

**TOWNSHIP OF ESSA
CONSENT AGENDA
WEDNESDAY, JUNE 2, 2021**

A – ITEMS RECEIVED AS INFORMATION

- p. 1 1. Resolution from the Township of Matachewan dated May 7, 2021, re: Requesting the Province of Ontario Reverse their Decision on the Closure of Youth Justice Facilities in Northeastern Communities.
- p. 3 2. Resolution from the Town of Blue Mountains dated May 12, 2021, re: Town of the Blue Mountains Community Recovery Task Force Request Regarding Provincial Re-opening Strategy and Frontline Business Experience.
- p. 12 3. Correspondence from Simcoe-Grey MPP, Jim Wilson dated May 13, 2021, re: Province Launches New Ontario Tourism and Travel Small Business Support Grant.
- p. 13 4. Correspondence from the County of Simcoe:
a) May 13, 2021 – County Rolls Out Details and New Website for Highly Anticipated Automated Cart Collection Program.
- p.19 b) May 13, 2021 – Simcoe County Museum Brings Interactive Exhibit to Simcoe County Communities.
- p.20 5. Resolution from the Township of McKellar dated May 17, 2021, re: Requesting Consideration of Tax Breaks on 2020 CERB Payments.
- p. 24 6. Media Release from the Nottawasaga Valley Conservation Authority (NVCA) dated May 20, 2021, re: NVCA Reviews New Proposal for Changes to *Conservation Authorities Act*.
- p.26 7. Correspondence from the Association of Municipalities of Ontario (AMO):
a) May 20, 2021 – AMO Watchfile.
- p.29 b) May 20, 2021 – AMO Policy Update – New Provincial COVID-19 Plan, Federal COVID-19 Support Ask, Social Assistance Recovery and Renewal Vision, and Ombudsman’s Report on Ambulance Complaints.

B – ITEMS RECEIVED AND REFERRED TO SERVICE AREA FOR ACTION

C – ITEMS RECEIVED AND REFERRED TO SERVICE AREA FOR REVIEW AND REPORT TO COUNCIL

None.

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**THE CORPORATION OF THE
TOWNSHIP OF MATACHEWAN**

May 7, 2021

Premier Doug Ford
Premier of Ontario
Legislative Building
Queen's Park
Toronto ON M7A 1A1

Dear Premier Ford:

At the meeting held on April 7, 2021, the Council of the Corporation of the Township of Matachewan passed Resolution 2021-064 requesting that the Province of Ontario reverse their decision on the closure of Youth Justice Facilities in Northeastern communities.

A copy of Resolution 2021-064 is attached. Your consideration and support of this resolution would be greatly appreciated.

Sincerely,

Barbara Knauth
Deputy Clerk Treasurer

Cc: Honourable Todd Smith, Minister of Children, Community and Social Services
Honourable Sylvia Jones, Minister of Indigenous Affairs
All Municipalities with the Province of Ontario

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THE CORPORATION OF THE TOWNSHIP OF MATACHEWAN

P.O. Box 177, Matachewan, Ontario P0K 1M0

DATE: April 7, 2021

RESOLUTION #: 2021-064

Moved by: Adam Costello

Seconded by: Guy Dubé

WHEREAS the MeeQuam Youth Residence in Cochrane is one of the facilities that will be closing effective April 30; and

WHEREAS children aged 12 to 17 from the northeastern communities will be impacted by this closure. These are children who have increased needs yet limited access to much needed set of services and support that assist them with their transition to productive and flourishing adulthood; and

WHEREAS with the closure of the MeeQuam Youth Residence, these vulnerable children will find themselves in a facility hundred and thousands of kilometers away from their community and their families; and

THEREFORE BE IT RESOLVED THAT the Council of the Corporation of the Township of Matachewan requests that the Province of Ontario reverse their decision to close the youth justice facility in Cochrane, known as MeeQuam Youth Residence, as these vulnerable children need to be as close as possible to their families and communities.

BE IT FURTHER RESOLVED THAT this Resolution be forwarded to the Honourable Doug Ford, Premier of Ontario, the Honourable Todd Smith, Minister of Children, Community and Social Services; Honourable Sylvia Jones, Minister of Indigenous Affairs; and all municipalities within the Province of Ontario.

	COUNCILLOR	YEA	NAY	PID
CARRIED	✓ Ms. A. Commando-Dubé Mayor			
AMENDED	Mr. N. Costello Deputy Mayor			
DEFEATED	Mr. G. Dubé Councillor			
TABLED	Ms. S. Ruck Councillor			
	Mr. A. Durand Councillor			

Anne Commando-Dubé
Anne Commando-Dubé

Mayor

Barbara Knauth
Barbara Knauth
Deputy Clerk Treasurer

Certified to be a true copy of the original.
[Signature]



Town of The Blue Mountains

32 Mill Street, Box 310
 THORNBURY, ON N0H 2P0
<https://www.thebluemountains.ca>

OFFICE OF: Mayor Alar Soever
 Email: asoever@thebluemountains.ca
 Phone: 519-599-3131 Ext 400

Sent via E-mail

May 12, 2021

The Honourable Doug Ford, Premier of Ontario
 Legislative Building, 1 Queen's Park
 Toronto, ON
 M7A 1A1
 Email: premier@ontario.ca

**RE: Town of The Blue Mountains Community Recovery Task Force Request regarding
 Provincial Re-opening Strategy and Frontline Business Experience**

Dear Premier,

I am writing to you at the direction of the Town of The Blue Mountains Community Recovery Task Force.

Let me begin by communicating our Council's appreciation for the difficult work you and your Cabinet have done to help manage public health in this extraordinary and unprecedented situation.

Our community is doing its best to comply with the 3rd lockdown in one year but there is an ever-increasing level of frustration and anxiety in our community because of the lack of a clearly communicated "exit plan" from this cycle of social and business restrictions. This "exit plan" needs to prioritize health outcomes, while giving clear direction to our residents and businesses on how we are going to emerge from this lockdown. I understand that the Province of Saskatchewan has just released their plan.

Local businesses, many of which have barely operated for 2 weeks during the last 5 months, are desperate for some sign of what the "new normal" will look like and how Ontario might get there. The COVID-19 Science Advisory table has recently advised you that if the stay-at-home order is lifted in the weeks and months ahead, daily cases would reach 10,000 cases a day by the beginning of July! There is no advice coming from that table on how our massive vaccination program can be a step toward some return to normalcy. I am writing to encourage you and your Cabinet to begin to lay out to the public your plan for how Ontarians can begin to return their lives back to some semblance of normal, whatever that "new normal" looks like.

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Our local businesses have been community partners in health outcomes and COVID-19 transmission prevention from the beginning of the pandemic. They have implemented new operational protocols working closely with our Grey Bruce Public Health team. Many of our local businesses implemented standards that went above and beyond the public health guidelines. Our local businesses served as educators of the public to ensure that protocols were followed by visitors and guests.

