Agenda
Committee of the Whole
Municipality of West Grey, council chambers
402813 Grey Rd 4, RR 2, Durham ON N0G 1R0

Tuesday, September 29, 2020, 9 a.m.
Virtual meeting

This meeting is online
We are using the ZOOM meeting software – audio only
To join the meeting through your computer (or smartphone with the ZOOM app) go to:
https://us02web.zoom.us/j/83489542972
If you prefer to phone in and listen live dial +1 647 558 0588 (long-distance charges to Toronto may apply)
If prompted, enter the meeting ID: 834 8954 2972

Accessibility of documents: Documents are available in alternate formats upon request. Please contact the Clerk's Department at 519-369-2200 or by email at gscharback@westgrey.com to discuss how best we can meet your needs if you require an accessible format or communication support.

Pages

1. Call to order
2. Declaration of pecuniary interest and general nature thereof
3. Staff reports
   3.1 Administrative Assistant, Clerk's Department
      3.1.1 Modernization Initiatives
          Recommendation:
          That Committee of the Whole receives report Modernization Initiatives for information.
   3.2 Recreation Supervisor
3.2.1 *Electronic Meetings Software Updates*

Recommendation:
That Committee of the Whole hereby receives report Electronic Meetings Software Updates for information; and

That Committee of the Whole recommends to Council that up to $3500 be allocated from the Municipal Modernization reserve to modernize technology within council chambers to manage meetings using Zoom meeting software.

3.3 *Clerk*

3.3.1 *Anti-Racism, Diversity and Inclusion Training*

Recommendation:
That Committee of the Whole hereby recommends to Council that staff be directed to arrange for the following training sessions to be completed in 2020;

1. HR Downloads Unconscious Bias Training to be completed by all council, committee and staff members by December 31, 2020; and

2. Ontario Human Rights Commission Call It Out Training, to be completed by all council and staff members by December 31, 2020.

4. **New business**

5. **Adjournment**

Recommendation:
That we do now adjourn at ____ a.m/p.m. to meet again on October 27, 2020 at 9 a.m. or at the call of the chair.
Recommendation

That Committee of the Whole receives report Modernization Initiatives for information.

Executive summary

The Municipality of West Grey is dedicated to increasing customer service and finding sustainable resources to make our services more efficient. We are committed to providing accessible customer service to the entire community, including allowing them to do things from the comfort of their own home. An outline of recent municipal projects focused on the modernization of municipal facilities and services is in this report.

Background and discussion

Since 2019 the municipality has improved customer service by implementing new software, programs and facility upgrades to be responsible stewards of tax dollars, exceed customer service standards, allow for online convenience and meet legislative requirements.

TOMRMS

The Ontario Municipal Records Management System, TOMRMS, is a record management system that provides record classification, retention periods based on related legislation and effective record management policies and procedures. The TOMRMS system enables the municipality to meet legislative requirements related to corporate records, including timely and accurate responses to requests for records under the Municipal Freedom of Information and Protection of Privacy Act, MFIPPA.

MESH Weather

MESH is a complete work and asset management software platform that enables departments to be more efficient and effective in managing their operations, and demonstrate that compliance activities are being completed and documented. The software will create a better understanding of the condition of all our assets and infrastructure. From street signs to stoplights, culverts to hydrants, we will be able to manage all of our assets and all work associated with maintaining them. The software will also create, assign, and track any type of
work order to make sure that work gets completed, intake requests, schedule repeatable or one-time tasks, and assign work to workers. This software will allow us to upgrade our road patrol software as well. Installation and deployment of the software will start with the public works department.

**Cloud Permit (formally Evolve)**

This is an online platform for building permit submissions, inspection requests, and electronic plans review. It will increase customer service by allowing applicants to complete most of their application needs electronically. Cloud Permit brings together government authorities, construction companies, and private citizens in a shared digital workspace. It saves on staff resources and reduces on paper waste. Cloud Permit is described as an express lane to construction permits. Designed to resolve the issues of complicated paper permit processes, the next step for this program is to integrate into our online payment system.

