



MEETING: Committee of the Whole

DATE: Monday, November 26, 2018

Reference No. COW - 49/49

OPEN SESSION in S.H. Blake Memorial Auditorium at 6:30 p.m.

Committee of the Whole - Administrative Services Session

Chair: Councillor F. Pullia

DISCLOSURES OF INTEREST

CONFIRMATION OF AGENDA

Confirmation of Agenda

Confirmation of Agenda - November 26, 2018 - Committee of the Whole

With respect to the November 26, 2018 Committee of the Whole meeting, we recommend that the agenda as printed, including any additional information and new business, be confirmed.

DEPUTATIONS

Thunder Bay Area Food Strategy Update Presentation

Letter from Councillor R. Johnson and Mr. B. Kamphof, Co-Chairs, dated September 27, 2018 requesting to provide an update to Committee of the Whole on the recent activities and accomplishments of the Food Strategy Council.

REPORTS OF COMMITTEES

Audit Committee

Minutes of Meeting No. 02-2018 of the Audit Committee held on June 6, 2018, for information.

REPORTS OF MUNICIPAL OFFICERS

Final Report 2015-2018 City of Thunder Bay Strategic Plan

Report No. R 147/2018 (City Manager's Office - Corporate Strategic Services) recommending that City Council receive the Final Report to the 2015-2018 Strategic Plan.

Attachment A - 2018 Progress Update and Final Report 2015-2018 City of Thunder Bay Strategic Plan at August 31, 2018, was distributed separately.

With respect to Report No. R 147/2018 (City Manager's Office - Corporate Strategic Services), we recommend that City Council receive Attachment 'A' to this Report and that the Final Report to the 2015-2018 *Becoming our Best* Corporate Strategic Plan be communicated to the citizens of Thunder Bay;

AND THAT any necessary by-laws be presented to City Council for ratification.

Injured Worker Memorial

Report No. 151/2018 (City Manager's Office - Human Resources Corporate Safety) recommending that a memorial plaque be installed at City hall to recognize those workers who have suffered loss of life, serious injury or illness arising from their duties.

With respect to Report No. 151/2018 (Human Resources and Corporate Safety), we recommend that a memorial plaque be installed at City Hall to recognize those workers who have suffered loss of life, serious injury or illness arising from their duties;

AND THAT the costs associated be included for consideration in the 2020 Capital Budget;

AND THAT any necessary by-laws be presented to City Council for ratification.

Unsuccessful Tax Sale Properties

Report No. R 139/2018 (Corporate Services and Long Term Care - Revenue) recommends that taxes be written off as uncollectible for the properties for which no bids were received in the 2018 tax sale.

Confidential Memorandum from Ms. C. Harris, Manager - Billings Collections, dated November 8, 2018 relative to the above noted, was distributed separately to Member of Council and EMT only on Monday, November 19, 2018.

With respect to Report No. 139/2018 (Revenue) we recommend that taxes be written off as uncollectible for the properties that did not sell in the 2018 tax sale as follows:

<u>Roll Number</u>	<u>Address</u>	<u>Balance at October 31, 2018</u>
03.109.16611.0000	Vacant land – no address	\$3,718.30
03.109.18803.0000	4558 Willard Avenue	\$3,659.78
04.140.03200.0000	201 Hardisty Street N	\$45,813.74

AND THAT the City Treasurer vest the following properties in the name of the municipality being properties having a low environmental risk and that the properties be retained by the municipality for municipal purposes:

<u>Roll Number</u>	<u>Address</u>
03.109.16611.0000	Vacant land – no address
03.109.18803.0000	4558 Willard Avenue

AND THAT Administration be authorized to enter into an agreement with the Crown relative to Crown liens registered against the following property:

<u>Roll Number</u>	<u>Address</u>
04.140.03200.0000	201 Hardisty Street N

AND THAT upon entering into an agreement with the Crown relative to the Crown liens, the property having low environmental risk vest in the name of the municipality and be declared surplus to Municipal needs and advertised for sale immediately in an “as is” “where is” condition to the abutting owner and then the open market if no agreement can be made with the abutting owner;

AND THAT immediately upon the vesting of properties, Administration take the appropriate steps to manage all risks associated with ownership of the properties.

AND THAT any necessary by-laws be presented to Council for consideration.

Uncollectible Accounts

Report No. R 143/2018 (Corporate Services Long Term Care - Revenue) seeking approval to write off uncollectible accounts which remain unpaid on the 2018 General Accounts Receivable files.

Confidential Memorandum from Ms. C. Harris, Manager - Billings Collections, dated November 8, 2018 relative to the above noted, was distributed separately to Member of Council and EMT only on Monday, November 19, 2018.

With respect to Report No. R 143/2018 (Corporate Services Long Term Care - Revenue), we recommend that the uncollectible accounts, which remain unpaid on the 2018 receivable files, be written off as follows:

General Accounts (including interest)	\$ 10,928.83
Municipal Child Care	\$ 394.97

AND THAT any necessary by-laws be presented to City Council for ratification

PETITIONS AND COMMUNICATIONS

Housekeeping Change - Code of Conduct Policy (06-01-38)

Memorandum from Ms. S. Stovel, HR Consultant I, dated November 5, 2018 providing information relative to changes that have been made to the Impairment at Work Procedure to address the workplace impacts of cannabis legalization, for information.

Remote Water Meter Reading Device Credit Program for Low-Income Persons with Disabilities Updated

At the November 27, 2017 COW meeting, Report No. R4/2017 Residential Water Meter Reading was presented and City Council passed the resolution directing Administration to establish a pilot credit program for the installation of remote water meter reading devices for low-income persons with disabilities requiring accommodation with reading their water meters.

Memorandum from Ms. C. Harris, Manager - Billing Collection Services, dated November 13, 2018 providing an update relative to the above noted.

NEW BUSINESS

ADJOURNMENT



MEETING DATE 11/26/2018 (mm/dd/yyyy)

SUBJECT Confirmation of Agenda

SUMMARY

Confirmation of Agenda - November 26, 2018 - Committee of the Whole

RECOMMENDATION

With respect to the November 26, 2018 Committee of the Whole meeting, we recommend that the agenda as printed, including any additional information and new business, be confirmed.



MEETING DATE 11/26/2018 (mm/dd/yyyy)

SUBJECT Thunder Bay Area Food Strategy Update Presentation

SUMMARY

Letter from Councillor R. Johnson and Mr. B. Kamphof, Co-Chairs, dated September 27, 2018 requesting to provide an update to Committee of the Whole on the recent activities and accomplishments of the Food Strategy Council.

ATTACHMENTS

1. Letter from Food Strategy

2018 OCT -2 PM 12:08

September 27, 2018

Dear, The City of Thunder Bay Municipal Council,

CITY OF THUNDER BAY

The Thunder Bay and Area Food Strategy brings local food players to the table to take a coordinated approach in achieving food security through the implementation of pertinent research, planning, policy, and program development. The Thunder Bay and Area Food Strategy was endorsed by Thunder Bay City Council, as well as the municipalities of Oliver Paipoonge, Conmee, O'Connor, Shuniah, Gillies, and Neebing. EcoSuperior Environmental Programs serves as the host site for the Strategy.

With over 30 members representing farmers, institutions, government, food security organizations, and more, we are conveners and activators who implement the priorities of the Thunder Bay Food Charter to achieve long-term community food security to promote regional food self-reliance, healthy environments, and thriving economies.

In 2017, the Food Strategy received funding from the City of Thunder Bay and surrounding municipalities to continue our work. We are pleased to report on many achievements over this past year and upcoming projects we will be undertaking in the coming year, please review attachment A.

We look forward to continuing to build relationships within The City of Thunder Bay and surrounding municipalities to promote local agriculture and food literacy, build on tourism and economic development, and create healthier communities for residents to live and work within.

To help the work of the Food Strategy continue to grow and succeed, we are asking the City of Thunder Bay to continue your financial support of \$35,000 for 2019. We are also seeking financial support from the surrounding rural municipalities and via smaller project grants. With support and commitment from our partners and supporting municipalities, we will continue to reach out and connect on food issues that are important to your constituents.

We would also like to report to the current Council on the recent activities and accomplishments of the Food Strategy Council before the end of 2018. Please let us know a date to present a deputation to Council in December.

Thank you very much for your time and consideration.

Sincerely,



Rebecca Johnson
Co-Chair



Bernie Kamphof
Co-Chair

We are pleased to report on the following achievements over this past year for 2017/2018:

- Premiere edition of the *Northwest Nosh* magazine which featured stories and profiles of agriculture, economic development and food tourism in the area;
- Creation of the *Indigenous Food Circle* bringing together over 20 representatives from 16 organizations;
- Continued distribution of the *Food & Agricultural Market Study* to support new food business and farm expansions in the Region;
- Ongoing outreach and forward buying contracts with local producers to supply the City of Thunder Bay's *institutional food procurement* needs (now at 36% local procurement);
- Surveying all candidates in the *Municipal Election* about their views on the seven pillars of the Food Strategy and sharing this information with our partner organizations, via our website (tbfoodstrategy.ca/2018-municipal-election/) and social media;
- Contributing the development of municipal, provincial and national *food policies* through involvement with Nourish, Food Secure Canada and Sustain Ontario;
- Working with the Northern Ontario Regional Sustainability Consortium (NORSC) to develop *local food procurement policies* for their member organizations;
- Hosting *food literacy workshop series* and the *10% Eat Local Challenge*;
- Upcoming release of the *School Food Environments Inventory Project* covering all schools in the area.