Premier, our small businesses do their best to hire people, and they invest time and money in training and developing employees so that these employees can have a career. Our local small businesses hire extra part time staff where they can make some extra cash while going to school and summer break. However, our small businesses have become terrified to invest further in their businesses, drying up inventory orders that will have dramatic impacts on supply chains across many sectors. More importantly, this fear will shut down local employment and economic growth. The repeated opening and closing have forced our businesses to incur unrecoverable costs from lost perishable food items, training etc. and are not supported by current government programs.

Destinations, collaborative networks and municipalities across Ontario can work even closer with public health agencies and the Province to ensure that safety protocols are front and center as part of a planned re-opening. Early on in the pandemic, the Town of The Blue Mountains created a local Community (COVID) Recovery Task Force, and this group meets regularly to do what it can to assist local businesses deal with the devastating impact of the prolonged public health lockdowns. This group stands ready to help implement any provincially designed full recovery plan.

Most of our businesses are independently and locally owned and are near completely closed with most employees furloughed. Lack of liquidity is the greatest risk facing businesses at present, which threatens their ability to bounce back upon reopening. Uncertainty and an unclear roadmap to next steps makes the financial and emotional burden that each employer, employee, and local resident faces more difficult.

The Town of the Blue Mountains' small accommodation businesses have been prevented from qualifying for the Ontario Small Business Grant. This is a challenge in tourism-driven communities because accommodations are the key visitation driver. A loss of small accommodators will have a negative ripple effect across retail, restaurant, attractions, and other related sectors. Annual tourism receipts in the RT07 region equal more than \$1.3 billion dollars annually. With regional tourism sector losses somewhere between 30-50% year over year, the economic impact is dramatic.

Businesses urgently need to understand what the criteria will be for a full re-opening, with data points that are measurable, and understandable, in order to better plan and manage their businesses. They are also calling for time to prepare for reopening. Supply chains have been severely impacted by over a year of restrictions. We fully understand that some of the "exit" milestones and the timing of these may be subject to further change, but a plan is needed. More recovery business debt is not possible. Many of our local businesses will not survive if this next recovery is not well planned or managed by ALL PARTIES.

For our municipality, we are unique in that we are the “home” to over 2.5 million visitors each year, and during this “staycation” pandemic, likely many more. We need time to plan for these visitors so that their visit experience is something they will fondly recall and not regret. Like our local businesses, this planning needs to be based upon a public health restriction easing that is well laid out and not designed as we go. While we fully understand that the timing of this plan is subject to the achievement of certain public health milestones, we nevertheless need that plan.

Over 60,000 people recently gathered at a stadium in New Zealand to celebrate herd immunity as that country has reached its target vaccination goals. They were not wearing masks and looked to be enjoying themselves. Here in Canada, aside from the everchanging vaccine rollout parameters, we are told by the science experts that, on the one hand, everything will be normal once we reach our vaccination goal for herd immunity and then told that we will still have to wear masks and stick to public health distancing guidelines because we can still spread the virus, in spite of the vaccine. So, which is it? We need a clear positive statement of how we can return to normal.

Premier, we stand ready to help and I know many of our small business owners do so as well. Perhaps one way to move forward with some input from municipalities and businesses is to establish a COVID recovery advisory group that is tasked with providing government with economic and business recovery advice and planning. You have numerous “science” tables advising you on ways to combat the virus but is it not time to establish a COVID business and economic recovery task force outside of the Jobs and Recovery Committee of Cabinet to help you guide the Province out of this devastating lockdown sequence?

Premier, hopefully we have made a strong case for a clearly communicated plan for this province’s transition out of this pandemic that our residents and businesses can rely on. We want to see the light at the end of the tunnel!

Yours Truly,



Mayor Alar Soever
Town of The Blue Mountains

Enclosed: Samples of Frontline Business Experience

CC: Community Recovery Task Force members (via email)
 Department File – C2657

SAMPLE OF FRONT LINE BUSINESS EXPERIENCE

From a Small Local Art Gallery:

"I suppose we are still in the game as a small gallery started in late fall of 2019. If Jeff and his business weren't backing it we would have probably closed up a year ago. These closures are a killer.

We start to move ahead and generate foot traffic and sales then boom! We're closed.

- we are allowed curbside sales etc but no visits by appt or reduced number.... yet the very people who are our biggest supporters aren't supposed to travel from their homes. How do you sell art online or at the curb?

- everyone followed guidelines, our space wasn't overrun etc. but here we are. Closed. I could load up my van and try and show art in the Walmart parking lot like a sleazy salesperson in a trench coat.

- what are the numbers based on? I would like more details as to those who have tested positive... I have questions but am made to feel like a trouble maker when I question what is going on.

- the idea that we can't interact outside boggles my mind. I think it is possible to plan outdoor activities where the art is shown in a safe hygienic way.

- things taped off and not sold... it's insane. It means I will buy online and it may be Amazon that gets my business instead of say Dollarama. You're robbing these stores of sales and robbing employees of an income. Their hours are being depleted and it's depriving our neighbors of an income.

- so many shortsighted laws being put in place.

- the means by which this vaccine is being rolled out. Don't get me started People who need it still not able to get it or are due for #2. We aren't supposed to travel but some are traveling way out of their district to get the vaccine?

Eventually I think some of should be allowed to venture out into the world and not be fearful of anything invisible or Afraid of a nosy neighbor or of or someone who thinks we aren't following guidelines as they interpret them.

We're all just tired.

From a Small Local Art Gallery

"As you know, I have relocated my gallery, once again, and am impatiently awaiting the opportunity to reconnect with the public. Last year was one I wish to move on from with great haste, both for the covid crisis as well as challenges at my last address.

While I understand the moving target that the crisis presents our government, it is none the less quite frustrating to not be able to plan for the year ahead with any certainty.

If we are a low risk area, which the lack of vaccines coming this way would suggest, then why are we forced to close all our businesses in the meantime? I'm concerned the lack of vaccines with mean we will be forced to remain closed after the cities have been reopened."

From a Small Local Fitness and Wellness Facility

"What I have to share is that our business has been greatly affected by covid. We removed all in-person services from our offerings like yoga & massage and with that we also moved to downsize & try and focus on what we thought were the areas we had more control within with things being so uncertain. We've had people assume we closed altogether. It literally feels like we started a new business with trying to navigate the ebbs & flows of it all. We're working hard to be based more online but we also still want to be and have mostly operated as in-person retail with our brick & mortar. It's been extremely difficult not keep people engaged with our offerings when there is so much online and we can't be face to face with people. So our hope for when things reopen is that we are able to operate as functionally and consistently as possible.

