

# GENERAL GOVERNMENT SERVICES COMMITTEE AGENDA



Monday, August 27, 2012, at 4:45 p.m.  
Sutton Room, 2<sup>nd</sup> Floor  
55 Zina Street, Orangeville

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Declarations of Pecuniary Interest by Members

## **REPORTS**

1. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #1  
Lease for Photocopiers

A report from the Clerk/Director of Corporate Services dated August 27, 2012 to update the Committee on the sourcing of new photocopiers for various departments.

***Recommendation:***

***THAT the report of the Clerk/Director of Corporate Services dated August 27, 2012 with respect to the Lease for Photocopiers be received.***

2. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #2  
Social Media Policy

A report from the Clerk/Director of Corporate Services dated August 27, 2012 to seek approval on a Social Media Policy that will establish guidelines on content, interaction and management of social media sites by County employees.

***Recommendation:***

***THAT the report of the Clerk/Director of Corporate Services dated August 27, 2012 with respect to a Social Media Policy be received;***

***AND THAT the Social Media Policy attached as Schedule A to the report, be approved.***

3. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #3  
Dufferin County Website Update

A report from the Clerk/Director of Corporate Services dated August 27, 2012 to provide the Committee with an update on the Dufferin County website.

**Recommendation:**

**THAT the report of the Clerk/Director of Corporate Services dated August 27, 2012 with respect to the County of Dufferin Website project be received.**

4. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #4  
New Response Time Performance Measures

A report from the Director of Dufferin County Paramedic Services dated August 27, 2012 to update the Committee on the new legislative requirements for reporting our land ambulance response times to the Ministry of Health and the recommended land ambulance response time targets for our Municipality.

**Recommendation:**

**THAT the report of the Director of Dufferin County Paramedic Services dated August 27, 2012 with respect to New Response Time Performance Measures be received.**

5. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #5  
Asset Management Project

A report from the Treasurer dated August 27, 2012 to update the Committee on the Asset Management Project.

**Recommendation:**

**THAT the Treasurer's report dated August 27, 2012, on the progress of the Asset Management Project be received.**

6. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #6  
Municipal Infrastructure Strategy

A report from the Treasurer dated August 27, 2012 to provide information to the Committee with respect to the provincial initiative for a Municipal Infrastructure Strategy.

**Recommendation:**

**THAT the Treasurer's report on the Municipal Infrastructure Strategy be received;**

**AND THAT staff be directed to apply for funding under the Social Housing component (Part 2) of this initiative, including preparing the declaration letter.**

## **CORRESPONDENCE**

7. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #7  
Thunder Bay and Area Disaster Relief Fund

Correspondence dated August 2012 from the Thunder Bay and Area Disaster Relief Fund to request financial support from the County to assist with those affected by flooding this past spring.

***Recommendation:***

***For consideration of the Committee.***

8. GENERAL GOVERNMENT SERVICES – August 27, 2012 – Item #7  
Broader Public Sector Compensation

Correspondence from the Ministry of Health and Long term Care dated July 16, 2012 with respect to Broader Public Sector Compensation and response to the Ministry of Municipal Affairs and Housing from the County of Grey dated July 26, 2012.

***Recommendation:***

***That the correspondence from the Ministry of Health and Long term Care dated July 16, 2012 with respect to Broader Public Sector Compensation and response to the Ministry of Municipal Affairs and Housing from the County of Grey dated July 26, 2012, be received.***

NEXT MEETING: Monday September 24, 2012, at 4:45 p.m.  
55 Zina Street, Orangeville

# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO GENERAL GOVERNMENT SERVICES COMMITTEE



**To:** Chair Laura Ryan and Members of General Government Services Committee

**From:** Pam Hillock, Director of Corporate Services

**Meeting Date:** August 27<sup>th</sup>, 2012

**Subject:** **Lease for Photocopiers**

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### **Purpose**

The purpose of this report is to update the Committee on the sourcing of new photocopiers for various departments.

### **Background & Discussion**

The recent update to the Procurement Bylaw allows the County to take advantage of procurement processes conducted by other government bodies, ministries, local boards and other public entities or authorities, under Section 15 Cooperative Purchasing. The Province of Ontario has recently conducted an RFP process for the use of photocopiers. The result was two vendors of record: Ricoh and Xerox.

With the leases for the existing 10 Xerox copiers coming to an end as of August 31, 2012, staff reviewed both vendors and their respective products. A committee made up of Michelle Dunne, Deputy Clerk, Ellen Pickard, IT Helpdesk Technician and Aimee Raves, Deputy Treasurer took the lead on the project and visited both organizations to receive demonstrations of the different devices and technology available.

Both companies provided excellent solutions. The pricing of both organizations was compared and found to be very similar; however, it was found that the software capabilities associated with the Ricoh copiers outweighed the benefits of the Xerox copiers.

### **Local Municipal Impact**

There is no local municipal impact resulting from this report. Local municipalities can take advantage of the pricing options obtained by the County of Dufferin.

**Financial, Staffing, Legal, or IT Considerations**

The costs associated with using the vendor of record agreement resulted in savings to the County in comparison to the existing contract of nearly \$70,000 over the 60 month term. The lease costs are higher in the first three years (\$40,510) with significant reductions in years 4 and 5 (\$23,300 and \$14,690 respectively). Savings are also realized in the per copy charges which range from \$0.0075 to \$0.075 depending on the type of machine.

IT staff will play a significant role in the initial set up and roll out of the new copiers.

**Recommendation**

That the report of Pam Hillock, Director of Corporate Services dated August 27<sup>th</sup> 2012, regarding the Lease for Photocopiers, be received.

Respectfully submitted,

Prepared by,

Pam Hillock  
Director of Corporate Services

Aimee Raves, CMA  
Deputy Treasurer

# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO GENERAL GOVERNMENT SERVICES COMMITTEE



**To:** Chair Ryan and Members of the General Government Services Committee

**From:** Pam Hillock, County Clerk/Director of Corporate Services

**Meeting Date:** August 27, 2012

**Subject:** **Social Media Policy**

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### **Purpose**

The purpose of this report is to seek approval on a Social Media Policy that will establish guidelines on content, interaction and management of social media sites by County employees.

### **Background & Discussion**

The County of Dufferin is committed to be transparent and increase communication efforts with the general public. The use of social media, which includes networking sites (i.e. Facebook), micro-blogging sites (i.e. Twitter), and video sharing sites (i.e. Youtube) is a means for Dufferin to exchange information with its residents more effectively.