We are pleased to report on the following upcoming projects for 2018/2019:

- 2019 edition of the *Northwest Nosh Magazine* which will feature stories of urban and rural agricultural activities in the area, with a focus on economic development and tourism;
- Supporting the growth and capacity of the *Indigenous Food Circle* through outreach, completion of a community needs assessment, and development of a Terms of Reference;
- Continuing to work with partners on the feasibility of a *food hub* within the Region (working with CEDC and other partners);
- Working with producers, and agricultural and economic development partners to provide *educational and networking opportunities* amongst producers, and institutional and wholesale buyers (based on the recommendations from the Food & Agriculture Market Study);
- Supporting the *Heart of the Continent* initiative that promotes food tourism amongst rural municipalities. Current partners include the Food Strategy Intern and Economic Development staff from Oliver Paipoonge, Neebing and other regional partners;
- Working on *economic development and marketing initiatives* targeting agriculture and food production and infrastructure in the region;
- Working on a number of *food literacy, food access and school food environment projects* affecting the broader region.



MEETING DATE 11/26/2018 (mm/dd/yyyy)

SUBJECT Audit Committee

SUMMARY

Minutes of Meeting No. 02-2018 of the Audit Committee held on June 6, 2018, for information.

ATTACHMENTS

1. Minutes of Meeting 02-2018 of the Audit Committee dated June 6, 2018

DATE: JUNE 06, 2018**MEETING NO. 02-2018****TIME:** 12:00 P.M.**PLACE:** MARTIN ROOM, 3RD FLOOR, CITY HALL**ACTING CHAIR:** COUNCILLOR A. RUBERTO**PRESENT:**

Councillor L. Rydholm
Mr. J. Friday
Mr. P. Marchl

AUDITORS:

Mr. W. Flasz, BDO Canada LLP
Mr. D. Kubinec, BDO Canada LLP
Ms. A. Berezowski, BDO Canada LLP

REGRETS/ABSENT:

Councillor S. Ch'ng
Councillor A. Ruberto

OFFICIALS:

Mr. N. Gale, City Manager
Ms. L. Evans, General Manager - Corporate
Services & Long-Term Care & City
Treasurer
Ms. D. Paris, Director – Financial Services
Ms. E. Westover, Manager – Accounting –
Corporate Services & Long Term Care
Mr. J. Tyson, Analyst- Internal Audit and
Continuous Improvement
Ms. F. Track, Committee Coordinator, Office of
the City Clerk

1.0 WELCOME AND DISCLOSURE OF INTEREST

The Chair, Councillor L. Rydholm called the meeting to order at 12:02 p.m.

There were no disclosures of interest declared at this time. A roundtable of introductions followed.

2.0 AGENDA APPROVAL

MOVED BY: Mr. J. Friday
SECONDED BY: Mr. P. Marchl

With respect to the June 6, 2018 meeting of the Audit Committee, we recommend that the agenda as printed, including any additional information and new business, be confirmed.

CARRIED

3.0 MINUTES OF PREVIOUS MEETING

Minutes of Meeting No. 01-2018 of the Audit Committee, held on May 9, 2018, to be confirmed.

MOVED BY: Mr. J. Friday
SECONDED BY: Mr. P. Marchl

THAT the Minutes of Meeting No. 01-2018 of the Audit Committee, held on May 9, 2018, be confirmed.

CARRIED

4.0 BUSINESS ARISING FROM PREVIOUS MINUTES

None

5.0 2017 ANNUAL REPORT

Draft Corporate Report No. R85/2018 (Internal Audit & Continuous Improvement) – 2017 Audit Committee Annual Report, for presentation to Committee of the Whole on June 25, 2018, was distributed separately with the agenda material.

Mr. J. Tyson, Analyst - Internal Audit & Continuous Improvement, provided an overview and responded to questions.

The Annual Report will be presented to City Council on June 25, 2018.

6.0 CONFIRMATION OF INDEPENDENCE

Copies of Memorandum from Mr. D. Crupi, Manager – Internal Audit & Continuous Improvement, to the Audit Committee, City of Thunder Bay, dated May 28, 2018, relative to confirming organizational independence of internal audit activity, were provided for information.

Copies of the current Terms of Reference, ratified by City Council on July 24, 2017 were distributed separately with the agenda material. A brief discussion was held relative to the above. No noteworthy changes to be made at this time. Mr. J. Tyson advised that this is an annual requirement in accordance with the Internal Audit Charter, the Committee's Terms of Reference, and the standards of the Institute of Internal Auditors.

7.0 BDO's FINAL REPORT TO THE AUDIT COMMITTEE

Copies of Final Report to the Audit Committee, dated May 30, 2018, relative to the results of the BDO audit of the consolidated financial statements of The Corporation of the City of Thunder Bay for the year ended December 31, 2017, were distributed separately with the agenda material, for information.

Mr. W. Flaszka, Partner, BDO Canada LLP, was pleased to provide the audit results. A page-by-page review was provided, and Mr. Flaszka responded to questions.

The audited consolidated financial statements will be presented to City Council on June 25, 2018. Mr. Flaszka noted that the Representation Letter (Appendix C of the Final Report) will be dated June 25, 2017.

A subsequent events review will be ongoing until June 25th when the financial statements are approved by Council. If there is any area that could potentially affect the financial statements, the Audit Committee will be advised.

In reference to the Independent Auditor's Report, Mr. Flaszka confirmed that BDO does plan to issue an unqualified clean statement. Nothing has changed in terms of their independence, and BDO continues to be qualified to be the City's auditors.

Mr. Flaszka reviewed the content of the Management Letter; he also reviewed the Summary of Matters Identified and responded to questions.

8.0 AUDITED CONSOLIDATED FINANCIAL STATEMENTS

Copies of draft "Treasurer's Report – Consolidated Financial Statements - Trust Funds, Year Ended December 31, 2017" and "The Corporation of the City of Thunder Bay: Supporting Documentation for the Consolidated Financial Statements, Year Ended December 31, 2017", were distributed separately with the agenda material, for information.

Ms. L. Evans, General Manager - Corporate Services & Long-Term Care & City Treasurer, thanked Ms. Paris and Ms. Westover for their comprehensive work on the financial statements.

Ms. L. Evans, advised the Committee that the City's updated credit rating is expected later this month; the report will be shared with the Audit Committee upon receipt.

Ms. D. Paris provided an overview of Section 2 – Consolidated Financial Statements and the Notes to the Consolidated Financial Statements. She focused on the items that had a large change from the previous year, and provided explanations for the variances.

Ms. E. Westover provided an overview of Section 2 – Consolidated Statement of Operations and Accumulated Surplus. She also focused on the items that had a large change from the previous year, and provided explanations for the variances.

Ms. D. Paris provided an overview of Section 2 – Consolidated Statement of Changes in Net Debt and the Notes to the Consolidated Financial Statements. Items that had a large change from the previous year were discussed, and explanations for the variances were provided.

It was noted that TbayTel impacted several categories in the Expenses section of the Consolidated Statement of Operations and Accumulated Surplus.

MOVED BY: Mr. P. Marchl
SECONDED BY: Mr. J. Friday

THAT the Treasurer's Report – Consolidated Financial Statements - Trust Funds, Year Ended December 31, 2017 and The Corporation of the City of Thunder Bay: Supporting Documentation for the Consolidated Financial Statements, Year Ended December 31, 2017, as presented at the June 6, 2018 meeting of the Audit Committee, including the revisions to the draft financial statements presented at the meeting, be accepted for presentation to Committee of the Whole;

AND THAT the Audit Committee recommends to City Council approval of the Consolidated Financial Statements and the Trust Funds Statements for the year ended December 31, 2017.

CARRIED

9.0 NEW BUSINESS

No new business.

10.0 NEXT MEETING

The next meeting of the Audit Committee will be determined based on the Work Plan and presentation of reports to the Audit Committee.

11.0 ADJOURNMENT

The meeting adjourned at 1:00 p.m.

DEPARTMENT/ DIVISION	City Manager's Office - Corporate Strategic Services	REPORT NO.	R 147/2018
DATE PREPARED	11/15/2018	FILE NO.	
MEETING DATE	(11/26/2018)		
SUBJECT	Final Report 2015-2018 City of Thunder Bay Strategic Plan		

RECOMMENDATION

With respect to Report No. R 147/2018 (City Manager's Office - Corporate Strategic Services), we recommend that City Council receive Attachment 'A' to this Report and that the Final Report to the 2015-2018 *Becoming our Best* Corporate Strategic Plan be communicated to the citizens of Thunder Bay;

AND THAT any necessary by-laws be presented to City Council for ratification.

EXECUTIVE SUMMARY

This Report represents the final progress update on the 2015-2018 *Becoming our Best* Corporate Strategic Plan.

DISCUSSION

2018 Progress Update and Final Report

City Council adopted the "Becoming Our Best Strategic Plan" on June 22, 2015 and work was underway or began immediately on many goals and actions.

Attachment A – the 2018 Progress Update and Final Report - includes progress by Goal under the four pillars (Lifestyle, Environment, Economy and Governance). A section on Indicators has been updated where information is available.

