



Call to Order

1 Approval of Agenda

2 Minutes

2.1 Regular Meeting - February 27, 2020

3 Delegations and Individuals

3.1 South Shore Tourism Cooperative

a. 2019/20 Statement of Operations

4 Correspondence – Action Items

4.1 South Shore Public Libraries Board – Formula Funding Model

4.1.a NS Public Libraries Core Services

4.1.b Social Impact of Public Libraries Report

4.2 Lyne Allain, Mahone Bay Museum – Request to Photograph Town Hall

5 Correspondence – Information Items

5.1 NSFM – Monday Memo – February 24, 2020

5.2 NSFM – Memo - Budget Leaves Out NS Municipalities

5.3 NSFM – Monthly Newsletter – February

5.4 NSFM – Monday Memo – March 2, 2020

5.5 MICA – Letter to Stephen McNeil, Opposition to Open Pen Fish Farming

6 Staff Reports

6.1 Staff Report to Council

6.2 Staff Report – Expense Policy

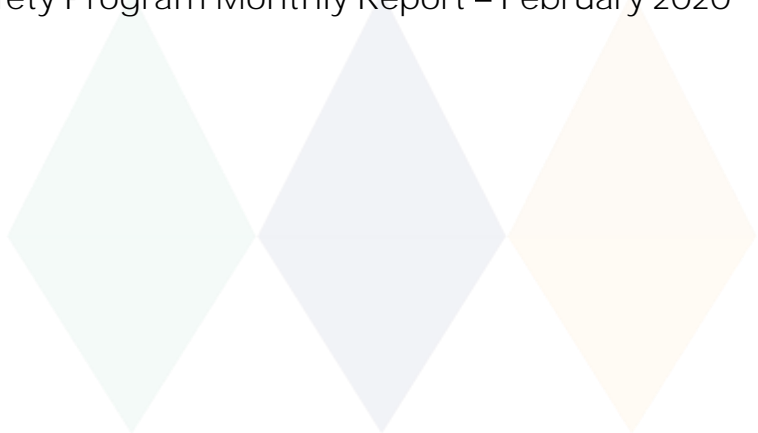
7 Council Items

8 Committee Reports

8.1 Asset Management Committee- Draft Minutes - February 20, 2020

8.2 Lunenburg County Senior Safety Program Monthly Report – February 2020

9 New Business





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The Regular Meeting of Town Council for the Town of Mahone Bay was held on Thursday, February 27, 2020 at 7:00 p.m. in Council Chambers.

Present:

Mayor D. Devenne  
Councillor J. Bain  
Councillor P. Carver  
Councillor R. Nowe  
Councillor C. O'Neill  
Councillor J. Feeney  
CAO, D. Heide  
Town Clerk, M. Hughes

Absent: Deputy Mayor K. Nauss (regrets)

Gallery: Six

### 1. Agenda

A motion by Councillor Feeney, seconded by Councillor Carver, **"THAT the agenda be approved as presented."** Motion carried.

### 2. Minutes

A motion by Councillor Carver, seconded by Councillor O'Neill, **"THAT the minutes of the February 11, 2020 regular council meeting be approved as presented."** Motion carried.

### 3. Consideration of Delegations

#### Barbara Carthew – Citizens for Public Transit

Council received a presentation from Barbara Carthew of Citizens for Public Transit, including the submission of the final report of report of the Public Transit Feasibility Study as commissioned by the Citizens for Public Transit.

#### 4. Correspondence – Action Items

4.1 Fran O'Hagan, MBTCC indicating the support of the MBTCC for a unified Wayfinding Signage Plan.

A motion by Councillor Bain, seconded by Councillor Nowe, **“THAT** letter from the MBTCC regarding a Wayfinding Signage Strategy be forwarded to the 2020/21

**budget process.”**

Motion carried.

4.2 Fran O'Hagan, MBTCC with a request for year-round public services.

A motion by Councillor Carver, seconded by Councillor Feeney, **“THAT** staff be directed **to investigate the costs associated with the winterization of the Comfort Stations.”**

Motion carried.

4.3 Fran O'Hagan, MBTCC, requesting permission for the MBTCC to conduct sales at the Visitor Information Centre.

A motion by Councillor Carver, seconded by Councillor O'Neill, **“THAT** the MBTCC will be permitted to sell logo printed shopping bags from the Visitor Information Centre as long as it remains a secondary activity to the operation of the Visitor Information

**Centre.”**

Motion carried.

#### 5. Correspondence – Information Items

5.1 NSFM – Monday Memo – February 10, 2020

5.2 NSFM – Tuesday Memo – February 18, 2020

5.3 NSFM – Spring Regional Meeting Dates

5.4 Hon. Gordon Wilson, Department of Environment – Response RE: sea-level rise and storm surge concerns.

A motion by Councillor Carver, seconded by Councillor Nowe, **“THAT Council receive and file the above correspondence, numbered 5.1 to 5.4.”**

Motion carried.

#### 6. Staff Reports

##### Council Report

Council received the Staff Report for February 27, 2020.

### Public Hearing Report

Council received a report on the Public Hearing held on February 27, 2020 at 6:30 p.m. to receive public comments on the proposed Town of Mahone Bay Civic Addressing By-law.

A motion by Councillor Carver, seconded by Councillor Feeney, **“THAT Council approve the second and final reading of the Town of Mahone Bay Civic Addressing By-law.”**

Motion carried.

### Staff Report – Travel Expense Policy

Council received a staff report including draft amendments to the Town of Mahone Bay Travel Expense Policy in respect to Caregiver Allowance and Meal Allowance. Council discussed several changes to the draft amendments presented; staff will bring revised drafts to the March 10, 2020 Council meeting.

### Staff Report – Tax Sale Policy

Council reviewed the Staff Report and Draft Tax Sale Policy originally received at the February 11, 2020 regular meeting of Mahone Bay Town Council.

A motion by Councillor Feeney, seconded by Councillor Carver, **“THAT Council adopt the amended Tax Sale policy as presented.”**

Motion carried.

### Staff Report – Flag Flying Policy

Council reviewed the Flag Flying Policy originally received at the February 11, 2020 regular meeting of Mahone Bay Town Council.

A motion by Councillor Carver, seconded by Councillor O'Neill, **“THAT Council designate the Michael O'Connor Memorial Bandstand as the location for the flagpole** allowing for flying on request from community groups and organizations.”

Motion carried.

A motion by Councillor Carver, seconded by Councillor Bain, **“THAT Council adopt the draft Flag Policy as amended.”**

Motion carried.

### Staff Report – Strategic Plan Annual Review

Council received a staff report regarding an annual review update on the implementation of Council's Strategic Plan and associated Action Plan for 2019-20.

#### Staff Report – Special Events Permitting

Council received a staff report with an update on Special Events permitting.

Councillor Feeney, Councillor O'Neill, **"THAT Council direct staff to schedule a Public Information Meeting to discuss Special Events permitting."** Motion carried.

#### Staff Report – Proposed New Private Road Name

Council received a staff report with information on a requested new Private Road name.

A motion by Councillor Nowe, seconded by Councillor Bain, **"THAT Council approve the road name Christines Place for the driveway between 89 and 51 Main Street."** Motion withdrawn.

The request was deferred to a future meeting of Council pending a report from the Town's Traffic Authority.

#### 8 Committee Reports

##### Heritage Advisory Committee

Council received the draft minutes of the February 12, 2020 meeting of the Heritage Advisory Committee.

##### Regional Emergency Management Organization

Council received the draft minutes of the January 21, 2020 meeting of the Regional Emergency Management Organization (REMO).

A motion by Councillor Feeney, seconded by Councillor Nowe, **"THAT Council approve the Town of Mahone Bay's portion of the 2020/21 REMO budget."** Motion carried.

Council took a break at 9:08 pm.

Council returned from their break at 9:16 pm.

##### Closed Session

A motion by Councillor Feeney, seconded by Councillor Nowe, to go into closed session at 9:16 p.m. to discuss legal advice eligible for solicitor-client privilege; the acquisition, sale, lease and security of municipal property; and contract negotiations; as permitted by MGANS sections 22(2)(g)(a) and (e) respectively.

Council returned to open session at 9:47 p.m.

Matters Arising from Closed Session

A motion by Councillor Carver, seconded by Councillor Bain, **“THAT Council rescind their motion of January 9, 2020 approving the Development Agreement with MacLeod Group Health Services to facilitate development and operation of a 96 bed Nursing Home and 8 bed Assisted Living Facility on Main Street.”** Motion carried.

A motion by Councillor Feeney, seconded by Councillor O'Neill, **“THAT the Town of Mahone Bay announce it's intention to enter into a revised Development Agreement with MacLeod Group Health Services to facilitate development and operation of a 96 bed Nursing Home and 8 bed Assisted Living Facility on Main Street and schedule a Public Hearing on the draft Development Agreement for March 19, 2020 at 7:00pm.”** Motion carried.

A motion by Councillor Feeney, seconded by Councillor Nowe, **“WHEREAS the lands described in the Plan of Survey prepared by Berrigan Surveys Limited attached hereto as Schedule “A” constitutes a “street” which has been openly used and enjoyed by the inhabitants of the Town of Mahone Bay for decades to allow access to and from Park Cemetery;**

**AND WHEREAS Council for the Town of Mahone Bay has determined that it is in the best interests of the Town to accept Park Street as a “street” as defined under section 307 of the MGA which vests absolutely in the Town pursuant to sections 308(1) and 308(3) of the MGA, which is more particularly bounded and described in the Plan of Survey attached hereto as Schedule “A”;**

**AND WHEREAS Council for the Town of Mahone Bay has caused the Plan of Survey of Park Road attached hereto as “Schedule A” to be completed, and that this Plan of Survey has been filed in the Office of the Clerk for the Town of Mahone Bay, and will be filed at the Lunenburg County Land Registration Office in due course in accordance with sections 312(2) of the MGA;**

**AND WHEREAS despite the act of declaring Park Street a “street” under the MGA, it is neither the intention nor the desire of the Town to maintain this roadway in any manner other than the manner in which it has historically been maintained by the Town, including, but not limited to the lack of any winter maintenance as declared in the sign currently posted at the beginning of Park Road;**

NOW THEREFORE BE IT DECLARED that the lands described in Schedule “A” hereto be accepted as “street” vested absolutely in the Town to be known as “Park Street.””

Motion carried

A motion by Councillor Nowe, seconded by Councillor Carver, **“THAT Council approve the agreement with NSPI regarding the David Veinotte property.”**

Motion carried.

There being no further business, the meeting adjourned upon motion at 9:50 p.m.

TOWN OF MAHONE BAY

TOWN OF MAHONE BAY

Mayor, David Devenne

Clerk, Maureen Hughes



March 4, 2020

Dear South Shore Tourism Cooperative Municipal Partners,

In anticipation of your budget planning timeline and process we are requesting the opportunity to meet with you and discuss the method to best deliver the following information to your Municipality.

Over the past number of years, we have put into practice with tremendous success, the spirit of Co-opetition. Our network of 50 invested partners, businesses, organizations and municipalities has worked collaboratively and cooperatively on behalf of the entire tourism and tourism-related sector within the South Shore to market Nova Scotia's South Shore in a competitive marketplace. Building on the foundation and achievements realized in 2019, we invite you to be a part of our ongoing journey in 2020 and beyond.

Leveraging and dovetailing our efforts among and within those of our partners and Tourism Nova Scotia, we've also charted our own course to grow demand for experiences, products and services within our region to create a more sustainable year-round industry. While June through October continues to be a focus of our efforts from a communications and promotional effort while attracting and servicing guests, we are guided by the three-year Winter Tourism Strategy completed in May 2019.

Validated by the strategy endorsed by our partners, the Nova Scotia Lobster Crawl, expanded in 2020 to take place throughout the entirety of February, is an anchor project for the Board of Directors and its annual plan.

Currently amid our 3<sup>rd</sup> Annual Nova Scotia Lobster Crawl, we are proud of how quickly it has become recognized as one of the most unique and authentic events in Canada. The festival celebrates, honours and showcases our region's winter lobster fishery, heritage, culture and history through the collection of over 150 lobster and lobster-related events at more than 80 businesses. By packaging and marketing these events together, we are enticing guests to discover, explore and savour the South Shore from Barrington, Lobster Capital of Canada to Peggy's Cove, in Lobster Season, a season of opportunity and growth.

Now an award-winning event recognized by Destination Canada, we are gaining momentum and attention from the media and the marketplace. Building on our assets and working with businesses and organizations who are OPEN in winter months, we are taking steps to grow awareness and demand for experiences not only in Summer and Fall, but now in our THIRD season, 'Lobster Season' November – May.

Committed to doing our part in achieving the \$4 billion revenue Tourism Goal within the ONE Nova Scotia report, in addition to creating and hosting the Nova Scotia Lobster Crawl and South Shore Christmas Crawl, we continue to embark on a multi-pronged marketing plan. On behalf of our partners, the industry and our communities, we produce and distribute 40,000 South Shore Guides, facilitate cooperative advertising (valued at \$20,000), curate social media channels and presence within Tourism Nova Scotia initiatives, including NovaScotia.com. Our promotional efforts engage and host Travel Media while maintaining an active public relations campaign with media.





Together, we have leveraged investment from the Atlantic Canada Opportunities Agency in 2019 in support of undertaking our 3 Year Winter Tourism Strategy. In 2020 we have secured their expanded investment in the implementation of our plans, furthering our ability to strengthen the efforts of our industry. Accessing and securing financial support from channels such as this has been a means to an end, providing the resources necessary to support achieving our vision as a Cooperative.

While success is measured individually by partners, a collective benchmark for our Cooperative is monitoring the number of 'licensed' fixed roof accommodations sold as reported to Tourism Nova Scotia. 2019 data suggests the South Shore is on track for posting 1-2% growth, while nominal it is impactful given that it is one of only a couple regions showing increases. An increase in overnight stays combined with increases in spending while in the region contribute greatly to the economy, strengthening employment, spending by employees, sustaining tax base and building pride in communities.

Having gathered with partners on Jan. 21<sup>st</sup> for our Semi Annual Meeting, attached as Appendix A, we are building our 2020-21 plan. We would like to invite you to continue to be an invested partner with us as we chart a course for continued growth and sustainability of our tourism industry through marketing and product development.

Historically, all 11 Municipalities have been invited early in the calendar year, to be invested partners for the forthcoming fiscal year of the Cooperative, April 1 – March 31. While this is in advance of our Annual General Meeting held in May where our annual plan is ratified and endorsed by partners, our Annual Reports continue to speak to the integrity and achievements of the Cooperative.

We would like to request consideration for financial investment by your Municipality in our 2020-21 plan. As in the past, we will prepare our budget for our annual Marketing and Operations Plan using the former Regional Enterprise Network 'formula'.

While we would like to discuss this approach with the 11 Municipalities that make up the South Shore region in the coming year, it remains the foundation for our current invitation for investment.

We would welcome the opportunity to come before Council to share our successes and challenges and address any questions.

We look forward to welcoming you as a partner in 2020-21.

Donna Hatt  
Chair, South Shore Tourism Cooperative Limited  
902-521-7319  
[southshoretourism@gmail.com](mailto:southshoretourism@gmail.com)  
[donna@authenticseacoast.com](mailto:donna@authenticseacoast.com)

**Statement of Operations for the period April 1, 2019 - March 31, 2020**

| Revenues/Contributions                |                                    | Budget              | Forecast Year End   |                                |
|---------------------------------------|------------------------------------|---------------------|---------------------|--------------------------------|
|                                       | Partner dues                       | \$31,580.50         | \$22,856.50         |                                |
|                                       | cooperative marketing              | \$0.00              | \$3,000.00          |                                |
|                                       | Winter tourism Strategy/ACOA       | \$40,276.00         | \$41,400.39         | ACOA \$127 329.00 over 3 years |
|                                       | TIANS project                      | \$55,000.00         | \$55,000.00         |                                |
|                                       | Tax Rebate                         | \$3,000.00          | \$3,000.00          |                                |
|                                       | Net revenues/funds                 | \$126,856.50        | \$125,256.89        |                                |
| Contributions                         |                                    |                     |                     |                                |
|                                       | partner coop advertising           | \$20,000.00         | \$20,000.00         |                                |
|                                       | TNS content- matching contribution | \$7,500.00          | \$7,500.00          |                                |
| <b>Net Revenue/contribution:</b>      |                                    | <b>\$134,356.50</b> | <b>\$132,756.89</b> |                                |
| <b>Expenditures</b>                   |                                    |                     |                     |                                |
| Total Expenses                        |                                    | \$134,355.00        | \$132,776.42        |                                |
| <b>Net Operating Position(funds):</b> |                                    | <b>\$1.50</b>       | <b>-\$19.53</b>     |                                |
|                                       |                                    |                     |                     |                                |
|                                       |                                    |                     |                     |                                |
|                                       |                                    |                     |                     |                                |
|                                       | Nova Scotia Lobster Crawl Worth    | \$123,678.16        |                     |                                |
|                                       | <u>Leveraged on</u>                | \$22,992.90         |                     |                                |

## South Shore Public Libraries Board - Formula Funding Model

Proposed Effective Date: 2020 - 2021

|                 | Funding Ratio | Old Model   | New Model   | \$ Increase | % Increase |
|-----------------|---------------|-------------|-------------|-------------|------------|
| Provincial      | 71%           | \$1,002,900 | \$1,262,400 | \$259,500   | 26%        |
| Municipal       | 26%           | \$367,300   | \$462,300   | \$95,000    | 26%        |
| Board           | 3%            | \$42,400    | \$53,300    | \$10,900    | 26%        |
| Total Available | 100%          | \$1,412,600 | \$1,778,000 | \$365,400   | 26%        |

| Population:       |        |
|-------------------|--------|
| 2017 Population   | 57,620 |
| Old Model         | 58,516 |
| Population Change | (896)  |

- “2017 Population” figures are from July 2017 estimates from the 2011 Census
- “Old Model” population figures were 2009 estimates from the 2006 Census

| Staffing:              |                     |             |                    |
|------------------------|---------------------|-------------|--------------------|
|                        | Number of positions | Salary Rate | Staffing cost      |
| <b>Base Staffing:</b>  |                     |             |                    |
| CEO                    | 1                   | \$92,500    | \$92,500           |
| Deputy CEO             | 1                   | \$82,500    | \$82,500           |
| Finance/Bookkeeper     | 1                   | \$45,000    | \$45,000           |
| Administrative Support | 1                   | \$35,000    | \$35,000           |
| Community Engagement   | 1                   | \$62,500    | \$62,500           |
| IT Support             | 1                   | \$62,500    | \$62,500           |
| <b>Other Staff:</b>    |                     |             |                    |
| Scalable Staff         | 26                  | \$41,000    | \$1,066,000        |
| <b>Staffing Total</b>  | <b>31</b>           |             | <b>\$1,446,000</b> |

- Total salary costs for “Base Staffing” is a set rate of \$380,000 per region
- “Scalable Staff” is calculated at 1 Staff per 2,200 (the “Average Rural Staffing Ratio Per Capita”), at an average salary of \$41,000

| Operating Costs:  |                  |
|-------------------|------------------|
| Base Amount:      | \$15,000         |
| Per capita total: | \$86,400         |
| <b>Total:</b>     | <b>\$101,400</b> |

- Operating cost per capita rate is \$1.50

| Collections Costs |                  |
|-------------------|------------------|
| Base Amount:      | \$7,800          |
| Per capita total: | \$201,700        |
| <b>Total:</b>     | <b>\$209,500</b> |

- Collections costs per capita rate is \$3.50

| Other Factors:  |                       |
|---|-----------------------|
| • Staff Technology:   | <b>\$12,800</b>       |
| ○ Calculated at \$400/staff member annually   |                       |
| • Public Access Computers:  | <b>\$8,300</b>        |
| ○ Based on a 3-year annual refresh cycle. Calculated at \$1,000/existing PAC divided by 3 |                       |
| • French Language & Equity Programming:   | <b>Not Applicable</b> |

| <b>Comparison between current and proposed Municipal Unit Contributions</b> |                                   |                                   |                                    |  |                      |                     |
|---|-----------------------------------|-----------------------------------|------------------------------------|--|----------------------|---------------------|
| <b>Municipal Unit</b>   | <b>2015-16<br/>% of<br/>Total</b> | <b>2015-16<br/>Share of Total</b> | <b>Proposed %<br/>of<br/>Total</b> | <b>Proposed<br/>Share of<br/>Total</b> | <b>\$<br/>Change</b> | <b>%<br/>Change</b> |
| Queens Regional Municipality  | 0.1922                            | \$70,596                          | 0.1817                             | \$84,000                               | \$13,404             | 19                  |
| Dist. of Chester  | 0.1852                            | \$68,035                          | 0.1855                             | \$85,700                               | \$17,765             | 26                  |
| Dist. of Lunenburg  | 0.4305                            | \$158,134                         | 0.4320                             | \$199,700                              | \$41,566             | 26                  |
| Bridgewater   | 0.1366                            | \$50,171                          | 0.1438                             | \$66,500                               | \$16,329             | 33                  |
| Lunenburg   | 0.0399                            | \$14,650                          | 0.0402                             | \$18,600                               | \$3,950              | 27                  |
| Mahone Bay  | 0.0156                            | \$5,712                           | 0.0168                             | \$7,800                                | \$2,088              | 37                  |
|   | 1                                 | \$367,300                         | 1                                  | \$462,300                              | \$95,000             | 26                  |

## **Nova Scotia Public Libraries: Core services and their impact on the province**

May 31, 2018

Prepared by the Library Core Services Working Group

## Executive Summary

Beyond providing traditional books and collections, Nova Scotia Public Libraries are uniquely positioned to support government's 2018/19 budget. The impact of their core services is in direct alignment with the budget's goal of strengthening important services and supports so all Nova Scotians have opportunities to grow and succeed.

Libraries strengthen the economy by

- ensuring our province's workforce has the skills they need to remain employable, which benefits their personal economic circumstances and also means they can contribute to the tax base (Core service: supporting and promoting reading and literacy)
- providing Nova Scotians—especially those in rural communities— with the technology, programming, reliable Internet, and one-on-one support needed to access education, training, and business opportunities (Core service: providing access to technology and supporting digital literacy)
- supporting the cultural and creative sectors by providing books, programs, tools, space, and equipment that helps create a thriving creative economy (Core service: preserving and promoting culture and creativity)
- providing the space, equipment, and information navigation needed for many start-up entrepreneurs and independent business people to succeed (Core service: providing safe physical spaces that encourage community involvement)

Libraries build more resilient communities by

- enhancing self-understanding, empathy, and awareness, which leads to more engaged, tolerant, safer communities (Core service: supporting and promoting reading and literacy)
- reducing the digital divide and ensuring all members of the community, including the vulnerable, those on low or fixed incomes, in shelters or housing insecure, and seniors, have safe, equal access to technology and the Internet (Core service: providing access to technology and supporting digital literacy)
- being culture hubs—places where people of all backgrounds, ages, genders, and abilities intersect to celebrate and share their history, genealogy, stories and more—thus building connection and compassion (Core service: preserving and promoting culture and creativity)
- being a trusted “third place”—neutral ground where people and ideas come together in a safe environment and where challenging conversations can happen (Core service: providing safe physical spaces that encourage community involvement)

Libraries promote personal health and well-being by

- providing programs and resources that build health literacy, food literacy, and the ability to access and understand health information (Core service: supporting and promoting reading and literacy)

- providing the access, friendly support, and service that helps people get the information they need to take responsibility for their health (Core service: providing access to technology and supporting digital literacy)
- encouraging physical activity, creative expression, exposure to the arts, and social interaction (Core service: preserving and promoting culture and creativity)
- being a physical refuge for those seeking shelter and support (Core service: providing safe physical spaces that encourage community involvement)

Nova Scotia Public Libraries change lives for the better. Through thoughtful investment and continued partnerships, they will continue to have a positive impact on the lives of the citizens of our province for generations to come.

## Introduction:

Nova Scotia Public Libraries have seen many changes since they were first formed in 1937<sup>1</sup>, but perhaps none as radical as the past two decades.

While some may have predicted people would need libraries less often as a result of the Internet age, the opposite has been true.

In fact the public's needs and expectations of what the library should deliver are more diverse, urgent, and complicated than ever before.

Today, people come for help with technology because their job has changed and they need new skills to stay employed; for language support so they can integrate into a new society; for parenting skills so they can raise their families; and for help finding social services because they don't know where else to go.

They come for help sorting fact from fiction in an increasingly complex world. And many come because libraries are a warm, welcoming place that won't turn them away.

People come to libraries to explore art, music, science, traditions, spirituality and everything in between, and to delight in human contact that feeds the soul. They also come for what might seem like entertaining programming, and leave better able to care for themselves.

Nova Scotia's Public Libraries' historic role may have been to provide access to books and vibrant collections, but it has evolved—and continues to do so—to provide access to the tools, support, information, and social connections that spans a lifetime.

They do that through their core services of

- supporting and promoting reading and literacy
- providing access to technology and supporting digital literacy
- preserving and promoting culture and creativity
- providing safe physical spaces that encourage community involvement

In its 2018/19 budget, the Nova Scotia Government focused on strengthening important services and supports so all Nova Scotians have opportunities to grow and succeed.

The plan identified four pillars supporting that goal:

- healthy people and communities
- investing in early years and education
- safe and connected communities
- inclusive economic growth

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<sup>1</sup> Bateson, N. *Library Survey of Nova Scotia*. 1938.



Nova Scotia Public Libraries' core services are in full alignment with those pillars. This document demonstrates how.

## Core service: Libraries Support and Promote Reading and Literacy

The benefits of reading and literacy extend to every aspect of a person's life from cradle to grave. Without them, how could anyone fill out a credit application? Follow the instructions on a medicine label? Vote? Prepare a recipe? Read to a grandchild?

Yet, in 2014, Nova Scotia earned a "D" grade from the Conference Board of Canada for the number of adults in the province with inadequate literacy skills.<sup>2</sup>

Nova Scotia needs to do more to support reading and literacy, and Nova Scotia Public Libraries are uniquely positioned to help.

Libraries provide much more than a diverse collection of books and resources in a variety of formats. They provide the support and access that unlocks the possibilities within those collections.