**eSolutions website**

Government websites must be AODA compliant by January 2021 pursuant to the Accessibility for Ontarians with Disabilities Act, 2005. The Municipality of West Grey issued an request for proposal (RFP). eSolutions was the successful proponent and was awarded the contract. The new site was launched with the conversion of several documents to meet accessibility standards. A library of documents and bylaws has been posted advising visitors that, should the document not yet be converted, the visitor can contact staff to receive a copy. The new site has a streamlined search function that allows for easy access to information, council updates, recreation services and waste management and recycling information. Electronic platforms that West Grey currently uses can be seamlessly integrated into the new website, including our new meeting management software, our new building permit software, and our recreation programming software. The content management system is much more efficient and effective which has already proven a time-saver for staff workflow.

**Equidox software**

This software is designed to convert documents to meet accessibility standards as well as act as a checker for new documents to ensure compliance. It is a licence-based platform and staff from across the corporation will be trained.

**IT upgrades**

Upgrades include necessary improvements to prevent cyber-attacks and assist with the filtering of spam, improving service delivery and increasing system memory and storage capacity.
This electronic meeting management software assists in and streamlines the preparation of accessible meeting agendas, reports and minutes. The software improves efficiencies in how agendas are put together and syncs the publishing process to the website.

**Organizational & compensation review**

This review will help assess the current organizational structure, and levels of staffing and make recommendations that will enhance the organizational operations for current and future needs. The compensation review includes a market check with municipal comparitors as well as a review of the council compensation structure.

**BookKing**

This reservation booking software has allowed staff to better manage registrations, payments and facility bookings. The program offers a public-facing calendar which places a reservation hold on a recreation program or facility and alerts staff to follow up with the renter. The program also enables staff to focus on expanding current recreation program offerings based on demand, and better utilize recreation facilities – both of which are expected to increase revenue streams.

**iCity upgrade**

The upgrade to our corporate accounting program provides staff with more flexibility to customize reports and has an interactive dashboard that automatically sends senior staff budget variance information, key performance indicators and other financial reporting. The new upgrade allows for seamless integration with our other software programs. It allows for the ability to add in modules for online service, including internal timesheet entry for staff, and resident access to tax and water bill accounts, as well as dog tag purchases. As implementation continues, these modules will integrate with the new website.

**Zoom online meeting management software**

Due to the need for electronic meetings, staff purchased Zoom meeting management software to run online council, committee and emergency control group meetings to manage communication during the COVID-19 pandemic. Staff will be presenting options to expand capabilities for electronic meeting participation.

**Hexagon mobile work station**

This system allows West Grey police officers to complete their administrative tasks in their police vehicle immediately following an incident. It assists with communication throughout the fleet and make the administration process more efficient for the officers.
Other operational enhancements:

**Accessibility renovation**

The customer service area was renovated in 2019 to provide a more accessible and customer service friendly atmosphere. An internal elevator was installed to provide access to the lower level; the basement washroom was renovated to an accessible washroom. Main lobby washrooms are accessible, and all doors into the office from the lobby and into the building from the main entrance are accessible, with automatic doors.

**Permanent dog tags**

The Municipality of West Grey currently has a yearly dog tag licencing system. Moving to a permanent dog tag-for-life program with an annual licencing fee will increase efficiency, decrease administrative workload and costs associated with purchasing and mailing dog tags yearly, and provide a convenient way for residents to obtain and manage their dog tags.

**Upcoming projects:**

**West Grey Police Service Building Project**

A new police service headquarters is being built to meet standards for the West Grey police service. An architectural firm with a multi-discipline team has been hired to work with the chief building official to plan, design, create and project manage the construction. Additionally, the architectural firm will source funding opportunities and grants.

**Phone system**

The Municipality of West Grey's phone system is outdated, being more than twenty years old. Technology advancements and customer service needs have changed dramatically over the past two decades. A new phone system will allow for many efficiencies, including seamless updates, various messages during periods of being closed and opened, remote access and ease of use for the user and customer. It will dramatically increase our ability to provide the appropriate customer service that our community needs. Additionally, the current phone system is difficult to repair and challenging to update. Staff will bring a proposal for a replacement system for consideration in the 2021 budget, to be funded from the modernization grant.