Progress – often substantial – has been made on all 21 Goals of the 2015-2018 Strategic Plan. It is important to note that items that were not resourced due to budget constraints did not proceed in the life of this Strategic Plan and are shown as deferred (blue symbol) or off target (yellow arrow) in Attachment A.

A number of campaigns supported the Strategic Plan Goals including:

- City of the Poppy campaign in support of the commemoration of First World War
- Respect Initiative

- Incident Reporting to encourage reporting of racism
- Don't be trashy anti-litter campaign
- Community Economic Development Commission's award-winning Go To Thunder Bay marketing plan

Following are among the many substantial plans reported on that support Strategic Plan Goals:

- I Choose Thunder Bay Civic Pride Plan
- Safer Thunder Bay: Community Safety Well Being Strategy (building on Snapshot in Time: Risk Factors, Protective Factors and Trends of Crime in Thunder Bay)
- Renewed Drug Strategy
- Renewed Aboriginal Liaison Strategy
- Recreation and Facilities Master Plan
- Healthy Kids Community Challenge
- Age Friendly City Services Action Plan
- Inspire Thunder Bay Culture Plan
- Multi-year Accessibility Plan
- Transportation Master Plan
- Community Improvement Programs
- Climate Adaptation Plan
- Energy Management Plan
- Stormwater Management Plan
- Urban Forestry Management Plan
- Solid Waste Management Strategy
- Active Transportation Plan
- The City of Thunder Bay Official Plan
- Tourism Product Development Plan
- Wayfinding Plans
- Public Engagement Framework
- Well at Work Psychological Health Safety

While each of these is a significant achievement, the work to implement these plans is ongoing. The City continues to seek additional funding to further many of the plans, with some notable exceptions, and make incremental changes through existing budgets. The introduction of the Municipal Accommodation Tax on September 1, 2018, provides a new revenue tool to further tourism product development and City tourism-related infrastructure, including aspects of the Recreational and Facilities Master Plan and the City's Wayfinding Plans. As well, Public Safety Canada's five-year contribution of \$5.6 million will further a key pillar of the Community Safety Well Being Plan (Empowered Youth).

Further, a few planned projects did not proceed due to lack of financial and human resources such as a multi-year downtown and neighbourhood strategy. As well, aspects of the Transit Master Plan are off target and are being prepared to proceed as funding is available.

Given the ever increasing budget constraints faced by the municipality, the Executive Management Team, led by the City Manager, will recommend a different approach to Council for the next cycle of strategic planning – one that is considerably more streamlined and focused

on Council's priorities. This is consistent with Council's direction to the City Manager and in accordance with Service Excellence.

What are the Next Steps?

The Final Report will be shared with the public through the City's website (www.thunderbay.ca/strategicplan) and available in hard copy at City Hall and at branches of the Thunder Bay Public Library. Highlights will also be included in the December/January MyTBay.

Administration will begin planning for the next strategic planning cycle and present a framework for strategic planning to City Council in December 2018.

FINANCIAL IMPLICATION

There are no financial implications to this Report.

CONCLUSION

It is concluded that the 2018 Progress Update and Final Report on the 2015-2018 City of Thunder Bay Strategic Plan should be received and communicated to the citizens of Thunder Bay.

BACKGROUND

Municipal Strategic Planning is an important process to advance the shared goals of the community, Council and Administration. Benefits include more effective resource allocation, a clear focus and direction, a guide for decision making, a sense of accomplishment as milestones are reached, improved communication among Council, Administration and the community, and flexibility to respond to changing community needs. Effective Corporate Strategic Plans address 'change' through a rational and structured framework coupled with a dynamic and responsive sense of direction.

Updates were presented to Committee of the Whole as Report No. R181/2015 on November 23, 2015, Report No. R77/2016 on April 25, 2016, and Report No. R60/2017 on March 30, 2017.

The Implementation Plan for the 2015-2018 City of Thunder Bay Corporate Strategic Plan was presented to City Council at Committee of the Whole on September 28, 2015, on consideration of Report No. R 154/2015 (City Manager's Office – Corporate Strategic Services).

The 2015-2018 City of Thunder Bay Strategic Plan "Becoming our Best" was developed by Members of Council and the City's Executive Management Team through a series of non-

business meetings and community input opportunities as documented in Report No. R 94/2015 (City Manager's Office – Corporate Strategic Services).

The draft Corporate Strategic Plan was presented to Committee of the Whole as a first report on May 25, 2015, followed by a public review period. The results of that review were presented to Committee of the Whole on June 22, 2015, and the Plan, including suggested amendments, was adopted. Council ratified its approval of the Plan on July 20, 2015.

Three previous Strategic Plans have guided the actions and decisions of Council and Administration: the 2004-2006 *New Foundation Strategic Plan*, the 2007-2010 *Building on the New Foundation Strategic Plan*, and the 2011-2014 Strategic Plan.

REFERENCE MATERIAL ATTACHED

Attachment 'A' – 2018 Progress Update and Final Report 2015-2018 City of Thunder Bay Corporate Strategic Plan at August 31, 2018

PREPARED BY: Karen Lewis, Director – Corporate Strategic Services

THIS REPORT SIGNED AND VERIFIED BY: (NAME OF GENERAL MANAGER) NORM GALE, CITY MANAGER	DATE: November 15, 2018
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DEPARTMENT/ DIVISION	City Manager's Office - Human Resources Corporate Safety	REPORT NO.	R 151/2018
DATE PREPARED	10/30/2018	FILE NO.	
MEETING DATE	11/26/2018 (mm/dd/yyyy)		
SUBJECT	Injured Worker Memorial		

RECOMMENDATION

With respect to Report No. 151/2018 (Human Resources and Corporate Safety), we recommend that a memorial plaque be installed at City Hall to recognize those workers who have suffered loss of life, serious injury or illness arising from their duties;

AND THAT the costs associated be included for consideration in the 2020 Capital Budget;

AND THAT any necessary by-laws be presented to City Council for ratification.

EXECUTIVE SUMMARY

This report provides information on the design and location for a memorial to recognize and remember those City of Thunder Bay Employees who have suffered loss of life, serious injury or illness arising from their duties.

DISCUSSION

At the May 29, 2017 Committee of the Whole meeting a resolution was passed relative to the National Day of Mourning and the commemoration of injured workers, requesting that Administration prepare a report on establishing a memorial to recognize and remember those employees of the City of Thunder Bay that have suffered loss of life, serious injury or illness arising from their duties, and that the Report present recommendations for the design and location for the memorial.

Consultation with the Parks Department on suitable locations for a memorial narrowed the focus to the south core. The civic theme of the proposed memorial further refined the ideal location to City Hall. As a prominent municipal workplace situating the memorial at this location will demonstrate the significance of the memorial to the employees and serve as a reminder of the importance of the decisions that are made which impact the workers' physical and psychological safety. A bronze plaque with maximum measurements of 2' x 4' can be established on the south side of the decorative fountain wall at City Hall. The plaque would be opposite of the flags that are lowered each year on April 28th to recognize the National Day of Mourning.

Recommended wording for the plaque is:

“In remembrance of those municipal workers who have died, or suffered an injury or illness as result of their service to the citizens of Thunder Bay.”

FINANCIAL IMPLICATION

A 2’ x 4’ bronze plaque with installation with the proposed wording is estimated to be \$9,500 with an additional \$1,000 for installation. The cost would be included in the proposed 2020 Capital budget.

CONCLUSION

It is concluded that City Council should approve City Hall as the location for a memorial recognizing workers who have suffered loss of life, serious injury or illness arising from their duties.

It is further concluded that the memorial be a bronze plaque installed on the back wall of the decorative fountain at City Hall with the inscription “In remembrance of those municipal workers who have died, or suffered an injury or illness as a result of their service to the citizens of Thunder Bay”.

PREPARED BY: Kerri Bernardi, Manager Corporate Safety

THIS REPORT SIGNED AND VERIFIED BY: (NAME OF GENERAL MANAGER) Norm Gale, City Manager	DATE: November 16, 2018
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DEPARTMENT/ DIVISION	Corporate Services Care - Revenue	Long Term	REPORT NO.	R 139/2018
DATE PREPARED	10/04/2018		FILE NO.	
MEETING DATE	11/26/2018			
SUBJECT	Unsuccessful Tax Sale Properties			

RECOMMENDATION

With respect to Report No. 139/2018 (Revenue) we recommend that taxes be written off as uncollectible for the properties that did not sell in the 2018 tax sale as follows:

<u>Roll Number</u>	<u>Address</u>	<u>Balance at October 31, 2018</u>
03.109.16611.0000	Vacant land – no address	\$3,718.30
03.109.18803.0000	4558 Willard Avenue	\$3,659.78
04.140.03200.0000	201 Hardisty Street N	\$45,813.74

AND THAT the City Treasurer vest the following properties in the name of the municipality being properties having a low environmental risk and that the properties be retained by the municipality for municipal purposes:

<u>Roll Number</u>	<u>Address</u>
03.109.16611.0000	Vacant land – no address
03.109.18803.0000	4558 Willard Avenue

AND THAT Administration be authorized to enter into an agreement with the Crown relative to Crown liens registered against the following property:

<u>Roll Number</u>	<u>Address</u>
04.140.03200.0000	201 Hardisty Street N

AND THAT upon entering into an agreement with the Crown relative to the Crown liens, the property having low environmental risk vest in the name of the municipality and be declared surplus to Municipal needs and advertised for sale immediately in an “as is” “where is” condition to the abutting owner and then the open market if no agreement can be made with the abutting owner;

AND THAT immediately upon the vesting of properties, Administration take the appropriate steps to manage all risks associated with ownership of the properties.

