

Council Caucus Room
December 21, 2009 5:30 p.m.

A meeting of Guelph City Council.

Present: Mayor Farbridge, Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury and Wettstein

Staff Present: Mr. H. Loewig, Chief Administrative Officer; Mr. M. Amorosi, Director of Human Resources; Ms. L.E. Payne, Director of Corporate Services/City Solicitor; Ms. S. Aram, Deputy Treasurer; Mr. P. Cartwright, General Manager of Economic Development & Tourism; Mrs. L.A. Giles, Director of Information Services/City Clerk; and Ms. J. Sweeney, Council Committee Co-ordinator

1. Moved by Councillor Burcher
Seconded by Councillor Beard
THAT the Council of the City of Guelph now hold a meeting that is closed to the public with respect to:

1. **Hanlon Creek Business Park**
S. 239 (2) (e) litigation or potential litigation, including matters before administrative tribunals
2. **Litigation v. The city of Guelph**
S. 239 (2) (e) litigation or potential litigation, including matters before administrative tribunals
3. **Wyndham Street Land Acquisition**
S. 239 (c) proposed or pending acquisition or disposition of land
4. **Citizen Appointments to: Committee of Adjustment; Environmental Advisory Committee; Property Standards/Fence Viewers; River Systems Advisory Committee; and Water Conservation Public Advisory Committee**
S. 239 (b) personal matters about an identifiable individual
5. **Citizen Appointments to: Accessibility Advisory Committee; Guelph Cemetery Commission; Guelph Public Library Board; Guelph Museum Board of Management; and River Run Centre Board of Directors**

S. 239 (b) personal matters about an identifiable individual

6. **Citizen Appointments to the Economic Development Advisory Committee**

S. 239 (b) personal matters about an identifiable individual

7. **Citizen Appointments to: Council Remuneration Advisory Committee**

S. 239 (b) personal matters about an identifiable individual

8. **POA Court Agreement**

S. 239 (2) (e) litigation or potential litigation, including matters before administrative tribunals

Carried

The meeting adjourned at 5:31 o'clock p.m.

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Mayor

.....
Clerk

Council Caucus Room
December 21, 2009 5:32 p.m.

A meeting of Guelph City Council closed to the public.

Present: Mayor Farbridge, Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury and Wettstein

Staff Present: Mr. H. Loewig, Chief Administrative Officer; Mr. M. Amorosi, Director of Human Resources; Chief S. Armstrong, Director of Emergency Services; Ms. L.E. Payne, Director of Corporate Services/City Solicitor; Ms. S. Aram, Deputy Treasurer; Mr. P. Cartwright, General Manager of Economic Development & Tourism; Mrs. L.A. Giles, Director of Information Services/City

Clerk; and Ms. J. Sweeney, Council Committee Co-ordinator

DECLARATIONS UNDER MUNICIPAL CONFLICT OF INTEREST ACT

There were no declarations.

Litigation or Potential Litigation

The Associate Solicitor and the General Manager of Economic Development & Tourism provided the committee with an update on a litigation matter.

- 1. Moved by Councillor Salisbury
Seconded by Councillor Laidlaw

THAT staff be given direction with respect to a litigation matter.

A recorded vote was requested which resulted as follows:

VOTING IN FAVOUR: Councillors Bell, Findlay, Laidlaw and Salisbury (4)

VOTING AGAINST: Councillors Beard, Billings, Burcher, Farrelly, Hofland, Kovach, Piper, Wettstein and Mayor Farbridge (9)

The motion was defeated.

Litigation or Potential Litigation

The Associate Solicitor provided the committee with an update on a litigation matter.

Proposed or Pending Acquisition of Land

- 2. Moved by Councillor Wettstein
Seconded by Councillor Beard

THAT the report of the Manager of Realty Services in regard to Baker Street Redevelopment land acquisition dated December 21, 2009, be received.

Carried

Personal Matters About Identifiable Individuals

- 3. Moved by Councillor Burcher
Seconded by Councillor Piper

a) THAT Antoine Diamond be appointed to the Committee of Adjustment for a term ending November, 2010;

Ms. L.E. Payne

REPORT TO COUNCIL
IN COMMITTEE OF
THE WHOLE

- b) THAT Lesley McDonell be reappointed to the Environmental Advisory Committee for a term ending November, 2010;

AND THAT Michelle Gillen, Jennifer Suke and Jessica Tivy be appointed to the Environmental Advisory Committee for a term ending November, 2010.

- c) THAT Doug Smith be reappointed to the Property Standards/Fence Viewers Committee for a term ending November, 2010;

AND THAT Michael Newark be appointed to the Property Standards/Fence Viewers Committee for a term ending November, 2010.

- d) THAT Karen Chisholme and Dan McDonell be reappointed to the River Systems Advisory Committee for a term ending November, 2010.