**Legal and legislated requirements**

Accessibility for Ontarians with Disabilities Act, 2005
Enabling Accessibility Fund agreement
Modernization Grant agreement

**Financial and resource implications**

Projects have been funded or are expected to be funded through a variety of means, including grants, loans, reserves and the tax levy.
## Funding Sources

### 2019 Municipal Modernization Grant

<table>
<thead>
<tr>
<th>Project</th>
<th>Cost</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>New municipal website</td>
<td>$50,000</td>
<td>$642,347</td>
</tr>
<tr>
<td>Equidox Remediation Software</td>
<td>$50,000</td>
<td>$607,247</td>
</tr>
<tr>
<td>eSCRIBE meeting management software</td>
<td>$26,125</td>
<td>$576,122</td>
</tr>
<tr>
<td>TOMRMS records management system</td>
<td>$6,000</td>
<td>$570,122</td>
</tr>
<tr>
<td>New municipal telephone system (proposed) – 2020/2021</td>
<td>$50,000</td>
<td></td>
</tr>
<tr>
<td>Lower 2019 tax levy</td>
<td>$110,700</td>
<td>$459,422</td>
</tr>
<tr>
<td>Hexagon mobile station</td>
<td>$20,000</td>
<td>$439,422</td>
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### 2020 Municipal Modernization Grant

<table>
<thead>
<tr>
<th>Project</th>
<th>Cost</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational &amp; compensation review</td>
<td>$50,000</td>
<td>$50,000</td>
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</table>

### Enabling accessibility fund (Grant)

<table>
<thead>
<tr>
<th>Project</th>
<th>Cost</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>(partial project funding)-$100,000 paid by grant</td>
<td>$160,000</td>
<td>$160,000</td>
</tr>
<tr>
<td>Accessibility renovations (elevator/washroom)</td>
<td>$160,000</td>
<td>$0</td>
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</table>

### Loans

<table>
<thead>
<tr>
<th>Project</th>
<th>Cost</th>
<th>Remaining</th>
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<tbody>
<tr>
<td>(partial project funding)</td>
<td></td>
<td>Future expense</td>
</tr>
<tr>
<td>New police station</td>
<td>$5,925,000</td>
<td>Future expense</td>
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</tbody>
</table>

### Tax levy

<table>
<thead>
<tr>
<th>Project</th>
<th>Cost</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>New police station</td>
<td>$75,000</td>
<td></td>
</tr>
<tr>
<td>Equidox (annual fee) two licences at $2,500 each</td>
<td>$5,000</td>
<td></td>
</tr>
<tr>
<td>Website hosting (annual fee)</td>
<td>$4,900</td>
<td></td>
</tr>
<tr>
<td>IT upgrades</td>
<td>$4,310</td>
<td></td>
</tr>
<tr>
<td>iCity upgrades</td>
<td>$22,000</td>
<td></td>
</tr>
<tr>
<td>BookKing software (annual fee)</td>
<td>$7,500</td>
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</tr>
<tr>
<td>Zoom video conferencing software (annual fee)</td>
<td>$160</td>
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<tr>
<td>Accessibility renovations (partial funding)</td>
<td>$60,000</td>
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<tr>
<td>MESH Weather (annual fee)</td>
<td>$11,900</td>
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### Building revenues

<table>
<thead>
<tr>
<th>Project</th>
<th>Cost</th>
<th>Remaining</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud permit (annual fee)</td>
<td>$9,464</td>
<td>n/a</td>
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</table>
Staffing implications

Significant staff resources, project dependent.

Consultation

Vance Czerwinski, Director of Infrastructure and Public Works
Laura Johnston, Chief Administrative Officer
Kodey Hewlett, Recreation Supervisor
Kerri Mighton, Director of Finance/Treasurer
Genevieve Scharback, Clerk
Karl Schipprack, Chief Building Official

Alignment to strategic vision plan

Pillar: Work together
Goal: Clear communication
Strategy: Implement online services

Attachments

None.