AND THAT any necessary by-laws be presented to Council for consideration.

EXECUTIVE SUMMARY

City Council authorized tax registration and sale proceedings for 113 properties which were in 3 years tax arrears further to Report 29/2016 (Revenue) presented to Council on March 21, 2016. Arrears were paid on 100 properties and extension agreements were approved for 6 properties prior to advertising the tax sale in 2018.

A tax sale is held annually in June. The remaining 7 unpaid properties to be included in the tax sale were advertised for sale by public tender, the minimum bid being the total of taxes, penalties and costs associated with tax registration and sale proceedings. Payment in full was received from the owners of 2 of the remaining 7 properties while advertising was underway, and of the 5 properties remaining, 1 sold in the tax sale, leaving 4 properties that were not sold. This report recommends an approach to deal with 3 of the 4 remaining properties left over from the 2018 tax sale. One property that did not sell in the 2018 tax sale is not addressed in this report as Administration is pursuing all viable options of collection for this property.

DISCUSSION

City Council authorized tax registration and sale proceedings for 113 properties which were in 3 years tax arrears further to Report 29/2016 (Revenue) presented to Council on March 21, 2016. Arrears were paid on 100 properties and extension agreements were approved for 6 properties prior to advertising the tax sale in 2018.

A tax sale is held annually in June. The remaining 7 unpaid properties to be included in the tax sale were advertised for sale by public tender, the minimum bid being the total of taxes, penalties and costs associated with tax registration and sale proceedings. Payment in full was received from the owners of 2 of the remaining 7 properties while advertising was underway, and of the 5 properties remaining, 1 sold in the tax sale, leaving 4 properties that were not sold. This report recommends an approach to deal with 3 of the 4 remaining properties left over from the 2018 tax sale. One property that did not sell in the 2018 tax sale is not addressed in this report as Administration is pursuing all viable options of collection for this property.

Write Off of Taxes

By writing off the taxes, Administration will be able to recover the education portion of the taxes from school boards. The education taxes that were billed have already been passed on to the school boards on the assumption the municipality would collect them. Recognizing them as uncollectible and writing them off will allow the municipality to recover the monies advanced in

previous years. If a property is sold within 7 years of vesting, and the cancellation price exceeds \$10,000, the municipality is required to share the net sale proceeds in proportion to amounts written off with the school boards.

Provincial and Federal Crown Liens

There is legislation that applies to Provincial Crown liens. Section 353 of the *Municipal Act, 2001* provides that upon vesting, a property vests free and clear of Provincial liens, but if it is subsequently sold within seven years by the municipality, then net sale proceeds are to be proportionally shared among Crown lien holders and the City in relation to amounts written off. If a municipality sells a property after seven years, all proceeds are retained by the municipality.

Although there is no similar legislation at the Federal level, historically Federal lien holders have been receptive to arrangements that mirror Provincial legislation. Federal liens have been registered against title to the following property:

<u>Roll Number</u>	<u>Address</u>
04.140.03200.0000	201 Hardisty Street N

Administration is recommending that it be authorized to enter into an agreement with the Federal lien holder, whereby liens will be removed from the properties and upon sale of the lands, any proceeds net of costs incurred by the municipality will be shared in proportion to amounts written off by the municipality and the Federal lien holder. Administration believes this is a fair and equitable means of resolving crown lien concerns. All recommendations to vest properties are subject to the Federal lien holder being in agreement to the aforesaid sharing agreement.

Environmental Risks

The *Environmental Protection Act* provides some protection measures for municipalities vesting property as a result of unsuccessful tax sale proceedings. Protection is limited to a period of five years from the date the municipality becomes the owner of the property. During that time, the Province will not issue any order under the *Environmental Protection Act* to the municipality with respect to the property because of the presence or discharge of a contaminant on, in or under the property, unless any of the following circumstances exist:

1. There is danger to the health or safety of any person
2. There is impairment or serious risk of impairment of the quality of the natural environment for any use that can be made of it.
3. There is injury or damage or serious risk of injury or damage to any property or to any plant or animal life.

This legislation provides a five-year period of protection for the municipality to vest and sell off property that could potentially have contamination issues.

Low Risk Properties Recommended to be Vested and Retained by City

The municipality has an interest in retaining two properties as follows:

<u>Roll Number</u>	<u>Address</u>
03.109.16611.0000	Vacant land – no address
03.109.18803.0000	4405 Chilton Avenue

Low Risk Property Recommended for Vesting and Declared Surplus

The following property is identified as having a low environmental risk and as such is being recommended to vest in the name of the municipality and declared surplus:

<u>Roll Number</u>	<u>Address</u>
04.140.03200.0000	201 Hardisty Street N

This property is one part of a duplex which shares a party wall. The party wall has been modified and there is access to both sections of the duplex. Due to this unusual situation of the party wall, the abutting owner of the property may be interested in acquiring the property. The property will be appraised and offered to the abutting owner. If the abutting owner is not interested in the property, it will be advertised for sale. The property will be sold in an “as is” “where is” condition.

FINANCIAL IMPLICATION

The municipal portion of arrears totaling \$44,973.99 recommended for write-off has been accounted for in the 2018 operating budget.

The education portion of arrears totaling \$8,217.83 recommended for write-off will be recovered from the respective school boards.

CONCLUSION

It is concluded that the Treasurer should vest unsuccessful tax sale properties, as recommended in this Report, in the name of the Municipality.

BACKGROUND

The *Municipal Act, 2001* provides a two-year deadline from the date of a tax sale for the Treasurer to make a decision to vest a property in the name of the municipality. If after the two-year deadline, the property has not been vested, tax sale proceedings are deemed to have been cancelled. The *Municipal Act, 2001* also provides authority for Council to write off unpaid taxes

as uncollectible after an unsuccessful tax sale whether or not the property vests in the municipality.

In 2008, City Council approved a Tax Sale Vesting Policy. The policy establishes guidelines with respect to the management of unsuccessful municipal tax sale properties. The intent of the Policy is to provide an equitable and advantageous method to restore under-utilized and potentially contaminated properties to productive tax generating uses. However, the Policy does provide consideration for situations, whereby an unsuccessful tax sale property may have characteristics that would make vesting not viable and in these situations, proceedings are cancelled.

REFERENCE MATERIAL ATTACHED

Attachment 1 – Details of Unsuccessful Tax Sale Properties Recommended to Vest

PREPARED BY: *Chantal Harris, Manager – Billing & Collection Services*

THIS REPORT SIGNED AND VERIFIED BY:	DATE:
LINDA EVANS, GENERAL MANAGER – CORPORATE SERVICES AND LONG TERM CARE AND CITY TREASURER	November 16, 2018

Attachment 1

Details of Unsuccessful Tax Sale Properties Recommended to Vest

VACANT LAND – NO ADDRESS

PROPERTY DETAILS:

Roll Number:	03.109.16611.0000
Legal Description:	Lots 11 to 13, Block 5, Plan 215
Area:	663.94 square metres (7146.61 square feet)
Pin Number:	62268-0061

EXISTING STATUS:

Structures:	None
Taxes Outstanding:	\$3,718.30
Current Assessment:	\$500
Crown Lien:	None
Present OP:	Urban Residential
Present Zoning:	EP – Environmental Protection Zone
Present Use:	Vacant

RECOMMENDATIONS:

Disposal Method:	To be retained by the City
Appraisal Required:	No
Appraisal Value:	Not Applicable

ENVIRONMENTAL ISSUES:

None.

Low Risk.


COMMENTS:

The property is not required for immediate municipal purposes. However, because this property is landlocked, Administration recommends that this property be consolidated with the City's other land holdings in the area.



THIS MAP IS FOR GENERAL ILLUSTRATIVE PURPOSES ONLY, DIMENSIONS AND/OR AREAS ARE APPROXIMATE.