We also never heard back about the grant being offered to businesses and have relied solely on what we can pull in other than cerb which doesn't cover it. I would love to see more resources for businesses, not just on a financial level but resources for people looking for small businesses to support & ways for small businesses to advertise to more people. Essentially I would love to see the government advocate more for the little guy & want to see that flourish more than currently allowing the box stores to take over."

From a Small Locally Funded Arts and Culture Facility:

"I think the one of the biggest impacts to the community has been the inability for groups to gather and socialize, especially over the winter. Normally, gatherings would be facilitated by our facility, the local Legion and even the churches but all of us have been severely hampered by pandemic restrictions.

It is our sincere hope that, when restrictions ease, we can provide that meeting hub which will help the community heal over the coming year; not only offering a place for simple socialization but also enrichment and fitness programmes and venues for celebrations previously postponed.

The biggest hurdle for us is that, with almost no opportunity to fundraise in our normal manner, the fundamental building expenses such as insurance and utilities have drained our finances. Critical to our growth upon opening will be our ability to hire and rehire the staff we will need. This will be our largest financial challenge and we are exploring all grant options to assist.

We would love a clear roadmap of the stages of reopening but we are fully aware that uncertainty remains a factor and will do so for some time."

From a Small Local Retailer:

"I definitely am in the languishing state, don't know how to get myself motivated. Difficult to curb side, people have to look and see what we have. Online has its problems too, silly silly questions, want it for nothing etc. Our landlord wants his rent regardless, even though he knows we are not open! He just threatens to close it all down. Hopefully they do not add more time to the existing lockdown. It would have been nice to be able to let at least one person in at a time under covid rules."

From a Small Local Retailer:

"I believe that the uncertainty around vaccine effectiveness will be a barrier to people feeling comfortable to go out and shop. Unfortunately, both levels of government have been unclear on what the world will look like once we have achieved the required level of vaccinations.

I recently saw on The National a report on over 60,000 people gathered at a stadium in New Zealand to celebrate herd immunity as that country has reached its target vaccination goals. They were not wearing masks and looked to be enjoying themselves. Here in Canada, aside from the ever-changing vaccine rollout parameters, we are told on the one hand that everything will be normal once we reach our vaccination goal for herd immunity and then told that we will still have to wear masks and stick to public health distancing guidelines because we can still spread the virus in spite of the vaccine. So which is it? We need a clear positive statement of how we can return to normal."

From a Small Local Health Professional:

Unfortunately I purchased this business March 1st 2020 right before the first lockdown. We have been forced to close (now without the possibility of CERB or EI) and my assets are draining quickly. I understand there needs to be restrictions but to restrict a regulated health professional, furthermore a nurse, from her ability to practice is cutting me at my knees. I have supported local vaccine role out but would still be able to work at my clinic. I do have patients who have medical reasons to be treated but most are cosmetic. If I can keep the public safe as a nurse in other areas of practice (ie. Emergency department) I can also keep them safe in a quiet Clinic.

The government has failed in getting vaccines out to the public and now our economy has catastrophically gone further in the red.

This will take decades to recover from and it is a true shame for our children.

Please make a reopening plan and support moving forward that includes better equipped stakeholders to the table to support our small businesses."

From a Small Local Retailer:

"It's a tough to capture succinctly the impact of the pandemic as it relates to me: an entrepreneur and proud small business owner, as there are many layers to this impact. The most obvious and easiest to measure is financial. The tougher to describe are the less measurable impacts such as cultural and emotional.

On the financial front there have been programs that have assisted but even with the hours of soul sucking paperwork and applications I know I still have a huge financial hole to dig out of as we re-start. The funds received have been appreciated but they fall short on many fronts (such as the wage subsidy doesn't allow me to apply as I am not arms length yet I continue to work hard everyday during lockdown) and don't account for the impact of stress created knowing you are not in control in anyway of the risk of loosing your business.

The personal emotional impact is significant, as small business owner I invested heavily personally into my startup, in addition I invested uncountable hours into bringing my business to life and making it a success, I poured my heart and soul into my business. Only to see it crushed through no fault of my own, for the third time. Enthusiasm is one of those unique characteristics of a small business owner that helps you create and recreate your business, its so hard to stay enthusiastic as we keep attempting to pivot with pardon the pivot pun to nauseating results. For our team, I have great empathy. The heartbreak of re-issuing ROE's for your team members is both a lot of paperwork and emotionally tough.

The team here at my business is a combination of employees and contractors, regardless of their status I consider the 40 plus people here part of the team, the essence of our work community. The impact of closing and the empathy for our team members is tough. On a business front the impact to how we operate equates to changes in the requirements for additional skills, new protocols to train and cultural impact. Please don't underestimate the impact that culture has on a small business. I have invested a lot into creating a great work culture, every time we close and reopen the stop and start destroys our culture, having to reboot it every time! I believe a great guest experience starts with a great team experience – the challenges of keeping a great team experience at work at the time are difficult.

Community wise we supported many local entities including other small business and charities. The ripple effect is significant!

There are several questions that I have:

Financial – how do I dig out of the hole that has been created from over 6 months of closures? (forgive the CEBA)

Talent – Will people want to work? Will I find the right talent to fuel the business and at what cost? Is there housing available for my team that they can afford (with the crazy housing market here)? How do I retain those that have gone through the last 3 stops and starts and might prefer a more guaranteed work environment (government/ banks etc)

Re-igniting enthusiasm- How do I get personally motivated, then how to I get this great culture rolling for the team again? How do I increase employee engagement? How do I incent the team to be engaged? How do I personally get the covid fatigue away?

Consumer Demand – How do I crystal ball recovery and know what is on consumer’s minds?

Pivot – What do I need to change and at what cost and is now the time to invest? Do I invest or dig out of the hole created financially?”

From a Small Local Restaurant Owner and Operator: *The impact of being shut down for so many months, is massive. Rent relief and wage subsidy have been a great help, but this is just not enough, the repeated opening and closing incurs unrecoverable costs from lost perishable food items, training, etc. Rent is not covered 100%, and in the case of a restaurant we are planning to open, no rent is covered, which does not incent operators opening new businesses. Grants are very limited in their scope, in our case we can only receive 1 grant for 5 restaurants, because we are affiliates..... How is our industry going to continue to absorb these costs for another year?*

On the staffing side, the impact on their livelihoods & mental health cannot be underestimated - we have lost 10-20% of our staff on every reopen due to this.”

From a Small Local Retailer:

“We are a small retail business. We do our best to hire people, invest time and money in training and developing them so they can have a career. We hire extra part time staff where they can make some extra cash while going to school and summer break.

We offer great fashion to our customers and give amazing service so they can return back to our stores. We search many suppliers to bring great quality at the best prices.