They understand that people learn by reading, seeing, doing, and sharing, and have programs that are designed to stimulate, engage, and connect in all those ways.

Most importantly, libraries have staff who know and care about their communities and take a personal interest in helping each person who comes into the library succeed. Age, background, and status do not matter. Everyone is equal, and equally welcome at the library.

By promoting reading and literacy, libraries have an impact on our province's economy, communities, and well-being in the following ways.

### Strengthening the economy

Literacy is the foundation for economic prosperity.

Nova Scotian employers need a workforce that has the right skills for today, and also has the capacity for life-long learning so they can gain the skills needed for tomorrow.

The unemployment rate for people with low levels of literacy is about 26 per cent.<sup>3</sup>

Library literacy programs, including digital skill and language development, help Nova Scotians of all ages and backgrounds enhance their employability. This includes

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<sup>2</sup> The Conference Board of Canada. "Adults With Inadequate Literacy Skills." The Conference Board of Canada - Economic Forecasts, Public Policy, and Organizational Performance. Accessed May 29, 2018. [http://www.conferenceboard.ca/\(X\(1\)S\(5e50404arsseet1ppcbsp0dp\)\)/hcp/provincial/education/adlt-lowlit.aspx?AspxAutoDetectCookieSupport=1](http://www.conferenceboard.ca/(X(1)S(5e50404arsseet1ppcbsp0dp))/hcp/provincial/education/adlt-lowlit.aspx?AspxAutoDetectCookieSupport=1).

<sup>3</sup> Literacy Nova Scotia. "Literacy and employment." Literacy Nova Scotia. Accessed May 29, 2018. <https://www.literacyns.ca/factsheets/Fact4.pdf>

newcomers to the province, who represent an opportunity for employers to fill skills gaps, diversify their workforces, and leverage cultural connections to open new markets.

Investing in literacy saves the province money. “The 2011 report *From Poverty to Prosperity: Literacy’s Impact on Canada’s Economic Success* placed the annual savings in social assistance alone of raising every Canadian adult to Level 3 literacy at \$542M.”<sup>4</sup>

Furthermore, a more productive population benefits the province through contributions to the tax base.

Improved literacy has an impact on people’s personal economic well-being as well. A Statistics Canada study, *Insights on Canadian Society: The Association Between Skills and Low Income*, noted:<sup>5</sup>

- the median household income for individuals who were in the lowest category of literacy proficiency (level 1 and below) was \$49,700, compared with \$84,600 among those who were in the two highest categories (level 4 and level 5).
- among individuals in the lowest category of literacy proficiency in 2012, 29% were in a low-income household (households whose income is below the after-tax Low Income Measure), compared with approximately 8 per cent for those in the two highest categories.

Nova Scotia Public Library reading programs encourage all family members regardless of age to read together—setting an example and a habit that will benefit the family for generations to come.

### Building more resilient communities

By providing access to a full range of supports that build literacy and other skills, Nova Scotia Libraries are also helping to build more engaged, tolerant, safer communities.

Studies have found that reading for pleasure enhances self-understanding and empathy.<sup>6</sup>

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<sup>4</sup> Frontier College. "2017 National Forum on Literacy and Poverty." Frontier College. 2017. Accessed May 29, 2018. <https://www.frontiercollege.ca/getattachment/6f6bd77f-043f-4ce3-96a0-9a2ec2902d73/Discussion-Paper-Literacy-and-Poverty-by-Frontier.aspx>.

<sup>5</sup> Statistics Canada. "Insights on Canadian Society - The Association between Skills and Low Income." Agricultural Water Use in Canada. February 24, 2016. Accessed May 29, 2018. <https://www.statcan.gc.ca/pub/75-006-x/2016001/article/14322-eng.htm>.

<sup>6</sup> The Reading Agency. "Literature Review: The Impact of Reading for Pleasure and Empowerment." Neil Gaiman Lecture in Full: Reading and Obligation | Reading Agency. 2015. Accessed May 29, 2018. <https://readingagency.org.uk/resources/2277/>.

Conversely, low literacy and crime are related: 79 per cent of Canadians entering correction facilities don't have a high school diploma but literacy programs have proven to work, reducing recidivism by up to 30 per cent.<sup>7</sup>

Having literacy skills also increases a person's political and social participation, thus contributing to the quality of our democracy as well as our political, social, and civic engagement.

### Promoting personal health and well-being

Library reading programs are about much more than study and self-entertainment. They literally improve people's physical and mental health.

Research has shown that children and adults who read for pleasure are happier and more confident. Reading can reduce stress and depression and build a sense of empowerment.<sup>8</sup>

Improved literacy levels help with everything from parenting skills and raising children to making informed decisions about their health.

Health literacy includes understanding basic health and medical terminology, as well as being able to understand instructions and protocols. This is essential when talking to a medical professional and taking medication. A person needs to be able to read and understand medication instructions and health information, and fill out consent and personal health forms, in order to get the full benefit of medical attention. This is especially true when English is not the first language.

Food literacy means being able to choose, prepare, and eat food that meets nutritional needs. "Food literacy—like learning to read—is a skill that needs to be taught, developed, and nurtured beginning at an early age."<sup>9</sup>

According to *Thrive! A plan for a healthier Nova Scotia*, "one in three [Nova Scotian] children and youth is overweight or obese, and rates of unhealthy eating, sedentary behaviour, and inactivity are much higher."<sup>10</sup>

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<sup>7</sup> Police ABC. "Target Crime with Literacy." Policeabc.ca. 2008. Accessed May 29, 2018. <http://policeabc.ca/>.

<sup>8</sup> The Reading Agency. "Reading for Pleasure Builds Empathy and Improves Wellbeing, Research from The Reading Agency Finds." Neil Gaiman Lecture in Full: Reading and Obligation | Reading Agency. 2015. Accessed May 29, 2018. <https://readingagency.org.uk/news/media/reading-for-pleasure-builds-empathy-and-improves-wellbeing-research-from-the-reading-agency-finds.html>.

<sup>9</sup> Nourish Nova Scotia. "Food Literacy." Menu. 2018. Accessed May 29, 2018. <https://nourishns.ca/program-resources/food-literacy>.

<sup>10</sup> Province of Nova Scotia. "Thrive! A Plan for a Healthier Nova Scotia." Province of Nova Scotia. 2012. Accessed May 29, 2018. <https://thrive.novascotia.ca/sites/default/files/Thrive-Strategy-Document.pdf>.

While there was a time when eating in the library was unacceptable, Nova Scotia Public Libraries are now increasingly a place for enjoying and sharing food, and a source for food literacy development—something that is also important for helping people stay connected with their culture and being able to share it with others.

Finally, economic well-being often drives social and physical well-being. According to *Thrive! A Plan for a Healthier Nova Scotia*<sup>11</sup> an estimated 75 per cent of the factors that determine health lie outside the health-care system. These include education and literacy levels which affect job opportunities; and the environmental, social, economic, and cultural conditions of our society and communities.

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<sup>11</sup> Province of Nova Scotia. "Thrive! A Plan for a Healthier Nova Scotia." Province of Nova Scotia. 2012. Accessed May 29, 2018. <https://thrive.novascotia.ca/sites/default/files/Thrive-Strategy-Document.pdf>.

## Core Service: Libraries Provide Access to Technology and Support Digital Literacy

The Nova Scotia High-speed Internet Initiative states: “Access to quality Internet service is essential for living, working and competing in a digital world. It's an important part of delivering many of the services that matter most to Nova Scotians – health care, education and services for our most vulnerable citizens.”<sup>12</sup>

However, according to the Nova Scotia Department of Business’s *Review of Alternatives for Rural High Speed Internet*, 15 to 20 per cent of Nova Scotian households lack access to high-speed Internet.

In the Corporate Research Associates study, *Determining the Social Impact of Nova Scotia’s Public Libraries: Public Perception Study* (February 2018), 82 per cent of respondents said “having access to public computers, Wi-Fi, and high-speed Internet” was one of the important services offered by their regional public library.

Physical access to equipment and Wi-Fi is only one part of the digital divide—individuals need to know how to use them. Library staff provide one-on-one support and training and develop programming that help members of the community build their skills and confidence to operate the technology and navigate the Internet.

The digital world is constantly changing. Technology and platforms that seemed revolutionary ten years ago are antiquated today. Expectations of what that world can provide also never plateaus; Nova Scotians increasingly need the Internet to gain education and employment, to access government and financial services, to maintain their health, to start and grow their own businesses, and more.

Libraries keep pace with those changes by constantly keeping up with technology trends, updating programming, and encouraging lifelong learning.

By supporting digital literacy, libraries have an impact on the province’s economy, communities, and well-being in the following ways:

### Strengthening the economy

Some studies suggest that every three years, 50 per cent of all workplace skills change, leaving businesses with a shortage of qualified employees and Nova Scotians who lack those skills without work.<sup>13</sup>

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<sup>12</sup> Province of Nova Scotia. "Nova Scotia High-Speed Internet Initiative." Province of Nova Scotia. October 20, 2014. Accessed May 29, 2018. <https://novascotia.ca/business/internet/>.

<sup>13</sup> EMP Solutions. "Employer Services." Nova Scotia Works - Employment Services Centre. Accessed May 29, 2018. <https://empsolutions.ca/employer-services/>.

Also, some forms of education—such as distance or continuing education—are offered exclusively online.

Libraries help close these gaps by providing the technology, programming, and one-on-one support Nova Scotians need to access the education and training they need to gain and maintain employment. Best of all, they provide it right in the person's home community, so there is no need for them to re-locate.

Libraries also connect Nova Scotians to new opportunities. The decline of print newspapers, in terms of both availability and subscribers, means the loss of a traditional job forum. These days, positions are advertised online, giving employers and job seekers alike a much larger field of opportunity.

Small and start-up businesses often don't have the means right away to procure their own office space. Many virtual businesses never want space or need it. All of them need a place to work, to access Wi-Fi, and to meet with prospective clients, partners, and potential employees. This is especially true for Nova Scotian businesses that have challenges getting reliable high-speed Internet in their own community.

Libraries provide free high-speed Internet access, Wi-Fi, and technology support. In rural centres, this is often the best quality connection in the community. Libraries also provide space and equipment essential to small business. Some libraries even have coffee.

### Building more resilient communities

Inconsistent, or non-existent, access to technology leads to inequality in society. Libraries are safe, welcoming spaces. They support digital literacy for all member of the community, including the vulnerable, those on low or fixed incomes, in shelters, or those who are housing insecure.

*Shift: Nova Scotia's Action Plan for an Aging Population* recognizes that "challenges such as access, cost, literacy, and comfort with the technology are factors in the isolation of older adults."<sup>14</sup> Libraries provide free access to technologies and have been teaching seniors how to use computers, tablets and mobiles for the past few decades. The demand for this support remains strong.

More and more businesses and organizations—including government—are reducing their physical infrastructure and moving their services online. Libraries provide reliable access and in-person support for Nova Scotians who want to renew or pay for licences and permits; apply for birth, marriage or death certificates; renew vehicle permits, pay fines and tickets; make payments to provincially monitored services, and more.

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<sup>14</sup> Province of Scotia. "SHIFT: Nova Scotia's Action Plan for an Aging Population." Province of Nova Scotia. December 10, 2017. Accessed May 29, 2018. <https://novascotia.ca/shift/shift-action-plan.pdf>.

### Promoting personal health and well-being

Libraries provide access to research and programming that helps people get more information about, and take more responsibility for, their health.

This is especially critical in areas where Nova Scotians don't have easy access to a physician.

Also for a growing number of Nova Scotians, access to health care requires access to the Internet: "The government, in an effort to improve the effectiveness and efficiency of service delivery continues to expand healthcare, educational, and general services over Internet-based channels, which requires effective connections and bandwidth to access them."<sup>15</sup>

Libraries provide the connection, and the friendly support and service that helps people understand the information they receive.

Social health is important, too. Age and distance may drive families and friends apart, but social media and other forms of online communication, such as email and Skype, can help keep those linkages alive. Libraries provide democratic access to the technology along with the help so people can learn how to use it.

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<sup>15</sup> Province of Nova Scotia. " Review of Alternatives for Rural High Speed Internet." Province of Nova Scotia. 2016. Accessed May 29, 2018. <https://novascotia.ca/business/docs/Broadband-Deliverable-Report.pdf>.



## Core Service: Libraries Preserve and Promote Culture and Creativity

Today, when you walk in a library, you see art hanging on the walls. You may also see a local author giving a reading in a corner, or a musician explaining her songwriting process to a group of rapt listeners. In another spot, a craftsperson is teaching his skill to the next generation.

Nova Scotia Public Libraries are vibrant, flexible, welcoming spaces where people can connect with arts, literature, music, and creativity. Through libraries, everyone can explore and share cultural identity, traditions, language—sometimes even food.

These experiences enrich lives and help develop a sense of place and individual well-being.

By preserving and promoting culture and creativity, libraries have an impact on the province's economy, communities, and well-being in the following ways:

### Strengthening the economy

Culture and creativity help drive successful economies and communities. "Places with thriving cultural sectors attract people and business because they are great places to live, raise families, and work"<sup>16</sup>

Libraries support those cultural sectors by providing the books, programs, tools (such as 3D printers and recording studios) and physical spaces that result in people developing new skills, techniques, and connections that can lead to cottage industries, side businesses, and, ultimately, small businesses.

Libraries also represent infrastructure that attracts businesses and residents to an area, thus helping to create a thriving economy on a local scale.

### Building more resilient communities

Libraries are critical to having a well-rounded, accepting community.

Nova Scotia is made up of diverse cultures: the Mi'kmaw, African Nova Scotians, Acadian, English, Gaelic and others. Each year Nova Scotia welcomes more immigrants and refugees.

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<sup>16</sup> Province of Nova Scotia. "Nova Scotia's Culture Action Plan: Creativity and Community." Province of Nova Scotia. February 22, 2017. Accessed May 29, 2018. <https://novascotia.ca/culture/Culture-Action-Plan--English.pdf>.

Along with these diverse cultural backgrounds, the province's population also includes persons of differing physical and mental abilities, gender identities, and ages, as well as those who are vulnerable or housing insecure.

Libraries are open, free, and welcoming to all members of the community, respecting the dignity of all. This creates an opportunity for the full community to interact, participate in community life, encounter different perspectives, and develop empathy and compassion.

Libraries are also culture hubs—the keepers of local history and special collections, genealogy, plays, music, and more. Programs and services encourage interaction and knowledge sharing. These are experiences that challenge attitudes and foster understanding.

This is especially important for newcomers looking to establish a sense of belonging and acceptance. Libraries are often their entry point, helping them integrate into the community by being a source for everything from language services, navigation assistance, to something as simple as providing a place for children to play and make new friends.

In CRA's *Determining the Social Impact of Nova Scotia Public Libraries* study, 77 per cent of respondents rated libraries and our services as “highly important to them personally,” 90 per cent said the library “enriches community,” and 75 per cent of respondents rated libraries as “an important meeting place for newcomers.”

### **Promoting personal health and well-being**

Libraries provide access to so many factors that promote personal well-being.

Their welcoming spaces and free programs and services encourage human interaction, physical activity, and creative expression. People can drop in to play games, learn a new hobby, catch up with friends, listen to music, borrow sports and recreation equipment, join a makerspace, and more. Having this resource is important to all Nova Scotians, but is particularly critical in a province with one of the oldest populations in Canada.

“Keeping older adults socially connected has been described as the number one emerging issue facing seniors in Canada. Social isolation is commonly defined as a low quantity and quality of relationships with others. Poor health can lead to social isolation; it can also be a result of social isolation.”<sup>17</sup> Further, according to the chief

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<sup>17</sup> Province of Scotia. “SHIFT: Nova Scotia's Action Plan for an Aging Population.” Province of Nova Scotia. December 10, 2017. Accessed May 29, 2018. <https://novascotia.ca/shift/shift-action-plan.pdf>.

office of Age UK, “social isolation could be worse for a person’s health than smoking fifteen cigarettes a day.”<sup>18</sup>

Exposure to art is also important to well-being at any age, and libraries ensure that all members in the community have access to its benefits. Where an art gallery or symphony may require paid admission, and also might be intimidating to some, libraries offer everyone a free opportunity to engage with the arts. And no one has to dress up.

Libraries organize performer tours that expose children and families to art opportunities they may not otherwise have had. Libraries also support local and emerging authors, poets, spoken word artists, musicians, visual artists, and more by making their work available and providing them with a stage.

Exposure to the arts makes people think. It opens our minds, sometimes challenges us, and invites new questions. Best of all, art is not dependent on language—it transcends barriers.

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<sup>18</sup> Mead, Rebecca. "What Britain's "Minister of Loneliness" Says About Brexit and the Legacy of Jo Cox." *The New Yorker*. January 31, 2018. Accessed May 29, 2018.  
<https://www.newyorker.com/culture/cultural-comment/britain-minister-of-loneliness-brexit-jo-cox>.

## Core Service: Libraries Provide Safe Physical Spaces that Encourage Community Involvement

Nova Scotia Public Libraries play an important role as “third places” in our province.

Sociologist Ray Oldenburg coined the term “third places” to describe the places where people gather that are neither their homes (“first place”) nor their work (“second place”).

Oldenburg further describes them as “providing the foundation for a functioning democracy, these spaces promote social equity by leveling the status of guests, providing a setting for grassroots politics, creating habits of public association, and offering psychological support for individuals and communities.”<sup>19</sup>

The citizens of Nova Scotia already see public libraries as the third places in their lives. In the 2018 CRA study *Determining the Social Impact of Nova Scotia’s Public Libraries*:

- 95% of participants said the library provided a safe and welcoming place for everyone
- libraries as a meeting place/place for people to meet ranked in the top three of Most Important Things about Public Libraries

Beyond being a trusted, neutral space that is both physically and socially accessible, libraries are important third places because of the other roles they fulfill. Today’s library staff are often ad hoc social workers and service/information navigators, providing programming, events, and support that have a direct impact on our province’s economy, our communities’ resiliency, and our citizen’s health and well-being.

### Strengthening the economy

For many start-up entrepreneurs and independent businesspeople, libraries provide space for working, meeting, and collaborating, along with equipment and technology. Library staff are information professionals able to help navigate anything from completing incorporation paperwork to small business finance, to research needed for a business plan.

Libraries are also desirable infrastructure in a community: both businesses and residents are attracted to locations that feature a library, resulting in a stronger local economy. Real estate agents mention public libraries along with schools as being positive selling features for home and retail locations.

Nova Scotia’s creative economy is also strongly supported by libraries. Libraries provide public space to showcase writing, art, music, and dance, along with studio and

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<sup>19</sup> Oldenburg, Ray. *Celebrating the Third Place*. New York: Marlowe & Compant, 2001.

recording facilities for artists. They give communities and people a place to celebrate and learn about culture through cultural displays and programs and the promotion of cultural collections.

### **Building more resilient communities**

As trusted third places, libraries are neutral ground where people and ideas intersect and both facilitated and informal challenging conversations happen. This builds engagement, understanding, and knowledge in the community.

They are social hubs where status does not matter, and, as such, are catalysts for building relationships between people who otherwise may not meet.

This includes the most vulnerable and those, like seniors, who are often at risk of being socially isolated. The library is the place where these people are visible, welcome, and able to interact with others on an equal basis. Their very presence opens eyes and minds around them to issues that might otherwise have gone unnoticed.

### **Promoting personal health and well-being**

Today's library uses space to focus on a full spectrum of human needs.

Libraries use their space to expose people to art and culture and also invite participation—an experience that can enrich lives and individual well-being.

They use their space for programming on topics that benefit all members of the community at all stages of their lives—including challenging times and times of transition.

Libraries are often the first place people go to sort out fact from fiction, and to find credible, relevant information on their personal situations.

They are a physical refuge for those seeking shelter. Libraries provide a safe, dignified place with amenities not freely available elsewhere.

Libraries promote social connection and reduce isolation by giving people—including those on fixed or low incomes—a place to go and participate in programs, events, and activities for all ages. They're also a place to be socially antisocial—if someone doesn't want to participate, they are welcome to just be by themselves while still gaining the benefit of the energy and activity around them. One can choose to be alone in a library, and be comfortable doing so.

The library is an oasis filled with assets and professionals that all have one goal: helping the people of our communities lead happier, healthier lives so they can achieve their full potential.

## In Closing

Through their core services, Nova Scotia Public Libraries support every person in the province at every stage of their lives.

Libraries help them to become literate, connected, lifelong learners to

- improve themselves and their opportunities
- realize their full potential
- celebrate their heritage and that of others
- lead healthier, happier lives
- be engaged citizens

In short, libraries change lives for the better, and that is a benefit that ripples out across the province.

Through thoughtful investment and continued partnerships, Nova Scotia Public Libraries will continue to have a positive impact on the lives of the citizens of our province for generations to come.

## Appendix: Case Studies and Illustrations

### Core Service: Supporting and promoting reading and literacy

The programs, services and stories below highlight some ways that libraries support reading and literacy:

- Shelburne and Yarmouth branches host free Super Nova camps for kids, which provide STEM (science, technology, engineering and math) learning opportunities over the summer months. The libraries provide the space and support where needed. University students gain employment experience by conducting the programs.
- Cape Breton Regional Library's Babies & Books programs include rhymes, stories, songs, and activities. The program supports early literacy and allows parents of young children to meet and converse, something that often results in new friendships. As one parent recently said, "My son met his best friend in Babies & Books – 11 years ago!"
- Adopt A Library/Wow Reading Challenge is a provincewide crime prevention initiative that includes a friendly challenge among schools to see how much can be read.
- Libraries partner with Read to Me to promote the benefits of early literacy and library programming to new parents across the province.
- The Caisse Populaire de Clare partnered with the library to provide information sessions on personal finances that helped people learn how to budget, avoid fraud, and keep their money safe, as well as the importance of filing income taxes. This dovetailed nicely into the programs for seniors and low-income earners who benefited from the Volunteer Income Tax Assistance Program.
- CART (Children and Adults Reading Together), an 8 week preschool program that is designed to teach pre-literacy skills to children and to teach their parents to continue encouraging these skills at home, is undergoing changes to accommodate the availability of more pre-primary programs in Cumberland County.
- Cape Breton Regional library loans snowshoes, cross-country skis, tennis racquets, walking poles and other fitness related equipment which are made available through partnerships with health and recreation organizations. This is an important opportunity for patrons who may not be able to afford to purchase equipment or do not want to invest in equipment when they were not sure if they would like the sport.
- Pictou Antigonish Regional Library has partnered with local fitness facilities to loan fitness passes.
- Halifax Public Libraries partners with Saint Mary's University to offer public access to university classes every term. Registered students and members of the general public enjoy learning about topics as diverse as Islam or Bollywood.
- Libraries partner with local correctional facilities to improve inmates' reading abilities.

### Core Service: Providing access to technology and supporting digital literacy

The programs, services and stories below highlight some ways libraries support access to technology and the promotion of digital literacy:

- Pictou Antigonish Regional Library's partnership with Riverview Residential Home provides equipment and training to adults with intellectual and physical disabilities.
- Having a Maker Lab in the community means there is now a free space to create, invent and learn in a safe environment. Some programming examples include:
  - 3D printer programs.
  - Youth coding and science-based programs.
  - Computer training programs. For people who struggle with computers or those falling into the +65 age range

### Core Service: Preserving and promoting culture and creativity

The programs, services and stories below highlight some ways libraries support culture and creativity:

- Cape Breton has a Storyteller-in-Residence program, where the library is a partner in hosting storytelling events and workshops. These sessions were very popular across the region, were intergenerational, and sparked a lot of discussion and interest in local history and lore. This resulted in many positive outcomes, including a DVD and the Isle of Story Festival.
- Film director Cory Bowles spoke in the library about his success and failures as part of the African Heritage Month programming. More than 100 people came to the talk.
- Participants made clay figures and used the library's camera to take pictures and then edited them into short movies.
- Stewiacke's teen group made a movie about recycling called *Trashy the Trashman*, which was entered into the Viewfinders International Film Festival for Youth and won 2nd place. The youth wrote, directed, and filmed the movie themselves. Today, it's available on YouTube.
- Teens at Halifax Central Library have created a podcast using the library's media studios called *It Came from the Second Floor*.
- During Pride Week in 2017, the library had a representative from the Mi'kmaq community talk about Two-Spirit Peoples. The library also hosted a Pride Storytime that was attended by nearly 50 people.

### Core Service: Providing safe physical spaces that encourage community involvement

The programs, services and stories below highlight some ways that a library's physical space impacts individuals and communities:

- Winner of the national 2014 Great Places Award, "People's Place," the Pictou-Antigonish library collaborated with the community to build a library that meets the needs of the community.



- Sarah, a young woman in her 20s, (not her real name) recently told a staff member that she came to the library daily when she was in her teens. Her family was going through a very difficult time, and for Sarah the library was a place where she could feel safe. She said she didn't know what would have happened to her had she not had the library.
- The Eastern Counties Regional Library has seven community gardens focused on growing food that can be shared with library users.
- Members of the Truro Police Service gave a talk about bullying and what to do if a child is being targeted for this behaviour. The session generated much discussion amongst the parents. One parent, whose son was the bully, said she had been at a loss as to how to handle it. The other parents in attendance got to see how complex an issue bullying can be.
- A Climate Change presentation at the Annapolis Valley Regional Library gathered 10 per cent of a town's population and resulted in a town-formed Environmental Advisory Council.
- Free tax help is available at libraries for low-income taxpayers. Tax volunteers help complete tax forms.
- Death Cafes are frank conversations about preparing for eventual death to the fore. People are encouraged to think about, and prepare for, the business of leaving this life and the impact it would have on others. The grieving process, the emotional impact, as well as the practical and financial impact of death are explored.
- Libraries have partnered with local grocery stores to offer healthy cooking classes.
- A woman with challenges/barriers helps with the library's Toddle and Tumble program. The library benefits from the extra help with crafts and snack preparation, and the volunteer has a meaningful experience and gets out in the community more often.
- Halifax Public Libraries have been providing programs and entertainment, free Wi-Fi and information support alongside the Mobile Food Market, a bus that travels to areas of Halifax that have poor access to healthy food.
- Libraries are a partner in the YREACH program providing information, orientation and settlement support to immigrants and temporary foreign workers and their families who are new to communities across the province of Nova Scotia and helping to build awareness and understanding among cultures.

