
The Regular Meeting of Town Council for the Town of Mahone Bay was held on Thursday, January 28, 2021 at 7:00 p.m. via video conference and broadcast via YouTube live.

Present:

Mayor D. Devenne
Deputy Mayor F. Kangata
Councillor A. Burdick
Councillor P. Carver
Councillor J. Feeney
Councillor R. Nowe
Councillor K. Wilson
CAO, D. Heide
Town Clerk, M. Hughes
Climate & Energy Outreach Coordinator, K. Dorey

Gallery: online

1. Agenda

A motion by Councillor Carver, seconded by Councillor Nowe, **“THAT the agenda be approved as amended to defer item 7.3 to a future agenda and so that item #8.1 follows item #3.3.”** Motion carried.

2. Minutes

A motion by Councillor Feeney, seconded by Councillor Burdick, **“THAT the minutes of the January 12, 2021 regular meeting of Council be approved as presented.”** Motion carried.

A motion by Councillor Feeney, seconded by Councillor Carver, **“THAT the minutes of the January 18, 2021 special meeting of Council be approved as amended.”** Motion carried.

3. Presentations

3.1 Gregg Little

Council received a presentation from Gregg Little, presenting his concerns regarding the request received by Council to amend the Town of Mahone Bay Municipal Planning Strategy and Land-Use By-law to permit a glamorous camping, or “glamping”, site at 994 Main Street.

3.2 Chris Heide

Council received a presentation from Chris Heide, on behalf of the South Shore Chapter of the Council of Canadians, requesting that the Town of Mahone Bay co-host a public session on equality “and a just recovery” this winter/early spring 2021. Included in the request for the Town to co-host this session is a request to use the Town of Mahone Bay’s virtual meeting software, the dedication of staff member Kelly Redden as meeting support and an invitation for Council participation.

4. Correspondence – Action

4.1 Jenny Sandison, Mahone Bay Garden Club – 2020 Activities.

A motion by Councillor Carver, seconded by Councillor Feeney, **“THAT Council direct staff to research the possible application of a by-law that would prohibit feeding wildlife within the Town of Mahone Bay.”** Motion carried.

A motion by Councillor Carver, seconded by Councillor Nowe, **“THAT Council direct staff to prepare a letter to the Mahone Bay Garden Club to thank them for the work that they do in Mahone Bay.”** Motion carried.

4.2 Patsy Henneberry, Volunteer Awards Community Liaison – 2021 Volunteer Awards.

A motion by Councillor Feeney, seconded by Councillor Nowe, **“THAT Council direct staff to include information on the process to nominate community members for the 2021 Provincial Volunteer Awards in the next Mayor’s Newsletter.”** Motion carried.

4.3 Jeff Phillips, MBTCC – Request RE Local Artisans at the VIC.

A motion by Councillor Feeney, seconded by Councillor Carver, **“THAT Council direct staff to review the MBTCC request and report back to Council with recommendations.”** Motion carried.

4.4 Jeff Phillips, MBTCC – Funding Requests.

A motion by Councillor Feeney, seconded by Councillor Wilson, **“THAT Council direct staff to ascertain the cost of installing secure electrical power outlets and two picnic tables with the intention to include those investments in the overall 2021-22 Edgewater Street Beautification initiative.”** Motion carried.

A motion by Councillor Feeney, seconded by Councillor Nowe, **“THAT the MBTCC request for improved community washroom facilities as noted in Mr. Phillips’ correspondence be referred to the 2021-22 budget process.”** Motion carried.

4.5 Hobart and Paula Corwin – Additional Concerns Regarding Glamping Proposal 994 Main Street.

5. Correspondence – Information Items

5.1 NSFM – Monday Memo – January 11, 2021

5.2 Gregg and Christine Little – Glamping Proposal and Requested Zoning Amendment.

5.3 Hobart and Paula Corwin – Property Owner Concerns RE: Glamping Proposal.

5.4 John and Sari Moriarty – Glamping Proposal at 994 Main Street.

a. SSHPCS – Report to the Community 2019-2020

5.5 Marilyn Millett and Lisa Millet Stevens – Proposed Glamping Retreat at 994 Main St.

5.6 NSFM – Monday Memo – January 18, 2021

5.7 Geoff Bowlby, Statistics Canada – 2021 Census Population

5.8 John Millet – 994 Main Street Campground Concerns for Council

A motion by Councillor Carver, seconded by Councillor Burdick, **“THAT the Council of the Town of Mahone Bay supports the 2021 Census, and encourages all residents to complete their census questionnaire online at www.census.gc.ca. Accurate and complete census data supports programs and services that benefit our community.”**
Motion carried.

A motion by Councillor Feeney, seconded by Councillor Nowe, **“THAT the correspondence, numbered 5.1 – 5.6 and 5.8 be received and filed and that all letters regarding the request to amend the LUB and MPS for the glamping request be forwarded to Upland.”**
Motion carried.

6. Staff Reports

Council Report

Council received the Staff Report for January 28, 2021.

MELG Recommendations

Council received a staff report concerning the applicability to the Town of recommendations from the Municipal Energy Learning Group (MELG) to the Province of Nova Scotia.

A motion by Councillor Carver, seconded by Deputy Mayor Kangata, **“THAT Council express support for MELG recommendations to the Province, as requested.”**
Motion carried.

Housing Call for Proposals

Council received a staff report with an update concerning the call for housing proposals issued in December 2020.

A motion by Councillor Burdick, seconded by seconded by Councillor Carver, **“THAT Council invite Department of Municipal Affairs and Housing/Housing Nova Scotia staff as a delegation to a meeting of Council, regarding housing in Mahone Bay and the Town’s approach to housing.”** Motion carried.

A motion by Deputy Mayor Kangata, seconded by Councillor Feeney, **“THAT Affordable Housing be added to the agenda for the Policy and Strategy Committee.”** Motion carried.

Community GHG Action Plan

Council received a staff report to introduce the draft Community GHG Reduction Action Plan to Council and to provide a recommendation concerning the process for adoption.

A motion by Councillor Carver, seconded by Councillor Burdick, **“THAT Council direct staff to produce a Public Engagement Plan in preparation for the presenting of the final draft Community GHG Reduction Plan to Council for consideration.”** Motion carried.

Transportation Project Update

Council received a staff report with an update concerning the 2020-21 Transportation Project.

A motion by Councillor Feeney, seconded by Deputy Mayor Kangata, **“THAT Council direct staff to proceed with engineering designs and update associated cost estimates for 2020-21 Transportation Project, for consideration in 2021-22 budget process.”** Motion carried.

2021-25 Strategic Plan Engagement Plan

Council received a draft Public Engagement Plan for the 2021-25 Strategic Engagement Plan.

A motion by Councillor Carver, seconded by Councillor Wilson, **“THAT Council defer consideration of the 2021-25 Strategic Plan Engagement Plan until Council is further along in the Strategic Planning process.”** Motion carried.

First Nations Traditional Land Acknowledgement Engagement Plan

Council received a draft Public Engagement Plan for First Nations Engagement in respect to the Town of Mahone Bay’s Traditional Land Acknowledgement.

A motion by Councillor Feeney, seconded by Councillor Burdick, **“THAT Council approve the First Nations Traditional Land Acknowledgement Engagement Plan as amended.”** Motion carried.

Community-Wide Bicycle Route Engagement Plan

Council received a draft Public Engagement Plan for community engagement in respect to the proposed Community-Wide Bicycle Route.

A motion by Councillor Feeney, seconded by Councillor Nowe, **“THAT consideration of the Community-Wide Bicycle Route Engagement Plan be deferred to the next meeting of Council.”** Motion carried.

Plan Mahone Bay – Amended Documents

Council received a staff report to provide Council with draft amendments to the Plan Mahone Bay documents as directed by Council on January 12, 2021.

A motion by Deputy Mayor Kangata, seconded by Councillor Burdick, **“THAT Council approve the amended Background Report, What We Heard Report, and draft statement of Principles, Vision, and Goals for the Plan Mahone Bay process as amended.”** Motion carried.

Mahone Bay Volunteer Fire Department

Council received the regular report from the Mahone Bay and District Fire Department covering the period from July 1 – December 31, 2020.

A motion by Deputy Mayor Kangata, seconded by Councillor Burdick, **“THAT Council send correspondence to congratulate the newly elected officers of the Mahone Bay Fire Department.”** Motion carried.

RCMP – Quarterly Reports

Council received the RCMP Quarterly Reports for the periods July – September 2020, and October – December 2020.

7. Council Items

2020-2022 Citizen Committee Appointments

A motion by Councillor Carver, Seconded by Councillor Burdick, **“THAT Council appoint Darryl Dawson and Angus Smith to the Police Advisory Board.”** Motion carried.

A motion by Councillor Carver, seconded by Councillor Burdick, **“THAT Kara Turner be nominated as the Town of Mahone Bay representative to the South Shore Regional Library Board.”** Motion carried.

A motion by Councillor Feeney, seconded by Councillor Nowe, **“THAT Council appoint Susan Maples to the Cemetery Committee.”** Motion carried.

A motion by Councillor Carver, seconded by Deputy Mayor Kangata, **“THAT Council appoint Michael Blair, Lynn Hennigar, Dean Waterfield and Bill Lewis to the Asset Management Committee.”** Motion carried.

A motion Councillor Feeney, seconded by Councillor Nowe, **“THAT Bill DeGrace be appointed to the Heritage Advisory Committee as the representative from the Mahone Bay Founders’ Society.”** Motion carried.

Motion by Councillor Carver, seconded Councillor Nowe, **“THAT Council direct staff to issue a second call for community volunteers for the Heritage Advisory Committee and the Asset Management Committee.”** Motion carried.

A motion by Councillor Carver, seconded by Councillor Wilson, **“THAT the citizen appointment procedure be reviewed by the Policy and Strategy Committee prior to the next round of Citizen Appointments.”** Motion carried.

Lunenburg County Housing Plan

Council discussed an upcoming opportunity for representatives from the Lunenburg County municipalities to come together to share the information that they have gathered about housing issues in their respective municipalities.

Crossing Guards

Council discussed what would be involved with engaging crossing guards as a temporary measure at the intersection of Main Street and Clearway Street

8. Committee Reports

3.3 Planning Advisory Committee

Council received the draft minutes of the January 19, 2021 meeting of the Planning Advisory Committee along with supporting documentation (a staff report on a request to amend the Town of Mahone Bay Municipal Planning Strategy and Land-Use By-law and correspondence received at the meeting).

A motion by Councillor Nowe, seconded by Deputy Mayor Kangata, **“THAT Town Council reject the request to amend the Mahone Bay Municipal Planning Strategy and Land-Use By-law to permit a Commercial Use (glamping) within the Residential Unserved Zone, and also that the Planning Advisory Committee recommend that Council refer the amendment request submitted by Rae Kraushar, and all correspondence received in respect to the proposed development, for consideration, as public input, as part of the ongoing Plan Mahone Bay review conducted by UPLAND Planning Design.”** Motion carried.

8.2 Audit and Finance Committee

Council received the draft minutes of the January 21, 2021 meeting of the Audit and Finance Committee.

10. Closed Session

A motion by Councillor Burdick, seconded by Councillor Nowe at 10:13 pm to go into Closed Session to discuss contract negotiations as permitted by the Municipal Government Act section 22(2)(c). Motion carried.

Council returned to open session at 10:36 pm

Council adjourned upon motion at 10:36 pm.

TOWN OF MAHONE BAY

Mayor, David Devenne

TOWN OF MAHONE BAY

Clerk, Maureen Hughes

To: The town council,

I'm writing on behalf of my father Neil Cleveland. His residence is at Fairmont St Mahone Bay. He has lived there for over 40 years, paying his property taxes just like any other property owner in Mahone Bay.

He put a dug well on the property when the house was built approximately 40 years ago. For the last 15 years the water became undrinkable even after yearly cleanings. The water test's show arsenic, at 84 years old buying and dragging drinking water is getting impossible for him to handle. He is in great health mind and body for a man his age no medications needed. His wants are to remain in his home but, without running drinkable water installed in his home this will not be possible for him.

So on his request I'm asking you to please seriously consider his request to install town water in his home.

Yours Truly
Kebie Holt

Jan 25, 2021

Dear Mayor Devenne,

Again I am writing on behalf of Mahone Bay Garden Club,

In the Fall of 2019 I met with Dylan and Derek to review some ideas the Garden Club was exploring in the Town. Behind the Pharmacy we looked at the entrance to the Aquatic Gardens. This entrance is so discreet many people do not know of the existence of the Gardens.

The area is very overgrown with two concrete forms either side engulfed in ivy and some scraggly roses choked in weeds. We talked about the Town staff removing the concrete forms and bringing some large boulders here. With some decent soil behind them we could plant with low-maintenance and attractive shrubs to create quite a striking display. A large sign indicating the garden across the bridge would be appropriate and would fit in with the extra signage being planned around the Town.

With Covid everyone's plans were put on hold and I felt we couldn't pursue this idea but we are eager to revisit it this year.

Could the Town commit to doing the clearing-away and creation part of the planting areas. As before the Garden Club will provide the plants, the labour, the mulch and the ongoing maintenance.

Yours sincerely

Jenny Sandison (Chair Mahone Bay Garden Club)

Kelly Redden

From: NSFM Communications <communications@nsfm.ca>
Sent: Monday, January 25, 2021 1:43 PM
To: Town of Mahone Bay Clerk
Subject: NSFM's Monday Memo: January 25, 2021

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Monday Memo



NOVA SCOTIA FEDERATION
OF MUNICIPALITIES

**DMAH Deputy Minister Responds RE: Affordable Housing
Commission**



Municipal Affairs and Housing
Office of the Deputy Minister

January 22, 2021

Emily Lutz
President - NSFM
VIA EMAIL: c/o info@nsfm.ca

Dear Deputy Mayor Lutz:

Thank you for your letter dated December 9, 2020, regarding our new Affordable Housing Commission. This is a significant initiative for our together experts to jointly recommend meaningful, sustainable action housing.

We recognize that there are many stakeholders that wish to be part of were very careful to appoint experts who are knowledgeable about the opportunities facing Nova Scotia. Given the Commission is already quite challenging to bring on new members at this point.

Having said this, it is our intention to ensure NSFM and AMA are involved in the commission. We understand and agree that the work of the Commission is in nature, with a keen focus on our rural communities and the unique challenges we will be pleased to know that this was identified as a key issue at the Commission in December.

At our January Commission meeting, we will be discussing the establishment of a subcommittee to further explore the roles that municipalities, the provincial government play in addressing these important issues. We see NSFM as a subcommittee and hope a member from your organization will be open to this.

I also want to draw your attention to our new engagement portal by which we will collect feedback from all Nova Scotians, including stakeholders and interest groups. Richard, our Director of Stakeholder & Intergovernmental Relations, will be reaching out regarding participation on this subcommittee and to provide a link to the portal.