Currently Dufferin has four Facebook pages (strategic plan, waste management, emergency management and museum) and five Twitter accounts (general, waste management, emergency management, museum and road closures).

Implementing a social media policy will ensure consistent standards in providing information. The policy will set out the formal process for submitting, posting, monitoring and responding to contact. The policy will define the parameter of access and use by staff.

### Policy Highlights

- Establishes the criteria for the personal and professional use of social media;
- Establishes the process to create, maintain and decommission County social media sites;
- Provides guidelines for staff to interact and engage with citizens on social media;

- Provides a code of conduct for public discussion on County social media pages;
- Establishes timeframes for responding to comment or queries during regular business hours;
- Includes considerations for staff in their personal use of social media.

A copy of the policy has been attached to this report as Schedule "A".

### **Local Municipal Impact**

There is no direct municipal local municipal impact; however the local municipalities will benefit by receiving information in a more timely manner.

### **Financial, Staffing, Legal, or IT Considerations**

There is no cost to use social media sites other than staff time involved to create, maintain and provides ongoing updates. The use of Sprout Social will initially cost \$9.99 per month and could increase to \$39 per month should more than 10 profiles be required. There is sufficient budget to cover this.

### **Recommendation**

THAT the report of the Director of Corporate Services dated August 27, 2012 with respect to a Social Media Policy be received;

AND THAT the Social Media Policy, attached as Schedule A, be approved.

Respectfully Submitted,  
Pam Hillock  
County Clerk/Director of Corporate Services  
Prepared by: Michelle Dunne, Deputy Clerk



# POLICY & PROCEDURE MANUAL

<b>SECTION</b>	ADMINISTRATION	<b>POLICY NUMBER</b>
<b>SUB-SECTION</b>	Communications	<b>EFFECTIVE DATE</b>
<b>SUBJECT</b>	Social Media Policy	

**AUTHORITY**

**PURPOSE**

This policy is to establish criteria for the personal and professional use of social media. All Dufferin County sponsored social media websites will be used in a professional manner and will be consistent, and secure. This policy outlines how social media websites will be created, maintained and retired by Dufferin County staff.

**SCOPE**

This policy applies to all forms of internet based technologies for interactive dialogue (social media), including, by way of example only, online communities such as Facebook, YouTube, Twitter, etc.

This policy applies to all departments within Dufferin County.

**DEFINITIONS**

“Communications Team” is a cross-functional team with representatives from key departments who manage the social media communications for the Corporation. The Corporate Services Department takes the lead on this team.

“Social Media” is an online service that focuses on building and reflecting of social relations among people who share interests and/or activities.

A social media website is an online service with a specific address (ie. <http://facebook.com/dufferincounty>) that provides relevant information, news, and/or

announcements regarding a specific activity or interest. (I.E. Emergency Management, waste management etc.).

## **IMPLEMENTATION PROCEDURE**

### **Creation**

Employees authorized by their Department Head may create (i.e. set-up) online social media sites (i.e. web pages) for the Corporation and create, generate, upload and manage content confined to the approved sites. Before creating an online social media site, employees shall first complete the Social Media Usage Checklist attached and submit a completed copy to the Director of Corporate Services for approval of the account and for review by the Communications Team and for the account to be included in the online Social Media page on the Dufferin County Corporate web site.

Access must be available at all times to the Corporate Services Department and Information Technology (I.T.) staff for reasons of support, maintenance and decommission of the site when it is no longer deemed required or of service to the County.

When establishing the Social Media site and during maintenance of the Social Media site, the department/individual in charge shall:

- With the assistance of the Communications Team, establish the Social Media Account using their County e-mail address created and maintained by I.T.
- Include an introductory statement that clearly specifies the purpose and topical scope of the Social Media presence.
- Where possible, Social Media Accounts should link back to the Corporate County website for the purpose of downloading any forms, documents and other information.
- Enable features for public comments, if such capability exists, and comply with and enforce the posted Terms of Use Agreement with the site or service.
- Maintain compliance with all applicable policies and procedures.
- Include the 'Facebook Terms of Use' on all Facebook accounts

### **Use**

The Corporation's approved social media sites shall only be used for the purposes of furthering the County's interests in a manner that protects the County's reputation.

Without limitation, any and all content uploaded to any corporate online social media resources shall at all times be consistent with the County's mission and values. It should be understood that online resources are not private; information posted on such resources is public.

### **Personal Use of Social Media Outside of the Workplace**

Employees that post comments on social media sites are prohibited from disseminating any organizational information therein, such as internal deliberations about how

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decisions are made, or any negative comments regarding Dufferin County. Posts involving the following will not be tolerated and will subject the individual to discipline:

- Content which violates the Criminal Code of Canada or the Ontario Human Rights Code
- Proprietary and confidential County information
- Discriminatory statements or sexual innuendos involving Dufferin County or any of its employees, managers, customers and vendors;
- Threatening, derogatory or defamatory statements regarding the County, its employees, volunteers, customers, competitors or vendors;
- Content which violates any of Dufferin County's policies.
- Employees are expected to conduct themselves professionally both on- and off-duty. Where a staff member publicly associates him or herself with the County, all materials associated with his or her page may reflect upon the County. Inappropriate comments, photographs, links, etc. must be avoided. Staff members must receive express permission to reprint the Dufferin County logo or represent views on behalf of Dufferin County.

#### **No Expectation of Privacy**

- Dufferin County employees should not expect confidentiality or privacy in relation to their online activities as they pertain to Dufferin County.
- The traditional legal view is that posting content on social media sites about an employer is considered a publication and not private activity.
- Employees will be personally responsible for the content they publish online as it relates to Dufferin County.

#### **Maintenance**

Corporate social media resources shall be maintained so as to protect the interests of the Corporation.

The ability for third parties to "post" comments or information to the site shall be, where possible, enabled unless enabling the "posting" feature runs contrary to the intent of the social media site.

Social Media sites shall be maintained appropriately to ensure that responses to the public are done in a timely manner and in accordance with our Terms of Use documents. Responses to comments shall be based on the Dufferin County Social Media Response Chart.

#### **Decommissioning**

When a social media site is deemed to no longer meet the needs of the Corporation it shall be decommissioned, retired and shut down by the maintaining staff or by the IT staff as required.

A site may be decommissioned for any/all and not limited to the following reasons:

- The site is no longer required (ie: sites specific to an event, date, group or program that no longer exists)
- The site is not regularly used or maintained. (ie: site has not been updated with pertinent information for a period of at least three (3) months.)
- The site no longer reflects the mission, values or culture of the Corporation.

