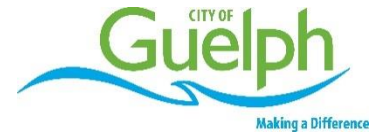


# Information Items



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## Week Ending December 20, 2019

### Reports

1. Outstanding Resolutions of Public Services
2. 2018 Delegation of Authority Report – IDE
3. Corporate Accessibility Annual Report 2019
4. 2019 Outstanding Motions - IDE

### Intergovernmental Consultations

1. Brownfields Regulatory Amendment Consultation Alert
2. Public Health Modernization
3. Paramedic Services Consultation RE: Discussion Paper - Emergency Health Services Modernization
4. 2020 Ontario Pre-Budget Consultation Process

### Correspondence

1. City of Guelph Response to Intergovernmental Consultation RE: Proposal to extend the current moratorium on water bottling permits (ERO# 019-0913)
2. Crime Stoppers Guelph Wellington RE: Winter 2019-2020 Newsletter
3. City of Woodstock RE: Resolution - Single Use Plastic Bags
4. Township of Perry RE: Resolution- Ban of Single-Use Disposable Wipes

### Boars and Committees

1. None

### Items Available in the Clerk's Office

1. None

# Information Report

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Service Area	Public Services
Date	Friday, December 20, 2019
Subject	<b>Outstanding Resolutions of Public Services</b>
Report Number	PS-2019-30

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## Executive Summary

### Purpose of Report

To advise Council of the status of all outstanding resolutions for Public Services, and to advise if there are any outstanding resolutions that may no longer be of community and Council interest.

### Key Findings

Staff are continuing to plan work required to address outstanding resolutions previously passed by Committee/Council. In some cases, resolutions previously passed may no longer be of community interest, or have the same level of priority based upon more recent events or circumstances.

### Financial Implications

None

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## Report

### Details

For some time, with input from the City Clerk's Office, each service area maintains a record of outstanding resolutions and reports annually on its status. Where appropriate, the report may include recommendations to eliminate from the list any outstanding resolutions that may no longer be of priority to Council.

The outstanding resolutions list for Public Services, including the status and timing of the work to be completed is included in Attachment-1.

### Financial Implications

None

### Consultations

City Clerk's Office

## **Strategic Plan Alignment**

By resolving outstanding resolutions, the City is committed to running an effective, fiscally responsible and trusted local government with engaged, skilled and collaborative employees to deliver services.

## **Attachments**

Attachment-1: Public Services Outstanding Resolutions

## **Departmental Approval**

None

## **Report Author**

Susan O'Toole, Executive Assistant



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## **Recommended By**

Colleen Clack

Deputy Chief Administrative Officer

Public Services

519-822-1260 extension 2588

Colleen.clack@guelph.ca

**Public Services**  
**Outstanding Motions as December 20, 2019**

Date of meeting	Subject	Status
Nov 25/19 Council	<p><b>PS-2019-24 Harm Reduction Housing Update</b></p> <p>That when an invested proponent comes forward, the City will work with the proponent to explore existing City policies, programs, partnerships and tools that leverage opportunities to develop supportive housing and that staff be directed to investigate options and process required to facilitate new supportive housing and report back by April 2020.</p>	<p>TBD with Executive Team  - Report back with Housing Workshop</p>
Nov 13/19 Capital Budget	<p>That Staff report back to Council by the end of Q1 2020 detailing what parks projects will be impacted with the construction of the bicycle skills facility in 2021.</p>	<p>This will be an information report in Q1 2020.</p>
September 23, 2019 Council	<p><b>PS-2019-21 Centennial Pool Licence Agreement with Upper Grand District School Board</b></p> <p>That staff consider the equitable distribution of recreation facilities across the City during the Parks and Recreation Master Plan update.</p>	<p>This is included in the Master Plan that will be presented to Council in September 2020.</p>
June 24/19	<p><b>PS-2019-10 Business License Fees</b></p> <ol style="list-style-type: none"> <li>1. That staff be directed to prepare the necessary amendments to Business Licence Bylaw (2009)-18855, to incorporate the 2019 fees as identified in Public Services Report PS-2019-10 dated June 4, 2019.</li> <li>2. That staff be directed to review the payday loan business and bring forward possible amendments to Business Licence Bylaw (2009)-18855 for Council's consideration.</li> </ol>	<p>The bylaw has been amended and a review is scheduled to commence in 2020.</p>

**Public Services**  
**Outstanding Motions as December 20, 2019**

<p>June 10/19</p>	<p><b>Harm Reduction Housing – Concept Information</b></p> <p>That staff be directed to work with the Wellington Guelph Drug Strategy group and report back to Council on the request presented at City Council on June 10, 2019.</p>	<p><b>COMPLETED</b></p> <p>Information Report PS-2019-24</p>
<p>Jan 28/19</p>	<p>PS-2019-01 Parkland Dedication By-law Review</p> <ol style="list-style-type: none"> <li>1. That Council approve the proposed parkland dedication by-law as shown in ATT-1 to report number PS-2019-01, and as amended, to apply a cap for the conveyance of land or cash-in-lieu of land, of 30 percent of the total development land or equivalent market value of the development land for high density residential development where 100 dwelling units or more per hectare is proposed, save and except any provision referencing the "Downtown".</li> <li>2. That an interim report be provided to Council in two years for consideration.</li> <li>3. That staff amend the proposed parkland dedication by-law as shown in ATT-1 to report number PS-2019-01, as amended, to add a subsection #33 – Exemptions from General Requirements as follows:  'Development or redevelopment of land that consists solely of the enlargement of an existing single detached or semi-detached dwelling unit provided that the enlargement does not result in an additional dwelling unit.'</li> </ol>	<p>The interim report is scheduled for 2021, however, Bill 108 and the new Community Benefit Charge Regulation in the <i>More Homes, More Choice Act</i> will impact this resolution. Once more information is available, we will update Council.</p> <p>All other recommendations presented have been implemented in the current bylaw.</p>

**Public Services**  
**Outstanding Motions as December 20, 2019**

	<p>4. That the following language be added to the end of Section 24 of the Parkland Dedication by-law:  'Subsections 43 (10), (11), (12), and (13) of the Planning Act shall govern any dispute that arises out of application of this section.'</p> <p>5. That the following language be added to subsection 20(c) of the Parkland Dedication by-law after the words "the City shall obtain its own appraisal" 'at the City's sole expense'.</p>	
Nov. 27/17 Council	<p><b>Speedvale Avenue Bridge Underpass</b></p> <p>1. That staff be directed to report back to Council in 2018 on alternative trail design options within the identified study area on the west side of the river. Alternative trail design options will have no minimum design criteria and will comply with the Official Plan, Zoning By-law and provincial legislation.</p> <p>2. That staff consider future capital budget requirements for a possible alternative trail under Speedvale Avenue as part of the 2019 Capital budget process.</p>	<p><b>COMPLETED</b></p> <p>Council report PS-2018-37 outlines the next steps as a follow up to this resolution.</p>
July 24/17 Council	<p><b>Planning a Bicentennial Project in Guelph 2027</b></p> <p>That staff develop a plan to establish a bicentennial showcase project that includes a public competition for Council consideration in 2019.</p>	<p><b>COMPLETED</b></p> <p>Information Report PS-2019-16</p>
June 26/17 Council	<p><b>Outdoor Aquatic Facilities in Parks</b></p> <p>1. That staff be directed to plan and install recirculating splash pads over wading pools as the</p>	<p><b>COMPLETED</b></p> <p>This is in place and as projects are prioritized they will be implemented</p>

**Public Services  
Outstanding Motions as December 20, 2019**

	<p>preferred outdoor aquatic facility in parks in order to conform to the City of Guelph Water Efficiency Strategy.</p> <p>2. That staff be directed to locate new splash pads in community and regional zoned parks where they accommodate a wider segment of the population and have additional park amenities, following the Proposed Locations for Outdoor Aquatic Facilities.</p> <p>3. That staff be directed to bring forward a ten-year capital program of work which will identify funds for Council consideration and approval to replace the three wading pool facilities with appropriate park amenities, and implement new splash pads in various parks throughout the city by identifying opportunities for equitable distribution of new aquatic facilities.</p>	<p>as per this resolution. It will be addressed in the Parks and Recreation Master Plan for implementation.</p>
<p>Apr 24/17 Council</p>	<p><b>Surplus Asset Sales Policies – Mayor Guthrie’s Motion for which notice was given on March 6, 2017</b></p> <p>That staff report back on the City of Guelph’s policy on local community non-profit access to surplus assets through our Wellbeing Grant policy.</p>	<p><b>COMPLETED</b></p> <p>Information Report PS-2018-40.</p>
<p>Apr. 4/16 Council</p>	<p><b>Wellington Guelph Drug Strategy</b></p> <p>That staff be directed to dialogue with Wellington Guelph Drug Strategy on further scoping of recommendations #11 and #12 on pages 4 and 5 from the “We can do it Better” booklet and report back to the Public Services Committee on those recommendations by the end of the third quarter 2016.</p>	<p><b>COMPLETED</b></p> <p>The expansion of the STEPS Program is included in the 2013-18 Guelph Youth Strategy, and staff have continued to provide space, in-kind resources and staff time supporting this resolution.</p>

# Information Report

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Service Area	Infrastructure, Development and Enterprise Services
Date	Friday, December 20, 2019
Subject	<b>2018 Delegation of Authority Report – Infrastructure, Development and Enterprise</b>
Report Number	2019-IDE-17

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## Executive Summary

### Purpose of Report

To advise of staff action within the Infrastructure, Development and Enterprise service area with respect to Council's delegated authority in 2018 relating to those services under the jurisdiction of the Committee of the Whole.

### Key Findings

This report is an annual report back to Committee and Council on how authority, which has been delegated to staff, has been exercised.

### Financial Implications

As this is an annual reporting mechanism, there are no financial implications.

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## Report

The Municipal Act provides Council with the authority to delegate its powers to a person or body subject to some noted restrictions. Over the years, Council has delegated their authority on various matters either by way of a resolution of Council or through a specific by-law. By-law (2013)-19529 regarding "Delegated authority with respect to a variety of routine administrative functions which are considered to be minor in nature" is the principal reference related to Council's existing delegations of authority under the purview of the Infrastructure, Development and Enterprise Committee.

The delegation of authority from Council contributes to the efficient management of the City while still adhering to the principles of accountability and transparency. The following is a summary of the actions taken in 2018 with respect to authority delegated by Council.



## By-law (2013)-19529

### Schedule "A" Grant Agreements

Delegate: Deputy CAO, Infrastructure Development & Enterprise

<b>Item</b>	<b>Purpose</b>
Continuous Improvement Fund Grant Project #963 - Multi-residential Waste Collection	To support roll out of front end waste collection service at multi-residential properties in a cost contained method.
Ontario Transfer Payment Agreement with Municipal Green House Gas Challenge Fund	Wastewater Treatment Digester Gas Storage (funding was pulled after submission)
Transfer Payment Agreement Amendment No. 1 to the Ontario Municipal Commuter Cycling Program	To correct minor errors (date of signing, project information) in the initial TPA
For Fuel Storage Tank Decommissioning (45 Municipal St.)	To replace old underground fuel tanks with new above ground tanks and complete associated environmental investigation/remediation
Ontario Municipal Commuter Cycling Program	Support municipal cycling infrastructure projects that could demonstrate greenhouse gas emission reduction benefits. Guelph received the grant in 2017 to build phase 2 of the Woodlawn Road Multi-use path project

### Schedule "B" Software Licensing Agreements

<b>Item</b>	<b>Purpose</b>
Software Licensing Agreement – AIMS Software	Parking software to support parking permits, events, enforcement and infraction management

## Schedule "E" Agreements Pursuant to an Approval under the Planning Act

Delegate: General Manager, Planning and Building Services

Table 1 - Site Plans

<b>Application Number</b>	<b>Property</b>
SP17A024	139 Morris Street
SP16B029	1123 York Road
SP17-026	25 McGilvray Street Bldg 077
SP17-038	635 Woodlawn Road West
SP17-043	71 Glenholm Drive
SP17A024	139 Morris Street
SP16B029	1123 York Road
SP17-026	25 McGilvray Street Bldg 077
SP17-038	635 Woodlawn Road West
SP17-043	71 Glenholm Drive
SP18-004	65 and 80 Glenholm Drive
SP17-041	389 Speedvale Avenue West
SP17-035	107 Westra Drive
SP15A049	1229 Victoria Road South
SP15A050	85 Mullin Drive
SP17-030	50 Cutten Place
SP17-049	12 Kay Crescent
SP17-044	10 Wilson Street
SP18-007	150 Wellington Street East
SP17A001	42 Swan Drive
SP12A042	1159 Victoria Rd South

<b>Application Number</b>	<b>Property</b>
SP17-045	12 Wilbert Street
SP17-046	287 Water Street
SP18-002	32 Watson Parkway South
SP18-020	45 Yarmouth Street
SP18-006	225 Hanlon Creek Boulevard
SP18-005	71 Elmira Road South
SP17-025	144 Watson Road North
SP18-012	950 Paisley Road
SP18-024	450 Southgate Drive
SP18-027	29 Waterworks Place
SP18-031	45 Yarmouth Street
SP17-047	332 Gosling Gardens
SP18-017	635 Woodlawn Road West
SP18-022	22 Few Street
SP17-048	73 Arthur Street South

**Schedule "S" To Award Environmental Study Grants pursuant to the Brownfield Redevelopment Community Improvement Plan**

Delegate: General Manager, Planning and Building Services

<b>Address</b>	<b>Amount</b>
120 Huron Street	\$30,000
104 Oliver Street	\$30,000

## **Schedule "V" to negotiate the Price for sale of City owned land in Hanlon Creek Business Park**

Delegate: General Manager, Business Development and Enterprise Services

<b>Amount of Land (contracted and closed)</b>	<b>Sale Price</b>
7.1 acres	\$2,012,036.01

## **Schedule "Z" To Enter into Contracts and Agreements**

Delegate: Deputy CAO, Infrastructure, Development and Enterprise

### **Business Development and Enterprise**

- Contribution Agreement for Invest Canada – Community Initiatives (ICCI) Grant to Support Building Partnerships Marketing Strategy
- Pre-development Management Agreement with Windmill Development Group Ltd.
- Consulting Services Agreement with Invizij Architects Inc.
- Letter of Intent with Windmill Development Group Ltd for Baker Street District Mixed Use Development
- Non-Disclosure Agreement with Windmill Development Group Ltd for Baker Street District Mixed Use Development

### **Environmental Services**

#### **Solid Waste**

- Tender 18-100 Haul and Recycle of Shingles, Drywall, and Concrete
- ReCollect Agreement (Solid Waste Collection Reminder and Sorting Tool)
- Geoware Agreement Termination Notice (Solid Waste Scale Software replaced by Paradigm)
- Termination Agreement Simcoe Recycling Processing

#### **Waste Water Services**

- Construction agreement with Drexler Const. – 17-202 Wastewater Ferric Pump Building
- Non-Disclosure Agreement with EssDe GmgH – Wastewater Anammox Project
- Consent to Change of Control and Assignment with Terratec/Revolution Environmental Inc. – contract dated March 31, 2013
- Amending Biosolids land application agreement extension with Revolution Environmental Revolution Inc./Terratec
- Wastewater Discharge Agreement with Arthur St. Developments Inc.
- Purchase of Services Agreement with Lystek International Inc. - 18-050 Wastewater Biosolids Management

#### **Water Services**

- Addendum to Consulting Agreement between City of Guelph for professional hydrogeological services (D.Belanger)

- Lease Extension and Amending Agreement (614 York Road - 845081 Ontario Inc.)
- Consulting Services Agreement for inspection and administration of construction for the Water and Emma Disinfection Upgrades (GM BluePlan)
- Consulting Services Agreement for Zone 2 East Storage EA (AECOM)
- CCDC2 Stipulated Price Contract Agreement with Drexler Construction - Water and Emma Disinfection Upgrades
- CCDC2 Stipulated Price Contract with Gateman-Milloy - Woods Station Vehicle Storage Building
- Purchase of Goods and Supply and Install Services Agreement for Meters Maintenance Program (Neptune Technologies)
- Alternate Locates Agreement for Corporate Locates Program (Union Gas)
- Source Protection Grant Funding Agreement - Amendment #7 (GRCA)
- City Groundwater Model Use Licensing Agreement (Nestle Waters)
- Portable Office Lease Renewal (C.L. Martin)
- Consulting Services Agreement for design of Paisley Station Upgrades (CIMA Canada Inc.)
- Purchase of Goods and Services Agreement Contract Admin for Verney ET Upgrades (J.L.Richards)
- SCADAwatch Software Termination Notice (Innovyze Inc.)
- Arkell Shooting Range Terms of Use Agreement (Guelph Police Services)
- Consulting Agreement for Hydraulic Modelling Services (C3Water)
- Goods and Services Contract for Multi-Residential Water Audit Program (WaterMatrix)
- Service Delivery Contractor Agreement eMERGE Home Tune-Up (eMerge Guelph)
- NSERC Industrial Research Chair Agreement (University of Waterloo)