[Read the Dec. 9, 2020 letter here.](#)

We've heard a lot about this issue from our members. We encourage any comments or responses to this letter to be directed towards our [CEO, Juanita Spencer.](#)

Join the NSFM in learning about a new funding opportunity

As the Department of Municipal Affairs and Housing (DMAH) prepares to release capital grant applications for municipalities this spring, we invite you to learn more about these programs, which include the Flood Risk Infrastructure Program, Provincial Capital Assistance Program, Community Works, Beautification & Streetscape Program and the Emergency Service Provider Fund. DMAH staff will provide brief program overviews along with guidelines for completing applications. As well, this webinar will provide information on operating grants administered by DMAH, such as Municipal Financial Capacity Grant, Grant In Lieu of Property Taxes, Farmland Grant, Fire Protection and Municipal/Village HST Offset Program.

If you are interested in attending this important session, please [contact Debbie Nielsen at NSFM](#) by Tuesday, February 2 for a link to the webinar.



Province Seeking Input on Draft Forestry Guide

The Nova Scotia Government is committed to adopting ecological forestry in Nova Scotia. Work is underway to move to a triad model of ecological forestry for how we manage our Crown land forests. The triad model for ecological forestry is made up of three zones that work together: production forest zones, conservation zones and ecological matrix zones.

They are working to provide an update on the work underway to review and revise the Forest Management Guide. A new guide will be an important part of the ecological forestry model. The Forest Management Guide project team has been working to complete a revised draft of the guide, which is now being called the Silvicultural Guide for the Ecological Matrix. The draft guide includes changes to how Crown land forests would be managed in the province in mixed-use areas (the ecological matrix zone of the triad).

[They have released the draft Silvicultural Guide for the Ecological Matrix for public consultation on January 20, 2021.](#) The consultation will be open for public comment for 30 days.

We would appreciate it if you would review the Guide and supporting documents and provide your comments and feedback to ecologicalforestry@novascotia.ca by February 19, 2021. If you have any questions, please direct them to the same email address for a response.

For updates on other work underway to implement ecological forestry in Nova Scotia, please visit: <https://novascotia.ca/ecological-forestry/>

NSFM Seeking E911 Cost Recovery Committee Member

The E911 Cost Recovery Committee is made up of 3-4 members appointed by the Minister of Municipal Affairs and Housing, one of whom must be a

representative of the Nova Scotia Federation of Municipalities (NSFM). The Minister appoints one Committee member to be the Chair of the Committee.

The committee meets four times per year to advise the Minister respecting the administration of the collection and remittance of the E911 cost recovery fee and the administration of the distribution of the money from the Fund for the provision of E911 Services.

Interested applicants are asked to submit their name and resume to info@nsfm.ca for consideration.



SEEKING SUGGESTIONS - SPRING CONFERENCE 2021

NSFM will be hosting a Virtual Spring Conference in early May. More details will be coming in the next couple of months.

The planning committee will be holding its first meeting in February and would

appreciate input from the membership in terms of topics you would like to see considered. Our events are a great opportunity for professional development, and we want you to get the most out of them.

If you are interested in having input into the sessions, please provide up to three topics you would like to see offered.

The Committee will review all suggestions received at their initial meeting. Even though we may only be able to accommodate a few suggestions, we sincerely appreciate all of your input. We will also ensure those that can't be fit into the spring event get referred to the November Conference Planning Committee and they may also be considered for future webinars.

Please provide your topics via [e-mail directly to NSFM Event Planner, Judy Webber](#) by **FEBRUARY 2nd, 2020**.

QUEST & CEKAP (Community Energy Knowledge Action Partnership) Launch Free Renewable Energy Planning Resource for Municipalities Across Canada

QUEST and CEKAP are announcing the release of the [AI-RE \(Accelerating the Implementation of Renewable Energy\) protocol](#), a free online resource to support municipalities across Canada accelerate the implementation of renewable energy and low-carbon energy systems.

Consisting of five action items and associated resources, the protocol provides guidance for municipalities (cities, towns, counties, etc.) regardless of their financial resources or experience with renewable energy implementation. The protocol provides in-depth guidance on:

- The roles municipalities can play in renewable energy development
- How to find and map solar, wind, and biomass energy generation opportunities
- Collaboration with stakeholders and community members to create fair and tailored initiatives
- How to integrate sustainable development into future community plans
- How intermediary organizations may invigorate the process

The Environmental Damages Fund (EDF) has opened a Request for Proposals (RFP).

The deadline for submitting a project under the January 2021 RFP is **4:00 pm Atlantic Standard Time (AST), on February 24th, 2021**. Visit the [EDF website](#) for detailed information on eligibility, fund use requirements, and how to apply for funding.

In the Atlantic provinces, funding is available for projects related to the conservation and protection of fish habitat in the Province of Newfoundland and Labrador. Project activities must focus on Marine Conservation Areas or Marine Refuges.

Log into the online application platform [Grants & Contributions Enterprise Management System \(GCEMS\)](#) to apply, and access the EDF Applicant Guide (attached to this email).

Inquiries related to the January 2021 RFP may be forwarded to the EDF office in your region: ec.fdeqa-edfaq.ec@canada.ca .

View the Women in Municipal Politics project video!

[Click here to watch on YouTube](#)

Apply now: asset management grants for municipalities

The Municipal Asset Management Program is now accepting applications for grants of up to \$50,000 to fund an asset management initiative in your community. With a solid asset management approach, your municipality can respond to changing concerns in your community and help meet its service needs reliably and sustainably.

Apply for a grant for an initiative that, for example, collects data on your assets or develops asset management policies and strategies. This funding is especially helpful for small and medium-sized communities.

[Watch a video to learn more.](#)

This initiative is offered through the Municipal Asset Management Program (MAMP), which is delivered by the Federation of Canadian Municipalities and funded by the Government of Canada.

Upcoming Events

Media Relations in the New Virtual Landscape

Joint webinar by NSFM and AMANS

Thursday, February 18th, 2020 10:30 a.m. – 12:00 p.m. via zoom

Join NATIONAL Public Relations for this 90 minute session. Their media experts will take you through the current media landscape and best practices

when conducting media interviews, specifically in the new virtual environment. They will also outline the role of staff in briefing council for media and how to develop and stay on message.

Facilitator: Tara Wickwire, Associate Vice-President, Marketing and Brand Strategy, NATIONAL Public Relations

Fee: Early Bird Registration: \$125 prior to February 4th
\$150 after February 4th

Click [HERE](#) to register Once you have registered, a calendar appointment with a zoom link for the session will be sent to you.

Cancellation policy: If you wish to cancel your registration, in order to receive a full refund you must provide an email in writing to rkolstee@amans.ca before Monday, February 8, 2020 at 4:30 p.m. Cancellations received after this deadline will be subject to the full fee and substitution only.



**NOVA SCOTIA FEDERATION
OF MUNICIPALITIES**



Nova Scotia Federation of Municipalities
Suite 1304, 1809 Barrington Street

Halifax, N.S. B3J 3K8
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info@nsfm.ca

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Sam Youden
Bayview Community School
110 Clearway Street
Mahone Bay, NS
B0J 2E0

To Mr. David Devenne,

Potholes are not convenient so that's why you guys should fix them! When cars, bikes, etc. Go through potholes they can get flat tires or get stuck, even on the trails too. I'm Sam Youden and that's why I say that the town should fix them. People can get hurt from them and sometimes they even fill with mud and if you don't fix them they get even bigger and even automobile professionals have proven they're dangerous. I think it's not safe to have them just all over the place so I say that the town should fix the potholes.

The potholes in town are dangerous for all and they should be fixed. One time I was biking downtown Mahone Bay and enjoying myself when suddenly CRASH! My tires slid off the pavement and my bike fell in the hole and I almost flipped my bike. but I maintained my balance. Sometimes I even see cars or trucks fall into potholes. Now of course they don't flip well because cars don't flip because of potholes but some bikes do. This has also happened to me on the trail. I was just biking and enjoying myself and I almost flipped! Again!

Also sometimes potholes can fill with mud and people's tires can get stuck and that's inconvenient. Now you're probably wondering, why is this beneficial to town? Well because if car accidents happen in town who's gonna deal with it? The town council is going to have to!

Another reason why they should get fixed is because if a small pothole is formed than if someone goes through it it's going to get bigger and bigger to the point where it's straight up just a hole in the ground and that's just gonna cost more money to fix. So, if we take a stand now we can fix them and it can cost even less than what you would have to pay to fix them when they're huge.

Also professional automobile workers have proven that going through potholes can damage the belt and the rims and sometimes puncture the tire itself. So basically potholes cost broken tires and the same goes for dirt bikes, four wheelers, etc so instead of having to buy new tires they should not have to worry about that and they should just have fun in what they're doing. Also buying tons and tons of tires is really really bad for the environment and fixing potholes can help with not having to buy tires because the less potholes, the better!

You're probably wondering if pavement is so expensive, why should we fix potholes? Well because they are dangerous like I said before if an accident happened in town you guys would have to deal with that. So now you may be thinking sure yeah they're dangerous but why should we care? Well would you rather fix the potholes and have a safer community or would you rather not fix them and have a higher risk for drivers and pedestrians? The decision is yours to make. But I care about the safety of the people of the town and it would mean a lot for these potholes to be fixed so I can know that drivers are safe.

I think my points have proven that fixing the potholes will make it a better place for all people so if we take a stand we can make it a safer place for people and tourists of all ages so I think we should get some pavement and fill those holes! Sure it will take a while but when it's done it'll be so worth it! Safety should be one of the biggest priorities and fixing potholes will make it safer.

Yours Truly,
Sam

Delilah Cole
Bayview school
110 Clearway Street
Mahone Bay, NS
BOJ 2E0

Dear, town hall

The soccer field is one of my favorite places to play and I'm positive that I am not the only person who wants it to stay there. Some of my neighbors just updated the basketball court with a new net and backboard. If the town turns the soccer field and basketball court into an apartment complex you would be wasting a lot of money.

It would benefit the town and the kids would have fun playing there too if they kept it.

The mahone bay center just had volunteers repair the basketball court with 2 new backboards and hoops. They also repainted the lines, added 2 new hockey nets and drainage along the sides.

Right now, other than the playground there is no other place to play. If we keep the soccer field there will be more room for kids to play. you won't have to drive all the way to the school, you will be able to drop your kids off closer to town and won't have to worry about them being so far away while you go shopping. It might also help the mahone bay center raise money if they have the option to have advents outside like bake sales in the fall and spring when the weather is not too hot, or cold. Not putting in an apartment complex would have the town save more money that they could use on fixing some of the problems

the town has such as fixing the sidewalks on Farmonit Street and building some by the three churches

My friends and I play basketball there on Tuesdays for about three hours and we always have fun. I also live right across the street from the soccer field and I see kids playing there every day.

You might still think that it is a good idea to turn the soccer field into an apartment comple, but it takes absolutely nothing to have a positive impact on the town and let the kids who live here have more fun. The soccer field would be a great place to have birthday parties and raise money for the town so that we can work on more important things than wasting time on a apartment complex.

Yours truly,

Delilah

Delilah



**Municipal Affairs and Housing
Office of the Minister**

PO Box 216, Halifax, Nova Scotia, Canada B3J 2M4 • Telephone 902-424-5550 Fax 902-424-0581 • novascotia.ca

JAN 22 2021

Mr. Dylan Heide
Chief Administrative Officer
Town of Mahone Bay
P.O. Box 530
Mahone Bay, NS B0J 2E0

Dear Mr. Heide:

To protect the health of Canadians, all governments need to continue to work together effectively to manage the impacts of the global COVID-19 pandemic. I know municipalities are on the frontlines, and to safely restart the economy, municipalities need to continue to put in place appropriate precautions to minimize the spread of COVID-19 and manage public spaces and critical services, such as public transit.

In partnership with the Government of Canada, the Province, through the Safe Restart Agreement (SRA), has provided \$67.5 million to support municipalities with COVID-19 operating costs. The SRA funding will provide much-needed support for the Town of Mahone Bay's pressures, estimated to reach approximately \$42,600 based on a survey conducted by the Nova Scotia Federation of Municipalities.

The Town will have received \$43,651 under the SRA.

The SRA funding is to help the Town:

- address increased operating costs resulting from a reduction in revenue due to COVID-19;
- continue to implement social distancing and infection prevention and control protocols required to operate facilities, public spaces and effectively deliver services to citizens;
- support safe transit operations and innovative solutions required to adjust to modified capacity; and
- acquire additional PPE.

Should you have any questions, please contact Bongsun Cho-MacDonald, Manager of Municipal Finance, at (902) 424-4961.

Sincerely,

Chuck Porter
Minister

c: Mayor and Council
Bongsun Cho-MacDonald, Manager of Municipal Finance, DMAH



Order of Nova Scotia

TO: Mayor David Devenne
Town of Mahone Bay

FROM: Ms. Glennie Langille
Chief of Protocol
Secretary of the Order of Nova Scotia

DATE: January 19, 2021

SUBJECT: ORDER OF NOVA SCOTIA

2021 MARKS 20 YEARS OF CELEBRATING INSPIRING NOVA SCOTIANS

The Order of Nova Scotia is the highest honour that the province can bestow on an individual. It recognizes people who have made an exceptional contribution to their community and the province. Some individuals who have been invested into the Order of Nova Scotia are household names. Others have enriched the life of our province through acts and deeds that are known to only a few. But they all share one very important thing: they have been nominated by their fellow Nova Scotians for the honour.

More than 100 Nova Scotians have been awarded this prestigious award because their fellow Nova Scotians recognized their achievements and nominated them for consideration. I would like to take this opportunity to encourage you to offer the enclosed nomination forms to individuals in your community or direct them to the Protocol Office website at novascotia.ca/iga/order.asp where the nomination form can be downloaded.

As well, I have enclosed an Order of Nova Scotia poster for display in a public area. Should you require additional material, please contact Ms. Angela Dennison, Coordinator of the Order of Nova Scotia Program at (902) 424-2467, or angela.dennison@novascotia.ca. You can also contact me directly at 902-424-4194 or glennie.langille@novascotia.ca.

Ms. Dennison will be pleased to assist you by forwarding material or answering any questions you may have regarding the Order of Nova Scotia. The closing date for nominations is **Friday, March 19, 2021.**

Thank you for your consideration and co-operation. I look forward to receiving the nominations of deserving Nova Scotians from communities across the province to this prestigious Order.



Protocol Office

Kelly Redden

From: NSFM Communications <communications@nsfm.ca>
Sent: Monday, February 1, 2021 3:30 PM
To: Town of Mahone Bay Clerk
Subject: NSFM's Monday Memo: February 1, 2021

Follow Up Flag: Follow up
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Monday Memo



NOVA SCOTIA FEDERATION
OF MUNICIPALITIES

LIBERAL CANDIDATE DELOREY RESPONDS TO NSFM

[View the NSFM's letter to Candidate Delorey](#)

Emily Lutz, President
Nova Scotia Federation of Municipalities
Suite 1304, 1809 Barrington Street
Halifax, NS B3J 3K8

Dear Ms. Lutz,

Thank you for your letter and for sharing the policy stances of the Nova Scotia Federation of Municipalities and your members.