### **Disclaimer**

Where possible, each social media site shall contain a disclaimer clearly advising third party users or visitors to the site that third party comments are not official communications of the Corporation of the County of Dufferin.

The following disclaimer shall be added to each of the Corporation's social media sites: "Comments made by members of the public are not official communications of The Corporation of County of Dufferin and are owned by the contributing commenter. These comments are not reflective of the Corporation's views, opinions and/or policies."

### **Applicable Policies**

Use of personal social media may not conflict with any of Dufferin's existing policies whatsoever. This includes, but is not limited to, the Code of Conduct, and Communication Acceptable Usage Policy.

### **ATTACHMENT**

Social Media Usage Checklist  
Waiver/Consent Release Form  
Dufferin County Facebook Terms of Use  
Dufferin County Twitter Terms of Use  
Dufferin County Youtube Terms of Use  
Dufferin County Response Chart

## Social Media Usage Form

Please complete the appropriate sections of this form and email it to IT Service Desk. This form must be filled Prior to creating a new Social Media site/account, please answer the following questions

Questions	Comments/Actions
Have you been granted approval to create this site/account by Senior Management?	
What social media technology do you wish to use and does it meet the goals you are trying to achieve?	
What are your communication objectives? Are they different from information posted to other Corporate websites?	
Can this information be supplied by an existing social media account? If no, why not?	
Who is your target audience? Do they regularly use this medium?	
How are you going to evaluate the effectiveness of your social media tool?	
What will happen at completion of the event or need for the site?	
Who will maintain the record of material posted to the site and comments from participants?	
Who will monitor the site? Who will take care of the site during vacation, leave of absence, etc.?	

Form Completed By: \_\_\_\_\_

**When you have finished filling out this form, please click the "Submit by Email" button. This form will be sent to the IT Service Desk**

**(This will be a PDF Form to be filled out online)**



**County of Dufferin**  
55 Zina Street, Orangeville, L9W 1E5  
Tel: 519.941.2816  
Fax: 519.941.4565  
Website: [dufferincounty.on.ca](http://dufferincounty.on.ca)

**Waiver/Consent Release Form**

I (please print name) \_\_\_\_\_

give permission to the County of Dufferin to take and use photographs, videos and/or audio recordings, without restriction as to changes or alterations, for the sole purposes of marketing, advertising, promotion and/or any other lawful media purposes of me, my presentation and/or of this event held on

\_\_\_\_\_ at \_\_\_\_\_

The primary inclusion of the above mentioned material will be in the County's publications, submissions to local print publications and/or for posting on the County of Dufferin website and other County of Dufferin social media sites including, but not limited to Facebook, Twitter, Tumblr and YouTube.

I hereby release the County of Dufferin and its employees, and/or volunteers from all claims resulting from the use, editing and release of any of the above mentioned audio/video material with respect to this .

**Authorization and Release Form**

I am at least 18 years of age, and I consent to this authorization and release. If under 18, consent must be given by parent and/or guardian and form must be signed by parent and/or guardian.

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

(optional)

Contact number: \_\_\_\_\_ Date: \_\_\_\_\_

(optional)

I am the parent and/or guardian of (please print name) \_\_\_\_\_  
and I have read and consent to this authorization and release.

Parent and/or Guardian Signature: \_\_\_\_\_

Personal information on this form will be used for the purposes of obtaining authorization for use of photographs, videos and/or audio recordings and is collected in accordance with Section 29 (2) of the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56, as amended. Questions about this collection should be directed to the Clerk (519) 941-2816 Ext. 2503 or [clerk@dufferincounty.on.ca](mailto:clerk@dufferincounty.on.ca) .

## Dufferin County Facebook Terms of Use

### Introduction

Facebook is a social networking platform which allows users to share news and information, photos, video, and also allows public and private communication between its users. With the exception of private messages exchanged between users, all messages (or 'wall posts') are public and visible to all for review, comment and sharing.

### Availability

Dufferin County updates and monitors its Facebook pages during office hours, 8:30am – 4:30pm Monday to Friday. This does not prevent departments whose staff are available after normal business hours such as the Museum from updating after hours and on weekends. i.e. Museum. Facebook may occasionally be unavailable and we accept no responsibility for lack of service due to Facebook downtime.

### 'Liking' pages

Dufferin County does not automatically 'like' organizations or individuals who like it. The County may 'like' relevant organizations including government agencies, organizations in the Health sector and other parties where there is a clear link in communicating and receiving information. Being 'liked' by the department does not imply endorsement of any kind.

### Privacy

Dufferin County does not capture or record the contact details of parties following its Facebook accounts. Any information identified or deemed confidential or private is treated in accordance with Dufferin County's Policy and Facebook's Privacy Policy.

### Replies to comments and messages

Dufferin County welcomes feedback and ideas from its followers.

Each account reads all comments and private messages and ensures that any emerging themes or helpful suggestions are forwarded to the relevant people in the department.

Where the department is not able to reply individually to messages/comments received via Facebook and where common topics and requests exist, Dufferin County may issue a general notification to all parties. The usual ways of contacting the department for official correspondence are detailed in the Contact Us section of the Dufferin County website.

### Posting and Comment Policy

Dufferin County reserves the right to remove inappropriate posts and comments from its wall. Inappropriate posts and comments can consist of spam, vulgar language, solicitations and other inappropriate content as decided by Dufferin County. In the case that an inappropriate comment is made, Dufferin County will remove the post and send a message to the user with an explanation of why their post was inappropriate. If the user continues to post inappropriate material, Dufferin County reserves the right to ban the user from the corresponding page.

## Dufferin County Twitter Terms of Use

### Introduction

Twitter is a 'microblogging' platform which allows users to post and exchange short messages (up to 140 characters in length) and converse publicly with other users via a mobile phone or web browser. Twitter allows users to share links to online information, publish photographs and share other media such as video. With the exception of direct messages exchanged between users, all messages (or 'tweets') are public and visible to all for review, comment and sharing.

### Availability

Dufferin County updates and monitors its Twitter accounts during office hours, 8:30am – 4:30pm Monday to Friday. This does not prevent departments who's staff are available after normal business hours such as the Museum from updating after hours and on weekends. i.e. Museum. Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime.

### Following

Dufferin County does not automatically follow organizations or individuals who follow it. The County may follow relevant organizations including government agencies, organizations in the Health sector and other parties where there is a clear link in communicating and receiving information. The department will generally not follow individuals unless they are known in a professional capacity and satisfy the business rule above. Being followed by the department does not imply endorsement of any kind.