- e) THAT Rob Case, Lynn Chidwick, Mike Darmon, Peter Lambe, Anastasia Lintner, Paul McLennan, Travis Pawlick and Patricia Quackenbush be appointed to the Water Conservation Public Advisory Committee for a term ending November, 2010.

Carried

Personal Matters About Identifiable Individuals

REPORT TO COUNCIL
IN COMMITTEE OF
THE WHOLE

- 4. Moved by Councillor Hofland
Seconded by Councillor Laidlaw
- a) THAT Terry Petrie be reappointed to the Guelph Cemetery Commission for a term ending November, 2010.
- b) THAT Jennifer Mackie be reappointed to the Guelph Public Library Board for a term ending November, 2010.
- a) THAT JoAnn Hayter be reappointed to the Guelph Museums Board of Management for a term ending November, 2010.
- b) THAT Alan Boivin and Jordan Willcox be reappointed to the River Run Centre Board of Directors for a term ending November, 2010;

AND THAT Jean McLelland, Greg Pinks and Elsa Stolfi be appointed to the River Run Centre Board of Directors for a term ending November, 2010.

- c) THAT Cathy McCormack be reappointed to the Accessibility Advisory Committee for a term ending November, 2010;

AND THAT Carin Headrick be appointed to the Accessibility Advisory Committee for a term ending November, 2010.

Carried

Personal Matters About Identifiable Individuals

REPORT TO COUNCIL
IN COMMITTEE OF
THE WHOLE

- 5. Moved by Councillor Beard
Seconded by councillor Kovach
THAT Tom Matulis, Michele L. Poisson, Carol L. Tyler and Amadeo Ventura be appointed to the Economic Development Advisory Committee for a term ending November 2010.

Carried

Personal Matters About Identifiable Individuals

REPORT TO COUNCIL
IN COMMITTEE OF
THE WHOLE

- 6. Moved by Councillor Kovach
Seconded by Councillor Billings
THAT George J. Arndt, Moragh Lippert, Lloyd Longfield, Janet M. Roy and Mireille Valliere be appointed to the ' Council Remuneration Committee for a term for the mandate of the Committee.

Carried

Litigation or Potential Litigation

PASSED IN COUNCIL
BY SPECIAL
RESOLUTION

- 7. Moved by Councillor Kovach
Seconded by Councillor Piper
THAT staff be given direction with respect to a potential litigation matter.

Carried

The meeting adjourned at 6:35 o'clock p.m.

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Mayor

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Clerk

Council Chambers
December 21, 2009

Council reconvened in formal session at 7:00 p.m.

Present: Mayor Farbridge, Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury and Wettstein

Staff Present: Mr. H. Loewig, Chief Administrative Officer; Mr. M. Amorosi, Director of Human Resources; Chief S. Armstrong, Director of Emergency Services; Ms. L.E. Payne, Director of Corporate Services/City Solicitor; Ms. S. Aram, Deputy Treasurer; Mr. R. Henry, City Engineer; Mr. S. Mattina, Manager Roads/Right of Ways; Mr. C. Walsh, Manager of Wastewater Services; Mrs. L.A. Giles, Director of Information Services/City Clerk; and Ms. J. Sweeney, Council Committee Co-ordinator

DECLARATIONS UNDER MUNICIPAL CONFLICT OF INTEREST ACT

There was no declaration of pecuniary interest.

PRESENTATIONS

Denise Elizuk was present on behalf of Guelph Girls Minor Softball and presented the City a plaque in recognition and appreciation of Council and staff's support of the various Canadian and Provincial Championship tournaments the Association has hosted.

1. Moved by Councillor Farrelly
Seconded by Councillor Bell

THAT the minutes of the Council meetings held on November 19, 23, 20, December 7 and 8, 2009 and the minutes of the Council meetings held in Committee of the Whole on November 23 and 30, 2009 be confirmed as recorded and without being read.

Carried

CONSENT REPORTS AND AGENDAS

The following items were extracted from the Community Development & Environmental Services Committee Ninth Consent Report to be voted on separately:

- CDES-3 Norfolk/Woolwich/Norwich Five Points Intersection

Councillor Burcher presented the balance of the Community Development & Environmental Services Committee Ninth Consent Report.

2. Moved by Councillor Burcher
Seconded by Councillor Piper
THAT the balance of the December 21, 2009 Community Development & Environmental Services Committee Ninth Consent Report as identified below, be adopted:

a) **68-76 Wyndham Street South Environmental Study Grant Request**

Mr. J. Riddell
Ms. M. Neubauer

THAT Community Design and Development Services Report 09-101, dated December 14, 2009 regarding a request for financial assistance pursuant to the City of Guelph Brownfield Redevelopment Community Improvement Plan for the property known municipally as 68-76 Wyndham Street South, be received;

AND THAT the request for financial assistance made by the property owner under the Environmental Study Grant Program pursuant to the Brownfield Redevelopment Community Improvement Plan for the property known municipally as 68-76 Wyndham Street South be approved to an upset total of \$10,000 upon the completion of a Phase 2 Environmental Site Assessment and, if required, an additional grant to an upset total of \$10,000 upon the completion of a Remedial Work Plan;