### **Engineering & Transportation Services**

- CAMN Funding Agreement with FCM
- Contract #17-151 – Upgrade LED replacement, Accessible Pedestrian and Pedestrian Countdown Signals
- Contract #17-023 – Bristol Street, Phase 2
- Contract #17-183 – Agreement with GHD Ltd. Re; Environmental Investigations at Historical Landfill Sites 8 & 9 along the Paisley Clythe Watermain
- Contract #17-017 – York Trunk Phase 2B
- Legal letter Consenting to assignment of Car Share Parking Agreement
- Grant Agreement re; reimbursement of expenses with FCM for CAMN program
- Transfer Payment Agreement – Ontario Municipal Commuter Cycling (OMCC) Program
- Letter of support and commitment for Tracey Lesage and Jessica Angers re; NAMS Professional certificate
- Contract #18-007 – Niska Road Reconstruction & Bridge replacement
- Contract #18-012 – Paisley Feedermain with Capital Paving
- Contract #18-009 – Glenhill Drive & Eramosa Road Trunk Watermain const.
- Contract #18-044 – Design work rehab on Norwich Pedestrian bridge
- Contract #18-075 – Site Servicing on 772 Paisley Road & 3 Candlewood Drive
- Contract #18-001 – Annual Asphalt & Traffic Signal Improvements

- Amending Agreement to existing License Agreement with GRCA to allow installation of Sentry Wells
- Contract #18-101 – Construction of Pedestrian Crossover and Traffic Control Signals
- Contract #18-034 – Corporate Asset Mgmt. Consultant Services Agreement with GM BluePlan Ltd. for bridge and structure inspections, etc.
- Contract #17-201 – Decision Support System Implementation – new software
- Agreement (non-disclosure) with Geosyntec Consulting
- Contract #18-002 – Annual Sidewalk
- Contact #18-019 – College Ave. Watermain Reline
- Contract #18-004 – Arthur St. Reconstruction Phase 4
- Contract #18-102 – Design and Contract admin. for replacement of the 100 Steps Pedestrian Walkway and Stairs
- Contract #18-031 – Solid Waste Inventory and Condition Assessment
- Contract #18-117 – Consulting Eng. Services for Goldie Mills Ruins
- Agreement with Geosyntec Consultants re; Soil Vapour Assessment
- Agreement with MTO re; Woodlawn Rd. Multiuse Path Phase 2
- Contract #18-138 – 2018 Utility Restoration Work
- Contact #18-076 – Wastewater Facility Inventory and Condition Assessment
- Contract #18-008 – Reconstruction of Bagot Street from Mercer to Drew
- Contract #18-133 – Parking access and revenue control equipment and software purchase
- Contract #18-006 – Niska Road Bridge
- Agreement – Shared Car Parking Space Licence Agreement with Virtue Transportation Systems Inc.
- Contract #18-005 – Woodlawn Road Multi-use Path
- Contract #18-003 – 292 Elizabeth Storm Sewer
- Contract #18-024 – Replanting of Trees and Shrubs for Eastview Road
- Contract #18-010 – Claire Road and Frederick Drive turn lanes
- Agreement – Transfer of Review with MECP
- Contract #18-123 – Installation of Fibre Optic cable for Traffic Signal communications at various locations
- Amending Agreement to existing License Agreement with GRCA to allow installation of Sentry Wells for ground monitoring
- Contact #18-181 – Purchase of Services Agreement with Facility Condition Assessment Portfolio Experts Ontario Ltd. for community centres
- Contract #18-003 – 292 Elizabeth Storm Sewer
- Contract #18-024 – Replanting of Trees and Shrubs for Eastview Road
- Contract #18-010 – Claire Road and Frederick Drive turn lanes
- Agreement – Transfer of Review with MECP
- Contract #18-123 – Installation of Fibre Optic cable for Traffic Signal communications at various locations
- Amending Agreement to existing License Agreement with GRCA to allow installation of Sentry Wells for ground monitoring
- Contact #18-181 – Purchase of Services Agreement with Facility Condition Assessment Portfolio Experts Ontario Ltd. for community centres
- Contract #18-024 – Replanting of Trees and Shrubs for Eastview Road
- Contract #18-010 – Claire Road and Frederick Drive turn lanes
- Agreement – Transfer of Review with MECP

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- Amending Agreement to existing License Agreement with GRCA to allow installation of Sentry Wells for ground monitoring
- Contact #18-181 – Purchase of Services Agreement with Facility Condition Assessment Portfolio Experts Ontario Ltd. for community centres

### **Facilities Management**

- Consulting Services Agreement between City of Guelph and Sustainability Solutions Group Workers Cooperative (“SSG”) for CEI Update
- CCDC 2 Contract between City of Guelph and KSAL General Contracting Ltd. (“Facility”) for Renovation at 50 Municipal Street
- SaveONenergy Energy Manager Program – Energy Manager Funding Agreement, with Guelph Hydro Electric Systems Inc.
- Purchase of Goods and Services Agreement between the City of Guelph and RealTerm Energy Corp. for LED Conversion of Street Lights
- IUC City-to-City Cooperation Partnership Agreement with Rijeka, Croatia
- Purchase of Services Agreement between the Corporation of the City of Guelph and Stirling Rothesay Consulting Incorporated.
- Supply and Install Agreement between City of Guelph and Harold Stecho Electric Limited (“Stecho”) for East Parkade Lighting Retrofit.
- Union Gas Application Form – 2018 Commercial Savings by Design Program
- Demand Response Agreement with Voltus Energy Canada Ltd.
- Option to Purchase – Solar Equipment Lease, Installation, Operation and Maintenance Agreement between the Corporation of the City of Guelph and Envida Community Energy Inc.
- Guelph Hydro Application for opting-in for the 2018/2019 IESO Global Adjustment - Class A Status regarding the City's Wet/Dry Facility

### **Planning and Building Services**

- Consulting Services Agreement with Cole Engineering Group Ltd. for a Hydrogeological Study Peer Review for 1888 Gordon Street
- Consulting Services Agreement with RWDI Air Inc. for Preparation of Terms of Reference - Pedestrian Level Wind Studies
- Consulting Services Agreement with KAP Design to produce graphics/visuals for the City's Natural Heritage Action Plan
- Consulting Services Agreement with DCG Software Consulting Inc. for the AMANDA Folder Rebuild
- Contract Agreement with Memory Tree Productions for Clair Maltby Secondary Plan Video
- Contract Agreement with Memory Tree Productions for Clair Maltby Charrette Video

- Consulting Services Agreement with Michael Spaziani Architect Inc. for an Architectural Peer Review for 233-237 Janefield Avenue
- Consulting Services Agreement with R. Bouwmeester & Associates for Terms of Reference for Sun and Shadow Studies
- Consulting Services Agreement with Cole Engineering Group Ltd. for a Hydrogeological Peer Review for 1553-1557 Gordon Street and 34 Lowes Road West
- Consulting Services Agreement with Ruth Victor & Associates Inc. for the Block Plan Guidance Document for the Guelph Innovation District
- Consulting Services Agreement with LEA Consulting Ltd for the Terms of Reference for Lighting Plans and Photometric Plot Plans
- Consulting Services Agreement with Brook McIlroy Inc. for Commercial Built Form Standards

**Schedule "DD" Certain Types of Alterations to Properties Designated Under the Ontario Heritage Act**

Delegate: General Manager, Planning and Building Services

Table 2 - Individual Heritage Designation

<b>Permit Number</b>	<b>Property Address</b>
18-0004	16 Arthur Street North
18-0005	87 Liverpool Street
18-0008	13 Stuart Street
18-0010	133 Wyndham Street N
18-0015	478 Gordon Street (Massey Hall, U of G)

Table 3 - Heritage Conservation District Designation

<b>Permit Number</b>	<b>Property Address</b>
18-0003	54 Forbes Avenue
18-0012	26 Albert Street



## Schedule "GG" To Approve Residential Demolition Permits

Delegate: General Manager, Planning and Building Services

Permit Number	Property Address
2018 000061 DP	58 Memorial Crescent
2018 000509 DP	279 Water Street
2018 001111 DP	287 Palmer Street
2018 001272 DP	20 Young Street
2018 001863 DP	112 Ontario Street
2018 002836 DP	65 Dean Avenue
2018 003739 DP	57 Edgehill Drive
2018 003646 DP	78 Rodney Boulevard
2018 002570 DP	160 Water Street
2018 004783 DP	12 Malvern Crescent
2018 005132 DP	99 Winston Crescent
2018 004906 DP	175 Dawn Avenue
2018 006107 DP	69 Lowes Road
2018 006409 DP	55 Dublin Street South
2018 007176 DP	95 Emma Street

### Financial Implications

As this is an annual reporting mechanism, there are no financial implications.

### Consultations

Service area staff taking action with respect to delegated authority in 2018 were canvassed in the preparation of the report.

### Strategic Plan Alignment

#### Priority

Working together for our future; run an effective, fiscally responsible and trusted local government with engaged, skilled and collaborative employees.

## **Departmental Approval**

Terry Gayman, General Manager, Engineering and Transportation Services


Jennifer Rose, General Manager, Environmental Services

Antti Vilkkö, General Manager, Facilities Management

Todd Salter, General Manager, Planning and Building Services

## **Report Author**

Jessie Finkelberg, Executive Assistant, Infrastructure, Development and Enterprise



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## **Approved and Recommended By**

Kealy Dedman, P.Eng., MPA

Deputy Chief Administrative Officer

Infrastructure, Development and  
Enterprise Services

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# Information Report

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Service Area	Infrastructure, Development and Enterprise Services
Date	Friday, December 20, 2019
Subject	<b>Corporate Accessibility Annual Report</b>
Report Number	IDE-2019-130

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## Executive Summary

### Purpose of Report

This report provides the annual update on the City Council's Accessibility Advisory Committee (AAC) activities, the Corporate Multiyear Accessibility Plan and Bi-Annual Compliance Report to the Province.

### Key Findings

Consultation and recommendations from the AAC have resulted in staff identifying potential barriers to be addressed in the following areas:

- a. Transit kept the AAC informed on projects to improve their services such as the new Mobility System Scheduling software. The AAC assisted staff by providing feedback on this new service including recommendations for potential improvements from the client perspective.
- b. Staff consulted the AAC regarding specific streets where speeding concerns have been raised as specific traffic calming measures can become a barrier for people with a disability. This consultation is ongoing and is expected to be a topic of discussion into 2020.
- c. Parks Planning consulted with the AAC as required in the Accessibility for Ontarians with Disabilities Act (AODA). Park trail best-accessibility practices were discussed as it relates to the Guelph Trail Master Plan including ways to improve inclusive play in the design of park play structures.
- d. City Accessibility staff regularly consult with AAC members regarding site plan applications as part of the Site Plan Review process.

The updated Corporate Multiyear Accessibility Plan is focused on website and accessible document compliance with the Accessibility for Ontarians with Disabilities Act (AODA) as all other requirements have been met and continue to be top of mind for employees.

The bi-annual report demonstrating compliance with the AODA has been submitted to the Ministry of Seniors and Accessibility within the required reporting period.

### Financial Implications

There are no financial implications as a direct result of this report.

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# Report

## Consultation and recommendations from the AAC

The Accessibility Advisory Committee (AAC) is a committee of Council as legislated through the Accessibility for Ontarians with Disability Act (AODA). The regulations under the AODA are based on the Ontario Human Rights Code and aim to proactively remove barriers for people with a disability making Ontario an accessible province by the year 2025. Barriers can range from physical, such as a person who uses a wheelchair receiving equal access to a service counter to attitudinal barriers, such as a person with a non-visible disability gaining information electronically through a screen reader.

The members of the AAC advise the City and Council on the identification of current or potential barriers and on the removal of barriers. Over the past months, the committee has been able to provide advice on potential barriers related to projects that were still in the planning stage. Further, the committee has worked with employees to develop standardized approaches to accessible design. This is the committee's ideal approach.

All people may eventually experience some form of disability. Abilities change throughout a person's lifespan and may change with age.

Disabilities may be temporary or permanent and can come in many forms. It may be:

- Visible or hidden. It's easy to see the person who uses a walker or scooter however a person's disability may be hidden if they experience a mental health related disability.
- Severe or mild. Complete paralysis can impact every aspect of a person's life. Minor hearing loss may have a lesser impact.
- Singular or multiple. A person with a learning disability may not have any other abilities affected. Those with diabetes are likely to experience vision loss, reduced sensation in peripheral extremities, or even amputation.
- Chronic or intermittent. Someone with a learning disability will tend to process information at the same level every day. However a person with some forms of arthritis will have days that are fair and others that they are not able to function or may need the use of a wheelchair.

To be selected for a position on the committee, AAC members must have a disability or be knowledgeable about disabilities. Members at the AAC table are able to share their lived-experience with disability and are often well connected in the community with others who have a disability through support groups, social opportunities and when they access services. They are able to advise on matters through an "accessibility lens" that provides a rare opportunity to gain an understanding of potential barriers in City services, programs and facilities.

The AAC's willingness to share their accessibility related knowledge with City staff and committee members provides the City with an invaluable resource. A person's disability can have commonalities to others with a disability but also in some ways be as unique as the individual.

The City's Accessibility Advisory Committee members have been quite active over the past year.

The highlights of their activities are as follows:

- a. Transit staff met with the AAC at each of their committee meetings in 2019. Transit is an invaluable resource for many committee members as it is either their or a family member's primary mode of transportation. A great example of collaboration took place this year as Transit staff reached out to the AAC to assist in understanding potential issues with the new Mobility scheduling system. From the perspective of customers with a disability committee members provided feedback that allowed Transit to take quick action on adjusting the new scheduling system.
- b. Speed humps/cushions and roundabouts in pedestrian use areas and similar traffic calming measures can become a barrier for people with a disability. Staff consulted with the AAC as a result of receiving traffic calming requests for specific streets. Staff are empathetic to both the neighborhood and AAC concerns. The consultation with the AAC resulted in selecting other traffic calming measures in all but one of many proposed speed cushions. The AAC and Traffic Investigations staff will discuss this topic further in 2020.
- c. As a requirement in the AODA, Parks Planning consulted the AAC at various meetings throughout 2019 regarding park trails and the Guelph Trail Master Plan (GTMP). AAC members were able to share details regarding barriers related to trails. It is expected that trail signs and the information that they contain will be an important GTMP topic in 2020. Further consultations regarding the design of park play structures (new and replacements) took place throughout 2019. AAC members, staff and consultants discussed ways of designing these structures so that a child with a physical disability could experience play value with all components. Some of these new designs will be shared with municipalities throughout Ontario, such as the use of Talk Tubes that connect play with the top level of senior play structures with people on at the ground level who are unable to access that level of the play structure. In other cases, where grading is available, staff have been able to build a semi-accessible route (installing climbing stones or grass areas into slopes that are gradual) and an accessible route that connects the top level of senior-level slide to the bottom of the slide.
- d. Accessibility staff regularly consult with AAC members regarding site plan applications as part of the Site Plan Review process. As a sub-committee of the AAC, the Site Plan group meet every two weeks to review and comment on site plan submissions from an accessibility perspective. The number of site plans submitted in 2019 kept this small group of citizen volunteers busy. Their comments focus on the accessible:
  - Pedestrian routes on the site as well as how these routes connect with the municipal sidewalks and public transit;
  - Parking location and design; and
  - Features in amenity areas.

The AAC Site Plan group not only understands the AODA requirements but they are also accustomed to using the City's Facility Accessibility Design Manual that incorporates the AODA and Ontario Building Code requirements. They also offer a unique perspective as they experience

spaces while using a mobility device, with low vision or using a travelling cane to see, with a cognitive impairment, or another disability. They understand first-hand what makes a space universally accessible to everyone.