### Unfollowing

As part of account maintenance and monitoring, the County shall regularly review accounts it is following. This may result in unfollowing accounts.

### Lists

In the interest of organizing our followers into meaningful categories and providing the public with useful industry and topic information, the department may create publicly viewable lists of organizations following its twitter accounts. Inclusion on lists does not imply endorsement of any kind. Should an organization not wish to be included on a list created by the department, it may request to be removed from the list by sending a direct message to the relevant department twitter account.

### Privacy

Dufferin County does not capture or record the contact details of parties following its Twitter accounts. Any information identified or deemed confidential or private is treated in accordance with Dufferin County's Policy and Twitter's Privacy Policy.

### @Replies and Direct Messages

Dufferin County welcomes feedback and ideas from its followers. Each account reads all @replies and Direct Messages and ensures that any emerging themes or helpful suggestions are forwarded to the relevant people in the department. Where the department is not able to reply individually to messages received via Twitter and where common topics and requests exist, Dufferin County may issue a general notification to all parties. The usual ways of contacting the department for official correspondence are detailed in the "Contact Us" section of the Dufferin County website.

### **Hashtags (#)**

It is a convention among Twitter users to distinguish content using semantic tags (keywords), preceded by a # sign. This enables users to search and filter information based on keywords and share information more meaningfully. Hashtags also allow users to quickly identify ‘trending’ topics (as displayed on the Twitter.com homepage).

### **Re-tweeting**

The department actively seeks opportunities to re-tweet content that contributes to the dissemination and exchange of useful information about Dufferin County and related topics.

## **Dufferin County Youtube Terms of Use**

### **Introduction**

Youtube is a video-sharing platform, which allows users to upload, view and share videos. The website uses Adobe Flash Video and HTML5 technology to display a wide variety of user generated video content, which includes movie clips, tv clips, music videos and amateur content, such as video blogging and short original videos.

### **Availability**

Dufferin County updates and monitors its Youtube pages during office hours, 8:30am – 4:30pm Monday to Friday. This does not prevent departments who's staff are available after normal business hours such as the Museum from updating after hours and on weekends. i.e. Museum. Youtube may occasionally be unavailable and we accept no responsibility for lack of service due to Youtube downtime.

### **Privacy**

Dufferin County does not capture or record the contact details of parties following its Youtube accounts. Any information identified or deemed confidential or private is treated in accordance with Dufferin County's Policy and Youtube's Privacy Policy.

### **Replies to comments and messages**

Dufferin County welcomes feedback and ideas from its followers.

Each account reads all comments and ensures that any emerging themes or helpful suggestions are forwarded to the relevant people in the department.

Where the department is not able to reply individually to messages/comments received via Facebook and where common topics and requests exist, Dufferin County may issue a general notification to all parties. The usual ways of contacting the department for official correspondence are detailed in the Contact Us section of the Dufferin County website.

### **Posting and Comment Policy**

Dufferin County reserves the right to remove inappropriate comments on videos posted. Inappropriate comments can consist of spam, vulgar language, solicitations and other inappropriate content as decided by Dufferin County. In the case that an inappropriate comment is made, Dufferin County will remove the post and send a message to the user with an explanation of why their post was inappropriate. If the user continues to post inappropriate material, Dufferin County reserves the right to ban the user from the corresponding page.



# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO GENERAL GOVERNMENT SERVICES COMMITTEE



**To:** Chair Ryan and Members of the General Government Services Committee

**From:** Pam Hillock, County Clerk/Director of Corporate Services

**Meeting Date:** August 27, 2012

**Subject:** **Dufferin County Website Update**

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### **Purpose**

The purpose of this report is to provide an update on the Dufferin County website.

### **Background & Discussion**

As members of committee are aware, at the time of writing, the County of Dufferin's website has been down for several weeks. The website is outdated and is not repairable; however, it has served the County of Dufferin well for the past ten years. Planning for a new website had commenced some time ago and the project for the creation of a new site has been on the books for the past few years.

Members of the public rely on this website to obtain Council/Committee agendas, waste event days and links to various partners, emergency management, budget information among other things. Staff also push out information from the website and provide links to documents upon request and also on a regular basis, ie "Council In Brief" publication. The social media sites Facebook and Twitter need to have a presence on the website as well.

A local web development company has agreed to create a new website in a three-week period at a very reasonable rate. The company called NoBul Media was the successful proponent in a procurement process for Volunteer Dufferin which County staff assisted on. The expected completion date of Phase 1 of the site is August 27, 2012.

There is a Communications Team made up of staff representing several departments in the organization. They are charged with establishing a coordinated social media presence and they took the lead on the establishment of a new website.

### Procurement By-law

This action is in compliance with the County procurement by-law (Section 15 – Cooperative Purchasing). County staff took part in the RFP process for Volunteer Dufferin and were confident in recommending that Nobul, the successful proponent for Volunteer Dufferin, create the County of Dufferin's site.

The amount of Phase 1 of the project is below the amount required to have written quotes, RFP or tender, supporting the decision to sole source to Nobul Media. This project became an immediate priority which did not allow staff the time to go through a longer procurement process. Sufficient money had been budgeted to do this work.

### **Local Municipal Impact**

Local Municipalities will have a presence on the website via links to their homes sites.

### **Financial, Staffing, Legal, or IT Considerations**

The cost of creating a new basic website, Phase 1, is \$7,440. There will be additional phases in the coming year and in 2013 to create more functionality such as mapping, on-line news letters, event calendars, etc. An amount of \$30,000 is budgeted for 2012 which is sufficient to cover Phase 1 and future phases.

There are no major staffing implications. IT staff and the Communications Team are working with the consultant.

### **Recommendation**

THAT the report of the County Clerk/Director of Corporate Services dated August 27, 2012, regarding the County of Dufferin Website project, be received.

Respectfully Submitted,

Pam Hillock  
County Clerk/Director of Corporate Services

# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TO GENERAL GOVERNMENT SERVICES COMMITTEE



**To:** Chair Laura Ryan and Members of General Government Services Committee

**From:** Tom Reid, Director of Dufferin County Paramedic Service

**Meeting Date:** August 27<sup>th</sup>, 2012

**Subject:** **New Response Time Performance Measures**

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### **Purpose**

The purpose of this report is to update the Committee on the new legislative requirements for reporting land ambulance response times to the Ministry of Health. Also included in the report are the recommended, land ambulance response time targets for the County of Dufferin.