AND THAT staff be directed to proceed with finalizing an Environmental Study Grant and Information Sharing Agreement with the owner of 68-76 Wyndham Street South;

AND THAT the Mayor and Clerk be authorized to sign the Environmental Study Grant and Information Sharing Agreements.

b) **Proposed Renaming of Wellington Street to John Galt Parkway**

Mr. J. Riddell
Ms. B. Boisvert

THAT Report 09-103 dated December 14, 2009 regarding the renaming of Wellington Street from Community Design and Development Services be received;

AND THAT the proposed renaming of Wellington Street be referred to the 2010-2011 Priority Setting process.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

The following items were extracted from the Emergency Services, Community Services & Operations Committee Eighth Consent Report to be voted on separately:

- ECO- 3 Update on Community Gardens Proposal

Councillor Hofland presented the balance of the Emergency Services, Community Services & Operations Committee Eighth Consent Report.

3. Moved by Councillor Hofland
Seconded by Councillor Farrelly
THAT the balance of the December 21, 2009 Emergency Services, Community Services & Operations Committee Eighth Consent Report as identified below, be adopted:

a) **Provincial Cuts to the Community Development Worker Program**

Mayor Farbridge
Ms. A. Pappert

THAT the Mayor be directed to write to Minister Laurel Broten, and copy MPP Liz Sandals, to support the campaign to reinstate funding for Family & Children Services Community Development Workers;

AND THAT the matter of the loss of Community Development workers and the request for bridge financing be referred to the operational review of how the City engages partners and structures our relationship with Guelph Neighbourhood groups and the Neighbourhood Support Coalition.

b) **Fire Department Strategic Plan**

Mr. S. Armstrong
Ms. B. Boisvert

THAT the Emergency Services – Fire Department Strategic Plan (2009 – 2014, There for You) document be approved;

AND THAT Staff provide a report on the details relating to the planning, implementation and costing of each Goal and related Objectives listed within the Fire Department Strategic Plan.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

Councillor Beard presented the Finance, Administration & Corporate Services Committee Seventh Consent Report.

4. Moved by Councillor Beard
Seconded by Councillor Wettstein
THAT the balance of the December 21, 2009 Finance, Administration & Corporate Services Committee Seventh Consent Report as identified below, be adopted:

a) **Committee Mandate and Charter**

Mrs. L.A. Giles

THAT the Finance, Administration & Corporate Services Committee Mandate and Charter, be approved as attached.

b) **2009 Capital Project Activity**

Ms. M. Neubauer
Senior Mgt. Team

THAT the Finance Report 09-40 dated December 7, 2009 entitled "2009 Capital Project Activity", be received;

AND THAT Council approve the proposed project closures and adjustments to 2009 or prior approved capital budgets as of November 15, 2009.

c) **Accessible Customer Service Policy**

Ms. L.E. Payne

THAT the report dated December 7, 2009 of the Director of Corporate Services/City Solicitor with respect to Accessible Customer Service Policy, be received by Council;

AND THAT the Council approves the attached Accessible Customer Service Policy;

AND THAT Council authorizes the Administrator of Disability Services to update this policy to respond to community and corporate needs and to reflect the requirements of new and/or amended Accessibility for Ontarians with Disabilities Act regulations as they pertain to customer service and the Accessible Customer Service Standard, Ontario Regulation 429/07;

AND THAT Council authorizes the Director of Corporate Services to certify on behalf of the City reports prepared by Administrator of Disability Services under the Accessibility for Ontarians with Disabilities Act.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

The following items were extracted from the Governance Committee Seventh Consent Report to be voted on separately:

- GOV-2 Delegation of Authority

Councillor Burcher presented the balance of the Governance Committee Seventh Consent Report.

- 5. Moved by Councillor Burcher
Seconded by Councillor Beard

THAT the balance of the December 21, 2009 Governance Committee Seventh Consent Report as identified below, be adopted:

a) **Sustainable Guelph – Our Commitment**

Ms. H. Loewig
Ms. B. Boisvert

THAT Council endorse the sustainability statement “Sustainable Guelph – Our Commitment” developed by community partners and designed to foster city-wide economic, social, and environmental sustainability at all levels in the community.

b) **Comparator Municipalities**

Mrs. L.A. Giles
Mr. M. Amorosi
Senior Mgt. Team

THAT when producing comparative statistics, only municipalities from the attached Schedule “2” be used, and that when only selected municipalities from this list are to be used, a full explanation be provided as to why others have been excluded.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

Councillor Kovach presented the balance of the Council as Committee of the Whole Eighth Consent Report.

