to answer any questions, please feel free to contact us directly and we will make ourselves available for discussion or clarification.

Thank you in advance for your consideration and cooperation in this life-saving initiative.

Yours truly,

Gillian Lunny
Manager, Sexual Health & Harm Reduction



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2018/81**

TO: Mayor Avis & Members of Council

FROM: Laurie Lindberg, Treasurer

DATE: June 19, 2018

SUBJECT: Request for Reconsideration M.O.S.

RE: 5 Mile Dock Road W	(2018)	Roll # 5912-010-001-10900-0000
731 Riverview Drive	(2018)	Roll # 5912-010-002-01500-0000
1044 Cornwall Ave N	(2018)	Roll # 5912-010-007-25800-0000
512 Church Street	(2018)	Roll # 5912-020-002-02400-0000
1210 Olde Shambles Rd	(2018)	Roll # 5912-010-005-02407-0000
1287 Idylwild Drive	(2018)	Roll # 5912-030-007-18800-0000

BACKGROUND

Attached are the Minutes of Settlement for the 2018 taxation year under Section 39.1 of the *Assessment Act* from MPAC with regard to the following property:

- 5 Mile Dock Road W – Residential (RT) CVA of 210,845 reduced to CVA of 124,845 for 2018 taxation year resulting from location adjustment & adjustment for lot size.
- 731 Riverview Drive – Residential (RT) CVA of 409,500 reduced to CVA of 388,000 for 2018 taxation year resulting from an adjustment based on similar properties.
- 1044 Cornwall Ave N – Residential (RT) CVA of 86,000 reduced to CVA of 47,000 for the 2018 taxation year resulting from structure(s) being demolished and adjustment to lot size.
- 512 Church Street – Residential (RT) CVA of 143,000 reduced to CVA of 130,000 for the 2018 taxation year resulting from updated structure data.
- 1210 Olde Shambles Road – Residential (RT) CVA of 643,500 reduced to CVA of 589,000 for the 2018 taxation year resulting from adjustment based on similar properties and updated structure data.
- 1287 Idylwild Drive – Residential (RT) CVA of 435,000 reduced to CVA of 405,000 for the 2018 taxation year resulting from updated structure data.

The Municipality may object to the *Request for Consideration Minutes of Settlement* applications within 90 days after receiving the notice for the above referenced properties filed under Section 39.1 of the *Assessment Act* as listed on the M.O.S. applications. Municipal appeal date for properties located at 1044 Cornwall Ave N and 512 Church Street was May 31, 2018; 5 Mile Dock Road W municipal appeal date is August 2, 2018; 731 Riverview Drive municipal appeal date is June 29, 2018; 1210 Olde Shambles Road municipal appeal date is June 13, 2018; and 1287 Idylwild Drive municipal appeal date is June 19, 2018.

That total financial impact of the Minutes of Settlement is \$4,448.01 consisting of a reduction of municipal revenue of \$4,033.21 and education revenue of \$414.80 as listed in the attached Write-offs/Tax Account Adjustment worksheet.

RECOMMENDATION

The Administration & Finance Executive Committee recommends that Council process the Minutes of Settlement for properties located at 5 Mile Dock Road W, 731 Riverview Drive, 1044 Cornwall Ave N., 512 Church Street, 1210 Olde Shambles Road and 1287 Idylwild Drive as received.

Council Approval of This Report Will Agree to the recommendation of the Administration and Finance Executive Committee to process the Minutes of Settlement for properties located at 5 Mile Dock Road W, 731 Riverview Drive, 1044 Cornwall Ave N, 512 Church Street, 1210 Olde Shambles Road and 1287 Idylwild Drive as received.

2018 WRITE-OFFS/TAX ACCOUNT ADJUSTMENTS

Batch #	Year Affected	Roll #	Assessment Change	RTC/RTQ	Municipal Rate	School Rate	Municipal Amount	English Public	English Separate	French Public	French Separate	No Sup School	BIA	TOTAL
	2018	1.1.10900	-86,000	RTEP	0.0165296	0.001700	-1,421.54	-146.20						-1,567.74
	2018	1.2.01500	-21,500	RTEP	0.0165296	0.001700	-355.39	-36.55						-391.94
	2018	1.7.25800	-39,000	RTEP	0.0165296	0.001700	-644.65	-66.30						-710.95
	2018	2.2.02400	-13,000	RTEP	0.0165296	0.001700	-214.88	-22.10						-236.98
	2018	1.5.02407	-54,500	RTEP	0.0165296	0.001700	-900.86	-92.65						-993.51
	2018	3.7.188	-30,000	RTES	0.0165296	0.001700	-495.89		-51.00					-546.89
			-244,000				-4,033.21	-363.80	-51.00	0.00	0.00	0.00	0.00	-4,448.01
Minutes of Settlement														

Minutes of Settlement
2018 Tax Year
Results of Request for Reconsideration
Property Assessment Notice



MUNICIPAL PROPERTY
 ASSESSMENT CORPORATION
 SOCIÉTÉ D'ÉVALUATION
 FONCIÈRE DES MUNICIPALITÉS

BERNICE EDITH ANN BOIVIN
 ALAN BLAIN BOIVIN
 SITE 210-11
 RR 2 STN MAIN
 FORT FRANCES ON P9A 3M3

Contact Us



Call: 1 866 296-MPAC (6722)
 TTY 1 877 889-MPAC (6722)
 Monday to Friday 8 a.m. to 5 p.m.



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
 Toronto, ON M1S 5T9

If you have any accessibility
 needs, please contact MPAC
 for assistance.

This Minutes of Settlement document contains the results of the Municipal Property Assessment Corporation's (MPAC) review of your Request for Reconsideration for the following property. You have a choice to accept or reject the revised property assessment below.

Owner name(s) BERNICE EDITH ANN BOIVIN
 ALAN BLAIN BOIVIN

Roll number 59-12-010-001-10900-0000

Property location and description 5 MILE DOCK RD W
 RAINY RIVER PT RES 18B RP 48R1246 PARTS 1 AND 2
 PCL 22252 SEC

Municipality/Local taxing Authority Town of Fort Frances

CURRENT Property Assessment

Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$99,690	\$322,000
Total	\$99,690	\$322,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$210,845	\$266,423	\$322,000
Total	\$210,845	\$266,423	\$322,000

RECOMMENDED Property Assessment

Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$99,690	\$150,000
Total	\$99,690	\$150,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$124,845	\$137,423	\$150,000
Total	\$124,845	\$137,423	\$150,000

**MPAC
 RECEIVED**
 MAY 02 2018
FORT FRANCES

Why your property assessment changed

- Location adjustment
- Adjustment to lot size

What this change means to you

Under Ontario's *Assessment Act*, the January 1, 2016 assessed value and classification of your property will be used to calculate your 2017 to 2020 property taxes. MPAC will introduce **any increase** in the assessed value of your property gradually, over a four-year period. This helps ensure property tax stability and predictability. MPAC will make **any decrease** in the assessed value of your property right away.

Please check (✓) one of the following:

☒ I accept my recommended assessment

I understand that if I **accept** the recommended assessment on page one of this form, my municipality or local taxing authority will use it to adjust my property taxes. It also has the option to object to the recommended assessment and appeal it to the Assessment Review Board (ARB).

OR

☐ I reject my recommended assessment

I understand that if I **reject** the recommended assessment on page one of this form, the assessed value of my property will stay the same as it appears on my 2016 Property Assessment Notice. I also understand that I may appeal MPAC's decision to the Assessment Review Board by July 23, 2018.

To complete your Request for Reconsideration, please check one of the above boxes, and sign and send a copy of the entire document to MPAC in one of the following ways:

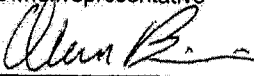
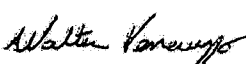
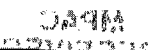


Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

We must receive your response no later than June 08, 2018. If you do not provide a response by checking one of the above boxes, the 2016 assessment of your property will not change.

Signature of property owner/representative 	Print name ALAN BOIVIN	Date (yyyy/mm/dd) 2018/05/02
Signature of MPAC representative 	Print name Walter Veneruzzo, Director, Valuation and Customer Relations	Date (yyyy/mm/dd) 2018/04/24
Objection by Municipality or Local Taxing Authority		
Signature of municipal representative	Print name and title 	Date (yyyy/mm/dd)

Last date for a municipal appeal: August 2, 2018

PLEASE NOTE: MPAC reserves the right to revise the phased-in assessment amounts included in this Minutes of Settlement if there are any changes in the law that affect the 2016 Current Value Assessment (CVA).

Tax Year: 2018 Roll Number: 59-12-010-001-10900-0000

**Minutes of Settlement
2018 Tax Year
Results of Request for Reconsideration
Property Assessment Notice**



MUNICIPAL PROPERTY
ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

EDWARD GERHARD R KAUN
JEANNE MARIE KAUN
731 RIVERVIEW DR
FORT FRANCES ON P9A 2V8

Contact Us



Call: 1 866 296-MPAC (6722)
TTY 1 877 889-MPAC (6722)
Monday to Friday 8 a.m. to 5 p.m.



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

If you have any accessibility
needs, please contact MPAC
for assistance.

This Minutes of Settlement document contains the results of the Municipal Property Assessment Corporation's (MPAC) review of your Request for Reconsideration for the following property. You have a choice to accept or reject the revised property assessment below.

Owner name(s)	EDWARD GERHARD R KAUN JEANNE MARIE KAUN
Roll number	59-12-010-002-01500-0000
Property location and description	731 RIVERVIEW DR PLAN SM157 PT LOT LOT 53 PCL12651
Municipality/Local taxing Authority	Town of Fort Frances

CURRENT Property Assessment

Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$356,000	\$463,000
Total	\$356,000	\$463,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$409,500	\$436,250	\$463,000
Total	\$409,500	\$436,250	\$463,000

RECOMMENDED Property Assessment

Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$356,000	\$420,000
Total	\$356,000	\$420,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$388,000	\$404,000	\$420,000
Total	\$388,000	\$404,000	\$420,000

Why your property assessment changed

- Adjustment based on similar properties

What this change means to you

Under Ontario's *Assessment Act*, the January 1, 2016 assessed value and classification of your property will be used to calculate your 2017 to 2020 property taxes. MPAC will introduce **any increase** in the assessed value of your property gradually, over a four-year period. This helps ensure property tax stability and predictability. MPAC will make **any decrease** in the assessed value of your property right away.

Please check (✓) one of the following:

☒ I accept my recommended assessment

I understand that if I **accept** the recommended assessment on page one of this form, my municipality or local taxing authority will use it to adjust my property taxes. It also has the option to object to the recommended assessment and appeal it to the Assessment Review Board (ARB).

OR

☐ I reject my recommended assessment

I understand that if I **reject** the recommended assessment on page one of this form, the assessed value of my property will stay the same as it appears on my 2016 Property Assessment Notice. I also understand that I may appeal MPAC's decision to the Assessment Review Board by June 11, 2018.

To complete your Request for Reconsideration, please check one of the above boxes, and sign and send a copy of the entire document to MPAC in one of the following ways:



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

We must receive your response no later than April 27, 2018. If you do not provide a response by checking one of the above boxes, the 2016 assessment of your property will not change.

Signature of property owner/representative <i>Ed Kavan</i> <i>Jeanne Kavan</i>	Print name ED KAVAN	Date (yyyy/mm/dd) Mar 20/2018
Signature of MPAC representative <i>Walter Veneruzzo</i>	Print name Walter Veneruzzo, Director, Valuation and Customer Relations	Date (yyyy/mm/dd) 2018/03/13

Objection by Municipality or Local Taxing Authority

Signature of municipal representative <i>Jeannot</i>	Print name and title	Date (yyyy/mm/dd)
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Last date for a municipal appeal: June 29, 2018

PLEASE NOTE: MPAC reserves the right to revise the phased-in assessment amounts included in this Minutes of Settlement if there are any changes in the law that affect the 2016 Current Value Assessment (CVA).

Tax Year: 2018 Roll Number: 59-12-010-002-01500-0000

**Minutes of Settlement
2018 Tax Year
Results of Request for Reconsideration
Property Assessment Notice**



MUNICIPAL PROPERTY
ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

GARY ARNOLD VITTIE
1036 CORNWALL AVE N
FORT FRANCES ON P9A 3H1

Contact Us



Call: 1 866 296-MPAC (6722)
TTY 1 877 889-MPAC (6722)
Monday to Friday 8 a.m. to 5 p.m.



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

If you have any accessibility
needs, please contact MPAC
for assistance.

This Minutes of Settlement document contains the results of the Municipal Property Assessment Corporation's (MPAC) review of your Request for Reconsideration for the following property. You have a choice to accept or reject the revised property assessment below.

Owner name(s)	GARY ARNOLD VITTIE
Roll number	59-12-010-007-25800-0000
Property location and description	1044 CORNWALL AVE N PT HB RESERVE PLAN 48R2723 PARTS 1 & 2 PCL 14819,12278
Municipality/Local taxing Authority	Town of Fort Frances

CURRENT Property Assessment

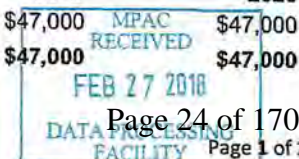
Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$89,000	\$86,000
Total	\$89,000	\$86,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$86,000	\$86,000	\$86,000
Total	\$86,000	\$86,000	\$86,000

RECOMMENDED Property Assessment

Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$48,640	\$47,000
Total	\$48,640	\$47,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$47,000	\$47,000	\$47,000
Total	\$47,000	\$47,000	\$47,000



Why your property assessment changed

- Structure(s) demolished
- Adjustment to lot size

What this change means to you

Under Ontario's *Assessment Act*, the January 1, 2016 assessed value and classification of your property will be used to calculate your 2017 to 2020 property taxes. MPAC will introduce **any increase** in the assessed value of your property gradually, over a four-year period. This helps ensure property tax stability and predictability. MPAC will make **any decrease** in the assessed value of your property right away.

Please check (✓) one of the following:

☒ I accept my recommended assessment

I understand that if I **accept** the recommended assessment on page one of this form, my municipality or local taxing authority will use it to adjust my property taxes. It also has the option to object to the recommended assessment and appeal it to the Assessment Review Board (ARB).

OR

☐ I reject my recommended assessment

I understand that if I **reject** the recommended assessment on page one of this form, the assessed value of my property will stay the same as it appears on my 2016 Property Assessment Notice. I also understand that I may appeal MPAC's decision to the Assessment Review Board by May 14, 2018.

To complete your Request for Reconsideration, please check one of the above boxes, and sign and send a copy of the entire document to MPAC in one of the following ways:



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

We must receive your response no later than March 30, 2018. If you do not provide a response by checking one of the above boxes, the 2016 assessment of your property will not change.

Signature of property owner/representative 	Print name GARY ANDERSON VITALE	Date (yyyy/mm/dd) 2018/02/21
--	------------------------------------	---------------------------------

Signature of MPAC representative 	Print name Walter Veneruzzo, Director, Valuation and Customer Relations	Date (yyyy/mm/dd) 2018/02/13
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Objection by Municipality or Local Taxing Authority

Signature of municipal representative	Print name and title	Date (yyyy/mm/dd)
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Last date for a municipal appeal: May 31, 2018

PLEASE NOTE: MPAC reserves the right to revise the phased-in assessment amounts included in this Minutes of Settlement if there are any changes in the law that affect the 2016 Current Value Assessment (CVA).

Tax Year: 2018 Roll Number: 59-12-010-007-25800-0000

**Minutes of Settlement
2018 Tax Year
Results of Request for Reconsideration
Property Assessment Notice**



MUNICIPAL PROPERTY
ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

ALLISON SHAWN EIDE
512 CHURCH ST
FORT FRANCES ON P9A 1E4

Contact Us



Call: 1 866 296-MPAC (6722)
TTY 1 877 889-MPAC (6722)
Monday to Friday 8 a.m. to 5 p.m.



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

If you have any accessibility
needs, please contact MPAC
for assistance.

This Minutes of Settlement document contains the results of the Municipal Property Assessment Corporation's (MPAC) review of your Request for Reconsideration for the following property. You have a choice to accept or reject the revised property assessment below.

Owner name(s)	ALLISON SHAWN EIDE
Roll number	59-12-020-002-02400-0000
Property location and description	512 CHURCH ST PLAN ALB PT LOT 314 PT LOT 315 PCL8260
Municipality/Local taxing Authority	Town of Fort Frances

CURRENT Property Assessment

Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$153,000	\$143,000
Total	\$153,000	\$143,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$143,000	\$143,000	\$143,000
Total	\$143,000	\$143,000	\$143,000

RECOMMENDED Property Assessment

Property Classification	Current Value Assessed	
	2012	2016
Residential (RT)	\$153,000	\$130,000
Total	\$153,000	\$130,000

Property Classification	Effective date: January 01, 2018 Phase-in Assessment for Taxation Years		
	2018	2019	2020
Residential (RT)	\$130,000	\$130,000	\$130,000
Total	\$130,000	\$130,000	\$130,000



Why your property assessment changed

• Updated structure data

What this change means to you

Under Ontario's *Assessment Act*, the January 1, 2016 assessed value and classification of your property will be used to calculate your 2017 to 2020 property taxes. MPAC will introduce **any increase** in the assessed value of your property gradually, over a four-year period. This helps ensure property tax stability and predictability. MPAC will make **any decrease** in the assessed value of your property right away.

Please check (✓) one of the following:

☒ I accept my recommended assessment

I understand that if I **accept** the recommended assessment on page one of this form, my municipality or local taxing authority will use it to adjust my property taxes. It also has the option to object to the recommended assessment and appeal it to the Assessment Review Board (ARB).

OR

☐ I reject my recommended assessment

I understand that if I **reject** the recommended assessment on page one of this form, the assessed value of my property will stay the same as it appears on my 2016 Property Assessment Notice. I also understand that I may appeal MPAC's decision to the Assessment Review Board by May 14, 2018.

To complete your Request for Reconsideration, please check one of the above boxes, and sign and send a copy of the entire document to MPAC in one of the following ways:



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

We must receive your response no later than March 30, 2018. If you do not provide a response by checking one of the above boxes, the 2016 assessment of your property will not change.

Signature of property owner/representative 	Print name Allison Eide	Date (yyyy/mm/dd) 2018/02/19
Signature of MPAC representative 	Print name Walter Veneruzzo, Director, Valuation and Customer Relations	Date (yyyy/mm/dd) 2018/02/13

Objection by Municipality or Local Taxing Authority

Signature of municipal representative	Print name and title	Date (yyyy/mm/dd)

Last date for a municipal appeal: May 31, 2018

PLEASE NOTE: MPAC reserves the right to revise the phased-in assessment amounts included in this Minutes of Settlement if there are any changes in the law that affect the 2016 Current Value Assessment (CVA).

Tax Year: 2018 Roll Number: 59-12-020-002-02400-0000

**Minutes of Settlement
2018 Tax Year
Results of Request for Reconsideration
Property Assessment Notice**



MUNICIPAL PROPERTY
ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

NICOLE RENE EVANS
JONATHAN DAVID EVANS
1210 OLDE SHAMBLE RD
FORT FRANCES ON P9A 3S7

Contact Us

Call: 1 866 296-MPAC (6722)
TTY 1 877 889-MPAC (6722)
Monday to Friday 8 a.m. to 5 p.m.



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

If you have any accessibility
needs, please contact MPAC
for assistance.

This Minutes of Settlement document contains the results of the Municipal Property Assessment Corporation's (MPAC) review of your Request for Reconsideration for the following property. You have a choice to accept or reject the revised property assessment below.

Owner name(s)	NICOLE RENE EVANS JONATHAN DAVID EVANS
Roll number	59-12-010-005-02407-0000
Property location and description	1210 OLDE SHAMBLES RD PLAN SM327 LOT 6 PT PCL 23300
Municipality/Local taxing Authority	Town of Fort Frances

CURRENT Property Assessment

**Property
Classification**

Current Value Assessed

	2012	2016
Residential (RT)	\$565,000	\$722,000
Total	\$565,000	\$722,000

**Property
Classification**

Effective date: January 01, 2018
Phase-in Assessment for Taxation Years

	2018	2019	2020
Residential (RT)	\$643,500	\$682,750	\$722,000
Total	\$643,500	\$682,750	\$722,000

RECOMMENDED Property Assessment

**Property
Classification**

Current Value Assessed

	2012	2016
Residential (RT)	\$565,000	\$613,000
Total	\$565,000	\$613,000

**Property
Classification**

Effective date: January 01, 2018
Phase-in Assessment for Taxation Years

	2018	2019	2020
Residential (RT)	\$589,000	\$601,000	\$613,000
Total	\$589,000	\$601,000	\$613,000

Why your property assessment changed

- Adjustment based on similar properties
- Updated structure data

What this change means to you

Under Ontario's *Assessment Act*, the January 1, 2016 assessed value and classification of your property will be used to calculate your 2017 to 2020 property taxes. MPAC will introduce **any increase** in the assessed value of your property gradually, over a four-year period. This helps ensure property tax stability and predictability. MPAC will make **any decrease** in the assessed value of your property right away.

Please check (✓) one of the following:

☒ I accept my recommended assessment

I understand that if I **accept** the recommended assessment on page one of this form, my municipality or local taxing authority will use it to adjust my property taxes. It also has the option to object to the recommended assessment and appeal it to the Assessment Review Board (ARB).

OR

☐ I reject my recommended assessment

I understand that if I **reject** the recommended assessment on page one of this form, the assessed value of my property will stay the same as it appears on my 2016 Property Assessment Notice. I also understand that I may appeal MPAC's decision to the Assessment Review Board by May 28, 2018.

To complete your Request for Reconsideration, please check one of the above boxes, and sign and send a copy of the entire document to MPAC in one of the following ways:

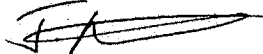


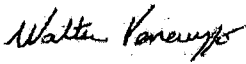
Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

We must receive your response no later than April 13, 2018. If you do not provide a response by checking one of the above boxes, the 2016 assessment of your property will not change.

Signature of property owner/representative 	Print name JONATHAN D. EVANS	Date (yyyy/mm/dd) 2018/03/07
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Signature of MPAC representative 	Print name Walter Veneruzzo, Director, Valuation and Customer Relations	Date (yyyy/mm/dd) 2018/02/27
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Objection by Municipality or Local Taxing Authority		
Signature of municipal representative	Print name and title	Date (yyyy/mm/dd)

Last date for a municipal appeal: June 13, 2018

PLEASE NOTE: MPAC reserves the right to revise the phased-in assessment amounts included in this Minutes of Settlement if there are any changes in the law that affect the 2016 Current Value Assessment (CVA).

Tax Year: 2018 Roll Number: 59-12-010-005-02407-0000

**Minutes of Settlement
2018 Tax Year
Results of Request for Reconsideration
Property Assessment Notice**



MUNICIPAL PROPERTY
ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

CAROL ANN DERKSEN
WESLEY DERKSEN
SITE 204-13
1287 IDYLWILD DR
RR 2 STN MAIN
FORT FRANCES ON P9A 3M3

Contact Us

Call: 1 866 296-MPAC (6722)
TTY 1 877 889-MPAC (6722)
Monday to Friday 8 a.m. to 5 p.m.



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

If you have any accessibility
needs, please contact MPAC
for assistance.

This Minutes of Settlement document contains the results of the Municipal Property Assessment Corporation's (MPAC) review of your Request for Reconsideration for the following property. You have a choice to accept or reject the revised property assessment below.

Owner name(s) CAROL ANN DERKSEN
WESLEY DERKSEN

Roll number 59-12-030-007-18800-0000

Property location and description 1287 IDYLWILD DR
PSM88 LOT 15 DEED 3194

Municipality/Local taxing Authority Town of Fort Frances

CURRENT Property Assessment

**Property
Classification**

Current Value Assessed

	2012	2016
Residential (RT)	\$394,000	\$476,000
Total	\$394,000	\$476,000

**Property
Classification**

Effective date: January 01, 2018
Phase-in Assessment for Taxation Years

	2018	2019	2020
Residential (RT)	\$435,000	\$455,500	\$476,000
Total	\$435,000	\$455,500	\$476,000

RECOMMENDED Property Assessment

**Property
Classification**

Current Value Assessed

	2012	2016
Residential (RT)	\$394,000	\$416,000
Total	\$394,000	\$416,000

**Property
Classification**

Effective date: January 01, 2018
Phase-in Assessment for Taxation Years

	2018	2019	2020
Residential (RT)	\$405,000	\$410,500	\$416,000
Total	\$405,000	\$410,500	\$416,000

Why your property assessment changed

- Updated structure data
- Updated structure data

What this change means to you

Under Ontario's *Assessment Act*, the January 1, 2016 assessed value and classification of your property will be used to calculate your 2017 to 2020 property taxes. MPAC will introduce **any increase** in the assessed value of your property gradually, over a four-year period. This helps ensure property tax stability and predictability. MPAC will make **any decrease** in the assessed value of your property right away.

Please check (✓) one of the following:

☒ I accept my recommended assessment

I understand that if I accept the recommended assessment on page one of this form, my municipality or local taxing authority will use it to adjust my property taxes. It also has the option to object to the recommended assessment and appeal it to the Assessment Review Board (ARB).

OR

☐ I reject my recommended assessment

I understand that if I reject the recommended assessment on page one of this form, the assessed value of my property will stay the same as it appears on my 2016 Property Assessment Notice. I also understand that I may appeal MPAC's decision to the Assessment Review Board by May 28, 2018.

To complete your Request for Reconsideration, please check one of the above boxes, and sign and send a copy of the entire document to MPAC in one of the following ways:



Email: enquiry@mpac.ca



Write: MPAC, P.O. Box 9808
Toronto, ON M1S 5T9

We must receive your response no later than April 13, 2018. If you do not provide a response by checking one of the above boxes, the 2016 assessment of your property will not change.

Signature of property owner/representative 	Print name Wesley Derksen	Date (yyyy/mm/dd) 2018/03/14
--	------------------------------	---------------------------------

Signature of MPAC representative 	Print name Walter Veneruzzo, Director, Valuation and Customer Relations	Date (yyyy/mm/dd) 2018/02/27
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Objection by Municipality or Local Taxing Authority

Signature of municipal representative	Print name and title	Date (yyyy/mm/dd)
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Last date for a municipal appeal: June 19, 2018

PLEASE NOTE: MPAC reserves the right to revise the phased-in assessment amounts included in this Minutes of Settlement if there are any changes in the law that affect the 2016 Current Value Assessment (CVA).

Tax Year: 2018 Roll Number: 59-12-030-007-18800-0000

**MPAC
RECEIVED**
MAR 15 2018

FORT FRANCES



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2018/83**

TO: Mayor Avis & Members of Council

FROM: Laurie Lindberg, Treasurer

DATE: June 19, 2018

SUBJECT: Amended Property Assessment Notice

RE:	1012 Victoria Ave	(2018)	Roll # 5912-020-006-09200-0000
	1167 River Road W.	(2018)	Roll # 5912-010-005-02400-0000
	1008 Walker Ave.	(2018)	Roll # 5912-010-007-21400-0000
	353 Scott Street	(2018)	Roll # 5912-020-002-04600-0000
	605 McIrvine Road	(2018)	Roll # 5912-010-006-08870-0000
	375 Scott Street	(2018)	Roll # 5912-020-002-04700-0000
	740 Sixth Street W.	(2018)	Roll # 5912-010-004-11901-0000

BACKGROUND

Attached are the Amended Property Assessment Notices for the 2018 taxation year under the *Assessment Act* from MPAC resulting from correction of factual information regarding the property has resulted in a change to the assessment and/or classification. These changes are effective for taxation beginning January 1, 2018.

That total financial impact of the Amended Property Assessment Notices is \$34,974.08 consisting of a reduction of municipal revenue of \$26,291.79 and education revenue of \$8,652.29 as listed in the attached Write-offs/Tax Account Adjustment worksheet.

RECOMMENDATION

The Administration & Finance Executive Committee recommends that Council receive the Amended Property Assessment Notice for property located at 1012 Victoria Ave., 1167 River Road W., 1008 Walker Ave., 353 Scott Street, 605 McIrvine Road, 375 Scott Street and 740 Sixth Street E. in Fort Frances for the 2018 taxation year.

Council Approval of This Report Will Agree to the recommendation of the Administration and Finance Executive Committee to receive the Amended Property Assessment Notices for properties located at 1012 Victoria Ave., 1167 River Road W., 1008 Walker Ave., 353 Scott Street, 605 McIrvine Road, 375 Scott Street and 740 Sixth Street E. in Fort Frances for the 2018 taxation year as received from MPAC.

2018 WRITE-OFFS/TAX ACCOUNT ADJUSTMENTS

Batch #	Year Affected	Roll #	Assessment Change	RTC/RTQ	Municipal Rate	School Rate	Municipal Amount	English Public	English Separate	French Public	French Separate	No Sup School	BIA	TOTAL
	2018	2.6.092	-4,000	RTEP	0.0165296	0.00170000	-66.12	-6.80						-72.92
	2018	1.5.024	-46,008	RTEP	0.0165296	0.00170000	-760.49	-78.21						-868.70
	2018	1.7.214	-160	RTEP	0.0165296	0.00170000	-2.64	-0.27						-2.91
	2018	2.2.046	-283	RTEP	0.0165296	0.00170000	-4.68	-0.48						-5.16
	2018	1.6.08870	-603,000	CT	0.03154300	0.0105553	-19,020.43					-6,364.82		-25,385.25
	2018	2.2.047	-12,000	CT	0.03154300	0.0105553	-378.52					-126.66		-505.18
	2018	1.4.11901	-207,000	CT	0.03154300	0.0105553	-6529.40					-2,184.94		-8714.34
	2018	1.4.11901	15,510	IX	0.03033457	0.00708500	470.49					109.89		580.38
							-6,058.91	0.00	0.00	0.00	0.00	-2,075.05	0.00	-8133.96
							-26,291.79	-85.76	0.00	0.00	0.00	-8,566.53	0.00	-34,974.08
Amended Property Assessment Notice														



MUNICIPAL PROPERTY
ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

Amended Property Assessment Notice for the 2018-2020 property tax years

Questions?