My priority has been - and continues to be - to hear from people in every corner of our province about their concerns, priorities and ideas. I want to be the leader that brings Nova Scotians into the conversation, and collectively shape the policies that will move our province forward. Like you, I want to see our government continue its collaborative relationship with

municipalities and their leadership. I understand phasing out the property tax Capped Assessment Program (CAP) and the Extended Producer Responsibility (EPR) program are priorities for your membership, and I will review your proposals in detail.

If I am fortunate enough to receive the confidence of Nova Scotia Liberal Party delegates and become the next Premier, my Executive Council and I will prioritize meeting with stakeholders to discuss how we can work together toward our common goals. It is at that point that I will look forward to continuing our progress - together.

Thank you again, Ms. Lutz.

Sincerely,

Randy Delorey

Candidate for Leader of the Nova Scotia Liberal Party

Seeking Expressions of Interest to Participate on the Nova Scotia Infrastructure Asset Management Working Group

Deadline to Express Interest: Monday, February 15, 2021

In an effort to engage municipalities in the development of a Nova Scotia-approach to asset management, the Department of Municipal Affairs and Housing is seeking interested elected officials to participate on the Infrastructure Asset Management Working Group (IAMNS).

IAMNS is a multidisciplinary team representing local governments and selected agencies that are committed to providing leadership, direction and support for the development and implementation of the *Nova Scotia Asset Management Program*.

Together the team works to share information and promote educational/training initiatives; identify funding opportunities to support asset management initiatives for municipalities; as well as interact with other agencies, governments and associations to exchange information.

IAMNS is currently looking for one representative from NSFM who has an interest in asset management and is eager to work in a collaborative setting to further the development of the *Nova Scotia Asset Management Program*.

IAMNS accepts members from different backgrounds, with varying skills and experiences.

The group generally meets on a bi-annual basis (at minimum).

If interested in this position, please submit a letter outlining your experience/interest to Debbie at NSFM (dnielsen@nsfm.ca) by Monday, Feb. 15, 2021.

NSFM's Board of Directors will select a representative from the applications received at its next meeting.

Join the NSFM in learning about a new funding opportunity

As the Department of Municipal Affairs and Housing (DMAH) prepares to release capital grant applications for municipalities this spring, we invite you to learn more about these programs, which include the Flood Risk Infrastructure Program, Provincial Capital Assistance Program, Community Works, Beautification & Streetscape Program and the Emergency Service Provider Fund. DMAH staff will provide brief program overviews

SEEKING SUGGESTIONS - SPRING CONFERENCE 2021

NSFM will be hosting a Virtual Spring Conference in early May. More details will be coming in the next couple of months.

The planning committee will be holding its first meeting in February and would appreciate input from the membership in terms of topics you would like to see considered. Our events are a great opportunity for professional development, and we want you to get the most out of them.

along with guidelines for completing applications. As well, this webinar will provide information on operating grants administered by DMAH, such as Municipal Financial Capacity Grant, Grant In Lieu of Property Taxes, Farmland Grant, Fire Protection and Municipal/Village HST Offset Program.

If you are interested in attending this important session, please [contact Debbie Nielsen at NSFM](#) by Tuesday, February 2 for a link to the webinar.

If you are interested in having input into the sessions, please provide up to three topics you would like to see offered.

The Committee will review all suggestions received at their initial meeting. Even though we may only be able to accommodate a few suggestions, we sincerely appreciate all of your input. We will also ensure those that can't be fit into the spring event get referred to the November Conference Planning Committee and they may also be considered for future webinars.

Please provide your topics via [e-mail directly to NSFM Event Planner, Judy Webber](#) by **FEBRUARY 2nd, 2020.**

NSFM Seeking E911 Cost Recovery Committee Member

The E911 Cost Recovery Committee is made up of 3-4 members appointed by the Minister of Municipal Affairs and Housing, one

The Environmental Damages Fund (EDF) has opened a Request for Proposals (RFP).

The deadline for submitting a project under the January 2021 RFP is **4:00 pm Atlantic Standard Time**

of whom must be a representative of the Nova Scotia Federation of Municipalities (NSFM). The Minister appoints one Committee member to be the Chair of the Committee.

The committee meets four times per year to advise the Minister respecting the administration of the collection and remittance of the E911 cost recovery fee and the administration of the distribution of the money from the Fund for the provision of E911 Services.

Interested applicants are asked to submit their name and resume to info@nsfm.ca for consideration.

(AST), on February 24th, 2021. Visit the [EDF website](#) for detailed information on eligibility, fund use requirements, and how to apply for funding.

In the Atlantic provinces, funding is available for projects related to the conservation and protection of fish habitat in the Province of Newfoundland and Labrador. Project activities must focus on Marine Conservation Areas or Marine Refuges.

Log into the online application platform [Grants & Contributions Enterprise Management System \(GCEMS\)](#) to apply, and access the EDF Applicant Guide (attached to this email).

Inquiries related to the January 2021 RFP may be forwarded to the EDF office in your region: ec.fdega-edfaq.ec@canada.ca .

Transport Canada soliciting feedback from stakeholders on modifications to Grade Crossing Regulations.

Province Seeking input from Private Woodland Owners

There are approximately 14,000 public and 9,000 private grade crossings along more than 40,000 kilometers of federally regulated railway tracks in Canada. The Grade Crossings Regulations and Grade Crossings Standards are designed to help improve safety by setting broad and enforceable safety standards for both new and existing grade crossings in Canada.

Under the current framework, these regulations require any railway company, road authority or private owner of an existing crossing to comply with the requirements of the regulations by November 28, 2021.

Details of the government's proposed approach can be viewed & feedback can be provided here: <https://letstalktransportation.ca/gcr>

The RAC is encouraging the Nova Scotia Federation of Municipalities (NSFM) to review the government's proposed changes, including a change to the scope of regulations, as well an extension the deadline using a risk-based approach for all grade crossings, and provide your feedback via the on-

On January 20th, Nova Scotia launched an online survey to collect input directly from private woodland owners.

This initiative is a partnership between Lands & Forestry and the Forestry Transition Team. The results will inform the development and delivery of quality programs and services, improve information sharing and education, and support woodland owner leadership, networking and solutions.

To participate, please visit: www.novascotia.ca/woodland-owner-survey

Those who complete the survey can enter a draw for \$50!

line consultation portal no later
than **February 3, 2021**.

Upcoming Events

Media Relations in the New Virtual Landscape

Joint webinar by NSFM and AMANS

Thursday, February 18th, 2020 10:30 a.m. – 12:00 p.m. via zoom

Join NATIONAL Public Relations for this 90 minute session. Their media experts will take you through the current media landscape and best practices when conducting media interviews, specifically in the new virtual environment. They will also outline the role of staff in briefing council for media and how to develop and stay on message.

Facilitator: Tara Wickwire, Associate Vice-President, Marketing and Brand Strategy, NATIONAL Public Relations

Fee: Early Bird Registration: \$125 prior to February 4th
\$150 after February 4th

Click [HERE](#) to register Once you have registered, a calendar appointment with a zoom link for the session will be sent to you.

Cancellation policy: If you wish to cancel your registration, in order to receive a full refund you must provide an email in writing to rkolstee@amans.ca before Monday, February 8, 2020 at 4:30 p.m. Cancellations received after this deadline will be subject to the full fee and substitution only.

In The News

[Kentville mayor wants to level playing field as NSFM towns caucus rep](#)

[Province Supports Municipal Collaboration](#)



NOVA SCOTIA FEDERATION
OF MUNICIPALITIES



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Report to Council February 9, 2021

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
Council Assignments to Staff				
1	Council to revisit its commitment to the use of the current Three Diamonds designs as its corporate logo following the community branding public engagement component of the Wayfinding project and the community vision public engagement component of the MPS Review.	14-Apr-20	Feb, 2021	<div><div></div><div></div><div></div><div></div><div></div></div> <div>Note: Staff report on Council's Feb 9 meeting agenda.</div>

2	Staff to contact the NS Department of TIR regarding the Town's proposed 2020/21 Transportation Project as well as to discuss proposed changes on highway approaches to Mahone Bay as outlined in the CBCL report.	25-Jun-20	Mar., 2021		75%	Notes: Awaiting confirmation from TIR regarding proposed speed limit changes on highway approaches.
3	Staff to contact the NSLC regarding the proposed bicycle corridor across their property referenced in the CBCL Ltd. report, connecting Main Street and Kinburn Street and supporting the establishment of a community-wide, all-ages bicycle route.	25-Jun-20	Mar., 2021		75%	Notes: Draft Engagement Plan re development of community-wide, all-ages bicycle route included on Council's Feb 9 meeting agenda.
4	Staff amend the Respectful Workplace Policy and/or Employee Conduct Policy to reflect points raised in review of the draft Violence in the Workplace Policy specific to Town employees and recommend to Council.	08-Sep-20	Feb., 2021		75%	Notes: In Progress. Report to be discussed at Policy & Strategy Committee initial meeting.
5	Staff to review Town policies regarding signage and provide recommendations in respect to plastic and disposable signage within the Town of Mahone Bay, specifically including a recommendation regarding election signage.	08-Sep-20	Feb., 2021		75%	Notes: In Progress. Report to be discussed at Policy & Strategy Committee initial meeting.

6	<p>Staff to draft a CAO Performance Review Policy that includes a detailed procedure, or procedure options, for how regular CAO Performance Reviews will be conducted, and to present such policy to Council for consideration after the new Council is sworn in following the October municipal</p>	08-Sep-20	Feb., 2021		50%	<p>Notes: In Progress. Report to be discussed at Policy & Strategy Committee initial meeting.</p>
7	<p>Staff to develop a multi-year bench installation program with potential locations being decided on in consultation with the Age Friendly Community Committee in alignment with the CBCL Transportation Plan Report and Accessibility Standards.</p>	08-Sep-20	Feb., 2021		50%	<p>Notes: In progress.</p>
8	<p>Staff to report back with information about costs for permanent speed signs for consideration in 2021/2022 budget process.</p>	24-Sep-20	Feb., 2021		75%	<p>Notes: In progress.</p>
9	<p>Staff to prepare a proposal for the FCM's Municipal Asset Management Program for data collection and development of management plans for Town-owned natural assets.</p>	13-Oct-20	Mar., 2021		50%	<p>Notes: In progress. Coordinating with MODL participation in MNAI natural assets initiative. Report on FCM application anticipated to Council ahead of 2021-22 budget process. Current MAMP project to be completed before FCM application can be submitted.</p>

10	Council direct staff to commence work on the 3-way stop at the intersection of Clearway and Main as soon as possible.	26-Nov-20	Apr., 2021	<div><div></div><div></div><div></div><div></div><div></div></div>	50%	Notes: Engineering designs complete (CBCL Ltd.), materials ordered, contractor engaged; work remains weather dependant.
11	Staff to initiate discussion with MODL Planning staff and prepare a report for Council about the possibility of intermunicipal collaboration between the Town of Mahone Bay and MODL on the topic of housing in the preparation of their respective planning documents.	26-Nov-20	Mar., 2021	<div><div></div><div></div><div></div><div></div><div></div></div>	25%	Notes: In progress. Discussion initiated with MODL Planning staff.
12	Staff to provide alternate wording for section 5.3, to address Electronic Participation in the amended Council Policy.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div></div>	75%	Notes: In progress. Report to be discussed at Policy & Strategy Committee initial meeting.
13	Staff to research the possible application of a by-law that would prohibit feeding wildlife within the Town of Mahone Bay	28-Jan-21	Apr., 2021	<div><div></div><div></div><div></div><div></div><div></div></div>	25%	Notes: In progress. Report to be discussed at Policy & Strategy Committee initial meeting.
14	Staff to prepare a letter to the Mahone Bay Garden Club to thank them for the work that they do in Mahone Bay.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div></div> 		Notes: Completed
15	Staff to include information on the process to nominate community members for the 2021 Provincial Volunteer Awards in the next Mayor's Newsletter.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div></div> 		Notes: Completed

16	Staff to review the MBTCC request [artisans at the VIC] and report back to Council with recommendations.	28-Jan-21	Mar., 2021	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	25%	Notes: In progress.	
17	Staff to ascertain the cost of installing secure electrical power outlets and two picnic tables with the intention to include those investments in the overall 2021-22 Edgewater Street Beautification initiative.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>		Notes: Forwarded to budget 2021-22 budget process.	
18	The MBTCC request for improved community washroom facilities as noted in Mr. Phillips's correspondence be referred to the 2021-22 budget process.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>		Notes: Forwarded to budget 2021-22 budget process.	
19	All letters regarding the request to amend the LUB and MPS for the glamping request be forwarded to Upland.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>		Notes: Completed	
20	Council express support for MELG recommendations to the Province, as requested.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>		Notes: Completed	
21	Council invite Department of Municipal Affairs and Housing/Housing Nova Scotia staff as a delegation to a meeting of Council, regarding housing in Mahone Bay and the Town's approach to housing	28-Jan-21	Feb., 2021	Not yet begun			Notes:
22	That Affordable Housing be added to the agenda for the Policy and Strategy Committee.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>		Notes: Added to agenda.	

23	Staff to produce a Public Engagment Plan in preparation for the presenting of the final draft Community GHG Reduction Plan to Council for consideration.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div></div>	Notes: Engagement Plan on Council's Feb 9 meeting agenda.
24	Staff to proceed with engineering designs and update associated cost estimates for 2020-21 Transportation Project, for consideration in 2021-22 budget process.	28-Jan-21		<div><div></div><div></div><div></div><div></div><div></div></div>	Notes: In progress.
				25%	
25	Council send correspondence to congratulate the newly elected officers of the Mahone Bay Fire Department.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div></div>	Notes: Draft completed for signature.
26	THAT the citizen appointment procedure be reviewed by the Policy and Strategy Committee prior to the next round of Citizen Appointments.	28-Jan-21	Feb., 2021	<div><div></div><div></div><div></div><div></div><div></div></div>	Notes: Added to agenda.