- 6. Moved by Councillor Kovach
Seconded by Councillor Laidlaw

THAT the balance of the December 21, 2009 Council as Committee of the Whole Eighth Consent Report as identified below, be adopted:

a) **Citizen Appointments to the Transit Growth Strategy and Plan Advisory Committee**

Ms. A. Pappert

THAT the following citizens be appointed to the Transit Growth Strategy and Plan Advisory Committee for a term for the mandate of the committee:

- Carol Dauda as the representative for Ward 1;
- Stefan Larasse as the representative for Ward 2;
- Unto Kihlanki as the representative for Ward 5;
- John Marchese as the representative for Ward 6.

AND THAT staff continue efforts to fill the vacancies in the remaining two wards.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

Consent Agenda

The following items were extracted from the December 21, 2009 Consent Agenda to be voted on separately:

- A-1 Royal Bank Credit Facility
- C-1 City of St. Catharines re: Support for Private Members Bill regarding Royal Canadian Legion and Red Lapel Poppies

DELEGATIONS

Norfolk/Woolwich/Norwich Five Points Intersection

Graham Giddy was present and expressed concern with a roundabout being constructed at this five points intersection. He advised that in Europe the use of roundabouts is to slow traffic entering a town, but this intersection has a number of traffic lights which control the traffic satisfactory. He also expressed concern that if a roundabout is constructed that residents will use the side streets to avoid the roundabout, and that traffic congestion will increase.

Jean McClelland, Chair of the Guelph Barrier Free Committee expressed concern with pedestrians crossing the roundabout and suggested that vehicular/pedestrian collisions will increase. She advised that service dogs are not trained on crossing roundabouts. She urged Council to approve the staff recommendation to not construction a roundabout at this location.

Albert Willis was present in support of the construction of a roundabout at the five points intersection. He suggested that there are plenty of opportunities for pedestrians to cross in this vicinity. He also suggested that the savings in traffic light repairs/installation and energy would cover the cost of the construction of the roundabout.

Councillor Burcher presented Clause 3 that was extracted from the Community Development & Environmental Services Committee Ninth Consent Report.

Mr. J. Riddell

7. Moved by Councillor Burcher
Seconded by Councillor Piper
THAT Report 09-102, dated December 14, 2009 regarding a roundabout design at Norfolk/Woolwich/Norwich Five Points Intersection from Community Design and Development Services be received;

AND THAT a roundabout design option not be implemented at the Norfolk/Woolwich/Norwich Five Point Intersection;

AND THAT staff review, design and implement pedestrian, cyclist and vehicular traffic improvements, where possible, as part of the Norfolk Street reconstruction project in 2010;

AND THAT staff continue to review possible future locations for roundabout designs to be implemented when intersections are proposed or reconstructed.

VOTING IN FAVOUR: Councillors Beard, Bell, Burcher, Findlay, Hofland, Kovach, Piper, Salisbury, Wettstein and Mayor Farbridge (10)

VOTING AGAINST: Councillors Billings, Farrelly and Laidlaw (3)

Carried

Councillor Hofland presented Clause 3 that was extracted from the Emergency Services, Community Services & Operations Committee Eighth Consent Report.

Update on Community Gardens Proposal

Ms. A. Pappert
Ms. M. Neubauer

8. Moved by Councillor Hofland
Seconded by Councillor Farrelly

THAT staff be directed to work with the community on the development of a maximum of three (3) pilot garden locations in 2010, subject to the conditions and resources as outlined in section of the report of the Director of Community Services dated December 14, 2009, and budget approval.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

Councillor Burcher presented Clause 2 that was extracted from the Governance Committee Seventh Consent Report.

Mrs. L.A. Giles

9. Moved by Councillor Burcher
Seconded by Councillor Beard

THAT pursuant to Section 23(1) of the Municipal Act, Council delegate by by-law its authority for approval of the following matters, as set out in Schedules "A" to "M" attached to the report of the Director of Information Services/Clerk, dated December 7th, 2009:

- the execution of various types of routine administrative agreements;
- community festivals and special occasion permits;
- special events.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

Consent Agenda Extracted Items

Royal Bank Credit Facility

Ms. M. Neubauer

10. Moved by Councillor Billings
Seconded by Councillor Hofland

THAT Council authorize the Mayor, City Clerk and Treasurer to execute an agreement with the Royal Bank of Canada to provide a \$10 million one year interest only loan to be drawn prior to December 31, 2009 and to be repaid in full on or before December 31, 2010 to finance

unfunded capital expenditures related to the Hanlon Creek Business Park development.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

City of St. Catharines re: support for Private Members Bill regarding Royal Canadian Legion and red lapel poppies

Mayor Farbridge

11. Moved by Councillor Piper
Seconded by Councillor Kovach

THAT the Mayor write a letter to the Prime Minister in support of the Private Members Bill introduced by Welland MP Malcolm Allen asking that the Royal Canadian Legion be exempt from GST on purchases of red lapel poppies.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

SPECIAL RESOLUTIONS

Baker Street Redevelopment Land Acquisition – 160-164 Wyndham Street North

Ms. L.E. Payne

12. Moved by Councillor Wettstein
Seconded by Councillor Beard

THAT the Mayor and Clerk be authorized to execute an Agreement between Green Forest Investments Limited and the City for acquisition of the property known as 160-164 Wyndham Street North;

AND THAT staff be directed to bring a report forward to Council through Committee regarding options and recommendations regarding uses of the property at 160-164 Wyndham Street North during the interim between property purchase and the commencement of the new central library project.