## Library Core Services Working Group

### Committee Members:

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# **Determining the Social Impact of Nova Scotia's Public Libraries Public Perception Study**

February 2018



*Prepared by:*



# Study Objectives & Methodology

Nova Scotia's nine regional public libraries offer services across 80 branches, in communities throughout the province. These branches are an integral part of communities, regardless of size, supporting personal learning and literacy, across ages and backgrounds. Moreover, these libraries support culture and communities by acquiring resources in multiple formats and making accessible books, materials and information and technology, and provide a wide array of programs and services, and support opportunities for community engagement and collaboration.

To provide a broad assessment of the social impacts of public libraries in Nova Scotia Communications Nova Scotia (CNS) and Communities, Culture and Heritage commissioned Corporate Research Associates Inc. to undertake a public perception study with residents across the province. In particular, this study aimed to understand how residents use the public library system, and examine the cultural, social and educational impacts libraries have for users, their families and their communities. Accordingly, this survey included only those who had visited a public library, or used the services of a public library, within the past 18 months.

To meet study objectives, and provide a statistically reliable measure of public opinion, a random telephone survey was conducted with residents aged 16 years or older. A total of 1,005 random surveys were collected with residents who had visited a public library in Nova Scotia or used public library services with in the past 18 months.

The following report presents the findings of the study and includes an executive summary of results, as well as a detailed analysis of findings.

## Random Telephone Survey

- 1005 completes
- Residents who had recently visited a public library or used a public library service
- The survey was available in English only

## Field Dates & Survey Length:

- November 1<sup>st</sup> - November 29<sup>th</sup>, 2017;  
January 18<sup>th</sup> - February 8<sup>th</sup>, 2018
- Fourteen (14) minutes

Findings from the ***Social Impact of Nova Scotia's Public Libraries – Public Perception Study*** show that Nova Scotia's public libraries are positively perceived and hold considerable importance to those who use them, particularly for those living outside the Halifax region. Respondents generally believe that the public library meets an important need of the community.

Nova Scotia's public libraries are a staple among those who use them. Public libraries are visited frequently by library goers, and usage is generally consistent across the province. In fact, survey respondents most often last visited the library at least monthly, if not more frequently. The use of public library services outside of a library building, such as downloading books, using the library website or an outreach program is common. That said, services available outside of a library building are used far less frequently than services used within the building. Nova Scotia's public libraries may want to consider promoting the services available outside of library buildings in order to increase overall usage. In terms of visiting public library branches, library goers primarily visit the public library alone, though it is not uncommon for a library visitor to be accompanied by a child.

Books and reading materials are the cornerstones of Nova Scotia's public libraries, highlighting the importance of Nova Scotia's public libraries maintaining or expanding collection offerings. Having access to books is the top mention to explain why public libraries are personally important, as well as the most important thing about public libraries both personally and for the community. Further, borrowing books is the main purpose library users visit a public library, though some interesting regional variations can be noted. Specifically, residents of Central Nova Scotia are more likely than those living elsewhere to report visiting a library with the purpose of using a computer. Not surprising then, these residents also place a higher importance on having accessible public computers and high speed internet at public libraries than residents of other regions.

Women are especially invested in Nova Scotia's public library system, ranking public libraries with higher personal importance than men and also scoring all library services to be more important. Overall, the services offered by Nova Scotia's public libraries are considerably important to all those who use the libraries, especially the provision of programs and services for children and youth. Variations in service importance exist across the nine regional public library branches. With that in mind, Nova Scotia's Public Libraries may want to consider prioritizing the availability of certain services within each regional branch based on the importance placed on such services by those who frequently visit or obtain services from those branches.

Finally, underscoring the important role public libraries play, a majority of respondents indicated they would have no another place to access similar services or experiences if public library services were no longer available in their community. By contrast, a minority reportedly would access such services or experiences over the Internet or at a university.

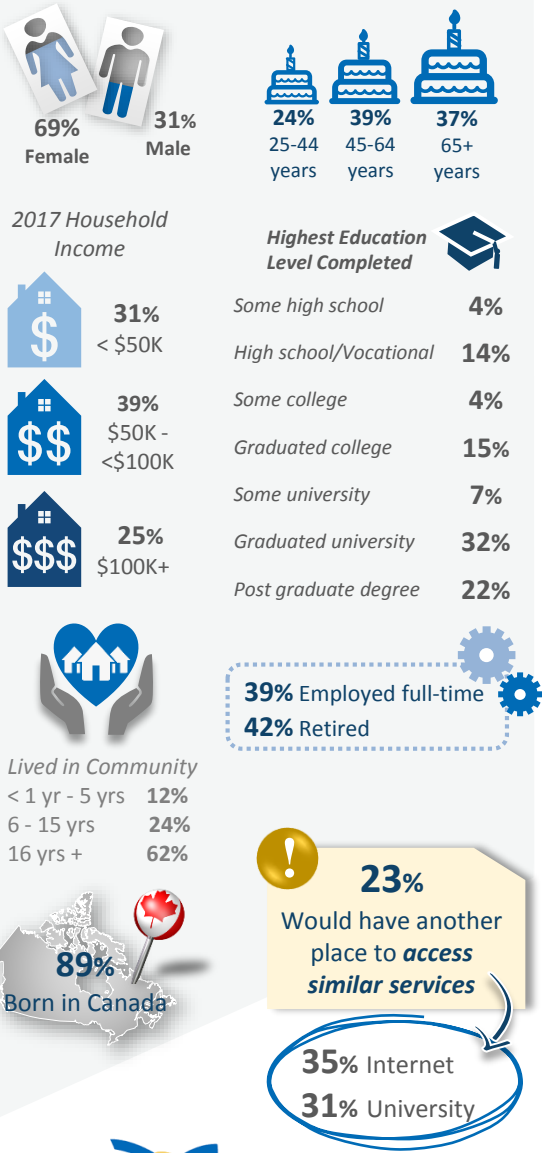
*The following infographic provides key highlights of the study.*

# 2017-18 Social Impact of NS Public Libraries

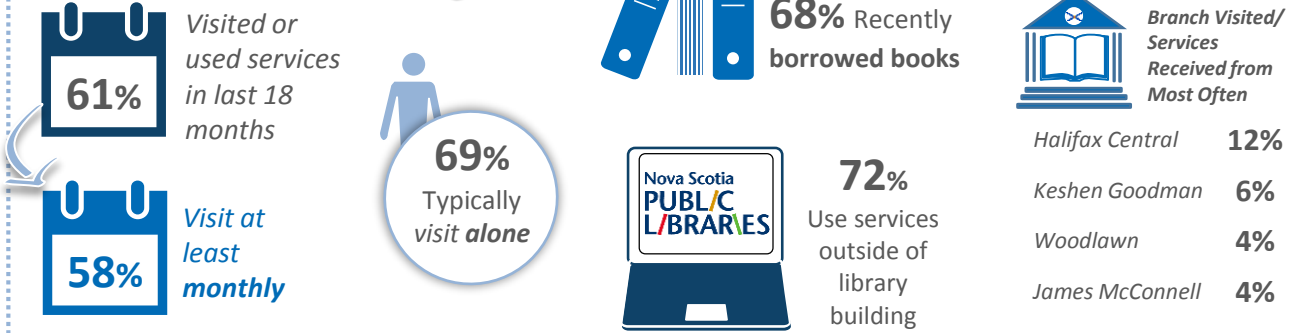
## Key Highlights

**Methodology:** 1005 telephone surveys  
Data Collection: November 1<sup>st</sup> – 29<sup>th</sup>, 2017 and  
January 18<sup>th</sup> – February 8<sup>th</sup>, 2018.

### Demographics

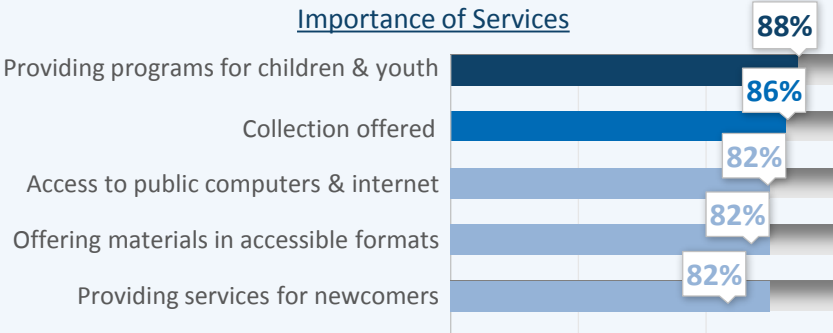


### Usage



### Importance and Value

(Ratings of 8-10 on 10-pt scale)



### Public Libraries...



## Public Library Usage

Importance of  
Public Libraries

Demographics

# Incidence of Nova Scotia's Public Library Use

***Six in ten Nova Scotians have visited a public library or used public library services within the past 18 months.***

As mentioned, this study included only respondents who had reportedly visited a library or used public library services within the past 18 months. Given that such usage was a requirement for the study, the qualifying survey question effectively provides a measure of incidence of public library service usage.

- As outlined in the table below, results of the qualifying question show that six in ten (61%) Nova Scotians have visited a public library or used public library services within the past 18 months, with usage being most prevalent in Halifax. Further, females are more likely than males to make use of library service. Usage of library services declines slightly with age, with those 55 years of age and older being somewhat less likely than younger residents to have used library services within the past 18 months.

## Use of public library within the last 18 months

|     | Overall<br>(n=1763) | Region             |                           |                          |                                      | Age   |       |     | Gender |        |
|-----|---------------------|--------------------|---------------------------|--------------------------|--------------------------------------|-------|-------|-----|--------|--------|
|     |                     | Halifax<br>(n=623) | Cape<br>Breton<br>(n=295) | Central<br>NS<br>(n=306) | Valley/<br>South<br>Shore<br>(n=539) | 16-34 | 35-54 | 55+ | Male   | Female |
| Yes | 61%                 | 71%                | 46%                       | 58%                      | 53%                                  | 63%   | 65%   | 56% | 54%    | 66%    |
| No  | 39%                 | 29%                | 54%                       | 42%                      | 47%                                  | 37%   | 35%   | 44% | 46%    | 34%    |

Q.1: Have you visited a public library or used public library services such as a public library website or book mobile in the last 18 months? (n=1763)

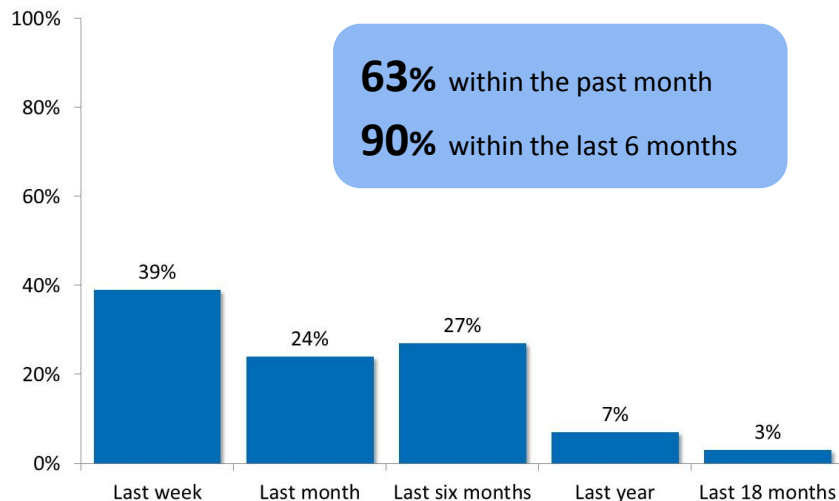


# Last Public Library Visit

**Most of those using library services have visited a public library or used its services within the past month.**

- Of those who have visited a public library or used its services in the past 18 months, most (63%) have done so **within the past month**, while four in ten respondents last visited a public library or used public library services **within the last week**. Of note, those residing in Cape Breton are less likely than other Nova Scotians to have visited a public library recently. Specifically, these respondents most often indicated their last visit was within the last six months, while respondents living in other parts of the province were most likely to have visited within the last week. (Table 2)

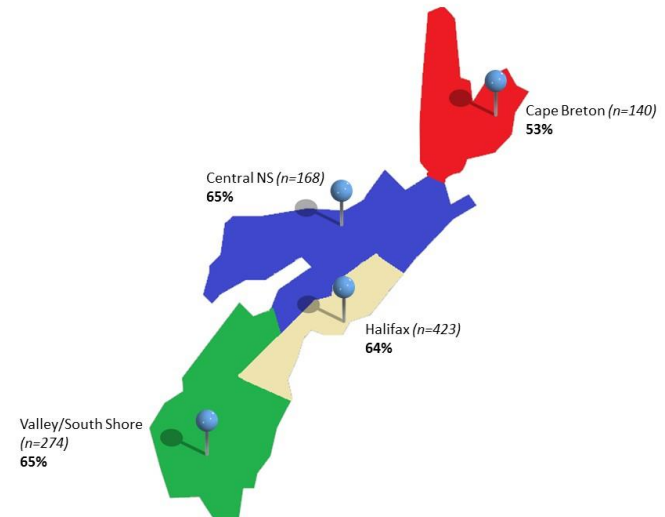
**Last Visit to a Public Library/Use of Public Library Services**



Q.2: When did you last visit a public library or use public library services? Would that be within the... (n=1005)

**Last Visit to a Public Library/Usage of Public Library Services**

% Within the Past Month, by Region



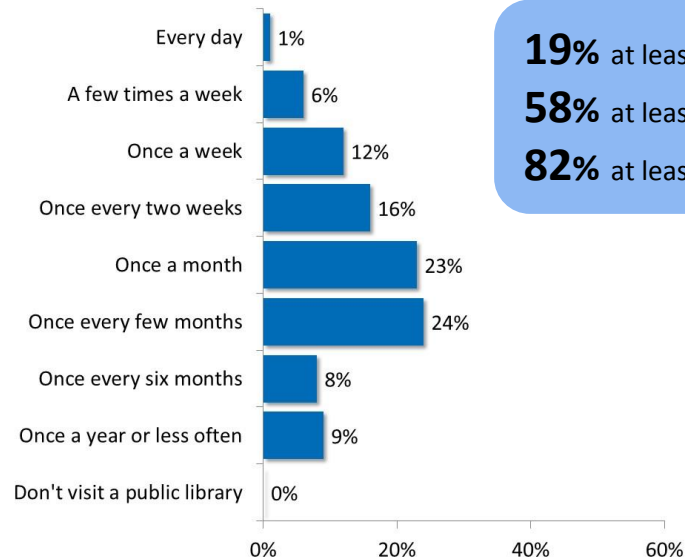
Q.2: When did you last visit a public library or use public library services? Would that be within the...

# Public Library Visit Frequency

*Library goers tend to visit a public library regularly.*

- When considering how often residents visit public libraries in Nova Scotia, findings show the vast majority visit **at least once every few months**. More than half reportedly visit the library **at least monthly**. By contrast, less than two in ten of those using library services visit a public library once every six months or less often. Findings are generally consistent across the province. (Table 3)
- Those aged 16-34 years visit a public library more frequently than those aged 35 years or above.

Frequency of Public Library Visitation

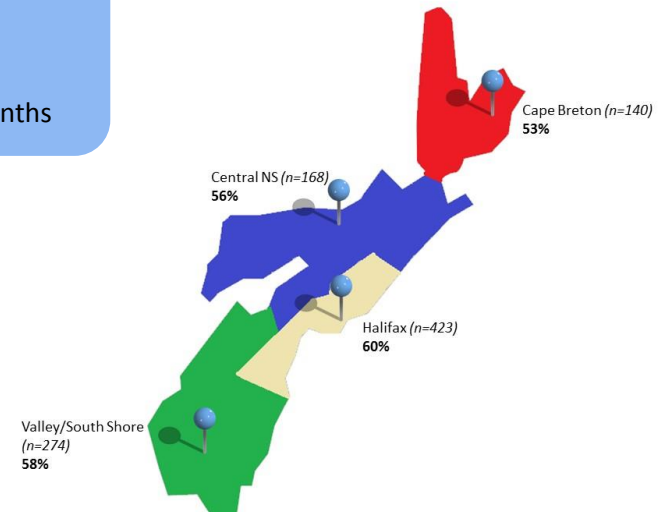


Q.3: How frequently do you **visit a public library**? Would that be... (n=1005)

**19%** at least weekly  
**58%** at least monthly  
**82%** at least every few months

Frequency of Public Library Visitation

% At Least Monthly, By Region



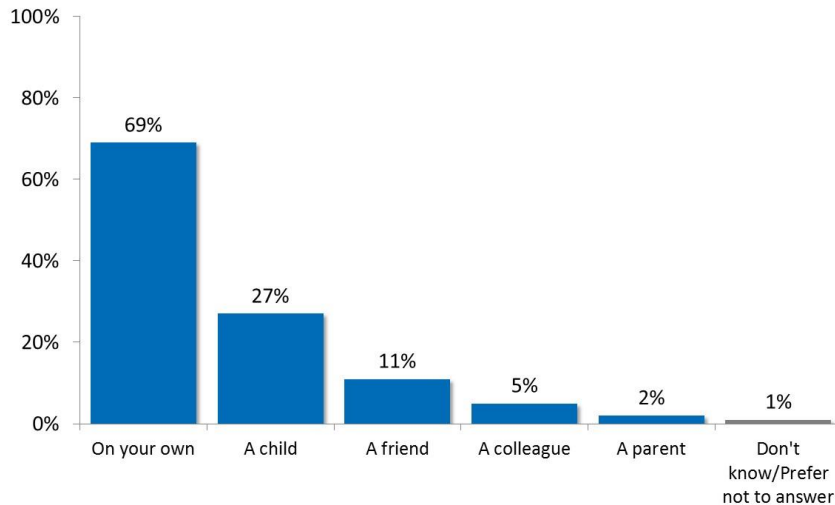
Q.3: How frequently do you **visit a public library**? Would that be...

# Accompaniment When Visiting a Public Library

**Most of those using library services visit a public library on their own.**

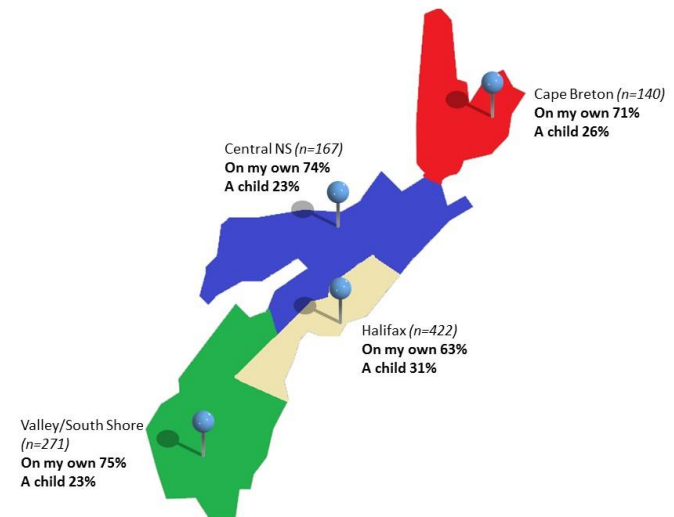
- Those who visit the public library most often **visit on their own**. That said, visiting a public library with a **child** is also commonly mentioned, followed by visiting with a **friend**. Visiting a public library alone is typical across all audience groups. That said, there are some notable variations when it comes to accompaniment. Halifax residents, those with some post secondary education, and those between the ages of 16-34 years are more likely than others to visit a library with a friend. Further, Halifax residents and, perhaps not surprisingly, those between the ages of 35-54 years old are most likely to report visiting a library with a child. (Table 4)

**Typically Visit a Public Library With**  
Among Those Who Visit a Public Library



Q.4: [DO NOT ASK IF 'DON'T VISIT A PUBLIC LIBRARY' IN Q.3] With whom do you typically visit a public library? Would that be with... (n=1000)

**Typically Visit a Public Library With**  
By Region



Q.4: [DO NOT ASK IF 'DON'T VISIT A PUBLIC LIBRARY' IN Q.3] With whom do you typically visit a public library? Would that be with...

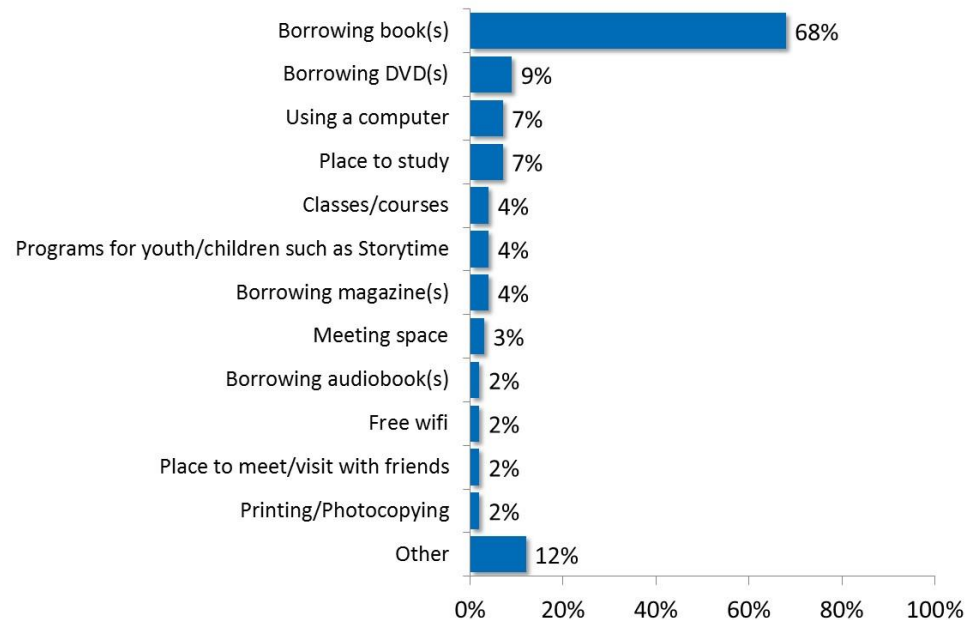
# Purpose of Most Recent Public Library Visit

*While library goers visit the library for many reasons, borrowing books is the primary activity.*

- Survey respondents were asked to identify for what purpose they last visited a public library. The vast majority cited **borrowing a book** as the reason why they last went to the library. Other reasons mentioned less commonly include **borrowing DVDs, using a computer, or for a place to study**.
- Borrowing a book was the primary purpose for all audience groups. Interestingly, Central NS residents are more likely than those residing elsewhere to report last visiting a public library to use a computer. Computer use is also mentioned notably more frequently by those aged 16-34 years old and those earning less than \$50,000 in annual household income compared to their counterparts. Additionally, respondents aged 16-34 years old and men are most likely to report recently visiting the library to study. Finally, those born outside of Canada are more likely than those born within Canada to have borrowed a DVD during their most recent visit.

## Recently Visited a Public Library For

### Key Unaided Mentions



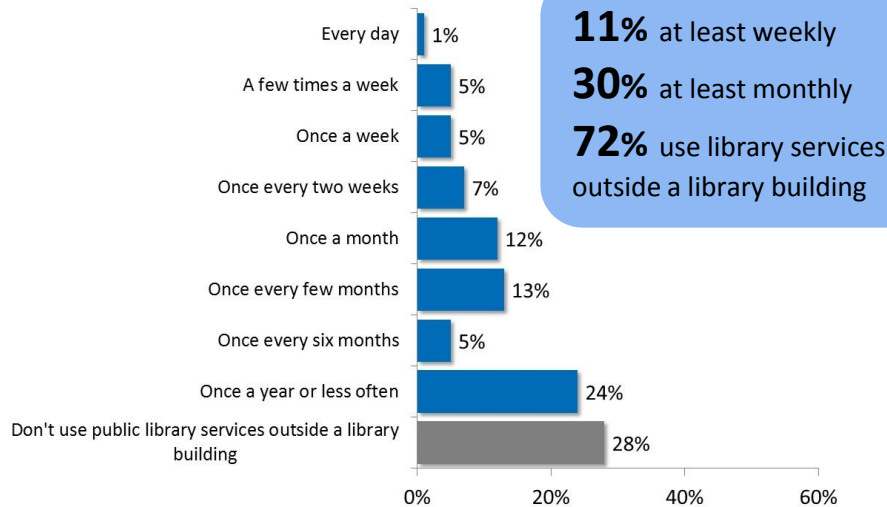
Q.5: Most recently, what have you gone to a public library for? (n=1005)

# Frequency of Service Use Outside a Library Building

**The vast majority make use of library services outside a public library building, although less frequently than services obtained during library visits.**

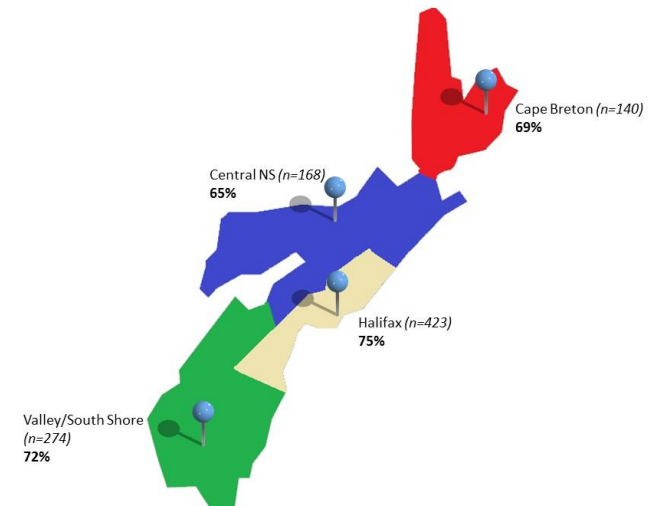
- While three in ten library users **do not use public library services outside a library building** (such as downloading books, using the library website or an outreach program), it is interesting to note that the vast majority of library users (72%) do. Among those who reportedly use such services, frequency of use is moderate, with three in ten using such services **at least monthly**, and only one in ten at least weekly. Further, one-quarter reported to use public library services outside a library building once a year or less often. (Table 6)
- Affluent library goers are most likely to use public library services outside of a library building. Meanwhile, residents of Central NS and those who are less educated are least likely to report using these services.

