



## The Corporation of the Town of Tecumseh

Corporate Services & Clerk

**To:** Mayor and Members of Council

**From:** Laura Moy, Director Corporate Services & Clerk

**Date to Council:** November 12, 2019

**Report Number:** CS-2019-40

**Subject:** Various Policy and By-law Approvals  
Policies & Priorities Committee Meeting – October 22, 2019

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### Recommendations

It is recommended:

**That** the following policies **be approved:**

- Professional Appearance Policy No. 96
- Customer Service Policy No. 97
- Public Complaints Policy No. 98
- Health & Safety Policy No. 7
- Violence & Harassment in the Workplace Policy No. 68, and
- Employee Service Award Policy No. 1,

**And that** the False Fire Alarms By-law No. 2019-75, **be adopted;**

**And further that** Report CS-2019-40 regarding various policy and by-law approvals considered by the Policies & Priorities Committee on October 22, 2019, **be received.**

### Background

A Policies & Priorities Committee (Committee) Meeting was held on Tuesday, October 22, 2019. The Committee is comprised of all Members of Council and meetings are held in open session.

The purpose of these Committee meetings is to:

- provide dedicated time and opportunity for open discussion on various policies and by-laws that are either being proposed, or recommended for revision, and/or modernising;
- to address questions from the Members;
- for the Members to give feedback to Administration;
- give direction on: adoption, approval, further revisions, public review or consultation, prior to the subject policies or by-laws being considered by Council.

At the October 22, 2019, meeting of the Committee, the Members received a presentation regarding the *Municipal Freedom of Information and Protection and Privacy Act* as it relates to Councillor's records and a demonstration on iCitizen – resident access to tax information on the Town's website.

Consideration was also given to four (4) new policies, updates to three (3) existing policies and (1) one by-law, as well as a proposed pilot project.

This report will summarize the status of the new policies, policy revisions and by-law amendment, as well as the pilot project.

## Comments

The Members considered and recommended approval of the following **new policies**:

- Professional Appearance Policy No. 96, appended to Report CS-2019-38;
- Customer Service Policy No. 97, as appended to Report CS-2019-30;
- Public Complaints Policy No. 98, appended to Report CS-2019-31; and
- Alley Closing Policy No. 99, as appended to Report CS-2019-37.

The above policies have been assigned the policy numbers as indicated above.

The following definition has been inserted for "Cityworks" in Policies numbered 97 and 98, as suggested by a Member:

**Cityworks** means the software used by the Corporation to record customer service requests/complaints, automatically code and route complaints to an appropriate responsible staff member, and measure progress by establishing, monitoring results.

The proposed new **Alley Closings Policy** was placed on the Town's website for review on Tuesday, October 29, 2019. Notice was given on the Town's website, social media and in the local newspapers of the 30-day review period, which will close end of day on Friday, November 22, 2019.

Residents and property owners can provide their comments through the Town's website under the News and Notices for [Alley Closing Policy Public Review](#).

A summary of the feedback provided on the draft Alley Closing Policy will be provided in a subsequent report to Council for consideration at their December 10, 2019, Regular Meeting when consideration will also be given to approving this policy.

At the meeting, the Members also considered **updates and reviews** to the following policies and by-law, as required by legislation and to meet the current practices of the Corporation:

- Health & Safety Policy No. 7, as appended to Report CS-2019-32;
- Violence & Harassment in the Workplace Policy No. 68, as appended to Report CS-2019-33;
- Employee Service Award Policy No. 1, as appended to Report CS-2019-39; and
- Fire Alarm By-law, as appended to Report CS-2019-35.

The updated Policies No. 7 and 68 will be posted in all workplaces and circulated to all staff following final approval by Council at their November 12, 2019, meeting.

**Notice of Intent to Adopt** the amended **Fire Alarm By-law** at the November 12, 2019, Regular Meeting of Council was given on the Town's website, social media and local newspapers, along with the new fees that will be imposed, if approved. The fee for registering one, or both, security and fire alarms will be \$25 for the 2020 calendar year. The Notice is on the Town's [News and Notices](#) webpage. Once adopted, Administration will take measures to post information on the amendments to the By-law on the Town's website, social media and marquis signs to facilitate public education.

A **Public Information Centre (PIC)** was approved by the Committee on the proposed **Urban Hens Pilot Project**, as recommended in Report CS-2019-36.

The PIC has been scheduled as follows:

Council Chambers, Tecumseh Town Hall

Wednesday, November 20, 2019

3:00 pm to 5:00 pm and 6:00 pm to 8:00 pm

Notice of the PIC has been given on the Town's website, social media and in the local newspapers. Comments are also being received from residents through the Town's website under News and Notices for the [Urban Hens Pilot Project](#) until Friday, November 22, 2019.

A report on the public comments received at the PIC, and through the website, will be summarized in a report to Council, together with any suggested changes to the Pilot as a result of the collective feedback, for consideration at the December 10, 2019, Regular Meeting of Council. If approved, the Pilot would be launched in early 2020.

## **Consultations**

Financial Services  
Fire & Emergency Services  
Planning & Building Services

## **Financial Implications**

The following financial implications were provided in the reports referenced above and considered at by the Policies & Priorities Committee at the October 22, 2019, meeting.

### **Urban Chickens Pilot Program**

An annual license fee of \$25.00 per registration form is being recommended to provide for the identification band expenses, and nominal recovery for staffing resources to administer, monitor and enforce the Pilot Program.

Expenses relating to the identification bands, in the approximate amount of \$100.00 for 500 bands would be funded from the Animal Control Budget.

Additionally, the proposed annual license fee would be included in the 2020 Fees & Charges By-law.

The cost of advertising the PIC in the local newspapers was allocated to the Corporate Services advertising expense in the 2019 Budget.

### **Alley Closing Policy**

There are no financial implications associated with adoption of the proposed Alley Closing Policy. The costs incurred to close and sell an alley are intended to be fully recovered under this Policy.

The cost of advertising the 30-day review in the local newspapers was allocated to the Corporate Services advertising expense in the 2019 Budget.

### **False Fire Alarm By-law**

The average number of registered alarms over the past five years is 900. The current registration fee being charged is \$25.

According to the Tecumseh Fire Department's 2018 Year-End review, on average each year between 2014 and 2018 there have been 78 false fire calls (9% average of all calls per year).

It is difficult to quantify the number of alarm registrations that would also include a fire alarm and the number of false fire calls that may be eligible for imposition of an 'At Fault False Alarm' charge.

Town Administration overseeing registrations under the Fire Alarm By-law and Tecumseh Fire and Rescue Services tracking and better reporting 'At Fault False Alarm's' for imposition of the MTO rate charge, will result in recovery of a portion of the costs resulting from false alarms.

The cost of advertising the Notice of Intent to adopt the amended Fire Alarm By-law in the local newspapers was allocated to the Fire Services advertising expense in the 2019 Budget.

## Link to Strategic Priorities

Applicable	2019-22 Strategic Priorities
<input checked="" type="checkbox"/>	Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.
<input type="checkbox"/>	Ensure that Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.
<input type="checkbox"/>	Integrate the principles of health and wellness into all of Tecumseh's plans and priorities.
<input checked="" type="checkbox"/>	Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.
<input type="checkbox"/>	Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals.

## Communications

Not applicable

Website

Social Media

News Release

Local Newspaper

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Reviewed by:

Laura Moy, Dipl. M.M., CMMIII HR Professional  
Director Corporate Services & Clerk

Recommended by:

Margaret Misek-Evans, MCIP, RPP  
Chief Administrative Officer

<b>Attachment Number</b>	<b>Attachment Name</b>
None	None