## **The updated Corporate Multiyear Accessibility Plan**

The Province of Ontario asks “What is accessibility?” To them: “It simply means giving people of all abilities opportunities to participate fully in everyday life.” For the City of Guelph, accessibility also means everyone can equally benefit. From designing what we build, how we approach policies and programs, to improving the customer experience. We take into account and value the diversity of our community.

Attachment A provides the Corporate Multi Year Accessibility Plan, which concentrates on the upcoming 24 months. Updating the corporate websites and public-facing documents is the current focus. The requirement is to have web content published after January 1, 2012 accessible by January 1, 2021. Further, public-facing documents, such as mailings through to door hangers will be made accessible and include a statement inviting people to request the information in a format that removes an accessibility barrier for them.

Employee and volunteer training on how to comply with the AODA is currently being offered, however the landscape of accessibility is changing. To ensure that the corporation is in compliance with the accessibility needs in our community, additional training opportunities will be developed.

## **The bi-annual report**

Finally, the Corporation has filed its Bi-Annual Accessibility Report to the Province of Ontario, Ministry of Seniors and Accessibility. The Corporation is in compliance with the current AODA requirements.

Every two years the Corporation must report that it has met specific requirements within the AODA. Early in January 2020, Accessibility Services will begin to prepare for the next report in 2021.

## **Financial Implications**

There are no financial implications as a direct result of this report

## **Strategic Plan Alignment**

“Building our future”: a strong, vibrant, safe and healthy community takes into consideration the ability and needs of all people to ensure that everyone can enjoy their community and participate as they wish.

Within this same theme of community, the Accessibility Advisory Committee members volunteer their time, knowledge and experience with City Council and staff as we are all “Working together for our future”.

## **Attachments**

Attachment 1 - Corporate Multiyear Accessibility Plan

## Departmental Approval

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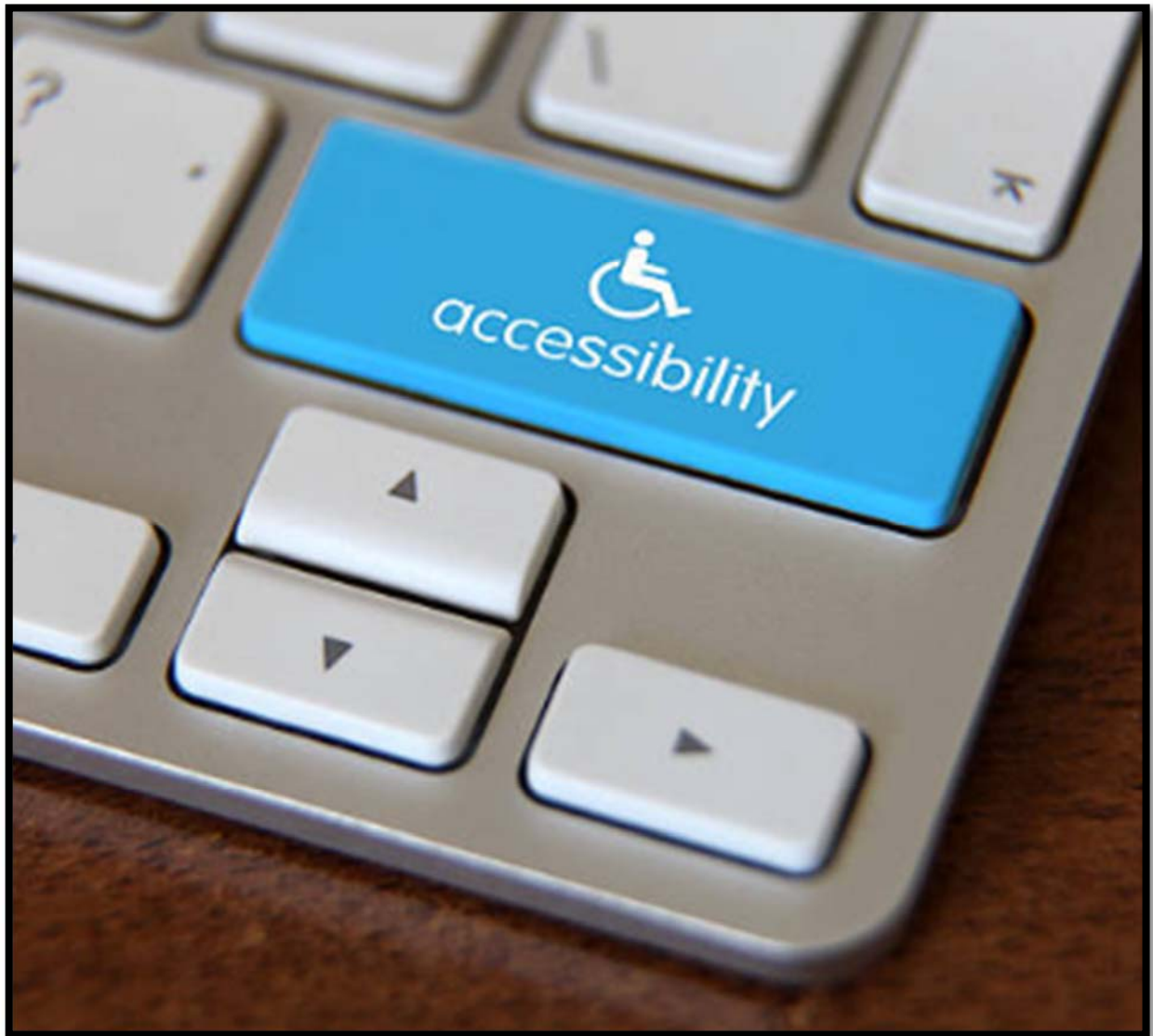
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# Attachment A Multi-Year Accessibility Plan Now to 2022

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**Accessibility Services  
City of Guelph**





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Accessible formats available upon request to Accessibility Services 519-822-1260 extension 2670, TTY: 519-826-9771, Text: 226-821-2132

# Realizing an accessible community through our commitment

## Accessibility in the City of Guelph

For the City of Guelph, accessibility means everyone can equally benefit. From designing what we build, how we approach policies and programs, to improving the customer experience. We take into account and value the diversity of our community.

Our work to remove barriers to our services, programs and facilities began in the 1990s. Our commitment has evolved over the years to match, and often exceed, the requirements of Provincial accessibility legislation. The Accessibility for Ontarians with Disabilities Act, the current Provincial accessibility legislation, along with universal design principals has guided the City to become a corporation that recognizes people rather than groups of people. Each of us has our own experiences which lead to City services taking into account individual needs.

This advanced way of thinking began in 2005 with the development of the manual that the corporation uses to design its buildings. The following Universal Design Principals are at the core of that manual.

- **Principle 1:** Equitable Use
- **Principle 2:** Flexibility in Use
- **Principle 3:** Simple and Intuitive Use
- **Principle 4:** Perceptible Information
- **Principle 5:** Tolerance for Error
- **Principle 6:** Low Physical Effort
- **Principle 7:** Size and Space for Approach and Use

These principles are incorporated into our workforce training materials. As a result they have become an important accessibility consideration in most aspects of our services, programs and facilities.

## About the City of Guelph's second Multi-Year Accessibility Plan

The City of Guelph Multi-Year Accessibility Plan Now to 2022 is a road map that describes how we will continue to prevent and remove barriers to our programs, services, and facilities.

Following the City's first Multi-year Accessibility Plan, a roadmap that described how we build on our accessibility-related successes, this second plan builds on those successes to keep up with our community as it evolves. This plan is a high-level snapshot of what is to come.

## Accessibility through policy

With an industry-leading Corporate Accessibility Policy, the City further commits to set the stage for innovation in the coming years with accessible customer service,

accessible websites, continued attention to inclusive employment practices, accessible public transportation systems, accessible parks and outdoor open spaces as well as growing opportunities for the public to engage with the City regarding the needs in the community as well as providing feedback on our services, programs and facilities.

## **Goals and vision for an accessible city**

### **Statement of commitment**

The City of Guelph is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in access that follows universal design principles and integration. We are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and by meeting, and where possible exceeding, our accessibility requirements under Ontario's accessibility laws.

### **We recognize the benefits**

Accessibility is a powerful tool – it improves our communication, it brings more people together, and it increases our competitive advantage. In an accessible organization, a broader range of people will be able to work for the City and more people will have access to our services and programs.

Our goal is to make City workplaces and customer service areas accessible and welcoming environments – places where both employees and customers are accommodated according to their needs. Employees need to be able to function effectively and customers need to receive timely, high quality services in a way that works for them.

We want to provide excellent services to the public and reflect that in everything we do. We want to attract the talented people we need to fill jobs. Building a dynamic and accessible organization will help us reach these goals.

To transform into an accessible organization, the City is evolving to a more cohesive approach in its accessibility efforts.

## **How we have been building an accessible city**

### **City's commitment to Persons with Disabilities continues**

Since 1995 the City has committed to understanding and removing barriers with the first Inclusion Coordinator position. As the years progressed the corporation demonstrated its commitment by implementing a Barrier Free policy.

The commitment of the corporation grew with the creation of the City's Accessible Customer Service Policy. With Provincial legislation in place that encouraged better understanding of barriers to accessibility, the City expanded the Accessible

Customer Service policy to the current guiding policy, the City of Guelph Corporate Accessibility Policy.

We are accessibility leaders in our community and in Ontario. Our goal remains to ensure accessibility for our employees and the public we serve in our programs, services and facilities.

## **The Accessibility for Ontarians with Disabilities Act: How we fit**

In 2005, the government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. Municipalities must meet requirements in five areas:

- Customer service
- Information and communications
- Employment
- Transportation
- Design of Public Spaces

The accessibility standard for customer service came into force for municipalities in 2008. The next three standards – information and communications, employment and transportation – have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR is now law and the requirements will be phased in over time. The standard for the built environment for public spaces was released at the beginning of 2013. This regulation is also included in the IASR and is called the Design of Public Spaces.

## **Our Strategic Focus: How We Will Get There**

### **The City's Accessibility Strategy**

What does an accessible Guelph look like? Organizational change is complex and involves many components: policies, processes and practices; people; technology; infrastructure; communications and awareness. Taken together, these are the levers that will bring about change.

### **How we will achieve results**

#### **A strong foundation helps build success**

Building a solid structure and organization has been a key component of our success so far in creating an accessible organization.

We believe that the critical factors for our success include:

- Informed and committed leadership
- Organization-wide alignment and coordination
- Strong governance and accountability
- Measurement, evaluation and reporting

#### **Informed and committed leadership**

We need informed and committed leadership to propel us forward. City leaders have identified accessibility as a priority. The City is a large organization with a workforce of 1500 to 2000+ people, depending on the season. Informed leaders, guided by the City's Accessibility Services, will ensure an aligned and coordinated organization-wide process.

As the corporation moves towards strong governance and accountability, accessibility will become incorporated into how we provide service to our customers. This type of governance structure is key to realizing our vision. All employees have a role to play in accessibility, and key individuals and groups have been assigned responsibilities to ensure our goals are met:

**Executive and Senior Champions of Accessibility:** Executive Leadership, supported by their Senior Leadership Assistants will facilitate accessibility related messaging to Senior Managers. This level of government will champion the implementation of the AODA standards in their Service Area. The leadership and expertise of the Senior Managers will ensure a cohesive approach.

**Accessibility Advisory Committee:** These members of the community who are appointed by Council will provide advice on the implementation of the AODA Plan. With lived experience, these community members are a wealth of knowledge and can tell their story from the point of view of a person with a disability, a customer, a visitor to a facility, and many other aspects. This consolidated "voice" provides a critical perspective on the needs of persons with disabilities. This group is consulted frequently by department and project managers for feedback on accessibility strategies and implementation of key priorities.

**Accessibility Services:** Accessibility Services provides coordination, vision and leadership to the municipality in order to achieve organization-wide accessibility. This office works under the collaboration and advice of the City's Accessibility Advisory Committee to develop the actions and messages required to comply with the AODA.

## **Accountability - measurement, evaluation and reporting**

The success of this strategy – like any other – depends on having a clear way to measure, evaluate and report on progress. At specific periods of time set out by the Province, City shall report their progress on accessible goals and any achievements that they've realized during the year. This reporting will be the responsibility of senior managers.

Accessibility services, with the assistance of the Accessibility Advisory Committee (AAC) will review these reports and develop recommendation for the services areas where appropriate.

In addition, the City recognizes that getting feedback from employees and customers is an important part of our evaluation process. The Multi-Year Plan and beginning in 2021 compliance report summaries will be posted on the City's website in HTML format and be available for reading or download in PDF format. Members of the public will be invited to provide their feedback on these documents as well as City programs, services and facilities.

# **Compliance with the Accessibility for Ontarians with Disabilities Act**

## **How we will get the job done**

The City is demonstrating leadership by being one of the first organizations in Ontario to meet the requirements of the AODA. We were of the first municipalities to report compliance with the customer service standard, and to meet requirements under the Integrated Accessibility Standards Regulation (IASR). We are on track to be one of the first Ontario organization to publish accessible content on a municipal website by the end of 2020.

## **We achieve these goals by:**

### **Ensuring organizational readiness to meet compliance**

In order to meet and sustain compliance, the City will continue to revise policies and develop new ones with accessibility in mind. Policies and guiding principles not only help employees embed accessibility into everyday activities, but also help ensure that compliance activities are communicated and delivered in a consistent way across the organization.

### **Keeping compliance active**

Compliance with the AODA needs to be kept active, so ongoing maintenance and quality controls are needed as well as the opportunity to encourage adjustments that will only further the municipality's efforts. The following Multi-Year Plan will set out the City's vision, our commitment and how we will achieve our vision.

City employees will be supported in their efforts with tools, such as checklists and guides, which will assist in interpreting the requirements as well as provide guidance on making product selections, hiring through the contract process, and develop written materials that meet the requirements.

Comprehensive ongoing training give employees the knowledge, skills and tools they need to meet and exceed compliance requirements. City employees have a broad range of functions and roles. For that reason, training is adapted to suit the type of work, the work location, and the type of involvement employees may have with accessibility. Training topics include: developing alternate formats, hosting accessible meetings, and creating documents, policies and procedures with accessibility in mind. A variety of training materials, resources and best practices have been developed as a result, and are shared across the organization.

Beyond the required training, ongoing evaluation of the City's accessible services, programs and facilities, will assist in identifying potential education and awareness opportunities. This system will help ensure compliance with the legislation and keep the topic of accessibility front and centre.

## **Our progress on the AODA regulations**

The following outlines our commitments and our progress in meeting accessibility standards in six key areas: • Customer service • Information and communications • Employment • Procurement • Transportation • Built environment

### **Customer Service**

The City provides services to a diverse population at several facilities throughout the city. Developing an accessible customer service experience was an essential first step in our work.

#### **Our vision**

Customers must be served in ways that:

- Best achieve an equitable customer experience when accessing municipal services, programs and facilities
- Employ best efforts to develop and maintain customer service that is accessible
- Use available budgets and resources wisely

#### **Our commitment**

The City is committed to ensuring that all customers – whatever their ability – are served in an accommodating environment and receive accessible goods and services in a timely manner.

#### **How we achieve our vision**

- Reviewing and updating policies and standards regularly to ensure high quality, accessible customer service
- Consulting with key stakeholders and the City's AAC on emerging, or changing requirements
- Embedding accessibility requirements into employees training and orientation materials
- Using internal expertise to conduct reviews to ensure compliance and improve services
- Reviewing customer feedback and taking appropriate action
- Providing training for employees who serve the public, and make policies that shape how services are delivered

#### **Outcome**

Members of the public receive an equitable and effective customer experience that accommodates their needs.

#### **Our accomplishments**

**Customer Service Policy** - The City has had an accessible customer service policy since 2010. The policy is included in the training of all City employees and volunteers and meets the requirements of the customer service regulation within the IASR. Upon the development of this policy, the City determined that it already

had, in some areas, exceeds the regulation. For example, in the years leading up to the AODA requirement the City had developed a program that waived the admission/registration fees for a support person accompanying a person with disabilities attending a City hosted event/program.

**City Accessibility Resources and Guidelines** - The City developed several resource materials and guidelines that clarify mandatory requirements under the standard for customer service, and shares good practices. It is posted on an internal website for easy access by City employees.