VOTING IN FAVOUR: Councillors Beard, Bell, Burcher, Farrelly, Findlay, Hofland, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (11)

VOTING AGAINST: Councillor Billings and Kovach (2)

Carried

Provincial Offences Court Agreement with the County of Wellington

Ms. L.E. Payne
Ms. M. Neubauer

13. Moved by Councillor Kovach
Seconded by Councillor Laidlaw

THAT the Mayor and Clerk be authorized to execute an agreement between the Corporation of the County of Wellington and the Corporation of the City of Guelph with respect to cost-sharing of the renovation costs of the Provincial Offences Court building.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

BY-LAWS

It was requested that By-law Number (2009)-18923 be voted on separately.

14. Moved by Councillor Findlay
Seconded by Councillor Piper

THAT By-law Number (2009)-18923 is hereby passed.

VOTING IN FAVOUR: Councillors Beard, Bell, Burcher, Farrelly, Findlay, Hofland, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (11)

VOTING AGAINST: Councillors Billings and Kovach (2)

Carried

15. Moved by Councillor Findlay
Seconded by Councillor Piper

THAT By-laws Numbered (2009)-18916 to (2009)-18922 and By-laws Numbered (2009)-18924 to (2009)-18928 , inclusive, are hereby passed.

VOTING IN FAVOUR: Councillors Beard, Bell, Billings, Burcher, Farrelly, Findlay, Hofland, Kovach, Laidlaw, Piper, Salisbury, Wettstein and Mayor Farbridge (13)

VOTING AGAINST: (0)

Carried

MAYOR'S ANNOUNCEMENTS

The Mayor extended holiday greetings.

ADJOURNMENT

The meeting adjourned at 7:50 o'clock p.m.

Minutes read and confirmed January 25, 2009.

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Mayor

.....
Clerk

Committee Mandate and Charter

Finance, Administration & Corporate Services

A. Mandate for the Finance, Administration & Corporate Services Committee

1 Mandate

The Committee's Mandate defines its core areas of management and responsibility.

Established by Procedural Bylaw (1996)-15200 for Standing Committees, it is the mandate of the Finance, Administration & Corporate Services Committee to ensure that appropriate policies, principles, procedures and roles are established to guide and enhance for the following functional areas:

- I. Corporate Services;
- II. Finance;
- III. Human Resources;
- IV. Information Services;
- V. Economic Development & Tourism

2. Composition of the Committee

- I. The Committee is comprised of four members of Guelph City Council and the Mayor.
- II. The Chair is elected by the Committee at their first meeting of each year.
- III. Additional staff members or specialists may be called upon to conduct research, communications or any other Committee identified requirements.

B. Committee Charter

The Committee's Charter outlines how the Committee will satisfy the requirements set forth by Council in its Mandate. This Charter comprises:

- Operating principles
- Responsibilities and duties
- Operating procedures

I. Operating Principles

All Committee work will be carried out in accordance with provisions of the Municipal Act and other governing legislation and the Committee shall fulfill its responsibilities within the context of the following principles:

i. Committee Values

The Council Code of Conduct, transparency and accountability guide Committee efforts and promote interaction with the highest ethical standards and professionalism while ensuring that the best interests of the community are met. The Council endorsed corporate values of wellness, integrity and excellence will also be observed.

ii. Communications

The Committee Chair will act as the primary spokesperson for any inquiries.

iii. Meeting Agenda

Committee meeting agendas shall be the responsibility of the Chair of the Committee in consultation with the Mayor, CAO and other senior staff.

iv. Notice of Meetings

Public notice of all committee meetings will be provided on the City's electronic general calendar at least 72 hours prior to a meeting: by posting a notice in City Hall at least 72 hours prior to the meeting; and by publication in a local paper at least 72 hours prior to the meeting.

It is recognized that some items consistent with Section 239 in the Municipal Act may require a meeting to be closed to the public. The holding of any closed meetings and the general nature of the matter to be considered will be made public to ensure full transparency.

v. Committee Expectations and Information Needs

Meeting minutes will be recorded and distributed to Committee members with each meeting agenda.

All decisions that lead to the formulation of recommendations for Council consideration will take place at the Committee meetings only and not through electronic or other outside exchanges.

All pertinent information will be shared with all Committee members in advance of meetings. This can include but not be limited to meeting minutes, any supplemental information, public input, media requests etc.

vi. Reporting to Council

The Committee will report to Council with recommendations for approval.