### **Background & Discussion**

Prior to the downloading of land ambulance services to the upper tier municipalities (UTM) and Designated Delivery Agents (DDA) the Ministry of Health and Long-Term Care (MOHLTC) funded and operated ambulance services based on approved staffing levels and a management fee. There were no legislated response time standards in place until after the MOHLTC downloaded the land ambulance services in 1996. At that time they introduced a standard that required the UTM/DDA to maintain the 1996 90th percentile response time to urgent and emergency calls for the entire service area. The response time for Dufferin County Paramedic Service was set at 16 minutes and 50 seconds or less, 90 percent of the time.

The 90<sup>th</sup> percentile response time measure has been replaced with the new performance measures as set out in Regulation 257/00 under the Ambulance Act as follows:

- 23. (2) No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act, a performance plan for the next*

*calendar year respecting response times. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (1).*

- (7) *Without limiting the generality of subsection (6), no later than March 31 in each year after 2013, an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the following matters for the preceding calendar year:*

*The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received.*

*The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight minutes of the time notice is received respecting such services.*

*The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2). O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (2).*

This change in legislation has also introduced a new factor into the equation; that being the Canadian Triage Acuity Scale (CTAS). Prior to this, response times were based on the call priority assigned by the ambulance dispatch centre. The introduction of CTAS has had a significant impact on establishing reasonable response time goals as ambulances continue to be dispatched based on the call priority assigned by the call dispatcher and not based on the patient CTAS rating.

CTAS scores are based on an assessment of the patient's condition by the paramedic after arrival at the scene as follows:

- Level I - Resuscitation
- Level II - Emergent
- Level III - Urgent
- Level IV - Less Urgent (Semi urgent)
- Level V - Non Urgent

The patient priority system, CTAS has been used in the hospital sector for a number years, the listing below outlines the best practices for hospitals;

CTAS Level 1 - Patients need to be seen by a physician immediately 98% of the time.

CTAS Level 2 - Patients need to be seen by a physician within 15 minutes 95% of the time.

CTAS Level 3 - Patients need to be seen by a physician within 30 minutes 90% of the time.

CTAS Level 4 - Patients need to be seen by a physician within 60 minutes 85% of the time.

CTAS Level 5 - Patients need to be seen by a physician within 120 minutes 80 % of the time.

The first target of 6 minutes or less to Sudden Cardiac Arrest calls is intended to be the community target; it includes Ambulance, Tiered Response agencies, Public Access Defibrillator (PAD) programs and community or personal Automated External Defibrillators (AED). This is a new standard which we will be required to report, however to date the information is not available electronically and it will have to be manually tracked. The clock is stopped only when a defibrillator arrives at the patient's side.

Based on an operational review and the current level of service, it is recommended to the Government Services Committee that the performance measures targets listed below be approved and submitted to the Ministry of Health and Long-Term Care on or before October 1, 2012.

### **Dufferin County Paramedic Service Performance Targets**

CTAS 1 – The community response time target to Sudden Cardiac Arrest calls should be 6 minutes or less 35% of the time.

CTAS 1 – The land ambulance response time target should be 8 minutes or less 60% of the time.

CTAS 2 – The land ambulance response time target should be 15 minutes or less 90% of the time.

CTAS 3 – The land ambulance response time target should be 30 minutes or less 90% of the time.

CTAS 4 – The land ambulance response time target should be 30 minutes or less 90% of the time.

CTAS 5 – The land ambulance response time target should be 30 minutes or less 90% of the time.

### **Local Municipal Impact**

There is no local municipal impact resulting from this report.

**Financial, Staffing, Legal, or IT Considerations**

There are no financial, staffing, legal or IT considerations as a result of this report.

**Recommendation**

That the report of Tom Reid, Director of Dufferin Paramedic Services dated August 27<sup>th</sup> 2012, with respect to New Response Time Performance Measures, be received.

Respectfully submitted,

Tom Reid, Director  
Dufferin Paramedic Service

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**Ambulance Act  
Loi sur les ambulances**

**ONTARIO REGULATION 257/00**

**PART VIII  
RESPONSE TIME PERFORMANCE PLANS**

**22.** In this Part,

"notice" means notice given to a land ambulance crew by a land ambulance communication service of a request;

"request" means a request made to a land ambulance communication service for ambulance services that are determined to be emergency services by the communication service at the time of the request. O. Reg. 267/08, s. 1 (2).

**23.** (1) In this section,

"response time" means the time measured from the time a notice is received to the earlier of the following:

1. The arrival on-scene of a person equipped to provide any type of defibrillation to sudden cardiac arrest patients.

2. The arrival on-scene of the ambulance crew. O. Reg. 267/08, s. 1 (2).

(2) No later than October 1 in each year after 2011, every upper-tier municipality and every delivery agent responsible under the Act for ensuring the proper provision of land ambulance services shall establish, for land ambulance service operators selected by the upper-tier municipality or delivery agent in accordance with the Act, a performance plan for the next calendar year respecting response times. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (1).

(3) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that the plan established under that subsection sets response time targets for responses to notices respecting patients categorized as Canadian Triage Acuity Scale ("CTAS") 1, 2, 3, 4 and 5, and that such targets are set for each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act. O. Reg. 267/08, s. 1 (2).

(4) An upper-tier municipality or delivery agent to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part. O. Reg. 267/08, s. 1 (2).

(5) An upper-tier municipality or delivery agent to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (4) no later than one month after the plan has been updated. O. Reg. 267/08, s. 1 (2).

(6) An upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,

(a) the nature and scope of the plan established under that subsection or updated under subsection (4);  
and

(b) the establishment, maintenance, enforcement, evaluation and updating of the plan. O. Reg. 267/08, s. 1 (2).

(7) Without limiting the generality of subsection (6), no later than March 31 in each year after 2013, an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the following matters for the preceding calendar year:

1. The percentage of times that a person equipped to provide any type of defibrillation has arrived on-scene to provide defibrillation to sudden cardiac arrest patients within six minutes of the time notice is received.
2. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to sudden cardiac arrest patients or other patients categorized as CTAS 1 within eight minutes of the time notice is received respecting such services.
3. The percentage of times that an ambulance crew has arrived on-scene to provide ambulance services to patients categorized as CTAS 2, 3, 4 and 5 within the response time targets set by the upper-tier municipality or delivery agent under its plan established under subsection (2). O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 1 (2).

(8) Without limiting the generality of subsection (6), an upper-tier municipality or delivery agent to which subsection (2) applies shall report to the Director on the performance of each land ambulance service operator selected by the upper-tier municipality or delivery agent in accordance with the Act in respect of the targets set for that operator under subsection (3). O. Reg. 267/08, s. 1 (2).