**Ongoing Accessibility Training** - The City of Guelph developed training for employees and volunteers that are specific to their work tasks and City settings where they work. With customer service being the largest module of this training, it also includes information about all of the regulations within the AODA Integrated Accessibility Standard Regulations and the Ontario Human Rights Code as it supports people with a disability.

Further to understanding how to serve people with disabilities in ways that respect their dignity and independence, training is ongoing and includes updates as technology changes and the needs of the public evolve.

## **Information and communication**

Communicating and providing information in ways that work for all employees and customers is another cornerstone of building an accessible organization.

### **Our vision**

The City will follow universal design principles and best practices when developing, implementing and maintaining information and communications strategies and products. This includes websites, communications materials, telephone communications and face-to-face interactions. The goal is to achieve the most effective and efficient access to information for all users.

### **Our commitment**

The City is committed to ensuring that information and communications are available and accessible to people with disabilities. Over the past four years, the organization has delivered training to staff on how to develop documents that are accessible. Over the next two years the Information and Communication requirements in the AODA will be the focus of training, purchasing of software, working through changes to existing software and making City websites accessible.

### **How we will achieve our vision**

- Achieving compliance with the Web Content Accessibility Guidelines-based (WCAG) commitments in the Information and Communication section of the IASR (Integrated Accessibility Standards Regulation) to ensure websites are accessible for all.
- Maintaining and updating guidelines that the City has developed and communicating these best practice guidelines to employees through training.



- Ensuring that information produced by the City, including emergency procedures, plans, and public safety is readily available in a variety of alternate formats such as large print, and accessible HTML and PDFs.
- Continuing to implement the training strategy to ensure that staff have the knowledge, tools and technical advice to create accessible materials.
- Ensuring that kiosks have accessibility features in their design.
- Continuing to expand knowledge and use of accessible devices such as audio amplifiers.

## **Public Libraries**

### **How we will achieve our vision**

- Continuing to provide access to accessible materials in the Main Library
- Arranging for the provision of access to accessible materials, where they exist, will also continue
- Informing the public of the availability of these accessible materials
- Providing information in an accessible format or with appropriate communication supports, upon request
- Working to provide accessible formats for archival material, special collections, rare books and donations
- Collaborating with the CELA and other support agencies to provide direct access to audio materials for the blind and visually impaired
- Designing the new Guelph Central Public Library in keeping with the City's Facility Accessibility Design Manual.

## **Employment**

The process of finding, getting and keeping a job must be inclusive and accessible in order to build an effective workforce in the City.

### **Our vision**

As a top employer, the City will enable and encourage persons with disabilities to participate fully in all aspects of employment with the organization.

### **Our commitment**

The City is committed to inclusive and accessible employment practices that attract and retain talented employees with disabilities. The City understands the Ontario's Human Rights Code and has developed and implemented policies that support accommodation and address discrimination and harassment allegations.

### **How we will achieve our vision**

By 2022 the City will:

- Review employment-related policies and procedures to ensure they meet legislated requirements.
- Document recruitment, performance management and career development practices.

- Return to work, employee accommodations, and redeployment practices will also be set out in a document.

### **Employee Training**

Employees will receive accessibility training that supports the goals of the AODA. It is expected that the training will cover a range of topics such as:

- How to identify and remove barriers in the workplace for employees and customers
- Understanding and accommodating various types of disabilities
- Understanding employer obligations to provide employment accommodation
- Understanding the City's obligations and leadership under AODA regulations

### **Outcome**

- As required, individual workplace emergency response plans have been developed for employees with disabilities.
- Accommodation for disabilities is offered and provided as required.

### **Our accomplishments**

The City implemented a procedure to develop individualized workplace emergency response plans as required by the AODA. Further, the organization extended the policy and process to City volunteers.

### **Procurement**

The City is a major purchaser of goods and services. It is important that procurement processes are inclusive so that all customers can participate, and all vendors are aware of the need to provide accessible goods and services.

### **Our vision**

Availability of accessibility options is a high priority in the procurement process. The vendor community is aware of and understands the need to demonstrate leadership in removing barriers for persons with disabilities.

### **Our commitment**

The City is committed to integrating accessibility into procurement policies, procedures and practices by:

- Conducting regular reviews and updates of procurement-related directives, policies, procedures and standards.
- Consulting with key stakeholders, advisory groups and vendors on promoting awareness of accessible selection of products.
- Embedding accessibility requirements into the procurement process.
- Conducting reviews to ensure compliance and continuous improvement in procurement practices.

- Reviewing feedback on the procurement process and taking appropriate action as needed.

### **How we will achieve our vision**

The City is committed to implementing accessible procurement practices and processes. City vendors and partners will be aware of the requirement to incorporate accessibility considerations and requirements into the procurement cycle, including the planning and document development stages. A resource booklet will be available to employees who procure or acquire on behalf of the City.

Further resources are available to employees and range from guidelines on hosting accessible meetings to a list of product features to look for when procuring. This list of features often reflects the requirements in the City's Facility Accessibility Design Manual and at times exceed it in an effort to respond to concerns of a barrier.

Through policies and practices that include accessibility considerations, City buyers are able to conduct business in a way that accommodates customers of all abilities.

### **Outcome**

The City market influence has generated a heightened level of awareness and responsiveness in adopting accessibility measures in the vendor community.

### **Our accomplishments**

Procurement directives, tools and guidelines have been updated to meet new accessibility standards. Accessibility considerations of the IASR have been incorporated into the existing Accessible Customer Service directive in the City's procurement process.

## **Transportation**

### **Outcome**

To ensure that members of the community with a disability have access to a barrier-free public transit system

### **Our accomplishments**

Guelph Transit has been busy over the past couple of years implementing the requirements with the AODA. The following requirements have been completed:

Along with the below accomplishments Guelph Transit Mobility Service continues to improve the ridership experience. In 2018 Transit purchased 11 new vehicles to replace their aging fleet. They hired five more part-time drivers. In the first quarter of 2018 Transit rolled out a new program, call Mobility Services Automated Calls.

This new automated phone call service reminds passengers of their upcoming trip. These automated calls help to ensure that passengers never miss a pick-up, and it allows passengers time to reschedule or cancel a trip if necessary.

### **Types of automated phone calls**

1. One day prior notification – received one day prior to your schedule pick-up
2. Fifteen (15) minute notification – received 15 minutes prior to your scheduled pick-up
3. Eligibility expiration – a reminder that your eligibility for mobility service is about to expire and instructions for next steps

To receive these calls you will need to register for the service. When you register, you will have the option to choose one, two or all three types of calls; the choice is up to the passenger.

Guelph Transit have updated the Service Animals rules, to reflect current legislation across both the Conventional and Mobility bus services

Guide Dogs and Service Animals are permitted on Guelph Transit vehicles. When it is not readily apparent (can't easily and clearly be seen) that an animal is a Service Animal, a letter from a registered health care professional is needed to confirm that the person requires that animal for reasons relating to their disability. The letter must be presented to the driver when boarding a Guelph Transit vehicle upon request from the driver. All other animals, not classified as a Guide Dog or Service Animal, must be secured in a small enclosed pet carrier that needs to fit between the seats.

In September 2017 Guelph Transit changed the vision of the Community Bus service. The most noticeable change was using full size buses to run the service, and the next big change was, not picking up on private property. This allowed Transit to better maintain schedule adherence, and not be impacted by delays due to parked vehicle on private property. Since the change was implemented the ridership of this service has doubled.

The Community Bus service is a conventional sized bus that can serve passengers using mobility devices as well as those without. The Community bus provides service where passengers are able to flag the Community Bus along its routing when standing both at a bus stop and not at a bus stop. This means, if it is a safe location to stop the bus, an operator will pick up passengers to board their bus throughout the route who flag them down as they approach.

In addition, passengers are allowed to request a stop at existing bus stops or locations along the routing of the Community Bus. When requesting a stop that is not located at a bus stop, passengers speak to the bus operator before approaching the stop. This service is available Monday to Saturday, 8:30 a.m. to 4:30 p.m.

As part of the Community bus service an expansion is planned for the coming years that will increasing frequency and hours of service. Also in the planning stage, an Intelligent On-Demand Software service that will allow customers to book pickups on demand, with little to no window of time, based on availability.

The Mobility services will have a similar expansion in 2019. How passengers book a trip is changing. The Mobility service will provide on-demand bookings, allowing passengers to book a trip when they need it based on availability. The goal of this program is to give passengers the flexibility and freedom to book when they want a ride rather than fitting their schedule to the availability of the Mobility bus schedule. As part of this program, Transit will launch a mobile app that give passengers the ability to book trips online.

### **Right sizing our vehicles;**

Mobility service will receive a newer type vehicle in the coming months. This vehicle will be smaller in size and will be utilized on the road to accommodate less volume in the off peak hours. This new vehicle will hold up to seven passengers, and will have rear and side entry for up to three mobility devices.

### **Supervisor Vehicle**

Mobility service has purchased a specialized vehicle for our mobility supervisor to assist with overflow and emergency situation. This provides an essential backup to any vehicle malfunctions or when emergency service is needed.

### **Built environment**

The City strives to be a leader in accessibility and is committed to providing a universally accessible built environment at its facilities. The City of Guelph Facility Accessibility Design Manual (FADM) acts as a guiding standard for City facilities. Updated periodically and upon the release of new legislation, the FADM exceeds the Ontario Building Code and in many regards it exceeds the Design of Public Spaces regulation recently released as part of the Integrated Accessibility Standard. The FADM will continue to be the guiding standard for City renovations and newly constructed buildings.

During 2017 the City conducted an accessibility audit at several of its facilities. These buildings will be renovated over the coming years. Further accessibility renovations or replacements on other City facilities will take place within other projects. The FADM is the guiding document for all City buildings.

The FADM is slated to go through an update upon the release of the Ontario Building Code (OBC) section(s) related to accessibility. The OBC is reviewed/updated by the Province approximately every five years.

With regard to the AODA Design of Public Spaces, the update schedule for this regulation is not known at this time. Upon its release, the FADM will be update to reflect those requirements as well.

### **Our vision**

Customers, employees and visitors will be able to move freely – unrestricted by barriers – in all City interior and exterior spaces as set out in the FADM.

## **Our commitment**

The City is committed to greater accessibility into, out of, and around our facilities. Our successes to date yet again demonstrate the City's commitment to accessibility as budget allocation to these renovations has been consistent over the years.

## **How we will achieve our vision**

The City will continue to undertake accessibility retrofits of existing facilities and build new facilities to the standards in the FADM.

## **Outcome**

City facilities will strive to have accessible and accommodating environments for employees, volunteers and customers.

## **Our accomplishments**

From picking up a bus pass to swimming in a City pool, City facilities are alive with activity every day. The City identifies barriers for people with disabilities and removes these barriers using universal design principles. For most, further accommodations are rare but can be requested of any City employee.

Since 2018 the following facilities have been newly built or renovated to improve accessibility:

- Wilson Street Parking facility
- Victoria Road Recreation Center
- Hastings Stadium – Improved spectator seating
- Margaret Green Park Washrooms
- Riverside Park Washrooms
- Main Branch Library
- 50 Municipal Street employee areas
- Replacement of park playground equipment

2020 projects:

- Exhibition Park Tennis Court Washrooms
- Planning for the South End Community Centre
- Guelph Transit office update
- Waterworks Pump House to offices
- The Boathouse

The City will review and update annually its procedures for preventative and emergency maintenance of the accessible elements in public spaces and procedures for dealing with temporary disruptions when accessible elements are not in working order.

# **Leading the Way Forward: A Final Word**

## **Our Commitment**

The City is committed to making accessibility throughout the organization a reality. Our progress so far would not have been possible without the vision of senior executives, the leadership of City managers, the concerted efforts of each employee, and the commitment of the dedicated citizens who give their time and expertise to the City's Accessibility Advisory Committee. We thank them for their invaluable feedback, input and dedication to this work.

There is much more to accomplish.

Many of our initiatives are in full swing and more are on the drawing board as we implement this plan. We will continue to identify and remove barriers at every level of the City in order to create accessible spaces, programs and services that everyone can use.

## **We'd like to hear from you**

Do you have any thoughts or feedback on what has been accomplished so far? Ideas on how plans or projects could be improved? Do you need any other information to move forward with your own plans? Please contact us with your questions and ideas. We would be pleased to hear from you.

This document is available online ([Guelph.ca](http://Guelph.ca)) in an accessible PDF.

For more information, to provide feedback or to request an alternate format of this document please contact:

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Phone 519-822-1260 ext 2670  
TTY 519-837-5688; Text 226-821-2132  
Email: [accessibility@guelph.ca](mailto:accessibility@guelph.ca)  
Website: [Guelph.ca](http://Guelph.ca)

## **Appendix 1:**

### **Accessibility Principles**

A plan is only as good as its guiding light – in this case, a set of accessibility principles that all departments in the City will follow. Employees must use reasonable efforts to ensure that policies, programs and services – including procedures and practices established to provide accessible service to persons with disabilities – reflect these principles.

#### **Dignity**

The principle of respecting the dignity of persons with disabilities means treating them as customers who are as valued and deserving of high quality and timely service as any other customer. Persons with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience. The delivery of goods and services must take into account how persons with disabilities can effectively access and use them.

#### **Independence**

In some instances, independence means freedom from control or influence of others – in other words, the freedom to make one's own choices. It can also mean freedom to do things one's own way. People who move or speak differently must not be denied the opportunity to participate in a program or service, for example. People with disabilities need to be able to take the time they need, without being rushed or having a task taken away from them.

#### **Integration**

The provision of goods or services must be integrated so that persons with disabilities may benefit from the same services, in the same place and in the same or similar way as other customers. Integration means that policies, programs, services, practices and procedures are designed to be accessible to everyone, including persons with disabilities.

#### **Equal Opportunity**

Equal opportunity means that persons with disabilities have the same access as others to obtain, use and benefit from goods or services. They should not have to make significantly more effort to access or obtain services. They should also not have to accept lesser quality or more inconvenience than any other customer.



## Appendix 2:

### Definitions

**Accessibility:** a general term used to describe the degree of ease that something (e.g., device, service, and environment) can be used and enjoyed by persons with a disability. The term implies conscious planning, design and/or effort to ensure it is barrier-free to persons with a disability and, by extension, highly usable and practical for the general population as well.

**Accessibility for Ontarians with Disabilities Act (AODA), 2005:** the purpose of the Act is to develop, implement and enforce accessibility standards in order to remove barriers for Ontarians with disabilities on or before January 1, 2025 in relation to goods, services, facilities, accommodations, employment, facilities, structures and premises. The AODA came into force on June 4, 2005.

**Accessible:** that which can be easily reached or obtained; a facility that can be easily entered; posing no obstacles to persons with disabilities.

**Accessible formats:** may include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities.

**Adaptive technologies:** technologies that enable persons with disabilities, primarily physical disabilities, to use regular versions of products such as computers or telephones.

**Assistive devices:** equipment that assists people to perform a given task; usually devices that people bring with them, such as a walker, scooter, wheelchair or personal oxygen tank.

**Assistive technology:** technological devices that have been developed with features specifically helpful for people with disabilities. Publishers may be asked to supply file formats that are compatible with particular types of assistive technology.

**Communications:** the interaction between two or more persons or entities, where information is provided, sent or received.

**Communication supports:** may include, but are not limited to, captioning, alternative and augmentative supports, plain language, sign language and other supports that facilitate effective communications.

**Conversion ready:** an electronic or digital format that facilitates conversion into an accessible format.

**Disability:** the interaction between the social, cultural or physical environment and a person's impairment that creates barriers. Disability may be apparent to others or hidden, inherited, self-inflicted or acquired, perceived or presumed.

**Diversity:** refers to the presence of a wide range of human qualities and attributes within a group or an organization. The dimensions of diversity include,

but are not limited to, age, gender, race, ethnicity, physical and intellectual ability, religion, sexual orientation, educational background and expertise.

**HTML/XHTML (HyperText Markup Language):** the markup language for web pages and provides the basic building blocks of web pages. XHTML is a set of XML specifications that extend the rather limited capabilities of HTML and make it more disciplined. Both HTML 5.0 and XHTML 5.0 are currently under development by the World Wide Web Consortium.

**Information:** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

**Ontarians with Disabilities Act (ODA), 2001:** requires government ministries, municipalities and public sector organizations such as transportation organizations, hospitals and school boards to develop an annual accessibility plan aimed at identifying, removing and preventing barriers to accessibility in a number of areas, such as government buildings, publications and internet sites.