Next steps

Staff will continue to implement and monitor the new initiatives and projects to meet customer service and accessibility standards.

Respectfully submitted:

Lindsey Glazier, Administrative Assistant, Clerk’s Office
Committee of the Whole report

<table>
<thead>
<tr>
<th>Meeting date:</th>
<th>September 29, 2020</th>
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<tbody>
<tr>
<td>Title:</td>
<td>Electronic Meetings Software Updates</td>
</tr>
<tr>
<td>Prepared by:</td>
<td>Kodey Hewlett, Recreation Supervisor</td>
</tr>
<tr>
<td>Reviewed by:</td>
<td>Laura Johnston, CAO</td>
</tr>
</tbody>
</table>

Recommendation

That Committee of the Whole receives report Electronic Meetings Software Updates for information; and

That Committee of the Whole recommends to Council that up to $3500 be allocated from the Municipal Modernization reserve to modernize technology within council chambers to manage meetings using Zoom meeting software.

Executive summary

Council approved the continuation of electronic meeting participation beyond the term of the declared COVID-19 emergency using a hybrid model that allows for in-person meetings, electronic participation and fully-electronic meetings at the September 1, 2020 council meeting. Staff has explored various meeting software and technology options for council’s consideration.

Background and discussion

The COVID-19 Economic Recovery Act, 2020, S.O. 2020, c. 18 - Bill 197 received Royal Assent on July 21, 2020. This legislation amends the Municipal Act to expand the authority of municipalities to amend their procedure bylaw to provide that electronic participation in open and closed municipal meetings may count towards quorum beyond the timeline of a declared emergency.

Following discussion by council on September 1, 2020 council voted in favor of extending electronic meetings using a “hybrid model” beyond the current declared emergency. The hybrid model will allow for in-person meetings, electronic participation, fully electronic meetings as well as electronic participation by delegations and members of the public. The proposed model will include integration to our current council chambers system as well as a camera for participants to be able to view meetings.
Staff have explored the following software options:

**Zoom:**

- **Monthly Subscription:** $80
- **Technology upgrades for Council Chambers:** $3500 (onetime fee)

**Pros:**
- Staff, public, and council feel comfortable using Zoom and have been trained
- Allows for breakout rooms
- Allows for scheduled meetings
- Multiple connection options
- Works across variety of devices (including mobile)
- User friendly interface
- Ability to customize meeting templates
- Allows for public input

**Cons:**
- Requires staff management of meetings
- Only one meeting can be held at a time without upgraded plan

**Microsoft Teams:**

- **Monthly Subscription:** $315
- **Technology upgrades for Council Chambers:** $3500 (onetime fee)

**Pros:**
- Allows for scheduled meetings
- Multiple connection options
- Ability to change video options to suit bandwidth capability
- Ability to customize meeting templates

**Cons:**
- Requires staff management of meetings
- Monthly subscription is static depending on staffing requirement
- Business based software – not easily designed for public input

**Skype for Business:**

- **Monthly Subscription:** $240 (approx.)
- **Technology upgrades for Council Chambers:** $5500 (onetime fee)

**Pros:**
- Familiar model to public
- Ability to schedule meetings
- Works across multiple devices
- Multiple connection options
Cons:

- Requires staff management of meeting
- Closed session requires a separate meeting
- Limited meeting control options
- Limited public input
- Static monthly fee depending on usage

**GoToMeeting: (LogMeIn Suite)**

**Monthly Subscription:** $350  
**Technology upgrades for Council Chambers:** $3500 (annually)

**Pros:**

- Allows for scheduled meetings
- Multiple connection options
- Flexibility in meeting style

**Cons:**

- Requires staff management of meeting
- Multiple software's required depending on style of meeting
- Cannot run closed session in same meeting
- Limited public input
- Equipment must be rented through LogMeIn

**Cisco Webex:**

**Monthly Subscription:** $210  
**Technology upgrades for Council Chambers:** $10,000 - $15,000

**Pros:**

- Multiple connection options
- Ability to integrate to call-in conference-based systems
- Works across multiple devices

**Cons:**

- Requires staff management of meeting
- Closed session requires a separate meeting
- Limited meeting control options
- Expensive and timely integration

**Legal and legislated requirements**

Municipal Act 2001, as amended  
Amendments to Procedural bylaw will be required
Financial and resource implications

Upon council approval, up to $3500 will be used from the Municipal Modernization reserve to purchase technology to use Zoom meeting software in council chambers. Monthly subscription fee for the software will be allocated in the 2021 administration budget.