**24.** (1) In this section,

"response time" means the time measured from the time a request is received to the time a notice is given respecting that request. O. Reg. 267/08, s. 1 (2).

(2) No later than October 1 in each year after 2011, every land ambulance communication service shall establish a response time performance plan for the next calendar year that sets out the percentage of times that the communication service will give notice within two minutes of the time a request is received respecting sudden cardiac arrest patients or other patients categorized as CTAS 1. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 2 (1).

(3) A land ambulance communication service to which subsection (2) applies shall ensure that throughout the year the plan established under that subsection is continuously maintained, enforced and evaluated and, where necessary, updated, whether in whole or in part. O. Reg. 267/08, s. 1 (2).

(4) A land ambulance communication service to which subsection (2) applies shall provide the Director with a copy of the plan established under that subsection no later than October 31 in each year, and a copy of any plan updated, whether in whole or in part, under subsection (3) no later than one month after the plan has been updated. O. Reg. 267/08, s. 1 (2).

(5) A land ambulance communication service to which subsection (2) applies shall report to the Director, as required from time to time by the Director and on forms or in a manner provided or determined by the Director, on any matter relating to,

- (a) the nature and scope of every plan established under that subsection or updated under subsection (3); and
- (b) the establishment, maintenance, enforcement, evaluation and updating of the plan. O. Reg. 267/08, s. 1 (2).

(6) Without limiting the generality of subsection (5), no later than March 31 in each year after 2013, a land ambulance communication service to which subsection (2) applies

shall report to the Director the percentage of times in the preceding calendar year that the communication service gave notice within two minutes of the time a request was received respecting sudden cardiac arrest patients or other patients categorized as CTAS 1. O. Reg. 267/08, s. 1 (2); O. Reg. 368/10, s. 2 (2).

# CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TR-12-18 TO GENERAL GOVERNMENT SERVICES COMMITTEE



**To:** Chair Ryan and Members of General Government Services Committee  
**From:** Alan Selby, Treasurer  
**Meeting Date:** August 27, 2012  
**Subject:** **Asset Management Project**

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### **Purpose**

The purpose of this report is to update the Committee on the asset management project.

### **Background & Discussion**

Treasury staff had previously identified the requirement for a comprehensive asset management plan and has been working to acquire the necessary resources to move ahead with the project. With the recent announcement of the Municipal Infrastructure Strategy which requires all municipalities to have an asset management plan in place to be eligible for provincial funding, it is more important than ever that this project be completed as soon as possible.

Asset management involves many aspects of analysis, such as asset condition, modelling future replacement needs, and forecasting how those needs might be funded. The project began in 2009 with the mandatory development of capital asset data for the PSAB requirements in the year-end reporting for 2009. Then in 2010, staff training was taken to learn about the second stage of work that follows PSAB, but unlike PSAB the asset management work was not mandatory at that time.

During 2011, several vendors of asset management software provided staff with program demos. Further staff training also took place in 2011. Over 2010-2012, there has been \$40,000 of Gax Tax devoted to this project, per approved Capital Budgets, of which \$31,000 remains unspent.

Treasury staff are now ready to proceed with Asset Management software implementation, and development of models and strategies for capital asset needs of future years. In 2012, staff will initialize the software and populate it with data, and learn how to use the various features and functions. This will be followed by developing models for budgeting. Asset management will be valuable for long-term budgeting, which is another growing field of work among municipalities.

Three written quotes were obtained (pre-HST) from Asset Management program vendors:

- Altus Group \$25,000
- City-Wide / Public Sector Digest Inc. \$25,750
- WorkTech Inc. \$18,942.50

WorkTech is recommended by staff. They are the low bid, they already work with the County in the Public Works division through their Work Manager program, and so the addition of new modules should be fairly straight-forward for County IT staff. The cost breakdown is Software \$8,000, annual support (year 1) \$1,600, WorkTech staff time for training/consulting/project management/configuration \$9,342.50 for a total of \$18,942.50.

The cost is within the Procurement limits for staff awarding of the work. Staff has signed the contract document with WorkTech Inc. Training and software installation and start-up will take place over the remaining months of 2012.

### **Local Municipal Impact**

A number of other municipalities, including some Counties, have already moved ahead with asset management, and staff will make use of their work through sharing and co-operation where possible. County staff are committed to also sharing this information with local municipalities and to providing information regarding the vendor selection process.

### **Financial, Staffing, Legal, or IT Considerations**

The cost is within the existing funds provided in the Capital Budget. WorkTech estimates that County staff time of 92 hours or 15 work-days will be needed to implement the software, etc. County IT staff have been advised of the project and asked to assist WorkTech with the install.

### **Recommendation**

**THAT** the Treasurer's report dated August 27, 2012, on the progress of the Asset Management Project be received for information.

Respectfully submitted,

Alan Selby  
Treasurer

# THE CORPORATION OF THE COUNTY OF DUFFERIN



## REPORT TR-12-18b TO GENERAL GOVERNMENT SERVICES COMMITTEE



**To:** Chair Ryan and Members of General Government Services Committee

**From:** Alan Selby, Treasurer

**Meeting Date:** August 27, 2012

**Subject:** **Municipal Infrastructure Strategy**

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### **Purpose**

The purpose of this report is provide information regarding the recently announced provincial initiative for a Municipal Infrastructure Strategy.

### **Background & Discussion**

On August 16, the Minister of Infrastructure announced the Municipal Infrastructure Strategy, which will make the process of completing a municipal asset management plan mandatory in order to receive government infrastructure funding. The new system will assist the province to evaluate which projects are a priority.

The announcement indicated that \$60 million was being made available with \$9 million allocated to assist municipalities with the planning process. The remaining \$51 million is to be divided up over the next three years to those municipalities who need it most based on a priority list, with \$8 million available over the next seven months.

Up to \$8.25 million of the planning funds will be available to lower-tier municipalities at or below populations of 20,000 and to upper-tiers at or below 50,000 to develop local asset management plans, under Part 1 of the new Strategy. The County of Dufferin does not qualify for this funding, but seven of the eight local municipalities are eligible.

However, a second amount of \$750,000 is to be made available (\$250,000 per year over three years), under Part 2, to eligible Consolidated Municipal Service Managers (CMSM's) to support development of a local asset management plan for social housing stock. A list of the specific CMSM's that are eligible was provided, and the County of Dufferin is on that list. To be eligible, a CMSM must administer a portfolio of less than 4,000 units.