Please include your roll number with your enquiry.

Call 1 866 296-MPAC (6722)
1 877 889-MPAC (6722) TTY
Monday to Friday - 8 a.m. to 5 p.m.

Web www.mpac.ca

Write P.O. Box 9808, Toronto, ON M1S 5T9

If you have any accessibility needs, please contact MPAC for assistance.

DG10001807 32 1/2 1/18 PRAN

STIENBURG WESLEY DANIEL
RALPH NANCY LYNN
1012 VICTORIA AVE N
FORT FRANCES ON P9A 2E7

This Amended Property Assessment Notice is not a property tax bill.

Why you are receiving this Amended Property Assessment Notice

You are receiving this Notice because the correction of factual information regarding this property has resulted in a change to the assessment and/or classification. This change is effective for taxation beginning January 1, 2018.

The assessed value of your property is used as the basis for calculating your property taxes. MPAC's role is to accurately value and classify properties in Ontario. Your municipality/local taxing authority is responsible for setting property tax rates. For questions about your property taxes, contact your municipality/local taxing authority. To learn how MPAC assesses properties or for details about the Reconsideration and Appeal processes, please visit www.mpac.ca. Please keep a copy of this Notice for your records.

Property summary

Roll number	59 12 020 006 09200 0000
Property location and description	1012 VICTORIA AVE N PLAN SM265 LOT 7 PCL 11845
Municipality/Local taxing authority	FORT FRANCES TOWN
Property type	Single Family Detached
Property information	Frontage: 66.00 feet Depth: 140.25 feet Lot area: 9,256.50 square feet
Building - exterior square footage	1,120 square feet
Year of construction	1935

Please login to
www.aboutmyproperty.ca
to see a profile of your property and
compare your property with similar
properties in your area free-of-charge.

If you don't have an account, please
register by entering:

Roll number: 59 12 020 006 09200 0000
Access key: C60E8 503A9 BE87D

Or call MPAC at
1 866 296-MPAC (6722)

Previous assessment information

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEAR 2018
Residential	\$134,000	\$116,000	\$116,000
Total	\$134,000	\$116,000	\$116,000

Amended assessment information

Under the *Assessment Act*, an increase in the assessed value of each separately classified portion of your property between January 1, 2012 and January 1, 2016 is phased in over four years, from 2017 to 2020. If there is no change, or a decrease in the assessed value of any portion of the property, the assessed value of that portion remains the same and is effective for the remaining property tax years. The assessed values for each separately classified portion of your property are shown in the table below. The information in the table assumes your property characteristics stay the same for the remainder of the property tax years.

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEARS		
			2018	2019	2020
Residential	\$129,379	\$112,000	\$112,000	\$112,000	\$112,000
Total	\$129,379	\$112,000	\$112,000	\$112,000	\$112,000

School support

PROPERTY CLASSIFICATION	SCHOOL SUPPORT	2018 ASSESSMENT
Residential	English-Public	\$112,000
Total		\$112,000



MUNICIPAL PROPERTY
ASSESSMENT CORPORATION
SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

Amended Property Assessment Notice for the 2018-2020 property tax years

Roll number: 59 12 020 006 09200 0000

DG10001607 32 22 1/18 PRAN

Have a question about this Notice?

MPAC will consider any new factual information that may affect your assessment. A Request for Reconsideration (RfR) may be filed with MPAC, at no charge, to review the information on this Notice. If your property, or a portion of it, is in the residential, farm or managed forests property class, you must file a RfR with MPAC before you are eligible to file an Appeal with the Assessment Review Board (ARB). The deadline for filing a RfR with MPAC is June 1, 2018. For any other property types, you can choose to either file a RfR with MPAC or file an Appeal with the ARB. If you choose to file with the ARB, the deadline to file your Appeal is June 1, 2018. For more information about the RfR and Appeal processes, please visit www.mpac.ca. This Notice was issued on February 1, 2018.

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SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

Amended Property Assessment Notice for the 2018-2020 property tax years

Questions?

Please include your roll number with your enquiry.

Call 1 866 296-MPAC (6722)
1 877 889-MPAC (6722) TTY
Monday to Friday - 8 a.m. to 5 p.m.
Web www.mpac.ca
Write P.O. Box 9808, Toronto, ON M1S 5T9

If you have any accessibility needs, please contact MPAC for assistance.

DG10001609 32 1/2 1/18 PRAN

PEARSON MARY JANE
1218 OLDE SHAMBLES RD
FORT FRANCES ON P9A 3S9

This Amended Property Assessment Notice is not a property tax bill.

Why you are receiving this Amended Property Assessment Notice

You are receiving this Notice because the correction of factual information regarding this property has resulted in a change to the assessment and/or classification. This change is effective for taxation beginning January 1, 2018.

The assessed value of your property is used as the basis for calculating your property taxes. MPAC's role is to accurately value and classify properties in Ontario. Your municipality/local taxing authority is responsible for setting property tax rates. For questions about your property taxes, contact your municipality/local taxing authority. To learn how MPAC assesses properties or for details about the Reconsideration and Appeal processes, please visit www.mpac.ca. Please keep a copy of this Notice for your records.

Property summary

Roll number	59 12 010 005 02400 0000
Property location and description	1167 RIVER RD W PSM59 LOT 1 PT RIV R LOT 43 PCL 1-2
Municipality/Local taxing authority	FORT FRANCES TOWN
Property type	Waterfront Dwelling
Property information	Frontage: 90.00 feet Lot area: 0.34 acres
Building - exterior square footage	1,367 square feet
Year of construction	1956

Please login to
www.aboutmyproperty.ca
to see a profile of your property and
compare your property with similar
properties in your area free-of-charge.

If you don't have an account, please
register by entering:

Roll number: 59 12 010 005 02400 0000
Access key: EB024 5F25F CF1CA

Or call MPAC at
1 866 296-MPAC (6722)

Previous assessment information

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEAR 2018
Residential	\$212,000	\$315,000	\$263,500
Total	\$212,000	\$315,000	\$263,500

Amended assessment information

Under the *Assessment Act*, an increase in the assessed value of each separately classified portion of your property between January 1, 2012 and January 1, 2016 is phased in over four years, from 2017 to 2020. If there is no change, or a decrease in the assessed value of any portion of the property, the assessed value of that portion remains the same and is effective for the remaining property tax years. The assessed values for each separately classified portion of your property are shown in the table below. The information in the table assumes your property characteristics stay the same for the remainder of the property tax years.

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEARS		
			2018	2019	2020
Residential	\$174,984	\$260,000	\$217,492	\$238,746	\$260,000
Total	\$174,984	\$260,000	\$217,492	\$238,746	\$260,000

School support

PROPERTY CLASSIFICATION	SCHOOL SUPPORT	2018 ASSESSMENT
Residential	English-Public	\$217,492
Total		\$217,492



MUNICIPAL PROPERTY
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Amended Property Assessment Notice for the 2018-2020 property tax years

Roll number: 59 12 010 005 02400 0000

DG10001609 32 2/2 1/18 PRAN

Have a question about this Notice?

MPAC will consider any new factual information that may affect your assessment. A Request for Reconsideration (RfR) may be filed with MPAC, at no charge, to review the information on this Notice. If your property, or a portion of it, is in the residential, farm or managed forests property class, you must file a RfR with MPAC before you are eligible to file an Appeal with the Assessment Review Board (ARB). The deadline for filing a RfR with MPAC is June 1, 2018. For any other property types, you can choose to either file a RfR with MPAC or file an Appeal with the ARB. If you choose to file with the ARB, the deadline to file your Appeal is June 1, 2018. For more information about the RfR and Appeal processes, please visit www.mpac.ca. This Notice was issued on February 1, 2018.

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Amended Property Assessment Notice for the 2018-2020 property tax years

Questions?

Please include your roll number with your enquiry.

Call 1 866 296-MPAC (6722)

1 877 889-MPAC (6722) TTY

Monday to Friday - 8 a.m. to 5 p.m.

Web www.mpac.ca

Write P.O. Box 9808, Toronto, ON M1S 5T9

If you have any accessibility needs, please contact MPAC for assistance.

DG1000680 32 1/2 4/18 PRAN

COMMUNITY LIVING FORT FRANCES
AND DISTRICT
340 SCOTT ST
FORT FRANCES ON P9A 1G9

This Amended Property Assessment Notice is not a property tax bill.

Why you are receiving this Amended Property Assessment Notice

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Property summary

Roll number	59 12 010 007 21400 0000
Property location and description	1008 WALKER AVE PLAN SM139 PT BLK 7 RR80 PART 1
Municipality/Local taxing authority	FORT FRANCES TOWN
Property type	Single Family Detached
Property information	Frontage: 65.00 feet Depth: 120.00 feet Lot area: 7,800.00 square feet
Building - exterior square footage	870 square feet
Year of construction	1952

Please login to
www.aboutmyproperty.ca
to see a profile of your property and
compare your property with similar
properties in your area free-of-charge.

If you don't have an account, please
register by entering:

Roll number: 59 12 010 007 21400 0000
Access key: 5982E CE5C4 DFDB4

Or call MPAC at
1 866 296-MPAC (6722)

Previous assessment information

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEAR 2018
Residential	\$89,000	\$83,000	\$83,000
Total	\$89,000	\$83,000	\$83,000

Amended assessment information

Under the *Assessment Act*, an increase in the assessed value of each separately classified portion of your property between January 1, 2012 and January 1, 2016 is phased in over four years, from 2017 to 2020. If there is no change, or a decrease in the assessed value of any portion of the property, the assessed value of that portion remains the same and is effective for the remaining property tax years. The assessed values for each separately classified portion of your property are shown in the table below. The information in the table assumes your property characteristics stay the same for the remainder of the property tax years.

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEARS		
			2018	2019	2020
Exempt	\$82,680	\$83,000	\$82,840	\$82,920	\$83,000
Total	\$82,680	\$83,000	\$82,840	\$82,920	\$83,000

School support

PROPERTY CLASSIFICATION	SCHOOL SUPPORT	2018 ASSESSMENT
Exempt	Not Applicable	\$82,840
Total		\$82,840



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Amended Property Assessment Notice for the 2018-2020 property tax years

Roll number: 59 12 010 007 21400 0000

DG10000680 32 2/2 4/18 PRAN

Have a question about this Notice?

MPAC will consider any new factual information that may affect your assessment. A Request for Reconsideration (RfR) may be filed with MPAC, at no charge, to review the information on this Notice. If your property, or a portion of it, is in the residential, farm or managed forests property class, you must file a RfR with MPAC before you are eligible to file an Appeal with the Assessment Review Board (ARB). The deadline for filing a RfR with MPAC is August 30, 2018. For any other property types, you can choose to either file a RfR with MPAC or file an Appeal with the ARB. If you choose to file with the ARB, the deadline to file your Appeal is August 30, 2018. For more information about the RfR and Appeal processes, please visit www.mpac.ca. This Notice was issued on May 2, 2018.

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Amended Property Assessment Notice for the 2018-2020 property tax years

Questions?

Please include your roll number with your enquiry.

Call 1 866 296-MPAC (6722)
1 877 889-MPAC (6722) TTY
Monday to Friday - 8 a.m. to 5 p.m.
Web www.mpac.ca
Write P.O. Box 9808, Toronto, ON M1S 5T9

If you have any accessibility needs, please contact MPAC for assistance.

DG10000632 32 1/2 3/18 PRAN

THE GOVERNING COUNCIL OF THE
SALVATION ARMY IN CANADA
353 SCOTT ST
FORT FRANCES ON P9A 1H1

This Amended Property Assessment Notice is not a property tax bill.

Why you are receiving this Amended Property Assessment Notice

You are receiving this Notice because the correction of factual information regarding this property has resulted in a change to the assessment and/or classification. This change is effective for taxation beginning January 1, 2018.

The assessed value of your property is used as the basis for calculating your property taxes. MPAC's role is to accurately value and classify properties in Ontario. Your municipality/local taxing authority is responsible for setting property tax rates. For questions about your property taxes, contact your municipality/local taxing authority. To learn how MPAC assesses properties or for details about the Reconsideration and Appeal processes, please visit www.mpac.ca. Please keep a copy of this Notice for your records.

Property summary

Roll number	59 12 020 002 04600 0000
Property location and description	353 SCOTT ST PLAN SM163 LOT 4 TO 5 PCLS 4-1 & 5-1
Municipality/Local taxing authority	FORT FRANCES TOWN
Property type	Small Retail
Property information	Frontage: 52.00 feet Depth: 155.00 feet Lot area: 8,060.00 square feet

Please login to
www.aboutmyproperty.ca
to see a profile of your property and
compare your property with similar
properties in your area free-of-charge.

If you don't have an account, please
register by entering:

Roll number: 59 12 020 002 04600 0000
Access key: 56693 022E1 D5355

Previous assessment information

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEAR 2018
Commercial	\$147,000	\$147,000	\$147,000
Total	\$147,000	\$147,000	\$147,000

Or call MPAC at
1 866 296-MPAC (6722)

Amended assessment information

Under the *Assessment Act*, an increase in the assessed value of each separately classified portion of your property between January 1, 2012 and January 1, 2016 is phased in over four years, from 2017 to 2020. If there is no change, or a decrease in the assessed value of any portion of the property, the assessed value of that portion remains the same and is effective for the remaining property tax years. The assessed values for each separately classified portion of your property are shown in the table below. The information in the table assumes your property characteristics stay the same for the remainder of the property tax years.

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEARS		
			2018	2019	2020
Exempt	\$146,433	\$147,000	\$146,717	\$146,858	\$147,000
Total	\$146,433	\$147,000	\$146,717	\$146,858	\$147,000

School support

PROPERTY CLASSIFICATION	SCHOOL SUPPORT	2018 ASSESSMENT
Exempt	Not Applicable	\$146,717
Total		\$146,717



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Amended Property Assessment Notice for the 2018-2020 property tax years

Questions?

Please include your roll number with your enquiry.

Call 1 866 296-MPAC (6722)
1 877 889-MPAC (6722) TTY
Monday to Friday - 8 a.m. to 5 p.m.

Web www.mpac.ca

Write P.O. Box 9808, Toronto, ON M1S 5T9

If you have any accessibility needs, please contact MPAC for assistance.

DG10000615 32 1/2 5/18 PRAN

THE TRUSTEES FOR THE
EVANGELICAL FELLOWSHIP CHURCH
605 MCIRVINE RD
FORT FRANCES ON P9A 3X7

This Amended Property Assessment Notice is not a property tax bill.

Why you are receiving this Amended Property Assessment Notice

You are receiving this Notice because the correction of factual information regarding this property has resulted in a change to the assessment and/or classification. This change is effective for taxation beginning January 1, 2018.

The assessed value of your property is used as the basis for calculating your property taxes. MPAC's role is to accurately value and classify properties in Ontario. Your municipality/local taxing authority is responsible for setting property tax rates. For questions about your property taxes, contact your municipality/local taxing authority. To learn how MPAC assesses properties or for details about the Reconsideration and Appeal processes, please visit www.mpac.ca. Please keep a copy of this Notice for your records.

Property summary

Roll number	59 12 010 006 08870 0000
Property location and description	605 MCIRVINE RD MCIRVINE RIVER RANGE PT LOT 41 RP 48R3747 PART 2 PCL 26018
Municipality/Local taxing authority	FORT FRANCES TOWN
Property type	Place of worship
Property information	Frontage: 250.00 feet Depth: 659.12 feet Lot area: 3.78 acres

Please login to
www.aboutmyproperty.ca
to see a profile of your property and
compare your property with similar
properties in your area free-of-charge.

If you don't have an account, please
register by entering:

Roll number: 59 12 010 006 08870 0000
Access key: 2A393 FF7F0 58FB9

Previous assessment information

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEAR 2018
Commercial	\$704,000	\$603,000	\$603,000
Total	\$704,000	\$603,000	\$603,000

Or call MPAC at
1 866 296-MPAC (6722)

Amended assessment information

Under the *Assessment Act*, an increase in the assessed value of each separately classified portion of your property between January 1, 2012 and January 1, 2016 is phased in over four years, from 2017 to 2020. If there is no change, or a decrease in the assessed value of any portion of the property, the assessed value of that portion remains the same and is effective for the remaining property tax years. The assessed values for each separately classified portion of your property are shown in the table below. The information in the table assumes your property characteristics stay the same for the remainder of the property tax years.

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEARS		
			2018	2019	2020
Exempt	\$801,894	\$805,000	\$803,447	\$804,224	\$805,000
Total	\$801,894	\$805,000	\$803,447	\$804,224	\$805,000

School support

PROPERTY CLASSIFICATION	SCHOOL SUPPORT	2018 ASSESSMENT
Exempt	Not Applicable	\$803,447
Total		\$803,447



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DG10000089 32 2/2 4/18 ANA

EVANS NANCY LOUISE
KIRCHER MARGARET JEAN
BRUNETTA BEVERLY ANN
MAURO LAUREEN LYNN
SPENCE GERALDINE KAREN
C/O TRIDENT HOLDINGS
110 OAKWOOD RD
FORT FRANCES ON P9A 3V3

Advisory Notice of Adjustment for the 2018 property tax year

Questions?

Please include your roll number with your enquiry.

Call 1 866 296-MPAC (6722)
1 877 889-MPAC (6722) TTY
Monday to Friday - 8 a.m. to 5 p.m.
Web www.mpac.ca
Write P.O. Box 9808, Toronto, ON M1S 5T9

If you have any accessibility needs, please contact MPAC for assistance.

This Advisory Notice of Adjustment is not a property tax bill.

Why you are receiving this Advisory Notice of Adjustment

You are receiving this *Advisory Notice of Adjustment* as a result of a 2016 Assessment Review Board Decision.

Due to this recent decision, an adjustment was made to the property classification(s) and/or value(s) of your property that affects the assessed value for the 2018 property tax year. Your new assessed value is stated below.

The assessed value of your property is used as the basis for calculating your property taxes. MPAC's role is to accurately value and classify properties in Ontario. Your municipality/local taxing authority is responsible for setting property tax rates. For questions about your property taxes, contact your municipality/local taxing authority.

A copy of this *Advisory Notice of Adjustment* has been provided to your municipality/local taxing authority. Please keep a copy of this Notice for your records.

Property summary

Roll number	59 12 020 002 04700 0000
Property location and description	375 SCOTT ST PLAN SM163 LOT 6 TO 12 & W 1/2 LOT 13 PCL 6-2
Municipality /Local taxing authority	FORT FRANCES TOWN

Please login to
www.aboutmyproperty.ca
to see a profile of your property and
compare your property with similar
properties in your area free-of-charge.

Adjusted assessed value of your property

Under the *Assessment Act*, an increase in the assessed value of each separately classified portion of your property between January 1, 2012 and January 1, 2016 was phased in over four years, from 2017 to 2020.

If there was no change or a decrease in the assessed value of any portion of the property, this assessed value will be effective for the remaining property tax years. The assessed value(s) for each separately classified portion of your property are shown in the table below.

Previous CT 647,500

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEAR 2018
Commercial	\$562,000	\$709,000	\$635,500
Total	\$562,000	\$709,000	\$635,500

If you don't have an account, please register by entering:

Roll number: 59 12 020 002 04700 0000
Access key: 99414 241BF 60948

Or call MPAC at
1 866 296-MPAC (6722)

School support

PROPERTY CLASSIFICATION	SCHOOL SUPPORT	2018 ASSESSMENT
Commercial	Not Applicable	\$635,500
Total		\$635,500



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Amended Property Assessment Notice for the 2018-2020 property tax years

Questions?

Please include your roll number with your enquiry.

Call 1 866 296-MPAC (6722)

1 877 889-MPAC (6722) TTY

Monday to Friday - 8 a.m. to 5 p.m.

Web www.mpac.ca

Write P.O. Box 9808, Toronto, ON M1S 5T9

If you have any accessibility needs, please contact MPAC for assistance.



DG10001608 32 1/2 1/18 PRAN

70798 MANITOBA LTD
71045 MANITOBA LTD
600 WALL ST
PO BOX 843 STN MAIN
WINNIPEG MB R3C 2P7

This Amended Property Assessment Notice is not a property tax bill.

Why you are receiving this Amended Property Assessment Notice

You are receiving this Notice because the correction of factual information regarding this property has resulted in a change to the assessment and/or classification. This change is effective for taxation beginning January 1, 2018.

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Property summary

Roll number	59 12 010 004 11901 0000
Property location and description	740 SIXTH ST W PLAN 48M353 LOT 34 PCL 34-1 SEC 48M353
Municipality/Local taxing authority	FORT FRANCES TOWN
Property type	Industrial Vacant Land
Property information	Frontage: 115.95 feet Depth: 200.00 feet Lot area: 0.53 acres

Please login to
www.aboutmyproperty.ca
to see a profile of your property and
compare your property with similar
properties in your area free-of-charge.

If you don't have an account, please
register by entering:

Roll number: 59 12 010 004 11901 0000
Access key: BEA4A 4ADA2 2A21F

Or call MPAC at
1 866 296-MPAC (6722)

Previous assessment information

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEAR 2018
Commercial	\$211,000	\$207,000	\$207,000
Total	\$211,000	\$207,000	\$207,000

Amended assessment information

Under the *Assessment Act*, an increase in the assessed value of each separately classified portion of your property between January 1, 2012 and January 1, 2016 is phased in over four years, from 2017 to 2020. If there is no change, or a decrease in the assessed value of any portion of the property, the assessed value of that portion remains the same and is effective for the remaining property tax years. The assessed values for each separately classified portion of your property are shown in the table below. The information in the table assumes your property characteristics stay the same for the remainder of the property tax years.

PROPERTY CLASSIFICATION	VALUE AS OF JAN 1, 2012	VALUE AS OF JAN 1, 2016	PHASED-IN ASSESSMENT FOR TAX YEARS		
			2018	2019	2020
Industrial: Vacant land	\$14,419	\$16,600	\$15,510	\$16,055	\$16,600
Total	\$14,419	\$16,600	\$15,510	\$16,055	\$16,600

School support

PROPERTY CLASSIFICATION	SCHOOL SUPPORT	2018 ASSESSMENT
Industrial: Vacant land	Not Applicable	\$15,510
Total		\$15,510



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SOCIÉTÉ D'ÉVALUATION
FONCIÈRE DES MUNICIPALITÉS

Amended Property Assessment Notice for the 2018-2020 property tax years

Roll number: 59 12 010 004 11901 0000

DG10001608 32 22 1/18 PRAN

Have a question about this Notice?

MPAC will consider any new factual information that may affect your assessment. A Request for Reconsideration (RfR) may be filed with MPAC, at no charge, to review the information on this Notice. If your property, or a portion of it, is in the residential, farm or managed forests property class, you must file a RfR with MPAC before you are eligible to file an Appeal with the Assessment Review Board (ARB). The deadline for filing a RfR with MPAC is June 1, 2018. For any other property types, you can choose to either file a RfR with MPAC or file an Appeal with the ARB. If you choose to file with the ARB, the deadline to file your Appeal is June 1, 2018. For more information about the RfR and Appeal processes, please visit www.mpac.ca. This Notice was issued on February 1, 2018.

COPY



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2018/85**

TO: Mayor Avis & Members of Council
FROM: Dawn Galusha, Deputy Treasurer
DATE: June 14, 2018
SUBJECT: Addition of Modules for Financial Software

BACKGROUND

In 2016, the treasury department of the Town of Fort Frances began the successful implementation of the Microsoft Dynamics GP Financial software with the Diamond extensions, which are specific to the Municipal sector. At the time of determining the chosen software, the Town anticipated expanding the system to incorporate additional modules for use throughout the municipality in a networked environment designed to allow for seamless integration and the ability to offer our ratepayers a one-stop shopping service. We recently had training on EFT transfers for our accounts payable payments which will enable us to send the payments via EFT, saving on cheque stock and mail costs, in addition to ensuring that bills can be paid in a timely fashion without having the lag time of the mail system.

At this time, we are considering adding two modules that work very closely with each other, eSend and Virtual Town Hall. When preparing the budget, however, we did not include the cost of the two modules in the Capital Budget as we were uncertain if we would be ready for implementation in 2018. Since we feel prepared to take this next step in the implementation process and in order to provide additional customer service options to the ratepayers, we would like Council to consider using the Corporate Projects Reserve for the capital component (software and estimated services) of the costs. The remainder of the costs would flow through the operating budget lines.

To begin with we suggest starting with a 5,000-transaction tier for eSend, with costs as follows:

Software – \$4,000
 Estimated Services - \$1,720
 Annual Fee - \$1,120

The costs for Virtual City Hall are:

Software - \$12,500
 Estimated Services - \$12,470
 Annual Fee - \$3,500

The use of eSend will allow us to email a variety of bills, notices, and letters. The functionality allows for attachments to be sent with the email, such as the letters or stuffers that are often printed and

sent with a Water and Sewer bill. As well, it provides for a complete audit trail, history and inquiry of sent bills, notices, and letters with the option to resend at any time.

Virtual City Hall will allow customers to log into a portal to see their accounts and details of the accounts and enable them to pay online through this portal. The account activation for the customer appears quick and seamless. Payments through the portal allows for debit and credit card payment where a “convenience fee” of up to 1.75% may be added to credit card transactions under specific merchant categories (ie. Utilities and Taxes). The cashier will be able to import the portal payments and create the cash receipt in a seamless process. The entire portal will enhance our customer service capabilities for our customers.

RECOMMENDATION

The Administration & Finance Executive Committee recommends that Council approve the addition of eSend and Virtual City Hall modules, as components of the Microsoft Dynamics GP Diamond financial software. The Corporate Projects Reserve shall fund the capital portion of the project in the amount of \$30,690, and the annual costs of \$4,620 will be funded through the treasury operating budget.

Council Approval of This Report Will approve the Administration & Finance Executive Committee recommendation to approve the addition of eSend and Virtual City Hall modules, as components of the Microsoft Dynamics GP Diamond financial software. The amount of \$30,690 shall be funded utilizing the Corporate Projects Reserve fund with the annual costs of \$4,620 funded through the treasury operating budget.



eSend Electronic Billing



Diamond's eSend electronic billing module gives you the power of automated and paperless billing and notifications. With eSend you'll provide both greater customer convenience and save money year over year - everybody wins!

Advanced features include custom email templates, extra attachments and a full audit and history of all emails sent. Virtually every type of bill or notice you send to customers from Diamond can now be sent electronically instead!

Add Up the Savings...

Conservative industry estimates suggest a cost of \$2 per piece of traditional mail sent. If you produce, say, 5,000 bills/notices per month and with 40% of those customers subscribing to eSend (or about 2000 eSend documents per month), you would realize savings of \$4,000 per month or \$48,000 annually!

eSend Feature List:

- *Super Easy to Use - Uses Standard System Processes*
 - *Easy sign up of customers*
 - *Full Audit, History and Inquiry of sent Bills*
 - *Easily resend a bill at any time*
 - *Customized and Personalized Email Templates*
 - *Add attachments to emails*
 - *Integrated to Virtual City Hall*
 - *Things You Can eSend include:*
 - a) Tax Notices*
 - b) Tax Arrears Letters and Statements*
 - c) Tax Certificates*
 - d) Tax Assessment Notices*
 - e) Utility Bills*
 - f) Utility Arrears Letters*
 - g) Cash Receipts*
 - h) Cash Receipts (Pre-Authorized Payments)*
 - i) Pre-Authorized Payment Change Letters*
 - j) Sundry AR Invoices*
 - k) Permit Forms and Applications*
 - l) Animal Renewal and Past Due Notices*
 - m) Business Licenses and Renewal Notices*
-

Easy to Use

We've worked hard to embed Diamond eSend into all of your standard billing and notice generation functions. Because it works with those standard processes you use every day, eSend is very easy to adopt and use with minimal impact on the organization.

For example, per the screen shots to the right and below, you can see a standard utility billing run and batch process. Notice how the email and eSend functions are embedded directly into this standard process including email lists, drill down to individual emails and one click send of email bills to customers.