## Frequency of Using Public Library Services Outside a Library Building



Q.6: How frequently do **you use public library services** outside of an actual library building, such as downloading books, using the library website or an outreach program? Would that be... (n=1005)

## % Who Use Public Library Services Outside of a Library Building By Region



Q.6: How frequently do **you use public library services** outside of an actual library building, such as downloading books, using the library website or an outreach program? Would that be...

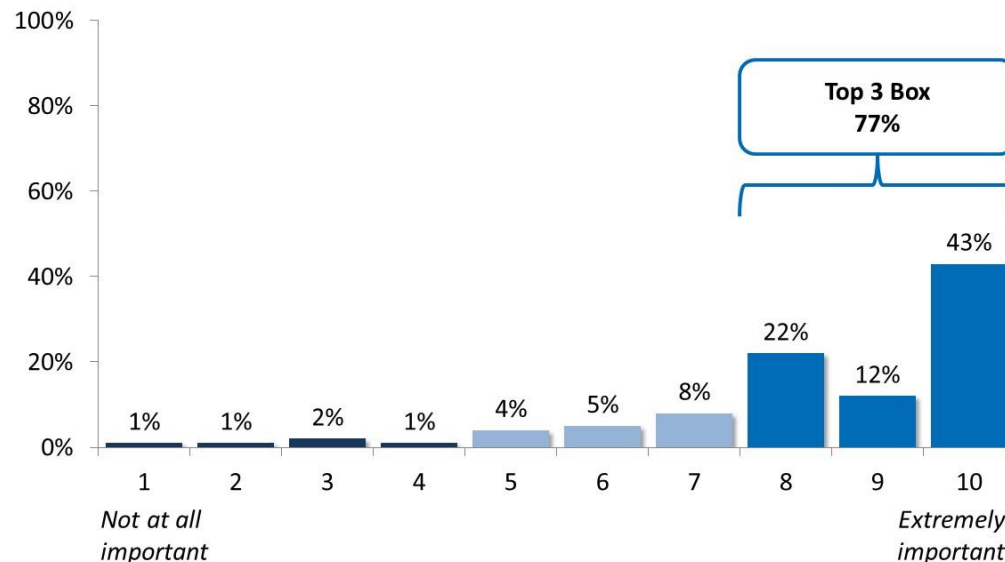
# Personal Importance of Public Libraries

**Public library services are deemed highly important to those who use them.**

- Findings confirm that public libraries are highly important to those who use them. Specifically, four in ten respondents cite that the public library is **extremely important** to them. Further, more than three quarters of residents using library services consider them to be highly important. (Table 7)
- Importance of public libraries and the services they provide increases with age. Additionally, residents of Central Nova Scotia deem public libraries to be more personally important than those who live elsewhere in the province. Women also consider the library to be of greater personal importance than men.

## Personal Importance of Public Libraries and Services They Provide

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely Important



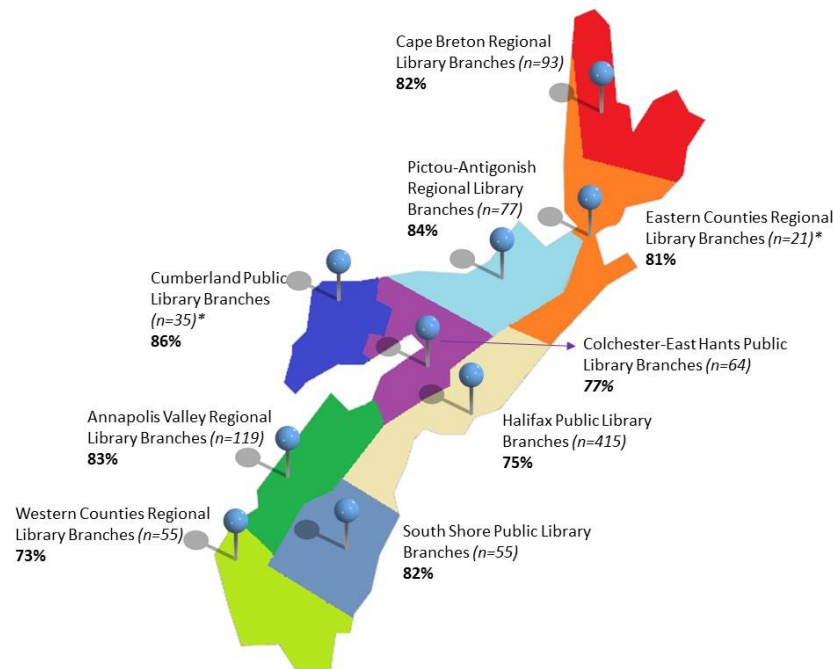
Q.7: How important are public libraries and the services they provide to you personally? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

# Personal Importance of Public Libraries - by Regional Public Library Branch

- When considering the personal importance of public libraries across the regional public library branches, some differences are evident. In particular, as outlined below, those who frequent the Cumberland Public Library branches and the Pictou-Antigonish Regional Library branches place greater personal importance on public libraries and the services they provide while those who use the Western Counties Regional Library branches and the Halifax Public Library branches report public libraries as being less personally important.

## Personal Importance of Public Libraries and Services They Provide

By Public Library Branch Region, Top 3 Box (Ratings of 8-10)



Q.7: How important are public libraries and the services they provide to you personally? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

*\*Caution: Small sample size.*

Public Library Usage

**Importance of  
Public Libraries**

Demographics



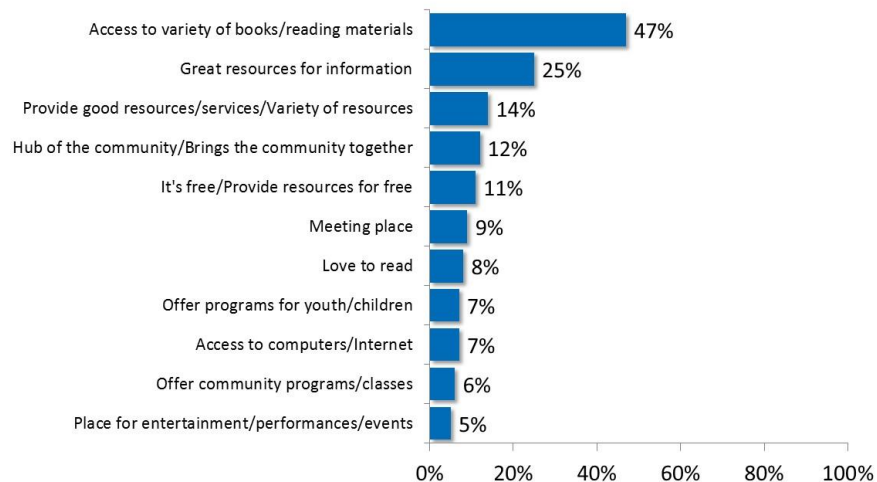
# Reasoning for Personal Importance Score

**Having access to a variety of books and reading material is the most common rationale for finding public libraries and their services to be of personal importance.**

- Those who rated public libraries and their services as highly important (scores of seven or higher) who were asked to indicate why they are of such importance. Respondents most often referenced the **access to a variety of books/reading materials**, followed by the fact that **libraries are great resources for information**. Other reasons were mentioned by less than two in ten respondents. (Table 8a)
- Those who indicated public libraries and their services were of less personal importance (a score of one to six), attributed that lack of personal importance to the fact that they **use their own computer/Internet for information or to download books**, followed by the rationale that they **don't use libraries very much**. Other reasons were mentioned by less than two in ten respondents. (Table 8b)

## Reasons Public Libraries and Their Services are Personally Important

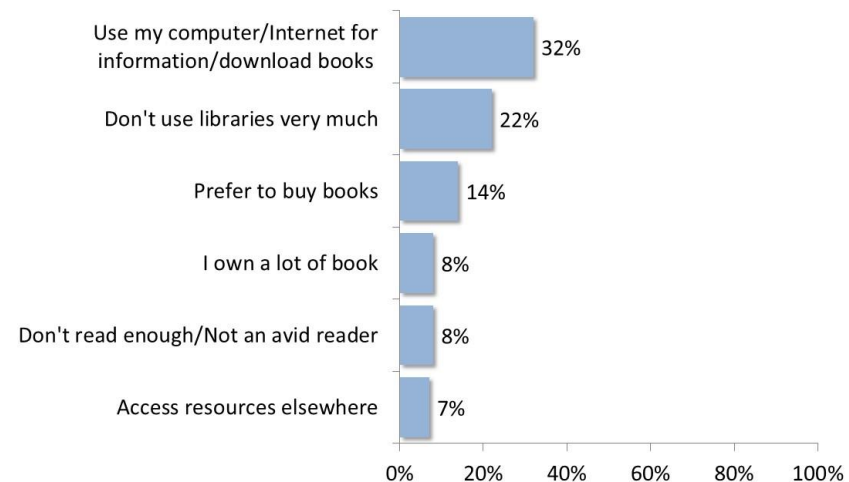
Key Unaided Mentions Among Those Who Rated Personal Importance of Public Libraries and Their Services from 7-10



Q.8a: [IF 7 OR HIGHER IN Q.7] In a few words, why are public libraries and their services important to you personally? (n=860)

## Reasons Public Libraries and Their Services are Personally Not That Important

Key Unaided Mentions Among Those Who Rated Personal Importance of Public Libraries and Their Services from 1-6



Q.8b:[IF 6 OR LOWER IN Q.7] In a few words, why are public libraries and their services not that important to you personally? (n=145)

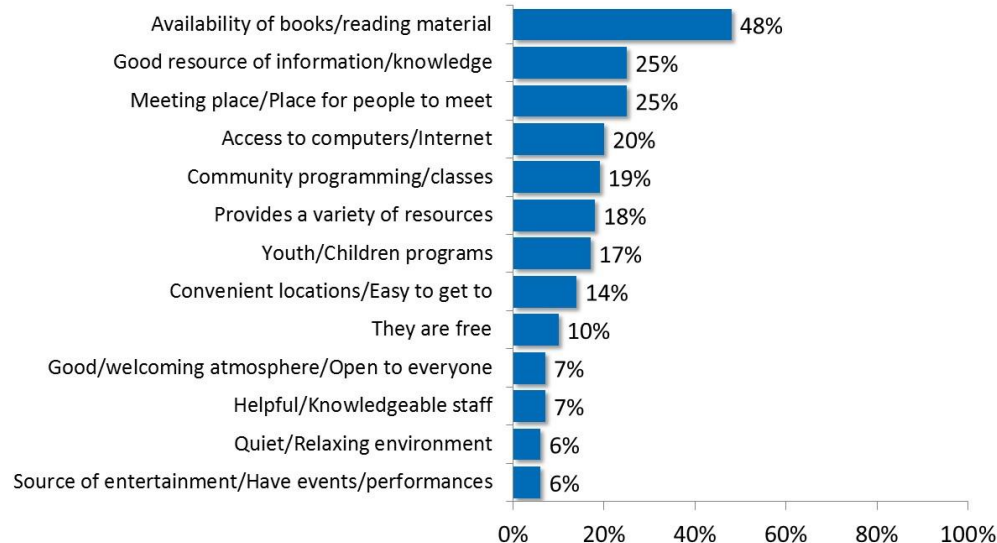
# Most Important Things About Public Libraries

***The three most important things about public libraries, both personally and for the community, include the availability of books / reading material, being a good resource of information, and a public meeting place.***

- When considering the three most important things about public libraries both personally and for their communities, respondents most commonly mentioned the ***availability of books/reading material***, followed by ***public libraries being good resources of information/knowledge***, and libraries as being a ***meeting place/place for people to meet***. (Table 9)
- When considering responses across audience groups, some notable variations appear. Specifically, residents of the Valley/South Shore and those aged 16-34 years were more likely than their counterparts to mention ***access to computers/Internet*** as one of the top three most important things about public libraries. Additionally, those living in Cape Breton were far more likely to cite ***youth/children programs*** than those residing elsewhere in the province. Finally, women are far more likely than men to mention ***community programming/classes***.

## Most Important Things About Public Libraries Personally and for the Community

Key Unaided Mentions



Q.9: What do you consider to be the three most important things about public libraries to you and your community?  
(n=1005)

# Importance of Services Offered

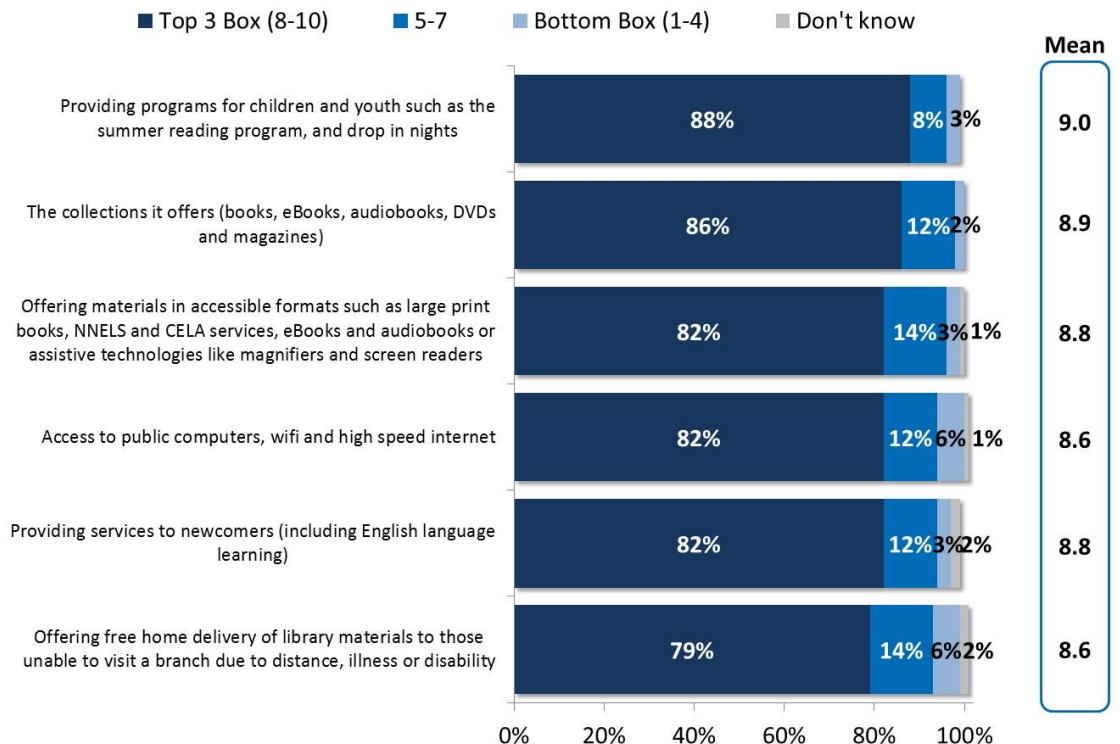
**Considerable importance is placed on all services offered by Nova Scotia's public libraries, most notably the provision of programs for children and youth.**

Survey respondents were asked to rank the importance of 17 different services offered by Nova Scotia's public libraries on a scale of 1-10, with '10' being extremely important and '1' being not at all important. The following three slides show the level of importance placed on each service, ranked in order of perceived importance.

- Overall, all of the services listed are deemed highly important. That said, the **provision of programs for children and youth** is of considerable importance, generating an average rating of 9 out of 10. Other services rated with very high importance include the **collections offered at the library, the availability of materials in accessible formats, access to public computers, wifi, and high speed Internet, and the provision of services to newcomers**. Eight in ten also consider it to be very important to offer **free home delivery of library materials to those unable to visit a branch**. (Tables 10a-q)
- Across the province results are generally consistent, on each service shown in the graph to the right.

## Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important



Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

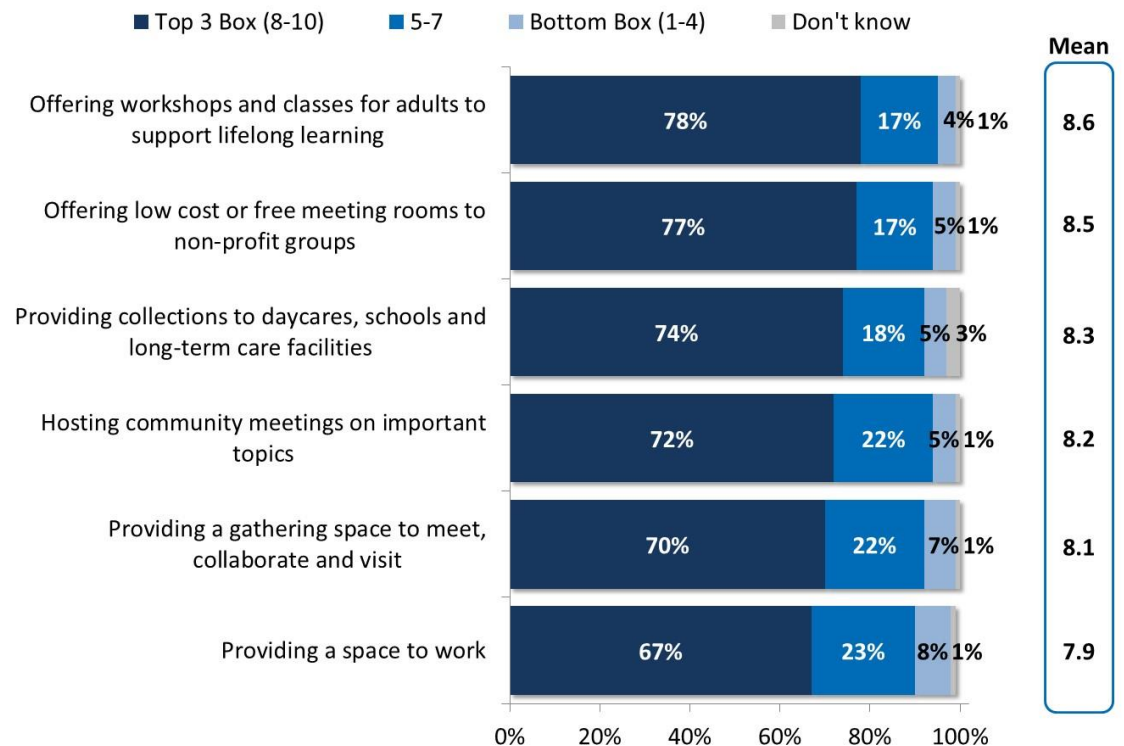
Note: Responses of 'Don't know' were excluded from the calculation of the mean.

# Importance of Services Offered (cont'd)

- As shown in the graph to the right, the vast majority of library service users also place significant importance on **offering workshops and classes for adults, offering low cost or free meeting rooms for non-profit groups and providing collections to daycares, schools and long-term facilities**. Further, most consider **hosting community meetings, being a gathering place to meet** and **providing a space to work** to be highly important.
- Of note, on all accounts, very few residents deem such services not important.
- Across the province results are generally consistent for each service, although those in Cape Breton place greater importance on providing collections to daycares, schools and long-term facilities than those in other regions.

## Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important



Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

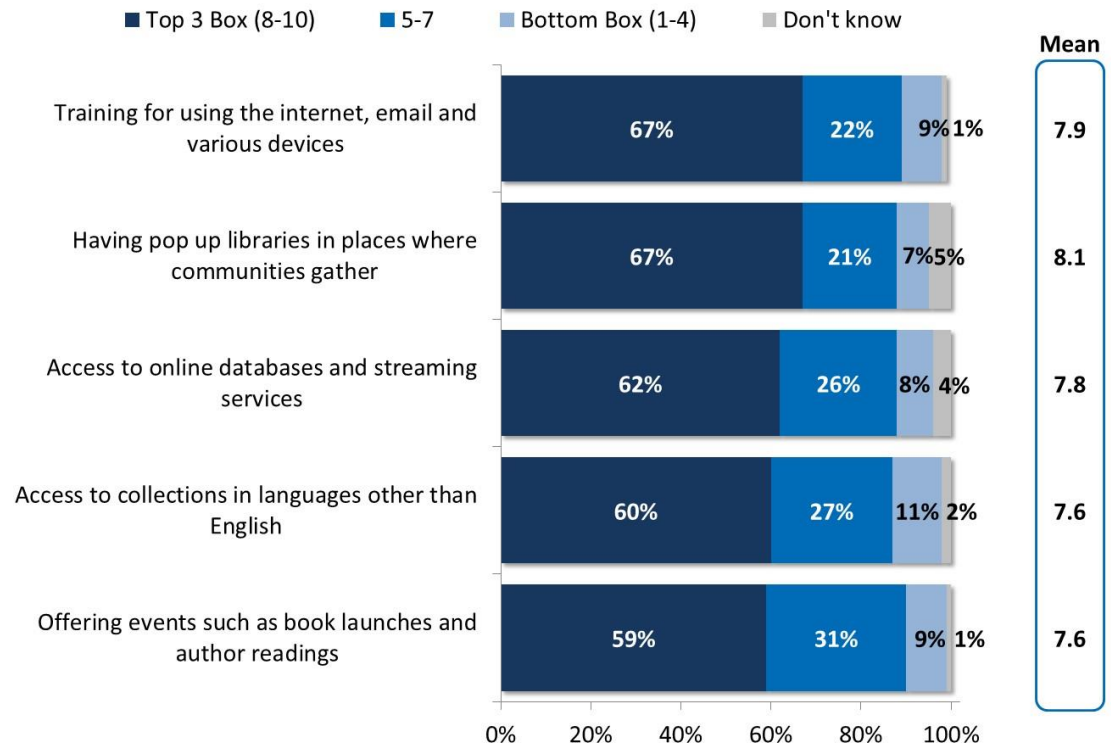
Note: Responses of 'Don't know' were excluded from the calculation of the mean.

# Importance of Services Offered (cont'd)

- At least six in ten library users consider each of the remaining services important.
- Some variations in the level of importance of each service can be seen across different audience groups. Of note, across services, women place a higher importance on each service than men. Residents of Cape Breton consider the accessibility of collections in languages other than English to be of greater importance than those residing elsewhere. The same is seen among those who were not born in Canada compared to those who were.
- Access to public computers, wifi and high speed internet is considerably more important to those living in Central Nova Scotia. Training for using the Internet, email and various devices becomes more important with age and is of lower importance to those living in Halifax than those living elsewhere. The provision of a gathering space to meet, collaborate and visit and the provision of a space to work both decrease in importance with age. Findings suggest that service use may vary across audience groups.

## Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important



Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important. (n=1005)

*Note: Responses of 'Don't know' were excluded from the calculation of the mean.*



# Importance of Services Offered by Use of Services Outside a Library Building

**Key differences exist in level of perceived importance of library services between those who use public library services outside of a library building and those who do not.**

As shown in the table to the right, some key differences exist between those who use public library services outside of a library building and those who use services only in a library building.

- Of note, those who use library services outside of a library building typically place greater importance on non-traditional library services. In fact, those who use public library services outside of a library building deem *offering materials in accessible formats, providing services to newcomers, offering free home delivery of library materials to those unable to visit a branch, providing collections to daycares, schools, and long-term care facilities, and access to online databases and streaming services* to be notably higher in importance than those who do not use public library services outside of a library building.

## Importance of Services Offered by NS's Public Libraries

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important  
Top 3 Box (8-10)

|  | Overall  | Use services outside of library building | Do not use library services outside of library building |
|--|----------|--|---|
|  | (n=1005) | (n=720)                                  | (n=285)   |
| Providing programs for children and youth  | 88%      | 88%                                      | 88%   |
| The collections it offers  | 86%      | 87%                                      | 81%   |
| Offering materials in accessible formats   | 82%      | 85%                                      | 75%   |
| Providing services to newcomers  | 82%      | 84%                                      | 78%   |
| Access to public computers, wifi and high speed internet                           | 82%      | 81%                                      | 84%   |
| Offering free home delivery of library materials to those unable to visit a branch | 79%      | 81%                                      | 73%   |
| Offering workshops and classes for adults to support lifelong learning             | 78%      | 78%                                      | 76%   |
| Offering low cost or free meeting rooms to non-profit groups                       | 77%      | 78%                                      | 74%   |
| Providing collections to daycares, schools, and long-term care facilities          | 74%      | 76%                                      | 69%   |
| Hosting community meetings on important topics                                     | 72%      | 73%                                      | 69%   |
| Providing a gathering space to meet, collaborate and visit                         | 70%      | 70%                                      | 69%   |
| Providing a space to work  | 67%      | 68%                                      | 64%   |
| Training for using the internet, email and various devices                         | 67%      | 67%                                      | 68%   |
| Having pop up libraries in places where communities gather                         | 67%      | 67%                                      | 66%   |
| Access to online databases and streaming services                                  | 62%      | 64%                                      | 56%   |
| Access to collections in languages other than English                              | 60%      | 61%                                      | 58%   |
| Offering events such as book launches and author readings                          | 59%      | 60%                                      | 56%   |

Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

# Importance of Services Offered by Regional Public Library Branch

**The various services offered by Nova Scotia's public libraries are valued differently by those who frequent different regional library branches.**

- As shown in the following tables, some variations in the level of importance of the services offered by Nova Scotia's public libraries can be seen across the regional branches. Differences of 10 points or more above overall (i.e. higher importance) are highlighted in green, while those 10 points or more below (i.e. lower importance) are highlighted in red. Findings suggest that those in the south shore region place greater importance on *offering free home delivery of library materials*, while those in the eastern counties place lower importance on other key services.