Having said that this pandemic as been incredibly challenging. In retail if you don’t buy the product on time before the seasons starts, you won’t be able to find units available. At the same time if we don’t purchase the product, many suppliers won’t make it as they also buy the product before the seasons starts and rely on customers like us to purchase similar to the year before so they can stay in business.

If all retailers become scared and don’t do their purchase according to making their sales, some suppliers will go bankrupt. So we did our purchases to the max because we were ready for business. However with the last two shutdowns, mind you without any notice, has put us in a bad situation as we invested tens of thousands of dollars to just sit there in our closed locations and have NO ROI!

We believe that the Blue Mountain did not have to shut down as they did an amazing job in controlling the traffic and follow Ontario safety guidelines, if anything they did over and above the expectations. We feel as business owners we would have been fine controlling our traffic and have a safe environment, however that did not matter and we were all shut down anyways.

It did not matter what the Blue Mountain and it's stores did to control the pandemic and were labeled as a grey zone when we were one of the best in Ontario for lowest covid cases. Many stores are still open like Shoppers Drug Mart as an example, someone can buy perfume but can't buy a top from our store, what is the difference? You can go inside Starbucks and a have a line up from inside to outside the door, wait 10 to 15 minutes inside for a cup of coffee, but you can't come into our store a buy a dress. There are many examples as to how unfair this has been for everyone. Many of us have lost a lot of money for no reason what so ever, while many are making more money. There was no need to close retail stores and outdoor dining, as no proof has been provided that is where you catch Covid.

This has been a very challenging time for us and it will take some time to recover our losses, like many others."


From: Jim Wilson, MPP <jwilson@ola.org>

Sent: May 13, 2021 11:38 AM

To: Lisa Lehr <llehr@essatownship.on.ca>


Subject: Province Launches New Ontario Tourism and Travel Small Business Support Grant

SIMCOE-GREY



JIM WILSON, MPP

NEWS RELEASE



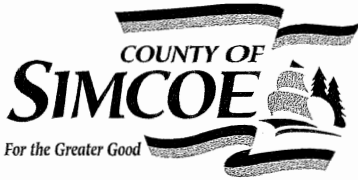
Province Launches New Ontario Tourism and Travel Small Business Support Grant

The Ontario government is providing one-time payments of \$10,000 to \$20,000 to support eligible small tourism and travel businesses struggling to recover from the impact of the COVID-19 pandemic through the new \$100-million Ontario Tourism and Travel Small Business Support Grant.

Full details here: <https://news.ontario.ca/en/release/1000123/province-launches-new-ontario-tourism-and-travel-small-business-support-grant>

Apply now here: <https://www.ontario.ca/page/businesses-get-help-covid-19-costs#section-0>

Jim Wilson, MPP, Simcoe-Grey



Release

County of Simcoe, Office of the Warden and CAO
1110 Highway 26, Midhurst, Ontario L9X 1N6
simcoe.ca

FOR IMMEDIATE RELEASE

County rolls out details and new website for highly anticipated automated cart collection program

Midhurst/May 13, 2021 – The County of Simcoe is rolling out a new automated cart system for curbside waste collection starting November 1, 2021. The new system will provide an easy and safe solution for residents to manage their waste each week.

To support residents with the upcoming change, today the County launched a new information resource, carts.simcoe.ca. The website area features a wealth of information about automated collection, details about the size of the carts, instructions for set out, storage tips, visuals, videos and FAQs all geared to help residents adapt to this new system starting this November.

“On behalf of County Council, we look forward to enhancing waste services starting November 1, 2021, joining leading municipalities across North America that have successfully switched to this improved collection system,” said Warden George Cornell. “We’re confident that residents will find the easy to wheel carts to be a far more convenient solution than carrying and storing multiple bags, containers and open bins each week. We know that the switch to bi-weekly collections in early 2020 was challenging for residents, and with increased vertical storage the cart system will be a significant improvement. We’re here to assist residents with this change and pleased to introduce carts.simcoe.ca as one of our main tools to help residents as we shift to the future of waste collection services.”

Roll out details:

Cart Delivery (August-October): Between August and October, eligible locations will receive three complementary carts, one each for garbage, recycling and organics, delivered with instructions. Residents should continue to use their current system of bins, bags and containers until November 1. Starting November 1, the new collection provider, Miller Waste Services, will begin to collect your waste through the automated cart system.

Collection Day Changes: Starting November 1 your collection day and time may change, although the frequency of bi-weekly garbage and recycling collection and weekly organics will stay the same. Starting November 1, we will move to a four-day collection schedule, to improve predictability when missed collections occur due to poor weather or road conditions, allowing resources to return to missed areas. Information about new collection days will be communicated in Fall 2021 through the annual waste management calendar mailed to all County households, through advertising and social media, on the County’s website, and on the Simcoe County Collects App, among other communications.

Public Awareness: In addition to introducing carts.simcoe.ca, the County is rolling out a social media campaign featuring reviews and insights from cart users in other communities. Residents across the County will also receive a mailer featuring information about the carts throughout May. A detailed education campaign will also commence in late July, including a virtual Public Information Centre (PIC). The purpose for the PIC is to provide roll-out details, timelines and instructions. Although we continue to gather public feedback, this particular session will focus on providing information to assist residents

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with the change to the new system. Additional communications will be provided during key milestones leading up to the November 1 launch.

Quick Facts:

Improved system of collection: In the automated cart system, garbage, recycling, and organic materials are stored and set out at the curb in easy-to-use wheeled carts, so there's no more bending over to lift and carry different boxes, bins and bags to the curb. Carts are emptied using a mechanical arm on the collection vehicle, which is an efficient touch-free system that helps keep everyone safer.

Carts are used across North America: This November, the County will join leading municipalities in utilizing an automated cart system to deliver an efficient, cost-effective service for residents. Municipalities, including many communities similar to Simcoe County – such as Peel Region, the cities of Timmins and Sault St. Marie, Southgate Township, many counties in Southwestern Ontario, and cities such as Toronto and Guelph – have already made this transition to carts. Several more municipalities, including the City of Edmonton, are also set to make the move this year.

Easier to use: Carts offer the added convenience of wheels, ergonomic handles, lids, and a gravity locking system on the organics carts which automatically unlocks the cart when it is tipped by the mechanical arm on the truck. These sturdy, ergonomic features make it easier for residents of all ages and abilities to wheel the carts to and from the curb without bending, lifting or making numerous trips. This will be particularly useful to those with certain mobility challenges, as well as seniors.

Require less storage space: Carts create more vertical storage space, allowing residents to consolidate a variety of smaller bins, bags and containers into three carts. The majority of residents will reduce the storage footprint by up to 50% compared to an equivalent volume of material in smaller bins, boxes and containers.