U_Utility Billing Batch Maintenance - DMS2 (sa)

Save Clear Delete Additional File Tools Help Add Note

Batch ID: JUNE 2018
Description: June 30 2018

Billing to Date: 6/30/2018 Due Date: 6/30/2018
Mailing Date: 6/30/2018

☒ Display penalty on bill
Calculation Method: Percentage
Based On: Outstanding Balance
Percentage: 2.00%
Amount: \$0.00
☐ Include Final Accounts in Penalty Calculation

☐ OK to add to Combined Batch
Combined Batch:
Comment ID:
E-Mail Batch: JUNE 2018

Billing Status: Printed
Email Status: Email records successfully created
Times Printed: 1

☒ Validated

S_Email Send - DMS2 (sa)

Email Cancel Sending Email Clear Additional File Tools Help Add Note

Batch Type: Utility Bill
Batch ID: JUNE 2018

Total ePost Items: 0
Total Emails: 3
Total Sent: 0
Total Unsent: 3

Available eSend Transactions: 19,992
Status: Ready to Email
☐ Test Mode Test Email

☐ Approve

Account	Email Address	Contact Person	Status	All
10220.00	demo.diamond@outlook.com	Teller, Pete	Ready to email	
TELL001	01	E-Bill850.00000_TELL00101.PDF		
10320.00	demo.diamond@outlook.com	DHler, Leslie		
CHAR001	01	E-Bill855.00000_CHAR00101.PDF		
10400.00	demo.diamond@outlook.com	Coleman, Chad		
COLE001	01	E-Bill844.00000_COLE00101.PDF		

S_Email Maintenance - DMS2 (sa)

OK Cancel Additional File Tools Help Add Note

Batch ID: JUNE 2018
Email Address: demo.diamond@outlook.com
Last Error Number:

Customer ID: TELL001
Address ID: 01
Series: Utilities
Account Number: 10220.00

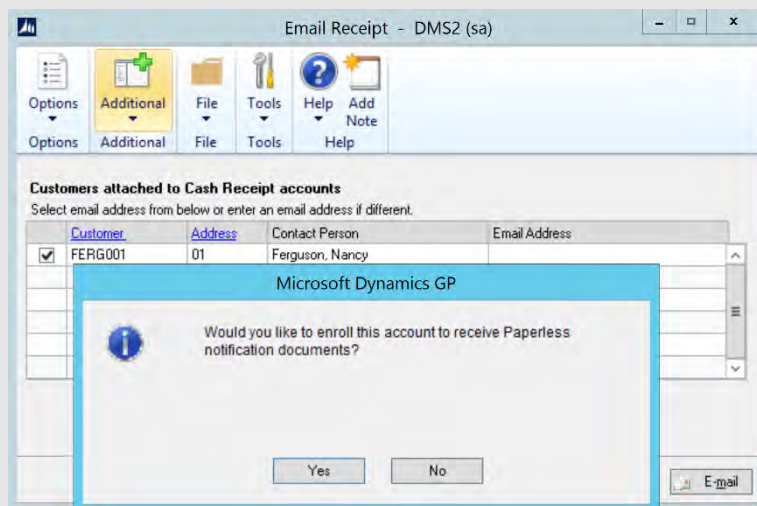
Subject: Diamond City Notice: Your Utility Bill is ready.
E-Bill850.00000_TELL00101.PDF

Attached:
Body: Dear Pete Teller;
The bill amount is \$270.25 and the balance forward on the account is \$786.68.
See the attached bill for more details.
Ned Shumansky
Utility Billing Clerk

Easy to Sign up New Customers

Industry studies on electronic billing tell us to take advantage of our initial contact with customers to maximize electronic billing adoption.

Diamond has made it super easy to sign up new customers to eSend, regardless of how many sub ledger accounts they have! The screen shot to the right shows how, during a simple cash receipt transaction, you can easily enroll a customer onto eSend and paperless billing.



The screenshot shows a window titled "S_Paperless Notifications Customer Enrollment - DMS2 (sa)". It contains a form for customer enrollment with fields for Customer ID, Address ID, Email Address, Contact Person, Address, City, Province, and Postal Code. A table below lists accounts/documents to receive paperless notifications.

Customer ID: FERG001
 Address ID: 01
 Email Address: demo.diamond@outlook.com
 Contact Person: Ferguson, Nancy
 Address: 420 Kelsey Street
 City: Diamond City
 Province: ON
 Postal Code: N5Y 6Y2

☒ Automatic enrollment to future paperless notification documents

Print	Series	Account/Document	Location	Type
<input checked="" type="checkbox"/>	Tax Roll	001600700101400	420 Kelsey Street	Primary Owner
<input checked="" type="checkbox"/>	Utilities	10340.00	420 Kelsey Street	Primary Occupant
<input checked="" type="checkbox"/>	Cash Receipt	Pre-Authorized Payments		
<input checked="" type="checkbox"/>	Receivables	FERG001 - 01	420 Kelsey Street Diamond City ON	

The enrollment process itself is very simple. Once you click on "yes" in the screen above, the system automatically opens the enrollment window (screen to the left) and identifies all of the subledger accounts for that customer.

You enter an email address and click one box to select all accounts and just like that, you have enrolled the customer to eSend.

If you like, you can also selectively add accounts and subledgers rather than all accounts.

Full Audit, History, and Inquiry

A super powerful feature of eSend is the ability to view ALL historical emails sent at both the customer and sub ledger level. This includes not only a listing of the emails but full drill down into the contents of the email and to the PDF attachment itself. This gives you full confidence to review, audit and resend emails as required.

The screenshot displays the 'S Email History Inquiry - DMS2 (sa)' application. The top window shows a list of emails with columns for Source, Batch, Date Sent, Time Sent, Email Address, Contact Person, Status, and All. The bottom window shows the 'S Email Inquiry Expansion - DMS2 (sa)' application, which provides a detailed view of a specific email. The email details include:

- Batch ID: JUNE 30 2018
- Email Address: demo.diamond@outlook.com
- Date: 4/21/2017
- Time: 6:53:24 PM
- Customer ID: KITT001
- Address ID: 01
- Account Number: 10650.00
- Subject: Diamond City Notice: Your Utility Bill is ready.
- Attachments: E-Bill870.00000_KITT00101.PDF
- Body: Dear Tray Kittler, The bill amount is \$74.50 and the balance forward on the account is \$171.50. See the attached bill for more details. Ned Shumansky Utility Billing Clerk.

The PDF attachment, 'E-Bill870.00000_KITT00101.PDF', is displayed in the Adobe Acrobat Reader DC window. The bill is for Diamond City Hall, 100 Diamond Square, Diamond City, ON N5Y 5T4, Canada. The bill details include:

- Statement Date: June 30, 2018
- Billing Period: June 1, 2018 - June 30, 2018
- Your account number: 10650.00
- For service at: 1678 Wrangler Road
- Due Date: June 30, 2018
- Kittler, Tray 1678 Wrangler Road Diamond City, ON N5T 4T3 Canada
- Amount Owing: \$171.50
- Payment Due after June 30, 2018: \$174.93
- Additional Billing Highlights: DO NOT PAY - There will be an Authorized Payment Withdrawal of \$171.50. Number of days in the period: 30. Your average daily utility cost: \$2.48.
- Utility Invoice: 100 Diamond Square, Diamond City, ON N5Y 5T4, Canada. Questions? Online: www.anytown.org/questions, Email: utclerk@anytown.org, Phone: 780-944-1677 or 1-800-123-4567. Monday to Friday 8:30 am - 5:00 pm. Closed Saturday, Sunday, and Stat. Holidays.
- Meter Reading and Usage Details this bill: Meter: NEP-520754, Current reading: 986, Previous reading on 5/29/2018: 954, Amount of water you used: 32 M3.
- Your Historic Usage: A bar chart showing water usage for the last year and current year.

eSend Everything!

The Diamond eSend module allows you to email virtually any document you send to citizens and stakeholders today. This long list includes:

- Tax Notice – Annual
- Tax Notice – Interim/Final
- Tax Notice – Supplemental
- Tax Assessment Notice
- Tax Certificates
- Tax Arrears Letters and Statements
- Utility Bills
- Utility Arrears Letters
- Cash Receipts
- Cash Receipt pre-authorized receipts
- Change of Pre-authorized payment amount letter
- Sundry AR Invoices
- Pet license renewal notice
- Pet license past due notice
- Business License
- Business License renewal notice
- Permit Documents – Permit Forms and Applications





LOOKING FOR BETTER WAYS TO ENGAGE WITH YOUR CITIZENS?

[Home](#) > [Solutions](#) > [Citizen Self Service](#)

VIRTUAL CITY HALL

Extend citizen engagement and services anytime, anywhere and on any device with Diamond Virtual City Hall (VCH). Only Diamond's Virtual City Hall offers such a diverse and powerful set of features and payment options for citizens and other stakeholders to easily do business with your municipality. Diamond's latest release of Virtual City Hall 3.0 brings all the features, reliability and strengths of previous versions into a new and thoroughly modern look and feel that supports virtually any browser on any device.

Diamond's unique approach to citizen engagement with VCH also means that only a single login is required by the citizen or stakeholder to see their accounts. Whether they have multiple accounts of a single type (such as several tax properties) or they have taxes, utilities, pets, business or more, they can see them all in a single login and window.

In addition to enhanced citizen services, Virtual City Hall offers both rapid deployment via a design that can easily be inserted into your existing website including out-of-the-box web pages, style sheets that can quickly change the look and feel of the pages and more. In addition, VCH offers a very compelling

return on investment with full recovery of your initial outlay typically occurring in two to three years.

WATCH VIDEO

VCH

—

FOUNDATION

The foundation module provides the powerful architecture, security and web design elements that allow Virtual City Hall to interface directly to your data while providing a seamless website that can be experienced with virtually any browser on any device. The foundation layer also allows citizens to activate accounts and even change details such as email addresses, mailing addresses and more.

PAYMENT MANAGER

Bringing more than a decade of online payment processing experience, Diamond has refined the payment manager module to accept both credit and debit card transactions in a secure Payment Card Industry (PCI) security compliant manner. The powerful configuration options allow you to select which payment options and are available for each subledger. For example, you need to allow both debit and credit cards for utility bills but only debit for property taxes; do this with one mouse click in VCH!

PROPERTY TAXES

With Diamond's VCH for Property Taxes, any citizen or stakeholder can search for assessment values through an open roll. They can also login to view their own properties and take action on certain items. Once logged in, owners can view a full range of account details including balances, detailed assessment and transaction history and more. They can also make payments on account, sign up for pre-authorized payment plans, or change details of their current pre-authorized payment plan.

TAX CERTIFICATES

Easily allow lawyers, real estate agents and others to automatically generate tax certificates or searches on any tax property anytime and anywhere. The system uses a very easy to use “certificate wizard” that guides lawyers through the process step-by-step and uses real-time data to generate the certificate. Full history of the certificate and payment/invoice details is recorded into your Diamond system just as if you had created one yourself. Advanced features include the ability for stakeholders to find and print all historical certificates, and credit checks prior to release of certificate.

UTILITY BILLING

With Diamond’s VCH for Utility Billing citizens and stakeholders can login to view their own utility accounts and take action on certain items. Account holders can view a full range of account details including balances, billing history with full online bill presentment, detailed transaction history and more. They can also make payments on account, sign up for pre-authorized payment plans, or change details of their current pre-authorized payment plan or even sign up for the eBilling option to receive email alerts on new bills.

UTILITY EBILLING

Utility eBilling introduces seamless and easy to use paperless billing! When billing is completed and bills are ready to be printed, all eBills are instead diverted to where a PDF copy of the bill and a personalized email message of your choice are sent. The merge of specific billing info such customer name, address, bill amount onto each email make for a personalized experience and email attachments can be specified to go with the email just like you insert notices with your bills today. Utility eBilling also works closely with VCH for additional bill presentment and automated eBilling sign-up capabilities.

BUSINESS LICENSING

The VCH Business Licensing module provides your customers and residents with the online convenience of viewing, applying for, renewing, and making a payment for business licenses. In addition, you get a real-time business directory published

automatically by virtue of business license maintenance within Diamond.

PET LICENSING

The VCH Pet Licensing module allows your residents the freedom to apply for, renew, and make a payment for their pet licenses online in one convenient location. In addition, the popular pet search function allows your citizens to return lost dogs to their owners by keying in a simple tag number.

RECEIVABLES

Soon to be released, the VCH receivables module allows account holders to view account and transaction details for their sundry receivables account. They can even drill into invoices and get an online invoice presentment showing all billing details. They can also make payments on account, even specifying the precise invoice(s) they wish to pay.

PERMITS

The VCH Permits module allows your contractors, residents and other stakeholders the freedom to apply for permits online. An easy to use wizard guides them seamlessly through the process of application and payment and allows for the upload of plans, pictures, completed forms and more. Permits that are in progress can easily be viewed by the stakeholder as well with indication of inspection dates and more.

BYLAWS

The VCH Bylaws module allows your customers and residents the online convenience of viewing and paying their bylaw infractions from anywhere on any device.

SOLUTIONS

FINANCIAL MANAGEMENT

REVENUE MANAGEMENT

HUMAN CAPITAL MANAGEMENT



**ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2018/86**

TO: Mayor Avis & Members of Council
FROM: Laurie Lindberg, Treasurer
DATE: June 19, 2018
SUBJECT: Collections (Accounts Receivable, Taxation and Water & Sewer) Policy Update

BACKGROUND

Collection Policy Number 1.9 for procedure and collection of Accounts Receivable, Taxation and Water & Sewer was first created in 2006. This is the second review of this policy since that time.

A Treasury committee consisting of the Tax Administrator, Head Cashier, Utility Clerk, Deputy Treasurer and Treasurer have completed a review exercise. The Collection Policy update entails some minor wording changes to clarify the intent, additional sections mainly to clearly provide definition and/or meaning and updated the reminder and disconnection notices.

The most significant changes are as follows:

1. Payments and Late Payments was added in accounts receivable, taxation and water& sewer sections to consistently define the credit of payments;
2. Application of Payment was added to accounts receivable;
3. Division Managers will receive a copy of the accounts receivable letters issued;
4. No taxation arrears notice will be sent after the due date if the balance is \$15.00 or less
5. Taxation sections updated to reflect tax sale legislation change to two years in arrears
6. Water & Sewer Notice of Arrears Served change to regular mail from registered mail
7. Water & Sewer Reminder Notice & Disconnection Notice updated

RECOMMENDATION

The Administration & Finance Executive Committee recommends that Council approve the Collection (Accounts Receivable, Taxation and Water & Sewer) Policy Number 1.9 as presented.

Council Approval of This Report Will approve the Administration & Finance Executive Committee recommendation to approve the Collection (Accounts Receivable, Taxation and Water & Sewer) Policy Number 1.9 as presented.

THE TOWN OF FORT FRANCES

Section: Administration & Finance

Policy: Collections (Accounts Receivable, Taxation and Water & Sewer)

Creation Date: October 2006
Revised Date: November 2010, June 2018
Review by Date:
Resolution Number:
Supersedes Resolution Number: 329
Policy Number: 1.9

ACCOUNTS RECEIVABLE CREDIT AND COLLECTION

1. POLICY STATEMENT

This policy applies to the procedures and collection of accounts receivables.

2. EFFECTIVE DATE

This policy comes into effect on June 25, 2018 and cancels and supersedes all former policies.

3. CREDIT PRIVILEGES TO CUSTOMERS

The extension of credit is a privilege for customers and prospective customers.

Extension of Credit to New Customers

All new customers requesting credit privileges will be required to complete an Application for Credit form (see Page 5). The originating department will ensure that the customer completes the Application for Credit and submits it for approval prior to opening an account.

Exceptions to this policy are when invoicing is required for unforeseen events rather than the provision of goods or services.

Application for Credit

The Division Manager or designate must approve the completed Application for Credit. All credit applications will be forwarded to and kept on file in the Treasury Department, whether approved or denied. The originating department will be responsible for notifying the customer as to the status of their credit application.

Credit Privileges to Existing Customers

Customers with accounts created prior to this policy will not be requested to complete the Application for Credit as long as their account is not over 90 days past due.

4. METHOD OF PAYMENT

Payment may be made at a financial institution, on-line banking/payment, by mail or in person at the Town of Fort Frances Civic Centre. Payment at the Civic Centre will be in the form of cash, cheques, money order, debit card, or preauthorized direct debit. If a customer submits two N.S.F. cheques within a twelve-month period, personal cheques will no longer be accepted unless they are "certified". If a preauthorized payment plan customer has two N.S.F. payments returned within a twelve-month period, they will no longer be eligible for the plan and personal cheques must be "certified".

5. PAYMENTS AND LATE PAYMENTS

The Town of Fort Frances credits a payment to accounts on the day it is received by our office (over-the-counter, drop box, mail or deposited into our bank account) by the end of the business day being 4:30 p.m. during the months of January to June and September to December and 4:00 p.m. during the summer months of July and August. A charge will be applied for all payments and/or cheques made to the Town of Fort Frances that cannot be cleared by a financial institution in accordance with the Town's schedule of fees by-law. A late charge of 1.25% per month (15% per annum) is applied to all accounts which have unpaid balances on the 1st working day of the month past the due date.

COLLECTION ACTIONS ON ACCOUNTS RECEIVABLE

Invoices	The Treasury Department generates invoices with the amount due within 30 days. The exception is invoices for Daycare services, which are due within 15 days.
Interest	On the first day of every month following the invoice due date, 1.25% interest per month shall be added to the account.
Application of Payment	Payments shall be applied first to interest (finance charges) owing on account then secondly to the oldest invoice(s) amount owing unless the invoice is otherwise specified by customer.
Monthly Statement	The Treasury Department issues monthly statements. A statement is generated to advise customers of the balance on their account at the date of the statement. The statements include information as to invoices and interest outstanding.
Deposits	<p>Deposits may be required at the discretion of the Town of Fort Frances. In the case of Daycare Services, the following shall apply:</p> <p>Parents or guardians who fail to provide acceptable credit references will be required to pay a one-month deposit. The deposit will be calculated as follows:</p> <ol style="list-style-type: none"> Full time enrolment-daily daycare fee for each child enrolled multiplied by 22 days. Part time enrolment-daily daycare fee for each child enrolled multiplied by the number of days the child(ren) is (are) enrolled for a month Parents or guardians who are subsidized will be required to pay a deposit based on their subsidized rate. A minimum of \$200.00 is required for subsidized parents or guardians. Any parent or guardian re-enrolling in either program who has past due or outstanding daycare accounts will be required to pay the account in full prior to being placed on the waiting list for daycare services. In addition, a deposit must be paid prior to enrolling in the daycare services. The deposit shall equal the amount as calculated in the above (a, b, c) multiplied by 2 (two). <p>Deposits are returned after a full year of consecutive on-time payments are made, or in the event of a child leaving daycare services, the deposit shall be applied to any outstanding invoices. Accounts Payable will refund any balance due to the parent/guardian. The Daycare Supervisor will monitor the monthly deposit reconciliation for accounts that may be eligible for refund and notify the Treasury Department as such. In the event an outside agency has paid the deposit for the parent/guardian, all reasonable attempts to collect an outstanding invoice will be made. If, however, the account has not been paid at the time an account is eligible for Small Claims or a collection agency, the deposit on hand shall first be applied.</p>
Daycare Services	Unpaid Daycare services after due date may result in termination of services until the account is paid in full.

Written Follow Up	The Treasury Department will mail out account statements monthly. Statements with account balances in arrears of over 30 days will be stamped with a notification that "ACCOUNTS NOT PAID PROMPTLY WILL RESULT IN COLLECTION ACTION". Accounts over 60 days past due will receive a written letter (see Pages 6 & 7) and a copy(s) of the outstanding invoice advising the customer of the next step(s) to be taken. Before further action ensues, there will be confirmation with the originating department that there are no disputes with the invoice(s) in arrears.
Recovery of Arrears through Letters of Credit, Performance Guarantees, Monies Owed to Customer	If the Town of Fort Frances is holding any Letters of Credit, Performance Guarantees or has monies owing to the customers, such as accounts payable cheques, these amounts may be applied to the customer's general accounts receivable arrears, with notification to the customer.
Collector's Roll Additions	After ninety days past due, with approval from the Treasurer or designate, and in accordance with The Municipal Act, any eligible charges made against property may be added to the Collector's Roll and collected in a like manner as taxes, with notification to the property owner and the Mortgage Company, if applicable. The 90-day period may be waived if the subject property is under ownership change.
Small Claims and Collection Agencies	Accounts ninety days past due may be forwarded to Small Claims Court or to a Collection Agency. All costs attributable to collection will be added to the customer's account.
Arrangement for Payment	Acceptable arrangement for payment may be made with the Treasurer of the Town of Fort Frances, or their designate.
Denial of Further Credit and/or Service	A customer credit status will be undertaken for accounts over 90 days past due. The decision to deny further credit and/or services, or request of deposit for further services, will be made in consultation with the Division Manager.

Application for Credit

Name: _____

Contact Person (if different from above) _____

Mailing Address: _____

Postal Code: _____ Telephone: _____

Reference #1 **Name:** _____**Address:** __________ **Telephone:** _____**Reference #2** **Name:** _____**Address:** __________ **Telephone:** _____

The UNDERSIGNED, herein called the Customer, requests that the Town of Fort Frances, herein called the Town, invoice for goods and/or services to be billed per service or on a biweekly/monthly basis at the Town's discretion.

- A. The Customer shall pay the rates and charges in accordance with Town by-laws and policy.
- B. All accounts must be paid within thirty days or fifteen days if Daycare services, per Town policy. The Town reserves the right to suspend credit privileges, charge interest, pursue collection procedures and recover collection costs, if accounts are not paid in accordance with Town policy.
- C. If credit privileges are suspended, the Customer is liable for the money owed, and consideration for reinstatement of credit privileges will not be given until such time as all outstanding accounts are paid.
- D. Deposits may be required at the discretion of the Town.
- E. If the Customer is owed money by the Town (letter of credit, performance guarantees, supply of goods/services, etc.) the Town may, at it's discretion, deduct any balance owing to the Town prior to making payment to the Customer.
- F. The Customer authorizes the Town to contact the references named above during their investigation of this credit application.

This application, when signed by the Customer and executed by an authorized representative of the Town of Fort Frances shall form a legal and binding agreement between the parties.

The Customer agrees to comply with the terms and conditions noted above and agree that said conditions are a part of this contract.

Date of Application _____ Deposit if required _____

Customer Signature _____

ACCEPTED BY:**DATE:**

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

FINAL ATTEMPT

Date:

John Doe
XXXXXXXXXX
Fort Frances, ON
P9A XXX

RE: OUTSTANDING ACCOUNT A/R #DOEJO0001 INVOICE #xxxx - AMOUNT \$xxx.xx

Please note that as of the above date, our records indicate your account is over sixty days past due. This is our final attempt to resolve this matter prior to commencing additional collection procedures.

It is the policy of the Municipality to discontinue services and/or deny further credit when the account is ninety days past due.

It is also the policy of the Municipality to refer accounts, which are ninety days past due, to Small Claims Court or a Collection Agency for satisfaction. If judgement is obtained, we may use it to garnishee future income and/or seize clear assets. A judgement will appear on your credit file with the Credit Bureau for a minimum of six years, affecting all future credit inquiries. As well, all costs attributable to collection will be added to your account.

To avoid this expensive procedure, please pay the attached account immediately.

If you have any questions concerning this account, please call me at the Town of Fort Frances at (807) 274-5323 or by email at _____@fortfrances.ca.

Yours very truly,

Tax Administrator

c.c.: Division Manager

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

FINAL ATTEMPT

Date:

John Doe
XXXXXXXXXX
Fort Frances, ON
P9A XXX

RE: OUTSTANDING ACCOUNT A/R #DOEJO0001 INVOICE #xxxx - AMOUNT \$xxx.xx

Please note that as of the above date, our records indicate your account is over sixty days past due. This is our final attempt to resolve this matter prior to commencing additional collection procedures.

It is the policy of the Municipality to discontinue services and/or deny further credit when the account is ninety days past due.

Failure to make payment on this will result in the invoice being transferred to the applicable tax account and collected in like manner to taxes.

If you have any questions concerning this account, please call me at the Town of Fort Frances at (807) 274-5323 or by email at _____@fortfrances.ca.

Yours very truly,

Tax Administrator

c.c.: Division Manger

TAX COLLECTION

1. POLICY STATEMENT

This policy applies to the procedures, collection and registration of taxes.

2. EFFECTIVE DATE

This policy comes into effect on June 25, 2018 and cancels and supersedes all previous tax collection policies.

3. PROCEDURE

- A. Tax bills shall be issued twice yearly, not including supplementary/omit billings.
 - ☐ Interim tax bills are to be issued no later than February 7th of the current year
 - ☐ Final tax bills are to be issued no later than July 10th of the current year.
 - ☐ Supplementary/Omit tax bills are to be issued no later than December 10th in the year they are received.
- B. Interim tax bills will be due and payable in two instalments, being the last working day in February and March. Final bills will be due and payable in two instalments, being the last working day in July and August.
- C. The Municipality requires a minimum of 21 days between the issuance and the due date.

4. METHOD OF PAYMENT

Tax payment may be made at a financial institution, on-line banking/payment, by mail or in person at the Town of Fort Frances Civic Centre. Payment at the Civic Centre will be in the form of cash, cheques, money order, debit card, or preauthorized direct debit. If a customer submits two N.S.F. cheques within a twelve-month period, personal cheques will no longer be accepted unless they are "certified". If a preauthorized payment plan customer has two N.S.F. payments returned within a twelve-month period, they will no longer be eligible for the plan and personal cheques must be "certified".

5. PAYMENTS AND LATE PAYMENTS

Town of Fort Frances credits a payment to your account on the day it is received by our office (over-the-counter, drop box, mail or deposited into our bank account) by the end of the business day being 4:30 p.m. during the months of January to June and September to December and 4:00 p.m. during the summer months of July and August. A charge will be applied for all payments and/or cheques made to the Town of Fort Frances that cannot be cleared by a financial institution in accordance with the Town's schedule of fees by-law. A late charge of 1.25% per month (15% per annum) is applied to all accounts which have unpaid balances on the 1st working day of the month past the due date.

COLLECTION ACTIONS ON TAX ACCOUNTS RECEIVABLE

Tax Bill	Tax bills are sent out twice a year and include any overdue balances. The interim bill has two tax instalment remittances and the final bill has two tax instalment remittances. The tax bill includes due dates, current amount due, past due/credit amount, total amount due and the penalty/interest rate.
Interest and Penalty	Interest and penalties will be applied at the maximum rate allowed under the Municipal Act on taxes that are in arrears. The current rate is 1.25% and will be calculated on the first day of default and the first day of every month thereafter. Adjustments to the interest and penalty shall be approved by the Treasurer or designate.
Tax Reminder Notice	Taxes are considered in arrears after the due date for the interim and the final tax bills. Notices will be sent every month, with a detailed summary until such time as all the taxes have been paid. However, reminder notices may not be sent for those accounts with a minimum balance of \$25.00 or less, except for the first notice after the due date when the minimum balance is \$15.00 or less.
Recovery of Arrears through Monies Owed to Taxpayer	If the Town of Fort Frances is holding any monies owing to the customer, such as accounts payable cheques, tax adjustments, refunds or rebates, these amounts will be applied to the customer's tax arrears, with notification to the taxpayer.
Recovery of Arrears through Insurance Proceeds	If a fire occurs on a commercial property, the Tax Administrator will convey in writing to the insurers that it is the Municipality's position that the amount of its interest in the land, as represented by the tax account, is to be paid out of the insurance proceeds in priority to payment to any other person with an interest in the land, except for any Crown liens.
Collection of Tenants Rent (Landlord has Tax Arrears)	After the taxes have been in arrears for one year, a notice will be sent to the landlord (taxpayer) informing of the Municipality's intention to collect the rent. This will allow the landlord an opportunity to make payment arrangements with the Tax Administrator or Treasurer. If within 14 days of sending the notice no reply is received, the Municipality will inform the tenants to pay the rent directly to the Municipality until all interest, penalty and taxes have been collected. (See page 15) Under section 350(1) of the <i>Municipal Act</i> , the Municipality may give a tenant notice, in writing, requiring the tenant to pay the rent as it becomes due until the taxes are paid. (See Page 16)
Collection of Property Taxes in Distress	Property taxes are considered in distress on the 1 st day of January in the second year following that in which the property taxes became owing. Telephone contact will be made in this second year, prior to notices being issued. Beginning September of each year a notice will be sent (See Pages 11-13) and at the beginning of each month thereafter, with a last and final notice (See Page 14) in December.
Tax Registration	Arrears over two (2) years are subject to the Tax Registration process commencing on the first day of the following year. The Treasurer authorizes accounts with two years arrears or more to be registered for Tax Registration and Sale proceedings.

Extension Agreement	<p>A taxpayer in Tax Registration may request an Extension Agreement, which will extend the period of time in which the balance outstanding is to be paid. The Extension Agreement request must be before the expiry of the one year of the date that the property was registered for Tax Sale. Extension Agreements are subject to terms and conditions established on a property by property basis using the following principles and guidelines:</p> <ul style="list-style-type: none"> • Maximum term of the agreement is 3 months to clear all outstanding balances; • Monthly payment(s) amount(s) required over term of extension agreement; and • Advance payment of required fee to establish Extension Agreement as listed in the Schedule of Fees. <p>If no agreement is reached as to the terms and/or the agreement is denied, the tax sale proceeds by returning to the point where the stop in the tax sale process was immediately prior to the extension agreement being requested. In the event of default, a registered letter notifies a taxpayer as such, and the agreement is thereby terminated, putting the property in the same position in Tax Registration and Sale proceedings as it was prior to entering the Extension Agreement. When the terms of the extension agreement have been fulfilled, the Treasurer shall register a Cancellation Certificate on the land title signifying that the tax sale has been averted, and the process stops.</p>
Tax Sale	<p>Properties that meet one of the following criteria will be advertised for Tax Sale:</p> <ul style="list-style-type: none"> • tax arrears are not paid in full within one year from the date of registration; or • Taxpayer has defaulted on Extension Agreement.
Successful Purchaser	Where there is a successful purchaser, property is transferred to the name of the successful bidder.
Vesting	Where there is no successful purchaser, all risks of taking possession of the property are identified, including any Crown Liens or environmental issues, after which time the property is registered in the name of the municipality or the Tax Sale proceedings are cancelled.
Write Offs	A list of properties will be submitted to Council for consideration of a write-off along with an explanation.
Collector's Roll Additions	Any additions to the Collector's Roll will be collected in the same manner as taxes, as per the authority given to the Municipality within the Municipal Act. A letter will be sent to the property owner advising them of the addition. (See Page 17)
Notes	The Tax Collector and/or Treasurer must approve all arrangements for payment. All conversations, memos, write-offs and requests must be clearly documented. All collection letters must be personally signed.