II. Responsibilities and Duties

Specific roles and responsibilities for the Committee as a whole, Chair and Committee members include:

- To make recommendations and offer advice for the consideration of Guelph City Council with respect to Corporate Services, Finance, Human Resources, Information Services and Economic Development & Tourism matters.

Chair

- To maintain order and decorum during meetings, decide questions of procedure, and generally ensure that the committee work proceeds smoothly according to the committee's mandate.

- To ensure that adequate and appropriate opportunities are provided for input by the public and other key stakeholders at meetings;
- To engage all members in the decision making process.

Committee members:

- To read all agenda material, and seek clarification on any matters prior to meetings in order to make the most effective use of the committee's time;
- To attend meetings and participate fully in all committee work;
- To debate the issues in an open, honest and informed manner to assist the decision-making process;
- To actively contribute to reaching committee recommendations and directions;
- To represent and advocate on behalf of constituents, keeping in mind the entire municipality when considering and addressing issues.

III. Operating Procedures

- i. The Committee shall meet on the second Monday of each month
- ii. A quorum shall be a majority of the whole committee (3).
- iii. Meeting minutes will be provided to each member of the committee as part of the agenda for meetings.
- iv. The Chair of the Committee shall establish regular meeting dates and be responsible for calling the meetings.
- v. Any rule not stated herein is deemed to be provided in Bylaw 1996-15200 Consolidated Procedural By-law.
- vi. The Chair shall vote on any motion.

POLICY	Accessible Standards for Customer Service
CATEGORY	Corporate
AUTHORITY	All Departments
RELATED POLICES	Animal Control Bylaw, Stoop and Scoop Bylaw, Exotic and Non-Domestic Animal Bylaw, Guide Dogs on Board Transit Vehicles, Service Animals on Board Transit Vehicles
APPROVED BY	City of Guelph Council
EFFECTIVE DATE	January 1, 2010
REVISION DATE	

POLICY STATEMENT

The City of Guelph is committed to providing its goods and services in an accessible manner. The City recognizes the diverse needs of all residents and strives to provide goods, services and facilities that are accessible to all.

The City of Guelph promotes accessibility through policies, procedures and practices governing the provision of its services to people with disabilities. To do this we must use reasonable efforts to ensure that the policies, procedures and practices address integration, independence, dignity and equal opportunity.

PURPOSE

The City of Guelph is committed to being responsive to the needs of all its residents. To do this, we must recognize the diverse needs of our residents and respond by striving to provide services and facilities that are accessible to all. As a provider of goods and services, the City of Guelph is committed to ensuring its goods and services are provided in an accessible manner.

DEFINITIONS

Disability: The City of Guelph uses the Ontario Human Rights Code's definition of "disability." This definition includes but is not limited to physical, mental health, developmental and learning disabilities. A disability may be visible or not visible.

The "City": In this policy the "City" refers to the City of Guelph and its service areas but does not include local boards. Local Boards may adopt this policy at their discretion.

POLICY

Reasonable efforts will be made to ensure the following:

- (i) That goods and services be provided in a manner that respects the dignity and independence of people with disabilities.
- (ii) The provision of goods and services to people with disabilities, and others, will be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods and services.
- (iii) People with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit from the goods and services.

Note: Equal opportunity may require an individual accommodation in addition to this policy.

PROCEDURES

City departments will implement the following procedures and practices:

- (i) When communicating with a person with a disability it will be done in a manner that takes into consideration a person's disability;
- (ii) Staff members receive appropriate training on providing accessible customer service, policies, procedures and practice related to Accessibility Standards for Customer Service, Ontario Regulation 429/07;
- (iii) Persons with disabilities accompanied by a guide dog or service animal are permitted in those areas of the premises owned or operated by the City of Guelph;
- (iv) Persons with disabilities accompanied by a support person are permitted to be accompanied by that support person on City premises;
- (v) Prior notice is provided by the City for admission fees applicable to support person who accompany persons with disabilities;
- (vi) Notice is provided when it is known that facilities or services that people with disabilities rely on to access City of Guelph services are temporarily disrupted;
- (vii) A feedback process is established which allows people to provide feedback on how the City of Guelph provides services to persons with disabilities;
- (viii) Persons with disabilities are allowed to use their own personal assistive devices to obtain, use, or benefit from the services offered by the City of Guelph; and
- (ix) City of Guelph policies, practices and procedures related to providing accessible customer service will be available to the public.

Training

The City of Guelph shall require that the following people receive training about the provision of its goods or services to people with disabilities:

- (a) Every person who deals with members of the public or other third parties on behalf of the City, whether the person does so as an employee, agent, volunteer or otherwise.

- (b) Every person who participates in developing the City's policies, practices and procedures governing the provision of goods or services to members of the public or other third parties.