## Importance of Services Offered by NS's Public Libraries: Comparison by Regional Public Library Branch

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important

Top 3 Box (8-10)

|  | Overall<br>(n=1005) | Nova Scotia Regional Public Library Branches |                          |  |                            |                                |                                 |                          |                               |                    |
|--|---------------------|--|--------------------------|--|----------------------------|--------------------------------|---------------------------------|--------------------------|-------------------------------|--------------------|
|  |                     | Annapolis<br>Valley<br>(n=119)               | Cape<br>Breton<br>(n=93) | Colchester<br>-East<br>Hants<br>(n=64) | Cumber-<br>land<br>(n=35)* | Eastern<br>Counties<br>(n=21)* | Pictou-<br>Antigonish<br>(n=77) | South<br>Shore<br>(n=55) | Western<br>Counties<br>(n=55) | Halifax<br>(n=415) |
| Providing programs for children and youth                    | 88%                 | 87%  | 89%                      | 87%                                    | 91%                        | 76%                            | 87%                             | 91%                      | 95%                           | 89%                |
| The collections it offers                                    | 86%                 | 84%  | 85%                      | 86%                                    | 94%                        | 86%                            | 83%                             | 87%                      | 85%                           | 85%                |
| Access to public computers, wifi and high speed Internet     | 82%                 | 77%  | 81%                      | 87%                                    | 91%                        | 81%                            | 87%                             | 80%                      | 89%                           | 80%                |
| Offering materials in accessible formats                     | 82%                 | 84%  | 85%                      | 80%                                    | 86%                        | 90%                            | 79%                             | 85%                      | 80%                           | 81%                |
| Providing services to newcomers                              | 82%                 | 79%  | 82%                      | 81%                                    | 80%                        | 76%                            | 87%                             | 78%                      | 80%                           | 84%                |
| Offering free home delivery of library materials             | 79%                 | 83%  | 84%                      | 75%                                    | 83%                        | 67%                            | 79%                             | 89%                      | 82%                           | 78%                |
| Offering workshops and classes for adults                    | 78%                 | 77%  | 83%                      | 80%                                    | 83%                        | 62%                            | 79%                             | 71%                      | 84%                           | 77%                |
| Offering low cost or free meeting rooms to non-profit groups | 77%                 | 74%  | 75%                      | 77%                                    | 77%                        | 67%                            | 82%                             | 84%                      | 78%                           | 78%                |

Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

\*Caution: Small sample size.

# Importance of Services Offered by Regional Public Library Branch

- Similarly, as shown below, those in western counties place greater importance on *training* and *providing a space to work*, while those in the Pictou-Antigonish area also deem providing a *space to work* to be more important. Similarly, those in Cumberland place greater importance on *offering access to online databases and streaming services*, while Cumberland and Cape Breton residents consider *offering events such as book launches* more important.
- Users of the **Western Counties Regional Library branches** place a higher importance on training for using the Internet, email and other devices, and providing a space to work when compared to overall findings.

## Importance of Services Offered by NS's Public Libraries: Comparison by Regional Public Library Branch

Rating on 10-pt Scale: 1=Not at all important, 10=Extremely important

Top 3 Box (8-10)

|  | Overall<br>(n=1005) | Nova Scotia Regional Public Library Branches |                          |  |                            |                                |                                 |                          |                               |                    |
|--|---------------------|--|--------------------------|--|----------------------------|--------------------------------|---------------------------------|--------------------------|-------------------------------|--------------------|
|  |                     | Annapolis<br>Valley<br>(n=119)               | Cape<br>Breton<br>(n=93) | Colchester<br>-East<br>Hants<br>(n=64) | Cumber-<br>land<br>(n=35)* | Eastern<br>Counties<br>(n=21)* | Pictou-<br>Antigonish<br>(n=77) | South<br>Shore<br>(n=55) | Western<br>Counties<br>(n=55) | Halifax<br>(n=415) |
| Providing collections to daycares, schools and long-term care facilities | 74%                 | 75%  | 77%                      | 77%                                    | 74%                        | 71%                            | 62%                             | 80%                      | 69%                           | 73%                |
| Hosting community meetings on important topics                           | 72%                 | 67%  | 80%                      | 67%                                    | 77%                        | 62%                            | 79%                             | 67%                      | 76%                           | 72%                |
| Providing a gathering space to meet, collaborate and visit               | 70%                 | 68%  | 73%                      | 72%                                    | 69%                        | 76%                            | 68%                             | 64%                      | 62%                           | 74%                |
| Training for using the Internet, email and various devices               | 67%                 | 71%  | 72%                      | 72%                                    | 74%                        | 67%                            | 70%                             | 67%                      | 84%                           | 63%                |
| Providing a space to work  | 67%                 | 61%  | 63%                      | 59%                                    | 60%                        | 62%                            | 79%                             | 69%                      | 78%                           | 67%                |
| Having pop up libraries in places where communities gather               | 67%                 | 69%  | 71%                      | 69%                                    | 74%                        | 43%                            | 69%                             | 65%                      | 64%                           | 67%                |
| Access to online databases and streaming services                        | 62%                 | 62%  | 67%                      | 56%                                    | 80%                        | 52%                            | 64%                             | 56%                      | 58%                           | 61%                |
| Access to collections in languages other than English                    | 60%                 | 62%  | 65%                      | 52%                                    | 57%                        | 62%                            | 60%                             | 62%                      | 55%                           | 60%                |
| Offering events such as book launches and author readings                | 59%                 | 61%  | 72%                      | 48%                                    | 74%                        | 67%                            | 61%                             | 55%                      | 62%                           | 56%                |

Q.10a-q: How important are each of the following types of services offered by Nova Scotia's public libraries? Please use a scale of 1-10, where '1' is not at all important and '10' is extremely important.

\*Caution: Small sample size.

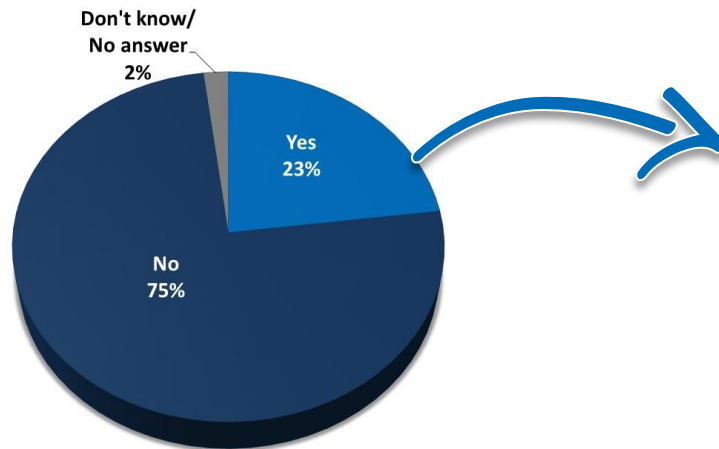


# Places Providing Similar Services or Experiences

*If public library services were no longer available, the vast majority of residents would reportedly have no other place to access such services. Others, however, would rely on the Internet or universities.*

- If, hypothetically, public library services were no longer accessible, the majority of respondents indicated that they **would not have another place to access similar services or experiences**. Those who reportedly would have an alternative most commonly cited the **Internet**, closely followed by a **university**. Fewer respondents mentioned a **book store** or a **community centre**. Remaining sources, including a **college**, **public schools** and **recreation centres**, were each mentioned by less than one in ten respondents. (Tables 12 and 13)
- Men were more likely than women to indicate having somewhere else to access the services and experiences available from a public library. That said, when considering access to specific sources, women mentioned book stores, community centres, and colleges more often than men. In terms of regional differences, Cape Breton residents were more likely to cite the Internet than those living elsewhere, while those in Halifax most frequently referenced a university. Additionally, accessing a university for services or experiences was mentioned notably more often by those who were not born in Canada than by those who were.

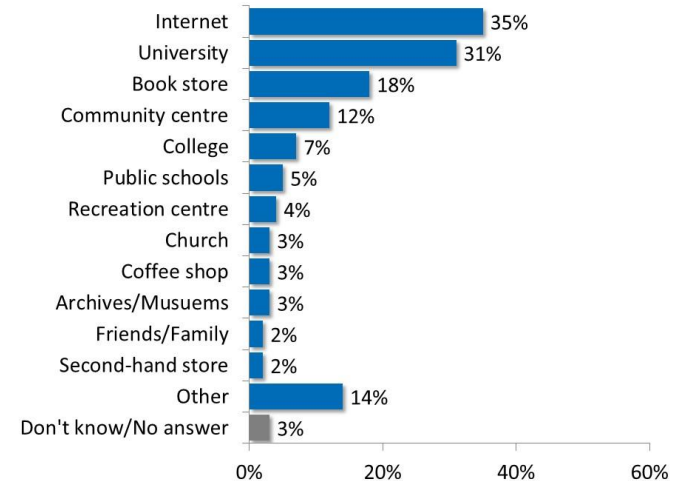
## Another Place to Access Similar Services or Experiences if Public Library Services Were No Longer Available



Q.12: Hypothetically, if you no longer had access to public library services, is there another place where you could access similar services or experiences? (n=1005)

## Places to Go to Access Similar Services if Public Library Services Were No Longer Available

Total Unaided Mentions Among Those Who Would Have Another Place To Go



Q.13: [IF 'YES' IN Q.12] Where would you go to access such services if you no longer had access to public library services? PROBE: Anywhere else? (n=228)

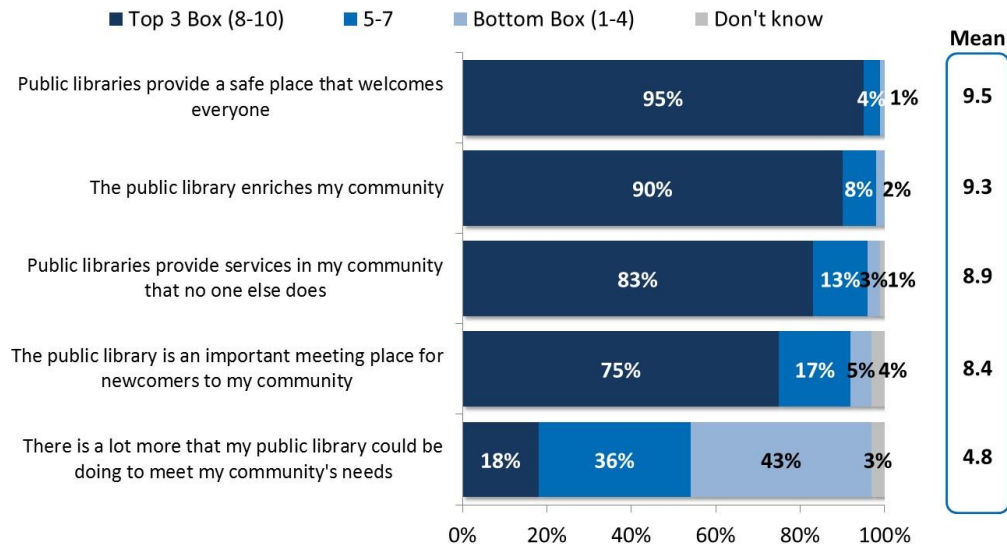
# Perceptions About Nova Scotia's Public Libraries

***Nova Scotia's public libraries are considered welcoming to all and as enriching its communities. Public libraries are deemed to provide services that no one else does.***

- Survey respondents were presented with a list of statements and asked to indicate to what level they agree or disagree with each. The statement that ***public libraries provide a safe place that welcomes everyone*** was most highly agreed with, followed closely by ***the public library enriches my community***. Opinions are generally consistent across the province. (Tables 14a-e)
- Overall, strong agreement with each statements is evident, with the exception that ***there is a lot more my public library could be doing to meet my community's needs***. This further underscores library users' positive perceptions of public libraries and their services.
- When considering the statement ***there is a lot more that my public library could be doing to meet my community's needs***, agreement is most prevalent among those aged 55 years and above, residents of Cape Breton, lower income earners, those with less formal education and those not born in Canada.

## Perceptions About Nova Scotia Public Libraries

Rating on 10-pt Scale: 1=Completely Disagree, 10=Completely Agree



Q.14a-e: I am going to read a number of statements about how you may or may not feel about Nova Scotia's public libraries. Using a scale of '1' to '10' where '1' is completely disagree and '10' is completely agree, please indicate the extent to which you either agree or disagree with each of the following statements. (n=1005)

Note: Responses of 'Don't know' were excluded from the calculation of the mean.

Public Library Usage

Importance of  
Public Libraries

**Demographics**

# Public Libraries Visited Most Often

**Overall, survey respondents most often visit or receive services from the Halifax Central Library.**

- The table shown below outlines key public library branches visited most often by survey respondents. Overall, the **Halifax Central Library** is the public library branch visited or used for services most often. (Table 15)
- When considering library branches located in specific regions of the province, the Halifax Central Library is again most frequented in the Halifax region. Meanwhile, the James McConnell Memorial Library is most frequented by residents of Cape Breton. Central Nova Scotia Residents most often mention the Antigonish Town & Country Public Library branch, followed closely by the Colchester-East Hants Public Library branches, and the New Glasgow Public Library. At the same time, Valley/South Shore residents most frequently mention the Wolfville Memorial Library, followed closely by the Margaret Hennigar Public Library.

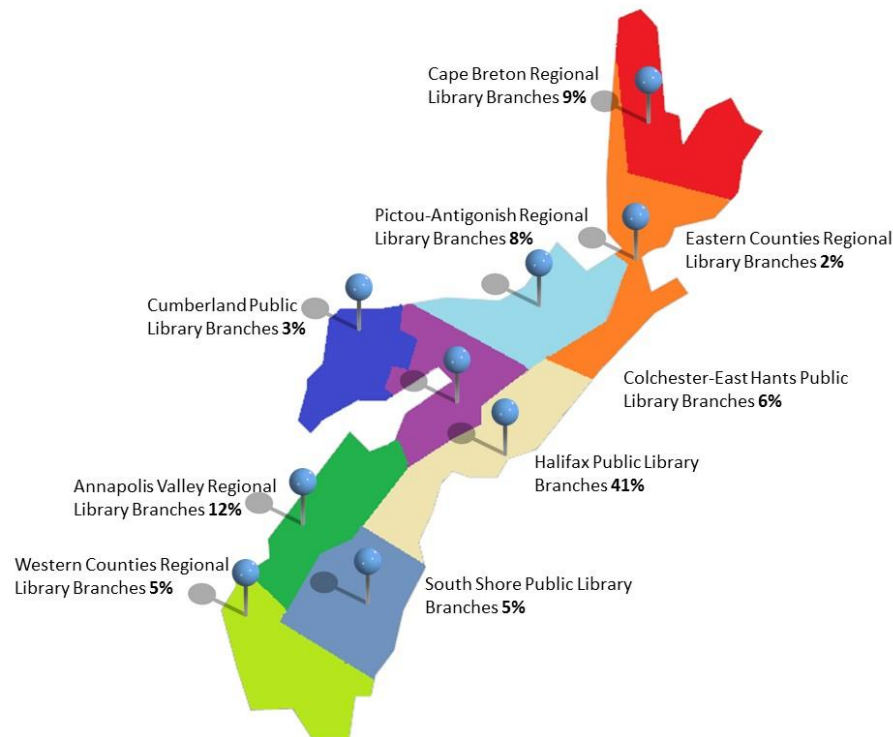


| Public Library Branch Visited/Services Received From Most Often<br>Key Unaided Mentions | (n=1005) |
|---|----------|
| Halifax Central Library   | 12%      |
| Keshen Goodman Public Library   | 6%       |
| Woodlawn Public Library   | 4%       |
| James McConnell Memorial Library  | 4%       |
| Sackville Public Library  | 3%       |
| Tantallon Public Library  | 3%       |
| Cape Breton Regional Library branches   | 3%       |
| Antigonish Town & County Public Library   | 3%       |

# Regional Public Library Branch Visitation / Usage

- The following map depicts the regional branches of Nova Scotia's public libraries visited or used by survey respondents. As would be expected, given the distribution of survey respondents, **Halifax Public Libraries branches** were visited most often. More than one in ten made use of **Annapolis Valley Regional Library branches**, while one in ten visited the **Cape Breton Regional Library branches** or the **Pictou-Antigonish Regional Library branches**. All other regional branches were visited less frequently. (Table 15)

## Visitation/Usage of Regional Public Library Branches (n=1005)



# Public Library User Demographics

*Nova Scotia's public library users tend to be well educated and employed, earning varied levels of annual household income.*

- Nova Scotia Public Library users tend to be well educated, with over one-half reporting to have at least a university degree. Annual household income levels are more mixed, though the majority of survey respondents report earnings of \$50,000 or more per year. Respondents are mostly employed as well, either full-time or part-time. That said, a large minority are retired. (Tables 16, 17, 20)



|   | (n=1005) |
|---|----------|
| <b>Highest Level of Education Completed</b> |          |
| Some high school                            | 4%       |
| Graduated high school/vocational            | 14%      |
| Some community/technical college            | 4%       |
| Graduated community/technical college       | 15%      |
| Some university                             | 7%       |
| Graduated university                        | 32%      |
| Post graduate degree                        | 22%      |
| <b>Household Income in 2017</b>             |          |
| Less than \$25,000                          | 9%       |
| At least \$25,000, but less than \$50,000   | 18%      |
| At least \$50,000, but less than \$75,000   | 19%      |
| At least \$75,000, but less than \$100,000  | 15%      |
| \$100,000 or more                           | 21%      |
| Refused                                     | 14%      |
| Don't know/No answer                        | 3%       |



- Regional demographic differences are apparent. Specifically, those living in the Halifax area are far more likely to hold a post graduate degree than those residing elsewhere in the province. At the same time, Valley/South Shore residents are least likely to have a university degree or higher. Considering higher income earners are also the most educated respondents, it is not surprising that Halifax residents are more affluent than those residing elsewhere. Halifax residents are also most likely to be employed full-time, while Cape Breton has the highest proportion of retired public library users.



|  |     |
|--|-----|
| <b>Employment Status</b>                                   |     |
| Employed full-time (at least 30hrs/week)                   | 39% |
| Employed part-time (less than 30hrs/week), by choice       | 8%  |
| Employed part-time (less than 30hrs/week), not by choice   | 2%  |
| Not employed, but actively looking for full-time work      | 1%  |
| Not actively look for work due to other family obligations | 1%  |
| Retired  | 42% |
| Not at actively looking for work                           | 4%  |
| Refused  | 2%  |

# Public Library User Demographics (cont'd)

## *Survey respondents are often long-term community residents.*

- Survey respondents are typically long-term residents of their communities, with the majority reporting residence of 16 years or more. Respondents are more likely to have been born in Canada, with only one in ten reporting a birthplace outside the country. Those born outside of Canada are more likely to reside in the Halifax or Valley/South Shore regions. (Tables 18 and 19)
- Interestingly, Cape Breton and Central NS residents tend to have lived in their communities longer than those residing elsewhere, with seven in ten respondents reporting having lived in their communities for 16 years or longer in each of these regions. Perhaps unsurprisingly, those not born in Canada have resided in their communities for a shorter amount of time than those who were born in Canada. That said, the majority of those not born in Canada have lived in their community for at least the past 11 years.



|                           | (n=1005) |
|---------------------------|----------|
| <b>Lived in community</b> |          |
| Less than a year          | 2%       |
| Between 1 and 2 years     | 3%       |
| Between 3 and 5 years     | 7%       |
| Between 6 and 10 years    | 13%      |
| Between 11 and 15 years   | 11%      |
| 16 years or longer        | 62%      |
| <b>Born in Canada</b>     |          |
| Yes                       | 89%      |
| No                        | 11%      |





## Kelly Redden

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**To:** Mahone Bay Museum  
**Subject:** RE: Permission to Photograph the Town Hall building

**From:** Mahone Bay Museum <info@mahonebaymuseum.com>  
**Sent:** March 3, 2020 8:58 PM  
**To:** Kelly Redden <Kelly.Redden@TownofMahoneBay.ca>  
**Subject:** Permission to Photograph the Town Hall building

CAUTION: This email originated from an external sender.

Hi Kelly,

I am currently processing some glass negative photographs at the Mahone Bay Museum that date from around 1890-1900. Among these photos is the Laurie House/J.B. Millett Hotel, which is of course now the Town Hall.

We are contacting the "home owners" of any of the buildings we've identified in these glass negatives with the following statement:

I am writing to you for two reasons: To let you know that among these old photographs, we believe we have found a photo of your house! And to ask your permission to photograph the exterior of your home to create a comparison showing the two photos side by side as "Then & Now" and to receive your permission to post this "Then & Now" photo combination to our Facebook page, website, etc.

In order to move forward, we would like something in writing from you indicating that you have provided us with permission to photograph your home and post the "Then & Now" photographs to Facebook, our website, etc. "

Could you please provide permission for us to do the following by replying to this email:

1. Photograph the exterior of my house
2. Share the present day photograph and the archival photograph of my house on their Facebook page, website, etc.
3. Include the address of my house with the photographs on Facebook, website, etc.



Let me know if you need time to discuss this with the Mayor or Council. We're hoping to have this project completed in its entirety by the end of the month.

I should mention that the c.1891 photo of the hotel has a number of people standing out front... I've considered whether I should ask you if a few people from the Town Hall staff would want to pose in the present day picture.

Thanks!

Lyne Allain  
Mahone Bay Museum  
902-624-6263

**From:** [NSFM Communications](#)  
**To:** [Town of Mahone Bay Clerk](#)  
**Subject:** Your Monday Memo  
**Date:** February 24, 2020 5:02:22 PM

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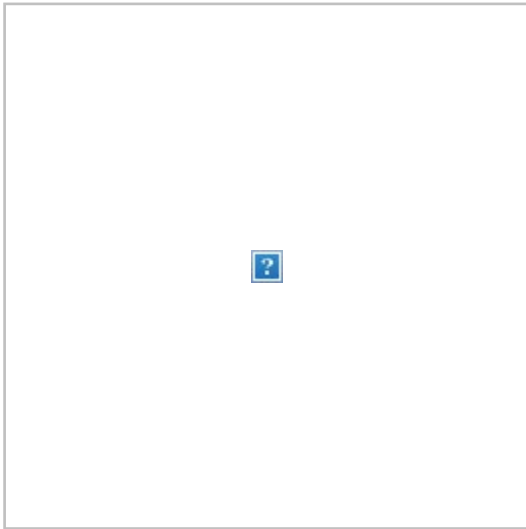
- Code of Conduct Update
- Get in on the Cohort Program
- This week in the Legislature
- Brexit Update for NS
- Ice arena responsibilities



## Code of Conduct Update

NSFM's code of conduct template has been in use by municipalities across Nova Scotia for more than a decade. In 2017, the Municipal Government Act was [amended](#) to make codes of conduct, hospitality policies, and expense policies mandatory. Although the code of conduct amendments have not yet been proclaimed by government (note that the hospitality and expense policy items *have* been proclaimed), NSFM members have requested an updated version of our template. Please note that this is only a template: councils are encouraged to modify this document to meet their unique needs on an as-required basis.

[Click Here For Code Of Conduct Template](#)

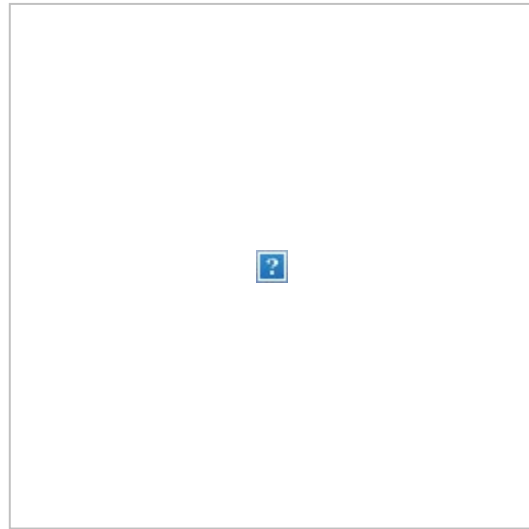


### *This Week In The Legislature*

Private Members Bill 224 got First Reading in the House last week. Introduced by NDP MLA Lisa Roberts (Halifax Needham), it would require anyone running an Airbnb-style service, regardless of size, to register with the province. The bill also includes fines for people who operate without registering.

Since it is a Private Members Bill introduced by an opposition party, it may not achieve Second Reading. But it is a win every time we see municipal concerns brought up seriously in the House.

[View the bill »](#)

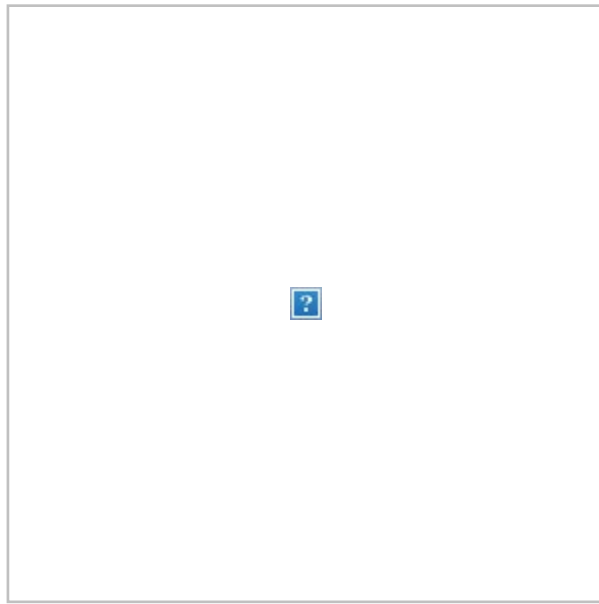


### *Join the Cohort Program*

AIM Network starts a new cohort program this spring. If you are a small- to medium-sized municipality and not sure how to start the infrastructure planning process, or strengthen an existing one, this program may be for you!

Over 18 months, you will use your own data and information to build a strong foundation in asset management planning and develop a strategic and ongoing business process to manage infrastructure over the long term. Contact Daisy Foster, 902-412-3328 or [dfoster@aimnetwork.ca](mailto:dfoster@aimnetwork.ca).

[Join the program »](#)



## **Brexit Impact in Nova Scotia**

Did you know? Exports of goods from Nova Scotia to the UK averaged \$86.6 million annually over the past three years, placing it fifth among the province's global export destinations. Nova Scotia also shares important transportation, cultural, military and historical links with the UK.

Nova Scotia companies conducting trade or operating in the UK will not experience changes to their trading arrangements during 2020 as Brexit enters a transition period.

Nova Scotia will continue to monitor the UK-EU negotiations, and will work with the Government of Canada to advance Nova Scotia's interests in discussions to strengthen trade with the UK.

For more information, check out this update for stakeholders who may be impacted as a result of Brexit.

[\*\*Click here for Brexit Update\*\*](#)



## Ice Arena Responsibilities

Frank Cowan Company, in partnership with the Ontario Recreation Facilities Association Inc. (ORFA) and the Technical Standards and Safety Authority (TSSA), is hosting a webinar on ice arena refrigeration plant responsibilities and compliance on March 5.