Administration & Finance Division
 Planning & Development Division
 Phone: 807-274-5323
 Fax: 807-274-8479

Operations & Facilities Division
 Phone: 807-274-9893
 Fax: 807-274-7360

Community Services Division
 Phone: 807-274-4561
 Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com



Mailing Address for All Divisions
 Civic Centre
 320 Portage Ave.
 Fort Frances, ON
 P9A 3P9

Notice #1

Date (September)

Dear Taxpayer:

Roll#:

Property Address:

According to our records, your tax account with the Town of Fort Frances shows the following balances:

Year	Taxes	Interest	Total Owing
Total Amount Owing			

Interest is calculated at the rate of 1.25% per month on all outstanding balances. When taxes remain unpaid, the Town is forced to arrange short-term borrowing to meet it's financial obligations, and the cost of borrowing impacts the cost of running the Town and can ultimately result in increased taxes and/or service reductions.

Please contact the Tax Administrator at (807) 274-5323 or by email at _____@fortfrances.ca to make arrangements for payment.

If you have made payment prior to receiving this letter, please disregard it and accept our apologies for the inconvenience.

Yours truly,

Treasurer or Tax Administrator
 Town of Fort Frances

Administration & Finance Division
 Planning & Development Division
 Phone: 807-274-5323
 Fax: 807-274-8479

Mailing Address for All Divisions
 Civic Centre
 320 Portage Ave.
 Fort Frances, ON
 P9A 3P9



Operations & Facilities Division
 Phone: 807-274-9893
 Fax: 807-274-7360

Community Services Division
 Phone: 807-274-4561
 Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Notice #2

Date (October)

Dear Taxpayer:

Roll #:

Property:

According to our records, this is your second written notice that your tax account with the Town of Fort Frances shows the following balances:

Year	Taxes	Interest	Total Owing
Total Amount Owing			

To avoid jeopardizing the ownership of your property, please contact the Tax Administrator at 274-5323 or by email at tax@fortfrances.ca to make arrangements for payment.

If you have made payment prior to receiving this letter, please disregard it and accept our apologies for the inconvenience.

Yours truly,

Treasurer or Tax Administrator
 Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Notice #3

Date (November)

Dear Taxpayer:

Roll #:
Property:

Attempts have been made to collect your outstanding property taxes with no success. Your taxes will be two years in arrears and if payment is not made by December 31st, 20 __, your property will be eligible for the tax sale process, after which time the Municipality can proceed with tax registration. Once this process begins, the property owner has one year to pay the taxes and applicable fees in full or the property will be offered for sale.

In order to avoid this procedure, contact the Tax Administrator or Treasurer at 274-5323 to arrange payment.

Your immediate attention to this matter is greatly appreciated.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Notice #4

REGISTERED MAIL

Date (December)

FINAL NOTICE TO THE PROPERTY OWNER

Dear Taxpayer:

REGARDING: Roll Number #:

OUTSTANDING TAXES: \$_____ (as at December 1, 20) PROPERTY ADDRESS:

Please be advised that effective January 1, 20 , realty taxes on the above-noted account will be two years in arrears. The balance shown on this correspondence provides the outstanding taxes and late payment charges owing on account to the date of this letter.

Under current legislation, the Town of Fort Frances may commence tax sale proceedings by registering a tax arrears certificate on title of the property if the account remains unpaid after December 31, 20 . All costs associated with filing the necessary lien documents will be added to the property tax account. Once the certificate of tax arrears is registered, no partial payments on account will be accepted. However, the property owner or any party having an interest on the property, will have one year to redeem the property by paying the full cancellation price which includes all taxes, accumulated penalties and interest plus all administrative costs owing at the date of payment. Failing this, the property will be offered for sale through public tendering process.

To avoid incurring these costs and jeopardizing the ownership of your property, please ensure that all tax arrears are paid by December 31, 20 . Should the account remain unpaid after December 31, 20 , no further notice will be provided prior to the municipality's lien action. This office urges you to take action.

If you have any questions relating to this correspondence or if additional information is required, please contact the Tax Administrator or Treasurer at 274-5323.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

Dear Taxpayer:

The Municipality can direct tenants to pay rent owed to the landlord for outstanding property taxes, pursuant to Section 350(1) of the *Municipal Act*, if the taxes are outstanding for more than one year.

According to our records there exists a balance of unpaid taxes on your property. Every effort has been made to contact you to make arrangements for payment. Therefore, if you do not contact our office to make payment arrangements within 14 days, the Town of Fort Frances will direct your tenants to pay their rent to the Municipality.

Hoping that we can resolve this matter and collection of your tenant's rent can be avoided.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

Dear (Tenant):

Pursuant to Section 350 (1) of the *Municipal Act*, municipalities can direct the tenant to pay rent owed to the landlord when property taxes are outstanding for more than one year.

Currently there exist unpaid taxes on the property you are renting. The Town of Fort Frances therefore requests that you pay your monthly rent to the following address:

Town of Fort Frances
320 Portage Avenue
Fort Frances, ON
P9A 3P9

You will be notified when to cease making payments to the Municipality.

If you require further information, please contact me at (807) 274-5323. Your immediate attention to this matter is greatly appreciated.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

c.c.: Property Owner

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

Dear Taxpayer

Re: Transfer of Outstanding **Account to Roll #**

To Whom It May Concern:

This letter is to inform you that your outstanding _____ account arrears, in the amount of \$_____ have been added to your tax account. This invoice will now be collected in "like manner" to taxes. I have enclosed a copy of your account showing the current amount due and owing.

Should you wish to discuss this in further detail please call me at 1-807-274-5323 or email me at _____@fortfrances.ca, I would be happy to answer any questions you may have.

Respectfully,

Tax Administrator

Enclosures: 1

WATER AND SEWER COLLECTION

1. POLICY STATEMENT

This policy applies to the procedures and collection of water and sewer receivables.

2. EFFECTIVE DATE

This revised Policy comes into effect on June 25, 2018 and cancels and supersedes all former water and sewer collection policies.

3. PROCEDURE

- New owners must complete a Water and Sanitary Sewer Customer Contract before changes in service can take place. (See Page 21)
- Property owners remain responsible for the full payment of all water and sewer service, even if the bill has been assigned to another person (such as a tenant).

4. BILLING ERRORS

Where billing errors have resulted in over-billing, the customer's account shall be credited with the amount of the over-billing for the period of the over-billing or a maximum of six (6) years from the date the Town is made aware of the error, whichever is less.

Where billing errors have resulted in under-billing, the following shall apply:

- a) The customer's account shall be charged with the amount of the under-billing for the period of the under-billing or a maximum of six (6) years from the date the Town is made aware of the error, whichever is less.
- b) In instances of willful damage, the customer's account shall be charged with the amount of the under-billing for the period of the under-billing with no maximum applied.

In the event an ownership change has taken place during the time of the billing error, the current customer will receive the credit/charge for the amount of time he/she was owner of the property to a maximum of six (6) years.

5. VACANCY

A charge set forth in accordance with the town's User Fee By-law will be levied for turning on or off the water services when the property is vacant or unoccupied for any duration. Multi-residential properties and trailer parks are subject to the same option with the following additional requirement; it is compulsory that the multi-residential properties and individual trailer properties obtain prior written approval, minimum of seven (7) days of the vacancy. It should be noted that approval would not be granted if any portion of the fire sprinkler system within the building is disarmed or dismantled or the supply of water to any other unit is affected. It is the responsibility of the property owner to ensure the plumbing and valves are in good working order and in place prior to work being done. All valving affected by turning the water off shall be affixed with seals by the Town's water system operators. Requests for water turn on/turn off due to vacancies shall be made by completing a Work Requisition application at Public Works. (See Page 22).

6. METHOD OF PAYMENT

Payment may be made at a financial institution, on-line banking/payment, by mail or in person at the Town of Fort Frances Civic Centre. Payment at the Civic Centre will be in the form of cash, cheques, money order, debit card, or preauthorized direct debit. If a customer submits two N.S.F. cheques within a twelve-month period, personal cheques will no longer be accepted unless they are "certified". If a preauthorized payment plan customer has two N.S.F. payments returned within a twelve-month period, they will no longer be eligible for the plan and personal cheques must be "certified".

7. PAYMENTS AND LATE PAYMENTS

The Town of Fort Frances credits a payment to accounts on the day it is received by our office (over-the-counter, drop box, mail or deposited into our bank account) by the end of the business day being 4:30 p.m. during the months of January to June and September to December and 4:00 p.m. during the summer months of July and August. A charge will be applied for all payments and/or cheques made to the Town of Fort Frances that cannot be cleared by a financial institution in accordance with the Town's schedule of fees by-law. A late charge of 1.25% per month (15% per annum) is applied to all accounts which have unpaid balances on the 1st working day of the month past the due date.

COLLECTION ACTIONS ON WATER & SEWER ACCOUNTS RECEIVABLE

Water Bill	Water and Sewer bills are invoiced six times a year on a bi-monthly basis. Bills state that they are payable by the due date. The amount to pay by the due date and after the due date, which includes a late penalty, is provided.
Penalty Charges	Penalty will be applied at the rate of 1.25% and will be calculated on the first day of default and the first day of every month thereafter.
Water Reminder Notice	Water and sewer accounts are considered in arrears after the due date. A notice will be sent reminding the customer of the outstanding account and advising of further action, for accounts owing more than \$10.00. (See Page 23)
Notice of Arrears Served	Before the third billing, with two full bi-monthly billings in arrears, a water disconnection notice will be issued by mail to the premises or the last known property owner to which the service had been supplied. (See Page 24) Unless payment is received in full within ten days the water supply will be eligible for disconnect. The disconnection notice shall be deemed to have been received by the customer on the third business day after the date on which the notice was printed by the issuer.
Notice of Disconnection	The Utility Clerk will submit a list of properties that require water turn offs to the Environmental & Facilities Superintendent. The Superintendent will then issue a notice (See Page 25) and hand deliver to the premise where the service is supplied. If payment or suitable arrangements have not been made by the date as listed on the notice, the Utility Clerk will notify the Superintendent to turn off the water.

Water Shut Off for Delinquent Accounts	Where it has been necessary to discontinue services as a result of “non-payment”, a disconnection and reconnection charge will be levied against the delinquent account at a rate as set out in the Schedule of Fees as established by By-Law.
Mobile Trailer Park/Couchiching First Nation	If a Mobile Trailer Park or Couchiching First Nation water supply is scheduled to be shut off, the Manager of Operations and Facilities, in consultation with the CAO, will provide written notice to all applicable agencies such as INAC, FNIHB, MOE, Public Health Unit, etc., that the water supply will be shut off to these properties in 10 working days.
Recovery of Arrears through Monies Owed to Customer	If the Town of Fort Frances is holding any monies owing to the customer, such as accounts payable cheques, these amounts will be applied to the customer's water arrears, with notification to the customer.
Addition to Collector's Roll	Under O. Reg 581/06 of the <i>Municipal Act</i> , The Town of Fort Frances reserves the right to transfer the unpaid balance of a water bill (regardless of who receives it) to the owner's property tax account for collection with approval from the Treasurer or designate. Once the Collector's Roll has been updated, notification will be given to the property owner and mortgage company, if applicable.

Town of Fort Frances – Water and Sanitary Sewer Customer Contract

Customer's Name: _____

Present Address: _____ Phone #: _____

Employer: _____

Previous Address: _____ How Long: _____
(if above address less than 5 years)

Driver License #: _____ Prov.: _____

Other ID #: _____

Request Service at the following address: _____ on _____
Date

- A. This application, when signed by the Customer and executed by the Town of Fort Frances by the signature of a proper representative, shall be a contract for the supply of water and sanitary sewer services between the Customer and the Town of Fort Frances under and governed by the Public Utilities Act R.S.O., 1990, P. 52.
- B. The Customer and the Town of Fort Frances agree to comply with the applicable conditions hereof and agree that the said conditions are a part of this contract.
 1. The Customer shall commence paying the rates and charges authorized from time to time by the Corporation of the Town of Fort Frances on the date that the sanitary sewer and/or water is connected. An additional service charge of 1.25% will be added if the utility bill is not paid in full on or before the due date.
 2. This contract, when executed by the Customer and the Town of Fort Frances as aforesaid, shall be binding upon them and their heirs, executors, administrators, successors and assigns respectively, and on the property mentioned in this contract and the vacating of the said property or change in occupation or ownership thereof shall not release the said property from this contract except as at the option and by written consent of the Town of Fort Frances.
 3. The Town of Fort Frances reserves the right upon default by the Customer or performance hereunder to disconnect the supply of sanitary sewer and water services to the Customer's premises after the expiration of 10 days from the date of Issue of a Disconnect notice.
 4. If sanitary sewer and water services are disconnected for non-payment of bills, the Customer is still liable for the total amount owed, and the supply of sanitary sewer and water services shall not be reconnected until outstanding amount is paid or at the discretion of the Town of Fort Frances.
 5. All water meters and any other equipment of the Town of Fort Frances on or in the said premises shall be at the risk of the Customer. If any of the said meters or other equipment are destroyed or damaged other than by ordinary wear and tear, the Customer shall pay to the Town of Fort Frances the value of such meters or equipment so damaged or destroyed or the cost of replacing or repairing same.
 6. The Town of Fort Frances agrees to use reasonable diligence in providing a regular and uninterrupted supply of sanitary sewer and water but does not guarantee a constant supply of sanitary sewer and water, nor guarantee any particular level of such service and will not be liable for damages to the Customer by reason of any failure in respect thereof.
 7. The customer agrees to be governed by any by-law regarding sanitary sewer and water services that the Council of the Corporation of the Town of Fort Frances deems necessary to pass.

CUSTOMER SIGNATURE: _____

DATE OF APPLICATION: _____

ACCEPTED BY: _____

TOWN OF FORT FRANCES

**WORK REQUISITION
(WATER TURN OFF/ON)**

DATE_____

TIME_____

PHONE #_____

NAME OF PERSON REQUESTING WORK_____

NAME OF OWNER_____

ADDRESS_____

BILLING ADDRESS (if different from above)_____

The undersigned has read the attached forms and accepts the conditions and all charges incurred and by signing, hereby authorize the Town of Fort Frances, Operations & Facilities Division to carry out the following work, namely:

Date

Signature of Property Owner or Authorized Rep.

Print Name of Owner or Authorized Representative

Work Order Prepared By:_____

Work Carried Out By:_____



Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

WATER & SEWER REMINDER NOTICE

John Smith

DATE
WATER & SEWER ACCOUNT
MUNICIPAL ADDRESS

This notice indicates that you have a utility balance past due in the amount of \$_____.
Please remit payment at your earliest convenience.

Interest is charged on the first day of each month at a rate of 1.25%.
Please note your account number with your payment to ensure that the correct account is credited.

If payment has already been made or if the utility account is on a pre-authorized payment plan, please disregard this notice.

Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

WATER & SEWER ACCOUNT
TOTAL
AMOUNT PAID



Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

DISCONNECTION NOTICE

John Smith

DATE
WATER & SEWER ACCOUNT
MUNICIPAL ADDRESS

This notice indicates that you have a utility balance past due in the amount of \$_____.

Payment arrangements must be made or the Town of Fort Frances must be in receipt of payment in full within ten (10) days from the date of this letter.

As per Town of Fort Frances Collections Policy and By-Law 16-06C "if a water bill is two (2) bi-monthly billings in arrears, the water supply to the property can be turned off if payment is not received. A charge as set out in the User Fee By-Law, currently \$_____ shall be levied for any water supply disconnection and \$_____ for any water supply reconnection. If the water supply to the property is turned off for non-payment all payments shall be made in form of certified cheque, cash, money order or internet banking and in full before the water service shall be restored.

Should you have any questions regarding this letter or your account, please contact the Utility Clerk at (807) 274-5323 ext. 1227.

Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

WATER & SEWER ACCOUNT
TOTAL
AMOUNT PAID

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

NOTICE TO RESIDENTS

It has been brought to our attention that your water and sewer account is in arrears.

We have been instructed to turn off your water unless these accounts are paid up to date. Please be aware that the current fee for disconnection of water services is \$_____ and the reconnection of water services is \$_____ as per the current Schedule of Fees By-Law.

Please contact the Utility Clerk at the Civic Centre, 274-5323, and make arrangements to have this taken care of immediately.

If arrangements have not been made by _____a.m. on _____,
your water will be turned off on _____.

Thank you for attending to this matter.

Operations and Facilities Division



Administration & Finance Division

To: Mayor and Council

From: Jordan Forbes, Human Resources Coordinator

Date: June 21, 2018

Subject: Violence and Harassment Policies – Annual Review

Attached, please find the updated Workplace Violence, and Workplace Harassment Policies as recommended by the Administration and Finance Executive Committee. These policies require annual review as per the Occupational Health and Safety Act.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jordan Forbes", is enclosed in a rectangular box.

Jordan Forbes
Human Resources Coordinator

Council approval of this report will agree to the recommendation of the Administration & Finance Executive Committee to approve the Workplace Violence and Workplace Harassment Policies.

THE TOWN OF FORT FRANCES

Section: Health and Safety

Policy: Workplace Harassment

Creation Date:	June 2011
Review Date:	2012, 2013, 2014, 2015, 2016, 2017
Resolution Number:	236 (consent)
Supersedes Resolution Number:	095
Policy Number:	5.34.1

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, 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 reprised against 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

Creation Date:	June 2011
Review Date:	2012, 2013, 2014, 2015, 2016, 2017
Resolution Number:	236 (consent)
Supersedes Resolution Number:	095
Policy Number:	5.34

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.

June 21, 2017

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

RE: Drinking Water Quality Management System - Management Review

Over the past 12 months a couple of significant milestones have been completed in regards to the Drinking Water Quality Management System and are summarized below:

- 1) **External Surveillance Audit** (off-site table top verification) completed by SAI Global on November 9, 2016 - Auditor Mr. Rod Seabrook
- 2) **6th Internal Audit**, first audit completed by Mr. Tyson Dennis from April 11 to May 30, 2017.
- 3) **6th Management Review Meeting** held on Thursday June 16, 2017 to review the implementation of the DWQMS for the period June 1 2016 to May 31, 2017.

Please find attached the agenda package plus the associated documents which were reviewed at the June 15, 2017 Management Review meeting. Presently under the process outlined in the Operational Plan Element No. 20 - Management Review (See pages No. 75 & 76 of Operational Plan), there were four (4) action items that Council (owner) must review and endorse at this time:

Action Item No. 1) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West** (from 1302 Colonization Road West to 1448 Colonization Road West). The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

Action Item No. 2) **Installation of two additional valves along Sinclair Avenue between Victoria Avenue & Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued** In 2016 a letter was sent to Riverside Healthcare requesting that their internal plumbing be upgraded or upsized to ensure proper fire flow protection can be achieved from the water supplied from either Sinclair or Front Street watermains prior to the installation of two additional isolation valves along Sinclair Avenue. To date no response has been received.

Action Item No. 3) **Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.** The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner). The Riverview Cemetery Irrigation system modifications can take place at the same time as completing action item No. 1

Action Item No. 4) – **Complete the installation of a watermain along Frenette Avenue between First Street and Second Street.** First Street dead-ends at Frenette Avenue which leads to water quality issues at the Memorial Sports Centre as well as the residents along First Street from Crowe Avenue to Frenette Avenue. Further the amount of water available for fire protection is limited due to the limitations on flow caused by a dead-end line. The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

The Operations & Facilities Executive Committee recommends the following:

- 1) That Council (owner) has reviewed the agenda package of the management review meeting held on June 15, 2017.
- 2) That Council (owner) has reviewed and accepted the following four (4) action items as a result of the management review meeting held on June 15, 2017

Action Item No. 1) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West**

Action Item No. 2) **Installation of two additional valves along Sinclair Avenue between Victoria Avenue & Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued.**

Action Item No. 3) **Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.**

Action Item No. 4) – **Complete the installation of a watermain along Frenette Avenue between First Street and Second Street.**

Respectfully Submitted



Travis Rob, EIT
Manager of Operations and Facilities

Council approval of this report will ensure:

- 1) That Council (owner) has reviewed the agenda package and minutes of the management review meeting held on June 15, 2017.
- 2) That Council (owner) has reviewed and accepted the following four (4) action items as a result of the management review meeting held on June 15, 2017

Action Item No. 1) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West.**

Action Item No. 2) **Installation of two additional valves along Sinclair Avenue between Victoria Avenue & Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued.**

Action Item No. 3) **Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.**

Action Item No. 4) – **Complete the installation of a watermain along Frenette Avenue between First Street and Second Street.**

Fort Frances Drinking Water System Management Review - Meeting Agenda

Date: Friday June 15, 2018

Time: 1:00 p.m.

Location: Fort Frances Water Treatment Plant

A. Introduction:

Reference to Operational Plan - Element 20 Management Review

- See attached Element No. 20.

Period: June 01, 2017 to May 31, 2018

B. Review Items:

1. Incidents of regulatory non-compliance:

Ministry of the Environment (MOE) Annual Inspection Report (2017/2018)

Date of Inspection: January 22nd – 23rd, 2018

Non-compliance with Regulatory Requirements: None

2017 Annual Summary Report (Schedule 22) – O. Reg. 170/03

Regulatory requirement: No later than March 31

Reported to O. & F. Executive Committee and Council.

Council Approval March 12, 2018.

Date submitted to Ministry of the Environment (MOE): March 15, 2018

Letters sent March 15, 2018 to the Owners that connect and receive water from the Town's Water Distribution System:

Non-compliance with Regulatory Requirements: None

2017 Annual Report – O. Reg. 170/03

Regulatory requirement: Not later than February 28

Date submitted to Ministry of the Environment (MOE): February 12, 2018

Non-compliance with Regulatory Requirements: None

O. Reg. 450/07: Charges for Industrial and Commercial Water Users

Regulatory requirement: Not later than March 31

Date submitted to Ministry of the Environment (MOE): January 29, 2018

Non-compliance with Regulatory Requirements: None

Fort Frances Drinking Water System Management Review - Meeting Agenda

O. Reg. 387/04: Water Taking and Reporting

Regulatory requirement: Not later than March 31

Date submitted to Ministry of the Environment (MOE): January 29, 2018

Non-compliance with Regulatory Requirements: None

2. Incidents of adverse drinking water tests:

Water Treatment Plant:

No adverse treated water samples.

Water Distribution System:

No adverse treated water samples

See Attachment. – B.2.

3. Deviations from critical control-point limits and response actions:

The QMS Team had undertaken a Risk Assessment review of the risks and their critical control-points/response actions January 29, 2018 and April 4, 2018.

No changes in limits or existing response actions.

Risks with a threshold above or equal 8 (Threshold – 8):

1. Rail car derailment (Spill of chemical or contamination): Wording amended “Railway Activity (Spill of chemical or contamination)”.
2. Loss of pressure: water mains break, major fire
3. Cross connection

NEW

The Ministry of the Environment and Climate Change approved revisions to the DWQMS Standard covering “Potential Hazardous Events for Municipal Residential Drinking Water Systems” which came into effect April 6, 2017. The hazards identified in the document are to be considered at the time of the next scheduled Risk Assessment.

All the hazards identified in the “Potential Hazardous Events for Municipal Residential Drinking Water Systems” were considered – the following hazards were added to the Town’s Risk Assessment:

Fort Frances Drinking Water System Management Review - Meeting Agenda

- i) Long Term Impacts of Climate Change
- ii) Source Water Supply Shortfall
- iii) Extreme Weather Events
- iv) Algal Blooms

Reference - Element 7/8

4. The effectiveness of the risk assessment process:

Operators reviewed the Risk Assessment process January 29, 2018 and April 4, 2018. Added four (4) new potential risks to listing. See Item 3, above.

(Reviewed on a yearly basis in accordance with Element 7.)

5. Internal and third-party audit results:

Internal Audit results:

Latest Internal Audit:

May 22, 2018 - undertaken by Tyson Dennis.
No corrective actions identified.

List CAR's and copies of Corrective Action Records are attached.
Operational Plan to be amended reflecting non-conformances.

Previous Audit:

Issued May 29, 2017 – undertaken by Tyson Dennis.
No corrective actions identified.

External Audit results:

Latest Off-site External Audit:

24-Month Surveillance Audit –

- Off site (November 01, 2017) - undertaken by SAI GLOBAL -
Accreditation Program for Operating Authorities.
No non-conformances were identified.

Fort Frances Drinking Water System Management Review - Meeting Agenda

Previous Off-Site External Audit:

Re-Accreditation Systems Audit –

- Off site November 9, 2016 - undertaken by SAI GLOBAL - Accreditation Program for Operating Authorities.

No non-conformances were identified.

- On site (November 4, 2015) - undertaken by SAI GLOBAL - Accreditation Program for Operating Authorities.

No non-conformances were identified.

See Attachment B.5.

6. Results of emergency response testing:

Standard Operating Procedures identified in the Emergency Response Binder had been reviewed with the Water System Operators April 4, 2018.

Emergency SOP's Reviewed:

1. Policy 4.24 – SOP No. 1 – for the Destruction (Bombing/Major Fire) of Water Treatment Plant or Water Tower.
2. Policy 4.23 – SOP No. 2 – for Pandemic Situation – Affecting the Water Treatment Plant Operators & Community.
3. Policy 4.15 – SOP No.3 – for Water Main Breaks and Repairs.
4. Policy 4.6 – SOP No. 4 – for breakdown of equipment at the Water Treatment Plant
5. Policy 4.4 – SOP No. 6 – for Raw Water Source Contamination
6. Policy 4.27 – SOP for Standby Generator – WTP

Update Municipal Emergency Management listing in Emergency Response Binder March 7, 2018.

7. Operational performance:

WTP:

Actions & recommendations from MOECC:

As a result of the 2017/18 MOECC inspection.

No non-compliances identified.

Fort Frances Drinking Water System Management Review - Meeting Agenda

Personnel:

Full complement

Maintenance issues:

No other issues.

Distribution System:

Actions & recommendations from MOECC:

No issues.

Personnel:

Water Distribution Operators:

Other employment – Travis George left April 6, 2018.

Addition – Bryan Patterson as of Tuesday April 24, 2018.

Full complement.

Maintenance issues:

Numerous water main/service breaks throughout the Town since the last Management Review.

See Attachment B.7.

Frozen water services to report – 35 residences

Valve replacements done in 2017 – as part of the roadway/infrastructure replacement on:

- a. Nelson Street.: Crowe Ave. to Mosher Ave. – half blk.
- b. Second Street East: Mowat Ave. to Portage Ave.

During valve exercising some of the isolation valves began leaking or are very hard to turn. Replacement of these valves is recommended. Six (6) valves were scheduled for replacement in 2017, but due to costs only three (3) were changed. These are over and above those to be replaced during the roadway/infrastructure reconstruction projects.

Main Valves replacements done in 2017:

- 1. Fifth Street West at Cornwall Avenue – E. Side (VAL181)
- 2. Fifth Street East at Smith Street – E. Side (VAL372)
- 3. Strachan Place at Williams Avenue – E. Side (VAL550)

Fort Frances Drinking Water System Management Review - Meeting Agenda

Some existing fire hydrants are obsolete, no parts to maintain them. Six (6) fire hydrants were scheduled for replacement in 2017, but due to costs only three (3) were changed. These are over and above those to be replaced during the roadway/infrastructure reconstruction projects.

Fire hydrant replacements done in 2017:

1. Sixth Street East at Frenette Avenue (HYD252)
2. Second Street East at Shevlin Avenue (HYD283)
3. King's Highway approximately 100 m west of Pit Road No. 1 (HYD055)

8. Raw water supply and drinking water quality trends:

No changes in raw water supply and drinking water quality trends.

Regular seasonal water turnover of Rainy Lake.

See Chart - Attachment B.8. (Information obtained from DWSP sampling).

9. Follow-up on action items from previous management reviews:

2017 Management Review Items:

Four (4) follow-up items identified.

1. Replacement of approximately 500 metres of 150 mm diameter water main along Colonization Road West (from 1302 Colonization Rd. W. to 1448 Colonization Rd. W.)

Status: Due to lack of funding in 2017 the project has been postponed to 2018. To go through the 2018 Capital Budget process. Construction season.

2. Installation of two additional valves along Sinclair St. between Victoria Ave. and Armit Ave in order that the hospital facility can avoid unnecessary boil water advisories being issued.

Status: Letter sent to Riverside Healthcare requesting that their internal plumbing be upgraded to ensure adequate flow for fire protection from either Sinclair Street or Front Street. To date no response.

3. Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.

Fort Frances Drinking Water System Management Review - Meeting Agenda

Status: See Item No. 1 above.

4. Complete the installation of a watermain along Frenette Avenue between First Street East and Second Street East. First St. E. is a dead end which causes water quality issues for customers and the Memorial Sports Centre.