Property Location City Owned

 CITY OF Thunder Bay <i>Superior by Nature</i> DEVELOPMENT & EMERGENCY SERVICES	LOCATION PLAN - TAX SALE PIN - 622680061					
	LEGAL: PLAN 215 BLK 5 LOT 11 TO 13					
	Prepared By:	CK	Date:	22/08/2018	Scale:	As Noted
	General Manager:	Mark Smith	Author:	LB	File No:	RS 18 801769
	LRO PIN:	622680061	Roll No:	N/A		

4558 WILLARD AVENUE

PROPERTY DETAILS:

Roll Number:	03.109.18803.0000
Legal Description:	Lots 3 and 4, Block 20, Registered Plan W215
Area:	442.64 square metres (4,764.49 square feet)
Pin Number:	62268-0163

EXISTING STATUS:

Structures:	None
Taxes Outstanding:	\$3,659.78
Current Assessment:	\$500
Crown Lien:	None
Present OP:	Urban Residential
Present Zoning:	Environmental Protection Zone
Present Use:	Vacant

RECOMMENDATIONS:

Disposal Method:	To be retained by the City
Appraisal Required:	No
Appraisal Value:	Not Applicable

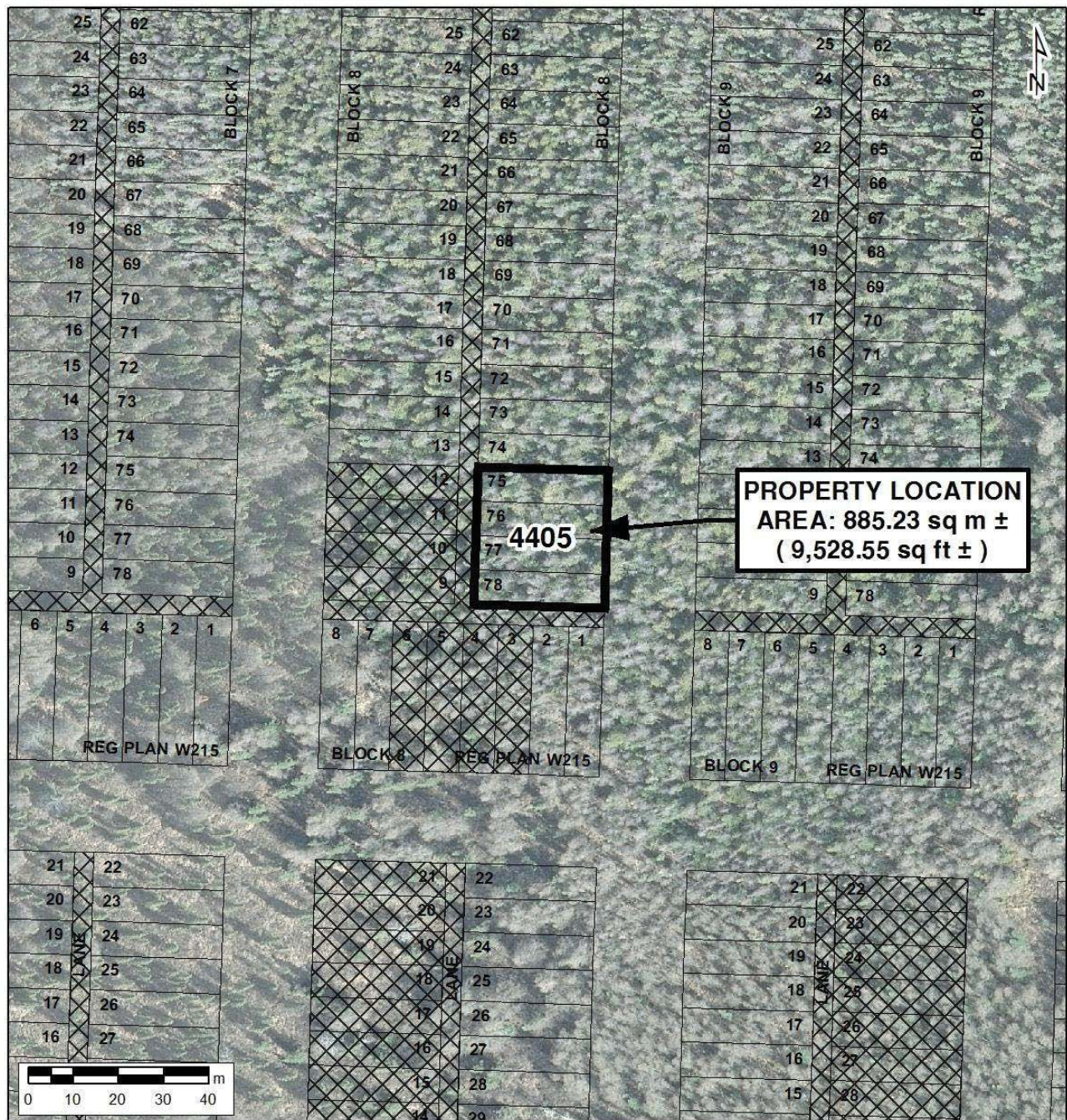
ENVIRONMENTAL ISSUES:

None.

Low Risk.

COMMENTS:

The property is not required for immediate municipal purposes. However, because this property is landlocked, Administration recommends that this property be consolidated with the City's other land holdings in the area.



THIS MAP IS FOR GENERAL ILLUSTRATIVE PURPOSES ONLY, DIMENSIONS AND/OR AREAS ARE APPROXIMATE.

Property Location City Owned



LOCATION PLAN - TAX SALE

4405 Chilton Ave

LEGAL: PLAN W215 BLK 8 LOT 75 TO 78

Prepared By:	HE	Date:	09/08/2017	Scale:	As Noted
General Manager:	Mark Smith	Author:	LB	File No:	RS 17 701636
LRO PIN:	622680096	Roll No:	5804030109173750000		

201 HARDISTY NORTH

PROPERTY DETAILS:

Roll Number:	04.140.03200.0000
Legal Description:	S30 Ft Lot 44, Block 2, Plan 54
Area:	284 square metres (3,061 square feet)
Pin Number:	62072-0142

EXISTING STATUS:

Structures:	Office
Taxes Outstanding:	\$45,813.74
Current Assessment:	\$145,500
Various Liens:	\$2,313,520.73 plus all accrued interest from the dates all liens were registered
Present OP:	Downtown Core
Present Zoning:	C5 Central Business District Zone
Present Use:	Office

RECOMMENDATIONS:

Disposal Method:	Open Market Sale
Appraisal Required:	Yes
Appraisal Value:	To be determined

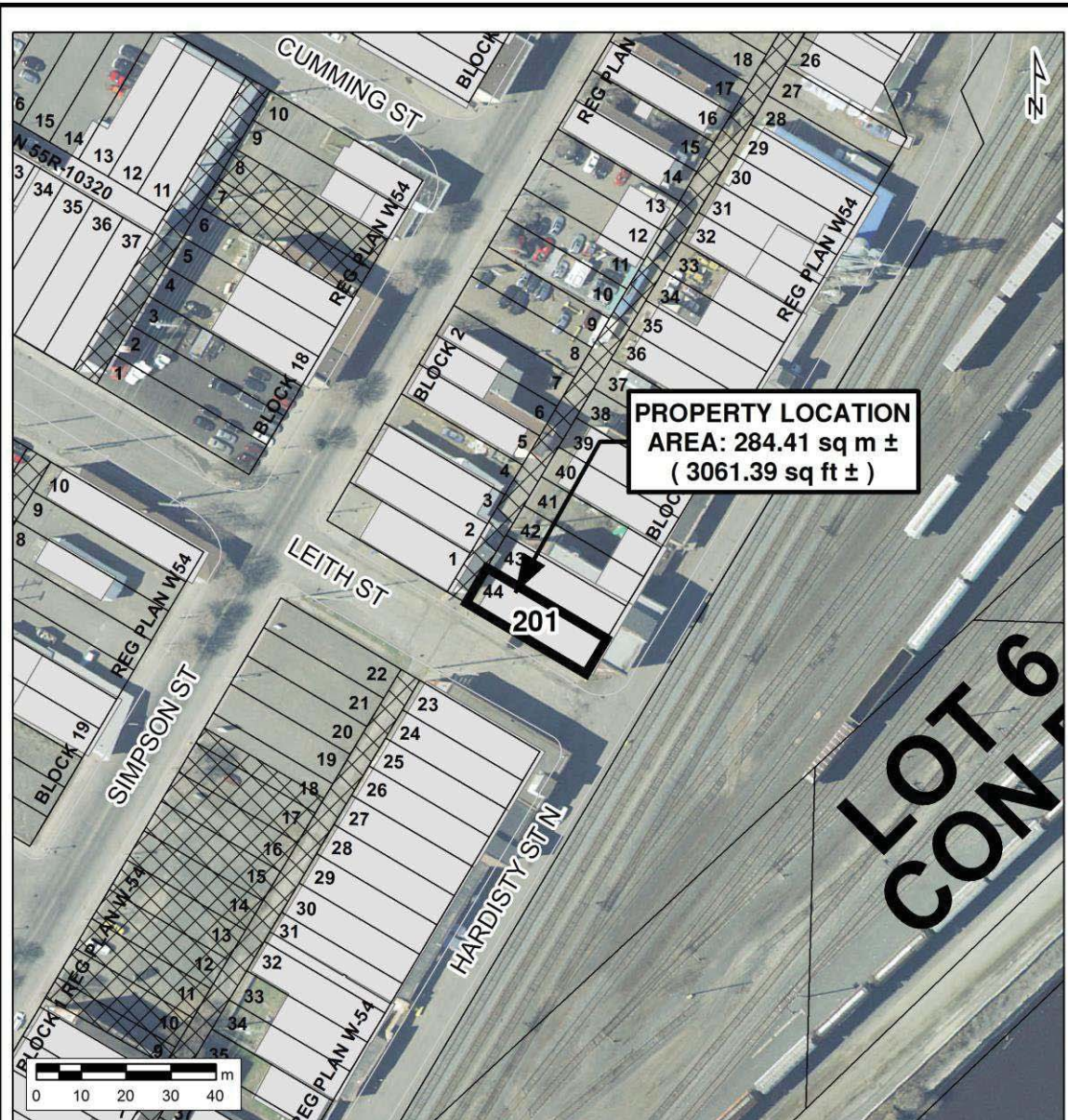
ENVIRONMENTAL ISSUES:

Proximity to rail and other industrial uses.