Chief Administrative Officer's Report - Jan 28, 2021 (Next Update Feb 25, 2021)

1	COVID-19	<p>Staff have implemented measures at Council's direction and have issued public bulletins in this regard via website, social media and mailout. Staff are adhering to all provincial guidelines for safe work and are working remotely if possible. Town office remains closed to the public except by appointment, until renovations can be completed (RFP closing Jan 26). CAO participating in all NSFM and AMANS discussions concerning COVID-19 and relaying Provincial updates. COVID-19 Property Tax Financing Program closed September 30, report provided to Council Nov. 26. Staff regularly updating COVID-19 messaging as required.</p>
2	Atlantic Infrastructure Management (AIM) Network Asset Management Cohort Program	<p>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. MAMP funding received and 2020-21 AM project (electrical system and non-linear assets) well underway. Funding for participation in AIM Cohort 2.0 approved by Council in 2020-21 budget; currently awaiting confirmation of format and schedule for Cohort 2.0 (likely to take place in fiscal 2021-22). AIM Network annual conference took place virtually Oct 28-29; CAO and Mayor Devenne presented on Town AM program / committee experience. New MAMP-funded poster series now on Town website.</p>

3	Municipal Joint Services Board (MJSB)	<p>MJSB not proceeding with Safety and Procurement shared services in 2020-21 at request of MODL; discussions continue for 2021-22. HR Shared Service (MoDL/TOB with ToMB) up and running, MJSB Board has approved budget for HRSS in 2020-21. Town staff participating in performance management project which will standardize and enhance Town's performance management practice. MJSB IT security audit process completed Oct. 2020. Regular MJSB meetings continue. New COO Jennifer Keating-Hubley has started, is now meeting regularly with CAOs</p>
4	Riverport Electric Shared Service Committee	<p>Coordinating with Riverport re staffing, imports, equipment inventory, safety program, policy development, stand-by coverage, etc.. Currently drafting agreements for consideration of Council / Board. Exploring opportunities to coordinate on utility asset management and 2020-21 rate study. Shared Service Committee meetings expected to resume soon (having been temporary discontinued due to Riverport Board turnover). Update report to Council anticipated in February.</p>

5	Regional Emergency Measures Organization (REMO)	Coordinator and CAOs still working to implement REMO Board approved Post-Dorian report recommendations, significant progress has been made with Angela's coordination. Dorian claim submitted and being followed up by Province. Regular bi-weekly COVID-19 meetings between REMO Coordinator and CAOs continue (along with regular planning meetings). Coordinator continues to review and improve REMO EOC activation procedures in consultation with CAOs. Participating in ongoing REMO staff tabletop exercises.
6	Alternative Energy Resource Authority (AREA)	Weekly AREA staff meetings continue by phone. NB Power imports continue under new annual agreement for 2021. BUTU applications for 2022 submitted. Community Solar Gardens funding application submitted by AREA staff; awaiting confirmation. HOME (Heatpump Options Made Easy) program launched Oct 1 (see statistics below).
7	FCM / Clean Foundation Transition 2050 (Partners for Climate Protection) Initiative	Updated draft GHG Reduction Action Plan on Council's January 28 meeting agenda (initial draft provided to Council at Special meeting on April 21st, 2020).
8	Lunenburg County Accessibility Advisory Committee	CAO serving as staff policy resource to Lunenburg County Accessibility Advisory Committee; meetings continue in remote format. Province has extended legislative deadlines for the development and implementation of Accessibility Plans and associated Operational Plans to April 1, 2022.

9	Nova Scotia Federation of Municipalities (NSFM)	<p>CAO remotely attended Aug 25, 2020 meeting of Nova Scotia Infrastructure Asset Management Working Group as AMA/NSFM representative (next meeting scheduled for Feb, 2021). Participated in Fall AMA/NSFM AGMs and Town Caucus in remote format. Municipal Awareness Week 2020 celebrated Nov 15-22; virtual infrastructure tour video published on Town website / Youtube.</p>
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Director of Operations' Report - Jan 28, 2021 (Next Update Feb 25, 2021)



1	Streets & Sidewalks	<p>During the past month there were only 2 minor snowfall events that required plowing of streets and sidewalks; salting of streets and sidewalks was completed as necessary. Partial street closures were conducted on Pleasant and School St. in order that a contractor could conduct private property tree removals. Shoulder washouts and a blocked culvert were repaired on Long Hill Rd.</p>
2	Cemeteries & Open Space	<p>An deteriorated 80 foot pine tree was removed from Park Cemetery. Vegetation at Lift Station #3 was cut back. A wooden foot bridge at the playground was repaired.</p>

3	Electric Utility	<p>Preparations were made for installing a temporary power service for the construction site for a new nursing home. A temporary power service was installed for the new fire station project. 4 electrical inspections were conducted. A service was installed for new residential construction at 32 Clearway St. Data was collected throughout the Town's power distribution system as part of updating for Asset Management Project. Our Meter Reader resigned and training has been provided for a new Meter Reader. Riverport Electric is in the process of hiring a new Powerline Technician.</p>
4	Water Supply, Treatment & Distribution	<p>Regular monitoring and maintenance activities continued. Public Works staff have commenced interior painting at the Pumphouse. A 50 ft. pole was installed and a underground conduit was layed as part of the SCADA Upgrades and replacement of the antenna at the Water Treatment Plant; project should be complete within 2 weeks. A number of water meter repair were conducted.</p>
5	Sewage Collection & Treatment	<p>Regular monitoring and maintenance activities continued. A 47 hp sewage lift pump was replaced at Station #1 and sent out for repairs. On January 21 we received final approval from NS Environment to conduct the PAA (peracidic acid) pilot program; staff have installed the equipment for the pilot program; the pilot is scheduled to start the week of January 25.</p>

6	COVID-19	Staff continue to provide essential services while practicing physical distancing, wearing of masks and good hygiene practices.
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Finance Manager's Report - Jan 28, 2021 (Next Update Feb 25, 2021)

1	COVID-19	No change from prior report. Finance staff continue to provide a high level of service to residents remotely during these challenging times.
2	Provincial Reporting	No outstanding Provincial Reporting Requirements at this time
3	Tax Bills/Tax Sale	Tax accounts are paid up to date, and there will be no Tax Sale for Fiscal 2020-21
4	Audit	The RFP for Audit Services closed on January 21st, 2020. Staff are working on evaluating the proposals received and will bring a recommendation to Council once the
5	2021-22 Budget	Finance Staff have started preliminary work on the 2021-22 Budget

Clerk & Deputy CAO's Report - Jan 28, 2021 (Next Update Feb 25, 2021)

1	Plan Review	Draft documents for Plan Mahone Bay presented at Council on January 12, 2021; staff working with Upland to re-phrase the Heritage section of the draft Guiding Principles, Vision, and Goals document.
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2	By-laws and Policies	A public education about dogs on leash and the need to stoop and scoop has begun on facebook and the website; printed education materials are expected soon and enforcement staff will be spending time speaking with dog walkers in town to discuss by-law requirements.
3	Communications and Public Engagement	Staff have started a weekly public engagement/education piece on how to find information about the Town.
4	Asset Management	A monthly focus on the new Asset Management posters has begun - one poster will be featured in the Mayor's Newsletter every month and weekly messaging from the Town on Facebook will share more detailed information about the specific class of Assets.
5	Council Support	Regular Council orientation has been completed. The 2021 meeting schedule has been printed and distributed via Canada Post.
6	Projects	Working with designer to proceed to signage production and location based on Council's January 12, 2021 design approval.

By-law and Policy Review - Jan 28, 2021 (Next Update Feb 25, 2021)			
1	Trees By-law	Target 31-Mar-21	Staff to prepare a report on drafting a Trees By-law in context of Plan Review.

2	Park By-law	Target	Staff to review Park By-law in context of Plan Review.
		31-Mar-21	
3	Off Premises Signage Policy	Target	Staff to review Off Premises Signage Policy in context of Plan Review.
		31-Mar-21	
4	CAO Performance Review Policy	Target	Staff to prepare a report on drafting a CAO Performance Review Policy.
		25-Feb-21	
5	Employee Conduct Policy	Target	Staff to review Employee Conduct Policy in relation to violence in the workplace.
		25-Feb-21	
6	Land-Use By-law and Municipal Planning Strategy	Plan Review Underway. Community Vision and Engagment Summary delivered to steering committee November 2020.	
TO BE REVIEWED AT POLICY & STRATEGY COMMITTEE MTG.			

Service Statistics - Jan 28, 2021 (Next Update Feb 25, 2021)			
1	By-law Enforcement	Dec. 2020	Parking Tickets: 0
		Notes: Parking tickets have been updated with information on how to pay fee in line with current Covid-19 safety practices. Investigation into Dangerous and Unsightly Property has been concluded. Ongoing patrols of Mahone Bay, focus on Land-Use and Dog By-law enforcement in January/February.	
2	Police Services (founded & SUI occurrences)	Q3 2020	50
		YTD: 390 Notes: None.	

3	Mahone Bay & District Fire Department	Jul-Dec	27	-
		Notes: MVCs: 3; Fire Alarms: 12; Mutual Aid: 7; Other: 5		
4	Traffic (Speed Signage)	Sep, 2020	38 Clearway Av. Speed 34 / 30 (50) Kph	237 Edgewater Av. Speed 58 / 50 Kph
		Oct, 2020	38 Clearway Av. Speed 35 / 30 (50) Kph	237 Edgewater Av. Speed 57 / 50 Kph
		Notes: Signs in need of repair / replacement, report anticipated.		
5	Solid Waste (Tonnage)	Dec. 2020	77.60	YTD: 774.44
		Notes: Recyclables = 14.37; Organics = 17.53; Garbage/Other = 38.18; Cardboard = 7.52.		
6	HOME Program	Leads: 50	Installations: 5	
		Notes: Ambassador engagement (Oct-Nov 2020) to resume in April 2021.		
7	Water Utility	Pumped	Oct., 2020: 17,517,000 Litres	
		Treated	Oct., 2020: 16,247,000 Litres	
		Sold	Oct., 2020: 7,216,982 Litres	
8	Electrical Utility	Domestic	Q3: 1,309,122 kWh; YTD: 4,443,813	
		Commercial	Q3: 103,204 kWh; YTD: 365,204	
		Industrial	Q3: 1,197,036 kWh; YTD:	
9	CodeRED Registrations	31/12/2020	Residential: 285; Business: 10; Email: 146; Text: 189	
		31/03/2020	Residential: 243; Business: 12; Email: 134; Text: 157	

Strategic Plan - Action Plan 2018-2021 - January 28, 2021 (Next update February 25, 2021)

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	Council makes decisions and authorizes staff to prepare RFP(s) relating to renovation or construction of facilities.	Council									*			
		Fire Station project management / engineering assistance with the preparation of design-build tender documents contract awarded to Vigilant Management Inc. Feb 11, 2020. Design - build contract awarded to Roscoe Construction Ltd. Sept 8, 2020. Project underway with regular progress updates provided to Council. Staff have applied for ICIP funding for Community Hall project on Council's direction.												

	Condition Assessments of Town Infrastructure	CAO/DOO	Ongoing
		FCM MAMP funding application approved. Project work has now begun. Report anticipated February 2021.	
	Public Engagement Process	CAO and Council	Ongoing
		AIM Cohort participation complete Nov 2019; Cohort 2.0 participation approved in 2020-21 budget, start date TBD. Town AM Committee meeting monthly. New Poster-Fact Sheet series on Town website now.	

Asset Management	Adopt Asset Management Plan	Council									*	
		AM Committee developed Town of Mahone Bay Asset Management primer (posters and fact sheets for each asset class) approved at Council's Oct 13th meeting; foundations of AM planning. When Committee meetings resume in February Committee will receive report from MAMP project and discuss next steps for plan development.										
	Prepare annual 10 year capital budget	Council/Staff								*		*
		Draft 10 year capital budget based on 5 year plan included in 2020-21 budget approved May 12, 2020. Capital Investment Plan report for 2020-21 submitted to Province. Draft 10 year capital budget will be updated for Council's review ahead of 2021-22 budget process.										

Emergency Services	Provide Fire Protection Services to Town and area residents with MBVFD	CAO and Council	Ongoing
	Coordinate Policing Services with RCMP	CAO and Council	Ongoing
	Offer Emergency Coordination through REMO Board / Coordinator	CAO and Council	Ongoing

Meet and exceed standards for water and wastewater	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>	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>	Included in 2020-21 budget but conditional on external funding. On June 11 the Town Council prioritized Main St. straight pipes for 2020-21 ICIP funding applications. Letters sent to MLA/MP.
	Dechlorinate wastewater effluent	DOO <div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> <div>*</div> </div>	Included in 2020-21 budget to be funded from exisiting PCAP funds. Approval to proceed with Pilot received from DoE January 2021. Pilot underway (no chlorine now being added to effluent, in compliance with Federal regulations).

Implement Federal and Provincial Accessibility Legislation	Establish Lunenburg County Accessibility Advisory Committee	<div>Council</div> <div>Lunenburg County Accessibility Advisory Committee members appointed. Official first meeting held Jan 21, 2020; meeting monthly.</div>

Implement Federal and Provincial Accessibility Legislation	Develop an Accessibility Plan in accordance with provincial legislation	CAO and Council							*					
		Draft plan recommended by Committee to councils for approval (joint presentation scheduled for Jan 26, 2021). Development of Mahone Bay Operational Plan appendix included in 2020-21 budget (to be tendered following approval of county-wide Plan). Deadline for operational plan extended to Apr 1, 2022 as a result of COVID-19.												

Foster inter-municipal cooperation	Report on existing shared services and explore opportunities for additional cooperation with other units.	CAO	Ongoing
		Shared Building & Fire Permits pilot proceeding well. Shared HR services also proceeding well; Mahone Bay participating in performance management initiative. Shared procurement and safety being considered through MJSB for possible 2021-22 implementation. Staff working with REMO and MoDC contract staff to strengthen local EMO cooperation.	

Optimize	CAO to make recommendations to Council for optimal operations structure, including succession planning	CAO	Ongoing

operations structure for efficient delivery of services	Implement an updated records management system	CAO											
		Reflected as a priority in 2020-21 business plan approved June 9, 2020.											
	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
Define the framework for	Engage community partners in identifying potential areas of economic development in Mahone Bay	Council/Econ. Dev Committee							*					
		Committee meetings currently suspended by Council pending review of Committee TOR. To be discussed in 2021-25 Strategic Plan development.												

Define the framework fo

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
		Letters from Mahone Bay Tourism and Chamber of Commerce received at Council's Feb 27 meeting and referred to budget. 2020-21 budget approved May 12 includes commitments for wayfinding signage and other tourism-supporting infrastructure. On May 28 Council directed staff to each out to MBTCC regarding wayfinding signage and the Wayfinding Signage project team consisting of Town staff and MBTCC representatives initially met on June 10 and regular meetings continue as required. Contract awarded by Council to Pierre Tabbiner Design and Illustration Sept. 24. Council confirmed direction on design template Jan 12, 2021.	

Collaborate with organizations that are involved in economic	Regular meetings with Mahone Bay Tourism and Chamber of Commerce	CAO	Ongoing
	MBTCC participation on Economic Development Committee	Econ. Dev Committee	Ongoing

Enhance recreation and open space opportunities	Seek out opportunities to increase utilization of existing facilities by groups of all ages and physical abilities	DOO/MODL	Ongoing											
		See active transportation plan above. Staff report re Sports Field Management Agreement presented to Council July 30, 2020. Council approved \$10,000 donation for new moveable soccer field goals for old school field on Sept 8; goals - per specifications recieved from Mahone Bay United Soccer - have been ordered and will be installed in the spring. Ballfield capital improvement (new backstops) completed in October, 2020.												
	Update website to increase awareness of recreation opportunities within the Town	CAO					*	*						
		Skysail contracted to assist with update of website. Website launched Sept 18, 2020, staff continuing to update / troubleshoot. Wayfinding signage project to include signage directing to recreational assets.												