Applications must be submitted by October 22, 2012. The social housing (Part 2) funding consists of a \$7,000 base amount plus \$10.05 per unit. Eligible costs must be incurred after August 16, 2012. No matching funds are required from the CMSM. The CMSM must:

- At the end of each funding year, report how funds were spent that year
- Include with their application a declaration certifying that the information given is factually accurate and that developing an asset management plan is a priority.

### **Local Municipal Impact**

Seven of eight local municipalities in Dufferin County may apply for this new funding under Part 1. These applications must include a declaration similar to the one mentioned above approved by a Council resolution. The Ministry does not identify a base amount for the Part 1 funding, but rather states the amount of funding to be paid under Part 1 of the initiative (for populations under 20,000) will depend on:

- Overall demand i.e. how many applications are received by the deadline
- The relative value of capital assets of the municipality, using data taken from its 2011 FIR (Financial Information Return).

### **Financial, Staffing, Legal, or IT Considerations**

In its material, the Ministry states: "Going forward, any municipality seeking provincial infrastructure funding must demonstrate how its proposed project fits within a detailed asset management plan." This means that in future, in order to participate in any infrastructure grant program, a municipality must have an asset management plan. Forms to be completed, under these future programs, will include a question on how the project-in-question fits into the local asset management plan.

There is \$11,794 available to the County to assist in developing an asset management plan for housing stock, including both County-run buildings and buildings operated by transfer-partners (under co-ops or non-profit boards), per a Ministry letter received August 17. Under the Part 2 funding the required declaration may be either a resolution from Council or a letter from staff declaring the information in the application is factually accurate. It is recommended that the County follow the letter-from-staff option. This will avoid any possible risk of timing issues around Council meeting dates and the application deadline.

**Recommendation**

THAT the Treasurer's report on the Municipal Infrastructure Strategy be received;

AND THAT staff be directed to apply for funding under the Social Housing component (Part 2) of this initiative, including preparing the declaration letter.

Respectfully submitted,

Alan Selby  
Treasurer

Thunder Bay & Area  
**DISASTER**  
**RELIEF FUND**

500 Donald Street East  
Thunder Bay, ON P7E 5V3  
Kchiappetta@thunderbay.ca  
807-625-2686

August, 2012.

County of Dufferin  
55 Zina Street  
Orangeville, ON L9W 1E5

**Administration Department**  
**Received**

**AUG 20 2012**

**ATTENTION:** Warden Walter Kolodziechuk

For Information: \_\_\_\_\_

Dear Warden Kolodziechuk:

For Action: \_\_\_\_\_

On behalf of the Thunder Bay and Area Disaster Relief Committee, I am writing to request financial support to the Disaster Relief Fund to assist those affected by flooding this past spring.

In the early hours of May 28, 2012, more rain dropped in Thunder Bay and area in two hours than normally falls on the city the entire month of May causing extensive damage and flooding in many areas of the City. Throughout our neighbourhoods, several homes were flooded with sewage resulting in life-altering destruction. In the aftermath of this tragedy you could see massive piles of flood-damaged belongings strewn across front yards. Most heart-wrenching were the stories of overwhelming loss of property, family pictures and a place to call home.

Although several weeks have passed, flood victims are discovering that the suffering caused by this disaster continues to impact their lives. While much of the cleanup has been completed, there are thousands of affected homeowners and businesses faced with the task of repairing the damage and restoring some normalcy. It is estimated that \$15 to \$20 million will be required to help our neighbours who are either without insurance or are under-insured.

As a result of the flood, the Ministry of Municipal Affairs and Housing declared the region a "Disaster Area" which allowed the municipality to access provincial funds through the Ontario Disaster Relief Assistance Program (ODRAP). A Thunder Bay and Area Disaster Relief Committee has been formed and is spearheading the local fundraising effort. The Disaster Relief Committee is committed to *Restoring Our Neighbours*.

This disaster is, without a doubt, a defining moment in our city's history but it's our ability to help our neighbours overcome this tragedy and create a positive outcome that will also leave a lasting mark.

We are appealing to all municipalities in Ontario for assistance. Your financial contribution will make a huge difference in assisting victims of the flood in regaining their homes, their businesses and their lives. All donations will be matched 2:1 by the province – \$1 becomes \$3.

As a community, we need to raise \$5 million to help those affected by the flood. Not only is your support appreciated, it's essential to helping us meet this goal. Donations can be mailed to the Disaster Relief Office, 500 Donald St. E. Thunder Bay, ON P7C 5K4.

Sincerely,



Lynn Peterson  
Co-Chair, Thunder Bay and Area Disaster Relief Committee

---

RESTORING OUR NEIGHBOURS

Ministry of Health  
and Long-Term Care

Office of the Deputy Minister

Hepburn Block, 10<sup>th</sup> Floor  
80 Grosvenor Street  
Toronto ON M7A 1R3  
Tel.: 416 327-4300  
Fax: 416 326-1570

Ministère de la Santé  
et Soins de longue durée

Bureau du sous-ministre

Édifice Hepburn, 10<sup>e</sup> étage  
80, rue Grosvenor  
Toronto ON M7A 1R3  
Tél.: 416 327-4300  
Télééc.: 416 326-1570



RECEIVED

JUL 19 2012

ADMINISTRATOR'S OFFICE  
COUNTY OF MIDDLESEX

July 16, 2012

**MEMORANDUM TO:** BPS Employers

**FROM:** Saäd Rafi  
Deputy Minister  
Ministry of Health and Long-Term Care

**RE:** **Broader Public Sector Compensation**

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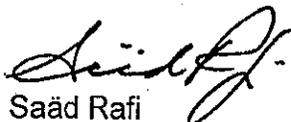
Attached is a letter from Minister of Finance Dwight Duncan that is being sent to broader public sector employers in Ontario. This letter provides additional and important information on the Provincial Compensation Framework which was announced in the 2012 Ontario Budget.

This letter is being sent to all non-municipal employers, but does include municipal long-term care and public health units.

Specifically, the attached letter communicates the government's clear expectations around the management of compensation in the broader public sector in Ontario.

This is consistent with the approach the government is taking with its teachers and doctors.

More information on the direction in this letter is available on the Ministry of Finance's website: [www.fin.gov.on.ca](http://www.fin.gov.on.ca).