Tragically in 2017, three lives were lost in an arena plant room in Fernie, BC. Three years later stakeholders are examining their local operations to determine if the same type of event could happen again in their own municipality and what the ramifications are from a public safety and legal liability standpoint.

This three-hour workshop is designed for senior management and municipal council members.

[Click here to register by Feb 25 for Webinar](#)



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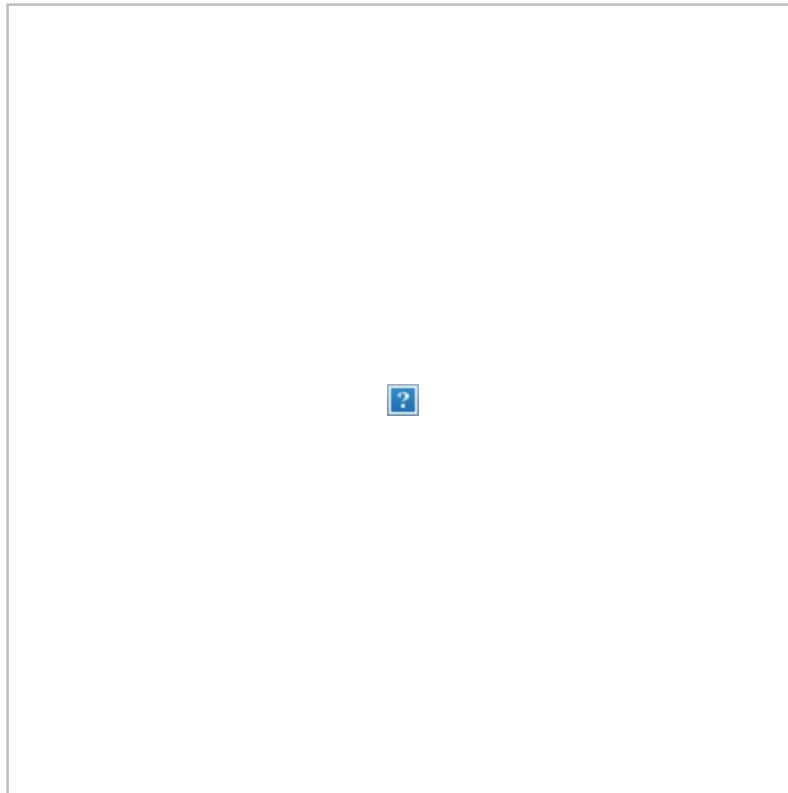
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**From:** [NSFM Communications](#)  
**To:** [Town of Mahone Bay Clerk](#)  
**Subject:** Budget Leaves Out NS Municipalities  
**Date:** February 25, 2020 2:00:20 PM

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## ***Provincial Budget Leaves Out NS Municipalities***

While the provincial budget provides for the needs of our most vulnerable citizens, NSFM is disappointed with its failure to address the increasing financial gap municipalities face due to rising costs and outmigration.

“We recognize the importance of a healthy province and no one knows better than municipalities what it takes to build strong communities,” says NSFM President Pam Mood.

The budget puts Nova Scotia municipalities at risk because of the government’s



failure to respond to NSFM's concerns.

"We have sacrificed, and belt tightened for five years so the province could make it's financial goals, and now it's time to address our concerns about serious and damaging underfunding that impacts the lives of our residents every day."

In the face of increasing financial challenges, municipalities have one tool at their disposal to cover these rising costs: raising property taxes.

The budget fails to respond to NSFM's requests for increases to the capacity grant, and for more equitable cost-sharing of provincially mandated accessibility upgrades.

It also neglects to address NSFM's request for a freeze on mandatory education contributions.

Last year, NSFM requested the Municipal Financial Capacity Grant be increased by \$6.6 million a year for three years, with the new funding targeted at CBRM, towns and rural municipalities that operate town infrastructure, for a total of \$20 million.

That would support the future viability of CBRM, challenged by outmigration and the rising cost of municipal services, outlined in their own provincially commissioned *Grant Thornton* report.

Municipalities have been paying more and more to the province each year for housing, corrections and education. But the province isn't reciprocating by increasing its payments to municipalities.

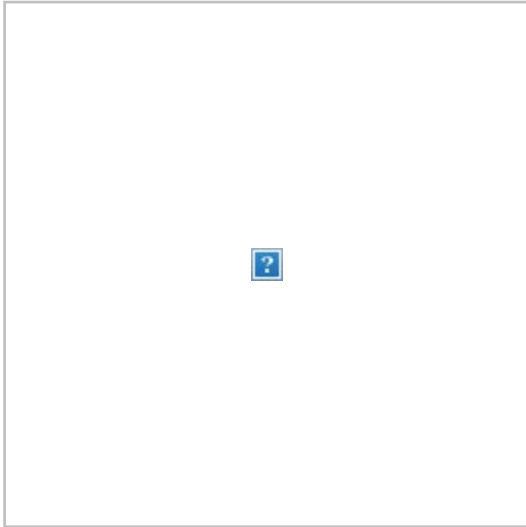
The province is spending a lot of money around the province to upgrade its 100-series highways, with a capital budget reaching more than \$1 billion.

But none is targeted directly to upgrade the provincially owned Trunk 1 that brings visitors directly into the heart of Nova Scotia's towns.

"Hundreds of millions of dollars are being spent on highways, and a fraction of that would go a long way to saving our Main Streets and keeping our rural

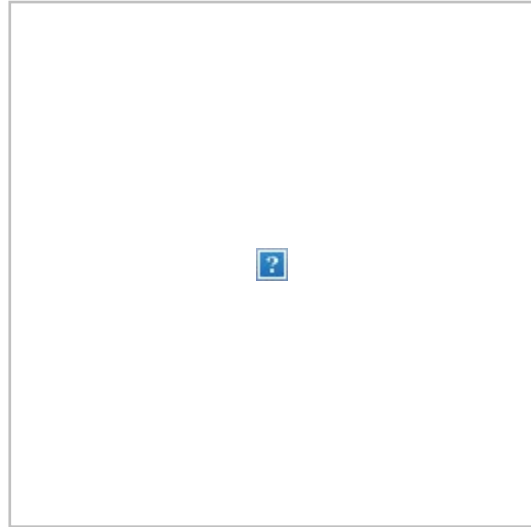
routes in shape for the thousands of people who call our towns home.”

***Nova Scotia Federation of Municipalities is the collective voice of municipalities in the province. Members include all 50 of Nova Scotia’s municipalities, and the 379 mayors, wardens and councillors that represent them.***



### *Budget Day*

The Liberal government delivers its budget this afternoon. NSFM President Pam Mood and CEO Juanita Spencer were in the lock-up at noon for an early budget presentation.



### *Deputy Premier Karen Casey*

Finance Minister Karen Casey unveiled the \$1 billion capital budget last week. This year's capital spending marks a 51% increase over 2019-20, when \$691.3 million was allocated.



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**From:** [NSFM Communications](#)  
**To:** [Town of Mahone Bay Clerk](#)  
**Subject:** Your February issue of NSFM NEWS  
**Date:** February 28, 2020 5:57:36 PM

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## **NSFM NEWS has all the latest stories**

Why did an Australian councillor fly to Halifax this month? The February issue of NSFM NEWS features a cover story on the work and research of Coral Ross as she travels the world researching how to get more women involved in local government.

It also outlines how the Municipality of Barrington adapted one of its key tourist hotspots to factor in climate change and a sensitive ecosystem.

Read all about it by following this link: <https://www.nsfm.ca/1527-nsfm-news-february/file.html>

Or by clicking the button below:

**Start reading NSFM NEWS February issue**



### **Government FOCUS School**

The campaign school organized by women leaders on Cape Breton was a draw for Australian Councillor Coral Ross during her recent visit to Nova Scotia. Find out why!



### **An Ocean of Opportunity**

Barrington's tag line is a perfect example of why the municipality wanted to ensure its popular boardwalk remained a functioning and attractive draw for locals and tourists alike.

Read all about it in the February issue of NSFM NEWS!



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**From:** [NSFM Communications](#)  
**To:** [Town of Mahone Bay Clerk](#)  
**Subject:** Your Monday Memo  
**Date:** March 2, 2020 5:18:10 PM

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## Team Nova Scotia at national FCM meetings

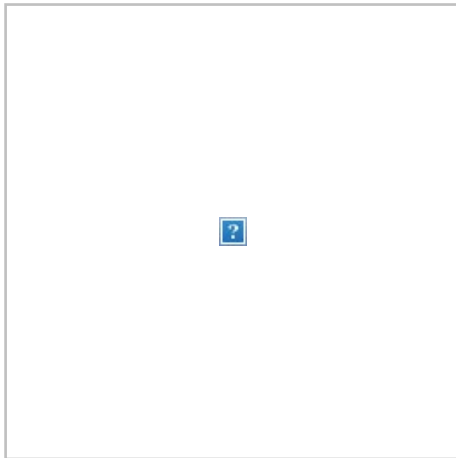
FCM Board of Directors meetings get underway Tuesday in Saint-Hyacinthe, Quebec.

NSFM is represented at the meetings by President Pam Mood and CEO Juanita Spencer.

Nova Scotia participants also include FCM President Bill Karsten (HRM Councillor) and FCM board members Russell Walker (HRM Councillor), Timothy Habinski (Annapolis County Warden), and Tom Taggart (County of Colchester Councillor).

Three days of meetings and forums are planned, with a special study tour to visit Saint-Hyacinthe's biomethanization plant. The plant is the fifth largest of its kind in the world and turns organic waste from the region into biogas for municipal vehicles and buildings.

[Read about the St. Hyacinthe Plant](#)



### *Media Training Workshop*

Are you tongue-tied or camera shy when you get media requests?

NSFM is offering a new members-only workshop on media training this month from veteran City Hall journalist and NSFM Communications Advisor Amy Pugsley Fraser.

Learn about the Fourth Estate in this three-hour workshop and how to turn each media request into an opportunity.

Due to the hands-on nature of the training - each participant will be



interviewed on camera - registration is limited to the first 10 registrants.

Register now by emailing your name: [communications@nsfm.ca](mailto:communications@nsfm.ca). Should there be high demand we'll consider offering a second workshop.

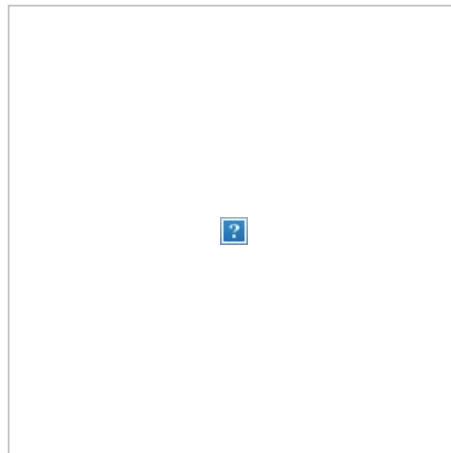
DATE: March 30, 1-4 p.m.

LOCATION: Halifax Westin Hotel

REGISTRATION FEE: \$ 150 + HST

REGISTRATION DEADLINE: MARCH 24<sup>TH</sup>, 2020

Cancellations must be e-mailed [communications@nsfm.ca](mailto:communications@nsfm.ca) before 4:30 p.m. on Tuesday, March 24<sup>th</sup>, 2020 to avoid a cancellation fee. Cancellations after this time will be subject to the full registration fee. Substitutions are welcome at no charge.



### *Media Mentions*

In the past week, stories about NSFM appeared in regional and national media.

Municipal Information Network featured a piece on NSFM's reaction to the provincial budget, also circulated in their social media channels.

<https://municipalinfonet.com/social/hjt0/article/municipal/category/Financial/81/818820/Provincial-Budget-Leaves-Out-NS-Municipalities.html>

President Pam Mood was interviewed twice on radio - including CBC's Information Morning -

Cape Breton with Steve Sutherland, and on 95.7FM's afternoon show with Sheldon MacLeod.

NSFM also popped up on a lot of twitter feeds last week.

Our Top Tweet earned 3,896 impressions and referenced the Government FOCUS Campaign School on the MacLeod show: "It's about getting the best people, male or female, to win those seats," [@PamMood](#) on 95.7 today. NSFM helped get FCM campaign school funds: "The importance of leadership training is because traditionally, women haven't been in those seats, so there's a bit of catching up to do."

Get all the news by following us on twitter at [@nsfedmuni](#).



The Order of Nova Scotia is the highest honour the province can bestow.

It recognizes people who have made an exceptional contribution to their community and the province.

Some of the past honorees are household names. Others have enriched the life of the province through acts and deeds that are known only to a few. But they all share one very important thing: They were nominated by a fellow Nova Scotian for the honour.

Do you know someone who would make an ideal Order of Nova Scotia recipient? Nominate them today - the closing date for nominations is Friday, March 20, 2020.

## Order of Nova Scotia Nomination Form



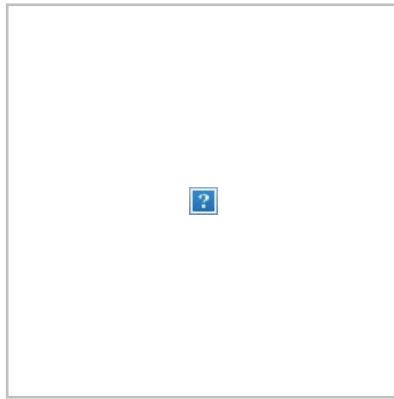
Have you seen the latest edition of NSFM NEWS? The February edition dropped into inboxes last Friday. It features a cover story on the work and research of Coral Ross as she travels the world researching how to get more women involved in local government.

It also outlines how the Municipality of Barrington adapted one of its key tourist hotspots to factor in climate change and a sensitive ecosystem.

Read all about it by following this link: <https://www.nsfm.ca/1527-nsfm-news-february/file.html>

Or by clicking the button below:

**Read NSFM NEWS February issue**



## RMA Business Services

RMA Business Services is a division of the Rural Municipalities of Alberta (RMA), one of NSFM's sister associations in Western Canada. It provides cooperative procurement, fuel, and group benefits programs for municipalities across the country. Through this partnership, NSFM can offer members preferential pricing and service on everything from office supplies to heavy equipment, all completely CFTA and APA compliant. To learn more about the programs available, please contact Tim Elms, Client Relations Manager, at [telms@nsfm.ca](mailto:telms@nsfm.ca). You can also check out RMA's various trade programs through the buttons below - or by going to [RMAtrade.com](http://RMAtrade.com).

[Click for Staples Business Advantage Program](#)

[Click for Traffic Supplies Program](#)

[Click for Capital Purchasing Program](#)

[Click for Fuel Program](#)



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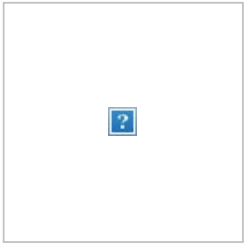
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# Mahone Islands Conservation Association

PO Box 427, Mahone Bay, Nova Scotia B0J 2E0

[www.mahoneislands.ns.ca](http://www.mahoneislands.ns.ca)

## **MICA MISSION:**

*To protect and conserve the natural environment of the islands and shoreline of Mahone Bay and the traditional, social and recreational opportunities valued by its various communities.*

Feb 21, 2020

Hon. Stephen McNeil

Premier, Province of Nova Scotia

One Government Place, 1713 Barrington St,  
Halifax, NS B3J 2A4

**Re: POSSIBLE OPEN PEN SALMON FARM FOR MAHONE BAY**

Dear Mr. McNeil,

On behalf of the members of the **Mahone Islands Conservation Association (MICA)**, this letter is written to express our opposition to the possibility of open pen salmon farms in the waters of Mahone Bay.

MICA was formed in 2002 in direct response to the accelerated private development of a number of Mahone Bay islands. Since then, MICA and the Province of Nova Scotia have invested significantly in the acquisition of 17 Mahone Bay islands and island properties for conservation and traditional public use. This includes several islands and island properties that have been donated to MICA who in turn donated them to the Province. In addition, MICA and the Municipality of the District of Lunenburg jointly acquired a significant island property and MICA financially supported the Nature Conservancy of Canada in the acquisition of three significant islands off Chester. The Municipality of Chester has also supported MICA. As a result, 22 Mahone Bay islands or island properties are now protected. Over 1800 people have joined our Association since its beginnings.

MICA and the Province of Nova Scotia have a current signed Partnership Agreement whereby the Province *'supports the conservation goals as expressed by MICA in the Mission Statement and wishes to partner with MICA to support a strategic approach for conservation through land acquisition'*.

In addition MICA and the Province of Nova Scotia have signed Stewardship Agreements for the jointly acquired islands or parts thereof with the purpose as stated in the agreements as being: *'MICA and the Province agree to manage the Island in partnership for recreational purposes in an ecologically sensitive manner.'* MICA and the Municipality of the District of Lunenburg have a similar agreement for the Municipality held island property.

MICA looks forward to the continuation of our strong partnerships with the Province of Nova Scotia through the Department of Lands and Forestry and with the Municipalities of Lunenburg and Chester for future joint Mahone Bay island and property acquisitions.

The MICA Mission is to protect and conserve the natural environment of the islands and shoreline of Mahone Bay and the traditional, social and recreational opportunities valued by its various communities. This Mission was developed in 2002 and is used to direct and focus all MICA activities and initiatives.

The establishment of open pen fish farms in Mahone Bay does not support and is in conflict with the MICA Mission, the joint MICA/PNS Partnership Agreement and the joint MICA/PNS Stewardship Agreements.

The concerns on open pen fish farming are very well documented.

Mahone Bay has a very rich history, geology, environment and tradition. Its pristine waters are well known for all manner of boating from sail to kayaks, for eco-tourism and for family swimming from many natural beaches. According to Dr. Ian Spooner of Acadia University, "Mahone Bay is unique in the world and the drowned drumlin landscape also supports unique aquatic and terrestrial habitats".

We collectively have a huge responsibility not to jeopardize this wonderful natural resource but to protect and foster it for current and future generations. We must have it represent 'CANADA'S OCEAN PLAYGROUND' as Nova Scotians proudly promote on our license plates.

MICA strongly requests that the Province does not issue any licenses for open pen fish farms in the waters of Mahone Bay.

We would be pleased to provide further information on request.

Yours sincerely,

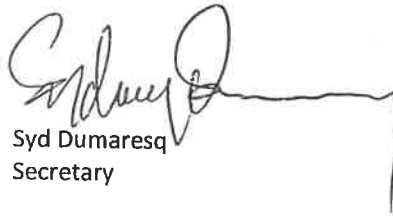
**MAHONE ISLANDS CONSERVATION ASSOCIATION**



John F Meisner  
Chair



Bryan Palfreyman  
Vice Chair



Syd Dumaresq  
Secretary

Attached:

1. MICA Fact Sheet
2. MICA Brochure

Copy:

Hon. Bernadette Jordan, Federal Fisheries Minister and MP

Hon. Keith Colwell, Minister of Fisheries and Aquaculture, Nova Scotia

Hon. Gordon Wilson, Minister of Environment, Nova Scotia

Hon. Iain Rankin, Minister of Lands and Forestry, Nova Scotia

Hon. Geoff MacLellan, Minister of Business (and Tourism), Nova Scotia

Lunenburg MLA Suzanne Lohnes-Croft

Chester St Margaret's Bay MLA Hugh MacKay

Mayor Carolyn Bolivar Getson, Municipality of the District of Lunenburg

Alan Webber, Warden, Municipality of Chester

 Mayor Dave Devenne, Town of Mahone Bay

Ms. Vicki Savoie, Sustainable Development Director, East Coast, Cermaq





















## Report to Council March 10, 2020

This Report to Council is intended to provide the Mahone Bay Town Council with a high-level summary of staff progress towards Council's direction to staff. As per the Town Council Policy, the report will be provided at each regular meeting of Council. The Report to Council is a living document and will improve and expand to incorporate new source documents as approved, and to respond to feedback received from Council.

| Goal                                | Objective  | Assigned  | Target    | % Completion  |
|-------------------------------------|--|-----------|-----------|---|
| <b>Council Assignments to Staff</b> |  |           |           |   |
| <b>1</b>                            | Staff to work with Legal Counsel to arrange for a right-of-way.  | 11-Dec-18 | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div> <b>75%</b> |
|                                     | Notes: In progress.  |           |           |   |
| <b>2</b>                            | Staff to contact MODL requesting official inclusion of Mahone Bay residents in MODL Pro-Kids grant program.  | 03-May-19 | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div> <b>75%</b> |
|                                     | Notes: The issue has gone to MODL but has been sent back to MODL staff for revision of proposal.   |           |           |   |
| <b>3</b>                            | Staff to review the placement of garbage receptacles at park entrances and trail crossings with specific consideration to dog waste and cigarette butts and to report back to Council. | 03-May-19 | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div> <b>75%</b> |
|                                     | Notes: New cigarette butt recycler units on trial installation at comfort stations. Report anticipated prior to 2020-21 budget process.  |           |           |   |



|    |  |   |           |  |     |
|----|--|---|-----------|--|-----|
| 4  | Staff to explore possibility of agreement with Mahone Bay Centre Society for management of Town field.                         | 11-Jun-19   | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div>   | 50% |
|    |  | Notes: Staff in discussions with MBC Society. Will report back to Council re draft agreement for 2020-21.               |           |  |     |
| 5  | Staff to prepare a report for Council on Fire Services Administration within the Town.   | 09-Jul-19   | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div>   | 75% |
|    |  | Notes: In progress. Staff held initial meeting with Fire Dept. representatives in this regard on Mar 2, 2020.           |           |  |     |
| 6  | Staff to research the applicability of land acknowledgements and recognition statements to the Town of Mahone Bay.             | 25-Jul-19   | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div>   | 75% |
|    |  | Notes: Research has begun; waiting for feedback from key resource. Report anticipated in March.                         |           |  |     |
| 7  | Investigate the costs and equipment needed to install surveillance cameras at Town facilities.                                 | 10-Sep-19   | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div>   | 50% |
|    |  | Notes: In progress. Report anticipated prior to 2020-21 budget process.   |           |  |     |
| 8  | Direct the Traffic Authority to research designating Cherry Lane as one-way traffic.   | 28-Nov-19   | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div>   | 75% |
|    |  | Notes: In progress; engineering research will be completed with Transportation Plan development (CBCL Ltd. contracted). |           |  |     |
| 9  | Direct staff to issue RFP for review of the Town's Municipal Planning Strategy and Land Use By-Law.                            | 11-Feb-20   | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div>   | 75% |
|    |  | Notes: In progress.   |           |  |     |
| 10 | Communicate Council resolution on open-net fish farming to Ministers, MLAs and parties who have made presentations to Council. | 11-Feb-20   | Feb, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div> ★ |     |
|    |  | Notes: Letter has been sent.  |           |  |     |
| 11 | Staff directed to investigate costs associated with the winterization of the Comfort Stations.                                 | 27-Feb-20   | Mar, 2020 | <div><div></div><div></div><div></div><div></div><div></div></div>   | 50% |
|    |  | Notes: In progress. Report anticipated prior to 2020-21 budget process.   |           |  |     |

|    |   |  |           |   |
|----|---|--|-----------|---|
| 12 | Letter from MBTCC re Wayfinding Signage be forwarded to the 2020/21 budget process.   | 27-Feb-20  | Mar, 2020 |      |
|    |   | Notes: Letter has been forwarded to Budget process and MBTCC has been advised.           |           |   |
| 13 | The MBTCC will be permitted to sell the logo printed shopping bags so long as it remains a secondary activity to the operation of the Visitor Information Centre. | 27-Feb-20  | Mar, 2020 |      |
|    |   | Notes: Letter has been sent.   |           |   |
| 14 | Staff to schedule a Public Information Meeting to discuss Special Events permitting.  | 27-Feb-20  | Mar, 2020 |      |
|    |   | Notes: In progress.  |           |   |
| 15 | Council approve the Town of Mahone Bay's portion of the 2020/21 REMO budget.  | 27-Feb-20  | Mar, 2020 |      |
|    |   | Notes: REMO has been notified and information has been forwarded to TOMB 2020/21 budget. |           |   |

## Chief Administrative Officer's Report - Feb 27, 2020 (Next Update Mar 26, 2020)

|   |   |   |
|---|---|---|
| 1 | <b>Atlantic Infrastructure Management (AIM) Network Asset Management Cohort Program</b> | Staff working with Municipality of the District of Chester GIS technical support to map Town's assets; water map with condition, probability of failure and risk completed, wastewater, stormwater and streets/sidewalks under development. Resubmitted application to MAMP Jan 17, 2020; expecting confirmation in February. Proposal for AIM Cohort 2.0 on Council's Feb 27 agenda. |
|---|---|---|

|          |  |   |
|----------|--|---|
| <b>2</b> | <b>Municipal Joint Services Board (MJSB)</b>           | Council decision supporting additional shared services (safety, procurement) communicated to MJSB. HR Shared Service (MoDL/TOB with ToMB) up and running, Town staff participating in performance management project which will standardize and enhance Town's performance management practice.   |
| <b>3</b> | <b>Riverport Electric Shared Service Committee</b>     | Coordinating with Riverport re imports, equipment inventory, policy development, etc.. Truck loan agreement signed. Exploring opportunities to coordinate on utility asset management.  |
| <b>4</b> | <b>Regional Emergency Measures Organization (REMO)</b> | Coordinator and CAOs working to implement REMO Board approved Post-Dorian report recommendations.   |
| <b>5</b> | <b>Alternative Energy Resource Authority (AREA)</b>    | Regular AREA phone / in-person staff meetings continue. NB Power imports begun Jan 1, 2020. BUTU applications through 2026 submitted to NSPI. Moving ahead with feasibility work / funding applications for community solar / EV / demand-side management initiatives; Thinkwell focus group in Mahone Bay took place January 23. AREA heat pump rental program negotiations continue with SJE. |

|          |  |   |
|----------|--|---|
| <b>6</b> | <b>FCM / Clean Foundation<br/>Transition 2050 (Partners for<br/>Climate Protection) Initiative</b> | Last session took place Nov 27 in Truro. Preliminary baseline data collection complete and provided to consultants; staff meeting with Clean NS Jan 27 for update. Katherine working on next stage baseline data collection now, coordinated with Thinkwell. SSG initial baseline report not expected till late March.  |
| <b>7</b> | <b>Lunenburg County<br/>Accessibility Advisory<br/>Committee</b>                                   | CAO serving as staff policy resource to Lunenburg County Accessibility Advisory Committee. Committee held first official meeting on Jan 21, 2020 and met again Feb 18, 2020. Committee currently working on consultations plan, which a contract staff person has been hired to assist with. Next meeting Mar 17, 2020. |
| <b>8</b> | <b>Nova Scotia Federation of<br/>Municipalities (NSFM)</b>   | CAO attended Feb 19, 2020 meeting of Nova Scotia Infrastructure Asset Management Working Group as AMA/NSFM representative. Next meeting in March 2020.  |