Encourage diversity in the community	Create a welcoming environment in the Town for persons from diverse communities	Council	Ongoing											
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Governance and Public Engagement






	2018/19 Year 2	2019/20 Year 3	2020/21 Year 4
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	Council makes decision and authorizes staff to prepare RFP(s)	Council															*
		Funding not yet received; continues to be a priority in Council's 2020-21 budget. Letters sent to MLA/MP.															


Expand Green Energy Generation (continued development of Alternate Resource Energy Authority)	Work with AREA to conclude agreements and contracts supporting Town energy objectives	CAO	Ongoing
		Positive NSUARB decision on 2021 imports received. BUTU application for 2022 submitted. Staff currently working closely with AREA partners and solicitors, responding to NSPI position re BUTU for wind / imports.	
	Continue to explore new renewable generation opportunities with AREA	CAO	Ongoing
		AREA progressing with Ellershouse windfarm expansion feasibility work (new test mast erected). Solar garden feasibility work complete; application submitted to Dept. of Energy ICIP for Climate Mitigation funding program.	

Preserve and enhance our natural spaces and assets	Continue to preserve and enhance our natural spaces and assets	Council	Ongoing
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2020-21 Budget - Operating Initiatives - January 28, 2021 (Next update February 25, 2021)







	Total Cost	Town Cost		
1 Asset Management Initiatives	\$72,895	\$26,495		75%
Notes: MAMP funding received and project work has begun; report anticipated in February 2021. AIM Cohort 2.0 approved in 2020-21 budget; program start date TBD (expected 2021-22).				
2 Transportation Plan	\$33,237	\$18,237		
Notes: CBCL Ltd. Transportation Plan Report accepted by Council July 14, 2020.				
3 GHG Reduction Initiatives 2019-20	\$50,000	\$25,000		75%
Notes: Completed requirements to join FCM / Clean NS Transition 2050 initiative. LCC funding announced Feb 24, 2020. Climate and Energy Outreach Coordinator Katherine Dorey hired. Completed initial data collection to support establishment of emissions baseline with SSG. Community data collection and SSG low carbon scenario modelling ongoing. Report to Council with draft plan provided April 21, 2020; updated draft plan with baseline and scenario modelling for actions on Council's Jan. 28, 2021 meeting agenda.				
4 GHG Reduction Initiatives 2020-21	\$60,000	\$30,000		25%
Notes: LCC Program funding application submitted. Funding application not approved. Report on project activities anticipated Feb, 2021.				
5 Centennial Year Program	\$73,270	\$15,000		75%
Notes: Final dates disrupted by COVID-19; final wrap-up report to Council anticipated ahead of 2021-22 budget process.				

6	Town Website Update	\$12,000	\$12,000	<div><div></div><div></div><div></div><div></div><div></div></div>	
		Notes: Website launched Sept. 18, 2020. Staff currently updating / troubleshooting.			
7	MPS / LUB Update - Year 1	\$80,000	\$80,000	<div><div></div><div></div><div></div><div></div><div></div></div>	50%
		Notes: Contract awarded to Upland planning + design, completion expected by July, 2021. Report on initial engagement phase provided to steering committee December 2020.			
8	Wastewater Rate Study	\$12,400	\$12,400	<div><div></div><div></div><div></div><div></div><div></div></div>	25%
		Notes: Report anticipated to Council's 2021-22 budget process.			
9	Electric Utility "Grow the Load" Initiatives	\$8,000	\$8,000	<div><div></div><div></div><div></div><div></div><div></div></div>	75%
		Notes: AREA HOME Program / ambassadors community promotion begun Fall 2020 to resume in Spring 2021.			
10	Electric Utility Rate Study	\$5,000	\$5,000	<div><div></div><div></div><div></div><div></div><div></div></div>	25%
		Notes: Consultant contracted in coordination with Riverport Electric Commission. Berwick rate application approved by NSUARB Dec 2020. Report anticipated to Council's 2021-22 budget process.			
11	Wayfinding Strategy / Signage	\$27,500	\$10,000	<div><div></div><div></div><div></div><div></div><div></div></div>	50%
		Notes: Provincial B&S funding (\$12,500) confirmed. Signage design RFP awarded to Pierre Tabbiner Design & Illustration. Design template approved by Council Jan 12, 2021.			
12	Waste Receptacles	\$12,000	\$12,000	Not Yet Begun	
		Notes: Pricing received, receptacles to be order for installation in Spring 2021.			
13	Accessibility Operational Plan	\$25,000	\$25,000	Not Yet Begun	
		Notes: Waiting on approval of Lunenburg County Accessibility Plan. Deadline extended to April 1, 2022 due to COVID-19. Anticipate moving forward early in 2021-22.			


14	Climate Adaptation Initiatives	\$15,000	\$15,000		25%
		Notes: Proceeding with 3d model / project website and signage development in coordination with INTACT funded Coastal Action demonstration project.			



2020-21 Budget - Capital Projects - January 28, 2021 (Next update February 25, 2021)

Town General					
1	Build / Acquire / Renovate PW & Utility Facility	\$50,000		Not Yet Begun	
		Notes: Contingent on other facilities decisions, to be determined in Council's 2021-22 budget process.			
2	Buy Used Truck for PW	\$20,000	\$15,645.00		
		Notes: 2011 Ford Ranger purchased.			
3	Repair / Renovate Town Hall Facility	\$100,000	\$8,965.00		25%
		Notes: Request for Proposals for renovations closes Jan 26, 2021.			
4	Build New Fire Station	\$3,709,263	\$258,313.00		25%
		Notes: Design-build contract awarded to Roscoe Construction Ltd. Sept 8, 2020. Project underway with regular progress updates to Council.			
5	Resurface Fire Station Parking Lot	\$90,000		Not Yet Begun	
		Notes: Linked to above. Planned for 2021-22.			
6	Radios & Pagers	\$5,000	\$3,310.00		
		Notes: Pagers Purchased.			
7	New PPE	\$22,000			25%
		Notes: Emergency Services Provider Fund application submitted; confirmation received.			

8 Pave Turning Loop on North Main St.	\$30,000	\$24,094.00	
	Notes: Tender issued and Project Budget increased to \$30,000 based on Council Motion. Paving completed Sept 21, 2020.		
9 Transportation Project	\$200,000		 25%
	Notes: Connect2 funding not approved. Report on Council's Jan 28 meeting agenda.		
10 Security Cameras	\$4,000		Not Yet Begun
	Notes: Delayed by COVID-19. Planned for 2021-22.		
11 Replace Floating Wharves / Gangways	\$30,000		Not Yet Begun
	Notes: Coordinating with Wooden Boat Society.		
12 Repair South-Facing Cribwork on Wharf	\$30,000		 25%
	Notes: Coordinating with Wooden Boat Society.		
13 Bandstand - Phase 3	\$20,000	\$4,661.00	 25%
	Notes: Bird Netting has been reinstalled and new bleachers and flag pole are now in place. Canada Cultural Spaces Fund application anticipated in March of 2021, in consultation with users / stakeholders; opportunities for COVID-19 adaptation. Engagement Plan anticipated to Council's February 9 meeting.		
14 Annual Installation of New Sewer Services	\$10,000	\$1,136.00	 25%
	Notes: Few new services installed. Done on an as-needed basis.		
15 Replace Pumps - Station #2	\$10,000	\$6,590.00	
	Notes: Pump Replacement Complete		
16 Breakwater Repairs	\$8,500		Not Yet Begun
	Notes: Coordinating with Wooden Boat Society.		

17	Sea Level Rise / Storm Protection - Edgewater St.	\$349,800	\$1,564.00	Not Yet Begun	
		Notes: 2016 Edgewater St. Shoreline Project estimates updated for potential ICIP application. INTACT funded demonstration project underway with Coastal Action.			
18	Home Heating Programs (Town Portion)	\$50,000		<div><div></div></div>	25%
		Notes: HOME Program launched Oct 1. In discussions with FCM on funding for program expansion. Staff continuing to work with Neothermal to develop ETS pilot for Mahone Bay.			
19	Community Solar Garden	\$5,205,684	\$4,860.00	Not Yet Begun	
		Notes: Dept. of Energy ICIP funding application submitted by AREA staff.			
20	Fix / Repair Edgewater Lamps & Cemetery Fence	\$20,000		Not Yet Begun	
		Notes: External funds not received. Postponed to consideration in 2021-22 budget process.			
21	Replace Ballfield Backstop	\$25,000	\$18,250.00	<div><div></div></div>	
		Notes: Project Complete.			
22	Drill Well at VIC	\$10,000		Not Yet Begun	
		Notes: As required.			
23	Install Dechlorination System	\$105,000	\$24,294.00	<div><div></div></div>	25%
		Notes: PCAP funding re-allocated from Transmission Main Diagnostic. CBCL Ltd. engaged to assist with paracetic acid pilot. Dept. of Environment approval received Jan 2021. Pilot project underway.			
24	Wastewater PCAP - Plant Effluent Options	\$32,824	\$7,003.00	<div><div></div></div>	50%
		Notes: See above.			

25	Line Replacement - Fairmont to WWTP	\$448,350	\$2,260.00	Not Yet Begun	
		Notes: Updated Engineering Information for ICIP Applications.			
26	Line Replacement - Cherry Lane to Long Hill Rd.	\$1,312,500		Not Yet Begun	
		Notes: Waiting on ICIP funding window.			
27	Line Replacement - Long Hill Rd. to WTP	\$756,000		Not Yet Begun	
		Notes: Waiting on ICIP funding window.			
28	Line Extension - Main St. South to Town Boundary	\$249,200		Not Yet Beapun	
		Notes: Waiting on ICIP funding window.			
29	Line Replacement - Main St. North to Town Boundary	\$164,850		Not Yet Begun	
		Notes: Waiting on ICIP funding window.			
30	Service Extensions - Edgewater to Town Boundary	\$225,000		Not Yet Beaun	
		Notes: Waiting on ICIP funding window.			
Water Utility					
1	Connection of New Water Services	\$5,000	\$2,537.00	<div><div></div></div>	25%
		Notes: As required.			
2	Cut Out Access to Transmission Line	\$10,000		Not Yet Begun	
		Notes: Referred to 2021-22 budget process. See Transmission Main Diagnostic below.			
3	Clearwell Cleaning / Inspection	\$14,000	\$12,983.00	<div><div></div><div></div><div></div><div></div><div></div></div>	
		Notes: Complete			
4	Replace Hydrants as Needed	\$5,000		Not Yet Begun	
		Notes: As required.			
5	Install Water Meters as Required	\$3,700		Not Yet Begun	
		Notes: As required.			

6	Install Corrosion Coating in Chemical Room	\$10,000		Not Yet Begun
	Notes:			
7	Deadend Flushings - System Extremities	\$15,000		Not Yet Begun
	Notes:			
8	Replace Door / Window / Wet Well Cover	\$5,000	\$4,991.00	
	Notes: Project Complete			
9	Install Security Cameras	\$4,000		Not Yet Begun
	Notes: Delayed by COVID-19.			
10	Install Air Conditioner in WTP	\$5,000		Not Yet Begun
	Notes:			
11	Move Antenna to New Pole and RTU	\$20,000	\$5,226.00	 25%
	Notes: Preliminary work has begun. Expected to be completed by Year End.			
12	Water PCAP Project - Transmission Main Diagnostic	\$72,456		Not Yet Begun
	Notes: PCAP funding re-allocated to PAA pilot project. Referred to 2021-22 budget process.			
13	Line Replacement - Fairmont to WWTP	\$448,350		Not Yet Begun
	Notes: Waiting on ICIP funding window.			
14	Line Replacement - Cherry Lane to Long Hill Rd.	\$1,312,500		Not Yet Begun
	Notes: Waiting on ICIP funding window.			
15	Line Replacement - Long Hill Rd. to WTP	\$756,000		Not Yet Begun
	Notes: Waiting on ICIP funding window.			
16	Line Extension - Main St. South to Town Boundary	\$249,200		Not Yet Begun
	Notes: Waiting on ICIP funding window.			
17	Line Replacement - Main St. North to Town Boundary	\$164,850		Not Yet Begun
	Notes: Waiting on ICIP funding window.			

18	Service Extensions - Edgewater to Town Boundary	\$225,000		Not Yet Begun	
		Notes: Waiting on ICIP funding window.			
Electric Utility					
1	Pole / Line Replacement as Required	\$20,000		Not Yet Begun	
		Notes: As required.			
2	New Digital Meters as Required	\$6,500		Not Yet Begun	
		Notes: As required.			
3	Replace Reclosers at Substation	\$45,000	\$31,556.00	<div><div></div><div></div><div></div><div></div><div></div></div>	★
		Notes: Reclosers Purchased and Installed			
4	New Transformers as Required	\$35,000	\$32,672.00	Not Yet Begun	
		Notes: As required.			
5	Home Heating Programs (Utility Portion)	\$50,000		<div><div></div></div>	25%
		Notes: HOME Program launched Oct 1. In discussions with FCM on funding for program expansion. Staff continuing to work with Neothermal to develop ETS pilot for Mahone Bay.			
6	EV Chargers	\$60,000		Not Yet Begun	
		Notes: NRCan funding announced, installation planned for Spring 2021.			
7	Purchase Utility Chipper (50% Riverport)	\$40,000		Not Yet Begun	
		Notes:			



Town of Mahone Bay Public Engagement Plan: Community-Wide Bicycle Route

Presented to Council: Jan 28, 2021

GUIDING PRINCIPLES

Town of Mahone Bay public engagement is:

- Meaningful;
- Informed;
- Timely;
- Accessible;
- Transparent;
- Appropriately scaled;

NATURE OF ENGAGEMENT

- **Matter for which public engagement is being sought:**
Development of a community-wide all-ages cycling route.
- **How input will be used:**
To inform project design and Council's prioritization of projects.
- **Identified stakeholders:**
Residents and ratepayers of the Town of Mahone Bay. Businesses / Tourism operators / Mahone Bay Tourism & Chamber of Commerce (MBTCC). Bicycle tourists / visitors / Provincial cycling community (Bicycle Nova Scotia). Local trail organizations. Provincial Departments of Energy & Mines, Transportation & Infrastructure Renewal and Natural Resources.
- **Impact of the matter on stakeholders:**
Implementation of cycling route intended to have a beneficial impact on cycling in Mahone Bay, increasing access to active transportation infrastructure (and in-turn access to various community destinations), facilitating active transportation, and supporting economic activity.
- **Timeline for engagement / decision:**
Phase 1: February – March, 2021: Public Information
Engagement activities focused on increased awareness of Town plans.

Phase 2: April – July, 2021: Project Development
Participatory engagement to develop 2021-22 project - within parameters established by Council's annual budget process – for application to Department of Energy & Mines Connect2 Program.