  
Saäd Rafi  
Deputy Minister

Attachment



7<sup>th</sup> Floor, Frost Building South  
7 Queen's Park Crescent  
Toronto ON M7A 1Y7  
Telephone: 416 325-0400  
Facsimile: 416 325-0374

7<sup>e</sup> étage, Édifice Frost Sud  
7 Queen's Park Crescent  
Toronto ON M7A 1Y7  
Téléphone : 416 325-0400  
Télécopieur : 416 325-0374

**To: BPS Employers**

**RE: Provincial Compensation Framework**

In March, when I tabled the 2012 Budget, Strong Action for Ontario, I laid out a plan to keep Ontario on track to balance the budget by 2017-18. I indicated then that eliminating the deficit was the single most important step the government could take to grow our economy, and protect and create jobs. I said the government was committed to getting its fiscal house in order while protecting the services that matter most to Ontarians: health care and education.

That strong action includes a plan to transform the broader public sector (BPS).

Our partners in the BPS play critical roles in providing services to Ontarians and the McGuinty government has always valued, and will continue to value that work. Compensation for the BPS accounts for more than 50 per cent of all Ontario government spending.

The government is asking all Ontarians to do their part in returning the budget to balance.

As you know, we have asked teachers and doctors to hit the pause button for two years. And now we are asking others in the BPS to do the same.

To meet the government's fiscal targets, the fiscal plan provides no funding for incremental compensation increases for new collective agreements.

The government respects the collective bargaining process and will leave existing agreements intact. The government will also insist that its partners continue providing high-quality health care, education and other key public services to Ontario families.

.../cont'd

Ontario is expecting its bargaining partners to meet the following criteria:

- For two years, collective agreements should not allow for increases in compensation. This includes wages, performance pay and benefits. Any movement through an established grid must be fully offset from within the total compensation package. Should parties wish to enter contracts of more than two years, those contracts should contain no increases in compensation during the additional period.
- The *Broader Public Sector Accountability Act, 2010*, implements compensation restraint measures for designated executives at hospitals, universities, colleges, school boards and designated organizations. The restraint measures are effective March 31, 2012, and are in place until the province ceases to have a deficit.
- Decisions related to compensation for non-executives who are not governed by collective agreements should live within fiscal targets.

These criteria are consistent with the approach the government is taking with teachers' compensation and doctors' fee for service arrangements.

In addition, there should be no agreement to terms that impose longer-term costs or restrictions on service delivery.

You, as an employer, are expected to share these parameters with your bargaining agents. The McGuinty government believes being transparent about our expectations will support the collective bargaining process and good-faith bargaining.

As the 2012 Budget states, where agreements cannot be reached that are consistent with the government's plan to eliminate the deficit, the government is prepared to propose necessary administrative and legislative measures.

In addition, the 2012 Ontario Budget announced a number of initiatives intended to improve the sustainability, affordability and efficiency of pension plans in the Broader Public Sector. The government is currently conducting consultations on the affordability and sustainability of public sector pension plans.

Ontario is facing some challenges. Strong action is required to eliminate the deficit, protect jobs and encourage the creation of new jobs as well as economic growth.

I know I speak for my Cabinet colleagues when I say that we appreciate everything that all parties are doing to help move Ontario forward.

Sincerely,



Dwight Duncan  
Deputy Premier  
Minister of Finance



# Corporation of the County of Grey

## Office of the Warden

595 9<sup>th</sup> Avenue East, Owen Sound ON N4K 3E3  
(519) 376-2205 / 1-800-567-GREY / Fax (519) 376-8998

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

July 26, 2012

The Honourable Kathleen Wynne  
Minister of Municipal Affairs and Housing  
777 Bay Street, 17<sup>th</sup> Floor  
Toronto ON M5G 2E5

Dear Minister Wynne:

### **Re: Province's Collective Bargaining Expectations**

I am writing on behalf of Grey County Council in response to your letter of July 19, 2012. The County lauds the Province's stated intent to constrain expenditure increases within the public sector; however I wish to express disappointment and concern at the way in which your government is addressing the issue.

In your letter you state that municipalities are exempt from the Province's constraint initiative for broader public sector collective bargaining, noting however, that it is your government's expectation that municipalities will follow the lead of the Province and conduct our collective bargaining "with due regard to our own budgets". Minister, the County of Grey and its constituent local municipalities demonstrate responsible financial stewardship, fiscal innovation and budgetary prudence in arriving at balanced budgets year over year despite having no control over the costs of arbitrated labour settlements imposed upon us, most notably for police, fire, land ambulance and nursing.

Much has been written about the failings of the Province's arbitration system in containing escalating costs for municipally delivered services, so I will not repeat it here except to ask you, where is the arbitrators' due regard to municipal budgets and ability to pay when handing down overly generous compensation settlements? Minister, until the failings of the arbitration system are addressed the Province cannot reasonably expect municipalities to be able to comply with its stated desire to zero-out increases in labour compensation costs for a period of time. Nor should municipalities be penalized, as we currently are, for cost escalations that are completely beyond their control.

Minister, in your letter you state that due to the Province's "significant funding and oversight" of long-term care and public health those two service areas are not exempt from the Province's labour compensation cost containment plan. If significant provincial funding support and oversight are criteria for not exempting municipal services from the Province's cost containment plan then I would suggest that land ambulance services should be treated in like

*Strong and Steady, Future Ready!*

manner. As you know, land ambulance services are cost shared 50/50 between the province and municipalities and the regulatory and operating framework within which our paramedics work is governed by the Province.

It is not clear to us how the Provincial government expects labour costs to remain constrained within the areas of police, fire, long-term care, public health, land ambulance or any other municipal service area for that matter, until arbitrators are required to have regard for a municipality's ability to pay and provincial policy directives for containing public sector compensation. Capping provincial funding support to these service areas by limiting the costs that are eligible for cost sharing, as has been announced, is unfairly punitive towards municipalities and does nothing but drive the escalating labour costs onto the municipal tax base – in essence a download of provincial costs to municipalities.

Minister, many communities across the province are reeling from the effects of the prolonged economic downturn and the structural changes occurring within the global economy. Job losses, out-migration, worrisome social dislocation and a decline in growth and overall community prosperity are hollowing out the very fabric of small towns and rural communities across the province; threatening the sustainability of many municipalities. We need help and one of the ways the Province can help is to modify the arbitration system in Ontario to take into account and respect the growing inability of municipalities to absorb the high costs of arbitration awards. Another way to help would be for the province not to penalize municipalities that are unable to contain rising labour costs that are beyond their control.

Grey County is eager to work with other municipalities, municipal organizations and the Province in finding a reasonable and sustainable solution.

Yours truly,

Duncan McKinlay  
Warden  
519-372-0219 ext. 1225  
[duncan.mckinlay@grey.ca](mailto:duncan.mckinlay@grey.ca)

Copies: Minister of Finance, Honourable Dwight Duncan  
Minister of Labour, Linda Jeffrey  
Members Grey County Council