Safer and more predictable service: As well as being great for residents, the automated system is much safer and less strenuous for collection workers. This added level of workplace safety will help to expand the labour force, so service disruptions due to labour shortages are minimized under the new cart system. The touchless system also helps fight the spread of pathogens, a critical step towards fighting possible transmissions in the event of future pandemics.

Good for the environment: The larger organics cart is great for the environment by adding more space for food scraps and encouraging organics over garbage. Cart lids and a gravity locking system on organics carts will also help to reduce wind-blown litter in our ditches and roadways, while protecting against critters.

Cart sizes fit the needs of the average household: Cart sizes were selected based on the requirements of the average County household. We are also planning for the future; we know that Provincial changes are coming soon to recycling programs, which may allow more materials to be recycled. Carts provide flexibility for additional capacity when needed. Uniform cart sizes for each waste stream also helps to keep costs in check.

Cart Type	Capacity	Height	Depth Front to Back	Width Side to Side
Recycling (blue lid)	360 litres	110.4 cm	84.5 cm	74.1 cm
Garbage (black lid)	240 litres	102.8 cm	71.4 cm	67.8 cm
Organics (green lid)	120 litres	95.2 cm	62.2 cm	46.9 cm

Getting rid of old bins and containers after November 1st: The County will provide more information on options to properly re-purpose your old bins and containers after the new cart system launches, including a County Waste Facility drop-off program.

Your feedback: We will seek feedback on carts after the initial implementation takes place and users have had a chance to gain experience with carts.

These changes do not apply to the cities of Barrie and Orillia.

For further information, visit carts.simcoe.ca, download the Simcoe County Collects App from the App Store or Google Play, or contact Service Simcoe Monday to Friday from 8 a.m. to 5 p.m. at 1-800-263-3199 or service@simcoe.ca.

The County of Simcoe is composed of sixteen member municipalities and provides crucial public services to County residents in addition to providing paramedic and social services to the separated cities of Barrie and Orillia. Visit our website at simcoe.ca.

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Chris Hedley
Public Relations Consultant
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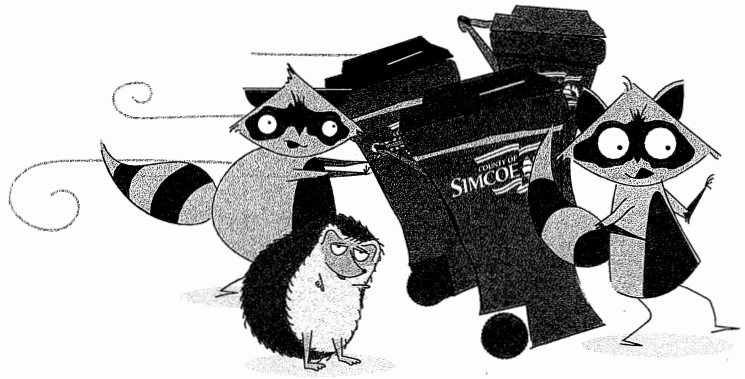
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Demonstration of new automated cart collection system featuring one of the 90+ new Miller Waste collection vehicles.

QUICK FACTS



Improved system of collection: In the automated cart system, garbage, recycling, and organic materials are stored and set out at the curb in easy-to-use wheeled carts, so there's no more bending over to lift and carry different boxes, bins and bags to the curb. Carts are emptied using a mechanical arm on the collection vehicle, which is an efficient touch-free system that helps keep everyone safer.

Carts are used across North America: This November, the County will join leading municipalities in utilizing an automated cart system to deliver an efficient, cost-effective service for residents. Municipalities, including many communities similar to Simcoe County – such as Peel Region, the cities of Timmins and Sault St. Marie, Southgate Township, many counties in Southwestern Ontario, and cities such as Toronto and Guelph – have already made this transition to carts. Several more municipalities, including the City of Edmonton, are also set to make the move this year.

Easier to use: Carts offer the added convenience of wheels, ergonomic handles, lids, and a gravity locking system on the organics carts which automatically unlocks the cart when it is tipped by the mechanical arm on the truck. These sturdy, ergonomic features make it easier for residents of all ages and abilities to wheel the carts to and from the curb without bending, lifting or making numerous trips. This will be particularly useful to those with certain mobility challenges, as well as seniors.

Require less storage space: Carts create more vertical storage space, allowing residents to consolidate a variety of smaller bins, bags and containers into three carts. The majority of residents will reduce the storage footprint by up to 50% compared to an equivalent volume of material in smaller bins, boxes and containers.

Safer and more predictable service: As well as being great for residents, the automated system is much safer and less strenuous for collection workers. This added level of workplace safety will help to expand the labour force, so service disruptions due to labour shortages are minimized under the new cart system. The touchless system also helps fight the spread of pathogens, a critical step towards fighting possible transmissions in the event of future pandemics.

Good for the environment: The larger organics cart is great for the environment by adding more space for food scraps and encouraging organics over garbage. Cart lids and a gravity locking system on organics carts will also help to reduce wind-blown litter in our ditches and roadways, while protecting against critters.

Cart sizes fit the needs of the average household: Cart sizes were selected based on the requirements of the average County household. We are also planning for the future; we know that Provincial changes are coming soon to recycling programs, which may allow more materials to be recycled. Carts provide flexibility for additional capacity when needed. Uniform cart sizes for each waste stream also helps to keep costs in check.

A4a
CART DIMENSIONS



CART TYPE	CAPACITY	HEIGHT	DEPTH (front to back)	WIDTH (side to side)
Organics (green lid)	120 Litres	95.2 cm	62.2 cm	46.9 cm
Garbage (black lid)	240 Litres	102.8 cm	71.4 cm	67.8 cm
Recycling (blue lid)	360 Litres	110.4 cm	84.5 cm	74.1 cm

Getting rid of old bins and containers after November 1st: The County will provide more information on options to properly re-purpose your old bins and containers after the new cart system launches, including a County Waste Facility drop-off program.

Your feedback: We will seek feedback on carts after the initial implementation takes place and users have had a chance to gain experience with carts.

These changes do not apply to the cities of Barrie and Orillia.

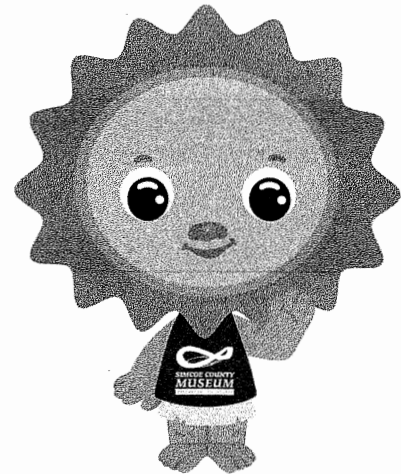
FOR IMMEDIATE RELEASE

Simcoe County Museum brings interactive exhibit to Simcoe County communities

Midhurst/May 17, 2021 – The Simcoe County Museum is launching a fun, interactive, community exhibit to bring a *Little Ray of Sunshine* to families across the County. The new exhibit brings the Museum's new character called *Little Ray... of Sunshine* to the community, offering businesses, schools, community leaders, and residents to display the new family-friendly character in public places.