Low Risk.

COMMENTS:

The property is not required for municipal purposes. Administration recommends that this property be vested in the name of the City, declared surplus and sold in an "as is" "where is" condition, at fair market value, either directly to the abutting owner or on the open market.



THIS MAP IS FOR GENERAL ILLUSTRATIVE PURPOSES ONLY, DIMENSIONS AND/OR AREAS ARE APPROXIMATE.

Property Location City Owned



LOCATION PLAN - TAX SALE

201 Hardisty St N

LEGAL: PLAN 54 BLK 2 S30 FT LOT 44

Prepared By:	CK	Date:	22/08/2018	Scale:	As Noted
General Manager:	Mark Smith	Author:	LB	File No:	RS 18 801769
LRO PIN:	620720142	Roll No:	5804040140032000000		

DEPARTMENT/ DIVISION	Corporate Services Long Term Care - Revenue	REPORT NO.	R 143/2018
DATE PREPARED	10/16/2018	FILE NO.	
MEETING DATE	11/26/2018 (mm/dd/yyyy)		
SUBJECT	Uncollectible Accounts		

RECOMMENDATION

With respect to Report No. R 143/2018 (Corporate Services Long Term Care - Revenue), we recommend that the uncollectible accounts, which remain unpaid on the 2018 receivable files, be written off as follows:

General Accounts (including interest)	\$ 10,928.83
Municipal Child Care	\$ 394.97

AND THAT any necessary by-laws be presented to City Council for ratification

EXECUTIVE SUMMARY

The purpose of this Report is to seek approval to write off uncollectible accounts which remain unpaid on the 2018 General Accounts Receivable files, including General Accounts Receivable of \$10,928.83 and Municipal Child Care Receivables of \$394.97.

DISCUSSION

General Accounts

Attachment A is a listing of general accounts receivable totaling \$10,928.83, which are uncollectible for the reasons indicated. This includes \$7,031.43 for services provided and \$3,897.40 in interest charges. All accounts in the listing have been referred to the Collection Agency or City Solicitor for collection when standard collection procedures have failed. In many cases, the costs of processing collection through the Small Claims Court or through the legal process would exceed the value of the account.

Municipal Child Care

Uncollectible Municipal Child Care accounts total \$394.97.

All of these accounts have been submitted to the Collection Agency and are deemed uncollectible, although they will remain noted in the files should any of the individuals apply for childcare in the future.

FINANCIAL IMPLICATION

Amounts recommended to be written off have been provided for in the 2018 Operating Budget.

CONCLUSION

It is concluded that all collection procedures have been exhausted on these accounts. Notwithstanding that funds might be recovered in the future, the accounts are clearly deemed uncollectible now and should be written off.

BACKGROUND

Uncollectible accounts remain unpaid on the 2018 receivable files and should be written off since all avenues of collection have been exhausted.

The following is a comparison with accounts written off last year:

	2018	2017
General Accounts (including interest)	\$ 10,928.83	\$ 6,299.08
Municipal Child Care	<u>\$ 394.97</u>	<u>\$ 3,931.15</u>
Total	\$ 11,323.80	\$ 10,230.23

REFERENCE MATERIAL ATTACHED

Attachment A – Uncollectible General Accounts Receivable

PREPARED BY: Chantal Harris - Manager, Billing Collection Services

THIS REPORT SIGNED AND VERIFIED BY:	DATE:
LINDA EVANS, GENERAL MANAGER - CORPORATE SERVICES LONG TERM CARE AND CITY TREASURER	November 16, 2018

UNCOLLECTIBLE GENERAL ACCOUNTS RECEIVABLE RECOMMENDED TO CITY COUNCIL TO BE WRITTEN OFF FOR THE YEAR 2018

CUSTOMER NUMBER	DEPARTMENT	DATE	INVOICES	INTEREST TO OCTOBER 31, 2018	TOTAL WRITE-OFF	REASON FOR WRITE-OFF
17976	Development and Emergency Services - Animal Control	06/21/2017	\$316.40	\$65.69	\$382.09	Unable to locate
17172	Community Services - Receration and Culture	10/09/2013	\$1,075.00	\$1,190.44	\$2,265.44	Methods Exhausted
17556	Infrastructure & Operations - Roads	09/13/2016	\$0.00	\$610.95	\$610.95	Methods Exhausted
17754	Infrastructure & Operations - Roads	05/13/2016	\$3,381.75	\$1,425.01	\$4,806.76	Methods exhausted
17770	Infrastructure & Operations - Roads	03/16/2017	\$592.34	\$151.49	\$743.83	Methods exhausted

TOTAL OVER \$200	\$5,365.49	\$3,443.58	\$8,809.07
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TOTAL UNDER \$200	\$1,665.94	\$453.82	\$2,119.76
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GRAND TOTAL	<u>\$7,031.43</u>	<u>\$3,897.40</u>	<u>\$10,928.83</u>
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MEETING DATE 11/26/2018 (mm/dd/yyyy)

SUBJECT Housekeeping Change - Code of Conduct Policy (06-01-38)

SUMMARY

Memorandum from Ms. S. Stovel, HR Consultant I, dated November 5, 2018 providing information relative to changes that have been made to the Impairment at Work Procedure to address the workplace impacts of cannabis legalization, for information.

ATTACHMENTS

1. Memo from S. Stovel
2. Attachment to Memo

Human Resources & Corporate Safety

141 May Street South, P7E 1A9

Thunder Bay, ON

Fax: 625-3585

Telephone: 625- 3180

Memorandum

TO: Gordon Stover, Committee & Meeting Management System Coordinator

FROM: Samantha Stovel, HR Consultant I

DATE: November 5th, 2018

SUBJECT: Housekeeping Change- Code of Conduct Policy (06-01-38)
November 26, 2018 – Committee of the Whole Meeting

The Human Resources and Corporate Safety Department is requesting a housekeeping change to the Corporate Code of Conduct Policy (06-01-38). This change is being requested as amendments have been made to the Impairment at Work Procedure (HR-05-35) to address the workplace impacts of cannabis legalization. In order to cross reference our policies and procedures, we would like the Code of Conduct Policy (06-01-38) to remove the word “illicit” and add in the variety of drugs we are referring to.

The following housekeeping change is presented to Council;

3. arrive at work fit for duty, free from the effects of alcohol, ~~illicit~~ or drugs (prescribed, over-the-counter, legal and illegal), which impair or may impair judgement and/or the ability to conduct oneself in a safe manner (existing procedure - Fit for Work);

Thank you,



Samantha Stovel
Human Resources Consultant I
807 625 3180

Corporate Policy

Policy No. 06-01-38 Effective

Date: Jul 30 2012 12:00AM

SECTION: HUMAN RESOURCES
DEPARTMENT/DIVISION CITY MANAGER'S OFFICE / HUMAN RESOURCES
SUBJECT: **CODES OF CONDUCT FOR EMPLOYEES**

POLICY STATEMENT:

The Corporation of the City of Thunder Bay values its employees, as well as its many and varied customers and contacts. All of these individuals are entitled to expect and receive honesty, integrity and respect at all times. As such, the Corporation has approved this Code of Conduct to govern, promote and direct the behaviour of those who represent the Corporation during the course of carrying out their duties.

PURPOSE:

This policy:

1) affirms and mandates behaviours governed by law (e.g. the Municipal Freedom of Information and Protection of Privacy Act, the Occupational Health & Safety Act, including Bill 168, the Canadian Charter of Rights and Freedoms, and any others that apply;

2) does not replace applicable federal, provincial or municipal law and/or regulation; and,

3) affirms and mandates other behaviours as specified within this policy and/or in other specific Corporate policies and procedures, i.e.:

a) HR-05-02 Political Activity;

b) HR-05-04 Conflict of Interest;

c) HR-05-35; Impairment At Work;

d) HR-06-01 Disciplinary Process

e) HR-06-04 Workplace Harassment;

f) HR-06-05 Racial Harassment;

g) HS-30-04 Violence in the Workplace, and,

h) any others that apply.

and which may be amended, from time to time.

CONFLICT:

This policy does not replace existing Corporate policies and procedures but rather, from a broad perspective, complements, supports and/or enhances what is currently in place.

Where there is inconsistency between this policy and any others pertaining to individual conduct, the existing and more specific policy and/or procedure will apply.

SCOPE:

The following individuals, while carrying out their duties on behalf of the Corporation, are subject to this policy and its procedures:

Ø all employees; and

Ø members of incorporated and unincorporated committees, boards and agencies that are otherwise governed by the Corporation's policies.

The policy does not apply to members of City Council, members of the Thunder Bay Police Service (including members of the Police Services Board), employees of The District of Thunder Bay Social Services Administration Board (including members of its board of directors), employees of the Thunder Bay Public Library (including members of its board of directors) and employees of Tbay Tel (including members of its board of directors).

PROCEDURE AND PROCESS:

General Responsibilities

Individuals falling within the scope of this policy are obligated to conduct themselves and behave in a manner consistent with governing law, the (11) principles of conduct and existing policies and procedures that govern conduct.

In addition, without limiting the generality of the above, individuals are expected to uphold ethical standards when carrying out their duties, conducting business on behalf of the organization, and/or representing the Corporation to external customers or agencies. Individuals are expected to act in the best interests of the Corporation, and to promote its standards, objectives and values.