The City of Guelph shall provide training to its employees and volunteers and will log and maintain records which will record the details of the training provided, as well as the name of the person, location, and date the training was completed. Reporting statistics will be managed by the Administrator of Disability Services.

The City of Guelph will provide training to each person as soon as practicable after he or she is assigned the applicable duties. Training will also be provided on an ongoing basis in connection with changes to applicable legislation, and/or City policies, procedures and practices governing the provision of goods or services to person with disabilities.

Third party contractors who deal with the public or other third parties on behalf of the City shall ensure that their employees, agents, subcontractors, etc. receive training in accordance with this policy and the Accessible Standards for Customer Service, Ontario Regulation 429/07 and upon request provide the training records to the City of Guelph.

City of Guelph employee/volunteer and third party contractor training will include a review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c11 and the Accessible Standards for Customer Service Ontario Regulation 429/07, the requirements of this policy, and any other City policies, practices and procedures regarding the provision of goods and services to persons with disabilities and instruction about the following matters:

- (a) How to interact and communicate with people with various types of disability;
- (b) How to interact with people with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person;
- (c) How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods or services to a person with a disability; and
- (d) What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

Service Animals

For the purpose of this policy, a 'service animal' is defined as either:

- a) A "guide dog," as defined in section 1 of the *Blind Persons' Rights Act*; or
- b) A "service animal" for a person with a disability:

- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
- (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

The City of Guelph will allow the person that is accompanied by a service animal to enter all City of Guelph premises, and to keep the animal with him or her unless the animal is otherwise excluded by law.

If a service animal is excluded by law from the premises which could include, but is not limited to, City policy, bylaw, Federal and/or Provincial Public Health laws, policies and guidelines the provider of goods or services shall upon request use reasonable efforts to ensure that other measures are available to enable the person with a disability to obtain, use or benefit from the City program, service, or facility. The "other measures" described above will be addressed on a case by case basis.

The concept of service animals may be new for some customers; as a result there is the potential for misunderstandings between customers. People who use service animals often find themselves providing education about the use of service animals to those they meet; at times they report that they have difficulty with some individuals. If a customer accessing City services experiences difficulty from another person regarding the treatment of the service animal or themselves the following could take place. The person with the service animal could;

1. mention to the other person that their animal is a service animal, and /or
2. request assistance from City staff. City staff will upon request assist in a professional manner within their capacity.

Persons with a disability with a service animal are responsible for the control of that animal at all times as well they must comply to all applicable legislation which includes but is not limited to the Provincial Dog Owner's Liability Act and City by-laws (such as the Dog Control By-law, Stoop 'n Scoop By-law and City of Guelph Exotic and Non-Domestic Animal Bylaw).

If the guide dog or service animal is not kept under control City staff may use their discretion to request that the guide dog or service animal, accompanied by a person, leave the premises until the guide dog or service animal is under control. If the guide dog or service animal has bitten another person or animal or is a menace to the safety of other persons or animals, the guide dog or service animal, accompanied by a person, may be required to leave the premises. If this occurs, the person would be permitted to continue to access the City goods or services without the service animal. In addition, City staff will, upon request, consider alternate accommodations for the

person in such circumstances. The service animal may not be permitted to accompany the person until such time as the person has demonstrated to the City that the issue has been resolved and steps taken to correct the situation. The person could present the City with a letter from a veterinarian and physician or nurse that explains how the issue has been resolved and the steps taken to correct the situation. If the person plans on using City facilities, programs or services with the guide dog or service animal it is expected that the person would make every effort to ensure the issue would be resolved within a reasonable period of time as alternate accommodations provided by the City may be discontinued after a limited amount of time. City staff may take further action as described in the laws noted above.

If a conflict should arise concerning a service animal, staff will attempt to balance the needs of all persons involved by following conflict resolution strategies. These strategies will include collecting appropriate information from all persons involved and observing the rights of all individuals involved according to the Ontario Human Rights Code and the Canadian Human Rights Act.

Support Persons

For the purpose of this policy a 'support person' is defined as, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

The City of Guelph will allow people with disabilities to be accompanied by a support person in all City premises. The City of Guelph reserves the right to request the person with a disability be accompanied by a support person, in the event that it is considered necessary to protect the health or safety of the person with a disability or the health and safety of others on the premises.

If an amount is payable by a person for admission to the premises or in connection with a person's presence at the premises the provider of the services will ensure that notice is given in advance about the amount, if any, payable in respect of the support person.

Service Disruption

For the purposes of this policy, a 'facility or service disruption' is defined as planned and unplanned unavailability of goods, facilities or services operated by or on behalf of the City of Guelph, including but not limited to closed washroom facilities, elevators that are inoperable due to maintenance and websites that are temporarily unavailable.

If, in order to obtain, use or benefit from the City's goods or services, persons with disabilities usually use particular facilities or services of the City of Guelph and if there is a temporary disruption in those facilities or services in whole or in part, the City of Guelph shall give notice of the disruption to the public. Those responsible for posting the notice include facility and service managers or their designate.