**PDF (Portable Document Format):** a file format, which enables a document to be used on many different computer platforms but always to maintain the same visual appearance and page layout. Originally developed by Adobe in the early 1990s, PDF is now an ISO standard and is widely used throughout the publishing industry both as part of its process for producing printed products and for some types of electronic products. The specifications of PDF files may vary depending on their intended use; some forms of PDF (particularly those specifically aimed at printing applications) are far from ideal for use in the production of accessible editions.

# Appendix 3:

## Corporate Policy and Procedure

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Policy	Corporate Accessibility Policy
Category	Corporate
Authority	All Departments
Related policies	Animal Control Bylaw, Stoop and Scoop Bylaw, Exotic and Non-Domestic Animal Bylaw
Approved by	City of Guelph Council
Effective Date	January 1, 2013
Revision Date	

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### **Policy Statement:**

The City of Guelph is committed to being responsive to the needs of all its residents and employees regardless of disabilities. To meet the needs of people with disabilities the City of Guelph will:

- Ensure its policies, practices, and procedures provide for dignity, independence, integration, and equal opportunity for people with disabilities.
- Identify, prevent, and remove barriers for people with disabilities in accessing and using City of Guelph goods, services, programs, and facilities.
- Accommodate the accessibility needs of people with disabilities to ensure that they can obtain, use, or benefit from City of Guelph goods, services, programs, and facilities and that they can do so in a timely manner, at a cost no greater than that for people without disabilities.
- Develop and train City of Guelph employees on providing accessible goods, services, programs, and facilities.

This policy provides guidance on how the City of Guelph ensures all its goods, services, programs, and facilities are provided in an inclusive manner that takes into the account the needs of people with disabilities.

## Definitions

- 1) "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.
  - a) "Disability": As defined in section 10 of the Human Rights Code, R.S.O. 1990, c. H.19.
- 2) "Facility or Service Disruption": Means a planned or unplanned unavailability of facilities, programs or services provided or operated by or on behalf of the City, including but not limited to, washroom facilities that are closed, elevators that are inoperable, and websites that are unavailable.
- 3) "Service Animal": Means
  - a) A guide dog, as defined in section 1 of the Blind Persons' Rights Act, R.S.O.1990, c. B.7; or
  - b) An animal used by a person with a disability, including but not limited to a dog, if:
    - I. It is readily apparent that such animal is used by the person for reasons relating to his or her disability; or
    - II. The person provides a letter from a physician or nurse confirming that the person requires such animal for reasons relating to his or her disability.
- 4) "Support Person": Means a person who accompanies a person with a disability in order to help with communication, mobility, personal care, medical needs or access to goods, services, programs or facilities.

## Purpose

The City recognizes the diverse needs of all its:

- Residents and strives to provide goods, services, programs and facilities that are accessible to all. As a provider of goods and services, the City is committed to ensuring that its goods and services are provided in an accessible manner.
- Employees and strives to provide a workplace that is accessible to all of them. As an employer, the City is committed to ensuring that its workplace is accessible.

This policy, Corporate Accessibility Policy, is to function as an umbrella policy for the requirements of the standards developed under the *Accessibility for Ontarians with Disabilities Act, 2005*, S.O. 2005, c.11.

## Principles

The City develops policies, practices, and procedures which contribute to ensuring that goods, services, programs, and facilities are accessible for persons with disabilities. The following principles will be met when developing such policies, practices, and procedures:

## **1. Accessibility Planning**

The City will establish, implement, maintain and document a multi-year accessibility plan in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*. The multi-year accessibility plan will outline the ways the City will prevent and remove barriers and meet the requirements of the standards developed under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The City will:

- Establish, review, and update the multi-year accessibility plan in consultation with persons with disabilities and the municipal accessibility advisory committee.
- Review and update the plan at least once every five years.

City employees will prepare an annual status update report on the progress of measures taken to implement the multi-year accessibility plan and will post the plan and the status update reports on the City's website. City employees will provide accessible formats of the plan and reports upon request.

## **2. Accessible Customer Service**

The City will make reasonable efforts to ensure the following:

- That goods and services are provided in a manner that respects the dignity and independence of people with disabilities.
- That the provision of goods and services to people with disabilities, and to others, are 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.
- That people with disabilities are 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.

## **3. Procurement**

Whenever possible, City employees will incorporate accessibility criteria and features when procuring or acquiring goods, services, and facilities.

When it is not practicable to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, City employees will provide, upon request, an explanation for this action.

Further, the City will incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

## **4. Employee Development (Training)**

City employees and volunteers, those who participate in developing the City's policies and procedures, and all other persons who provide goods, services or facilities on behalf of the City will be trained in accordance with Accessibility Standards for Customer Service and the Integrated Accessibility Standards, as well as other regulations under the *Accessibility for Ontarians with Disabilities Act, 2005*.

The City will log and retain 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.

## **5. Alternate Formats**

The City will provide information that it produces or controls, in formats that take into account the disabilities of members of the public requesting the information. The City will provide these alternate formats in a timely manner and at a cost no more than the cost of the original format of the information.

City material printed in-house or produced on behalf of the City for the public should contain a note indicating, "Alternate formats are available upon request in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*" and include relevant contact information.

The City and the person with a disability requesting the document will 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, and number of the source documents to be converted.

When it is not practicable to provide an alternate format, the City will provide an explanation and a summary of the document in an accessible format.

## **6. Communication Supports**

The City will provide communication supports to members of the public, upon request. The City will provide the support in a timely manner, and in consultation with the person to determine suitability of the communication support so that it takes his or her disability into account. The City will not charge a cost that is more than the regular cost charged to other persons.

If City employees are unable to obtain the requested communication support, they will work with the requestor to determine a practicable and appropriate method for communication.

The City will notify the public about the availability of communication supports no less frequently than annually.

## 7. Feedback Process

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

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

- In person to a City Manager, Supervisor, Executive Director or the Accessibility Service Coordinator;
- By telephone, via the City's General Inquires telephone line: 519-822-1260 or TTY: (519) 826-9771;
- In writing to the attention of the Accessibility Services Coordinator, 1 Carden St, Guelph, ON, N1H 3A1;
- By using the form included in Appendix B: or
- In an electronic format or by email: [info@guelph.ca](mailto:info@guelph.ca)

Once feedback has been received, the City will implement the following process:

- If the feedback is received by a City employee other than a Manager, Supervisor, Executive Director or Accessibility Service Coordinator, the employee will forward the feedback form to his or her supervisor and the Accessibility Services Coordinator.
- The Supervisor will forward the form to the relevant Service Area or employee.
- The relevant employee will take appropriate action in a timely manner with the assistance of the Accessibility Services Coordinator and members of other departments if needed.
- Whether the feedback is intended to be a helpful suggestion or a complaint, the employee along with the Accessibility Service Coordinator will assess current policies, practices, and procedures to determine if any changes are required.
- Employees 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.
- Employees will keep records of all steps taken, including any discussions with the person submitting the feedback and any actions taken.
- All feedback will be provided to relevant City employees who will follow up as appropriate.

## 8. Service Disruptions

If, in order to obtain, use or benefit from the City's goods, services, programs or facilities, persons with disabilities usually use particular facilities or services of the City, and if there is a temporary Facility or Service Disruption to those facilities or services, in whole or in part, the City will give notice of the Facility or Service Disruption to the public. The City employees responsible for posting such notice include facility and service managers or their designates.

Notice of the Facility or Service 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.

The City will give notice of the Facility or Service Disruption by posting the information in a conspicuous place on the relevant City premises and, whenever possible, by posting it on the City website and in the media as appropriate.

If the City should expect a planned temporary Facility or Service Disruption, the City will provide on its website, if possible, advance notice, in keeping with the conditions of this section of this policy.

## **9. Support Persons**

The City will allow a person with a disability to be accompanied by a Support Person in all City owned and operated public facilities. The City reserves the right to request that a person with a disability be accompanied by a Support Person, in the event that the City considers such accompaniment as necessary to protect the health and safety of the person with the disability or others on the premises.

The City will provide notification of any applicable admission fees or fares that apply to Support Persons by posting such admission fees or fares where all other fees or fares are posted.

## **10. Service Animals**

The City welcomes Service Animals into all City-owned or -operated facilities where the public is allowed. The person requiring the Service Animal may keep it with him or her unless it is otherwise excluded by law.

If a Service Animal is excluded from premises by law, which could include, but is not limited to, City policy, bylaw, Federal or Provincial Public Health law, or government policy or guideline, the City will, upon request, use reasonable efforts to ensure that other measures are available to enable the person with the disability to obtain, use or benefit from the City program, service, or facility. Appropriate "other measures" 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 a 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 himself/herself the following could take place. The person with the Service Animal could;

1. Mention to the other person that his/her animal is a Service Animal, and /or



2. Request assistance from City employees. City employees will, upon request, assist in a professional manner within their capacity.

A Person with a disability with a Service Animal is responsible for the control of that animal at all times. As well he or she must comply with all applicable legislation, which includes, but is not limited to, the *Dog Owners' Liability Act* and City by-laws (such as the Animal Control By-law, Stoop and Scoop By-law and Exotic and Non-Domestic Animals By-law).

If the Service Animal is not kept under control, City employees may use their discretion to request that the Service Animal, accompanied by a person, leave the premises until the Service Animal is under control. If the Service Animal has bitten another person or animal or is a menace to the safety of other persons or animals, the 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 employees will, upon request, consider alternate accommodations for the person in such circumstances. The City may refuse to permit the Service Animal to accompany the person until such time as the person has demonstrated to the City that the issue has been resolved and steps have been 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 Service Animal, the City expects 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 employees may take further action as described in the laws noted above.

If a conflict should arise concerning a Service Animal, employees 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 *Human Rights Code* and the *Canadian Human Rights Act*, R.S.C. 1985, c. H-6.

## **11. Use of Assistive Devices**

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

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

## **12. Accessible Workplace**

The City will establish policies, practices, and procedures that ensure that the City remains an inclusive workplace for people with disabilities. These policies, practices, and procedures will:

- Ensure that the recruitment process is inclusive of people with disabilities.
- Inform employees of supports available for employees with disabilities.
- Appropriately accommodate employees with disabilities in the areas of:
  - Workplace emergency response information,
  - Information and communications needed to perform jobs or that are generally available to employees in the workplace, and
  - Any other accommodations required.
- Take into account employee accommodations in:
  - Performance management,
  - Career development and advancement, and
  - Redeployment.
- Develop and implement a return to work process for employees who have been absent from work due to disability and require disability-related accommodations in order to return to work.

## **13. Transportation**

In addition to adhering to the policies within this Policy, Guelph Transit will develop and maintain policies and procedures unique to its service, and that are required in the regulations under the Accessibility for Ontarians with Disabilities Act, 2005.

Guelph Transit will make the policies required in the regulations under the Accessibility for Ontarians with Disabilities Act, 2005 available to the public upon request.

## **14. Accessibility Standards for the Built Environment**

The City is committed to providing a universally accessible built environment at its facilities. The City of Guelph Facility Accessibility Design Manual (FADM) acts as a guiding standard for building and renovating City facilities. Updated periodically and upon the release of new legislation, the FADM meets or exceeds the Ontario Building Code and in many regards it exceeds the Design of Public Spaces regulation O. Reg. 413/12. The FADM will continue to be the guiding standard for City renovations and newly constructed buildings.

## Review Period

This policy shall be reviewed by Council when the Multi-year Plan is reviewed and/or once per Council term and/or as accessibility legislation changes.

## Responsibilities

City Council, employees, volunteers and those providing a good, service, program or facility on the City's behalf are responsible for adhering to the parameters of this policy and for ensuring that the needs of people with disabilities are addressed when accessing the City's goods, services, programs, and facilities.

## Contact Information

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

Accessibility Services Coordinator, 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](mailto:leanne.warren@guelph.ca)

## Links

- Accessibility for Ontarians with Disabilities Act, 2005: [http://www.e-laws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_05a11\\_e.htm](http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05a11_e.htm)
- 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](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)
- Integrated Accessibility Standard <http://www.search.e-laws.gov.on.ca/en/isysquery/9be78d7d-0bd4-4cd0-8819-fcff68be4caf/1/doc/?search=browseStatutes&context=#hit1>
- Ministry of Economic Development, Trade and Employment: <http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/index.aspx>
- 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](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](http://guelph.ca/uploads/PDF/By-laws/exotic_animals.pdf)

- Guelph Police Services AODA Information:  
<http://www.guelphpolice.com/aoda/>
- City of Guelph Facility Accessibility Design Manual:  
<http://guelph.ca/living/accessibility/facilities/>

## **City of Guelph Resource Documents**

Available on the Internet and/or Intranet under Accessibility:

- Service Disruption Notice
- Feedback Form
- Workplace Emergency Response Information for Employees and Volunteers with Disabilities Policy (available upon request)

# Information Report

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Service Area	Infrastructure, Development and Enterprise Services
Date	Friday, December 20, 2019
Subject	<b>2019 Outstanding Motions - Infrastructure, Development and Enterprise</b>
Report Number	IDE-2019-131

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## Executive Summary

### Purpose of Report

To advise Council of the status of all outstanding resolutions for Infrastructure, Development and Enterprise Services, and to advise if there are any outstanding resolutions that may no longer be of community and Council interest.

### Key Findings

Staff are continuing to plan and implement the work required to address outstanding resolutions previously passed by Committee/Council. In some cases, motions previously passed may no longer be of Council interest, or have the same level of Council priority based upon more recent events or circumstances. In these cases, staff may seek Council direction on other options including modification or cancellation of no longer relevant resolutions.

### Financial Implications

N/A

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## Report

### Details

With input from the City Clerk's Office, each service area maintains a record of outstanding resolutions and reports annually on resolution status. Where appropriate, the report may include recommendations to eliminate from the list any outstanding resolutions that may no longer be of priority to Council.

The outstanding resolutions list for Infrastructure, Development and Enterprise Services, including the status of the work and when available, the timing for when the work may be completed, is attached at ATT-1.

### Financial Implications

N/A

### Consultations

City Clerk's Office

## **Strategic Plan Alignment**

### **Priority**

Working together for our future; run an effective, fiscally responsible and trusted local government with engaged, skilled and collaborative employees.