Status: Scheduled to be completed in the 2018 Capital Construction Works.

10. The status of management action items identified between reviews:

No management action items identified between reviews.

11. Changes that could affect the Quality Management System (QMS):

Internal/External Audit: No issues.

Management Review: No issues.

Any new business development upstream of water intake could potentially cause contamination of raw water source or supply. No concerns at this time.

Information Only:

Where to find – electronically: Revision Updates – Last version. Check electronic version (latest version) found in W:\QMS Documentation\QMS Operational Plan\...file name. (April 20, 2018; Revision No. 11)

Fort Frances Drinking Water System Management Review - Meeting Agenda

12. Consumer feedback:

Customer complaints: Last period – 8 complaints, this period 4 complaints.

Notes:

1. Construction projects in 2017, therefore dead-end mains have been temporarily created as a result – causes stagnate and discoloured water issues.
2. Result of water main breaks.
3. Maintenance activities – valve exercising

Customer Complaint Processing form – See Attachment B.12

13. The resources needed to maintain the Quality Management System (QMS):

Council's commitment to provide the following:

Personnel – No issues.

Financial – No issues.

14. The results of infrastructure review:

Six (6) year capital plan (In OP – Appendix I)

On an annual basis –

Proposed Infrastructure upgrades are discussed and reviewed with operators.

Council reviews and approves.

WTP:

On a monthly basis the WTP Overall Responsible Operator generates a report outlining operational and maintenance activities. The report is circulated and reviewed by the Environmental & Facilities Supt., Manager of O. & F., the O. & F. Executive Committee and Council.

Upgrades for this period:

Interior painting of floors and process piping – in progress.

Replaced bucket elevator on Soda Ash System.

Installed a new soda ash dust collector motor.

Fort Frances Drinking Water System Management Review - Meeting Agenda

Installed new valve stems in Reservoir No. 2.

Water Distribution System:

On a monthly basis Environmental & Facilities Supt. generates a report outlining maintenance activities. The report is circulated and reviewed by the Manager of O. & F. and the O. & F. Executive Committee and Council.

Upgrades during this period:

Water main valve exercise program: 20% per year (Area 2)

Hydrant flushing: flushing annually

Fire hydrant replacements:

- 2017 – Nelson Street Reconstruction (Bay City) – 1 of 1 hydrants.
- Second Street East (Bay City) – 1 of 1 hydrants.
- Various locations (Bay City) – 3 of 6 hydrants.

Water main isolation valve replacements:

- 2017 - Nelson Street Reconstruction (Bay City) – 3 of 3 valves.
- Second Street East (Bay City) – 0 of 0 valves.
- Various locations (Bay City) – 3 of 6 valves.

Water main replacement (Construction Projects):

- Nelson Street: Mosher Ave. to Butler Ave. – half blk.
- Second Street East: Mowat Avenue to Portage Avenue

Water meters/backflow device installations – ICI sector, on going.

Scheduled for 2018 Construction:

Replacement/new installation of water mains and services along the following streets:

- a. Third Street East: Williams Avenue to Colonization Road East
- b. Colonization Road East/Mill Road: Elizabeth Street to Lake Road.

15. Operational plan currency, content and updates:

Current revision date – April 20, 2018, Rev. 11

Updates (since previous period):

Audits - Amended OP after the audit review.

Fort Frances Drinking Water System Management Review - Meeting Agenda

List CAR's and provide copies of Corrective Action Records. See Attachment B.5

Document Request Changes (DRC) – document changes to Operation Plan other than the CAR changes as described above. (Spelling, grammar, personnel change, etc.). A result of conducting staff meetings to review the Elements within the Operation Plan these Elements were amended as follows:

1. Element 8 Risk Assessment Outcomes: revisions to the DWQMS Standard covering “Potential Hazardous Events for Municipal Residential Drinking Water Systems”.
2. Element 13 Essential Supplies and Services: Equipment supplier and services update.
3. Element 16 Sampling, Testing & Monitoring: include testing for Haloacetic Acid (HAA) in drinking water systems and correction regarding in-house daily testing for fluoride and alum.

Update – Revision to the Drinking Water Quality Management Standard

Revisions have been made by the Ministry of the Environment and Climate Change to the Drinking Water Quality Management Standard, which came into effect April 6, 2017. As part of the revisions a supplementary document “Potential Hazardous Events for Municipal Residential Drinking Water Systems” was introduced. The hazards identified within this document were addressed and included in the Town’s present DWQMS Operational Plan. As for the remaining changes they must be incorporated in the Operational Plan before the first audit taking in 2019.

16. Staff suggestions:

Any concerns from operators/staff.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Management Review

REVISION #5

QMS REFERENCE: ELEMENT NO. 20

QMS REPRESENTATIVE: 

20 Management Review

20.1 Review Frequency

Top management shall review the QMS once every twelve (12) months to assess and ensure the continuing suitability, adequacy and effectiveness of the QMS.

Management review(s) shall be included in the internal audit schedule.

20.2 Review Participants

Management review participants shall include:

- CAO
- Operations & Facilities Manager
- Environmental & Facilities Superintendent (QMS Representative)
- Overall Responsible Operator
- Operator In Charge (Water Distribution System)

The Operations & Facilities Manager may include other personnel at his discretion.

Attendees shall be notified of the management review meeting by e-mail and/or internal memo.

20.3 Review Input

The QMS Representative and the Secretary/Receptionist shall provide a summary of the following information in a suitable format to the management review meeting attendees at least seven (7) days prior to the meeting:

- Incidents of regulatory non-compliance.
- Incidents of adverse drinking-water tests.
- Deviations from critical control-point limits and response actions.
- The effectiveness of the risk assessment process.
- Internal and third-party audit results.
- Results of emergency response testing.
- Operational performance.
- Raw water supply and drinking water quality trends.
- Follow-up on action items from previous management reviews.
- The status of management action items identified between reviews.
- Changes that could affect the QMS.
- Consumer feedback.
- The resources needed to maintain the QMS.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Management Review

REVISION #5

QMS REFERENCE: ELEMENT NO. 20

QMS REPRESENTATIVE: 

- The results of the infrastructure review.
- Operational plan currency, content and updates.
- Staff suggestions.

20.4 Review Process

The QMS Representative shall prepare a meeting agenda and distribute the meeting agenda with the management review data.

The management review participants shall review all data presented, and where necessary, identify opportunities for improvements. These may include opportunities for improvement related to the:

- Effectiveness of the QMS and related procedures.
- Ability of the Operating Authority to implement the QMS
- Provision of adequate human and financial resources.
- The level of consumer satisfaction.

For all opportunities identified, the management review participants shall identify action items, personnel responsible for implementing action items and timelines for action items.

Records of management reviews, recommendations, decisions, action items, personnel responsibilities, and timelines shall be forwarded to the Operations & Facilities Executive Committee upon completion for acceptance and then forward to Council (Owner) of the Town of Fort Frances for review and acceptance.

Records shall be maintained by the QMS Representative. The records shall reflect all new action items and any decisions made by the Management Review Team, deficiencies, personnel responsible for action items, and timelines.

Item B.2

Incidents of Adverse Drinking Water Tests
Distribution System
(June 01, 2017 to May 31, 2018)

Location	Incident Date	Parameter	Work Being Done	Resolution/Corrective Action
1.	NO ADVERSES REPORTED DURING THIS PERIOD.			

EMERGENCY BINDER RECORD SHEET

PERSON	DATE	TIME	ACTIVITY OR DESCRIPTION OF WORK
Lori Pattison	Nov 2, 2015	10:30 am	Update Public Works Emergency Contact Listing
Louis George	March 24/16	1:00 PM	Read SOP's 1 to 6
Doug Brown	March 28/16	1:00 to 2:00 pm	Read all the SOP No # 1 to 6.
Jack Breyer	Apr 1 / 2016	1:00 pm - 2:00 pm	Read SOP # 1-6
Lori Pattison	September 1/16	10:00 am	Read SOP # 1-6 inclusive
Doug Hise	September 10/16	5:30 am	SOP 1 thru 6
Eugene Wiedenthoft	Sept. 14/16	1:00 pm	Reviewed SOP 1 thru 6
Brad Webb	Oct 3/16	11:00 am	SOP 1-6
Rebecca White	Oct 3/16	11:30 am	SOP 1-6
Paul Jameson	Sept 14/16	09:00	Read SOP 1-6
Doug Hise	FEB. 8 / 2017	1:20 pm	REVIEWED SOP 1 to 6
Louis George	March 1/17	1:50	Read SOP 1-6 files
Lori Pattison	March 03/17	1:00 pm	Read Binder
Louis Rob	March 23, 2017	2:35 pm	Read Binder
Jim Springer	Apr 5 / 2017	9:45 am	Read Binder
Greg Giedlenhaert	Jun 2/17	1:00 pm	Read Binder
Lori Pattison	June 5/17	1:00 pm	Update SOP. Started by Gannett on June 2017
PAUL LETESURIER	August 2017	10:00	REVIEWED SOP's
Brad Webb	Sept 27/17	7:30 AM	SOP 1-6
DOUGLAS HERN	FEB. 27/18	2:30 pm	SOP - 1 through 6
Louis Rob	March 13, 2018	2:26 pm	SOP - 1 through 6
Lori Pattison	March 9 / 2018	11:30 am	SOP - 1 through 6 update SOP 4 contractors & public contact list
Louis George	March 9 / 2018	3:00 pm	SOP - 1 through 6
Jack Breyer	April 4 / 2018	3:00 pm	SOP - 1 thru 6
Greg Wiedenthoft	June 4 / 2018	8:30 AM	SOP - 1-6

EMERGENCY BINDER RECORD SHEET

PERSON	DATE	TIME	ACTIVITY OR DESCRIPTION OF WORK
Doug Brown	June 12/12	1:30 to 3:30	Read - SOP No. 1, 2, 3, 4, 5 & 6 with the following staff: Randy White, Brad Webb, Mike Allen, Paul Remenius & Travis Rob Doug Here
Doug Brown	June 13/12	8:30 am	up dated / Revised public Works Emergency Contact listing
Doug Brown	June 13/12	10:20 am	Replaced SOP No. 3, 4, 5 & 6 with unapproved or Draft policies
Douglas Here	JUNE 27, 2012	1:00 P.M.	REPLACED DRAFT SOPs No. 3, 4, 5 & 6 WITH APPROVED SOPs
Douglas Here	JUNE 28, 2012	8:35 AM	REPLACED COMMUNITY CENTRAL GROUP CONTACT LISTING WITH AN UPDATED EMERGENCY MANAGEMENT PROGRAM COMMITTEE LISTING.
Sandra Robertson	Nov 26, 2012	1:45 pm	Updated Suppliers of Bottle Drinking Water, removed outdated Resource Contacts and updated Table of Contents
Grey Wiedenhoef	Dec 19, 2012	7:30AM - 9:30AM	Read - SOP No. 1, 2, 3, 4, 5 & 6
Sandra Robertson Doug Here	SAN 21 2013 FEB. 19, 2013	12:30 pm	Updated Public Works Emergency Contact Listing EMERGENCY RESPONSE TRAINING - SOP No. 3 - COMPLETED.
Douglas Here Sandra Here	FEB. 21, 2013	9:30 a.m.	UPDATED SOP No. 3 (JUNE 2012 to FEBRUARY 2013)
Randy Wiedenhoef	APR. 1 24/13	3:00 pm	Read Sop 1-6
Doug Here	SEPT. 26, 2013	8:00 a.m.	Read - SOP 1, 2, 3, 4, 5 & 6 WITH THE FOLLOWING STAFF: RANDY WHITE, MIKE ALLEN, PAUL REMENIUS, RANDY WIEDENHOEF & GREG WIEDENHOEF AND LOU PATTISON
Leon Patterson	OCT 16/2013	1:00 pm	Replaced emergency contact listing

EMERGENCY BINDER RECORD SHEET

PERSON	DATE	TIME	ACTIVITY OR DESCRIPTION OF WORK
Brad Webb	Dec 16/13	10:00 AM	Read SOP # 1-6
Doug Brown	May 12/14	7:45 AM	Read SOP # 1, 2, 3, 4, 5 & 6
Brad Webb	May 26/14	3:00 PM	Read SOP 1-6 and rest of book
Lori Pattison	May 28/14	11:45 AM	replaced Municipal Emergency Management Listing
Doug Herr	SEPT. 25, 2014	2:30 P.M.	READ SOPs 1-6 WITH THE FOLLOWING STAFF: MIKE ALLEN, PAUL LEMESURIER, GREG WIEDENHAEFT, TRAVIS GEORGE, DOUG WEBB, DOUG HERR & LORI PATTISON.
Randy White	Sept 29/14	2:00 PM	Read SOPs 1 to 6 Randy White
Doug Brown	March 11/15	12:00 noon	Read SOP No. 1, 2, 3, 4, 5 & 6.
Travis George	March 27/15	7:30 AM	Read SOP # 1, 2, 3, 4, 5, 6
Lori Pattison	March 24/15	9:00 AM	Replaced Municipal Emergency Management Listing
Lori Pattison	March 31/15	10:45 AM	Read SOP # 1-6
Lori Pattison	Sept 24/15	4:00 PM	Read SOP # 1-6
Doug Herr	SEPT. 24/15	4:20 PM	Read SOPs #1 through #6.
Greg Wiedenhaeft	Sept 25/15	8:00 AM	Read SOP, 1-6
PAUL LEMESURIER	25 SEPT 2015	09:00	READ SOP 1-6
Brad Webb	25 Sept 15	2:00	Read SOP 1-6
Randy White	Sept 28/2015	9:00 AM	Read S.O.P.s 1 to 6

CAR LOG

Attachment B.5

CAR NUMBER	ELEMENT	DESCRIPTION (Non-conforming situation)	DATE ISSUED	ASSIGNED TO	REPLY REQUIRED BY	DATE RESOLVED	COMMENTS	OPERATIONAL PLAN REV. NUMBER
November 1, 2017 - External S2 Surveillance Audit by SAI Global - Accreditation Program for Operating Authorities. No non-conformances reported.								10
May 22, 2018 - Internal Audit by Tyson Dennis (Auditor) - No non-conformances reported.								11

Attachment B.7**Water Main Breaks**
(June 01, 2017 to May 31, 2018)

1.	Sixth Street West - 207	August 03, 2017
2.	Nelson Street - 400 blk.	September 12, 2017
3.	Keating Avenue at Stewart Street	October 06, 2017
4.	Webster Avenue - 540	November 28, 2017
5.	Mosher Avenue at Church Street	January 18, 2018
6.	Portage Avenue North - 1013	April 05, 2018
7.	Armit Avenue at Nelson Street	April 12, 2018
8.	Webster Avenue - 535	May 02, 2018
9.	Armit Avenue – 400 blk.	May 10, 2018
10.	Reid Avenue at Gillon Street	May 24, 2018

Water Service Breaks
(June 01, 2017 to May 31, 2018)

- | | | |
|----|--------------------------|----------------|
| 1. | Second Street East - 615 | March 22, 2018 |
| 2. | Second Street East - 618 | March 22, 2018 |
| 3. | Daniel Avenue - 375 | March 26, 2018 |
| 4. | Third Street West - 415 | April 02, 2018 |

Raw Water Supply and Drinking Water Quality Trends

Raw Water Quality Trends:

Date Sampled	Parameters			
	Alkalinity (mg/L)	Colour (TCU)	pH	THMs (ug/L)
Feb. 13, 2012	21	28.1	7.36	0.5
May 15, 2012	20.1	25.3	7.37	0.5
Aug. 28, 2012	20.5	25.5	7.56	0.5
Aug. 19, 2013	16.9	38.6	7.52	0.1
Oct. 29, 2013	20.4	30.4	7.46	0.1
Feb. 11, 2014	Samples Froze			
April 29, 2014	20.1	25.3	7.37	0.5
July 22, 2014		40.7	6.91	0.1
Nov. 24, 2014	Samples Froze			
April 8, 2015	15	41.9	7.13	0.1
May 25, 2015	Data not received from lab			
August 4, 2015	17.2	38.0	7.35	0.1
October 26, 2015	16.1	32.9	7.28	0.1
March 9, 2016	16.3	38.0	7.37	0.1
May 16, 2016	16.3	38.0	7.37	0.1
October 7, 2016		38.0	7.05	0.1
February 28, 2017		32.9	7.37	0.1
August 9, 2017	Data not received from lab			
November 8, 2017	21.5	33.8	7.53	0.1

Alkalinity - defined as its capacity to neutralize acid. (pH less than 7)

pH - A measure of the acidity or alkalinity of a solution (Neutral is 7)

THMs (Trihalomethanes) - Are created when chlorine is added to water. They are toxic chemical substances that consist of a methane molecule and one of the halogen elements.

Data collected from other sources

Attachment B.8

Treated Water Quality Trends:

Date Sampled	Parameters			
	Alkalinity (mg/L)	Colour (TCU)	pH	THMs (ug/L)
February 13, 2012	35.2	1.0	7.59	49
May 15, 2012	30.5	3.5	7.46	53.5
August 28, 2012	25.6	1.2	7.63	71
Nov. 14, 2012	33.9	0.2	7.73	42.3
May 6, 2013	29.3	2.6	7.59	43.5
August 19, 2013	22.6	1.1	7.43	68.3
October 29, 2013	27.2	1.1	7.49	56
February 11, 2014	Samples Froze			
April 29, 2014	30.5	3.5	7.46	53.5
July 22, 2014	33.4	1.5	7.09	95.0
Nov. 24, 2014	Samples Froze			
April 8, 2015	31.3	1.8	7.43	53.7
May 25, 2015	Data not received from lab			
August 4, 2015	27.4	1.6	7.38	86.5
October 26, 2015	29.1	1.0	7.39	61.3
March 9, 2016	24.0	1.8	7.36	50.1
May 16, 2016	24.0	1.8	7.36	50.1
October 7, 2016		1.0	7.18	81.7
February 28, 2017		1.7	7.28	44.1
August 9, 2017	Data not received from lab			
November 8, 2017	35.5	1.3	7.75	54.0

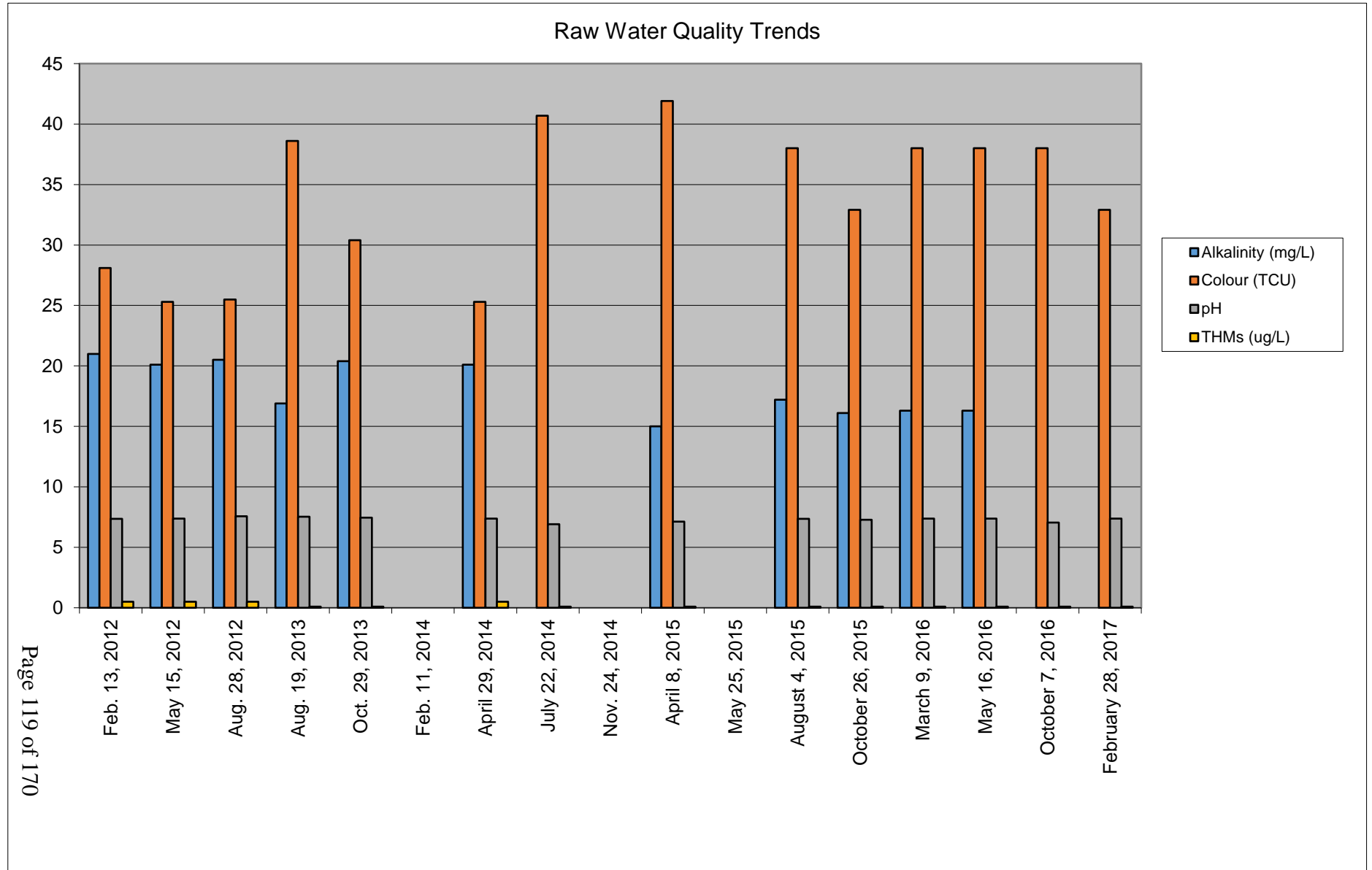
Alkalinity - defined as its capacity to neutralize acid. (pH less than 7)

pH - A measure of the acidity or alkalinity of a solution (Neutral is 7)

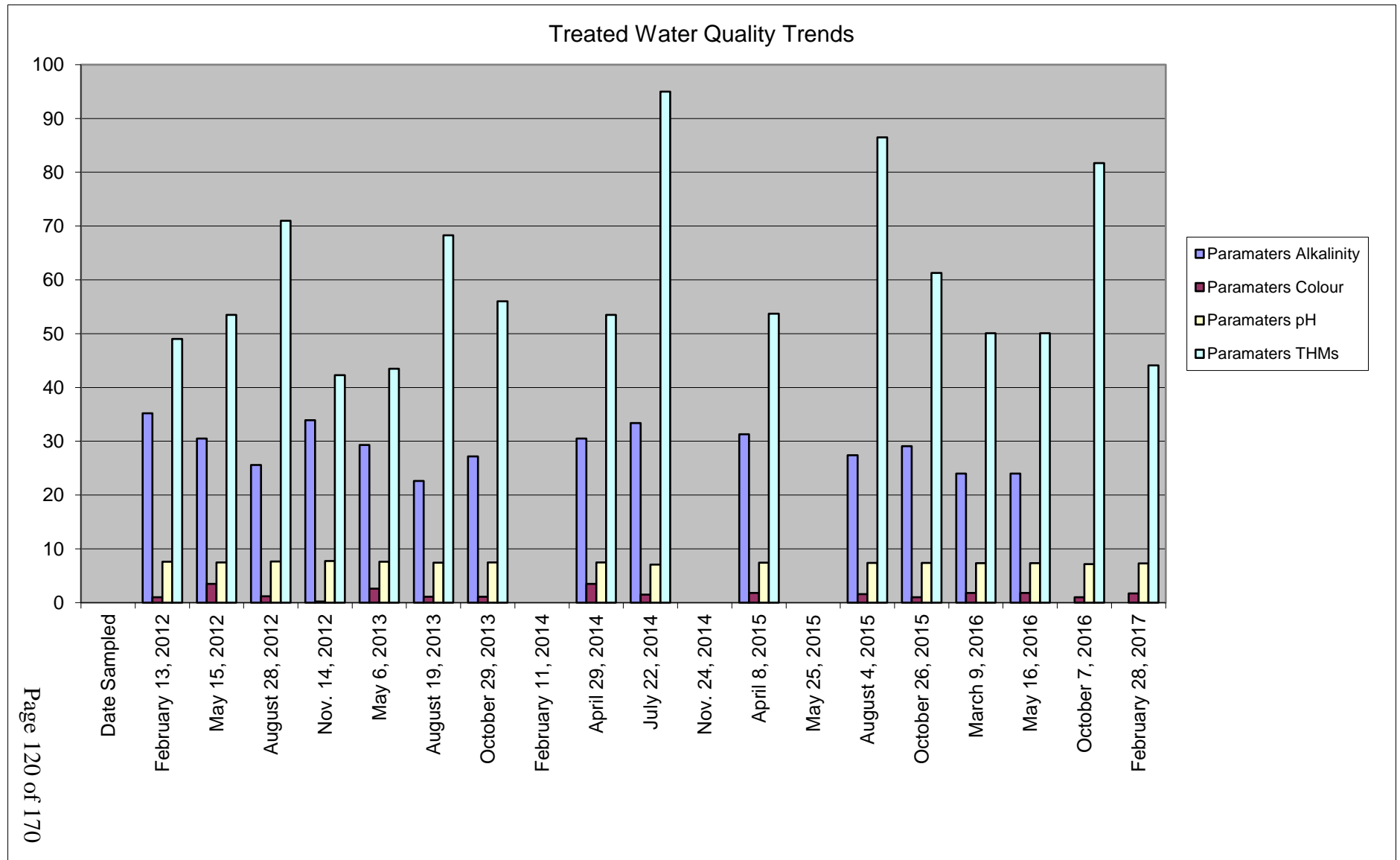
THMs (Trihalomethanes) - Are created when chlorine is added to water. They are toxic chemical substances that consist of a methane molecule and one of the halogen elements.

Data collected from other sources

Attachment B.8



Attachment B.8



Attachment B.12

Customer Complaints
(June 01, 2017 to May 31, 2018)

	Location	Received	Resolved	Complaint	Resolution
1.	902 Phair Ave.	June 06, 2017	June 07, 2017	Discoloured Water	June 07, 2017 – flushed area. Talked with customer and had her flush the plumbing lines until clear.
2.	1029 Williams Ave.	June 12, 2017	June 14, 2017	Water Quality	Flushing fire hydrants in the area. Let customer know what was going on and when we would be done.
3.	440 Nelson St.	April 09, 2018	April 30, 2018	Discoloured Water	Talked with the homeowner. She was told to run the cold water until the water main break repair was complete. April 30, 2018 – received ALS laboratory results – all clear.
4.	101 Church St.	April 20, 2018	April 26, 2018	Discoloured Water	Talked with the Owner. Had them run their cold water until clear. Water line break in the mill property caused brownish water to enter the building - tested water April 24, 2018 – received results from the laboratory April 26 - clear of bacteria. Notified customer.