"We were thinking of how much this pandemic has affected us at the museum and how we could bring a smile to faces across the County - that's when Little Ray was born," said Kelley Swift Jones, Simcoe County Museum Curator. "We have been missing the opportunity to share our exhibits with visitors and thought this was a great way to bring the museum into Simcoe County homes and communities."

Little Ray of Sunshine window clings are being distributed to a number of local businesses and partner organizations, as well as libraries, County offices and long-term care homes to display in windows. Residents are encouraged to take a photo each time they see "Little Ray" and upload to social media using the hashtag #LittleRay and/or #WhereIsLittleRayToday. They can also download a kit, available at museum.simcoe.ca and/or make their very own Little Ray and upload a photo to social media. Weekly draws will be held using the social media hashtags for prizes across the County.



Community members are encouraged to download a Little Ray of Sunshine kit from museum.simcoe.ca, which also hosts activity sheets, bookmarks, and more on Little Ray. A virtual exhibit highlighting Little Ray's adventures in the County will be shared and promoted throughout the month. This will be prominently displayed for all to see on the Museum's website and social media channels.

Take the Infinite Journey with the Simcoe County Museum, a cultural exploration of our historical past and exciting future. The Simcoe County Museum is owned and operated by the County of Simcoe and offers year round exhibits, events and educational programs for visitors of every age. Visit our website at museum.simcoe.ca for further details.

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AS

Township of McKellar

701 Hwy #124, P.O. Box 69, McKellar, Ontario POG 1C0

Phone: (705) 389-2842

Fax: (705) 389-1244

May 17, 2021

The Honourable Justin Trudeau
Prime Minister of Canada
Email: pm@pm.gc.ca

Re: Requesting Consideration of Tax Breaks on 2020 CERB payments

Please be advised that at its regular meeting held, May 11, 2021 the Council of the Township of McKellar passed the following resolution:

Resolution No. 21-195

Moved by: Marco Ancinelli
Seconded by; Don Carmichael

WHEREAS the Government of Canada has implemented the Canada Emergency Response Benefit (CERB) to financially assist those in dire need during the Covid-19 pandemic;

AND WHEREAS the CERB grant has helped many Canadians in dire need;

AND WHEREAS many of those that applied were single women, single parents, lower income citizens without employment and lacking in tax knowledge;

AND WHEREAS the Government of Canada did not initially inform CERB recipients that CERB was a taxable benefit;

AND WHEREAS when the CERB was merged with Employment Insurance Benefits (EI) in the fall of 2020, the Federal Government stated that they would have tax withheld similar to EI;

AND WHEREAS the Federal Government did not withhold tax on CERB for the second time as promised;

AND WHEREAS CERB recipients are surprised to learn that they are expected to pay income tax on CERB funds;

AND WHEREAS these recipients were never advised of this issue;

AND WHEREAS these recipients are now faced with an added burden of paying unexpected taxes on CERB, which they can ill afford;

AND WHEREAS the Federal Government has, in the past, found ways to assist businesses and corporations through difficult times by forgiving large loans and debts to the Government;

AND WHEREAS many businesses and corporations have the means to find ways to reduce their tax obligations;

AND WHEREAS those most in need do not have the means or understanding of how the tax system and are simply trying to survive and cope with the effects of Covid-19, feed their families and put a roof over their head;

NOW THEREFORE, since the Federal Government did not inform the recipients of the CERB grant that it is taxable;

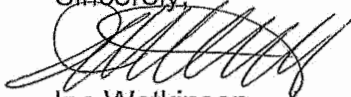
AND FURTHER when the CERB grant and EI were merged, the Federal Government did not, as they stated, withhold tax from CERB as they did on EI, and are now insisting CERB recipients repay as much as \$3,000.00 to \$4,000.00 in tax, which they can ill afford to pay;

THEREFORE we urge the Federal Government to address this serious issue and consider giving disadvantaged CERB recipients a tax break for 2020, or giving them a tax credit for 2021;

AND FURTHER, that this resolution be forwarded to the Prime Minister of Canada, the Federal Minister of Finance, Parry Sound-Muskoka MP Scott Atchison, and Ontario Municipalities.

Carried.

Sincerely,



Ina Watkinson
Acting Deputy Clerk
Township of McKellar

Encl.

cc: Chrystia Freeland, Minister of Finance
Scott Aitchison, MP, Parry Sound-Muskoka
Ontario Municipalities

TOWNSHIP OF MCKELLAR

DATE: May 11, 2021

RESOLUTION No. 21- 195

Moved by:	Marco Ancinelli	<input checked="" type="checkbox"/>	Seconded by:	Marco Ancinelli	<input type="checkbox"/>
	Don Carmichael	<input type="checkbox"/>		Don Carmichael	<input checked="" type="checkbox"/>
	Morley Haskim	<input type="checkbox"/>		Morley Haskim	<input type="checkbox"/>
	Mike Kekkonen	<input type="checkbox"/>		Mike Kekkonen	<input type="checkbox"/>

WHEREAS the Government of Canada has implemented the Canada Emergency Response Benefit (CERB) to financially assist those in dire need during the Covid-19 pandemic; and

WHEREAS the CERB grant has helped many Canadians in dire need; and

WHEREAS many of those that applied were single women, single parents, lower income citizens without employment and lacking in tax knowledge; and

WHEREAS the Government of Canada did not initially inform CERB recipients that CERB was a taxable benefit; and

WHEREAS when the CERB was merged with Employment Insurance Benefits (EI) in the fall of 2020, the Federal Government stated that they would have tax withheld, similar to EI; and

WHEREAS the Federal Government did not withhold tax on CERB for the second time, as promised; and

WHEREAS CERB recipients are surprised to learn that they are expected to pay income tax for 2020 on CERB funds; and

WHEREAS these recipients were never advised of this issue; and

WHEREAS these recipients are now faced with an added burden of paying unexpected taxes on CERB, which they can ill afford; and

WHEREAS the Federal Government has, in the past, found ways to assist businesses and corporations through difficult times by forgiving large loans and debts to the Government; and

WHEREAS many businesses and corporations have the means to find ways to reduce their tax obligations; and

WHEREAS those most in need do not have the resources, means or understanding of the tax system and are simply trying to survive and cope with the effects of Covid-19, feed their families and put a roof over their head;

A5

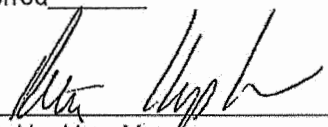
NOW THEREFORE, since the Federal Government did not inform the recipients of the CERB grant that it is taxable;

AND FURTHER, when the CERB grant and EI were merged, the Federal Government did not, as they stated, withhold tax from CERB as they did on EI, and are now insisting CERB recipients repay as much as \$3,000.00 to \$4,000 in tax, which they can ill afford to pay;

THEREFORE, we urge the Federal Government to address this serious issue and consider giving disadvantaged CERB recipients a tax break for 2020, or giving them a tax credit for 2021;

AND FURTHER, that this resolution be forwarded to the Prime Minister of Canada, the Federal Minister of Finance, Parry Sound Muskoka MP Scott Atchison, and Ontario Municipalities.