### **Attachments**

Attachment-1: Infrastructure, Development and Enterprise – Council/Committee Outstanding Motions

### **Departmental Approval**

Antti Viikko, General Manager, Facilities Management

Jennifer Rose, General Manager, Environmental Services

Terry Gayman, General Manager/City Engineer, Engineering and Transportation Services

Todd Salter, General Manager, Planning and Building Services

### **Report Author**

Jessie Finkelberg, Executive Assistant, Infrastructure, Development and Enterprise Services



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### **Approved and Recommended By**

Kealy Dedman, P.Eng., MPA

Deputy Chief Administrative Officer

Infrastructure, Development and  
Enterprise Services

519-822-1260 extension 2248

Kealy.Dedman@guelph.ca

Attachment-1: IDE-2019-131 IDE Outstanding Motions

**Infrastructure, Development and Enterprise  
Outstanding Motions as of November 25, 2019**

Date of meeting	Subject	Lead Area	Reporting to	Status
11/13/19 Capital Budget	That Staff be directed to review the budget allocated to Downtown Streetscapes and the proposed civic square to identify good, better and best options for consideration and report back in 2022.	IDE – Engineering and Transportation	COW (IDE)	To be initiated by Engineering and Transportation Services through the forthcoming multi-year budget preparations. Options will be considered as part of detailed design.
07/22/19	<p><b>IDE-2019-70 Private Well and Septic System Decommissioning Grant</b></p> <ol style="list-style-type: none"> <li>1. That Council approves the Private Well and Septic Decommissioning Grant Program Terms and Conditions included as part of Attachment 1 to the report.</li> <li>2. That Council delegates authority to the Deputy CAO of Infrastructure, Development and Enterprise to approve, execute and amend related documents, including agreements, if any, required to implement and optimize the Private Well and Septic System Decommissioning Grant Program, subject to approved Council funding and the satisfaction of the Deputy CAO of Infrastructure, Development and Enterprise and the City Solicitor.</li> <li>3. That staff be directed to report back to the Committee of the Whole as part of the Water Services Annual Report on program participation achieved through the Private Well and Septic System Decommissioning Grant Program.</li> </ol>	IDE – Environmental Services	COW (IDE)	The update to Council on uptake of the program will be reported to Council in Q1 2020.
07/08/19 Council Planning	<b>IDE-2019-72 Environmental Advisory Committee and River Systems Advisory Committee Review</b>	IDE – Planning and	Council	These items have been completed through IDE

Date of meeting	Subject	Lead Area	Reporting to	Status
	<ol style="list-style-type: none"> <li>1. That a Natural Heritage Advisory Committee be established for the City of Guelph in accordance with report IDE-2019-72.</li> <li>2. That the existing Environmental Advisory Committee and the River Systems Advisory Committee be disbanded as of December 31, 2019 and members thanks for their contributions to the City of Guelph.</li> <li>3. That staff be directed to develop terms of reference for the City of Guelph Natural Heritage Advisory Committee for consideration by City Council in Q4 2019.</li> </ol>	Building Services		report 2019-104 and can be removed.
07/02/19	<p><b>IDE-2019-71 Downey Road Transportation Improvement Plan – Implementation Update</b></p> <ol style="list-style-type: none"> <li>1. That the decision with respect to Staff Report IDE-2019-71 titled “Downey Road Transportation Improvement Plan – Implementation Update” dated July 2, 2019, be deferred until the Niska Bridge opens and radar is installed; and</li> <li>2. That staff continue to monitor.</li> </ol>	IDE – Engineering and Transportation Services	Council	<p>Niska bridge is open for public use. Speed radar display boards are installed at approximately the midpoint of Downey road.</p> <p>Data collection has commenced and is ongoing. Data analysis is planned in 2020.</p>
05/27/19	<p><b>IDE-2019-44 Corporate 100% Renewable Energy Target by 2050</b></p> <ol style="list-style-type: none"> <li>1. That the City of Guelph acknowledges the impacts of climate change and joins citizens, cities and countries around the world in acknowledging a climate crisis.</li> <li>2. That in response, commits to the collaborative implementation of the Community Energy Initiative net zero and corporate renewable energy goals.</li> <li>3. That the Community Energy Initiative/Our Energy Guelph Pathway and 100RE to Net Zero Action Plan be sent to our respective Provincial and Federal Ministers of the Environment as an example of community collaboration to combat the climate crisis.</li> <li>4. That all future reports to council contain a section titled Climate Change Implications that will identify how the</li> </ol>	IDE – Facilities Management	Council	<ol style="list-style-type: none"> <li>1.-2. Completed.</li> <li>3. To be completed in Q1 2020.</li> <li>4. This content is included in the Strategic Plan section on all reports to Council. Completed.</li> <li>5.-9. Ongoing/completed. An information report will be provided to Council in Q2 2020.</li> </ol>



Date of meeting	Subject	Lead Area	Reporting to	Status
	<p>recommendations will contribute toward meeting the objectives of the CEI and/or Corporate Energy Plan and that staff report back with a policy and procedure for reporting.</p> <ol style="list-style-type: none"> <li>5. That the Corporate 100% Renewable Energy Target (100RE Target) definition be received, adopted and reviewed every 5 years.</li> <li>6. That staff be directed to develop a capital reserve fund strategy to support the Corporate energy optimization projects through the 2020 capital budget process.</li> <li>7. That the capital and operating costs to enable progress towards the 100RE Target be referred to the 2020 budget process.</li> <li>8. That staff provide a Corporate Energy Progress Report on an annual basis.</li> <li>9. That staff through their annual reporting to Council, provide Council with further opportunities and initiatives to realize the 2050, 100% renewable energy target sooner.</li> </ol>			
05/27/19	<p><b>IDE-2019-47 Community Energy Initiative Update: Pathway to Net Zero Carbon</b></p> <p>That Council direct staff to review the municipal tools for catalyzing net-zero energy development identified in the Federation of Canadian Municipalities/GMF Feasibility study, consult with community partners as needed, and return to Council with implementation options and recommendations.</p>	IDE – Facilities Management/ Planning and Building Services	Council	Ongoing. This work is underway and an Information Report will be provided to Council in Q1 2020.
05/27/19	<p><b>IDE-2019-47 Community Energy Initiative Update: Pathway to Net Zero Carbon</b></p> <ol style="list-style-type: none"> <li>1. That staff pursue a service agreement with Our Energy Guelph (OEG) to act as the City's Community Energy Initiative (CEI) delivery partner.</li> <li>2. That the service agreement between OEG and the City of Guelph come back to Council for approval.</li> </ol>	IDE – Facilities Management	Council	Refer to Report Number IDE-2019-80 dated July 22, 2019. All items are closed with exception of Motion 3d that will be addressed by Our Energy Guelph in a 2 year progress report expected Fall 2021.

Date of meeting	Subject	Lead Area	Reporting to	Status
	<ol style="list-style-type: none"> <li>3. That the Service Agreement include the following conditions:</li> <li>4. Prior to execution of the agreement:               <ol style="list-style-type: none"> <li>a) That the OEG board be established;</li> <li>b) That letters of incorporation be approved and in effect;</li> <li>c) That a one-year budget breakdown be established; and</li> <li>d) That funding for years 3 through 5 be approved after a two-year follow up report demonstrating that the year two goals have been achieved.</li> </ol> </li> <li>5. Consistent with the level of urgency around climate change mitigations expressed by the International Panel on Climate Change (IPCC), that staff be directed to include in the service agreement with Our Energy Guelph an obligation to report against the "45% reduction by 2030" timeline that the IPCC recommends, in addition to the net zero by 2050.</li> </ol>			
05/27/19	<p><b>IDE-2019-52 Solid Waste Management Master Plan Advisory Committee</b></p> <ol style="list-style-type: none"> <li>1. That the terms of reference for the Solid Waste Management Master Plan Public Advisory Committee included as Attachment 1 to IDE-2019-52, dated May 6, 2019, be approved.</li> <li>2. That staff partner with the University of Guelph IdeasCongress (ICON) Program to explore viable solutions to reduce single use plastics across Guelph, and report back to Council with updates or further recommendations as part of Solid Waste Management Master Plan update.</li> <li>3. That the following be referred to and considered as part of the Solid Waste Master Plan process and scope of activity:               <ol style="list-style-type: none"> <li>a) That staff investigate any required changes to the current agreements between the City and/or</li> </ol> </li> </ol>	IDE – Environmental Services	Council	An information report containing an update on the SWMMP was provided to council on December 6, 2019. The final SWMMP report and recommendations will come forward in Q4 2020.

Date of meeting	Subject	Lead Area	Reporting to	Status
	<p>vendors/leaseholders resulting from the sale of single use plastics.</p> <p>b) That staff facilitate further engagement internally on reducing or eliminating single use plastics through the Solid Waste Management Master Plan process.</p> <p>c) That staff explore the issue of single-use plastics and packaging as an opportunity to leverage the Civic Accelerator, to help realize further options to reduce waste in the City of Guelph.</p>			
05/13/19	<p><b>IDE-2019-51 Clair-Maltby Secondary Plan: Phase 3 Project Update</b></p> <ol style="list-style-type: none"> <li>1. That the updated Clair-Maltby Secondary Plan Preferred Community Structure, dated May 13, 2019 and included as Attachment 1 to report IDE-2019-51, be approved, with the exception of the location of the Potential Community Park, as the basis for the preparation of the draft official plan amendment, secondary plan policies and Master Environmental Servicing Plan, as well as ongoing detailed technical analysis, including numerical modelling throughout Phase 3 of the project while still allowing for flexibility to respond to updated data, and community engagement.</li> <li>2. That the Clair-Maltby Secondary Plan Policy Directions Document dated May 13, 2019 and included as Attachment 3 to report IDE-2019-51, be approved to provide direction for the preparation of the draft official plan amendment, secondary plan policies and Master Environmental Servicing Plan.</li> <li>3. That the feasibility of a Moraine Ribbon as part of the Open Space System in the Clair-Maltby Secondary Plan area be explored throughout the remainder of Phase 3 of the project.</li> <li>4. That the Interim Employment Lands Update prepared by Watson &amp; Associates Economists Ltd. dated</li> </ol>	IDE - Planning and Building Services	Council	Community Engagement completed in December 2019. Report back to Council on Open Space System and Moraine Ribbon planned for Q1 2020.

Date of meeting	Subject	Lead Area	Reporting to	Status
	<p>February 21, 2018 and included as Attachment 6 to report IDE-2019-51 be received.</p> <p>5. That the proposed project timeline for the remainder of Phase 3 of the project be approved as outlined in report IDE-2019-51 subject to any timing impacts associated with changes to Provincial policy and legislation, which would be reported back to Council.</p> <p>6. That staff be directed to further review the location and size of the Potential Community Park and the policy direction of co-locating the Community Park with stormwater management facilities and schools as part of the Open Space System Strategy, and that the Open Space System Strategy be brought forward for Council consideration prior to the draft secondary plan and Master Environmental Servicing Plan.</p>			
05/25/19	<p><b>IDE-2019-24 Guelph Innovation District (GID) – Q1 2019 Update</b></p> <p>1. That recommendations 3 to 8 associated with Staff Report IDE-2017-140, entitled Guelph Innovation District (GID) – Real Estate Options, passed on December 11, 2017, be rescinded.</p> <p>2. That staff be directed to withdraw the City’s Expression of Interest, which was submitted to the Province in 2018 for the acquisition of provincially-owned lands as defined in Report IDE-2019-24.</p> <p>3. That staff be directed to provide the City’s goals and objectives for realizing the Guelph Innovation District Secondary Plan to the Province for inclusion within a marketing package of the forthcoming provincially-led real estate sale.</p> <p>4. That staff be directed to provide Council with quarterly updates in 2019 on the progress of the Province’s real estate transaction for lands contained within the Guelph Innovation District.</p> <p>5. That staff be directed to utilize the Tax Rate Operating Contingency Reserve #180 for accommodating</p>	IDE – Business, Development and Enterprise Services	Council	<p>1.-3. Completed 4. Ongoing 5. Completed</p> <p>Item can be removed.</p>

Date of meeting	Subject	Lead Area	Reporting to	Status
	operating costs estimated to be within a range of \$25,000 to \$50,000.			
01/28/19	<p><b>IDE-2019-07 Grant Applications for Baker District Redevelopment</b></p> <ol style="list-style-type: none"> <li>1. That staff be directed to work with Windmill Development Group Ltd. and their affiliates to develop a sustainable neighbourhood action plan (SNAP) for the Baker District Redevelopment that will outline the project's sustainability goals, specific targets, actions, and an implementation and monitoring strategy.</li> <li>2. That \$40,000 be allocated for the implementation of the SNAP for the Baker District Redevelopment to be funded from the \$500,000 capital budget approved by Council at the July 16 2018 special Council meeting for the purposes of advancing the Baker District planning and implementation process as set out in report IDE-2018-106.</li> <li>3. That staff be directed to work with Windmill Development Group Ltd. and their affiliates to apply for grant funding from the Federation of Canadian Municipalities' (FCM) Green Municipal Fund (GMF) to offset the costs to develop and implement the SNAP for the Baker District.</li> <li>4. That staff be directed to work with Windmill Developments and their affiliates to explore and apply for any additional grants or incentives applicable to any part of the Baker District Redevelopment and report back to Council with how any funding received would be applied towards the project.</li> </ol>	IDE – Business, Development and Enterprise Services	COW (IDE)	<ol style="list-style-type: none"> <li>1. Windmill Development Group Ltd and their affiliates are currently developing the SNAP plan, with expected completion in Q1 of 2020.</li> <li>2. &amp; 3. An application for FCM grant funding was submitted and awarded to offset the capital budget costs.</li> <li>4. Ongoing; Staff and Windmill submitted an ICIP application for further funding in Q4 of 2019; grant awards will be issued in Q2 2020.</li> </ol>
10/10/18	<p>City of Guelph By-law (1995)-14864 Review and Suspension of Enforcement</p> <ol style="list-style-type: none"> <li>1. That staff be directed to review specifically Section 4.13 of By-law (1995)-14864 as part of the upcoming comprehensive review of the By-law.</li> </ol>	IDE – Planning and Building Services	Council	<ol style="list-style-type: none"> <li>1. Ongoing</li> <li>2.-6. Completed. Staff reported back to Council in May 2019 through Report IDE-2019-02 and on June 10, 2019 Council passed the following motion:</li> </ol>

Date of meeting	Subject	Lead Area	Reporting to	Status
	<p>2. That staff be directed to develop a procedure and report back to Council to enable neighbourhoods to request a temporary suspension of enforcement of the following sections of By-law (1995)-14864 as they apply to existing residential uses:</p> <ul style="list-style-type: none"> <li>• 4.13.7.2.3;</li> <li>• 4.13.7.2.4;</li> <li>• 4.13.7.2.5;</li> <li>• The first sentence of Table 5.2.2, Row 15; and</li> <li>• 5.3.2.8.</li> </ul> <p>3. That the procedure to be developed by staff include the following criteria:</p> <ul style="list-style-type: none"> <li>• That any Driveway (Residential) is no wider than 5 metres</li> <li>• That there is no negative impact on lot drainage.</li> <li>• That no hard surface shall be located closer than 1.5m setback from a Municipally owned or boundary tree and not incur loss or damage to the tree.</li> <li>• That the remaining Front Yard, excepting the Driveway (Residential) shall be landscaped and no parking is occurring within this landscaped Open Space.</li> <li>• That the boulevard portion of the Driveway (Residential) does not exceed 3.5 meters.</li> <li>• That City-owned water shut off valves shall not be located within any portion of the driveway that exceeds the Zoning By-law sections as listed above.</li> </ul> <p>4. That temporary suspension of enforcement shall not be deemed to be a condonation of any contravention of By-law (1995)-14854 or to prevent or stop any future enforcement of that By-law, or any successor to that By-law, by the City.</p> <p>5. That temporary suspension of enforcement of By-law (1995)-14854 shall not constitute or in in any way</p>			<p>“That the provisions identified in the September 10, 2018 motion of Council, related to driveway width enforcement, continue until the review of Section 4.13 of By-law (1995)-14864 is completed as part of the comprehensive Zoning By-law review, and that no further action on an interim procedure for requested suspension of enforcement of driveway regulations be pursued at this time.”</p>

Date of meeting	Subject	Lead Area	Reporting to	Status
	<p>grant or authorize a variance from that By-law or confer any legal non-conforming or non-complying status in any way whatsoever.</p> <p>6. That staff be directed to temporarily suspend the laying of charges under the sections of Bylaw (1995)-14864 noted in clause 2, subject to the criteria noted in clause 3, until such time as staff report back to Council on the procedure as directed in clause 2.</p>			
07/23/18	<p><b>Plastics Free Guelph</b></p> <p>That staff, through the recommendations of the Solid Waste Management Master Plan 2018/2019, in particular recommendation number five, ensure the scope of activity includes investigating a strategy for the elimination of single use plastic grocery bags in Guelph and report back to Council with this strategy by the end of Q2, 2019.</p>	IDE – Environmental Services	Council	<p>This item has been added to the SWMMP scope and this is completed. The conversation around plastics will continue through the update of the SWMMP work and recommendations.</p> <p>Item can be removed.</p>
04/09/18	<p><b>IDE-2018-54 131 Malcolm Road – Municipal Servicing and Access Agreement</b></p> <p>1. That staff be directed to negotiate a municipal servicing and access agreement between the City of Guelph and Ceva Animal Health Inc. for the purposes described in Council Report # IDE-2018.54.</p> <p>2. That the Mayor and City Clerk be directed to execute a municipal servicing and access agreement between the City of Guelph and Ceva Animal Health Inc. for the purposes described in Council Report # IDE-2018-54, subject to the terms and conditions of the agreement being satisfactory to the City Solicitor, the Deputy CAO for Infrastructure, Development and Enterprise Services and the Deputy CAO for Corporate Services.</p> <p>3. That staff be directed to prepare a draft Corporate Policy, which will serve to consider and direct potential requests for the extension of municipal services and access to properties abutting City of Guelph boundaries</p>	IDE – Business, Development and Enterprise Services	Council	<p>1. &amp; 2. - Ceva's site plan is still under review by Wellington County. A servicing agreement is expected by the end of Q2-2020. In the interim, the City of Guelph and Ceva have entered in to a permission to enter agreement to allow access to the site via Governors Road in order to complete site alterations.</p> <p>3. Servicing Policy approved by Council in report IDE-2019-111</p>