DOCUMENT CHANGE REQUEST (DCR) REVISION SUMMARY

NUMBER	ELEMENT	REQUESTED BY	DATE ISSUED	DESCRIPTION	DATE APPROVED	DATE OPERATIONAL PLAN UPDATED	OPERATIONAL PLAN REV. NUMBER
1	11	QMS Team	July 26, 2012	Refer to 2012 DCR 1 (1 page)		November 26, 2012	4
2	13	QMS Team	September 27, 2012	Refer to 2012 DCR 2-5 (4 pages)		November 26, 2012	4
3	16	QMS Team	October 11, 2012	Refer to 2012 DCR 6-8 (3 pages)		November 26, 2012	4
4	19	QMS Team	October 30, 2012	Refer to 2012 DCR 9-10 (2 pages)		November 26, 2012	4
5	6	QMS Team	November 22, 2012	Refer to 2012 DCR 11-14 (4 pages)		November 26, 2012	4
6	16, 4, 5, 9, 18 & 20	QMS Team	April 15, 2013	Refer to 2013 DCR 1-7 (7 pages)	April 16, 2013	May 29, 2013	5
7	3	QMS Team	April 16, 2013	Refer to 2013 DCR 8 (1 page - Page 1 of 2 only)	Not Approved		
8	17	QMS Team	April 16, 2013	Refer to 2013 DCR 9 (1 page - Page 2 of 2 only)	April 16, 2013	May 29, 2013	5
9	6 & 9	Doug Brown	April 17, 2013	Refer to 2013 DCR 10 (1 page)	May 28, 2013	May 29, 2013	5
10	All	Doug Herr	April 18, 2013	Refer to 2013 DCR 11 (1 page)	May 28, 2013	May 29, 2013	5
11	6, 9, 10, 11, 13 & 14	QMS Team	April 25, 2013	Refer to 2013 DCR 12-17 (6 pages)	May 28, 2013	May 29, 2013	5
12	15 & 16	QMS Team	April 26, 2013	Refer to 2013 DCR 18-19 (2 pages)	May 28, 2013	May 29, 2013	5
13	5	QMS Team	May 7, 2013	Refer to 2013 DCR 20 (1 page)	May 28, 2013	May 29, 2013	5
14	5	QMS Team	May 15, 2013	Refer to 2013 DCR 21 (1 page)	May 28, 2013	May 29, 2013	5
15	1 & 5	QMS Team	November 28, 2013	Refer to 2013 DCR 22 - 24 (3 pages)	November 28, 2013	September 26, 2014	6
16	6	QMS Team	December 17, 2013	Refer to 2013 DCR 25 (2 pages)	December 17, 2013	September 26, 2014	6
17	15	Doug Herr	May 1, 2014	Refer to 2014 DCR 1 (1 page)	May 1, 2014	September 26, 2014	6
18	15, 16 & 18	QMS Team	May 28, 2014	Refer to 2014 DCR 2 (6 pages)	May 28, 2014	September 26, 2014	6
19	7	Doug Herr	July 18, 2014	Refer to 2014 DCR 3 (1 page)	July 18, 2014	September 26, 2014	6
20	16	Doug Herr	September 25, 2014	Refer to 2014 DCR 4 (1 page)	September 25, 2014	September 26, 2014	6
21	6	Doug Herr	April 6, 2015	Refer to 2015 DCR 1 (2 pages)	July 17, 2015	July 17, 2015	7
22	15	Doug Herr	April 6, 2015	Refer to 2015 DCR 2 (1 page)	July 17, 2015	July 17, 2015	7
23	7	Doug Herr	July 15, 2015	Refer to 2015 DCR 3 (1 page)	July 17, 2015	July 17, 2015	7
24	Cover Page, Appendices & 2	Doug Herr	March 9, 2016	Refer to 2016 DCR 1 (4 pages - Page 1 of 4)	March 30, 2016	March 31, 2016	8
25	5	Doug Herr	March 9, 2016	Refer to 2016 DCR 1 (2 pages - Page 2 of 4)	March 30, 2016	March 31, 2016	8
26	6	Doug Herr	March 9, 2016	Refer to 2016 DCR 1 (4 pages - Page 3 of 4)	March 30, 2016	March 31, 2016	8
27	6	Doug Herr	March 9, 2016	Refer to 2016 DCR 1 (8 pages - Page 4 of 4)	March 30, 2016	March 31, 2016	8
28	8	Doug Herr	March 15, 2016	Refer to 2016 DCR 2 (3 pages - Page 1 of 1)	March 30, 2016	March 31, 2016	8
29	13	Doug Herr	March 30, 2016	Refer to 2016 DCR 3 (6 pages - Page 1 of 2)	March 30, 2016	March 31, 2016	8
30	15	Doug Herr	March 30, 2016	Refer to 2016 DCR 3 (5 pages - Page 2 of 2)	March 30, 2016	March 31, 2016	8
31	6	Doug Herr	June 7, 2016	Refer to 2016 DCR 4 (3 pages - Page 1 of 1)	June 8, 2016	June 30, 2016	9
32	5	QMS Team	March 1, 2017	Refer to 2017 DCR 1 (2 pages - Page 1 of 1)	March 22, 2017	March 24, 2017	10
33	6	QMS Team	March 8, 2017	Refer to 2017 DCR 2 (4 pages - Page 1 of 2)	March 22, 2017	March 24, 2017	10
34	8	QMS Team	March 8, 2017	Refer to 2017 DCR 2 (3 pages - Page 2 of 2)	March 22, 2017	March 24, 2017	10
35	13	QMS Team	March 9, 2017	Refer to 2017 DCR 3 (2 pages - Page 1 of 1)	March 22, 2017	March 24, 2017	10
36	16	QMS Team	March 15, 2017	Refer to 2017 DCR 4 (4 pages - Page 1 of 2)	March 22, 2017	March 24, 2017	10
37	Cover Page & Appendices (Schedule "C")	QMS Team	March 15, 2017	Refer to 2017 DCR 4 (3 pages - Page 2 of 2)	March 22, 2017	March 24, 2017	10
38	18	QMS Team	March 17, 2017	Refer to 2017 DCR 5 (3 pages - Page 1 of 2)	March 22, 2017	March 24, 2017	10
39	18 (cont'd)	QMS Team	March 17, 2017	Refer to 2017 DCR 5 (3 pages - Page 2 of 2)	March 22, 2017	March 24, 2017	10

40	15	QMS Team	March 20, 2017	Refer to 2017 DCR 6 (3 pages - Page 1 of 1)	March 22, 2017	March 24, 2017	10
41	8	QMS Team	April 12, 2018	Refer to 2018 DCR 1 (9 pages - Page 1 of 1)	April 17, 2018	April 20, 2018	11
42	13	QMS Team	April 17, 2018	Refer to 2018 DCR 2 (1 page - Page 1 of 2)	April 17, 2018	April 20, 2018	11
43	13 (cont'd)	QMS Team	April 17, 2018	Refer to 2018 DCR 2 (6 pages - Page 2 of 2)	April 17, 2018	April 20, 2018	11
44	16	QMS Team	April 19, 2018	Refer to 2018 DCR 3 (3 pages - Page 1 of 1)	April 20, 2018	April 20, 2018	11
45							
46							

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Document Change Request Form
QMS REFERENCE: Element No. 5 - APPENDIX "A"

REVISION #4
QMS REPRESENTATIVE:

DOCUMENT CHANGE REQUEST FORM

Requested By: QMS Team

Date: April 12, 2018

Department: O. & F. Division

Type of Change:

Edit Existing Document

Create New Document

Delete Document

Changes Requested:

1. Element 8 Risk Assessment Outcomes

Justification for Changes:

The following section is being revised to update the Town of Fort Frances Drinking Operation Plan.

1. The Ministry of the Environment and Climate Change approved revisions to the DWQMS Standard covering "Potential Hazardous Events for Municipal Residential Drinking Water Systems", which came into effect April 6, 2017. The hazards identified in the document are to be considered at the time of the next scheduled Risk Assessment. See attachment for listing of hazards.

Proposed Changes:

1. All the hazards identified in the "Potential Hazardous Events for Municipal Residential Drinking Water Systems" were considered. The following hazards were added to the Town's Risk Assessment., they are as follows:
 - a) Long Term Impacts of Climate Change
 - b) Source Water Supply Shortfall
 - c) Extreme Weather Events
 - d) Algal Blooms

See attached Element 8 "Risk Assessment Outcomes". Additions have been identified in red.

Approval:

QMS Representative:

[Signature]

Date:

17-04-2018

Comments:

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: 

8 Risk Assessment Outcomes

8.1 Introduction

The Town of Fort Frances has established, implemented and maintains this procedure to determine what potential hazards and critical control points exist in the Water Treatment and Distribution system.

8.2 Town of Fort Frances Risk Assessment

DESCRIPTION	LIKELIHOOD OF HAZARD OCCURRING	RATING
RARE	May occur in exceptional circumstances or has not occurred.	1
UNLIKELY	Could occur at some time, historically has occurred annually or less than annually.	2
POSSIBLE	Has occurred once or more per year.	3
LIKELY	Has occurred on a monthly or quarterly basis.	4
VERY LIKELY	One or more occurrences on a monthly or more frequent basis.	5

DESCRIPTION	SEVERITY OF HAZARD OCCURRING	RATING
INSIGNIFICANT	Insignificant impact, little disruption to normal operation.	1
MINOR	Minor impact for small population, some manageable operation disruption, some increase in operational requirements.	2
MODERATE	Minor impact for small population, significant modifications to normal operations but manageable. Increase monitoring and operational requirements.	3
MAJOR	Major impact for small population, system significantly compromised and abnormal operation of it all.	4
CATASTROPHIC	Major impact for large population, complete failure of all systems.	5

DESCRIPTION	DETECTABILITY OF HAZARD	RATING
VERY DETECTABLE	Very easy to detect SCADA monitored.	1
MODERATELY DETECTABLE	Moderately detectable, problem is indicated promptly by testing results.	2
NORMALLY DETECTABLE	No alarm present, visually detectable on rounds or regular maintenance.	3
POORLY DETECTABLE	Poorly detectable, visually detectable but not inspected on a regular basis; would not be detectable before a problem was evident; lab tests that are not done on a regular basis.	4
UNDETECTABLE	Undetectable, cannot detect.	5

The Town's Threshold Number is 8

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: *[Signature]*

TOWN OF FORT FRANCES RISK ASSESSMENT

Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency Procedure or Contingency Plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL POINT	CRITICAL LIMIT	Control Procedure
Source Water	Railway Activity (Spill of chemical or contaminant)	Chemical/Biological Contamination of source water	Depends on location and type of Contamination	Notification to MOE Spills Action Centre of the spill and potential for contamination of source water.	Shut off raw water intake line valve. Stop producing water until plume passes. Run off water tower. Implement water restriction. Haul water, if necessary. Test water raw & treated.	1	4	3	8	YES	No Controllable limit	Refer to Emergency Response Binder (ERB) – S.O.P. #6 for Raw Water Source Contamination
	Highway Accident (Spill of chemical or contaminant)	Chemical/Biological Contamination of source water	Depends on location and type of Contamination	Notification to MOE Spills Action Centre of the spill and potential for contamination of source water.	Shut down intake. Stop producing water until plume passes. Run off water tower. Implement water restriction. Haul water, if necessary. Test water raw & treated.	1	2	1	4	NO		
	Fuel Storage Tanks	Chemical/Biological Contamination of source water	Depends on location and type of Contamination	Notification to MOE Spills Action Centre of the spill and potential for contamination of source water.	Shut down intake. Stop producing water until plume passes. Run off water tower. Implement water restriction. Haul water, if necessary. Test water raw & treated.	1	4	2	7	NO		
	Proximity of septic fields on Rainy Lake	Biological Contamination of source water		Conventional water treatment operations to treat source water. Weekly bacteriological testing of raw & treated water. Continuous monitoring for chlorine & filtered water turbidity.		1	1	5	7	NO		

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: *[Signature]*

TOWN OF FORT FRANCES RISK ASSESSMENT


Element or Process step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL POINT	CRITICAL LIMIT	Control Procedure
Source Water	Collapse or breakage of single intake pipe	Quantity/Quality		Low lift pumps shut down on low-level alarm.	Run off water tower. Implement water restriction and haul water, if necessary.	1	4	1	6	NO		
	Long Term Impacts of Climate Change	Quantity/Quality			Adjust Process	1	3	1	5	NO		
	Source Water Supply Shortfall	Quantity/Quality		Visual	Water Restrictions	1	4	1	6	NO		
	Extreme Weather Events (e.g., tornado, ice storm)	Quantity/Quality		Visual		1	5	1	7	NO		
	Failure of SCADA	Quantity/Quality			Run on manual.	2	2	1	5	NO		
Treatment	High lift pump Failure	Quantity/Quality		Low Pressure.	Back up pumps.	2	1	1	4	NO		
	Loss of Coagulant – Plugging of lines, pump failure.	Biological & Chemical contamination	Crypto/ Giardia not removed with out coagulant	Pump failure alarm. Pump overload alarms. Critical Control Limit for filter effluent turbidity is set at 0.8 NTU (Regulatory Limit - 1.0 NTU), which causes an alarm and immediately shuts down the filter.	If main coagulant is not applied, restore as soon as possible with back up system. Monitor turbidity and chlorine residuals for any exceedance. Report to MOH and MOE, SAC as per O. Reg. 170/03.	2	3	1	6	NO		Switch to backup system, which is on-line and ready to go.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

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QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: 

TOWN OF FORT FRANCES RISK ASSESSMENT

Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Treatment	Loss of Polymer Plugging of lines, pump failure.	Shorter filter runs		Backwash alarm. Visual inspections throughout the day.	Repair polymer feed system. Note: If turbidity reading exceeds 1.0 NTU, causes an alarm. If two alarms 15 min. intervals or more apart and the Owner has not reported an exceedance in the 24 hrs. prior to this and the filter effluent is directing water to the next stage of the treatment process, then the exceedance is reportable. Report to MOH & MOE, SAC per O. Reg. 170/03.	3	2	1	6	NO		
	Flocculator failure	Shorter filter runs		Backwash alarm. Visual inspections throughout the day. Alarms on rake drive & mixer.	Repair parts on hand. Note: If turbidity reading exceeds 1.0 NTU, causes an alarm. If two alarms 15 min. intervals or more apart and the Owner has not reported an exceedance in the 24 hrs. prior to this and the filter effluent is directing water to the next stage of the treatment process, then the exceedance is reportable. Report to MOH & MOE SAC per O. Reg. 170/03.	1	3	1	5	NO		
	Backwash pump failure	Quantity/Quality		Alarms on backwash pump and filter backwash.	Spare backwash motor & ability to use high lift pumps.	1	1	1	3	NO		

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: *[Signature]*

TOWN OF FORT FRANCES RISK ASSESSMENT

Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Treatment	Filter breakthrough or Under drain failure	Biological contamination	Crypto/ Giardia not removed with out coagulant	On –line filter effluent turbidity meters. Critical Control Limit for filter effluent turbidity is set at 0.8 NTU, (Regulatory Limit - 1.0 NTU), which causes an alarm and immediately shuts down the filter.	If turbidity reading exceeds 1.0 NTU, causes an alarm. If two alarms 15 min. intervals or more apart and the Owner has not reported an exceedance in the 24 hrs. prior to this and the filter effluent is directing water to the next stage of the treatment process, then the exceedance is reportable. Report to MOH & MOE SAC per O. Reg. 170/03.	2	4	1	7	NO		
	High Turbidity off filters	Biological & Chemical contamination		On –line filter effluent turbidity meters. Critical control limit for filter effluent turbidity is set at 0.8 NTU, (Regulatory Limit - 1.0 NTU), which causes an alarm and immediately shuts down the filter.	Take filter off line and repair.	2	2	1	5	NO		Take filter off line and repair.
	Vandalism	Quantity/ Quality		Plant Alarms	Visual monitor	1	2	1	4	NO		
	Fire	Quantity/ Quality		Plant Alarms	Refer to Emergency Response Binder (ERB) – S.O.P. #1 for the Destruction (Bombing/Major Fire) of Water Treatment Plant or Water Tower	1	5	1	7	NO		

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: *[Signature]*

TOWN OF FORT FRANCES RISK ASSESSMENT

Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detectability	RISK PRIORITY NUMBER	CRITICAL POINT	CRITICAL LIMIT	Control Procedure
Treatment	Power Failure	Quantity/Quality		Plant Alarms	Emergency back-up generator comes on-line.	1	5	1	7	NO		
	Chemicals - Poor Quality	Quantity/Quality	Guaranteed by Supplier	Plant Alarms	Stop using and order replacement	1	5	1	7	NO		All chemicals are NSF/ANSI certified
	Chemicals - Unavailability	Quantity/Quality	Keep in stock two (2) week supply	Upsets Process	Contact alternate suppliers	1	3	2	6	NO		
	Algal Blooms	Chemical/Biological		Depends on location, duration and type of algae.	Shut down intake. Stop producing water until plume passes or treat water.	1	5	1	7	NO		
Primary Disinfection	Chlorinator failure	Biological Contamination	Bacteria & Viruses not inactivated without chlorine	On line chlorine analyzer alarm. Critical control limit 1.10 mg/L.	Switch to standby chlorinator & spare parts to make repairs. Note: if CT requirements not met report to MOH & MOE SAC per O. Reg. 170/03.	1	5	1	7	NO		Switch to standby chlorinator & spare parts to make repairs.
Reservoir	Loss of structural integrity of reservoir-leakage into reservoir.	Biological & Chemical Contamination		On line chlorine analyzer. Weekly bacteriological testing. Daily treated water analysis.	Isolate one (1) reservoir. Notify MOH & MOE SAC. Drain, repair, clean and disinfect per AWWA procedures, increase chlorine dosage and issue water restrictions.	1	4	1	5	NO		

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: *[Signature]*

TOWN OF FORT FRANCES RISK ASSESSMENT

Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detect ability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Distribution	Breakage of single pipe from plant to distribution system	Quantity/Quality	Run from water tower as long as possible	Low level tower alarm.	If system pressure compromised. Report to MOH & MOE SAC. Repair, flush distribution system, increase chlorine and conduct sampling in distribution system.	1	5	1	7	NO		Refer to Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs
	Loss of chlorine residual (Secondary disinfection)	Biological Contamination	Legislated under O. Reg. 170/03	Daily residual at water tower, weekly monitoring at locations in town.	Report to MOH & MOE SAC as required by O. Reg. 170/03. Flush system increase chlorine dosage and resample.	2	3	2	7	NO		See O Reg. 170/03 requirements for corrective actions
	Loss of pressure due to a water main break or major fire	Biological & Chemical Contamination		Customer Complaints, low level alarm at water tower.	If system pressure compromised and potential for backflow exists, report to MOH & MOE SAC. Follow procedure for water main breaks and repairs. Refer to Emergency Response Binder (ERB) – S.O.P. #3 for Water Main Breaks and Repairs.	3	2	3	8	YES	Tower: 6m – 8m Reservoir: 3600mm – 5000mm	See Appendix “D” Standard Operating Procedure for Flushing of Water Mains
	Cross Connection	Biological & Chemical Contamination	Backflow prevention devices	Visual / high risk.	If backflow suspected, report to MOH & MOE SAC. Isolate area, flush the system and sample as needed. Re-pressurize system.	1	3	4	8	YES	No Controllable limit	See Appendix “D” Standard Operating Procedure for Flushing of Water Mains

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Risk Assessment Outcomes

REVISION #10

QMS REFERENCE: ELEMENT NO. 8

QMS REPRESENTATIVE: *[Signature]*

TOWN OF FORT FRANCES RISK ASSESSMENT

Element or Process Step	Description of Hazard	Potential Result of Hazard	Comments	Available Monitoring & Control Measures	Emergency procedure or contingency plan	Likelihood	Severity	Detect ability	RISK PRIORITY NUMBER	CRITICAL CONTROL POINT	CRITICAL CONTROL LIMIT	Control Procedure
Distribution	Water Tower Structural / Contaminated	Quantity/ Quality Biological & Chemical Contamination		Low pressure/Low level.	Isolate water tower.	1	2	3	6	NO		
	Hypo Pump Failure (Plugged)	Biological & Chemical Contamination		Low chlorine residual in distribution system.	Switch lines, repair/replace defective pump with spare pump at water plant/tower.	3	1	3	7	NO		
	Bio-film	Quantity/ Quality		Weekly checks	Refer to Appendix "D" S.O.P. for Flushing of Water Mains	1	3	3	7	NO		

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Document Change Request Form
QMS REFERENCE: Element No. 5 - APPENDIX "A"

REVISION #4
QMS REPRESENTATIVE:

DOCUMENT CHANGE REQUEST FORM

Requested By: QMS Team

Date: April 17, 2018

Department: O. & F. Division

Type of Change:

Edit Existing Document Create New Document Delete Document

Changes Requested:

1. Element 13 Essential Supplies and Services

Justification for Changes:

The following section is being revised to update the Town of Fort Frances Drinking Operation Plan.

Equipment supplier and services update. New Maintenance Services Agreement for the Town.

Proposed Changes:

1. Page 54 – b) **Pump/Analyzer/Meter Parts:**
 - a) First paragraph, second line (under "Poly") - remove wording "Aluminum Sulphate"
 - b) Second paragraph, second line (under "Fluoride") - add wording "Aluminum Sulphate"
 - c) Third paragraph, second line (under "Chlorinator") - add wording "Aluminum Sulphate"
2. Page 55 – c) **Other Services:**
Electrical Services – replaced wording with: CANNECT Electric,
1028 Williams Avenue
Fort Frances, Ontario
P9A 2R8
807-274-0000
807-275-5511 (cell)

Page 1 of 2

Approval:

QMS Representative:  **Date:** 17-04-2018

Comments:

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Document Change Request Form
QMS REFERENCE: Element No. 5 - APPENDIX "A"

REVISION #4
QMS REPRESENTATIVE:

DOCUMENT CHANGE REQUEST FORM

Requested By: QMS Team

Date: April 17, 2018

Department: O. & F. Division

Type of Change:

Edit Existing Document Create New Document Delete Document

Changes Requested:

1. Element 13 Essential Supplies and Services

Justification for Changes:

The following section is being revised to update the Town of Fort Frances Drinking Operation Plan.

Equipment supplier and services update. New Maintenance Services Agreement for the Town.

Proposed Changes:

1. Page 56 – c) **Other Services:**

Plumbing Services – replaced wording with:

J. D. Plumbing Solutions
RR #1, RMB 79
Fort Frances, Ontario
P9A 3M2
807-274-9485
807-276-1839 (cell)

Heating/HVAC Services – replaced wording with:

Pryde's Heating
RR #1, RMB 226
Frog Creek Road
Fort Frances, Ontario
P9A 3M2
807-274-9458 (Office)
807-276-9597 (cell)

Page 2 of 2

Approval:

QMS Representative: 

Date: 17-04-2018

Comments:

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE: 

13 Essential Supplies & Services

13.1 Introduction

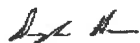
In order to reduce the risks to the quality and safety of the Drinking Water System from outside sources, this element identifies the suppliers and services which are deemed as essential to the delivery of safe drinking water and describes how the quality of these services are ensured.

13.2 Suppliers and Services

Below is a list of all Suppliers and services deemed essential for the production and delivery of safe water. All chemical supplies must meet ANSI and NSF Standards. Appropriate paperwork must be provided upon chemical delivery to confirm the product being delivered. All laboratories must be accredited to test the parameters for all samples that are submitted to them.

a) Chemicals:

Chlorine	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285
Fluoride (Hydrofluorosilicic Acid)	Univar 99 Lawson Crescent Winnipeg, Manitoba R3P 0T2 204-928-7246	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416
Aluminum Sulphate	Chemtrade Logistics Inc. 145 McDougall Street Thunder Bay, On. P7B 6T9 807-345-7643	Border Chemical Company 104 Regent Avenue Winnipeg, Manitoba R2C 5G2 204-222-3276
Soda Ash Dense	Univar 99 Lawson Crescent Winnipeg, Manitoba R3P 0T3 204-981-3285	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416

The Town of Fort Frances Water System General QMS Administration	
PROCEDURE TITLE: Essential Supplies & Services	REVISION #10
QMS REFERENCE: ELEMENT NO. 13	QMS REPRESENTATIVE: 

Poly	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285	N/A
Calcium Hypochlorite	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285	Brenntag Canada Inc. 681 Plinquest Street Winnipeg, Manitoba R2J 2X2 204-233-3416

Chemicals are ordered when supplies reach the following levels:

Chlorine – when approximately two (2) tonners are left
 Fluoride – when approximately two (2) - 136 kg. drums are left
 Aluminium Sulphate – at low level (Level 10 on tank)
 Soda Ash – when the silo is at low level
 *Poly – when supply is one-half depleted (15 – 25 kg. bags)
 Calcium Hypochlorite – order four (4) - 30 kg. pails annually

* Supplier retains a supply on hand for the Town of Fort Frances Water Treatment Plant.

b) Pump/Analyzer/Meter Parts:

Poly Aluminum Sulphate	Mequipco Ltd. Unit 305 - Pembina Hwy. Winnipeg, Manitoba R3T 5J3 204-982-1040
Fluoride Aluminum Sulphate	Metcon Sales & Engineering Unit 3 - 15 Connie Crescent Concord On. L4K 1L3 905-738-2355
Chlorinator Aluminum Sulphate	Clear Tech 340 Saulteaux Crescent Winnipeg, Manitoba R3J 3T2 204-981-3285

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE: **Chlorine Analyzers**

Lakeside Process Control
7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Turbidity Analyzers

Lakeside Process Control
7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Other Meters

(Bench Turbidity Analyzer)
(pH Analyzer)
(Drell)

Hach Sales & Service
34-1313 Border Street
Winnipeg, Manitoba
R3H 0X4
204-957-7259
204-232-9992 (cell)
800-665-7635

High & Low Lifts

Power & Mine Supply
675 Harold Crescent
Thunder Bay, Ontario
P7C 5H6
807-622-4044
807-622-3235 (fax)

c) Other Services:**Electrical Services**

CANNECT Electric
1028 Williams Avenue
Fort Frances, Ontario
P9A 2R8
807-274-0000
807-275-5511 (cell)

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE: **Plumbing Services**

J. D. Plumbing Solutions
RR #1, RMB 79
Fort Frances, Ontario
P9A 3M2
807-274-9485 (office)
807-276-1839 (Jamie - cell)

Heating/HVAC Services

Pryde's Heating
RR#1, RMB 226
Frog Creek Road
Fort Frances, Ontario
P9A 3M2
807-274-9458 (office)
807-275-9597 (Scott – cell)

S.C.A.D.A. System & Instrumentation

Lakeside Process Controls
7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Accredited Laboratory Services

ALS Laboratory
1081 Barton Street
Thunder Bay, Ontario
P7B 5N3
807-623-6463
1-800-668-9878 (toll free)
807-623-7598 (fax)

Calibrations

Flow meters, chemical feed
Pumps cl2 analyzers

Lakeside Process Controls
7 Sylvan Way
Winnipeg, Manitoba
R2R 2B9
204-633-9197
204-632-9608 (fax)

Calibrations

(Bench Turbidity Analyzer)
(pH Analyzer) (Drell)
(online turbidity analyzers)

Clear Tech
340 Saulteaux Crescent
Winnipeg, Manitoba
R3J 3T2
204-981-3285

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Essential Supplies & Services

REVISION #10

QMS REFERENCE: ELEMENT NO. 13

QMS REPRESENTATIVE: **d) Water Distribution:****System Parts**

Wolseley Waterworks
1300 St. Mathews Avenue
Winnipeg, Manitoba
R3G 3K4
204-786-7861

Emco Western Supply
933 Tungsten Street
Thunder Bay, Ontario
P7B 5Z3
807-345-6543

Water Meters

Wolseley Waterworks
1300 St. Mathews Avenue
Winnipeg, Manitoba
R3G 3K4
204-786-7861

FLOCOR - Winnipeg
777 Century St.
Winnipeg, Manitoba
R3H 0M2
204-774-3461

Watermark Solutions Ltd.
169 Dufferin St. South (Unit 20)
Alliston, Ontario
L9R 1E6
519-217-3734

13.3 Quality Control Procedure

The Fort Frances Water Treatment Plant and Distribution System Operators ensure the quality of products delivered through a number of initiatives;

1. Formal contracts and agreements
2. Tender process
3. Engineering specifications

Documentation must be provided prior to delivery, which specifies the intended delivery time, proper licensing, accreditation and/or specifications outlined in the purchasing agreements. If all conditions set out in the agreements are met, delivery of goods or services will be accepted.

13.4 Purchase Agreement

When purchasing any goods and services pertaining to the Town's water system, the Town's Procurement Policy shall be followed.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Document Change Request Form
QMS REFERENCE: Element No. 5 - APPENDIX "A"

REVISION #4
QMS REPRESENTATIVE:

DOCUMENT CHANGE REQUEST FORM

Requested By: QMS Team

Date: April 19, 2018

Department: O. & F. Division

Type of Change:

Edit Existing Document Create New Document Delete Document

Changes Requested:

1. Element 16 Sampling, Testing & Monitoring

Justification for Changes:

The following section is being revised to update the Town of Fort Frances Drinking Operation Plan.

1. O. Reg. 170/03 (Section 13, subsection 13-6.1) was amended on January 01, 2017 to include testing for Haloacetic Acid (HAA) in drinking water systems.
2. Correction regarding in-house daily testing for fluoride and alum.

Proposed Changes:

1. Page 65 – **Table 2: Chemical Testing (Minimum Requirements):**

Add Haloacetic Acid (HAA) to the Sampling Plan schedule.

- Sampling Type: Distribution System
- Frequency of sampling: One (1) sample every 3 months
- Notes: To be taken at random locations near the water treatment facility

2. Page 66 – **First paragraph – 4th and 5th bullet points.**

- Existing: Fluoride residual is measured on the treated water.
- Should read: Fluoride residual is measured on the filtered water.
- Existing: Alum residual is measured on the filtered water.
- Should read: Fluoride residual is measured on the treated water.

Approval:

QMS Representative:  **Date:** 20-04-2018

Comments:

The Town of Fort Frances Water System General QMS Administration	
PROCEDURE TITLE: Sampling, Testing & Monitoring	REVISION #10
QMS REFERENCE: ELEMENT NO. 16	QMS REPRESENTATIVE: <i>[Signature]</i>

Table 2: Chemical Testing (Minimum Requirements)

	Sample Type	Frequency (Regulatory Reference)	Notes
Inorganics (Schedule 23)	Treated	One (1) sample every 12 months (O. Reg. 170, 13-2)	
Organics (Schedule 24)	Treated	One (1) sample every 12 months (O. Reg. 170, 13-4)	
Nitrate & Nitrite	Treated	One (1) sample every 3 months (O. Reg. 170, 13-7)	
Sodium	Treated	One (1) sample every 60 months (O. Reg. 170, 13-8)	
Lead	Private Residences (Plumbing System)	40 sample locations during each period (O. Reg. 170, 15.1)	In every third 12-month period samples are to be taken in each sampling periods (December 15 to April 15 and June 15 to October 15). Require for two consecutive periods. (3 samples to be taken at each location and tested for lead, total alkalinity & pH)
	Non-Residences (Plumbing System)	4 sample locations during each period (O. Reg. 170, 15.1)	
	Distribution System (**)	8 sample locations during each period (O. Reg. 170, 15.1)	
Total Alkalinity pH	Distribution System (**) Only when lead testing is not performed as outlined above)	3 sample locations, every 12-month period in each sampling period (O. Reg. 170, 15.1 – 5(10))	Three (3) distribution locations in each sampling periods (December 15 to April 15 and June 15 to October 15) every 12-month period. (2 samples taken at each location and tested for total alkalinity & pH)
Lead		Same sample locations as above, every third 12-month period in each sampling period (O. Reg. 170, 15.1 – 5(10))	In conjunction with total alkalinity and pH testing, in every third 12-month period samples are to be taken in each sampling periods (December 15 to April 15 and June 15 to October 15). (1 sample taken at each location and tested for lead)
THMs	Distribution	One (1) sample every 3 months (O. Reg. 170, 13-6)	Must be collected from a point that is likely to have elevated THMs.
Haloacetic Acid	Distribution	One (1) sample every 3 months (O. Reg. 170, 13-6.1)	To be taken at random locations near the water treatment facility.