- **What information is required to participate and where is it available:**
CBCL Transportation Plan Report (2020); and,
Bicycle NS Bikeway Concept Designs Report (2019). Will be made available via Town website.
Additional informational materials to be developed to support participation.
- **Particular circumstances (including states of emergency and public health directives):**
COVID-19 public health directives limiting in-person gatherings.

ENGAGEMENT TOOLS

Which public engagement tools will be utilized:

- ☐ **Public hearing;**

Notes: _____

- ☐ **In-person meetings, round-table discussions, town halls, open houses, or workshops;**

Notes: _____

- ☒ **Digital engagement which may include webinars, message boards / discussion forums, and online polls or surveys;**

Notes: During phase 2 one or more public webinars / video discussions are proposed with participation of stakeholders. Written input would be collected throughout phase 2 via digital means.

- ☒ **Written engagement which may include written submissions, email feedback, mail-in surveys, polls and workbooks;**

Notes: In addition to digital means, written input would be collected throughout phase 2 in mail-in format.

✘ **Engagement by representation including the appointment of members of the public to Town committees;**

Notes: Reach out to identified stakeholders to establish a project advisory team in phase 2 (meeting remotely), to assist with project development. This project team could potentially also support project implementation if funding were received.

✘ **Providing information through the media, websites, social media, and other channels;**

Notes: Phase 1 would focus on increasing awareness of Town plans via information posted on the Town website, on social media, and in locations in the community. Staff will seek to leverage stakeholder networks for improved reach.

✘ **Other:**

Notes: Potential for “cycle engagement” activities in phase 2 as weather improves. Cycle tours / organized rides through community could raise awareness and encourage input concerning issues and opportunities.

REQUIRED RESOURCES

- **Communication plan to inform the public about the public engagement plan and opportunities to provide input:**

Information will be posted on the Town website, on social media, and in the community. Staff will leverage stakeholder networks for improved communications reach.

Phase 2 “cycle engagement” activities may benefit from additional promotion.

- **Required resources and costs:**

Communications activities throughout, support for / participation with project advisory team, organizing, promoting and executing one or more webinars / video discussion sessions, and compiling input received for presentation to Council estimated 50 hours staff time. Advertising and promotional costs estimated at \$300.00.



Town of Mahone Bay

Staff Report

RE: By-law Enforcement Annual Report (2020)

February 9, 2021

Despite the Pandemic, by law enforcement was very busy in 2020. During the pandemic when conducting my duties, I used all personal protective equipment when required as well as the Public Health Protocols were always followed.

Parking Enforcement

Number of parking tickets issued (Jan1-March 5)	9
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Tickets by Month	
January	2
February	5
March	2

Due to the Pandemic, routine parking patrol and enforcement was suspended in March 2020. Parking enforcement continued on a complaint basis only. In October parking enforcement resumed. A procedure was put in place that advised the clients that received tickets of options for electronic payments only. This procedure was attached to the ticket. As a result, there would be no personal contact necessary between clients and the By Law Enforcement Officer and administration staff regarding parking enforcement.

In 2020, parking tickets and warnings have been issued for a number of offences but mostly parking in no parking areas, parking on sidewalks and parking in crosswalks and blocking fire hydrants. There were two occasions where vehicles were parked in a marked Accessible Parking Only location. They were addressed with the operators of the vehicles with an educational approach and a verbal warning. On one occasion an

upset motorist intentionally backed their car in my direction; the matter was referred to the RCMP who investigated.

A review of all parking signs was carried out in 2020 for the purposes of ensuring all parking and no parking signs are in sound condition and easily identified.

In consultation with the traffic authority Mr. Heide, and the Director of Operations, Mr. Mackenzie, a new no parking sign was installed on Orchard Street between Main Street and Aberdeen Lane. Vehicles were parking in this area and were restricting the view of vehicles entering and exiting Main Street.

Outdoor Burning By-law

- In 2020 there were 3 outdoor burning complaints investigated in the Town. As a result of the investigation, it was determined that the property owners were in non-compliance with the outdoor burning bylaw. The property owners were educated on the outdoor burning bylaw and have come into compliance.
- Received a complaint from a resident regarding excess smoke coming from a outdoor smoker at an eating establishment. I visited the establishment and spoke to the operator and it was agreed that the operator would move the smoker to a different location on the property to not cause a nuisance. File concluded.

Other Enforcement

- Enquiry from resident on Fairmont Street who has concerns regarding ATV's and off-road vehicles operating in the woods and on the trails in behind the community centre in Mahone Bay. Several foot patrols were carried out in this area and there is evidence that such activity is happening in this area. No individuals were identified and as fall approached this activity appeared to stop. Patrols will continue in the spring in this location.

- In 2020 I received two referrals from Public Works regarding the overgrowth of vegetation on properties impeding the sidewalks in front of their property. Both property owners trimmed the vegetation and are now in compliance.

Administrative

- Reviewed all by laws of the town of Mahone Bay and provide recommendations regarding enforcement and compliance of the by law. (This is an ongoing project).
- Developed an operational flow chart regarding procedures to be followed by enforcement and compliance staff when dealing with enforcement and compliance issues.
- Update the Summary Offence Ticket schedule for various by laws.

Temporary Vending By-law

- Inspections at mobile Take Out located on Edgewater Street to ensure the operator is in compliance with the town's by laws.

Land Use By-law

- Investigated three issues of storage containers located on properties. Met with the property owners and educated them on the requirements relating to the use of such units. All property owners are in compliance.

Dangerous & Unsightly Premises

- In 2020 there was an investigation regarding a Dangerous and Unsightly property located on 37&39 Main Street. The investigation did reveal that these properties were not in compliance with the by law. This investigation was time consuming due to necessary

procedures. The investigation took several months but compliance was achieved.

Respectfully submitted,

Alan McMullin

By Law Enforcement Officer





Town of Mahone Bay

Staff Report

RE: Local Improvement PIM

February 9th, 2021

General Overview:

This report is intended to provide Council with a report on the recent public information meeting on a proposed Local Improvement By-law.

Background:

As per Council direction at the regular meeting of December 8, 2020 a public information meeting (PIM) on a proposed Local Improvement By-law was conducted on January 20, 2020. The PIM consisted of a short presentation by staff (slides attached as Appendix A) and discussion among the half-dozen attendees. Those members of the public in attendance were generally supportive of the proposed Local Improvement By-law.

Analysis:

Discussion at the recent PIM centered on two questions entailed by the proposed Local Improvement By-law (reflected in the draft By-law wording attached as Appendix B):

- 1) What percentage of costs would the Town be willing to share with landowners and according to what formula? The proposed by-law does not require Council to predetermine this however, as it is adjusted for each proposed project as per Schedule A in the draft By-law wording attached). Should the proposed by-law be adopted Council is advised to incorporate consideration of cost-sharing under the By-law into any proposed infrastructure extension.
- 2) If the by-law allows landowners to initiate infrastructure improvements by petitioning the Town – which is optional at Council's discretion – or if Council elects to require signatures before proceeding with a project, what is the appropriate percentage of adjacent landowners (e.g. 51% vs. 100%) whose support would be required before any local improvement charge could be applied to finance extension of services? If petitions are permitted, for which infrastructure would the Town accept petitions? Would the percentage of landowners required differ depending on the nature of the infrastructure being requested (e.g. Sidewalks vs. wastewater infrastructure)?

A determination in this regard will need to be made by Council in giving first reading to the proposed by-law.

Financial Analysis:

There are no unbudgeted costs anticipated with the by-law development process. The implementation of a Local Improvement By-law would have significant implications for future capital planning and would enable the Town to consider moving ahead on certain priority infrastructure projects – such as water/wastewater extensions on Main and Edgewater streets intended to address remaining straight-pipes – in cost-sharing arrangement with residents / developers.

Strategic Plan:

3.1 21st Century Infrastructure

- Asset Management
- Optimize efficiency of Utilities

3.2 Governance and Public Engagement

- Develop a policy and framework to engage the public in Council activities and decision making

Recommendation:

It is recommended,

THAT Council direct staff to present the draft Local Improvement By-law to the Policy & Strategy Committee for further discussion prior to giving first reading.

Attached for Council Review:

- Jan 20, 2020 Local Improvement PIM presentation slides
- Draft Local Improvement By-law

Respectfully Submitted,



Dylan Heide
Town of Mahone Bay CAO



**Town of Mahone Bay
Local Improvement By-law
Public Information Meeting**



WHAT

Local improvement by-law is about spelling out how the Town can work with residents to increase services.

WHY

Current status:

- Electrical and Water Regulations + wastewater under subdivision by-law (where can you have service, where do you have to)
- Subdivision By-law and growth
- Utility Asset Management considerations
- Environmental considerations

DISCUSSION

Possible Applications:

- Town strategic objectives can drive contribution (accessibility/walkability, viability for utilities, etc.)
- Responding to environment and climate (straight pipes, stormwater management)

HOW

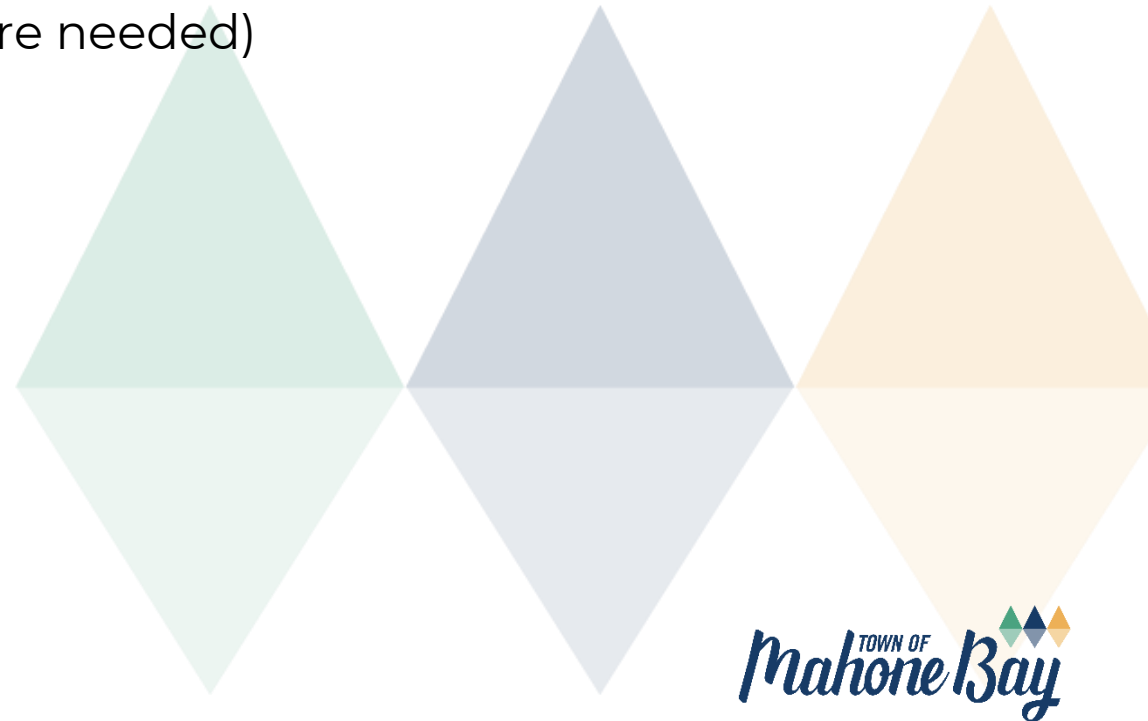
- Mechanisms for cost sharing
- Notes such as if a property changes hands



DISCUSSION

What do you think about...

- Existing properties, new expectations...
- Town initiated versus petition (how many residents are needed)



WHAT HAPPENS NEXT?



- A draft piece of legislation will be brought to Council for review
- Council will review the legislation and either ask staff for amendments or pass a motion to give first reading (in the case of a By-law)
- A Public Hearing to receive comments from the public would be scheduled before Council considered the By-law for 2nd and final reading
- The new legislation will be communicated to the public, posted on the Town website, and communicated to planners of current events
- The procedure for and Events application will be clearly outlined on the Town website for those who want to plan an event or learn more about how to do so.

THANK YOU



townofmahonebay.ca

LOCAL IMPROVEMENT BY-LAW

WHEREAS Section 81 of the Municipal Government Act provides that a Municipality may make by-laws imposing, fixing and providing methods of enforcing payment of charges for types of local improvements;

THEREFORE be it enacted by the Council of the Town of Mahone Bay, as follows:

1. Short Title

This By-Law shall be cited as “Local Improvement By-Law”.

2. Purpose

The purpose of this By-Law is to establish the manner in which the Town of Mahone Bay shall impose, fix, and enforce payment of charges for local improvements.

3. Definitions

a) “cost of local improvement” means the capital cost of service provision and shall include but is not limited to costs of study, design, construction, installation and administration, engineering, surveying, Town staff time, and other incidental expenses as well as the costs of financing including bridge financing, if any, and the cost of financing throughout the amortization period of the project whether or not the money is financed internally or externally. The cost of any particular local improvement may be reduced by its proportionate share of financial contribution for Federal, Provincial or Municipal grant dollars.

b) “Council” means the Council of the Town of Mahone Bay.

c) “Engineer” means the Town employee designated as Town Engineer pursuant to the provisions of the *Municipal Government Act*.

d) “Local Improvement” means and includes:

- i) wastewater facilities or stormwater systems, the use of wastewater facilities or stormwater systems and connecting to wastewater facilities or stormwater systems
- ii) laying out, opening, constructing, repairing, improving and

- maintaining streets, curbs, sidewalks, gutters, bridges, culverts and retaining walls, whether the cost is incurred by the Town directly or by, or pursuant to, an agreement with Her Majesty in right of the Province, the Minister of Transportation and Public Works or any person;
- iii) expenditures incurred for the wastewater management system in a wastewater district
- iv) the Town portion of the capital cost of installing a water or electrical system.
- v) charges for deposit in a special purpose tax account to provide for future expenditures for wastewater facilities, stormwater systems, water systems, electrical systems, transportation facilities or other anticipated capital requirement.

e) “owner” means the assessed owner of any property as listed on the assessment rolls prepared by the Province of Nova Scotia.

f) “street” means a public street, highway, road, lane sidewalk, thoroughfare, bridge, square and the curbs, gutters, culverts and retaining walls in connection therewith within the Town of Mahone Bay whether vested in the Town or the Province of Nova Scotia.

g) “subdivision” for the purpose of Section 9(b) of this By-Law only, means a grouping of streets and homes which is distinct from other such groupings by way of having a commonly accepted name; and/or common entrance(s) to an arterial, major arterial, or collector street.

4. Charge Imposed

Where a local improvement has been carried out by the Town of Mahone Bay in an area identified in Schedule “A” as amended from time to time, a tax is hereby levied upon every owner of real property situated in whole or in part within the identified area except to the extent that any lot or the owner thereof is totally or partially exempt from tax by provisions in this By-Law or the provisions of Schedule “A”.

a) Town owned land shall be exempt from charges arising from the provisions of this By-Law unless otherwise indicated in Schedule “A”.