Date of meeting	Subject	Lead Area	Reporting to	Status
	and to report to Council with the results by no later than the end of Q1/2019.			
07/24/17	<p><b>Woonerf Pilot Project</b></p> <p>That staff evaluate and report back regarding the potential of woonerfs as a planning tool for future road constructions / re-constructions in the City.</p>	IDE - Engineering & Transportation Services	COW (IDE)	Woonerfs will be assessed and evaluated as part of the Transportation Master Plan. Item can be removed.
07/24/17	<p><b>LED Street Lighting</b></p> <ol style="list-style-type: none"> <li>1. That the LED Street Light Project (the "Project") proposal regarding the retrofitting of the City's street lighting asset with Light Emitting Diode (LED) technology and Adaptive Controls be approved.</li> <li>2. That the Project costs estimated at \$8 million be funded via internal borrowing from the Wastewater Capital Reserve Fund (#153).</li> <li>3. That staff be directed to negotiate an agreement with Guelph Hydro Electric Systems Inc. to define their role in this project based on the recommendations contained in the report, with the terms and conditions satisfactory to the General Manager of Facilities Management, the Treasurer and the City Solicitor.</li> <li>4. That staff be directed to report back to Council when project savings are identified, and recommend how those savings might be allocated between debt repayment and the operating budget.</li> <li>5. That staff be directed to ensure that the LED street lighting project requires the fixture seal of approval from the International Dark Sky Association.</li> </ol>	IDE – Facilities Management	COW (IDE)	Ongoing. This work is underway and a Staff Report will be provided to Council in Q1 2020 that addresses all motions.
07/24/17	<p><b>COW-IDE-2017.33 Guelph Active Transportation Network Design Guidelines and Feasibility Study</b></p> <ol style="list-style-type: none"> <li>1. That the Guelph Active Transportation Network Design Guidelines and Feasibility Study dated June 2017, prepared by WSP and Paradigm Transportation Solutions Limited, be approved.</li> </ol>	IDE – Engineering & Transportation Services	COW (IDE)	<ol style="list-style-type: none"> <li>1. Completed.</li> <li>2. The 2018, 2019 and 2020 Budget forecasts have included prioritized projects that align with Parks Planning and/or Engineering</li> </ol>



Date of meeting	Subject	Lead Area	Reporting to	Status
	<ol style="list-style-type: none"> <li>2. That staff be directed to bring forward the prioritized programs of work identified in the Guelph Active Transportation Network Design Guidelines and Feasibility Study dated June 2017, estimated to be of a total value of \$12,268,000 for Council consideration through the 2018-2027 Capital Budget process.</li> <li>3. That staff study the movement of the Water / Gordon pedestrian light to the north side of the river to connect the trails identified in the Active Transportation Network study and for possible incorporation into future capital costs.</li> <li>4. That staff be directed to include a connection in the ATN under the Hanlon Expressway and update Council on costing during the 2018 capital budget.</li> <li>5. That the re-establishment of a Trails Advisory Committee be sent to PS staff for an information report to Council in Q1 2018.</li> <li>6. That the operating budget to provide year-round maintenance of the proposed active transportation network be increased as new trails are constructed to a total additional amount of approximately \$271,000 per year once fully implemented and that this be referred to the operating budget for further deliberation.</li> </ol>			<p>works to implement sections of the recommended ATN. Completed projects include: completion of the Silvercreek Skatepark multi-use path connection and Wellington Street crossing; Gordon Street pedestrian crossing; 5.3km of off-road trail improvements by Parks Operations completed, completion of phase 1 and 2 of the Woodlawn Road MUP phase 2 and completion of the Municipal Street multi-use path connection between Silvercreek Park Trail and Centennial Park Trail.</p> <p>3. Completed. The "Boathouse crossing" was installed in Summer 2019.</p> <p>4. Initial analysis of the feasibility of this underpass was explored as part of the Silvercreek Skatepark project. However, this project would face similar challenges as the Speedvale Underpass. Staff are awaiting the resolution of the Speedvale Underpass before proceeding with an approach to the</p>

Date of meeting	Subject	Lead Area	Reporting to	Status
				<p>Hanlon/Wellington underpass. Completed.</p> <p>5. Information related to the establishment or re-establishment of a trails advisory committee, including the relationship this committee would have related to the Natural Heritage Advisory Committee will be included in the report that will be presented at the end of 2020 for the Guelph Trail Master Plan.</p> <p>6. Parks Operations has been winter maintaining sections of the ATN that are existing and continuous. Approximately 1km of new ATN off road trail has been added to the winter maintenance program since adoption. Capital projects to prepare new sections of connected ATN are underway.</p>
07/17/17	<p><b>CON-2017.34 Parking Master Plan Implementation: Award of the Wilson Street Parkade Design-Build Contract #17-050</b></p> <p>1. That the amended request for proposal for the design and construction of the Wilson Street Parkade, pedestrian bridge and Wilson Street final works from</p>	IDE – Facilities Management/ Engineering & Transportation Services	COW (IDE)	The parkade is now open to the public and construction is in final stages.

Date of meeting	Subject	Lead Area	Reporting to	Status
	<p>Gordon Street to Carden Street, as recommended by Staff and described in Report IDE-17-80 "Parking Master Plan Implementation: Award of the Wilson Street Parkade Design-Build Contract #17-050", be awarded for a total of \$20,404,532.00 exclusive of HST, and that the Mayor and the Clerk be authorized to execute the contract.</p> <p>2. That the required total budget increase of \$8,535,000 be approved and funded from debt and reserves funds in accordance with the staff recommendations in Report IDE-17-80 "Parking Master Plan Implementation: Award of the Wilson Street Parkade Design-Build Contract #17-050".</p> <p>3. That staff report back to Council with an update to the Parking Master Plan that incorporates the changes in strategy, technology, timing and revenue projections since Council endorsement of the plan.</p>			<p>Council has been updated through the Tier 1 quarterly reports.</p> <p>The planning and initiation stages for the updated downtown parking master plan will start in 2020, with the updated master plan largely being prepared throughout 2021.</p>
07/17/17	<p><b>CON-2017.33 Downtown Guelph Secondary Plan – Implementation – Priority Programs of Work</b></p> <p>1. That the Baker District redevelopment, as described in Report IDE 17-71, become the Corporation's priority program of work to further implement the Downtown Secondary Plan; and</p> <p>2. That staff be directed to implement a Request for Proposal (RFP) process for the Baker District redevelopment, as described in Report IDE 17-71, and report back to Council on the results by no later than the end of Q1 2018; and</p> <p>3. That staff be directed to develop the associated work plan, funding strategy and business term options for the Baker District redevelopment through the Request for Proposal (RFP) process, as described in Report IDE 17-71, and report back to Council by the end of Q1 2018; and</p> <p>4. That staff be directed to apply the priority setting criteria and weighting, as described in Report IDE 17-</p>	IDE – Business, Development and Enterprise Services	COW (IDE)	<p>These items have been fulfilled in staff report IDE-2018-106 which was presented to Council on July 16, 2018. The items indicated have been addressed and are currently being completed. To be removed.</p>

Date of meeting	Subject	Lead Area	Reporting to	Status
	<p>71, to further assess the prioritization of the balance of the programs of work to implement the Downtown Guelph Secondary Plan, and to report back on the status of this work by the end of Q1 2018; and</p> <p>5. That staff include a requirement for space allocation for a main library within the Baker Street RFP.</p>			
06-26-17	<p><b>COW-IDE-2017.28 Exploring Pathways for Aligning Guelph's Corporate Assets with the Low Carbon Economy</b></p> <ol style="list-style-type: none"> <li>1. That in alignment with the CEP mandate, city staff be directed, in coordination with the newly formed Climate Change Office and the Community Energy Initiative Taskforce to explore pathways for transitioning the corporation to net zero, or similar, low carbon designation.</li> <li>2. That staff examine the current fleet procurement policy and explore pathways to electrify the corporation's transportation fleet.</li> <li>3. That staff report back on potential opportunities and next steps in Q1 of 2018.</li> </ol>	IDE – Facilities Management	COW (IDE)	Completed. Refer to report IDE-2019-79 for Fleet Electrification and Report IDE-2019-47 for Pathways to Net Zero Carbon. Item can be removed.
05/24/16	<p><b>IDE-2016.12 Guelph Energy Efficiency Retrofit Strategy (GEERS) Pilot Implementation</b></p> <ol style="list-style-type: none"> <li>1. That Council receive the report IDE-BDE-1606 for information.</li> <li>2. That Council direct staff to continue the development of GEERS with consideration to further identifying participants, an analysis of the costs and revenue related to administration, transaction costs and budget implications.</li> <li>3. That staff consider a full range of technologies in the implementation of GEERS; and</li> <li>4. That staff consider increasing the number of participants in order to meet the goal of having the program substantially delivered by a third party or a consortium of community partners; and</li> </ol>	IDE – Facilities Management	COW (IDE)	<p>As an outcome of staff report IDE-2019-47 Community Energy Initiative Update: Pathway to Net Zero Carbon by 2050, the oversight and responsibilities associated with GEERS were transferred to Our Energy Guelph as a part of the Community Energy Initiative.</p> <p>Our Energy Guelph is providing a report on GEERS in Q1 2020 as part of the</p>

Date of meeting	Subject	Lead Area	Reporting to	Status
	<ol style="list-style-type: none"> <li>5. That staff consider a staged implementation instead of a pilot that is performance based with measurable targets for moving forward through the stages possibly using pre and post energy audits; and</li> <li>6. That funding of GEERS be considered through the 2017 budget process; and</li> <li>7. That staff consider connections with provincial and federal emerging policies; and</li> <li>8. That staff report back regarding how electric vehicle charging infrastructure might be facilitated through GEERS in residential homes; and</li> <li>9. That staff report back to the Infrastructure, Development &amp; Enterprise Committee no later than October 2016.</li> <li>10. That staff be directed to include a revenue neutral option for the GEERS implementation when reporting back to the Infrastructure, Development &amp; Enterprise Committee.</li> </ol>			Community Energy Initiative and as defined as an action item for Our Energy Guelph in the service agreement between the City and Our Energy Guelph.
03/21/16	<p><b>CS-2016-05 Outstanding Motions of the Corporate Services Committee Referral to Infrastructure, Development and Enterprise Committee – Strategic Real Estate Reserve</b></p> <ol style="list-style-type: none"> <li>1. That the report dated March 3, 2016, regarding outstanding motions of the Corporate Services Committee be received.</li> <li>2. That the items marked completed be removed.</li> <li>3. That the item: That Finance &amp; Enterprise staff conduct a comprehensive review of the City's strategic real estate needs and report back in Q2 2014 with a policy framework supporting the creation and administration of a Strategic Real Estate Reserve be referred to Deputy CAO, Infrastructure, Development &amp; Enterprise Services to report to Infrastructure, Development &amp; Enterprise Committee.</li> </ol>	IDE – Facilities Management	COW (IDE)	The Real Estate Assets Information report IDE-2019-103, including the recommendation for receipt, was approved by Council on Oct 21, 2019. Completed and item can be removed.

<b>Date of meeting</b>	<b>Subject</b>	<b>Lead Area</b>	<b>Reporting to</b>	<b>Status</b>
	be referred to Deputy CAO, Infrastructure, Development & Enterprise Services to report to Infrastructure, Development & Enterprise Committee.			

# Provincial and Federal Consultation Alert

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## Amendment to the Record of Site Condition (Brownfields) Regulation related to the Requirement to Sample Ground Water

### Ministry

Ontario Ministry of Environment, Conservation and Parks

### Consultation Deadline

13 January 2020

### Summary

Ontario is proposing to amend brownfields-related regulations under the *Environmental Protection Act* to allow qualified persons to determine the need or lack thereof for ground water testing under certain circumstances during the Record of Site Condition process.

### Proposed Form of Input

Written submission on the Environmental Registry of Ontario.

### Rationale

City staff are analysing the regulatory proposal to determine impacts and to advance City of Guelph interests.

### Lead

Engineering and Transportation Services with support from Environmental Services.

### Link to Ministry Website

<https://ero.ontario.ca/notice/019-0987>

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### Contact Information

#### Intergovernmental Services

Chief Administrative Office

City Hall, 1 Carden Street, Guelph ON N1H 3A1

519-37-5602

TTY: 519-826-9771

# Provincial and Federal Consultation Alert



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## Discussion Paper: Public Health Modernization

### Ministry

Ontario's Ministry of Health

### Consultation Deadline

10 February 2020

### Summary

The Ministry of Health is holding consultations on transforming Public Health Services across Ontario to inform provincial decision-making on public health service delivery and restructuring. A discussion paper has been posted online alongside a survey that is open for public input.

### Proposed Form of Input

That the City of Guelph respond to the Ministry's discussion paper survey, write a letter with interested partners to Municipal Advisor Jim Pine and prepare to participate in in-person consultations should a session be held in the region.

### Rationale

The City of Guelph is a co-funder of the Wellington-Dufferin-Guelph Public Health Unit and has representation on the Board of Health.

### Lead

Finance/Intergovernmental Services

### Link to Ministry Website

[http://health.gov.on.ca/en/pro/programs/phehs\\_consultations/docs/dp\\_public\\_health\\_modernization.pdf](http://health.gov.on.ca/en/pro/programs/phehs_consultations/docs/dp_public_health_modernization.pdf)

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## Contact Information

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# Provincial and Federal Consultation Alert



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## Discussion Paper: Emergency Health Services Modernization

### Ministry

Ontario's Ministry of Health

### Consultation Deadline

10 February 2020

### Summary

The Ministry of Health is holding consultations on modernizing municipal land ambulance services. A discussion paper has been posted online alongside a survey that is open for public input.

### Proposed Form of Input

That the City of Guelph respond to the Ministry's discussion paper survey, write a letter to Municipal Advisor Jim Pine and prepare to participate in in-person consultations should a session be held in the region.

### Rationale

Any provincial reforms arising from the consultation will have a direct impact on the finances and operations of Guelph-Wellington Paramedic Services.

### Lead

Public Services - Guelph Wellington Paramedic Services

### Link to Ministry Website

[http://health.gov.on.ca/en/pro/programs/phehs\\_consultations/docs/dp\\_emergency\\_health\\_services\\_modernization.pdf](http://health.gov.on.ca/en/pro/programs/phehs_consultations/docs/dp_emergency_health_services_modernization.pdf)

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## Contact Information

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City Hall, 1 Carden Street, Guelph ON N1H 3A1

519-37-5602

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# Provincial and Federal Consultation Alert

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## Ontario 2020 Budget Consultations

### Ministry

Ministry of Finance

### Consultation Deadline

11 February 2020

### Summary

The Ministry of Finance is holding public pre-budget consultations in advance of the 2020 Ontario Budget.

### Proposed Form of Input

Written submission.

### Rationale

These consultations provide an opportunity for the City of Guelph to provide input into the development of the Budget that will guide Ontario's finances and fiscal decision-making in the 2020/2021 provincial fiscal year. The City has an interest in advocating for a fiscal approach from the province conducive to the City's financial wellbeing and continued growth.

### Lead

Intergovernmental Services

### Link to Ministry Website

<https://www.ontario.ca/page/2020-budget-consultations>

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### Contact Information

#### Intergovernmental Services

Chief Administrative Office

City Hall, 1 Carden Street, Guelph ON N1H 3A1

519-37-5602

TTY: 519-826-9771

Wednesday December 18, 2019

Shari Sookhoo  
Environmental Policy Branch  
40 St. Clair Avenue West, 10th floor  
Toronto, Ontario  
M4V 1M2

Dear Shari Sookhoo,

**RE: Proposal to extend the current moratorium on water bottling permits (ERO# 019-0913)**

The City of Guelph (the City) is pleased to comment on the Government of Ontario's Proposal to Extend the Current Moratorium on Water Bottling Permits.

**Comments from the City of Guelph**

The City is supportive of the provincial government's decision to extend the moratorium on water bottling permits to allow the Ministry of Environment, Conservation and Parks (MECP) time to complete a review on water quantity and to hold public consultations on how water is managed moving forward.

Guelph is also supportive of the provincial government's intention to examine in more detail their understanding of the water resources in the province, with a particular focus on groundwater taking by water bottling facilities.