The Eleven (11) Principles of Conduct

Following is a list of the (11) principles of conduct, noting existing policies and procedures in brackets. Every individual carrying out duties on behalf of the Corporation will:

1. obey all applicable federal, provincial and municipal laws and regulations;
2. honestly and faithfully exercise his or her duties to the best of his or her skill and ability, and in a manner that advances Corporate values of accountability, continuous improvement and teamwork (existing tool - Performance Management);
3. arrive at work fit for duty, free from the effects of alcohol, or drugs (prescribed, over-the-counter, legal and illegal), which impair or may impair judgement and/or the ability to conduct oneself in a safe manner (existing procedure - Fit for Work);
4. treat everyone with dignity, understanding and respect (existing procedures - Workplace Harassment, Racial Harassment, Violence In The Workplace);
5. use the Corporation's assets and resources for the sole purpose of carrying out the duties associated with his or her position;
6. disclose to his or her immediate supervisor any personal business, commercial, financial, ethical or other business or interest, where that business or interest may be in real or perceived conflict with his or her official duties (existing procedure - Conflict Of Interest);
7. neither solicit nor accept any gift or favour which compromises his or her real or perceived ability to make decisions or carry out his or her official duties in an impartial "unbiased" manner (existing procedure - Conflict Of Interest, and Procurement of Goods & Services);
8. honour and respect commitments related to confidentiality, except as otherwise required by law;
9. undertake political activity in a manner which does not conflict and/or interfere with the performance of his or her official duties, and which maintains the neutrality of the municipal public service (existing procedure - Political Activity);

10. recognize that the Corporation strives towards work-life balance for its employees; and

11. do not engage in external activity that conflicts and/or interfere with a mutually beneficial on-going employment relationship (existing procedure - Conflict of Interest).

For more information with respect to the application of these principles of conduct, see Appendix "A" to this policy.

COMMUNICATION AND ENFORCEMENT:

Any person who has reasonable and probable grounds to believe that a person to whom this Code of Conduct applies has violated it may file a complaint.

For complaints or allegations that relate to existing, specific policies or procedures, such as those noted in the (11) principals of conduct, follow the complaint procedures noted therein (also, see "References to Existing Policies and Procedures" as outline below.

If in doubt, contact the Director - Human Resources & Corporate Safety or an HR Specialist for further direction.

In other cases, written complaints may be filed with the City Manager or the City Solicitor.

Initially, the identity of the complainant will be held in strictest confidence unless the complainant consents to disclosure. Complainants must recognize that, in most cases, the complaint will not be investigated unless the identity of the complainant is revealed. Generally speaking, anonymous complaints will not be accepted or acted upon.

The person(s) against whom the complaint was made will be informed of the complaint and be provided a full opportunity to respond. In circumstances where a violation of this Code of Conduct is acknowledged by the person, appropriate remedial action will be taken.

In circumstances where the person denies the allegation, the Director - Human Resources & Corporate Safety will arrange for a thorough and confidential investigation of the facts surrounding the complaint, undertaken by existing staff or an external consultant. A report on his or her findings of fact, and recommendations for corrective action, will be provided to the City Manager and the City Solicitor.

In circumstances where the person who is the subject matter of the complaint is an employee in the Human Resources Division, the investigation will be undertaken by an external consultant, under the direction of the City Solicitor.

If the investigation determines that this Code of Conduct has been violated, appropriate remedial action will be taken and may include disciplinary action.

This Code of Conduct will be communicated to all employees, and will form part of new employee orientation. Employees will be able to obtain additional information by contacting his or her immediate supervisor or a representative of the Human Resources Division.

Wherever possible, complaints will be dealt with in a timely fashion.

Whistle-Blowing:

Except as required by applicable law or by virtue of a requirement to perform managerial functions (such as a supervisor), no person is mandated to report conduct that violates this policy.

An example of applicable law which obligates employees to report conduct violating the policy is the Occupational Health & Safety Act, and involves an unsafe work practice or environment.

Persons who allege violations of this policy will not be subject to disciplinary action unless that person makes an allegation that is found to be malicious, or the person makes repeated allegations that are found to be without merit, are vexatious and/or frivolous. Supervisory disciplinary action will only be taken after consultation with a representative of the Human Resources & Corporate Safety Division, and considered in light of existing policies and procedures related to disciplinary matters.

REFERENCE:

REFERENCE TO EXISTING POLICY AND PROCEDURE:

Following are samples of related policies and procedures. They can be accessed on line via the City's Corporate Intranet. For more information and interpretive assistance, contact a representative of the Human Resources & Corporate Safety division.

Policies

Policy 01-03-02 - Homes for the Aged

Policy 05-01-12 - Capital Financing and Debt

Policy 06-01-09 - Fraud and Theft

Policy 06-01-05 - Conflict of Interest

Policy 03-03-12 - Conflict of Interest Pursuant To The Transfer of the Provincial Offences Act

Policy 06-01-28 - Nepotism

Policy 05-03-01 - Disposition of Surplus Assets

Policy 03-05-01 - Computer Use

Policy 06-01-31 - Sexual Harassment

Policy 06-01-32 - Racial Harassment

Policy 06-01-17 - Recruitment Selection

Policy 01-05-01 - Rewards

Policy 09-02-05 - Video Surveillance

Policy 06-01-07 - Disciplinary Process

Procedures

HR-01-30 - Nepotism

HR-01-39 - Police Records Check

HR-05-02 - Staff Code of Conduct Related to Political Activity

HR-05-04 - Conflict of Interest

HR-05-30 - Disciplinary Penalties

HR-05-31 - Disciplinary Process

HR-05-32 - Criminal Charges (Effect on Employment)

HR-05-34 - Complaints - Fraud & Theft

HR-05-35 - Impairment at Work

HR-06-04 - Workplace Harassment

HR-06-05 - Racial Harassment

HS-30-04 - Violence in the Workplace Prevention

Appendix "A": Explanatory Notes - The (11) Principles of Conduct

The following is provided for illustrative purposes only. Issues brought forth pursuant to this Code and/or related policies and procedures will be dealt on "case by case" basis - and each decided on its own merit.

Principle 1 - The Law

There is an obligation to obey all applicable laws, including: municipal by-laws, provincial statutes or regulations, and federal statutes or regulations. This also includes orders issued by governments or government agencies with authority. Particular importance is placed upon employment related legislation, such as the Human Rights Code, the Occupational Health & Safety Act, and the Labour Relations Act.

The obligation to obey the law, even while off duty, does not prevent one from defending him or herself from accusations, or from challenging the validity or applicability of any laws which one is accused of violating.

Sometimes a violation of law outside of the workplace impacts the employment relationship. For example, if Ontario driving privileges have been revoked and the person requires a valid driver's licence to perform his or her duties, he or she is obliged to disclose this to his or her immediate supervisor. In addition, the results of a police records check may impact the employment relationship and more specifically, a person's opportunity to be hired and/or change positions.

Principle 2 - Honesty, Integrity, and Respecting the Corporation

Individuals are required to be honest and to represent the Corporation with integrity. Honesty is paramount to an on-going employment relationship - lying, stealing, and/or carrying out one's duties in a fraudulent manner will not be tolerated.

It is important to foster open communication within the workplace and contrary opinions regarding upcoming decisions are welcomed at internal meetings or within internal and confidential documentation. These opinions must be put forth in a respectful manner and tone. Once decisions are finalized however, one must not make disrespectful or disparaging comments relating to those decisions (or the person(s) who made them) as this does not promote the Corporation's integrity and sheds a bad light on public service administration.

It is understood that this portion of the Code of Conduct does not prohibit lawful public statements made in the ordinary course of the collective bargaining process, including statements made during the course of mediation or arbitration.

However, one will not use one's title or one's position to inappropriately influence the decision making or activities of others. This would constitute "abuse of office". For example, and subject to this Code of Conduct, a personal "letter to the editor" must not include a person's title as it is a personal opinion unless it is written in the context of the author's role with the Corporation (such letters must otherwise receive prior approval from the immediate supervisor). In addition, one cannot rely on the employment relationship to avoid compliance with the law or this Code of Conduct, e.g. the fact that one is employed by the Corporation does not allow one to contravene parking by-laws with immunity.

Principle 3 - Impairment at Work

One cannot exercise his or her duties or offices if his or her abilities are impaired by alcohol, drug or other substance use, lawfully or otherwise. Also, employees who are taking prescribed medication must advise their prescribing physician or medical practitioner of their role with the Corporation to determine whether there will be a negative impact with respect to carrying out their duties or role(s) on behalf of the Corporation. Additional guidance is available from a representative from the Human Resources division.

Principle 4 - Treatment of Others

Individuals may be requested to remove from the workplace or from municipal property any personal belongings or material from external organizations that offend co-workers or demean the Corporation's reputation.

No person to whom this Code of Conduct applies shall make racist comments or gestures against others, or participate in activities that have the same effect, whether on or off duty (as an identifiably employee from the workplace).

Recognition and acceptance of the various faiths (creed) of individuals extends to all aspects of Canadian life, including the workplace. Persons must refrain from what is considered offensive language and/or gestures for different faith groups. No person to whom this Code of Conduct applies shall use foul or obscene language or make foul or obscene gestures, or otherwise harass, bully, threaten or assault others in the workplace. Individuals shall keep any potentially offensive personal materials away from the workplace and the Corporation's premises.