Carried Defeated Deferred


Peter Hopkins, Mayor

DIVISION VOTE

	YEA	NAY
Councillor Marco Ancinelli	_____	_____
Councillor Don Carmichael	_____	_____
Councillor Morley Haskim	_____	_____
Councillor Mike Kekkonen	_____	_____
Mayor Peter Hopkins	_____	_____

AL



Nottawasaga Valley
Conservation Authority

MEDIA RELEASE

FOR IMMEDIATE RELEASE

NVCA reviews new proposal for changes to Conservation Authorities Act

UTOPIA, Ontario (May 20, 2021) – The Nottawasaga Valley Conservation Authority (NVCA) is currently reviewing the Regulatory Proposal Consultation Guide, the first of two phases in finalizing the changes to the *Conservation Authorities Act*.

Part of the guide details the mandatory and non-mandatory programs and services conservation authorities will implement, along with the timelines to establish service agreements with municipalities.

Under the proposed regulations guide, NVCA will be able to continue integrated watershed management work such as protecting and enhancing water quality and quantity, identifying flood and erosion risks and managing stormwater systems. This process helps NVCA manage human activities and natural resources on a watershed basis while taking into account social, economic and environmental issues, as well as impacts of growth and climate change.

"I am extremely proud of the collaborative work that the Conservation Authority Working Group (CAWG) was able to do to assist the development of this regulations guide," said Doug Hevenor, CAO at NVCA. "On behalf of NVCA, I would like to thank the Province for including a wide range of stakeholders in the development of the guide.

CAWG was established by the Province of Ontario in January 2021, and is made up of representatives from conservation authorities, Conservation Ontario, the Association of Municipalities of Ontario, and the development and agricultural sectors. Their first task included looking at the first phase of proposed regulations that impact conservation authorities and their participating municipalities.

"I'm so pleased the Province has recognized a watershed-wide approach to management as the best way to approach conservation issues," commented Mariane McLeod, NVCA Chair. "I'm grateful that our staff will have sufficient time to work with our 18 member municipalities to develop Memorandums of Understanding for the services our conservation authority provides."

Later in the year, the Province will consult on the second phase of the proposed regulations, which will include details on municipal levies related to mandatory and non-mandatory programs and service standards for the delivery of non-mandatory programs and services.

Feedback on the proposed regulations is due June 27, 2021 and can be submitted to the [Environmental Registry of Ontario](#).

AL

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About NVCA: The Nottawasaga Valley Conservation Authority is a public agency dedicated to the preservation of a healthy environment through specialized programs to protect, conserve and enhance our water, wetlands, forests and lands.

Media contact: Maria Leung, Communications Coordinator. 705-424-1479 ext.254,
mleung@nvca.on.ca

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From: AMO Communications <Communicate@amo.on.ca>
Sent: May 20, 2021 10:01 AM
To: Lisa Lehr <llehr@essatownship.on.ca>
Subject: AMO WatchFile - May 20, 2021

AMO WatchFile not displaying correctly? [View the online version](#)
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May 20, 2021

In This Issue

- AMO Podcast: A conversation with Susan Gardner.
- Apply for an AMO Federal Gas Tax Award!
- PJ Marshall Awards - Submissions deadline is May 28, 2021.
- Province launches consultation on Land Use Compatibility Guidelines.
- Applications for Canada Healthy Communities Initiative now open!
- Second date added for *Human Rights and Equity*.
- Delegation request deadline fast approaching.
- Second training date added for *Leading Through Crisis*.
- Space still available for AMO's Land Use Planning workshops.
- What's new and what's changed at MindBeacon.
- Easily manage boards, member appointments, and vacancies.
- Making smart decisions for your road networks.
- Municipal Group Buying Program: A Fresh Start.
- Energy reporting deadline is fast approaching.
- IESO launches engagement on Gas Phase-out Impact Assessment.
- Careers: Hastings & Prince Edward DSB and Orillia.

AMO Matters

On the [latest episode of AMO ON Topic](#), Susan Gardner shares highlights of her 30-year career as Municipal World CEO, including her favourite podcast guests and how the sector has changed over time.

Has your community financed an innovative, exciting, or impactful infrastructure project with the federal Gas Tax Fund? [Apply for an AMO Federal Gas Tax Award](#) to celebrate your municipality's efforts!

The [PJ Marshall Awards](#) recognize municipal excellence and innovation in capital projects, operating efficiencies and new approaches to service delivery. If you have a

project for submission, the deadline for 2021 submissions is May 28, 2021.

Provincial Matters

The Ministry of the Environment, Conservation and Parks has posted a proposed Land Use Compatibility Guideline for consultation (ERO 019-2785) until July 3; municipal webinars **are** also being organized (June 2: registration; June 9: registration; and June 16: registration).

Federal Matters

Applications for the Healthy Communities Initiative are now open to local governments and other organizations for projects, programming, and services that help communities. Apply by June 25, 5 pm PST.

Eye on Events

2020 was an historical moment for laying bare the necessity to honestly and transparently face the issues of human rights, diversity, equity and inclusion. AMO has developed training to help members better understand these important and complex issues along with their roles and obligations. AMO has added a second date for this in demand training. Space is limited.

Delegation meetings **are** a key feature of the AMO Conference. To request meetings as part of your AMO 2021 Conference experience, visit the Conference website and click on the "Delegations" tab before June 4. Don't forget, you must be a registered delegate to participate.

AMO and the Loomex Group are offering training that provides tools for elected officials to build resilience and strength in providing leadership through and beyond COVID-19. *Leading Through Crisis: Strengthening Personal Resilience* training is now also being offered on June 17, 2021. This important training has limited capacity, register today.

Join this 3 hour workshop on May 27 or June 3 to learn the fundamentals of planning and your important **role** as an elected official in decision making. Register here.

MindBeacon, AMO's digital mental health program partner, has made a number of enhancements to its Workplace Mental Health Program. Join us for a webinar on May 26 at noon where MindBeacon will share its new program to support a greater number of Canadians looking for mental health therapy.