Notice of the disruption will include information about the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.

Notice of the disruption will be given by posting the information in a conspicuous place on the relevant City premises and, whenever possible by posting it on the City of Guelph website and in the media as appropriate.

If the City of Guelph Website should expect a planned temporary service disruption, advance notice where possible, keeping with the conditions of the service disruption section of this policy, shall be provided on the website.

Feedback Process

The City of Guelph has established a process for receiving and responding to feedback on the manner in which the City provides goods and services to person with disabilities. Information about this process is available to any person.

Should a member of the public wish to provide feedback they can do so:

- 1) In person to a City Manager, Supervisor, Director or the Administrator of Disability Services;
- 2) By telephone, via the City's General Inquires telephone line: 519-822-1260 or TTY: (519) 826-9771;
- 3) In writing to the attention of the Administrator of Disability Services, 1 Carden St, Guelph, ON, N1H 3A1;
- 4) By using the form included in Appendix B: or
- 5) Electronically:
 - a. By email: info@guelph.ca; or
 - b. By diskette or otherwise

Once the feedback has been received the following process will be implemented:

- a) If the feedback is received by a City staff person other than a manager, supervisor, director or disability services the staff person will forward the form to their supervisor.
- b) The feedback will be forwarded to the Administrator of Disability Services.
- c) The Supervisor will forward the form to the relevant Service Area or staff person.
- d) The relevant staff person will take appropriate action in a timely manner with the assistance of the Administrator of Disability Services and members of other departments if needed.
- e) Whether the feedback is intended to be a helpful suggestion or a complaint, the staff person along with the Administrator of Disability Services will assess current policies, practices, and procedures to determine if any changes are required.
- f) Staff will follow up with the person who submitted the feedback if more clarification is needed or if the person has requested that follow up take place.
- g) Staff will keep records of all steps including any discussions with the person submitting the feedback and any actions taken.

Format of Documents

The City of Guelph shall give a person with a disability a City of Guelph public document, or the information contained in the document, in a format that takes into account the person's disability upon their request. These alternate formats could include but are not limited to providing a document with color contrast between the font and the background, a plain language version or an audio version of a text document.

City material printed in-house or publications produced on behalf of the City of Guelph for the public should contain a note indicating, "Alternate formats are available upon request" and include relevant contact information.

The City of Guelph and the person with a disability requesting the document shall agree upon the format to be used for the City document or information.

The timeframe attached to the process to convert the City document to an alternate format may vary depending on the media, the size, complexity, quality of the source documents and number of documents to be converted.

Assistive Devices

The City of Guelph will allow people with disabilities to use their own personal assistive devices to obtain, use or benefit from the services offered by the City of Guelph.

Should a person with a disability be unable to access the City's services through the use of their own personal assistive device, the City of Guelph will assess service delivery and potential service options to meet the needs of the individual.

Contact Information

For more information about this policy, or questions related to accessibility at the City of Guelph, please contact us:

Accessibility Administrator
City of Guelph
1 Carden St
Guelph, ON N1H 3A1
Phone: 519-822-1260 ext. 2670
TTY: 519-837-5688
Fax: 519-837-5661
Email: leanne.warren@guelph.ca

Links

Customer Service Standard, Ontario Regulation 429/07:

http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Accessibility for Ontarians with Disabilities Act, 2005:

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm

Ministry of Community and Social Services:

<http://www.mcscs.gov.on.ca/mcss/english/pillars/accessibilityOntario>

AccessON: www.accesson.ca

Ontario Human Rights Commission: <http://www.ohrc.on.ca/en>

Dog Owners Liability Act (Provincial Act): http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90d16_e.htm

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90d16_e.htm

Blind Persons' Rights Act (Provincial Act): http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900058_e.htm

http://www.e-laws.gov.on.ca/html/regs/english/elaws_regs_900058_e.htm

City of Guelph documents related to Service Animals and Guide Dogs:

- Animal Control By-law: http://guelph.ca/uploads/PDF/By-laws/animal_control.pdf

- Stoop and Scoop By-law: <http://guelph.ca/uploads/PDF/By-laws/stoop%20and%20scoop.pdf>
- Exotic and Non-Domestic Animals: http://guelph.ca/uploads/PDF/By-laws/exotic_animals.pdf

City of Guelph Resource Documents

Available on the Internet and/or Intranet under Accessibility:

- Service Disruption Notice
- Feedback Form

Schedule "2"

Niagara Falls
Wellington County
Pickering
Ajax
Brantford
Waterloo
Chatham-Kent
Thunder Bay
Whitby
Guelph
Kingston
Cambridge
Barrie
St. Catharines
Oshawa
Greater Sudbury
Richmond Hill
Burlington
Oakville
Kitchener
Windsor
Vaughan
Markham
London
Brampton
Halton Region
Waterloo Region
Hamilton
Mississauga
Ottawa
Peel Region