Staffing implications

Significant cost savings are achieved as staff will be doing the install of meeting software technology.

Consultation

- Genevieve Scharback, Clerk
- Lindsey Glazier, Administrative Assistant, Clerks Department
- Kerri Mighton, Director of Finance and Treasury
- Wightmans Telecom

Alignment to strategic vision plan

Pillar: Working Together
Goal: Listen and empower / Clear Communication
Strategy: Provide a variety of opportunities for stakeholders to provide feedback in person, online, or in print. / Implement online services

Attachments

None.

Next steps

Following council approval staff will begin purchase in install of equipment.

Respectfully submitted:

Kodey Hewlett, Recreation Supervisor
**Committee of the Whole report**

<table>
<thead>
<tr>
<th>Meeting date:</th>
<th>September 29, 2020</th>
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<tbody>
<tr>
<td>Title:</td>
<td>Anti-Racism, Diversity and Inclusion Training</td>
</tr>
<tr>
<td>Prepared by:</td>
<td>Genevieve Scharback, Clerk</td>
</tr>
<tr>
<td>Reviewed by:</td>
<td>Laura Johnston, CAO/Deputy Clerk</td>
</tr>
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</table>

**Recommendation**

That Committee of the Whole hereby recommends to Council that staff be directed to arrange for the following training sessions to be completed in 2020;

1. **HR Downloads Unconscious Bias Training** to be completed by all council, committee and staff members by December 31, 2020; and

2. **Ontario Human Rights Commission Call It Out Training**, to be completed by all council and staff members by December 31, 2020.

**Executive summary**

Council has resolved “that the Municipality of West Grey will actively work towards anti-racism and anti-oppression at every opportunity beginning with annual training for council, committee members and employees for anti-racism, anti-oppression, diversity and inclusion and the history of Aboriginal peoples”. Staff have researched a variety of training opportunities for council’s consideration.

**Background and discussion**

Staff researched a variety of anti-racism, diversity and inclusivity training opportunities suitable for council, committees and staff, for council’s consideration and discovered many free online sessions. These sessions allow for participation in 2020 as neither the budget nor COVID restrictions are a factor. Adequate internet service is imperative; however, any participants that cannot access the training from home may be accommodated by scheduling in dates and times to access the training from our council chambers or Durham library, allowing for social distancing and COVID cleaning protocols to be adhered to.

Some of the training options are more in-depth and require a greater time commitment. It may be unnecessary for all volunteer committee members to take part in all sessions, but council may deem it appropriate to ask them to commit to one session each year as part of an annual training process.
Additionally, there are a number of excellent training programs and facilitators that are able to provide in-person sessions or sessions via Zoom while COVID continues to be an issue for gatherings. These sessions all involve costs that are dependent on participant numbers and would need to be addressed in the 2021 budget.

Please find below a brief overview of the various training opportunities for council’s consideration.

**Unconscious Bias Training**
Unconscious bias training is a 20 minute online training session that is part of the HR Download suite of Human Resource online training sessions that West Grey may access via an existing license. There will be no added cost to the municipality to add this course to our list of courses or to add users from council and committees. This program raises awareness of unconscious bias which can help foster diversity and prevent discrimination. It is a positive step to help organizations recognize and address hidden biases that may influence workplace decisions.

This is a good program to raise awareness of our unconscious bias as a first step in working towards serving the community with diversity and inclusivity incorporated into municipal decision making. It will work well for council, committee and staff members as a 2020 session.