5. Amount of Charge

The amount of tax levied pursuant to Section (4) shall be determined in accordance with the provisions of this By-Law and of Schedule "A" of this By-Law and may be calculated based on:

- a) a uniform amount of each lot or parcel of land in existence or subsequently created by subdivision;
- b) the frontage of the lot on any street;
- c) the use of the lot;
- d) the area of the lot;
- e) the assessed value of property;
- f) any combination of two or more such methods of calculating the tax; or
- g) such other method as Council deems fit.

6. Variations in Charges

The tax levied pursuant to this By-Law may be fixed at different rates for different classes or use of properties and may be fixed at different rates for different areas or zones as outlined in Schedule "A".

7. Frontage Charge

- a) If the amount of tax contains a component calculated in whole or in part, based upon the frontage of the lot on a street, the component of the tax which is based upon frontage shall be calculated in accordance with this section or in accordance with provisions as outlined in Schedule "A" if applicable.

FC = Frontage Charge

TF = Sum of all individual frontages (IF) determined on the basis of the provisions of this by-law or Schedule "A".

FR = Frontage reduction for a particular lot which qualifies as outlined in Section 7 (b).

IF = Total frontage of an individual lot (as may be adjusted by provisions of Sections 7(c) 7(d)).

TC = Total cost of local improvement.

MC = Town contribution toward Improvements.

PC = Provincial/Federal Contribution toward Improvements.

$FC = [(IF-FR/TF) * [TC-(MC+PC)]]$

- b) Where an owner can reasonably demonstrate, and provide specific evidence such as an environmental study or written confirmation from the

Nova Scotia Department of Environment, that a parcel of land is unusable for development by reason of soil type, environmental hazard, or other natural factors that do not permit the land to be subdivided for the purpose of creating a lot, the frontage reduction (FR) used in the formula in Section 7 shall be 75% of the unusable frontage. This proof must be provided prior to the inclusion of the project in Schedule "A" of the By-Law.

c) An adjustment will be made for lots (other than corner lots) which cannot be subdivided; as follows;

- i) The maximum frontage to be charged any lot will be 120 feet.
- ii) The minimum frontage to be charged any lot is 60 feet.

d) For a corner or through lot, the component of the tax based upon frontage shall not exceed the amount that would be calculated as follows:

- i) One-half of the total usable frontage on the streets, where the total actual frontage on the two streets is 240 feet or less or over 240 feet but cannot be subdivided; or
- ii) Total usable frontage on the streets, less 120 feet, where the total frontage on both streets exceeds 240 feet and the lot is sub-dividable.

e) i) Where one of the two streets adjacent to a corner or through lot is subject to a local improvement, the frontage subject to the charge will be determined by the percentage that that side of the property is to the entire usable frontage of the two sides of the property and applied to the frontage for the lot in total, as calculated in Section 7(d).

The following formula shall be used:

Actual Frontage on Individual Street X Chargeable Frontage
Total Actual Frontage on Both Streets

ii) If the land on the street paved/improved second has been subdivided or otherwise changed configuration since the time of the paving/improvement of the first street, the frontage charge for the corner lot or through lot on the second street will be calculated in accordance with Sections 7(d) and (e)i), as if no change in configuration had occurred.

8. Exemptions/Adjustments to Charges other than Frontage Charges

Any property which would otherwise be subject to a local improvement charge but which could be considered not to benefit from the local improvement may be exempt from or given an adjustment to the charge levied under this By-Law. Such situations may or may not arise when the

property is already serviced or where the improvement is not directly beneficial to the property and cannot reasonably be argued to provide indirect benefit such as the ability to further subdivide and develop the property. For greater certainty, a corner lot will be deemed to benefit from improvement on each of the streets it is on which it fronts subject to any adjustment that is available in Section 7 of this By-Law. Exemption or adjustment may also be given when a property cannot be developed or cannot be serviced because of its size, configuration, topography or ground conditions. Properties extended exemptions/adjustment under this section will be identified in Schedule "A".

9. Building Service Connection

Applications for connection to a wastewater, water or electrical system after the original wastewater, water or electrical system has been installed shall be made in accordance with all applicable Town by-laws and policies and shall be accompanied by such connection fees as are required.

10. Administrative Guidelines

a) Council may proceed with a Local Improvement in response to a petition from property owners or in response to a staff recommendation which shows the necessity of the project for improved public health and safety; or that the project is critical to the controlled management of residential or commercial/industrial growth and development or for other such compelling reason as determined by Council.

b) Where Council considers carrying out a local improvement on the basis of a petition (Schedule "B") presented by the taxpayers in the area to be charged, such charges would be considered only where there is support for the project from adjacent landowners. Regardless of cost allocation methodology used (from Section 5), X% of adjacent landowners deemed to benefit from the project (per Section 8) must be in favor for a petition to be considered valid.

i) If the petition relates to all streets/land area within an entire subdivision, approval must represent X% of the owners of land with frontage within the subdivision.

ii) The petition should clearly indicate the method by which costs will be allocated among taxpayers. Successful petitions are considered to be valid for a period of not less than 10 years from the date of presentation to Council. Within that time frame, the validity of the

petition is not affected by the number of times any one individual property may change hands between the time the petition is presented and when the local improvement is carried out.

c) Where a local improvement is approved by Council without a petition, Council shall, by policy, determine a suitable method for advising residents affected by decision taken under this By-Law.

11. Lien

a) A charge imposed pursuant to this By-law constitutes a first lien on the subject real property in the same manner and with the same effect as rates and taxes under the Assessment Act.

b) A charge imposed pursuant to this By-Law is collectable in the same manner as rates and taxes and, at the option of the Treasurer, collectable at the same time and by the same proceedings, as rates and taxes;

c) The liens against the real property become effective on the earliest of the date on which the interim charge is imposed or the Engineer files with the Treasurer, a certificate that the improvement has been completed;

d) The lien provided for in this By-Law shall remain in effect until the charge plus interest has been paid in full;

e) Where a property subject to a lien is subdivided, the amount of the charge plus interest then unpaid shall be apportioned among the new lots according to the assessed value that the new lots have in relation to the total assessed value of the entire property before subdivision.

12. Interest

Interest shall accrue on charges outstanding from the due date forward, at the same rate as for other outstanding taxes. The due date is the date of completion or the date that installments are due if the annual payment option is available.

13. Installments

a) The amount payable may, at the option of the owner of the property, be paid in annual installments as outlined in Schedule "A", not to exceed 25 years and the whole balance becomes due and payable without notice or demand, in the event of default of payment of an installment.

b) The property owner shall have one month from the date of their initial notice of amounts owing, to notify the Treasurer, in writing, which financing option has been selected. If there is no written notification, the taxpayer shall be deemed to have selected the annual payment option as outlined in Schedule "A" for the project.

SCHEDULE "A"

TEMPLATE

_____ Street upgrade and extension 20__.

(a) The project will involve the upgrade and extension of _____ Street by ____ feet.

(b) Properties with the following PID numbers shall be subject to the local improvement charge to the extent that they front on the upgrade/improvement:

49272048

49292572

49183861

49281988

(c) The local improvement charges will be based upon the total foot frontage of the properties abutting the work completed under the project. An interim charge of \$____ per foot shall be levied. Final amounts will be confirmed and billed within 90 days of project completion.

(d) The cost of the project shall exclude long term financing charges. The charge will be subject to an interest rate of ____%.

SCHEDULE "B"

PETITION

DATE:

To Mayor and Members of Town Council

We, the **Undersigned**, wish to request that the Town of Mahone Bay install:

FROM Property PID # _____

TO Property PID # _____

We understand that there will be costs incurred for each property owner, as found within the provisions of the ***Local Improvement By-Law***.

NAME	ADDRESS	PHONE
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____



Town of Mahone Bay
Staff Report
RE: Bandstand Phase 3
February 9th, 2021

General Overview:

This report is intended to provide Council an update concerning the Bandstand Phase 3 project included in the 2020-21 annual budget approved May 12, 2020.

Background:

At the regular meeting of Council for September 26, 2019 Council approved Phase 2 of improvements to the Town bandstand on Main St. Phase 2 improvements (supported by \$10,000 from the Provincial ACCESS-ability Program) were to consist of the following components:

- Walkway \$12,377 (including HST, after rebate)
- Bleachers \$8,760 (including HST, after rebate)
- Metal or Composite Roofing \$12,600 (including HST, after rebate)

Phase 2 improvements were completed by the Spring of 2020, including the addition of a new community flagpole at Council's direction (replacing the pole donated to the Town by the Mahone Bay Centre Society). Also during Phase 2 of improvements to the bandstand the Council approved a request to dedicate the bandstand as the Michael O'Connor Memorial Bandstand. On the basis of this dedication a charitable donations campaign has been undertaken to support further improvement of the bandstand with over \$5,000 received to date.

Analysis:

In the context of Phase 2 improvements wrapping up and an ongoing donations campaign (and pending recognition of the dedication), Council included a Bandstand Phase 3 project in the 2020-21 annual budget approved May 12, 2020, with the understanding that this project would be further developed on the basis of engagement with facility users and the public, prior to application for external funding to the [Canada Cultural Spaces Fund](#) (leveraging donations received). Due to COVID-19 most organized activities at the bandstand – including the annual Mahone Bay Music Association and Swing Band concert series' – were cancelled and engagement on further improvements was delayed. COVID-19 has also resulted in additional potential funding sources for future improvements to the bandstand – and potentially other public-use spaces belonging to the Town – including the [Canada Healthy Communities Initiative](#).

In accordance with the Town's Public Engagement Policy a proposed Engagement Plan to inform design of the Bandstand Phase 3 project is attached as Appendix A to this report.

Financial Analysis:

The annual budget approved May 12, 2020 committed \$5,000 from the Town to be leveraged with donations and matched by external funding, to a proposed \$20,000 budget. This would need to be refined based on engagement, for consideration in 2021-22 budget process, prior to external funding application in the Spring of 2021 (for work in the Fall of 2021).

Strategic Plan:

3.2 Economic and Community Development

- Enhance recreation and open space opportunities

Recommendation:

It is recommended,

THAT Council approve the Bandstand Phase 3 Engagement Plan.

Attached for Council Review:

- Bandstand Phase 3 Engagement Plan

Respectfully Submitted,



Dylan Heide
Town of Mahone Bay CAO



Town of Mahone Bay Public Engagement Plan: Bandstand Phase 3

Presented to Council: Feb 9, 2021

GUIDING PRINCIPLES

Town of Mahone Bay public engagement is:

- Meaningful;
- Informed;
- Timely;
- Accessible;
- Transparent;
- Appropriately scaled;

NATURE OF ENGAGEMENT

- **Matter for which public engagement is being sought:**
Design of Bandstand Phase 3 project (further improvements to Michael O'Connor Memorial Bandstand in 2021).
- **How input will be used:**
To inform project design for recommendation to Council.
- **Identified stakeholders:**
Project donors (present and future). Residents of the Town of Mahone Bay. Facility users (Swing Band, Music Association, local events organizers, etc.). Businesses / Tourism operators / Mahone Bay Tourism & Chamber of Commerce (MBTCC).
- **Impact of the matter on stakeholders:**
Project will impact current and potential uses of the Michael O'Connor Memorial Bandstand, potentially support expanded use of the facility.
- **Timeline for engagement / decision:**
February-March 2021.
- **What information is required to participate and where is it available:**
Knowledge of the bandstand facility; easily accessible on Main St.. Staff will prepare a brief summary of past activities at the bandstand to include in promotion of engagement opportunities.

- **Particular circumstances (including states of emergency and public health directives):**
COVID-19 public health directives limiting in-person gatherings.

ENGAGEMENT TOOLS

Which public engagement tools will be utilized:

- ☐ **Public hearing;**
- ☐ **In-person meetings, round-table discussions, town halls, open houses, or workshops;**
- ☒ **Digital engagement which may include including webinars, message boards / discussion forums, and online polls or surveys;**

Notes: A Zoom session for identified stakeholders and the public to discuss current uses and potential improvements to the bandstand facility, with associated report to Council.

- ☒ **Written engagement which may include written submissions, email feedback, and mail-in surveys, polls and workbooks;**

Notes: Written / email submissions accepted in initial feedback period presented to Council with Zoom session report. Open public survey on current uses and potential improvements, coordinated with Zoom session.

- ☐ **Engagement by representation including the appointment of members of the public to Town committees;**
- ☒ **Providing information through the media, websites, social media, and other channels;**

Notes: Engagement activities including survey to be promoted via website and social media as well as Mayor's Newsletter.

- ☐ **Other:**

REQUIRED RESOURCES

- **Communication plan to inform the public about the public engagement plan and opportunities to provide input:**

Engagement activities including survey to be promoted via website and social media as well as Mayor's Newsletter.

- **Required resources and costs:**

Organizing, promoting and executing Zoom session and public survey, and generating report to Council estimated at 12 hours staff time.



Town of Mahone Bay
Staff Report
RE: Town Logo Review
February 9th, 2021

General Overview:

This report is intended to inform Council's scheduled review of the current corporate logo for the Town of Mahone Bay, formally adopted by Council and in regular use since the Fall of 2019.

Background:

In the Fall of 2019, following a standard Request for Proposals process, the Town entered into a communication services contract with local company Skysail Brand Marketing & Design, for services including development of a new Town website, communications materials in relation to major capital projects and asset management initiatives (with financial support from the Federation of Canadian Municipalities) and communications capacity building for Town staff.

On review of the Town's communications needs, Skysail recommended development of a new corporate logo for the Town, to distinguish official communications and materials. Council was provided with options including a recommendation (the Town's current logo):



The recommendation (letter attached as Appendix A) including the following rationale from the designers:

Our recommendation for the new Town of Mahone Bay branding is option "A". The reasons we feel this option best represents our objectives are: a strong, unique font which is easily read, professional colours with a mix of abstract imagery, and includes a twist on the usual three churches icon using graphic diamonds that represent sails, trees and steeples all reflecting in the water.

We feel this concept will look great communicated large or small scale and will look sharp on both print, digital and physical goods. We feel this brand can carry us through for many years.

Council adopted the new logo on November 12, 2019, following presentation of options by Skysail. After significant discussion by Council the motion adopting the new logo was rescinded on December 10, 2019 and the logo was again formally adopted by motion of Council at the same meeting.

Following confirmation of the current logo's adoption by Council it was incorporated into the new Brand Guidelines (attached as Appendix B) and draft Communication Plan (attached as Appendix C) developed by Skysail and presented to Council January 30, 2020. Implementation of the logo continued in 2020-21 and - though communications timelines were adjusted somewhat in response to COVID-19 – the Town's contract with Skysail has been completed with deliverables including the [new website and asset management communications materials](#) received.