Disrespectful "public" comments about members of Council, volunteers, members of administration or members of the public are inappropriate. For example, everyone attending (or being referenced at) work related public gatherings, such as Council meetings, is entitled to respect. Differences of opinion can and must be expressed in a respectful manner.

Principle 5 - Use of Corporate Resources

Personal use of the Corporation's assets is prohibited without direct written authorization from a person's immediate supervisor (or as otherwise provided for by corporate policy). This includes all tools, materials, and assets of the Corporation - regardless of value - from a roll of cellophane tape to photocopies, snow plows and other motorized equipment.

There may be times when the "ownership" of an asset is questioned, including intangibles. To avoid a potential or real conflict of interest, or a breach of confidentiality, the use of knowledge obtained "on the job" (including intellectual property developed in the course of official duties) must be authorized in writing by a person's immediate supervisor. Conversely, skills honed and developed during the course of employment, being different from knowledge, belong to the employee for his or her own use.

Principle 6 - Other Conflicts of Interest (General)

Everyone shall advise his or her immediate supervisor when he or she has a personal business, commercial, financial, ethical or other interest where that interest may be (or may reasonably be perceived by others or the public to be) in conflict with his or her duties or role with the Corporation.

One cannot use his or her position with the Corporation for self-advantage or the advantage, benefit, favour or service of relatives, friends or external associates. Not only must an advantage be avoided, but also the appearance of an advantage.

Principle 7 - Other Conflicts of Interest (Gifts)

Moderate tokens of appreciation and modest hospitality may be accepted as a normal courtesy of a business relationship. The frequency and scale of hospitality should not exceed what would be permitted to be claimed as an expense in the normal course of one's duties. What is most important is that independent, decision-making judgment does not appear to be, and is not, compromised.

Principle 8 - Confidentiality

Maintaining confidentiality may be a requirement for an individual's duties or role on behalf of the Corporation. When an individual is in doubt about confidentiality requirements and/or the appropriate dispersal of confidential information, he or she should obtain written clarification from his or her immediate supervisor.

Generally, information that is confidential includes: personal information (as defined in the Municipal Freedom of Information and Protection of Privacy Act, information that is the subject matter of discussion at a Closed Session of City Council (sitting as Committee of the Whole), and any information that has commercial sensitivity, including that relating to the business activities of members of the Public, or the Corporation's incorporated entities (including, for example, TbayTel, Thunder Bay Hydro Electric Distribution Inc., the City's Business Improvement Areas or other municipal service boards).

Everyone may, directly or indirectly, formally or informally, obtain confidential information. Confidential information that is contrary to the best interests of the Corporation should not be released, and, in some cases, is unlawful.

Principle 9 - Political Activity

For the purpose of this Code of Conduct, political activity means:

- (a) anything said or done in support or in opposition to a provincial or federal political party;
- (b) anything said or done in support of or in opposition to a candidate in a municipal, provincial or federal election;
- (c) anything said or done in support of or in opposition to a question on a ballot in a municipal, provincial or federal election;
- (d) being a candidate in a municipal, provincial or federal election; or
- (e) commenting publicly and outside the scope of the duties of the employee's position with the Corporation on matters related to the Corporation, and that are dealt with in the positions or policies of a provincial or federal political party or in the positions or policies publicly expressed by a candidate in a municipal, provincial or federal election.

With respect to political activity restrictions:

(a) employees shall not engage in political activity in the workplace;

(b) employees shall refrain from wearing, while in the workplace, clothing or buttons that advertise any candidate, question, or political party;

(c) employees must refrain from engaging in political activity while wearing a uniform or other accoutrements (including name tags, or caps, shirts, jackets with the Corporate logo displayed) associated with the Corporation;

(d) employees must refrain from using the Corporation's premises, equipment or supplies when engaging in political activity;

(e) employees must refrain from using his or her title or position in a way that would lead a member of the public to infer that the Corporation is endorsing a candidate or political party;

(f) employees must refrain from using any information that was obtained by virtue of his or her position with the Corporation, that has not been made available to the public, for any political activity;

In addition:

(a) unless an unpaid leave of absence has been granted under the Municipal Elections Act or Human Resources Procedure HR-02-45 (Leave of Absence to Civic Employees Contesting and on Election to Public Office), employees shall not:

a. be a candidate in a municipal, provincial or federal election;

b. comment publicly on matters that are directly related to his or her duties with the Corporation that are addressed in the policies of a candidate in a municipal, provincial or federal election;

c. engage in political activity if doing so would be inconsistent with their duties or performance of those duties as an employee with the Corporation; and

d. engage in political activity if doing so could conflict with the interests of the Corporation.

Certain employees shall not engage in any political activity at any time, whether inside or outside working hours, that is associated with a municipal elections candidate or campaign. These employees are: the City Manager, all General Managers, Directors and Division Managers, the City Clerk and Deputy City Clerk, the City Solicitor and Deputy City Solicitor, any member of elections staff or volunteers, the Fire Chief and Deputy Fire Chief, and the Superior North Emergency Medical Services Chief and Deputy Chief.

When a person is in doubt about his or her appropriateness connected with political activity, or whether any particular activity constitutes political activity, he or she should obtain written clarification from his or her immediate supervisor.

Principle 10 - Worklife Balance

The Corporation recognizes that employees are not "on the job" twenty four hours per day and seven days per week and that generally speaking, time off is important to an employee and his or her family, as the case may be and recognizing individual differences.

As well, there will be times when employees are called upon to devote extra time to their daily work hours to address emergencies or situations with critical path deadlines. Such assignments and compensation thereto will be in accordance with the non-union By-law, corporate policy and procedures, contracts of employment, and applicable collective agreements.

Some employees are provided with communication devices that enable contact with other staff outside regular workday hours. Unless this is a known, fundamental requirement of the position or as required by an emergency, emails sent after hours do not necessarily have to be answered after hours. They can be answered during regular working hours, and others should not expect otherwise except as noted above.

Principle 11 - Working Elsewhere (Moonlighting)

Everyone employed by the Corporation on a full-time basis is expected to devote his or her time and attention to his or her duties as set out by contract, job description, the Non Union By-law, policy and procedures, or collective agreements - and shall not take on additional work or activities that interferes with his or her employment with the City at any time, or otherwise results in a conflict of interest, or otherwise leads to any breach of confidentiality. Exceptions must be approved by the employee's immediate supervisor.

As well, part-time employees and persons who volunteer with the Corporation on a part-time basis (without formal appointment to a board or committee) may have other employment/volunteer opportunities that they wish to take advantage of and may do so provided the additional work does not

interfere with their work and activities on behalf of the Corporation, does not result in a conflict of interest and does not result in any breach of confidentiality.

Concurrent employment (or volunteer work) that compromises any person's obligations under this Code of Conduct will be questioned and discouraged.

In no case shall the Corporation's assets, including equipment, vehicles, resource books or information, be used externally for purposes other than the Corporation's business, without written authorization of the person's immediate supervisor.



MEETING DATE 11/26/2018 (mm/dd/yyyy)

SUBJECT Remote Water Meter Reading Device Credit Program for Low-Income
Persons with Disabilities Updated

SUMMARY

At the November 27, 2017 COW meeting, Report No. R4/2017 Residential Water Meter Reading was presented and City Council passed the resolution directing Administration to establish a pilot credit program for the installation of remote water meter reading devices for low-income persons with disabilities requiring accommodation with reading their water meters.

Memorandum from Ms. C. Harris, dated November 13, 2018 providing an update relative to the above noted.

ATTACHMENTS

1. Memorandum from Ms. C. Harris.

Memorandum

Tel: (807) 625-3174

Fax: (807) 623-4277

e: charris@thunderbay.ca

Date: November 13, 2018

To: City Council

From: Chantal Harris, Manager - Billing Collection Services

Subject: Remote Water Meter Reading Device Credit Program for Low-Income Persons with Disabilities

The purpose of this memo is to provide Council with a status report on uptake of the Remote Water Meter Reading Device Credit Program for Low-Income Persons with Disabilities pilot program established in 2018.

At the November 27, 2017 COW meeting, Report No. R4/2017 Residential Water Meter Reading was presented and City Council passed the resolution directing Administration to establish a pilot credit program for the installation of remote water meter reading devices for low-income persons with disabilities requiring accommodation with reading their water meters.

The 2018 budget includes \$11,160 to fund the program.

The pilot program uses the same eligibility criteria as the Tax and Water Credit Program for Low-Income Persons with Disabilities (program deadline July 31). 81 applicants were approved in 2018 for the Tax and Water Credit Program for Low-Income Persons with Disabilities five of these properties had existing remote devices. The remaining 76 property owners were provided with a letter and application form for the Remote Water Meter Reading Device credit program. 30 applications were submitted, representing 39% of eligible applicants.

As of today's date, 18 remote water meter reading devices have been installed with a total of cost of \$2,794.14. Three (3) applicants have withdrawn their applications, and instalments for the remaining nine (9) are being scheduled. The total cost to install these 27 remote water meter reading devices for 2018 will be \$4,191.21.

The program was established as a one (1) year pilot program and will expire on December 31, 2018. Should Council wish to proceed with establishing this program on a go forward basis, it should be considered during 2019 budget deliberations.