As Ontario considers its next steps, the City of Guelph would like to highlight key issues that should be considered in developing the rules and regulations on water taking province-wide. These considerations include:

**1) Implementing restrictions on where water takings for bottled water are allowed**

Water bottlers should only be allowed to obtain or maintain permits in locations with abundant, available groundwater. There should be no competition with municipalities responsible for providing water to local residents and businesses using the same groundwater supply. New or increased permits should also be restricted in areas identified in source protection studies as having a Significant Risk of not meeting future water quantity needs. In cases where there is a change in the quantity risk ranking of a watershed to significant risk, the Province should have the ability to modify existing bottling permits.

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Shari Sookhoo

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To initiate a new well, bottlers should be required to develop and model the wellhead protection area (WHPA) for the proposed taking to ensure the WHPA does not interfere with nearby current or future municipal water takings and the long-term, sustainable water quantity of the aquifer. This information should also be included in any existing water budget models for the watershed to ensure long-term, sustainable water quantity.

## **2) Include requirements for adaptive management of bottling permits**

Water bottling permits should have monitoring requirements linked to annual reporting. Based on the results of the annual reporting, the MECP should have the ability, with reasonable notice, to modify the permits to reduce negative environmental impacts or impacts on other permit holders.

## **3) Assess a price for water extraction that covers costs**

Water bottling businesses should be assessed a volumetric price by the province that, at a minimum, covers the following costs currently paid by the province and municipalities:

- MECP costs to administer and enforce this regulation and related permits to take water;
- Provincial and municipal costs for scientific studies and computer modelling to better understand the resource and the potential impacts of climate change, and;
- Provincial and municipal costs necessary to protect the resource, including localized source water protection implementation costs currently paid by municipalities.

## **4) Encourage efficient water use and water conservation**

Water bottlers should follow industry best practices to minimize the amount of water used in production and on their property. This requirement would ensure that a minimal amount of water is wasted and that Ontario's groundwater supply is used as efficiently as possible. This includes reducing water takings during times of drought and limiting irrigation during summer months.

## **5) Minimize waste and advance full producer responsibility**

Water bottlers should be mandated to use more environmentally sustainable alternatives to single-use, recyclable plastic bottles and to take steps to minimize the potential for waste. The City fully supports the intent of the *Waste Free Ontario Act, 2016* and the province's Made-in-Ontario Environment Plan, including a shift to full producer responsibility.

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**With respect to the actions planned during the moratorium, Staff from the City of Guelph provide the following comments:**

### **1) Prioritize Municipal Water Supply Use**

At present, Ontario's permit to take water process is based on fair sharing, conservation and preservation of our water supply. However, as Ontario continues to grow under provincial growth targets, there may, in some cases, be increased competition for finite water resources. This poses risks to municipal water supply.

The MECP should consider establishing priorities for water use and placing municipal water supply as a high priority use, particularly in areas where there may be documented risks to available groundwater quantities (i.e., Wellhead Protection Areas for water quantity, WHPA-Q). This priority setting may be achieved through the application and enforcement of Section 33 of the *Ontario Water Resources Act* wherein the MECP Director can define an area for protection of public water supply. In addition, the MECP should work collaboratively with and enable municipalities to maintain existing water supplies and develop new ones in order to meet growth targets under the *Places to Grow Act*.

### **2) Level the playing field for Municipal water-takings**

Water takings for municipal water are assessed differently than other permitted water takings. New municipal water takings are generally assessed through a Class Environmental Assessment where alternatives are evaluated and the preferred alternative(s) are determined based on minimizing potential environmental impacts, public consultation, and the requirements of the permit to take water process. Non-municipal water takings are generally not assessed in the same comprehensive manner. There are limited assessments and opportunities for public comment.

Non-municipal water takings should be subject to the same scrutiny and open public consultation process as municipal water takings. There is also a need for greater enforcement of more detailed and comprehensive operational practices as proposed for the bottled water industry by the MECP.

### **3) Recognize the results of Tier 3 Water Budget Assessments and Water Quantity Risk Assessments**

Tier 3 Water Budget Assessments are valuable in identifying areas at risk for Significant Drinking Water Threats (SDWT) for water quantity as are mandatory water quantity risk assessments under the *Clean Water Act*. Findings obtained through these assessments, including municipal integrated groundwater-surface water models, should be used as part of the decision-making process for new PTTWs in SDWT areas. Designated wellhead protection areas for water quantity should also be identified in any new rules

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for permitting water takings. These permits should also comply with local Source Protection Plans under the *Clean Water Act*.

Though Tier 3 groundwater flow models are a valuable tool, they are costly for municipal governments to maintain. As part of the re-evaluation of rules for water taking and the examination of pricing tools, the MECP should consider establishing a financially sustainable source of funding for municipalities to maintain and continuously improve Tier 3 groundwater flow models.

#### **4) Support the *Clean Water Act* and source protection policies**

The MECP should support the *Clean Water Act* and source protection policies in its review of the rules for water taking. In doing so, it should advance the development of provincial water quantity policies that help support future municipal drinking water needs. For areas where Tier 3 studies have been completed, there is an opportunity to include new policies in the local source protection plans to manage water quantity threats and protect municipal drinking water sources.

#### **5) Improve the knowledge base and share data on groundwater resources**

MECP should consider distributing existing and new information generated as part of the existing PTTW program. In the current program, the MECP requires the reporting of daily water takings across the province and most permits may also include impact monitoring requirements as well as requirements for annual reports. When combined with the MECP's water well record database, this geological and hydrogeological information represents an extensive database of information on groundwater resources. However, this valuable data it is not collected in a way usable to improve the knowledge or management of Ontario's water resources.

The MECP should consider investing in data management and public data sharing so existing and future data can be easily accessed and applied to improve the conservation and protection of water resources in Ontario. This City of Guelph ask aligns with provincial goals under Ontario's Data Strategy and the Province's Made-in-Ontario Environment Plan.

#### **6) Ensure Municipal Consultation on new rules affecting municipal water supplies**

If new rules are proposed, municipalities should be consulted in any discussions that may affect municipal permits. The MECP should also provide fair consideration to all factual input it receives regarding the maintenance and protection of municipal permits. New rules should be developed that allow municipalities to provide sustainable supplies for the benefit of local communities. Municipal governments also need flexibility – the City advises

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against further constraints or red tape when it comes to securing municipal permits.

### **7) Ensure provincial growth targets remain achievable by prioritizing municipal water supplies**

The City of Guelph is a groundwater-based community that relies on groundwater for its municipal water supply. Therefore, the availability of sustainable groundwater supplies must be a factor when allocating growth to the City, particularly for the 2031-2041 planning horizon. Given Guelph's unique circumstances, the City must consider available and future municipal water supply when approving new developments that require water from the municipality's water system.

New rules for water taking should consider the economic value of the water taking, recognize constraints on available water supply and weigh the value against potential reductions in future municipal water supply capacity. Greater weight needs to be given to future municipal water supply requirements over non- municipal water-takings in order to ensure groundwater-based municipalities like Guelph can continue to achieve provincially mandated population and employment growth targets.

### **8) Study Climate Change impacts on future water takings**

As part of the Drinking Water Quality Management System Risk Assessment Process the City of Guelph is required to review potential climate change impacts to the drinking water system. This includes reviewing the risks posed by droughts.

In its review of water taking, the MECP should consider conducting or funding ongoing research on the effects of climate change on groundwater resources. This research should be used to establish climate change models usable to study potential changes to the management of groundwater resources.

### **9) Ensure timely and consistent response to drought**

The City's position is that water bottlers, through their water taking permits, should comply with directives issued through Ontario's Low Water Response program that require water takers to reduce their taking during times of drought.

### **Conclusion**

Thank you again for the opportunity to provide comments on the MECP's proposal to extend the moratorium on water bottling permits. The City of Guelph would be happy to discuss our comments further as the province works to develop rules and regulations for water takings across the province.

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Please do not hesitate to contact Leslie Muñoz, Manager, Policy and Intergovernmental Relations, at [leslie.munoz@guelph.ca](mailto:leslie.munoz@guelph.ca) if you have any questions or comments regarding the City of Guelph's feedback on this regulatory proposal.

Sincerely,

**Kealy Dedman, P.Eng., MPA**, Deputy Chief Administrative Officer  
**Infrastructure Design and Enterprise**

Location: 1 Carden Street, Guelph

519-822-1260 extension 2248

[kealy.dedman@guelph.ca](mailto:kealy.dedman@guelph.ca)





Winter 2019/2020  
4th Quarter

# CRIME STOPPERS

GUELPH WELLINGTON  
1-800-222-TIPS (8477)

## The INFORMANT

### AWARDS

CSGW has been recognized at the International level for 2018 achievements in two categories. (under 300,000 population)

**Best Media - Television** - Best Special Report/Feature - Television for the 30th Anniversary episode on **Wightman TV**

**Best Media - Radio** - Best Radio Feature on **Grand 101** for a "May Swap Talk" segment.



| Above: Hope Reidt, Marketing Manager-Wightman Telecom, Deryck West, Vice-Chair-CSGW, Adam Olivero, TV Producer-Wightman Telecom, Sarah Bowers-Peter, Program Coordinator-CSGW |

### CRIME STOPPERS MONTH

January is Crime Stoppers Month. The 2020 theme is "Creating Partnerships Against Crime"

CSGW will be holding **Flag Raising** events in recognition.

**Wed. Jan 8th** at Mount Forest Museum & Archives-**3pm**

**Thur. Jan 9th** at Guelph City Hall-**11am**

**11:30am** - CSGW invites the public to join us for refreshments. This will provide the opportunity to learn more about Crime Stoppers.



### NEWS

CSGW **welcomes** Marc Poland from Guelph, our newest member to join the Board of Directors.

CSGW would like to express their utmost **appreciation** for retiring **OPP Inspector Scott Lawson** and thank him for his tremendous support for the CSGW program.

### PARTNERSHIPS

Guelph Police Service is supporting CSGW by incorporating the CSGW decal on all their new cruisers.



| Pictured here is GPS Chief Gordon Cobey and CSGW Secretary Alex Boughen |

### APPRECIATION

CSGW acknowledges the **community support** we receive throughout the year. We want to say thank you for a great year in 2019!

Go to our website for full listing of our partners and sponsors [www.csgw.tips](http://www.csgw.tips)

Together, we can make a difference in making our community safer.

### PROGRAM STATISTICS

*Since inception from 1988 through November 2019*

Total # of Tips .....	21,138
Arrests .....	1,559
Charges Laid .....	4,352
Narcotics Seized .....	\$27,313,817
Property Recovered .....	\$10,203,746
Authorized Rewards .....	\$171,370

## EVENTS

### BUCKET SALE

CSGW held their 5th annual Bucket Sale fundraiser at Young's Home Hardware in Mount Forest on Saturday November 30th.

Thank you to **Young's Home Hardware** for donating the buckets. Each bucket was sold for \$5 each. The proceeds from these sales raised \$890.00 for the CSGW program.



### MOUNT FOREST SHREDDING EVENT



Thank you to everyone who came out to the event that was held on October 26th. This was our most successful event yet - raising \$1,960.

We partnered with **Wasteco** who provided the shredding services on site.

**A special thank you to our sponsors:** the co-operators-Robert J. Cotel & Associates and Desjardins-Deryck West Agent in Mount Forest.

### THE RIVER CLASSIC

On September 25th at Pike Lake, CSGW, *88.7 The River*, *Big Brothers Big Sisters of North Wellington* and *Get in Touch For Hutch* held their first golf tournament fundraiser.



The event raised a net proceeds of \$8,000 which was divided among the four non-profit groups. Thank you to our sponsors and golfers for a fun filled day.

## UPCOMING EVENTS

### DARREN'S DAY

CSGW and community partners *Palmerston Marlins*, *Town of Minto*, *Palmerston Lions*, *Wellington County OPP* and *Minto 81s* will hold their 2nd annual event on **Family Day - Monday February 17th 2020**. Visit our website or follow us on social media for further details as they arise.



The event was created in celebration of Darren More. Darren was killed in July 2018 when his vehicle was struck by a stolen vehicle, which was driven by an individual who was impaired by drug.

A wonderful family event enjoyed by all and we hope you will come out.



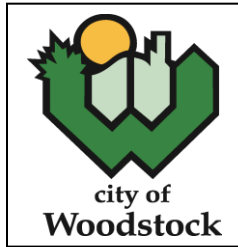
### SANTA CLAUS PARADES



CSGW participated in three parades this season - Puslinch, Arthur and Mount Forest.

*From all of us at CSGW we wish you a safe and happy holiday !*





Office of the City Clerk  
Woodstock City Hall  
P.O. Box 1539  
500 Dundas Street  
Woodstock, ON N4S 0A7  
Telephone (519) 539-1291

December 18, 2019

The Honourable Jeff Yurek,  
Minister of Environment, Conservation and Parks  
College Park 5th Flr, 777 Bay St,  
Toronto, ON M7A 2J3

**Re: Ban of Single-Use Plastic Handled Shopping Bags**

Please be advised that the Council of the Corporation of the City of Woodstock passed the following resolution at its regular Council meeting held on December 12, 2019:

“That Woodstock City Council continue to support the single-use plastic handled shopping bag ban in principle but defer a decision regarding implementation until the Provincial and/or Federal governments have announced their decision and plans for a ban;

And further that Woodstock City Council supports a harmonized ban of single-use plastic shopping bags across the Province of Ontario;

And further that staff be directed to participate in the consultations with the Minister of Environment, Conservation and Parks with respect to the new producer responsibility model for the Blue Box Program, including discussing solutions with respect to single-use plastic shopping bags;

And further that Council pre-approve \$5,000 in the 2020 revenue fund budget in order for the Woodstock Environment Advisory Committee to undertake a public education campaign to educate and encourage Woodstock residents to reduce the use and consumption of single-use plastic shopping bags;

And further that this resolution be circulated to the Minister of Environment, Conservation and Parks and all Ontario municipalities.”

Yours Truly,

Amelia Humphries, B. Math, M.P.A.  
City Clerk

c: All Ontario municipalities



# Township of Perry

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[www.townshipofperry.ca](http://www.townshipofperry.ca)

December 19, 2019

Via Email: [justin.trudeau@parl.gc.ca](mailto:justin.trudeau@parl.gc.ca)

Right Honourable  
Prime Minister of Canada Justin Trudeau  
House of Commons  
Ottawa, ON K1A 0A6

## **RE: Ban of Single-Use Disposable Wipes**

Please be advised that the Council of the Corporation of the Township of Perry passed the following resolution at its last regularly scheduled meeting on December 18, 2019:

### **Resolution No. 2019-520**

**Moved: Joe Lumley**

**Seconded: Paul Sowrey**

**"WHEREAS** *Single-use wipes are a \$6 billion industry and growing, and are now being advertised as a clean alternative to toilet paper that is safe to flush; and*

**WHEREAS** *Single-use wipes accumulate in the sewer system and eventually clog the sanitary sewer system, requiring significant additional repair and maintenance; and*

**WHEREAS** *the Municipal Enforcement Sewer Group estimates non-flushable materials cause \$259 million in annual repairs across Canada; and*

**WHEREAS** *a 2019 study released by Ryerson University tested 101 types of single-use disposable wipes and found that all of the wipes failed basic requirements of flushable products; and*

**WHEREAS** *there is no one standard for what the word "flushable" means; and*

**WHEREAS** *there is a lack of public awareness of the impact caused by non-flushable wipes being flushed down toilets and consumer education and outreach could play a large part in reducing the impact; and*

**WHEREAS** *Single-use wipes, even when properly disposed of as waste, are an inefficient and unsustainable use of resources that contribute significantly to environmental degradation.*

**NOW THEREFORE BE IT RESOLVED THAT** *the Township of Perry lobby the Provincial and Federal Governments to ban single-use disposable wipes; and*

**THAT** *this resolution be forward to the Right Honourable Prime Minister of Canada, the Honourable Premier of Ontario, the Minister of the Environment, Conservation and Parks, the Minister of Municipal Affairs and Housing, the Association of Municipalities of Ontario, the Local Members of Provincial Parliament, York Region and all Municipalities within the Province of Ontario.*

**Carried"**

Your attention to this matter is appreciated.

Sincerely,



Beth Morton  
Clerk-Administrator

BM/ec

c.c. Honourable Premier of Ontario  
Minister of Environment, Conservation and Parks  
Minister of Municipal Affairs and Housing  
Association of Municipalities of Ontario  
Local Members of Provincial Parliament  
York Region  
All Municipalities within the Province of Ontario