#### Director of Operations' Report - Feb 27, 2020 (Next Update Mar 26, 2020)



|          |                              |  |
|----------|------------------------------|--|
| <b>1</b> | <b>Bandstand Renovations</b> | Maritime Permanent Roofing has started roofing replacement at the bandstand; should be finished in a week. |
|----------|------------------------------|--|

|   |                                    |  |
|---|------------------------------------|--|
| 2 | <b>Streets &amp; Sidewalks</b>     | <p>During the past month there were 3 snow storms which required the plowing and salting of streets and sidewalks. Streets were fully salted 20 times. Spot salting and sanding of streets and sidewalks was conducted as necessary. Pothole repairs were conducted on Main St., Orchard St., Fairmont St., and Pine Grove St. Speed signs were moved to Pine Grove St. and Clearland Rd. Supply of Transportation Plan proposals were reviewed and evaluated.</p>   |
| 3 | <b>Cemeteries &amp; Open Space</b> | <p>A beaver dam in a culvert at the Aquatic Garden Park was removed. Staff removed a large tree which had fallen during windy conditions from Aquatic Garden Park. A large tree limb was removed from Bayview Cemetery (windy conditions).</p>   |
| 4 | <b>Electric Utility</b>            | <p>Work has been completed on a service extension at Zwicker Lane to accommodate services for 2 duplexes to be constructed over the winter. 5 year servicing of the reclosers at the substation continues. There was a 3 hour power outage affecting west feeder customers on February 7 caused during storm by tree limbs on wires. Some minor system repairs and street light repairs were conducted. A contractor was employed to remove 7 large trees along Shady Lane which posed a hazard to powerlines.</p> |

|          |   |  |
|----------|---|--|
| <b>5</b> | <b>Water Supply, Treatment &amp; Distribution</b> | Regular monitoring and maintenance activities continued. Ongoing - design and budget estimates concerning the relocation of SCADA equipment from the old plant building to the new Water Plant, including moving the radio antenna. A number of water meter repairs were conducted.  |
| <b>6</b> | <b>Sewage Collection &amp; Treatment</b>          | Regular monitoring and maintenance activities continued. Still awaiting approval from NS Environment regarding the switch from chlorine disinfection of wastewater plant effluent to disinfection by peracetic acid; once approval received, CBCL Ltd. will design a new effluent disinfection system at the Wastewater Plant. |

| <b>Finance Manager's Report - Feb 27, 2020 (Next Update Mar 26, 2020)</b> |                             |  |
|---|-----------------------------|--|
| <b>1</b>  | <b>Provincial Reporting</b> | Staff are finishing up the 208/19 FIR and expect it to be submitted to the Province before the end of February. This will bring us up to date with our Provincial Reporting requirements.                                |
| <b>2</b>  | <b>Tax Bills/Tax Sale</b>   | No payment has been made on the one property slated for Tax Sale. The first Ad will be going in the paper next week with a prospective date of March 30th, 2020 for the Tax Sale if the account is not paid before then. |

|          |               |  |
|----------|---------------|--|
| <b>3</b> | <b>Budget</b> | Operating Budget Templates have been sent out to Department Heads and Finance Staff are awaiting feedback. In addition, Finance Staff have started working on putting together the other Budget Package documents.   |
| <b>4</b> | <b>Audit</b>  | Staff have been in contact with Deloitte about the upcoming 2019/20 Audit. As part of their package this year, they will be providing Finance Staff with a complementary half day workshop to help identify any inefficiencies in our current processes. Also, we are expecting the Audit field work to begin in July (about a month earlier this year) which will assist Staff with meeting the September 30th deadline for Provincial Reporting. |

#### Clerk & Deputy CAO's Report - Feb 27, 2020 (Next Update Mar 26, 2020)

|          |                                    |  |
|----------|------------------------------------|--|
| <b>1</b> | <b>Festival/ Events</b>            | Continued collaboration with the Events Strategy Working Group to gather information to inform the development of an Events Strategy for Council review. |
| <b>2</b> | <b>Provincial Volunteer Awards</b> | Name of 2020 Town of Mahone Bay Representative Volunteer, Valerie Hearder, has been forwarded to the Province.   |
| <b>3</b> | <b>Centennial</b>                  | Planning continues for Roaring 20s Dance at the Mahone Bay Legion on March 21st in partnership with the Mahone Bay Legion Swing Band.                    |

|          |                       |   |
|----------|-----------------------|---|
| <b>4</b> | <b>Communications</b> | Support for the transition to new logo materials; continued development of a social media plan; dissemination of information about special events such as Transportation Plan consultation, new GHG Reduction initiatives and solid waste guidelines. |
|----------|-----------------------|---|

| By-law and Policy Review - Feb 27, 2020 (Next Update Mar 26, 2020) |  |                            |  |
|--|--|----------------------------|--|
| <b>1</b>   | <b>Outdoor Burning By-law</b>              | <b>Target</b><br>10-Mar-20 | Staff have received fire specific standards from provincial regulators. By-law in revision.  |
| <b>2</b>   | <b>Flag-Flying Policy</b>                  | <b>Target</b><br>27-Feb-20 | Draft reviewed by Council February 11, 2020 - on Council agenda February 27, 2020.           |
| <b>3</b>   | <b>Temporary Vending By-law and Policy</b> | <b>Target</b><br>10-Mar-20 | PIM held on January 15, 2020. Amended By-law in development.                                 |
| <b>4</b>   | <b>Public Engagement Policy</b>            | <b>Target</b><br>27-Feb-20 | As per Council's Strategic Plan.   |
| <b>5</b>   | <b>Tax Sale Policy</b>                     | <b>Target</b><br>27-Feb-20 | Draft Policy reviewed by Council February 11, 2020 - on Council agenda February 27, 2020.    |
| <b>6</b>   | <b>Credit Cards Policy</b>                 | <b>Target</b><br>COMPLETE  | Approved at Council February 11, 2020.   |
| <b>7</b>   | <b>Civic Address By-law</b>                | <b>Target</b><br>27-Feb-20 | 1st Reading January 30, 2020. On February 27, 2020 agenda for consideration for 2nd Reading. |



|  |  |  |
|--|--|--|
| <b>8</b>                               | <b>Land-Use By-law and Municipal Planning Strategy</b> | Motion passed February 11, 2020 to issue the RFP for review of the Town's Municipal Planning Strategy and Land Use By-law. |
| <b>PRESENTED FOR COUNCIL DIRECTION</b> |  |  |

| <b>Service Statistics - Feb 27, 2020 (Next Update Mar 26, 2020)</b> |  |  |  |   |
|---|--|--|--|---|
| <b>1</b>  | <b>By-law Enforcement</b>                              | <b>January</b>   | <b>Parking Tickets: 3</b>                                    |   |
|   |  | Calls regarding: outdoor burning; parking; MVA violation. One issue involving aggression required involvement of RCMP. |  |   |
| <b>3</b>  | <b>Police Services (founded &amp; SUI occurrences)</b> | <b>Oct-Dec 2019</b>  | <b>78</b>  | <b>69 in Q3 2018-19</b>                       |
|   |  | <b>Notes:</b> None.  |  |   |
| <b>4</b>  | <b>Traffic (Speed Signage)</b>                         | <b>Nov, 2019</b>   | <b>16 School St.</b><br>Av. Speed 21 / 50 Kph                | <b>29 Parish St.</b><br>Av. Speed 21 / 50 Kph |
|   |  | <b>Dec, 2019</b>   | <b>16 School St.</b><br>Av. Speed 23 / 50 Kph                | <b>29 Parish St.</b><br>Av. Speed 22 / 50 Kph |
| <b>5</b>  | <b>Solid Waste (Tonnage)</b>                           | <b>January</b>   | <b>59.59</b>   | <b>Y 979.29</b>                               |
|   |  | <b>Notes:</b> Recyclables = 12.3; Organics = 8.8; Garbage/Other = 30.3; Cardboard = 8.19                               |  |   |
| <b>6</b>  | <b>CodeRED (Registrations)</b>                         | <b>Jan. 31, 2020</b>   | <b>Residential: 11; Business: 12; Email: 118; Text 138</b>   |   |
|   |  | <b>Dec. 31, 2019</b>   | <b>Residential: 199; Business: 12; Email: 114; Text: 130</b> |   |
|   |  | <b>Nov. 21, 2019</b>   | <b>Residential: 205; Business: 69; Email: 206; Text: 220</b> |   |
|   |  | <b>Sept. 16, 2019</b>  | <b>Residential: 164; Business: 66; Email: 142; Text: 168</b> |   |

## Strategic Plan - Action Plan 2018-2021 - Feb 27, 2020 (Next Update Mar 26, 2020)

## 21st Century Infrastructure

|                       |   |  | 2018/19 |    |    |    | 2019/20 |    |    |    | 2020/21 |    |    |    |
|-----------------------|---|--|---------|----|----|----|---------|----|----|----|---------|----|----|----|
|                       |   |  | Year 2  |    |    |    | Year 3  |    |    |    | Year 4  |    |    |    |
| General Action        | Specific Action   | Responsible  | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 |
| Facilities Management | Public Engagement Process                                     | Council/Consultant   |         |    |    |    | *       | *  |    |    |         |    |    |    |
|                       |   | Skysail contracted to assist with campaign to inform residents of facility condition / fire station plans. Open House / Info Session held Nov 26, 2019, report to Council Dec 10, 2019.  |         |    |    |    |         |    |    |    |         |    |    |    |
|                       | Council makes decision and authorizes staff to prepare RFP(s) | Council  |         |    |    |    |         |    | *  |    |         |    |    |    |
|                       |   | Dec 10, 2019 Council directed staff to issue RFP for Fire Station project management / engineering assistance with the preparation of design-build tender documents. RFP closed Jan 21; six proposals received. Proposal awarded to Vigilant Management Inc. Feb 11, 2020. Council will review preliminary designs with consultant in March. Design / build tender under development for April, 2020 |         |    |    |    |         |    |    |    |         |    |    |    |
|                       | Condition Assessments of Town Infrastructure                  | CAO/DOO  | Ongoing |    |    |    |         |    |    |    |         |    |    |    |
|                       |   | FCM MAMP funding application resubmitted Jan 17, 2020 (decision anticipated in February 2020). PCAP progress report anticipated in March 2020.   |         |    |    |    |         |    |    |    |         |    |    |    |



|   |  |  |  |
|---|--|--|--|
| <b>Meet and exceed standards for water and wastewater</b> | Ensure water pumps have a backup emergency generator | DOO <div> <div></div> <div></div> <div></div> <div></div> <div>*</div> <div></div> <div></div> <div></div> <div></div> <div></div> </div>  | In early January 2020, the new back-up generator at the Pumphouse was commissioned and is now operational.   |
|   | Establish gate valve replacement program             | DOO <div> <div>*</div> <div></div> <div></div> <div></div> <div></div> <div>*</div> <div></div> <div></div> <div></div> <div>*</div> <div></div> <div></div> </div>                | A "Gate Valve Exerciser" program has been incorporated into our bi-annual Water Main Flushing Program, thus reducing dirty water complaints; 2021 infrastructure replacement program will include the replacement of many gate valves. |
|   | Straight pipe study follow-up                        | CAO/DOO <div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div>*</div> <div></div> <div></div> <div></div> <div>*</div> </div> | Status updated in Nov 26 report to Council; ICIP funding not approved. Will be included in 2020-21 budget discussions.   |

|  |   |  |  |  |  |  |   |  |  |   |  |  |  |  |  |
|--|---|--|--|--|--|--|---|--|--|---|--|--|--|--|--|
| Implement Federal and Provincial Accessibility Legislation | Establish Lunenburg County Accessibility Advisory Committee             | Council  |  |  |  |  | * |  |  |   |  |  |  |  |  |
|  |   | Lunenburg County Accessibility Advisory Committee members appointed. Official first meeting held Jan 21, 2020; meeting monthly.  |  |  |  |  |   |  |  |   |  |  |  |  |  |
| Implement Federal and Provincial Accessibility Legislation | Develop an Accessibility Plan in accordance with provincial legislation | CAO and Council  |  |  |  |  |   |  |  | * |  |  |  |  |  |
|  |   | County-wide Accessibility Plan to be developed by Lunenburg County Accessibility Advisory Committee; development of Mahone Bay Operational Plan appendix to be included in 2020-21 budget discussions. |  |  |  |  |   |  |  |   |  |  |  |  |  |

|   |   |  |         |
|---|---|--|---------|
| <b>Foster inter-municipal cooperation</b> | Report on existing shared services and explore opportunities for additional cooperation with other units. | CAO  | Ongoing |
|   |   | Shared Building & Fire Permits pilot year proceeding well. Shared HR services also proceeding well; Mahone Bay participating in performance management initiative. Shared procurement and safety being pursued through MJSB. Shared recreation infrastucture being discussed between Lunenburg County units. |         |

|   |  |                                    |  |
|---|--|------------------------------------|--|
| <b>Optimize operations structure for efficient delivery of services</b> | CAO to make recommendations to Council for optimal operations structure, including succession planning | CAO                                | Ongoing  |
|   | Implement an updated records management system   | CAO                                | <div> <div></div> <div></div> <div></div> <div></div> <div>*</div> <div></div> <div></div> <div></div> <div>*</div> <div></div> <div></div> </div> |
|   |  | Priority in 2019-20 business plan. |  |

|  |   |     |         |
|--|---|-----|---------|
|  | Explore enhanced customer service opportunities, including maximization of technology | CAO | Ongoing |
|--|---|-----|---------|

## Economic and Community Development

|                |  |   | 2018/19 |    |    |    | 2019/20 |    |    |    | 2020/21 |    |    |    |
|----------------|--|---|---------|----|----|----|---------|----|----|----|---------|----|----|----|
|                |  |   | Year 2  |    |    |    | Year 3  |    |    |    | Year 4  |    |    |    |
| General Action | Specific Action  | Responsible   | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 | Q1      | Q2 | Q3 | Q4 |
|                | Engage community partners in identifying potential areas of economic development in Mahone Bay | Council/Econ. Dev Committee   |         |    |    |    |         |    | *  |    |         |    |    |    |
|                |  | Economic Development Committee held workshop session with Bob Cervelli from Centre for Local Prosperity Nov 19, 2019; local stakeholder participants discussed several potential joint initiatives (will be considered at March Committee meeting). |         |    |    |    |         |    |    |    |         |    |    |    |

|   |   |   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |
|---|---|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|---|--|
| Define the framework for an economic development strategy | Discussion with all partners as to the role of each in economic development to identify gaps in service | Council/Econ. Dev Committee                 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |
|   | Adopt Economic Development Strategy   | Council                                     |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | * |  |
|   |   | To be considered in 2020-21 budget process. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |  |

|                            |   |     |         |
|----------------------------|---|-----|---------|
| Ensure that Town policies, | Staff to review existing and proposed bylaws and policies and make recommendations to Council | CAO | Ongoing |
|----------------------------|---|-----|---------|

|   |   |  |  |  |  |  |  |  |   |   |   |   |   |   |  |  |  |
|---|---|--|--|--|--|--|--|--|---|---|---|---|---|---|--|--|--|
| practices, bylaws and other regulations foster growth and development | Planning<br>Advsory<br>Committee to review MPS and LUB - including overseeing a public engagement process - and make recommendations to Council | PAC/Consultant   |  |  |  |  |  |  | * | * | * | * | * | * |  |  |  |
|   |   | Council approved issuance of RFP Feb 11, 2020. RFP to be issued in February, closing in March. It is anticipated that public engagement process will begin in April, 2020. |  |  |  |  |  |  |   |   |   |   |   |   |  |  |  |

|  |   |  |         |
|--|---|--|---------|
| Ensure that Town infrastructure is in place to support development plans | Work with the Mahone Bay and Area Tourism and Chamber of Commerce to identify opportunities for tourism-supporting infrastructure (wifi, signage, etc.) | CAO/Econ. Dev Committee  | Ongoing |
|  |   | Staff working with MBTCC and other events stakeholders on Mahone Bay Events Coordination Steering Committee; next (final) meeting March 5, 2020. Letters from Mahone Bay Tourism and Chamber of Commerce on Council's Feb 27 Agenda. |         |



|  |  |                     |         |
|--|--|---------------------|---------|
| <b>Collaborate with organizations that are involved in economic development activities</b> | Regular meetings with Mahone Bay Tourism and Chamber of Commerce                         | CAO                 | Ongoing |
|  | MBTCC participation on Economic Development Committee                                    | Econ. Dev Committee | Ongoing |
|  | Engage with other Lunenburg County units via Lunenburg County Economic Development group | CAO / Deputy CAO    | Ongoing |

|                    |  |         |         |
|--------------------|--|---------|---------|
| <b>Encourage a</b> | Explore Affordable Housing Opportunities through various housing groups and agencies | Council | Ongoing |
|--------------------|--|---------|---------|

|                          |  |     |  |  |  |  |  |  |   |   |   |  |  |  |  |
|--------------------------|--|-----|--|--|--|--|--|--|---|---|---|--|--|--|--|
| range of housing options | Review permitted uses in the Land Use Bylaw re Housing Mix / Investigate viability of tiny homes in the Town of Mahone Bay | PAC |  |  |  |  |  |  | * | * | * |  |  |  |  |
|                          | Special meeting of Council re housing held Jan 7, 2020 in advance of 2020-21 strategic plan review in Feb/Mar 2020.        |     |  |  |  |  |  |  |   |   |   |  |  |  |  |

|   |   |  |         |  |  |  |   |  |  |  |  |  |  |  |  |
|---|---|--|---------|--|--|--|---|--|--|--|--|--|--|--|--|
| Preserve and enhance the community value and use of our heritage, harbour and green spaces through economic development decisions | Continue to pursue opportunities for Harbour Management   | Council  | Ongoing |  |  |  |   |  |  |  |  |  |  |  |  |
|   |   | Staff in contact with NS Lands Adminstration / Dept. of Municipal Affairs harbour jurisdiction / Submerged Land Lease for Harbour Bed. |         |  |  |  |   |  |  |  |  |  |  |  |  |
|   | Consult with Marina Operators and MBTCC for economic opportunities utilizing the Harbour and waterfront | Econ. Dev Committee  | Ongoing |  |  |  |   |  |  |  |  |  |  |  |  |
|   | Monitor water quality in Harbour  | BCAF/MODL  |         |  |  |  | * |  |  |  |  |  |  |  |  |
|   |   | In discussion with BCAF concerning testing; MODL role TBD. To be considered in 2020-21 Budget process.                                 |         |  |  |  |   |  |  |  |  |  |  |  |  |





|  |                                |         |  |  |  |  |  |  |  |   |  |  |  |  |  |  |  |
|--|--------------------------------|---------|--|--|--|--|--|--|--|---|--|--|--|--|--|--|--|
| <b>Develop a policy and framework to engage the public in Council activities and decision making</b> | Adopt Public Engagement Policy | Council |  |  |  |  |  |  |  | * |  |  |  |  |  |  |  |
|--|--------------------------------|---------|--|--|--|--|--|--|--|---|--|--|--|--|--|--|--|

|   |  |                    |                |
|---|--|--------------------|----------------|
| <p><b>Improve communication and share information with the public in a manner consistent with their needs</b></p> | <p>Explore opportunities to share information via Town website and other methods</p> | <p>CAO/Council</p> | <p>Ongoing</p> |
|---|--|--------------------|----------------|

|  |   |                    |                |
|--|---|--------------------|----------------|
| <p><b>Create opportunities for public engagement</b></p> | <p>Utilize newsletter, website, public meetings, etc. to increase public engagement</p> | <p>CAO/Council</p> | <p>Ongoing</p> |
|--|---|--------------------|----------------|

## Environmental Sustainability





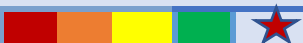


|  |   |  | 2018/19<br>Year 2 |     |     |     | 2019/20<br>Year 3 |     |     |     | 2020/21<br>Year 4 |     |     |     |
|--|---|--|-------------------|-----|-----|-----|-------------------|-----|-----|-----|-------------------|-----|-----|-----|
| General Action   | Specific Action   | Responsible  | Q 1               | Q 2 | Q 3 | Q 4 | Q 1               | Q 2 | Q 3 | Q 4 | Q 1               | Q 2 | Q 3 | Q 4 |
| <b>Pursue Climate Mitigation Strategies (reducing Town carbon footprint)</b> | Establish Baseline Emissions Data                       | CAO/Consultant   |                   |     |     |     |                   | *   |     |     |                   |     |     |     |
|  |   | Transition 2050 preliminary data collection complete, awaiting SSG report by end of March, 2020. Low Carbon Communities funding announced Feb 24, 2020. Climate and Energy Outreach Coordinator (Katherine Dorey) hired, baseline data collection survey launched. Report to Council anticipated in March, 2020. |                   |     |     |     |                   |     |     |     |                   |     |     |     |
|  | Adopt Targets and Develop Plan                          | Council/Consultant   |                   |     |     |     |                   |     | *   | *   |                   |     |     |     |
|  |   | Katherine Dorey currently working to develop recommended targets (lit review, etc.) as well as opportunities for reduction; draft Plan to be provided to Council by late March, 2020.  |                   |     |     |     |                   |     |     |     |                   |     |     |     |
|  | Implement Plan  | CAO/DOO  |                   |     |     |     |                   |     |     |     |                   | *   | *   | *   |
|  | Engage with waterfront property owners on Edgewater St. | CAO  |                   |     |     | *   |                   |     |     |     |                   |     |     |     |








|   |  |  |         |
|---|--|--|---------|
| <b>Resource<br/>Energy<br/>Authority)</b> | Continue to explore new renewable generation opportunities with AREA | CAO  | Ongoing |
|   |  | Proceeding with solar garden feasibility work under Low-Carbon Communities Program. Approval conveyed on NRCAN EV charger funding application. Considering opportunities to expand Ellershouse windfarm on approved license. |         |






## 2019-20 Budget - Operating Initiatives - Feb 27, 2020 (Next Update Mar 26, 2020)

|                                       | Total Cost   | Town Cost |   |   |
|---------------------------------------|--|-----------|---|---|
| <b>1</b> Asset Management Initiatives | \$61,000   | \$14,600  |    | <b>25%</b>  |
|                                       | Notes: AM Committee meeting regularly. Resubmitted application to MAMP Jan 17, 2020; expecting confirmation in February. Proposal for AIM Cohort 2.0 on Council's Feb 27 agenda.   |           |   |   |
| <b>2</b> Transportation Plan          | \$30,000   | \$15,000  |    | <b>50%</b>  |
|                                       | Notes: LCC funding announced Feb 24, 2020. RFP closed and contract awarded to CBCL. Initial consultation took place Feb 20; survey open now. Draft plan anticipated by late March 2020.  |           |   |   |
| <b>3</b> GHG Reduction Initiatives    | \$50,000   | \$25,000  |    | <b>50%</b>  |
|                                       | Notes: Completed requirements to join FCM / Clean NS Transition 2050 initiative; engaged in data collection to support establishment of emissions baseline. LCC funding announced Feb 24, 2020. Climate and Energy Outreach Coordinator Katherine Dorey hired. Next report to Council anticipated in March 2020. |           |   |   |
| <b>4</b> Centennial Year Program      | \$79,035   | \$14,235  |  | <b>75%</b>  |
|                                       | Notes: Centennial Year Program nearly completed. Final staff report anticipated April 2020.  |           |   |   |
| <b>5</b> Orthophotography Update      | \$1,800  | \$1,800   |  |  |
|                                       | Notes: Flyover completed, imagery integrated into GIS mapping.   |           |   |   |
| <b>6</b> Town Website Update          | \$6,000  | \$6,000   |  | <b>50%</b>  |
|                                       | Notes: Contract awarded, completion expected by April, 2020.   |           |   |   |

|           |  |  |          |  |
|-----------|--|--|----------|--|
| <b>7</b>  | MPS / LUB Update - Year 1                    | \$60,000   | \$60,000 | <b>Not Yet Begun</b>   |
|           |  | Notes: RFP planned for Feb, 2020 (RFP issue approved by Council Feb 11, 2020).   |          |  |
| <b>8</b>  | Wastewater Rate Study                        | \$12,400   | \$12,400 |  <b>25%</b> |
|           |  | Notes: Study begun with consultant.  |          |  |
| <b>9</b>  | Wastewater PCAP Project                      | \$60,000   | \$30,000 |  <b>25%</b> |
|           |  | Notes: PCAP funding received. Update report anticipated March, 2020.   |          |  |
| <b>10</b> | Electric Utility "Grow the Load" Initiatives | \$5,000  | \$5,000  |  <b>50%</b> |
|           |  | Notes: Discussions ongoing through AREA, opportunity identified to work with Saint John Energy for demand-side programs. Promotion planned for Spring 2020, contractors engaged. |          |  |
| <b>11</b> | Electric Utility Rate Study                  | \$5,000  | \$5,000  |  <b>25%</b> |
|           |  | Notes: Consultant contracted in coordination with Riverport Electric Commission.   |          |  |
| <b>12</b> | Water Utility PCAP Project                   | \$50,000   | \$25,000 |  <b>25%</b> |
|           |  | Notes: PCAP funding received. Update report anticipated March, 2020.   |          |  |