**Call It Out**
Call It Out is a 30 minute online interactive e-course that offers a foundation for learning about race, racial discrimination and human rights protections under Ontario’s Human Rights Code. The Ontario Human Rights Commission (OHRC) provides this course through their website, free of charge. The program is a tool designed by the OHRC and is based on the commission’s “Policy on Preventing Racism and Racial Discrimination”, which focuses on practical examples and encourages dialogue around exclusion, discrimination and harassment based on race. The e-course offers a historical overview of racism and racial discrimination, explains what “race”, “racism” and “racial discrimination” mean, and provides approaches to preventing and addressing racial discrimination.

This program has been developed to raise awareness of the Ontario Human Rights Code and as a strong step towards recognizing and preventing discrimination. It will work well for council and staff members as a 2020 session. Committee members will also benefit from the program but may not be able to accommodate more than one session in 2020.

**Private Training Facilitators**
There are a number of experienced facilitators that provide sessions related to workplace violence, harassment and discrimination, in-house policies related to these matters and Ontario Human Rights Code general information. There are also options for training facilitators with legal expertise and experience addressing racism, human rights, reconciliation work with Indigenous communities and dismantling unconscious bias. Session length, travel
and the number of participants impact the cost of these sessions. We are waiting to receive brief agendas and quotes for various sessions. This option is a good in-person, or group via Zoom, option for council and staff for a future budget year.

**Ontario Human Rights Commission**

The Ontario Human Rights Commissions provides in-person training sessions on the protected grounds in the Code and means of identifying, addressing, preventing discrimination based on any of the protected grounds. We are currently waiting to confirm availability and cost for a session to be provided in 2021, depending on COVID restrictions and budget requirements.

**Indigenous Peoples History and Cultural Awareness Options**

**Indigenous Cultural Competency Training**

This program helps participants gain knowledge, learn attitudes and values and build skills necessary to develop productive and positive relationships with Indigenous peoples.

Cycle 1 is the first of four (4) components of the full Cultural Competency Training offered by the Ontario Federation of Indigenous Friendship Centres, OFIFC. This program introduces information needed to better serve and support Indigenous people across all sectors. It provides foundational knowledge to support relationships with Indigenous peoples. We are waiting on confirmation of course delivery options and costs from OFIFC.

This is one option for council and staff to further our knowledge and understanding of Indigenous peoples, and, depending on delivery method and costs, can be considered in future budgets.

**101 Indigenous Awareness Introduction**

This online course takes approximately 60 to 90 minutes to complete. It is an abridged version of the comprehensive certification course offered by Indigenous Awareness Canada. It provides an opportunity to learn about Canada’s Aboriginal peoples and gain knowledge to build relationships that are effective and positive with Aboriginal peoples. This introductory course is $48.00 per person.

This is another option for council and staff to further our knowledge and understanding of Indigenous peoples for consideration in future budgets.

**Ontario Ministry of Indigenous Affairs Cultural Competency Training**

This is an eight week online course provided by a facilitator engaged by the Ontario Ministry of Indigenous Affairs. It provides a first step in understanding the history and culture of Indigenous peoples. The on-line program is $280 per person. There may be an option for an in-person session, depending on facilitator availability and COVID restrictions. This is a good option to consider for council and staff in future budget year.

This is not an exhaustive list and there are many other training options to consider as we move
forward with annual training; however, this will allow us, as an organization, to begin to learn more about racism, anti-racism measures, diversity and inclusivity.

Legal and legislated requirements
West Grey Resolution #161-20

Financial and resource implications
Training session costs to be addressed in 2021 and future budgets, no-cost training will have no impact on 2020 budget.

Staffing implications
Time to complete training sessions for all staff.

Consultation
Ontario Ministry of Indigenous Affairs
Reconciliation Canada
Lauren Bernardi, LLP
Ontario Federation of Indigenous Friendship Centres
Ontario Human Rights Commission

Alignment to strategic vision plan
Pillar: Work together
Goal: Listen and empower
Strategy: Annual outreach sessions, customer service strategy to exercise industry best practices and instill a customer service first workplace culture.

Attachments
None.

Next steps
Book on-line training for council, committee and staff members to be completed in 2020. Confirm costs for training sessions for budget deliberations.

Respectfully submitted:

Genevieve Scharback, Clerk