Interested in streamlining the management of boards, appointments, and vacancies? Join eSCRIBE, AMO's electronic meeting management and livestreaming partner, for a webinar on May 27 at 3 pm to learn how you can save time and effort managing your boards with the Board Manager solution.

LAS

Making the right decisions with your road budget starts with quality data. The LAS Road (and sidewalk) Assessment offers a 3D camera-based assessment and a GIS-based software designed to get the most out of every maintenance dollar. FCM funding is currently available to cover up to 90% of the project cost. Contact Tanner for more information.

Big changes are coming to the Municipal Group Buying Program. Stay tuned in the upcoming weeks for exciting news and a big reveal!

The Ministry of Energy, Northern Development and Mines is now accepting O. Reg. 507/18 annual energy reports. Reporting is for the energy used in 2019 and **due by July 1, 2021**. Ministry information webinars will be on May 26, and June 9 and 23. Email any questions to BPSsupport@ontario.ca.

Municipal Wire*

Phasing out gas generation is being discussed among municipalities. Register for the IESO's May 27 webinar as they seek input on the scope of an assessment around possible impacts to the electricity system.

Careers

Director of Education - Hastings and Prince Edward District School Board. Situated in the heart of the beautiful Bay of Quinte region, the District School Board serves approximately 15,000 students each day at 40 schools. To be considered for this pivotal mandate with high visibility, accountability and impact, please send your covering letter, resume and professional references with contact information, no later than TUESDAY, MAY 25, 2021 AT 10:00 AM, in confidence to: directorselection.committee@hpedsb.on.ca.

Chief Financial Officer & Treasurer - City of Orillia. Orillia is located one hour north of the GTA and offers affordable living alongside major employers like Lakehead University, Georgian College and the Ontario Provincial Police headquarters. Position reports to General Manager of Corporate Services. Please apply through the City's on-line portal. Applications will be accepted until May 30, 2021 at 4:30 P.M.

About AMO

AMO is a non-profit organization representing almost all of Ontario's 444 municipal governments. AMO supports strong and effective municipal government in Ontario and promotes the value of municipal government as a vital and essential component of Ontario's and Canada's political system. Follow @AMOPolicy on Twitter!

AMO Contacts

AMO Watch File Tel: 416.971.9856

Conferences/Events

Policy and Funding Programs

From: AMO Communications <Communicate@amo.on.ca>

Sent: May 20, 2021 4:41 PM

To: Lisa Lehr <llehr@essatowship.on.ca>

Subject: AMO Policy Update - New Provincial COVID-19 Plan, Federal COVID-19 Support Ask, Social Assistance Recovery and Renewal Vision, and Ombudsman's Report on Ambulance Complaints

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May 20, 2021

AMO Policy Update – New Provincial COVID-19 Plan, Federal COVID-19 Support Ask, Social Assistance Recovery and Renewal Vision, and Ombudsman’s Report on Ambulance Complaints

New Provincial COVID-19 Plan

Today the Province announced plans to gradually reopen using a three-step plan, provided there is alignment with projected vaccination rates and public health advice. The following summarizes these changes, but encourage members to refer to its Roadmap to Reopen for more details:

- **Step One** An initial focus on resuming outdoor activities with smaller crowds where the risk of transmission is lower and permitting retail with restrictions. This includes allowing outdoor gatherings of up to 10 people, outdoor dining with up to four people per table and non-essential retail at 15 per cent capacity.
- **Step Two** Further expanding outdoor activities and resuming limited indoor services with small numbers of people where face coverings are worn. This includes outdoor gatherings of up to 25 people, outdoor sports and leagues, personal care services where face coverings can be worn and with capacity limits, as well as indoor religious services, rites, or ceremony gatherings at 15 per cent capacity.
- **Step Three** Expanding access to indoor settings, with restrictions, including where there are larger numbers of people and where face coverings can’t always be worn. This includes indoor sports and recreational fitness, indoor

dining, museums, art galleries and libraries, and casinos and bingo halls, with capacity limits.

Each stage will last for at least 21 days before the Province contemplates moving to the next stage. The Province expects to enter Step 1 around the week of June 14th based on current projections.

Effective May 22, 2021 at 12:01a.m., the Province will also open amenities including golf courses and driving ranges, soccer and other sports fields, tennis and basketball courts, and skate parks. No outdoor sports or recreational classes are permitted. Outdoor limits for social gatherings and organized public events will be expanded to five people, which will allow these amenities to be used for up to five people, including with members of different households. All other public health and workplace safety measures under the provincewide emergency brake will remain in effect.

Federal COVID-19 Support Ask for Ontario Municipal Governments

AMO President Graydon Smith recently wrote to Prime Minister Trudeau seeking a federal contribution to the 2021 municipal operating funds to match the 2021 \$500 million provincial funding. This is required as Ontario municipal governments continue to face pressures due to COVID-19 response, reduced revenues, and economic recovery efforts. The 2020 Federal-Provincial Safe Restart Agreement Fund was a model of all orders of government partnership and supported municipalities to stay financially whole in the first year of the COVID-19 pandemic.

This ask was made with the recognition that the recent federal Budget made a very important infrastructure investment with the additional \$2.2 billion in the Canada Community-Building Fund (formerly known as the Federal Gas Tax Fund), which goes to assisting economic recovery.

Social Assistance Recovery and Renewal Vision: Changes to the Municipal Delivery Role

The provincial government, in partnership with municipal governments and District Social Service Administration Boards, is taking steps to implement a new vision for Social Assistance Recovery and Renewal. This will involve a significant functional realignment of the provincial and municipal delivery roles. AMO is supportive of the proposed transformation with the right conditions in place and committed to working to co-design the new social assistance program. More information and detailed analysis are found in this AMO Briefing Note.

Ombudsman's Report on Ambulance Complaint System

The Ontario Ombudsman, Paul Dube, has released a report today on the Ministry of Health's investigation process regarding land ambulance complaints.

His investigation concluded that "the Ministry of Health's administrative process for investigating and overseeing patient complaints and incident reports about ambulance services is unreasonable and wrong under the *Ombudsman Act*". His report makes 53 recommendations to address these serious issues.

As land ambulance is a co-funded system comprised of 52 municipal/DSSAB paramedic services with the Ministry of Health, it is expected that the Ministry will be involving AMO and the Ontario Association of Paramedic Chiefs along with other key partners to work together on an approach to consider the Ombudsman's recommendations shortly.

AMO's COVID-19 Resources page is being updated continually so you can find critical information in one place. Please send any of your municipally related pandemic questions to covid19@amo.on.ca.

*Disclaimer: The Association of Municipalities of Ontario (AMO) is unable to provide any warranty regarding the accuracy or completeness of third-party submissions. Distribution of these items does not imply an endorsement of the views, information or services mentioned.