## 2019-20 Budget - Capital Projects - Feb 27, 2020 (Next Update Mar 26, 2020)

| Town General |                                   |  |             |  |
|--------------|-----------------------------------|--|-------------|--|
| <b>1</b>     | Bandstand Rehabilitation          | \$60,000   | \$42,795.04 |  <b>75%</b> |
|              |                                   | Notes: Rehabilitation work including roof to be completed as soon as weather permits. Accessibility walkways completed. New bleachers to be ordered in February and installed in spring. |             |  |
| <b>2</b>     | Double Chip Seal - Clearland Road | \$72,000   | \$53,800.00 |  ★          |
|              |                                   | Notes: Work completed significantly under budget.  |             |  |
| <b>3</b>     | New Bunker Gear - Fire Department | \$10,000   | \$11,700.00 |  ★          |
|              |                                   | Notes: Bunker Gear has been purchased.   |             |  |

|    |  |   |             |  |     |
|----|--|---|-------------|--|-----|
| 4  | SCBA Packs/Tanks                           | \$45,000  | \$62,837.00 | <div><div></div><div></div><div></div><div></div><div></div></div> | ★   |
|    |  | Notes: Emergency Services Provider Fund grant not received. The \$18,000 will be taken from the FD Equipment Reserve with the intent to reapply for the Grant next year for other purchases.                  |             |  |     |
| 5  | New Sewer Services                         | \$10,000  | \$1,015.00  | <div><div></div><div></div><div></div><div></div><div></div></div> | 75% |
|    |  | Notes: 1 New Hookup to date.  |             |  |     |
| 6  | Replace Pumps - Lift Station #3            | \$10,000  | \$20,331.00 | <div><div></div><div></div><div></div><div></div><div></div></div> | ★   |
|    |  | Notes: Pump 3 has been repaired as included in Budget. However, during the same time Pump 1 failed resulting in an emergency repair required. This resulted in the budget overage.                            |             |  |     |
| 7  | Town Hall Repairs                          | \$100,000   | \$0.00      | <div><div></div><div></div><div></div><div></div><div></div></div> | 25% |
|    |  | Notes: Draft tender documents under development by Harbour Design; report to Council anticipated in March 2020.   |             |  |     |
| 8  | Ballfield Backstop                         | \$15,000  | \$0.00      | Not Yet Begun  |     |
|    |  | Notes: Project not getting completed in fiscal 2019/20. Will move forward to Fiscal 2020/21 Capital Budget.   |             |  |     |
| 9  | Flail Mower                                | \$6,000   | \$5,057.87  | <div><div></div><div></div><div></div><div></div><div></div></div> | ★   |
|    |  | Notes: Purchased.   |             |  |     |
| 10 | Repair/Replace Fire Station (Design Phase) | \$346,500   | \$0.00      | <div><div></div><div></div><div></div><div></div><div></div></div> | 25% |
|    |  | Notes: Public engagement / consultation begun with Skysail Inc.. RFP for engineering / project management contract awarded to Vigilant Management Inc.. Tender for design / build to be issued in April 2020. |             |  |     |
| 11 | ICIP - Project #1 (Town General Portion)   | \$272,646   | \$0.00      | Not Yet Begun  |     |
|    |  | Notes: ICIP funding not approved. To be revisited in 2020/21 Capital Budget.  |             |  |     |
| 12 | ICIP - Project #2 (Town General Portion)   | \$120,672   | \$0.00      | Not Yet Begun  |     |
|    |  | Notes: ICIP funding not approved. To be revisited in 2020/21 Capital Budget.  |             |  |     |

|               |  |  |            |  |     |
|---------------|--|--|------------|--|-----|
| 13            | Shoreline Project                        | \$349,800  | \$0.00     | Not Yet Begun  |     |
|               |  | Notes: Federal/provincial funding not yet available. To be revisited in 2020/21 Capital  |            |  |     |
| 14            | New Storage Container                    | \$6,000  | \$4,920.00 | <div><div></div><div></div><div></div><div></div><div></div></div> | ★   |
|               |  | Notes: The new storage container has been purchased.   |            |  |     |
| Water Utility |  |  |            |  |     |
| 1             | Pumphouse Upgrades - Generator           | \$75,000   | \$2,310.87 | <div><div></div><div></div><div></div><div></div><div></div></div> | 75% |
|               |  | Notes: Generator installed; project work nearly complete.  |            |  |     |
| 2             | New Water Services                       | \$5,000  | \$1,015.00 | <div><div></div><div></div><div></div><div></div><div></div></div> | 75% |
|               |  | Notes: 1 New Hookup to date.   |            |  |     |
| 3             | Gate Valves                              | \$6,000  | \$0.00     | Not Yet Begun  |     |
|               |  | Notes: None. Not anticipated in 2019/20.   |            |  |     |
| 4             | Clearwell Cleaning/Inspection            | \$13,000   | \$0.00     | Not Yet Begun  |     |
|               |  | Notes: Project not completed in fiscal 2019/20. To be revisited in 2020/21 Capital Budget.   |            |  |     |
| 5             | Cutout Access To Water Transmission Line | \$10,000   | \$0.00     | Not Yet Begun  |     |
|               |  | Notes: Project not completed in fiscal 2019/20. To be revisited in 2020/21 Capital Budget.   |            |  |     |
| 6             | New Water Meters                         | \$3,000  | \$1,983.73 | <div><div></div><div></div><div></div><div></div><div></div></div> | 75% |
|               |  | Notes: As required.  |            |  |     |
| 7             | Water Rate Study                         | \$8,000  | \$5,973.40 | <div><div></div><div></div><div></div><div></div><div></div></div> | ★   |
|               |  | Notes: UARB has approved the Water Rate Study and new rates were put into effect on November 1st, next increase anticipated Apr 1, 2020. |            |  |     |
| 8             | Pump Rehabilitation / Replacement        | \$25,000   | \$0.00     | <div><div></div><div></div><div></div><div></div><div></div></div> | 25% |
|               |  | Notes: Expected to be completed in 2019/20.  |            |  |     |
| 9             | Replace Raw Pumps & Spare - WTP          | \$8,000  | \$0.00     | <div><div></div><div></div><div></div><div></div><div></div></div> | 25% |
|               |  | Notes: Expected to be completed in 2019/20.  |            |  |     |
| 10            | Pumphouse Upgrades - Door/Window/Well    | \$5,000  | \$1,763.00 | <div><div></div><div></div><div></div><div></div><div></div></div> | 50% |
|               |  | Notes: Work has started on patching walls.   |            |  |     |

|                  |   |  |              |               |     |
|------------------|---|--|--------------|---------------|-----|
| 11               | Transision Radio Telemetry - WTP          | \$25,000   | \$0.00       | <div></div>   | 25% |
|                  |   | Notes: Currently with engineers. Project not expected to be completed within this Fiscal. Expect to incur \$9,000 of expense in fiscal |              |               |     |
| 12               | ICIP - Project #1 (Water Utility Portion) | \$169,056  | \$0.00       | Not Yet Begun |     |
|                  |   | Notes: ICIP funding not approved. To be revisted in 2020/21 Capital Budget.  |              |               |     |
| 13               | ICIP - Project #2 (Water Utility Portion) | \$1,218,100  | \$0.00       | Not Yet Begun |     |
|                  |   | Notes: ICIP funding not approved. To be revisted in 2020/21 Capital Budget.  |              |               |     |
| Electric Utility |   |  |              |               |     |
| 1                | New Digital Meters                        | \$6,500  | \$0.00       | Not Yet Begun |     |
|                  |   | Notes: As required.  |              |               |     |
| 2                | New Street Lights                         | \$5,000  | \$0.00       | Not Yet Begun |     |
|                  |   | Notes: As required.  |              |               |     |
| 3                | New Line Truck                            | \$270,000  | \$228,843.00 | <div></div>   | ★   |
|                  |   | Notes: New truck has been purchased and is now in use.   |              |               |     |
| 4                | Line/Pole Replacements                    | \$20,000   | \$14,840.00  | <div></div>   | 75% |
|                  |   | Notes: Some replacement work has been completed.   |              |               |     |



## **Town of Mahone Bay**

Staff Report

RE: Update to Travel Expense Policy (Feb 27)

February 27<sup>th</sup>, 2020

### **General Overview:**

This report is intended to provide Council with draft amendments to the Town's Travel Expense Policy for consideration.

### **Background:**

At its regular meeting of February 11, 2020 the Town Council received a staff report re update to staff expense policy with considerations for Council's review (re caregiver allowance and meals allowance). On the basis of Council's discussion at the February 11, 2020 meeting staff have prepared draft amendments for review.

### **Analysis:**

Attached are two draft amended travel expense policies, one – reflective of Council's discussion concerning practices for caregiver allowance – proposes amendments to institute a receipt-based caregiver allowance for Council members and volunteer committee members, in a manner similar to that used by the federal government; the other – reflective of Council's discussion concerning practices for meals allowance – proposes amendments modify the Town's current practice regarding meal allowances to bring it more into alignment with federal practice (federal allowance amounts are also cited in the attached, for reference).

### **Strategic Plan:**

#### **3.1 21st Century Infrastructure**

- Optimize operations structure for efficient delivery of services

### **Recommendation:**

It is recommended that at its regular meeting on March 10<sup>th</sup>, after due consideration, Council resolve:

**THAT Council amend the Travel Expense Policy as presented.**

**Attached for Council Review:**

- Draft Travel Expense Policy Amendment – Caregiver Allowance
- Draft Travel Expense Policy Amendment – Meals Allowance

Respectfully submitted,

Luke Wentzell  
Manager of Finance

**Town of Mahone Bay  
Travel Expense Policy**

It is the policy of the Town of Mahone Bay to reimburse elected officials and Town of Mahone Bay employees, or other approved representatives of the Town for travel, meal and other approved expenses associated with travel when on approved Town of Mahone Bay business. Reimbursement shall be for all reasonable and appropriate expenses for travel, meals, and accommodations while on Town of Mahone Bay business outside the boundaries of the Town.

**1.0 Specific Objectives**

The objectives of this policy are to:

- a) Outline which expenses of Town of Mahone Bay employees and elected officials and committee members are eligible for reimbursement
- b) Outline the process for reimbursement for expenses incurred through travel and on other Town of Mahone Bay business
- c) Establishes the requirement for receipts for reimbursement for all travel expenses unless otherwise stated below.

**2.0 Definitions:**

- a) **Town of Mahone Bay Business:** Any legitimate conduct of business for the purpose of the governance and administration of the Town of Mahone Bay which includes, but is not limited to:
  - A function, meeting, or conference associated with any Provincial or Federal Government department or agency,
  - A function sponsored by a training or educational institution,
  - A function sponsored by the Union of Nova Scotia Municipalities, Towns' Caucus, Federation of Canadian Municipalities, Association of Municipal Administrators, Canadian Association of Municipal Administrators, Recreation Association of Nova Scotia, Tourism Industry Association, a regional development authority or professional association,



- Meetings with representatives of other municipal units, including meetings of joint boards and commissions, or meetings of any board or commission to which employees, elected officials or committee members have been appointed.
  - Trips to and from locations outside the Town of Mahone Bay for securing supplies or services for work-related purposes, or consulting with other groups or individuals,
- b) **Travel Expense:** includes but is not limited to accommodations, air fare, rail or ferry transport, vehicle rentals, mileage (kilometers driven), meals, gratuities, taxi, parking, bridges tolls, and work-related phone calls and faxes. Items excluded are vehicle fuels and vehicle operating costs including repairs to personal vehicles, alcoholic beverages and personal hygiene items normally used by persons on a day to day basis.

### **3.0 Mileage Rate to be Paid for use of Own Vehicles**

- a) Mileage will be reimbursed at the rate used by the Provincial Government for its travel reimbursement.
- b) Mileage will be reimbursed for only out of Town mileage and calculated as the distance from their usual place of work to the destination, whichever is less. travel and will be calculated as the distance from the Town Office to the destination.
- c) For employees that are required to use their own vehicles within the Town for regular day-to-day work duties, a mileage allowance shall be established for those positions

### **4.0 Budgets for Travel, attendance at Meetings, Conferences and Seminars**

- a) Each year a budget will be established for Council, Committee members and Staff to attend meetings, education workshops, seminars and other training and development functions.
- b) Working within the budget and for in province events, the CAO may pre-approve the attendance by members of Council, employees and committee members to attend business events on behalf of the Town.

- c) Attendance at events that exceed or will exceed the approved budget will require the pre-approval of the CAO

## **5.0 Expense Claims**

- a) Expense claims must be approved by the appropriate Department Head. Expense claims for the Mayor, Councillors and Department Heads must be approved by the Town Treasurer. Expense claims for the Chief Administrative officer must be approved by the Mayor.
- b) All travel claims shall be submitted for payment within 10 days following the month the expense is incurred.
- c) Expense claims for the Mayor, Council members, and Senior Staff will be posted on the town website monthly.
- d) If expenses are incurred on a Town approved Credit Card, a copy of the expense claim shall be attached to the credit card statement. Posting to the website applies to the claim only.
- e) If expenses are reimbursed by cheque, the payee of the cheque shall not be the one of the signees of the cheque.
- f) Whenever possible receipts will be obtained for expenses claimed. When receipts are not available or lost, the employees will sign a declaration as to the expenses incurred up to said limit
- g) Claims shall be submitted on a form provided by the Town for such purpose.

## **6.0 — ~~In the Interest of the Taxpayer~~ Policy Statements**

- a) Any person incurring expenses should strive to effect travel in a cost-effective manner without impairment of efficiency and where practical by means of rental vehicles, public transportations. Care pooling is encouraged.
- b) The cost of family care incurred by a Member of Council or Volunteer Committee Member during participation of duties, shall be reimbursed by the Municipality, given that the care is not provided by an immediate family member, and a receipt is provided stating the time and date of care. The reimbursement of family care expenses shall be a taxable benefit.

Council and Volunteer Committee members are entitled to claim expenses related to the cost of family care for the following family members who reside on a full-time basis with the Councillor.

- Children under 18 years of age;
- Person with a disability; or,
- An adult who is a dependent requiring care

Family care expenses will be reimbursed to a maximum of \$70/day or \$2,000/year.

- c) Meetings via conference calls, video conferencing and webinars should be encouraged when practical.
- d) Accommodations should be for the lowest rates available for standard rooms. Members of Council, employees and committee members on Town business may qualify for provincial government rates. However, even lower rates than government rates may be available from time to time.
- e) Persons are not to claim for meals or other expenses that are included in any registration fee, or when meals are provided at the event at no charge.
- f) Meals may be claimed under the following circumstances and limits:

The limits shown in this clause include all taxes and tips.

Breakfast – Maximum of \$11 per day where the person is required to leave their place of residence prior to 6:30 am

Lunch – Maximum \$15 per day

Dinner – Maximum of \$30 per day where the person is not expected to return to their place of residence before 6:30 pm

Incidentals - \$10 (each night) if overnight stay is required

- g) There may be times when circumstances dictate that meal costs may exceed the limits outlined above. In such circumstance the CAO may approve the higher amounts on the expense claim when supported by receipts.

- h) Whenever possible, expenses shall be paid by a Town Credit Card or billed to the Town of Mahone Bay
- i) Council may limit the number of persons that attend a seminar, conference, or meeting when attendance is optional.

**Town of Mahone Bay  
Travel Expense Policy**

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  - A function sponsored by a training or educational institution,
  - A function sponsored by the Union of Nova Scotia Municipalities, Towns' Caucus, Federation of Canadian Municipalities, Association of Municipal Administrators, Canadian Association of Municipal Administrators, Recreation Association of Nova Scotia, Tourism Industry Association, a regional development authority or professional association,

- Meetings with representatives of other municipal units, including meetings of joint boards and commissions, or meetings of any board or commission to which employees, elected officials or committee members have been appointed.
  - Trips to and from locations outside the Town of Mahone Bay for securing supplies or services for work-related purposes, or consulting with other groups or individuals,
- b) **Travel Expense:** includes but is not limited to accommodations, air fare, rail or ferry transport, vehicle rentals, mileage (kilometers driven), meals, gratuities, taxi, parking, bridges tolls, and work-related phone calls and faxes. Items excluded are vehicle fuels and vehicle operating costs including repairs to personal vehicles, alcoholic beverages and personal hygiene items normally used by persons on a day to day basis.

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- a) Mileage will be reimbursed at the rate used by the Provincial Government for its travel reimbursement.
- b) Mileage will be reimbursed for only out of Town mileage and calculated as the distance from their usual place of work to the destination, whichever is less. travel and will be calculated as the distance from the Town Office to the destination.
- c) For employees that are required to use their own vehicles within the Town for regular day-to-day work duties, a mileage allowance shall be established for those positions

### **4.0 Budgets for Travel, attendance at Meetings, Conferences and Seminars**

- a) Each year a budget will be established for Council, Committee members and Staff to attend meetings, education workshops, seminars and other training and development functions.
- b) Working within the budget and for in province events, the CAO may pre-approve the attendance by members of Council, employees and committee members to attend business events on behalf of the Town.

- c) Attendance at events that exceed or will exceed the approved budget will require the pre-approval of the CAO

## **5.0 Expense Claims**

- a) Expense claims must be approved by the appropriate Department Head. Expense claims for the Mayor, Councillors and Department Heads must be approved by the Town Treasurer. Expense claims for the Chief Administrative officer must be approved by the Mayor.
- b) All travel claims shall be submitted for payment within 10 days following the month the expense is incurred.
- c) Expense claims for the Mayor, Council members, and Senior Staff will be posted on the town website monthly.
- d) If expenses are incurred on a Town approved Credit Card, a copy of the expense claim shall be attached to the credit card statement. Posting to the website applies to the claim only.
- e) If expenses are reimbursed by cheque, the payee of the cheque shall not be the one of the signees of the cheque.
- f) Whenever possible receipts will be obtained for expenses claimed. When receipts are not available or lost, the employees will sign a declaration as to the expenses incurred up to said limit
- g) Claims shall be submitted on a form provided by the Town for such purpose.

## **6.0 In the Interest of the Taxpayer Policy Statements**

- a) Any person incurring expenses should strive to effect travel in a cost-effective manner without impairment of efficiency and where practical by means of rental vehicles, public transportations. Care pooling is encouraged.
- b) Meetings via conference calls, video conferencing and webinars should be encouraged when practical.
- c) Accommodations should be for the lowest rates available for standard rooms. Members of Council, employees and committee members on Town business may qualify for provincial government

rates. However, even lower rates than government rates may be available from time to time.

- d) Persons are not to claim for meals or other expenses that are included in any registration fee, or when meals are provided at the event at no charge.

~~e) Meals may be claimed under the following circumstances and limits:~~

~~The limits shown in this clause include all taxes and tips.~~

~~Breakfast—Maximum of \$11 per day where the person is required to leave their place of residence prior to 6:30 am~~

~~Lunch—Maximum \$15 per day~~

~~Dinner—Maximum of \$30 per day where the person is not expected to return to their place of residence before 6:30 pm~~

~~Incidentals—\$10 (each night) if overnight stay is required~~

- f) Employees or Members of Council will be paid a meal allowance for each breakfast, lunch, and dinner, when applicable, provided that the meal was not provided free of cost or as part of the transportation cost. When this allowance is paid, no additional amount may be claimed for meals or gratuities associated with meals, except in exceptional circumstances. The meal allowances provided are included in Schedule A of this Policy.

Expenses related to the purchase of alcoholic beverages will not be reimbursed.

- g) There may be times when circumstances dictate that meal costs may exceed the limits outlined above. In such circumstance the CAO may approve the higher amounts on the expense claim when supported by receipts.
- h) Whenever possible, expenses shall be paid by a Town Credit Card or billed to the Town of Mahone Bay
- i) Council may limit the number of persons that attend a seminar, conference, or meeting when attendance is optional.



## SCHEDULE A – MEAL ALLOWANCE

The per diem claimable for each meal (which is interpreted as the actual amount expended up to the maximum rate inclusive of taxes and gratuities) is set out as follows:

|                           |         |
|---------------------------|---------|
| Breakfast per diem        | \$20.00 |
| Lunch (mid-day) per diem  | \$20.00 |
| Dinner (evening) per diem | \$35.00 |
| Incidental Expenses       | \$10.00 |

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### *Federal Per Diem Rates*

|                    |                |
|--------------------|----------------|
| <i>Breakfast:</i>  | <i>\$17.15</i> |
| <i>Lunch:</i>      | <i>\$18.05</i> |
| <i>Dinner:</i>     | <i>\$45.95</i> |
| <i>Incidental:</i> | <i>\$17.50</i> |

### Breakfast

The cost of breakfast may be claimed only when the employee or Member of Council is travelling on municipal business and will need to leave their place of residence prior to 6:30 am. This applies to daily or day-to-day travelling or to the first day of a trip exceeding one day in duration.

### Dinner

The cost of the evening meal may be claimed when the employee or Member of Council is travelling on municipal business minimum of three hours before 6:30 pm and is not expected to return to his/her residence before 6:30 pm.

### General

The per diems claimable for meals while travelling on municipal business provides an adequate allowance for each day. Employees and Members of council travelling on municipal business will be reimbursed the receipted costs per individual meal that exceed the per diem only when an employee is exposed to unusually high costs and the expenses claimed are reasonable and justifiable in the circumstances. In these instances, all claims over and above the per diem must be submitted and approved by the CAO.



The regular meeting of the Town of Mahone Bay Asset Management Committee was held on Thursday, February 20<sup>th</sup>, 2020 at 1:00 p.m. in Council Chambers.

Present:

Mayor D. Devenne  
Councillor R. Nowe  
S. Veinot  
L. Hennigar  
N. Whynot  
CAO D. Heide  
Director of Operations D. Mackenzie  
Water/Wastewater Operator M. Rafferty  
Manager of Finance L. Wentzell

Regrets:

D. King  
A. Collery

Gallery:

None

1) Call to Order

The meeting was called to order at 1:00 p.m. Mayor Devenne welcomed additional staff, Director of Operations D. Mackenzie and Water/Wastewater Operator M. Rafferty, who were invited to attend by the CAO to support the discussion of water and wastewater assets.

2) Agenda – February 20th, 2020

Hennigar - Whynot

THAT the Committee approve the agenda for February 20th as presented.

CARRIED

3) Minutes – January 16th, 2020

Hennigar - Whynot

THAT the Committee approve the minutes from the January 16th, 2020 meeting of the Asset Management Committee

CARRIED

4) Writing the Plan

A conversation was held with committee members, led by CAO D. Heide regarding the information that the Town has gathered to date through the NS Provincial Asset Management Pilot and the AIM Network Cohort Program and how this information can be used by the Committee in developing an initial draft Asset Management Plan.

The committee also reviewed and discussed the current version of the 5- Year Capital Plan of the Town as it related to the water and wastewater assets.

Members provided significant feedback concerning water and wastewater assets which staff will use to bring back draft documents to the committee's next meeting for review.

5) Communicating the Plan

Members engaged in significant discussion concerning target audiences, key messages / information and possible asset management goals – e.g. supporting development and growth – to be communicated in relation to the Town's water and wastewater assets.

The committee reviewed two communications posters on wastewater and electrical assets. Members provided feedback to staff which will be used to finalize the wastewater poster and revise the electrical poster to be brought back to the committee's next meeting for review.

Members discussed the Town's new Climate and Energy Outreach Coordinator position as a way of educating the public on electrical utility initiatives.

6) Training

CAO D. Heide relayed that NSFMT has a series of online modules that relate to Asset Management and the general consensus of the committee is that this would be something that would be beneficial for committee members to participate in.

In addition to the pre-recorded modules discussed above, there are also opportunities through the FCM for live asset management training sessions online for those who can attend.

8) Adjournment

Adjourned on motion at 3:03 p.m.



## Lunenburg County Seniors' Safety Program - February 2020

The LCSSP is community-based & operated under the umbrella of Safe Communities Lunenburg County, a non-profit organization. The program works collaboratively with Bridgewater Police Service, RCMP, & many community partners to address the safety concerns of seniors residing in Lunenburg County. Programs are typically offered at no cost to ensure that all seniors can participate. Staffing complement includes one full-time & one part-time Seniors' Safety Coordinator. The LCSSP operates out of Bridgewater Police Service.

### SSC schedule:

Carole Hipwell, PT SSC – 1 day/week (on 8-week leave)  
Chris Acomb, Flex Schedule – 5 days/week

### Monthly stats & information:

- Referrals received from older adults, families, friends, healthcare professionals, law enforcement, 211, fellow SSP, political offices, government programs, long term care facilities, banking employees, home support agencies & anonymous sources
- Nature of referrals include, home take over, romance scams, pet care needs, outstanding property taxes, health/wellness, driving concerns, housing/food insecurity, possible elder abuse, help to complete forms, connect with supports, information seeking, financial hardship, transportation needs, social isolation/loneliness, assistance with moving, impacts of hoarding behavior, need for assistance to purchase personal equipment, mental health & addictions & adult protection related

**Stats** (Municipal percentages are unavailable this month):

| Data                                  | February |
|---------------------------------------|----------|
| Total # of clients                    | 114      |
| # of active clients receiving service | 77       |
| # of new referrals                    | 18       |
| # of home visits                      | 45       |
| # of closed files                     | 46       |
| One time needs                        | 0        |

### Meetings, Grants & Presentations:

- February 5, 2020 – SSHAC meeting attended
- February 6, 2020 – Signed Law Foundation of NS Grant Contract (\$28,231) for Seniors' Legal Navigator project
- February 11, 2020 – Presented to O'Reagans Team with United Way & Partners
- February 18, 2020 – Attended *Built for Zero, Rural NS Housing Strategy* full-day workshop
- February 19, 2020 – Submitted LCSSP \$5,000 United Way grant application & year end report
- February 20, 2020 – Attended Aging Well Together meeting in Mahone Bay

### Projects ongoing:

- Seniors' Helping Tree
- SSP Safety Recommendations
- Lunenburg Co. Housing Directory
- Research on Consent to Service & Sharing Information

### LCSSP Client Emergency Contingency Fund (CECF) Report,

Month-end Balance: \$907.23 (including gift cards)

A long-standing primary caregiver & partner unexpectedly deserted a housebound older adult at high risk, living in the community. The older adult had no money, support system, food, transportation or home care. Working with volunteers, Salvation Army, St. Vincent de Paul, Earth Angels, United Way, Lunenburg County Home Support, Department of Community Services & the Department of Health we were able to help support this individual until alternative housing/support was found. The CECF funded home support/transportation to doctor's appointments as part of the safety plan strategy (roughly \$200 +/-) & United Way provided a cell phone to help this person stay connected.

Anyone interested in learning more about the details of meetings, events &/or presentations please contact the LCSSP.

Submitted by: Chris Acomb, SSC, February 26, 2020