The Town of Fort Frances Water System
General QMS Administration

PROCEDURE TITLE: Sampling, Testing & Monitoring

REVISION #10

QMS REFERENCE: ELEMENT NO. 16

QMS REPRESENTATIVE: 

A competent certified operator oversees all water sampling taken at the Water Treatment Plant (WTP). A competent certified operator performs in-house testing at least once per day and the results are recorded on a monthly log sheet.

In-house daily testing consists of the following:

- PH testing done on the raw, settled and treated water.
- Turbidity testing done on the raw, settled and treated water.
- Free and total chlorine done on the treated water.
- Fluoride residual is measured on the ~~treated~~-~~filtered~~ water.
- Alum residual is measured on the ~~filtered~~-~~treated~~ water.

On a weekly basis bacteriological samples, consisting of one (1) raw water sample and one (1) treated water sample are taken at the WTP. These samples are sent to an accredited lab for analysis.

Appendix "E" is devoted to identifying and responding to adverse sample results.

The SCADA computer process control system monitors and trends process treatment parameters as well as levels of raw water in the raw water wells, level of treated water in the reservoirs and whether or not the pumps in the WTP are in the "running" position or in "off" position such pumps as the backwash pumps and the low lift pumps and the high lift pumps and the chemical feed pumps (soda ash pumps, polymer pumps, fluoride pumps, carbon pumps and alum pumps). Chemical residuals are also monitored and trended such as chlorine and fluoride. There is a turbidity meter on the downstream side of each one of the four dual media filters, which is monitored and trended. The WTP operators may adjust treatment processes affecting water quality based upon the information and data provided by the SCADA system. Any adjustments made to process treatment parameters are recorded in the daily logbook at the WTP.

16.2 Water Distribution System Sampling, Testing & Monitoring Procedures

Fort Frances' Water Distribution System has a sampling program based on the requirements set out in O. Reg. 170/03 and its Drinking Water System Licence (Lic. #224-101). See sampling plan and schedule as outlined in Table 1 and 2 in Section 16.1.

A competent certified water system operator oversees all water sampling taken within the water distribution system. Water samples are collected in the distribution system for bacterial and chemical properties. On a weekly basis, four (4) bacteriological samples are taken from the water distribution system, where they are sent to an accredited lab for analysis. Chemical samples are collected as outlined in Section 13 of the O. Reg. 170/03, which are sent to an accredited lab for analysis as well. The water distribution

June 21, 2017

Report To: Mayor and Council

From: Travis Rob, Manager of Operations and Facilities

RE: Drinking Water Quality Management System - Management Review

Over the past 12 months a couple of significant milestones have been completed in regards to the Drinking Water Quality Management System and are summarized below:

- 1) **External Surveillance Audit** (off-site table top verification) completed by SAI Global on November 9, 2016 - Auditor Mr. Rod Seabrook
- 2) **6th Internal Audit**, first audit completed by Mr. Tyson Dennis from April 11 to May 30, 2017.
- 3) **6th Management Review Meeting** held on Thursday June 16, 2017 to review the implementation of the DWQMS for the period June 1 2016 to May 31, 2017.

Please find attached the agenda package plus the associated documents which were reviewed at the June 15, 2017 Management Review meeting. Presently under the process outlined in the Operational Plan Element No. 20 - Management Review (See pages No. 75 & 76 of Operational Plan), there were four (4) action items that Council (owner) must review and endorse at this time:

Action Item No. 1) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West** (from 1302 Colonization Road West to 1448 Colonization Road West). The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

Action Item No. 2) **Installation of two additional valves along Sinclair Avenue between Victoria Avenue & Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued** In 2016 a letter was sent to Riverside Healthcare requesting that their internal plumbing be upgraded or upsized to ensure proper fire flow protection can be achieved from the water supplied from either Sinclair or Front Street watermains prior to the installation of two additional isolation valves along Sinclair Avenue. To date no response has been received.

Action Item No. 3) **Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.** The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner). The Riverview Cemetery Irrigation system modifications can take place at the same time as completing action item No. 1

Action Item No. 4) – **Complete the installation of a watermain along Frenette Avenue between First Street and Second Street.** First Street dead-ends at Frenette Avenue which leads to water quality issues at the Memorial Sports Centre as well as the residents along First Street from Crowe Avenue to Frenette Avenue. Further the amount of water available for fire protection is limited due to the limitations on flow caused by a dead-end line. The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner).

The Operations & Facilities Executive Committee recommends the following:

- 1) That Council (owner) has reviewed the agenda package of the management review meeting held on June 15, 2017.
- 2) That Council (owner) has reviewed and accepted the following four (4) action items as a result of the management review meeting held on June 15, 2017

Action Item No. 1) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West**

Action Item No. 2) **Installation of two additional valves along Sinclair Avenue between Victoria Avenue & Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued.**

Action Item No. 3) **Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.**

Action Item No. 4) – **Complete the installation of a watermain along Frenette Avenue between First Street and Second Street.**

Respectfully Submitted



Travis Rob, EIT
Manager of Operations and Facilities

Council approval of this report will ensure:

- 1) That Council (owner) has reviewed the agenda package and minutes of the management review meeting held on June 15, 2017.
- 2) That Council (owner) has reviewed and accepted the following four (4) action items as a result of the management review meeting held on June 15, 2017

Action Item No. 1) **Replace approximately 500 meters of 150mm diameter water main along Colonization Road West.**

Action Item No. 2) **Installation of two additional valves along Sinclair Avenue between Victoria Avenue & Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued.**

Action Item No. 3) **Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place.**

Action Item No. 4) – **Complete the installation of a watermain along Frenette Avenue between First Street and Second Street.**

Town of Fort Frances

Fort Frances Drinking Water System

Meeting Minutes

DATE: Thursday June 15, 2017

TIME: 1:00 p.m.

LOCATION: Fort Frances Water Treatment Plant

IN ATTENDANCE: Doug Brown, Doug Herr, Paul Lemesurier, Randy White, Travis George, Jay Bruyere, Greg Wiedenhoeft, Linda Carmody, Travis Rob and Tyson Dennis.

Part of the QMS Operational Plans requires that management shall review the QMS once every twelve (12) months to assess and ensure the continuing suitability, adequacy and effectiveness of the QMS. Element 20 – Management Review was discussed. Management Reviews shall be included in the internal audit schedule.

Item #	Item Discussed	Action Taken
1.	<p>Incidents of regulatory non-compliance:</p> <p>Ministry of the Environment (MOE) Annual Inspection Report (2016-17) Date of Inspection: January 12 and January 13, 2017 Non-compliance with regulatory Requirements – One (1) item identified.</p> <p>1 C of A No PB220000978RR-01 – granted relief from standard sampling (Schedule 15.1-4) in exchange for complying with reduced sampling requirements (Schedule 15. 1-5). Section 6 of Schedule 15. 1-5 states that this section ceases to apply to a drinking water system and standard sampling applies (Section 15. 1-4) again, if in any sampling period, more than 10% of all samples taken from plumbing exceed the lead standard of 10 ug/l. In April 2013, lead samples were taken from 22 plumbing locations (44 samples in total). There were lead exceedances at 3 of the locations: therefore, 13.6% of the samples exceeded that standard. As a result, the Town of Fort Frances was to return to standard lead sampling, but this has not yet taken place and the Town continues to sample at a reduced frequency.</p> <p>Actions Required:</p> <p>During the December 15, 2016 to April 15, 2017 sampling period, the Town of Fort Frances shall return to Standard Lead Sampling, as</p>	

Regular Meeting Minutes

	<p>outlined in Schedule 15.1, section 15.1-4 of O.Reg. 170/03. Standard Lead Sampling shall continue to be conducted in subsequent sampling periods until the Town has met the criteria that will allow for reduced sampling or has been directed otherwise by the Ministry.</p> <p>By April 21, 2017, the Town of Fort Frances shall provide the undersigned officer with a copy of chain of custody forms, for the December 15, 2016 to April 15, 2017 sampling period, demonstrating that the required number of samples were taken.</p> <p>Actions Taken:</p> <p>On April 18, 2017, the Town of Fort Frances submitted to Carolyn LaCroix, Drinking Water Inspector, MOECC copies of the chain of custody forms for the December 15, 2016 to April 15, 2017 sampling period, thus complying with non-conformance item outlined in the 2016-17 Fort Frances Drinking Water Inspection Report.</p>	
2.	<p>Incidents of adverse drinking water tests:</p> <p>WTP: No adverse treated water samples</p> <p>Water Distribution System: No Adverse treated water samples.</p>	No action Required
3.	<p>Deviations from critical control-point limits and response actions:</p> <p>The QMS Team had undertaken a Risk Assessment Review of the risks and their critical control-points/response actions on March 8, 2017.</p> <p>No changes in limits or response actions. Wording change to Risk Item No. 1 only – see below.</p> <p>Risks with a threshold above or equal to 8 (Threshold – 8):</p> <p>1 Rail care derailment (spill of chemical or contamination): wording Amended “Railway Activity (Spill of chemical or contaminatin).”</p> <p>2 Loss of pressure: water main break, major fire</p> <p>3 Cross Connection</p> <p>Reference – Element 7/8</p>	Process is ongoing

4.	<p>The effectiveness of the risk assessment process:</p> <p>The Operators reviewed the Risk Assessment Process on March 8, 2017, with one risk added to the Risk Assessment chart – under Source Water – Fuel Storage Tanks. All other items remained unchanged.</p> <p>Reviewed on a yearly basis in accordance with Element 7.)</p>	
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<p>5.</p>	<p>Internal and third party audit results:</p> <p>Internal Audit Results:</p> <p>Latest Internal Audit: Issued May 30, 2017 – resolved June 1, 2017 – undertaken by Tyson Dennis.</p> <p>No Corrective Actions were identified</p> <p>Previous Audits: Issued May 20, 2016 – resolved June 16, 2016 – undertaken by Travis Rob. Five (5) corrective actions identified action taken to resolve them. (Identified in the previous Management Review)</p> <p>External Audit Results: Latest off-site External Audit: 12 Month Surveillance Audit (October 6, 2015) – resolved November 2, 2015 undertaken by SAI Global – accreditation program for operating authorities – One (1) non-conformance was identified and action taken to resolve it.</p> <p>.</p>	<p>All corrective actions were resolved on June 16, 2016</p> <p>All corrective actions were resolved in a timely manner.</p>
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6.	<p>Results of emergency response testing:</p> <p>Standard Operating Procedures identified in the Emergency Response Binder had been reviewed with the Water System Operators on April 5, 2017.</p> <p>Emergency SOP's Reviewed</p> <ol style="list-style-type: none"> 1. Policy 4.24 – SOP No.1 – for the Destruction (Bombing/Major fire) of Water Treatment Plant of Water Tower. 2. Policy 4.23 – SOP No. 2 – for Pandemic Situation – Affecting the Water Treatment Plant Operators and Community. 3. Policy 4.15 – SOP No. 3 – for Water Main Breaks and Repairs. 4. Policy 4.6 – SOP No. 4 – for breakdown of equipment at the Water Treatment Plant. 5. Policy 4.4 – SOP No. 6 – for Raw Water Source Contamination 6. Policy 4.27 – SOP No. 6 – for Standby Generator – WTP (New) <p>Updated Municipal Emergency Management Listing in Emergency Response Binder June 5, 2017.</p> <p>Note: SOP No. 5 has become redundant since the installation of the new emergency standby generator. Was cancelled during the last management review report to the Owner.</p> <p>Emergency response training took place in February/March leading up to the creation of an SOP for the Standby Generator – WTP (New).</p>	Updated June 5, 2017.
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7.	<p>Operational performance:</p> <p>WTP: Actions & recommendations from MOE As a result of the October 2016/17 MOE Inspection</p> <p>Operators signed their logbook entries, but they did not always sign additional papers with notes or sample results that were added to the logbook. Operators should ensure that it can be unambiguously identified who made the extra notes that form part of the logbook, especially since the additional papers typically support actions taken during an event that deviates from normal operating procedures.</p> <p>Personnel –Full complement</p> <p>No other issues.</p> <p>Distribution System: Actions & recommendations from MOE As a result of the October 2016/17 MOE Inspection</p> <p>No issues</p> <p>Personnel – Water Distribution Operator vacancy filled as of December 5, 2016 – Linda Carmody.</p> <p>Full complement.</p> <p>Maintenance issues: Numerous water main/service breaks through the Town since the last Management Review.</p> <p>No frozen water services to report. Winter was a mild winter compared to ones in the past.</p> <p>Valve replacements done in 2016 – as part of the roadway/infrastructure replacement on: a) Colonization Road East: Scott Street to Fifth Street East b) Phair Avenue: Third Street East to Sixth Street East.</p> <p>During valve exercising some of the isolation valves began leaking or are very hard to turn. Replacement of these valves is recommended. Six (6) valves were scheduled for replacement in 2017, but due to costs only three (3) will be changed. These are over and above those to be replaced during the roadway/infrastructure reconstruction projects.</p> <p>Fire Hydrant replacements done in 2016 – as part of the roadway/infrastructure replacement on:</p>	
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	<p>c. Colonization Road East: Scott Street to Fifth Street East and d) Phair Avenue: Third Street East to Sixth Street East.</p> <p>Some existing fire hydrants are obsolete, no parts to maintain them. Six (6) fire hydrants were scheduled for replacement in 2017, but due to costs only three (3) will be changed. These are over and above those to be replaced during the roadway/infrastructure reconstruction projects.</p>	
8.	<p>Raw water supply and drinking water quality trends:</p> <p>No changes in raw water supply and drinking water quality trends.</p> <p>Regular seasonal water turnover of Rainy Lake.</p>	No Changes
9.	<p>Follow-up on action items from previous management review:</p> <p>2016 Management Review Items Four (4) items were identified in the last management review.</p> <ol style="list-style-type: none"> 1. Replacement of approximately 500 meters of 150 mm diameter Water main along Colonization Road West (from 1302 Colonization Road West to 1448 Colonization Road West). <p>Status: Due to lack of funding the project has been postponed to 2018. To go through the 2018 Capital Budget Process. Construction season.</p> <ol style="list-style-type: none"> 2. Installation of two additional valves along Sinclair Avenue between Victoria Avenue and Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued. <p>Status: Due to lack of funding the project has been postponed.</p> <ol style="list-style-type: none"> 3. Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place. <p>Status: Due to lack of funding the project has been postponed until 2018. To go through the 2018 Capital Budget Process. Construction Season.</p> <ol style="list-style-type: none"> 4. Cancellation of Policy 4.5 – Standard Operating Procedure (SOP) No. 5 for Hydro Power Outage for Operating the Water System. <p>Status: Policy cancelled. New Generator installed July 28, 2015.</p>	<p>2018 Budget process</p> <p>2018 budget process</p> <p>2018 budget process</p>

10.	<p>The status of management action items identified between reviews:</p> <p>No management action items identified between reviews.</p>	
11.	<p>Changes that could affect the Quality Management System (QMS)</p> <p>Internal/External Audit: No Issues.</p> <p>Management Review: No issues.</p> <p>Any new business development upstream of water intake could potentially contaminate raw water source or supply. No concerns at this time.</p> <p>Information only:</p> <p>Where to find – electronically: Revision Updates – Last version – check electronic version (latest version) found in W:\QMS Operational Plan\....file name (March 24, 2017; Revision No. 10)</p>	Ongoing

12.	<p>Consumer Feedback:</p> <p>Customer complaints: Last period – 8 complaints – this period 11 complaints.</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Construction projects last year and in 2016, therefore dead end mains have been temporarily created as a result – causes stagnate and discoloured water issues. 2. Result of water main breaks 3. Maintenance activities – valve exercising. 	Ongoing
13.	<p>The Resources needed to maintain the Quality Management System (QMS):</p> <p>Council's commitment to provide the following</p> <p>Personnel – No issues</p> <p>Financial – No issues</p>	Ongoing
14.	<p>The results of infrastructure review:</p> <p>Six (6) year capital plan (In OP – Appendix I)</p> <p>On an annual basis</p> <p>Proposed infrastructure upgrades are discussed and reviewed with operators.</p> <p>Council reviews and approves.</p> <p>WTP</p> <p>On a monthly basis the WTP Overall Responsible Operator generates a report outlining operational and maintenance activities. The report is circulated and reviewed by the Environmental and Facilities Superintendent, Manager Operations and Facilities, the O & F Executive Committee and Council.</p> <p>Upgrades for this period</p> <p>Interior painting of floors and process piping – in progress.</p> <p>Replaced one of the two air compressors</p> <p><u>Regular Meeting Minutes</u></p>	Ongoing

TOWN OF FORT FRANCES QMS OPERATIONAL PLAN

Revised June 30, 2015

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	<p>Water Distribution System: On a monthly basis Environmental & Facilities Supt. generates a report outlining maintenance activities. The report is circulated and reviewed by the Manager of O. & F. and the O. & F. Executive Committee and Council.</p> <p>Upgrades during this period: Water Main valve exercise program – 20% per year Hydrant flushing: flushing annually Fire Hydrant replacements: - 2016 – Phair Avenue Reconstruction (Bay City) 2 of 4 hydrants - Colonization Road East (Makkinga) 3 of 4 hydrants</p> <p>Water main isolation valve replacements: 2016 - Phair Avenue (Bay city) 3 of 6 valves Colonization Road East (Makkinga) 7 of 10 valves</p> <p>Water main replacement (Construction Projects): Phair Avenue: Third Street East to Sixth Street East Colonization Road East: Scott Street to Elizabeth Street</p> <p>Water meters/backflow device installations – ICI sector, ongoing</p> <p><u>Scheduled for 2017 Construction</u></p> <p>Replacement/new installation of water mains and services along the following streets: a. Nelson Street: Mosher Avenue West to midblock b. Second Street East: Mowat Avenue to Portage Avenue</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
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15.	<p>Operational plan currency, content and updates:</p> <p>Current revision date – March 24, 2017 – Revision 10</p> <p>Updates – since previous period Audits – Amended OP after the audit review</p> <p>Document Request Changes (DRC) – document changes to Operation Plan other than the CAR changes as described above. (Spelling, grammar, personnel change, etc.). A result of conducting staff meetings to review the Elements within the Operation Plan. The Operation Plan will be amended following the Management Review.</p>	Ongoing
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16.	<p>Staff Suggestions</p> <ol style="list-style-type: none"> 1. Replace approximately 500 meters of 150 mm diameter water main along Colonization Road West (from 1302 Colonization Road West to 1448 Colonization Road West). 2. Installation of two additional valves along Sinclair Avenue between Victoria and Armit Avenue in order that the hospital facility can avoid unnecessary boil water advisories being issued. 3. Ensure both Cemetery Irrigation Systems are properly plumbed to ensure the proper backflow protection c/w meter is in place. The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner). The Riverview Cemetery Irrigation system modifications can take place at the same time as completing action item No. 1 4. Complete the installation of watermain along Frenette Avenue Between First Street and Second Street. First Street dead Ends at Frenette Avenue which leads to water quality issues at the Memorial Sports Centre as well as the residents along First Street from Crowe Avenue to Frenette Avenue. Further the amount of water available for fire protection is limited due to the limitations on flow caused by the dead end line. The timeline is in accordance with the 2018 budget process where the O & F Division Management will prepare the cost estimate for installation and present this capital expenditure to Council (owner). 	
	<p>Meeting Adjourned 2:35 p.m. Please report any errors or omissions. Minutes prepared by: Lori Pattison</p>	



FIRE & RESCUE SERVICE

Leadership - Commitment - Empower - Engage - Succeed - Continual Improvement



MAY 2018 REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Total Hours: Incidents; Training; and Public Service	Training Sessions:	Public Ed & Prevention; Public Events; Public Service:	Fire Safety Standards Enforcement Inspections:	Fire Drills	EMS Calls:	Fire Calls:	Fire Loss estimated values in Dollars:
48.1	4	2	32	3	3	1	\$ 0
Alarm Calls:	MVC Calls:	Ice / Water Calls:	(CO) Carbon Monoxide / Gas Leak Calls:	Hazmat Calls:	Mutual Aid Calls:	Other Calls:	Tickets Issued:
4	2	0	4	0	0	0	0

FORT FRANCES FIRE & RESCUE SERVICE RESPONDED TO 14 EMERGENCY RESPONSE CALLS DURING MAY 2018.

Total Hours:

A total of **15.1 Hours** was spent on responding to emergency incidents, **5 Hours** was spent providing public service, and a total of **28 Hours** was spent on training.

Time of Day:

During this month, **78%** of our calls for service occurred on the Day Shift between 07:00 & 19:00 and **22%** of our calls for service occurred during the Night Shift between 19:00 & 07:00.

Fire Prevention Inspections / Re-inspections:

32 (thirty-two) inspections / re-inspections were completed.

For the month of May, we completed all of our Vulnerable Occupancy Annual Fire Drills.

Emergency Medicals Service (EMS) Response Calls:

There were **3 (three)** Emergency Medical Service (EMS) requests.

Fire Response Calls:

There was **1 (one)** Fire Response Call, which was a grass fire.

Fire Alarms:

There were **4 (four)** False Fire Alarm calls this month.

MVC (Motor Vehicle Crashes):

There were **2 (two)** MVC calls, which were in the Town of Fort Frances.

(CO) Carbon Monoxide / Gas Leak Calls:

We responded to **3 (three)** false CO Alarm call, and **1 (one)** false Gas Leak calls.



FIRE & RESCUE SERVICE

Leadership - Commitment - Empower - Engage - Succeed - Continual Improvement



MAY 2018 REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Training:

We train for competency, health & safety, and for results. Training is the primary factor in handling an emergency incident. As a team, we need to continue with educating ourselves, and train to known standards, as well as set the bar high!

Three (3) new *Fire Protection and Prevention Act* Regulations were filed in May. One of the regulations will consist of Certification of firefighters.

Just to touch on the basis certification for Volunteer (Part-time) Firefighters ... it will consist of NFPA 1001 Firefighter Levels 1 and 2.

As well, to be fully certified to just NFPA 1001 Firefighter Level 1, the fire fighter candidate shall have to meet the general knowledge requirements for Core Competencies for Operations Level Responders, Mission-Specific Competencies: Product Control, of NFPA 472, Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents.

In total, there are **123 (One-Hundred Twenty-Three) Skill Sheets**, which need to be completed for NFPA 1001 Firefighter Levels 1 and 2, and the Hazardous Materials requirements. **Note:** The Hazardous Material course is a 40-Hour course, which will be a challenge to acquire.

Frankly, the entire training process more than likely will take up to 3-years-plus for a new recruit to complete; it may take others longer. This is all due to the fact they all have fulltime jobs, a family, and a social life.

New Equipment:

On May 14, 2018 our team took delivery of our new Hurst eDraulic "Jaws of Life!" These new tools are essential to when our team responds to MVC's (Motor Vehicle Crashes) within our community and district. These new tools will serve our team well!



Left to right: Rob Dokuchie – Captain of Training & Brad Townson – Fulltime Firefighter



FIRE & RESCUE SERVICE

Leadership - Commitment - Empower - Engage - Succeed - Continual Improvement



MAY 2018 REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Public Fire Safety Education / Public Events / Public Service / Highlights:

Weekly Fire Safety Tips continues in the Thursday edition of the Fort Frances Bulletin. As well, our Weekly Fire & Life Safety Tip on our towns official Facebook Page continues onward.

Emergency Preparedness Week Activities:

To promote Emergency Preparedness Week in Fort Frances, we had an Emergency Preparedness Day on Saturday, May 12th at the Safeway Store. Wayne Riches – Captain of Fire Prevention and Education, Gavin Payne – Fulltime Firefighter, and Andrew Roth – Volunteer (New Recruit) Firefighter attended the event.



Wayne Riches – Captain of Fire Prevention and Education

Staffing Level and Challenges:

The Fort Frances Fire & Rescue Service currently consists of a Fulltime Fire Chief/CEMC, 6 (six) Fulltime Firefighters, and 20 (twenty) Volunteer (Part-Time) Firefighters operating out of one fire hall (station). **Note:** of the 20 (twenty) Volunteer (Part-Time) Firefighters we currently have in place ... 13 (thirteen) of them have less than 1 (one) year of service with us.

Meanwhile, with the new **Mandatory Training Regulations** upon us, as well as maintaining our **other skills** and **legislative obligations** ... I can honestly state that I can never foresee having a staffing level less than what we currently have in place.



FIRE & RESCUE SERVICE

Leadership - Commitment - Empower - Engage - Succeed - Continual Improvement



MAY 2018 REPORT FROM: TYLER MOFFITT – FIRE CHIEF/CEMC

Measurable Things:

Operating Budgets

For 2018, the Operating Budget Forecast is: \$1,019,176.

The 2017 Operating Budget Forecast was \$977,545, but the Actual Operating Budget for 2017 was \$914,546.71, which was \$62,998.29 under budget. In fact, this was operating our service with an additional 6th Fulltime Firefighter for 9-months.

As well, the 2017 Actual Operating Budget was \$48,286.81 **less than** the 2016 Actual Operating Budget, and **only** \$958.76 over the 2015 Actual Operating Budget.

Note: In 2015 and 2016 we operated our service with only 5 Fulltime Firefighters and did not complete many Fire Safety Education Initiatives and Fire Safety Inspections.

The 6th Fulltime Firefighter permits our towns Fire & Rescue Service to control overtime shifts with managing the schedule. In fact, since having the 6th Fulltime Firefighter in place (as of April 1st, 2017) ... there has never been a 12-Hour Overtime Shift.

As well, since having the 6th Fulltime Firefighter in place ... it has permitted our team to accomplish many more things such as:

1. Completing more Public Fire Safety Education initiatives;
2. Completing more Fire Safety Inspections; and,
3. Completing more Mandatory Training for our communities Fire & Rescue Team Members.

Note: All three of these previous listed activities are all vital things in providing a critical service to our citizens (taxpayers) of Fort Frances, and visitors ... they deserve nothing less.

TOWN OF FORT FRANCES
General Fund (Operating) Summary
For the Five Months Ending Thursday, May 31, 2018

	Actual	Budget	Variance	% Variance
CORPORATE				
Municipal Tax Levy	(\$5,296,186.86)	(\$10,640,354.00)	(\$5,344,167.14)	49.77%
Education Tax Levy	(796,255.16)	(1,578,831.00)	(782,575.84)	50.43%
W/O Municipal	26,765.11	226,140.00	199,374.89	11.84%
W/O Education	29,824.41	21,007.00	(8,817.41)	141.97%
OMPF	(1,671,050.00)	(3,342,100.00)	(1,671,050.00)	50.00%
Payments-in-Lieu	(18,167.12)	(805,416.00)	(787,248.88)	2.26%
Sale of Land	(4,500.00)	-	4,500.00	0.00%
Mayor & Council	235,035.97	742,045.00	507,009.03	31.67%
Contribution to Reserves & Reserve Funds	-	1,400,000.00	1,400,000.00	0.00%
Long Term Debt	202,399.85	506,884.00	304,484.15	39.93%
Election	3,235.89	34,750.00	31,514.11	9.31%
Riverside Health Care/Dr Recruitment	68,000.00	68,000.00	-	100.00%
Clinic Financing Interest	-	4,000.00	4,000.00	0.00%
RR DSSAB	812,797.97	1,950,715.00	1,137,917.03	41.67%
Northwestern Health Unit	184,406.70	368,814.00	184,407.30	50.00%
Economic Development	59,358.66	167,268.00	107,909.34	35.49%
Travel Information Centre	4,205.03	2,870.00	(1,335.03)	146.52%
Solar Panel Project	(8,204.73)	(17,619.00)	(9,414.27)	46.57%
English Public School Board	331,569.00	1,291,575.00	960,006.00	25.67%
English Separate School Board	67,351.47	262,261.00	194,909.53	25.68%
French Public School Board	330.51	1,276.00	945.49	25.90%
French Separate School Board	711.64	2,712.00	2,000.36	26.24%
Total Corporate	(5,768,371.66)	(9,334,003.00)	(3,565,631.34)	61.80%
ADMINISTRATION AND FINANCE				
Other Unassigned Revenue	(104,402.00)	(296,576.00)	(192,174.00)	35.20%
Administration	78,974.56	398,572.00	319,597.44	19.81%
Admin Vehicle	1,639.54	3,333.00	1,693.46	49.19%
Municipal Buildings	3,805.01	7,710.00	3,904.99	49.35%
HR Department	22,850.26	98,500.00	75,649.74	23.20%
Clerk	84,727.94	201,520.00	116,792.06	42.04%
Treasury	319,288.41	403,658.00	84,369.59	79.10%
FFPC Administration	50,654.99	145,054.00	94,399.01	34.92%
Total Administration and Finance	457,538.71	961,771.00	504,232.29	47.57%
EMERGENCY SERVICES				
Emergency Services	371,345.23	1,004,305.00	632,959.77	36.98%
Emergency Measures	5,746.88	14,871.00	9,124.12	38.64%
911 Service	11,366.60	8,420.00	(2,946.60)	135.00%
Police Revenue	(14,915.50)	(24,000.00)	(9,084.50)	62.15%
Police Services Board	3,316.74	20,454.00	17,137.26	16.22%
Police Administration	869,053.25	2,029,798.00	1,160,744.75	42.81%
Total Emergency Services	1,245,913.20	3,053,848.00	1,807,934.80	40.80%
COMMUNITY SERVICES				
Sister Kennedy Centre	24,718.95	54,291.00	29,572.05	45.53%
Fort Frances Children's Complex	92,458.38	33,932.00	(58,526.38)	272.48%
Best Start Hub	(22,804.42)	7,562.00	30,366.42	(301.57%)
Day Care Resource Teachers	(10,914.84)	-	10,914.84	0.00%
Handi-Transit System	17,475.32	102,989.00	85,513.68	16.97%
Townshend Theatre	(4,066.75)	-	4,066.75	0.00%

TOWN OF FORT FRANCES
General Fund (Operating) Summary
For the Five Months Ending Thursday, May 31, 2018

	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	<u>% Variance</u>
Recreation Facilities	288,253.91	634,627.00	346,373.09	45.42%
Recreation Programs	17,833.32	145,396.00	127,562.68	12.27%
Community Services	54,535.14	136,385.00	81,849.86	39.99%
Sunny Cove Camp	(9,150.27)	22,117.00	31,267.27	(41.37%)
Fort Frances Public Library	207,611.08	496,712.00	289,100.92	41.80%
Museum	81,009.35	152,617.00	71,607.65	53.08%
Waterfront Development/Marina	(13,938.85)	38,593.00	52,531.85	(36.12%)
Total Community Services	<u>723,020.32</u>	<u>1,825,221.00</u>	<u>1,102,200.68</u>	<u>39.61%</u>

OPERATIONS AND FACILITIES

PW Administration	(195,316.70)	(125,233.00)	70,083.70	155.96%
PW Buildings & Yards	42,500.32	122,627.00	80,126.68	34.66%
Municipal Roads	526,720.43	1,412,704.00	885,983.57	37.28%
Public Parking Lots	937.30	17,042.00	16,104.70	5.50%
Sidewalks	49,097.75	103,334.00	54,236.25	47.51%
Private Works Charges	1,406.91	46,921.00	45,514.09	3.00%
Private Crossing Charges	562.38	21,171.00	20,608.62	2.66%
PW Vehicles	95,386.69	212,801.00	117,414.31	44.82%
PW Equipment	85,504.51	245,380.00	159,875.49	34.85%
PW Stores	32,076.30	71,996.00	39,919.70	44.55%
Traffic Signal Maintenance	2,818.39	9,053.00	6,234.61	31.13%
Streetlight Maintenance	26,817.11	103,197.00	76,379.89	25.99%
Garbage Collection	(50,425.53)	(236,244.00)	(185,818.47)	21.34%
Recycling Services	46,207.19	228,976.00	182,768.81	20.18%
Sanitary Landfill	(66,286.01)	7,268.00	73,554.01	(912.03%)
Engineering	13,431.68	35,339.00	21,907.32	38.01%
Airport	72,608.99	(48,407.00)	(121,015.99)	(150.00%)
Airport Building Maintenance	19,659.92	47,135.00	27,475.08	41.71%
Airport Grounds Maintenance	8,950.98	68,292.00	59,341.02	13.11%
Parks & Cemeteries Maintenance	35,233.65	183,880.00	148,646.35	19.16%
Fort Frances Cemetery	25,752.28	133,864.00	108,111.72	19.24%
Riverview Cemetery	22,415.91	183,764.00	161,348.09	12.20%
Point Park	2,089.09	19,531.00	17,441.91	10.70%
Parks - Outdoor Facilities	60,285.28	264,557.00	204,271.72	22.79%
RLSquare	2,461.03	14,039.00	11,577.97	17.53%
Lions Millennium Park	1,189.36	12,463.00	11,273.64	9.54%
Total Operations and Facilities	<u>862,085.21</u>	<u>3,155,450.00</u>	<u>2,293,364.79</u>	<u>27.32%</u>

PLANNING AND DEVELOPMENT

Civic Centre	36,192.19	116,625.00	80,432.81	31.03%
By-Law Enforcement	61,125.95	151,843.00	90,717.05	40.26%
Animal Shelter	1,467.97	7,749.00	6,281.03	18.94%
Building Official	17,088.59	6,532.00	(10,556.59)	261.61%
Planning & Zoning	<u>13,433.82</u>	<u>54,964.00</u>	<u>41,530.18</u>	<u>24.44%</u>
Total Planning and Development	<u>129,308.52</u>	<u>337,713.00</u>	<u>208,404.48</u>	<u>38.29%</u>

Sub-Total General Fund (Operating)	<u>(2,350,505.70)</u>	<u>-</u>	<u>2,350,505.70</u>	<u>0.00%</u>
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TOTAL BUDGET- Revenue	(9,929,666.66)	(22,324,295.00)	(12,394,628.34)	44.48%
TOTAL BUDGET- Expenditures	<u>7,579,160.96</u>	<u>22,324,295.00</u>	<u>14,745,134.04</u>	<u>33.95%</u>
	<u>(2,350,505.70)</u>	<u>-</u>	<u>2,350,505.70</u>	<u>0.00%</u>

TOWN OF FORT FRANCES
Capital Financial Statement
For the Five Months Ending Thursday, May 31, 2018

		Actual	Budget	Variance	% Variance	Progress to Date
MARKET SQUARE DEVELOPMENT						
Contribution From Reserves	20-020-0251-0490-40952	-	(70,000.00)	(70,000.00)	0.00%	
						Paving is complete and waiting on invoice, Parking meters O/S, Cabinet for security cameras to come- Final completion anticipated Sept 1
Market Square Development (2017 Carryover)	20-020-0251-9286-71523	6,470.65	70,000.00	63,529.35	9.24%	
Total Market Square Development		6,470.65	-	(6,470.65)	0.00%	
ADMINISTRATION						
Provincial Grant	20-020-0253-0490-40412	-	(9,307.00)	(9,307.00)	0.00%	
Contribution from Others	20-020-0253-0490-40437	-	(585.00)	(585.00)	0.00%	
Contribution From Reserves	20-020-0253-0490-40952	-	(26,899.00)	(26,899.00)	0.00%	
Conversion Lighting to LED Bulbs	20-020-0253-9127-71523	-	16,791.00	16,791.00	0.00%	
Sound and IT Equipment- Committee Room and Council Chambers	20-020-0253-9210-71523	-	20,000.00	20,000.00	0.00%	Completed May 26- Waiting on invoicing
Contribution from Reserve Fund	20-020-0263-0490-40952	-	(28,797.00)	(28,797.00)	0.00%	
New Administration Vehicle	20-020-0263-9133-71471	27,797.78	28,797.00	999.22	96.53%	Completed
Contribution From Reserves	20-020-0265-0490-40952	-	(215,500.00)	(215,500.00)	0.00%	
Backups/Hard drives/DAS	20-020-0265-9109-71471	13,535.21	65,500.00	51,964.79	20.66%	Ongoing- Completion expected end of Summer
Ethernet Switches	20-020-0265-9112-71471	-	100,000.00	100,000.00	0.00%	Waiting for info from Tbay Tel
Fibre Optic to Town Facilities	20-020-0265-9125-71471 + 20-020-	4,022.12	50,000.00	45,977.88	8.04%	Waiting for info from Tbay Tel
Total Administration		45,355.11	-	(45,355.11)	0.00%	
EMERGENCY SERVICES						
Contribution From Reserves	20-040-0410-0490-40952	-	(57,009.00)	(57,009.00)	0.00%	
Bunker Gear (7 Sets)	20-040-0410-9120-71480	6,396.32	12,000.00	5,603.68	53.30%	Arrived, not all invoiced
SCBA & Air Cylinders	20-040-0410-9122-75363	-	5,500.00	5,500.00	0.00%	ordered
GIS Capital Upgrade	20-040-0410-9123-71471	28.83	509.00	480.17	5.66%	
Fire Hose and Rescue Tool Extracation Cutters & Spreaders	20-040-0410-9239-71431	31,913.07	39,000.00	7,086.93	81.83%	Extrication tool purchased
Contribution from Others	20-040-0450-0490-40437	-	(125,000.00)	(125,000.00)	0.00%	
Contribution From Reserves	20-040-0450-0490-40952	-	(125,000.00)	(125,000.00)	0.00%	
Backup Generator- Secondary Evacuation Centre	20-040-0450-9260-71471	-	250,000.00	250,000.00	0.00%	
Total Emergency Services		38,338.22	-	(38,338.22)	0.00%	
Building/Planning						
Contribution From Reserves	20-180-1810-0490-40952	-	(9,923.00)	(9,923.00)	0.00%	
Software, Camera and Tablet device for on-site building perm	20-180-1810-9109-71471	43.23	9,160.00	9,116.77	0.47%	Working with Citywide to decide on options
GIS Capital	20-180-1810-9123-71471	-	763.00	763.00	0.00%	
Total Building/Planning		43.23	-	(43.23)	0.00%	

PUBLIC WORKS

Transportation

		Actual	Budget	Variance	% Variance	Progress to Date
Federal Grant	20-060-0611-0490-40400	-	(572,240.00)	(572,240.00)	0.00%	
Provincial Grant	20-060-0611-0490-40412	-	(449,695.00)	(449,695.00)	0.00%	
Contribution From Reserves	20-060-0611-0490-40952	-	(433,134.00)	(433,134.00)	0.00%	
Third Street from Williams to Colonization Road E (2017 Tender)	20-060-0611-9267-71523	-	1,277,678.00	1,277,678.00	0.00%	
Phair Ave- 3rd to 5th Cont Works	20-060-0611-9271-71523	34,984.15	-	(34,984.15)	0.00%	Engineering
Nelson Street Reconstruction from Mosher Ave west to mid block- (Carryover from 2017)	20-060-0611-9272-71523	11,432.64	68,923.00	62,639.08	9.12%	Paving June 5
Second Street E. Reconstruction between Mowat Ave & Portage Ave	20-060-0611-9275-71523	5,309.49	108,468.00	103,158.51	4.89%	Paving June 6- weather permitting
Federal Grant	20-060-0614-0490-40400	-	(62,250.00)	(62,250.00)	0.00%	
Contribution From Reserves	20-060-0614-0490-40952	-	(43,000.00)	(43,000.00)	0.00%	
Public Works Small Equipment	20-060-0614-9105-71471	1,551.90	8,000.00	6,448.10	19.40%	Ongoing
Asset Management Plan	20-060-0614-9115	34,699.56	62,250.00	27,550.44	55.74%	Ongoing
Replace 5 Overhead Doors	20-060-0614-9127-71471	-	35,000.00	35,000.00	0.00%	
Provincial Grant	20-060-0616-0490-40412	-	(1,860,323.00)	(1,860,323.00)	0.00%	
Contribution From Reserves	20-060-0616-0490-40952	-	(206,703.00)	(206,703.00)	0.00%	
Kings Hwy- Wright-York-Cont Works	20-060-0616-9273-71523	20,376.19	-	(20,376.19)	0.00%	Engineering
Mill Road Overpass Reconstruction	20-060-0616-9303	-	2,067,026.00	2,067,026.00	0.00%	Awarded contract on May 14 to Makkinga Contracting
Provincial Grant	20-060-0617-0490-40412	(211,137.00)	(42,599.00)	168,538.00	495.64%	
Contribution from Others	20-060-0617-0490-40437	-	(15,000.00)	(15,000.00)	0.00%	
Contribution From Reserves	20-060-0617-0490-40952	-	(351,615.00)	(351,615.00)	0.00%	
Third Street from Williams to Colonization Road E (2017 Tender)	20-060-0617-9267-71523	-	76,714.00	76,714.00	0.00%	ongoing- Bay City Contractors- awarded April 23
Phair Ave- 3rd to 5th Sidewalk	20-060-0617-9271-71523	8,237.19	-	(8,237.19)	0.00%	Engineering
Nelson St- Butler-Shevlin Sidewalk	20-060-0617-9272-71523	858.51	-	(858.51)	0.00%	Engineering
Kings Hwy- Wrigh to York Sidewalk	20-060-0617-9273-71523	246.43	-	(246.43)	0.00%	Engineering
Mclrvine Road from Kings Highway to Fort Frances High School Entrance- Sidewalk	20-060-0617-9289-71523	-	30,000.00	30,000.00	0.00%	Ongoing consultation
Replace interlocking bricks along 300 block of Scott Street based on 2646 square meters	20-060-0617-9299-71523	-	302,500.00	302,500.00	0.00%	Tender Development stage
Contribution From Reserves	20-060-0619-0490-40952	-	(330,000.00)	(330,000.00)	0.00%	
Attachments for New track loader (Brush cutter, Cold Planer)	20-060-0619-4514-71471	-	30,000.00	30,000.00	0.00%	
Replace 1999 E205 Grader (c/w new plow and wing)	20-060-0619-4516-71471	-	300,000.00	300,000.00	0.00%	Tender Development stage
Contribution From Reserves	20-060-0623-0490-40952	-	(207,000.00)	(207,000.00)	0.00%	
20 - Waterfront Walkway Poles	20-060-0623-9135-71471	16,886.05	30,000.00	13,113.95	56.29%	Ordered- Partial payment
Replace 5 Traffic Signal Controllers and Pedestrian Upgrades	20-060-0623-9136-71471	36,687.25	177,000.00	140,312.75	20.73%	One controller set is here, installation is set for August
Contribution From Reserves	20-060-0624-0490-40952	-	(763.00)	(763.00)	0.00%	
Engineering GIS Capital Upgrade	20-060-0624-9123-71471	43.24	763.00	719.76	5.67%	
Total Transportation		(39,824.40)	-	44,973.12	0.00%	

Airport

Contribution From Reserves	20-060-0660-0490-40952
New 4x4 Crew Cab Truck	20-060-0660-9133
Total Airport	

Actual	Budget	Variance	% Variance	Progress to Date
-	(42,000.00)	(42,000.00)	0.00%	
-	42,000.00	42,000.00	0.00%	In Transit
-	-	-	0.00%	

Parks

Trade-In Value	20-160-1610-0490-40589
Contribution From Reserves	20-160-1610-0490-40952
Small Equipment Replacement (Mowers & whipper snippers)	20-160-1610-9105-71471
Side By Side Utility Vehicle & Tractor upgrade	20-160-1610-9174-71471
Contribution from Reserves	20-160-1611-0490-40952
Replace roof- Point Park Garage	20-160-1611-9127-71523
Total Parks	

-	(7,000.00)	(7,000.00)	0.00%	
-	(46,750.00)	(46,750.00)	0.00%	
-	6,250.00	6,250.00	0.00%	
39,990.60	47,500.00	7,509.40	84.19%	Both items completed
-	(20,000.00)	(20,000.00)	0.00%	
-	20,000.00	20,000.00	0.00%	Tender closes June 5
39,990.60	-	(39,990.60)	0.00%	

Cemeteries

Contribution from Reserve Fund	20-100-1040-0490-40952
Exterior Renovations and addition to Garage & Storage	
Building at the Fort Frances Cemetery	20-100-1040-9127-71523
Contribution from Reserve Fund	20-100-1041-0490-40952
Foundation Works- New Columbarium at Riverview Cemetery	20-100-1041-9620-71471
Total Cemeteries	

-	(250,000.00)	(250,000.00)	0.00%	
-	250,000.00	250,000.00	0.00%	Tender closes June 5
-	(22,000.00)	(22,000.00)	0.00%	
-	22,000.00	22,000.00	0.00%	
-	-	-	0.00%	

LIONS MILLENIUM PARK

Donations	20-160-1613-0430-40632
Contracted Works	20-160-1613-9232-71523
Total Lions Millenium Park	

(2,910.00)	-	2,910.00	0.00%	
-	-	-	0.00%	
(2,910.00)	-	2,910.00	0.00%	

Landfill

Contribution From Reserves	20-080-0860-0490-40952
Landfill Site Expansion - 2018 RFP and 1st Phase Design activities	20-080-0860-9238-71523
Total Landfill	

-	(75,000.00)	(75,000.00)	0.00%	
2,760.24	75,000.00	72,239.76	3.68%	Ongoing- waiting for MOE Climate Change information
2,760.24	-	(2,760.24)	0.00%	

Total Public Works

16.44	-	5,132.28	0.00%	
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COMMUNITY SERVICES

Day Care

RRDSSAB Health & Safety Grant	20-120-1230-0490-40436
Kitchen Replacements	20-120-1230-9106-71471
Preschool Washrrom Update	20-120-1230-9127-71523
Parking Lot	20-120-1230-9131-71523
Sidewalks	20-120-1230-9232-71523
Total Day Care	

-	(164,892.00)	(164,892.00)	0.00%	
-	42,500.00	42,500.00	0.00%	Consulation ongoing with RRDSSAB
-	38,000.00	38,000.00	0.00%	Anticipated funding decision mid June
-	66,392.00	66,392.00	0.00%	
-	18,000.00	18,000.00	0.00%	
-	-	-	0.00%	

		Actual	Budget	Variance	% Variance	Progress to Date
MSC/Recreation						
Contribution From Reserves	20-160-1614-0490-40952	-	(8,000.00)	(8,000.00)	0.00%	
Sunny Cove Upgrades (5-year Plan)	20-160-1614-9108-71523	-	8,000.00	8,000.00	0.00%	Ongoing
Provincial Grant	20-160-1620-0490-40412	-	(30,548.00)	(30,548.00)	0.00%	
Contribution From Reserves	20-160-1620-0490-40952	-	(13,395.00)	(13,395.00)	0.00%	
						Spin bikes ordered, in consultation with members for
Fitness Equipment (annual) & Aqua Spin Bikes	20-160-1620-9624-71471	-	43,943.00	43,943.00	0.00%	appropriate equipment
Contribution from Reserves	20-160-1631-0490-40952	-	(48,000.00)	(48,000.00)	0.00%	
Sorting Gap Marina- Dock Replacement	20-160-1631-9627-71471	-	48,000.00	48,000.00	0.00%	Anticipate July delivery
Contributions from Others	20-160-1634-0490-40437	-	(3,601.00)	(3,601.00)	0.00%	
Contribution From Reserves	20-160-1634-0490-40952	-	(274,299.00)	(274,299.00)	0.00%	
Fitness Lobby Flooring & Ladies Changeroom	20-160-1634-9127-71523	-	38,600.00	38,600.00	0.00%	Tender Closes June 5
Squash Court #2	20-160-1634-9626-71523	-	56,000.00	56,000.00	0.00%	
IFK Compressor #2 Rebuild	20-160-1634-9633-71471	-	40,000.00	40,000.00	0.00%	Completed- to be invoiced
Auditorium Flooring	20-160-1634-9638-71523	-	40,300.00	40,300.00	0.00%	Tender Closes June 5
IFK Brine Pump Filter Rebuild	20-160-1634-9639-71523	-	5,000.00	5,000.00	0.00%	To be completed in July
East End Hall	20-160-1634-9640-71523	238.54	10,000.00	9,761.46	2.39%	Completed- to be invoiced
REAL ICE Water Purifications for Zamboni	20-160-1634-9641-71471	-	48,000.00	48,000.00	0.00%	
MSC Pool- Roof Repairs and Insulation	20-160-1634-9642-71523	-	40,000.00	40,000.00	0.00%	Tender Closes June 5
Total MSC/Recreation		238.54	-	(238.54)	0.00%	
TOWNSHEND THEATRE						
Contribution from Reserves	20-160-1635-0490-40952	-	(11,000.00)	(11,000.00)	0.00%	
Powered Projector Screen & Projector	20-160-1635-9105-71471	-	11,000.00	11,000.00	0.00%	July or August Completion
Total Townshend Theatre		-	-	-	0.00%	
LIBRARY						
Other Sources of Revenue	20-160-1640-0490-40437	-	(25,000.00)	(25,000.00)	0.00%	
Contribution From Reserves	20-160-1640-0490-40952	-	(25,000.00)	(25,000.00)	0.00%	
Maker Space Equipment	20-160-1640-9105-71471	3,361.94	5,000.00	1,638.06	67.24%	
Computer Upgrades	20-160-1640-9109-71471	1,858.00	15,000.00	13,142.00	12.39%	
Storage Garage	20-160-1640-9114-71523	-	25,000.00	25,000.00	0.00%	
Library- Capital	20-160-1640-9165	906.13	4,000.00	3,093.87	22.65%	
Surveillance Upgrade	20-160-1640-9220-71471	-	1,000.00	1,000.00	0.00%	
Total Library		6,126.07	-	(6,126.07)	0.00%	
MUSEUM						
Federal Grant	20-160-1645-0490-40400	(43,246.07)	(45,426.00)	(2,179.93)	95.20%	
Provincial Grant	20-160-1645-0490-40412	-	(45,871.00)	(45,871.00)	0.00%	
Donations	20-160-1645-0490-40632	(50.00)	-	50.00	0.00%	
Contribution from Reserve Fund	20-160-1645-0490-40952	-	(27,405.00)	(27,405.00)	0.00%	
Owandem Project Capital Work	20-160-1645-9116-71523	-	-	-	0.00%	
Hallett Repairs	20-160-1645-9117	853.77	22,600.00	21,746.23	3.78%	Tender closes June 5
						Awarded, waiting on final completion of Ramp, washroom
Accessible Washroom and Front Entrance Ramp	20-160-1645-9127-71523	96,102.01	96,102.00	(0.01)	100.00%	complete
Total Museum		53,659.71	-	(53,659.71)	0.00%	
Total Community Services		60,024.32	-	(60,024.32)	0.00%	

		Actual	Budget	Variance	% Variance	Progress to Date
SANITARY SEWER						
Contributions from Revenue Fund	20-080-0811-0490-40954	-	(625,148.00)	(625,148.00)	0.00%	
Sanitary Sewer Tools & Equipment	20-080-0811-9105-71471	190.87	12,000.00	11,809.13	1.59%	Ongoing
GIS Capital Upgrades	20-080-0811-9123-71471	43.24	763.00	719.76	5.67%	Ongoing
Refurbish Manholes	20-080-0811-9138-71523	-	110,000.00	110,000.00	0.00%	Waiting on response from Top Shot Contracting
Third Street from Williams to Colonization Road E.	20-080-0811-9267-71523	-	419,885.00	419,885.00	0.00%	Ongoing
Phair Ave- 3rd to 5th- Sewer	20-080-0811-9271-71523	22,255.27	-	(22,255.27)	0.00%	Engineering
Nelson St- Butler to Shevlin- Sewer	20-080-0811-9272-71523	111.45	-	(111.45)	0.00%	
Church Street Liftstation Overflow Valve	20-080-0811-9281-71523	-	10,000.00	10,000.00	0.00%	Awarded to Makkinga
Scott Street, White Pine Liftstation Capacity Study	20-080-0811-9288-71523	-	35,000.00	35,000.00	0.00%	RFQ to be completed
Design for Infrastructure Renewal Project for 2018						
Construction Work	20-080-0811-9293-71523	-	37,500.00	37,500.00	0.00%	Ongoing
Total Sanitary Sewer		22,600.83	-	(22,600.83)	0.00%	
SEWAGE TREATMENT PLANT						
Contributions from Revenue Fund	20-080-0812-0490-40954	-	(170,406.00)	(170,406.00)	0.00%	
Misc. Capital Upgrades	20-080-0812-9105-71471	34,182.25	120,000.00	85,817.75	28.49%	Ongoing
Honeywell Improvements at STP including Street lighting	20-080-0812-9280-71523	-	50,406.00	50,406.00	0.00%	Materials have been shipped
Sludge Dewatering Equipment	20-080-0812-9290-71523	15,463.14	-	(15,463.14)	0.00%	Engineering
Total Sewage Treatment Plant		49,645.39	-	(49,645.39)	0.00%	
WATER TREATMENT PLANT						
Contributions from Revenue Fund	20-080-0831-0490-40954	-	(60,000.00)	(60,000.00)	0.00%	
Misc. Small Capital Equipment	20-080-0831-9105-71471	46,416.28	60,000.00	13,583.72	77.36%	Air valves
Total Water Treatment Plant		46,416.28	-	(46,416.28)	0.00%	
WATERWORKS ADMINISTRATION						
Contributions from Revenue Fund	20-080-0832-0490-40954	-	(904,341.00)	(904,341.00)	0.00%	
Miscellaneous Tools/Equipment	20-080-0832-9105-71471	648.62	12,000.00	11,351.38	5.41%	ongoing
GIS Capital Upgrades	20-080-0832-9123-71471	86.46	1,526.00	1,439.54	5.67%	ongoing
Renovations to Water Distribution Operator's Office	20-080-0832-9127-71523	-	6,000.00	6,000.00	0.00%	Tender closes June 5
Replacing Main Line Water Valves/Hydrants (to be included in 2018 Tender)	20-080-0832-9137-71523	-	100,000.00	100,000.00	0.00%	Awarded to Makkinga Contracting
Third Street from Williams to Colonization Road E (2017 Tender)	20-080-0832-9267-71523	-	370,513.00	370,513.00	0.00%	ongoing
Phair Ave- 3rd to 5th- Water Works	20-080-0832-9271-71523	22,496.76	-	(22,496.76)	0.00%	engineering
Looping of the Watermain from First Street to Second Street along Frenette Ave (DWQMS Management Review Finding)	20-080-0832-9275-71523	-	75,000.00	75,000.00	0.00%	Awarded to Makkinga Contracting
Design for Infrastructure Renewal 2018 Construction Work	20-080-0832-9293-71523	-	37,500.00	37,500.00	0.00%	ongoing
Mill Road Overpass Reconstruction	20-080-0832-9303-71523	-	301,802.00	301,802.00	0.00%	Awarded to Makkinga Contracting
Total Waterworks Administration		23,231.84	-	(23,231.84)	0.00%	
Total Capital		292,142.31	-	(286,993.59)	0.00%	

TOWN OF FORT FRANCES
Water and Sewer Fund (Operating) Summary
For the Five Months Ending Thursday, May 31, 2018

	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	<u>% Variance</u>
Water and Sewer Fund				
WATER				
Waterworks Administration	(\$650,265.38)	(\$743,621.00)	(\$93,355.62)	87.45%
Water Treatment Plant	233,127.00	617,958.00	384,831.00	37.73%
Water Storage Facility	15,866.28	125,663.00	109,796.72	12.63%
	<u>(401,272.10)</u>		<u>401,272.10</u>	<u>0.00%</u>
SEWER				
Sanitary Sewer Administration	(706,126.83)	(762,101.00)	(55,974.17)	92.66%
Sewage Treatment Plant	293,707.72	762,101.00	468,393.28	38.54%
	<u>(412,419.11)</u>		<u>412,419.11</u>	<u>0.00%</u>

Stats Canada Report -TOWN OF FORT FRANCES 2018-May

Permit #	Roll #	Applicant	Applicant Address	Contractor	Property Address	Work Description	Building Code	Units/Area	Value
2018-0026	591202000105100.00				500 NELSON ST, FORT FRANCES	Construct a new addition to existing dwelling. 14x14 sunroom.	110	196.00 Sq. Ft	\$25,000.00
2018-0027	591202000612501.00				1043 CHRISTIE AV N, FORT FRANCES	Install new sink for a home based hair salon. Install water meter and back flow preventer.	110	150.00 Sq. Ft	\$3,000.00
2018-0028	591203000722417.00				822 WILLIAMS AV, FORT FRANCES	Complete build of new single family detached dwelling.	110	0.00 Sq. Ft	\$300,000.00
2018-0029	591201000502410.00				1212 OLDE SHAMBLES RD, FORT FRANCES	Make repair and extend deck at front of single family dwelling. Open bedroom walls and determine where mould is coming from. East and West end of building has bedrooms with mould issues. Home is very humid. Need to determine where humidity is coming from and resolve issues.	110	726.00 Sq. Ft	\$7,260.00
2018-0030	591203000512509.00			FORT FRANCES NATIVE URBAN WA	936 SHEVLIN AV, FORT FRANCES		110	250.00 Sq. Ft	\$1,000.00
2018-0031	591201000405600.00				606 SECOND ST W, FORT FRANCES	Build new 24x24 accessory building. North East Corner of property.	110	576.00 Sq. Ft	\$20,000.00
2018-0032	591201000212250.00				759 THOMPSON ST, FORT FRANCES		110	320.00 Sq. Ft	\$20,000.00
2018-0033	591201000106800.00				117 FOURTH ST W, FORT FRANCES	Replacing rock veneer on front of building. 12" original rock thickness and replacing with 3".	110	250.00 Sq. Ft	\$2,000.00

2018-0034	591201000511700.00	358 DANIEL AV, FORT FRANCES	Construct deck on North East corner of dwelling.	110	389.00 Sq. Ft	\$10,000.00
2018-0035	591203000721707.00	1043 WILLIAMS AV, FORT FRANCES	Construct new deck on rear of the dwelling.	110	448.00 Sq. Ft	\$10,000.00
2018-0036	591201000712400.00	106 SIXTH ST W, FORT FRANCES	Garage addition of 16x24. Wood foundation tied to the existing slab.	110	384.00 Sq. Ft	\$20,000.00
2018-0037	591201000502501.00	209 MCIRVINE RD, FORT FRANCES	Cut in new door on west wall of garage.	110	50.00 Sq. Ft	\$1,000.00
2018-0038	591203000723304.00	1024 WILLIAMS AV, FORT FRANCES	Install an engineered beam to open up basement and carry second floor.	110	500.00 Sq. Ft	\$1,000.00