In the Spring of 2020 Council received correspondence requesting a review of the logo, in consideration of which the following motion ([full text](#)) was passed by Council April 14, 2020:

THEREFORE be it resolved that, following the “community branding” public engagement component of the Wayfinding project and the “community vision” public engagement component of the Municipal Plan Review, Council will formally revisit its commitment to the use of the current Three Diamonds design as its corporate logo, with the understanding that the current Three Diamonds logo will continue to be used for corporate purposes in the meantime, while community signage will continue to feature the three churches.

Analysis:

The current corporate logo has now been in regular use since the Fall of 2019; staff note the logo has been suitable for all corporate uses as intended. In addition to concerns noted above, staff have received informal positive feedback. Accessibility considerations were also raised in relation to the logo which have been reviewed as noted below.

As per Council's direction this report is presented following approval by Council of the template for wayfinding signage (designer's presentation attached as Appendix D, Option 1 approved by Council January 12, 2021). Approval of the wayfinding signage design further clarifies that Town and Mahone Bay Tourism & Chamber of Commerce (MBTCC) wayfinding signage reinforces MBTCC branding and directs visitors to MBTCC operated

www.mahonebay.com, and that said signage is not reflective of the Town's corporate brand (as MBTCC provides visitor information and tourism services for Mahone Bay).

Further to Council's direction on review of the logo, this report is presented following approval by Council on January 28, 2021, of the community vision developed by Plan Mahone Bay consultants Upland Planning & Design (Guiding Principles, Vision and Goals document attached as Appendix E) to guide the review of the Town's Municipal Planning Strategy and Land Use By-law. Approval of the community vision statement – developed by Upland through a community engagement process conducted over several months with significant participation by residents - provides additional context for review of the Town's corporate logo. The vision statement is as follows:

The Town of Mahone Bay will continue to be a place where people in all stages of life, and with different ambitions and aspirations, choose to live. The Town will protect, enhance, and be shaped by its relationship to the natural environment and, over the life of this Plan, will become a leader in climate change mitigation. The Town and the community will spearhead actions and be proactive in adapting to the climate crisis. The strongest asset in Mahone Bay will continue to be its residents who are actively engaged in Town decision-making. Growth and development will support an accessible built environment, where pedestrians are prioritized; will support housing and employment opportunities for anyone who chooses to live in Mahone Bay; will balance and nurture the needs of the human and natural environments; will only occur through a careful, transparent and systematic process; will recognize and protect cultural and built heritage while continuing to allow for change and evolution; and will emphasize the protection and expansion of public spaces and institutions integral to the daily lives of residents. The physical, social, and mental health and wellbeing of all residents will be supported and nurtured by the built and natural environments, and by the community itself.

As noted above, staff commissioned an expert review of the current logo to support Council's review, following accessibility concerns being raised by correspondence (review notes by Lisa Snider of Access Changes Everything attached as Appendix F). This review provides several actionable items relative to the logo which can be addressed with relative ease.

Financial Analysis:

There are no significant financial implications to consider with respect to the current logo or actionable items from the accessibility review. Any consideration of a new logo – if such were directed by Council on review – could be included in the 2021-22 budget.

Strategic Plan:**3.3 Governance and Public Engagement**

- Improve communications and share information with the public in a manner consistent with their needs

Recommendation:

It is recommended,

THAT Council direct staff to act on actionable items from accessibility review of Town logo.

Attached for Council Review:

- Skysail Brand Marketing & Design Logo Recommendation Letter
- Skysail Brand Marketing & Design Brand Guidelines
- Skysail Brand Marketing & Design Draft Communication Plan
- Pierre Tabbiner Design & Illustration Wayfinding Signage Presentation
- Upland Planning & Design Guiding Principles, Vision and Goals
- Access Changes Everything Town of Mahone Bay Logo Notes

Respectfully Submitted,



Dylan Heide
Town of Mahone Bay CAO

466 Main Street
Mahone Bay, Nova Scotia

SKYSAIL

902-240-7245
hello@skysailbrand.com

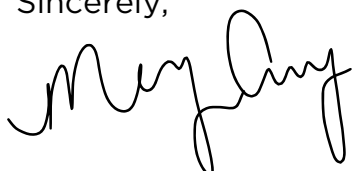
October 30, 2019
Dylan Heide
493 Main Street
Mahone Bay, NS

Dear Mr. Heide,

Our recommendation for the new Town of Mahone Bay branding is option "A". The reasons we feel this option best represents our objectives are: a strong, unique font which is easily read, professional colours with a mix of abstract imagery, and includes a twist on the usual three churches icon using graphic diamonds that represent sails, trees and steeples all reflecting in the water.

We feel this concept will look great communicated large or small scale and will look sharp on both print, digital and physical goods. We feel this brand can carry us through for many years.

Sincerely,

A handwritten signature in black ink, appearing to read 'Meg Craig-Wiens', with a stylized, cursive script.

Meg Craig-Wiens
Skysail Brand

SKYSAIL

BRAND
MARKETING
& DESIGN

Brand Guidelines

The brandbook for **Town of Mahone Bay**



PREPARED FOR:
Town of Mahone Bay

The logo and usage

The Town of Mahone Bay logo is composed of a wordmark and an icon. The Three Diamonds icon is a stylized representation of Mahone Bay's iconic Three Churches but can also be interpreted as trees or sails and their reflections on the water. As diamonds, they're a call back to the town's long time association with the word "treasure". The wordmark is set in a combination of the script typeface Andhyta and Trade Gothic Bold Condensed.

Used consistently, the new brand will increase public awareness of the source of municipal communications.





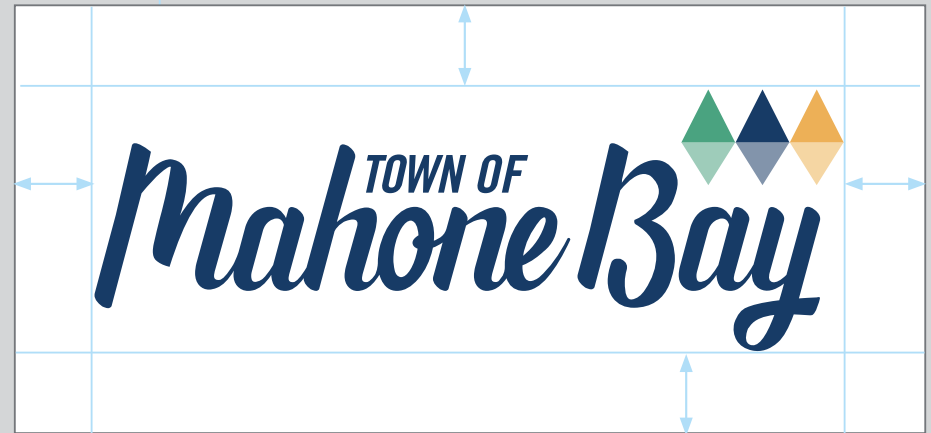
Monochrome variants.

Sometimes, usually due to production costs, you'll need to reproduce the logo in black and white, or using only a single coloured ink. In this scenario, ensure the light or dark version of the logo is used appropriately depending on the background colour. Higher contrast between light and dark enhances legibility. You'll want your logo to stand out as much as possible from the background.

Use these monochromatic alternates only when absolutely necessary as colour is a huge part of a brand's chances of being recognized quickly.

Logo construction + **clearspace.**

Our logo should always be given a healthy amount of empty space in which to sit. The space required on all sides is roughly the **x-height** (height of a lowercase letter) of the words **Mahone Bay**. No other design elements (type or photos) should encroach on the clearspace.



MINIMUM LOGO SIZES

There are no predetermined sizes for the logo. Which version of the logo you choose and how you scale it should be determined by the available space, function and visibility.

ICON ONLY

Once the new logo has been used consistently for a time, viewers will develop enough familiarity with the Town’s brand to recognize the Three Diamonds on their own. This may help when space constraints would otherwise demand a very small application of the logo



LOGO: INCORRECT USE

There will be times you’re tempted to modify the logo for use in adverse design circumstances. We’d strongly encourage you not to do so. Feel free to reach out to Skysail Brand for help if none of the alternate logos we’ve provided you will suit the design challenge.

 DON'T rotate the logo	 DON'T add a drop shadow	 DON'T rearrange elements	 DON'T stretch the logo
 Don't use different colors	 DON'T outline the logo	 DON'T add gradients	 DON'T use it over a photo

The colour palette.

The three colours of the Town of Mahone Bay's new logo were chosen carefully to differentiate us from the other entities competing for visual space in the town.

The Three Diamonds icon features the colours at full opacity on top and, in the reflection below, at 50% opacity.

Use these colours to complement your design and to help create a unified, recognizable appearance across all communications.

	BAY BLUE	PRINT: CMYK 100/78/32/22 PRINT: PANTONE 654 C SCREEN: HEX #173b66 SCREEN: RGB 23/59/102
	OAK GREEN	PRINT: CMYK 71/13/60/1 PRINT: PANTONE 7723 C SCREEN: HEX #4aa380 SCREEN: RGB 74/163/128
	TREASURE GOLD	PRINT: CMYK 7/35/72/0 PRINT: PANTONE 1365 C SCREEN: HEX #edb057 SCREEN: RGB 237/176/87

Primary + secondary typefaces.

Andhyta

PRIMARY TYPEFACE: ANDHYTA

A lightly modified version of Andhyta was used in the words Mahone Bay on the town's logo. As a very decorative typeface, we recommend it's use very, very sparingly. A short headline is the maximum. It should never be used for body copy or any text that spans more than one line. It should never be used in All Caps.

Trade Gothic

SECONDARY TYPEFACE: TRADE GOTHIC

Trade Gothic Bold Condensed is used on the logo in the words "The Town Of". Trade Gothic is a flexible family of both standard and condensed fonts that can be used across many different contexts without worry about legibility. Use Trade Gothic for longer headlines and subheads. Feel free to try it out in All Caps and with added tracking.

SKYSAIL

**BRAND
MARKETING
& DESIGN**



SKYSAIL BRAND

397 Main Street
Mahone Bay, Nova Scotia
Phone 902 240 7245
E-Mail hello@skysailbrand.com

skysailbrand.com



TOWN OF MAHONE BAY COMMUNICATION PLAN

DRAFT A

January 30th 2020
SKYSAIL BRAND



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STYLE GUIDE *See Attached.



INTRODUCTION: Goals and Strategy

The Town of Mahone Bay will take 2020 as a starting point to engage the community and promote and educate it's residents on all the assets, facilities and projects the Town currently owns, facilitates and operates.

Through a communications strategy and a refreshed visual look, multiple projects and initiatives and enhanced community engagement the goal is to develop a more well-rounded awareness of what The Town is, what it's not and why it's so important for everyone to be aware and involved.

By using both print and digital media we aim to capture more attention and entice the residents to get more involved. The heightened awareness will bring a sense of ownership to the residents.



The Town is working with Skysail Brand to create a new look and feel that best represents the community and gives a voice to each asset and facility and the people who are behind the operation.

Through print, social media and website we aim for communications that are clear, focused and educational. We want to not only reassure the residents that their tax dollars are being well spent but that we're on the edge of what's to come in the future whether it be climate change, safe, accessible streets and sidewalks or facilities upgrades.

We want residents to feel secure in knowing that The Town is on their side, working in their best interests and leading the way in community management.

We also want to engage residents more actively in the work of the Town.



REBRAND/REFRESH

As part of the Town's new communication strategy, Skysail Brand has collaborated with the Council to create a new visual look to the brand. This includes a new logo, style and font choice, a colour coded look to separate each town asset as well as social graphics and a new website.

* See attached Style guide for complete brand breakdown.



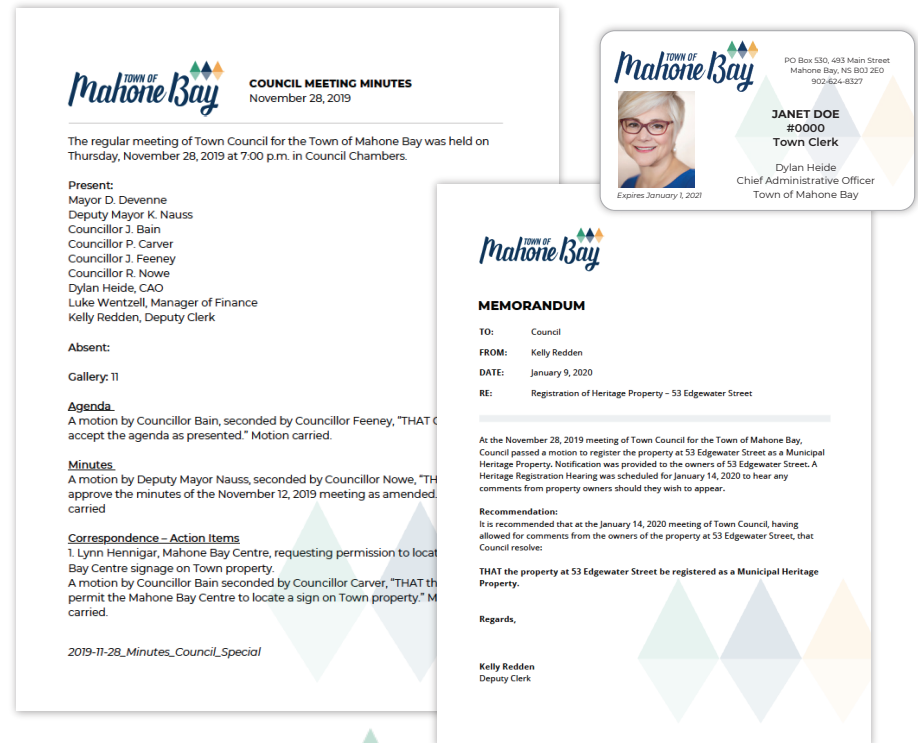
THEN



NOW

As part of this rebrand, all print assets and digital material will be rebranded with the new look and feel. Town staff are being supported and trained to make the most of this new look.

- Logo
- Corporate Flag
- Trucks
- Council documents
- Resident communication
- Website
- Newsletter
- Social Media
- I.D. Cards
- Posters
- Rack cards
- Clothing



2019-2020 FOCUS CAMPAIGNS

CENTENNIAL CAMPAIGN

ASSET MANAGEMENT CAMPAIGN

- WATER TREATMENT
- WASTE WATER
- ELECTRICAL

FACILITIES CAMPAIGN

- FIRE STATION
- TOWN HALL
- PUBLIC WORKS

PLAN REVIEW

SHORELINE CAMPAIGN

- STORM WATER

TRANSPORTATION PLAN

COMMUNITY GHG REDUCTION CAMPAIGN



The campaigns will share many distinctive visual elements but each campaign has an associated colour which is intended too differentiate and organize each project and help the residents become more familiar of each one.

CENNTENNIAL CAMPAIGN

Key Dates: SEPT-MAR

To celebrate Mahone Bay's 100th Anniversary we will be concentrating on initiatives that both beautify the town and commemorate it. The goal is to continue this campaign into 2020 and continue to encourage beautification projects and community donations outside the Centennial year.

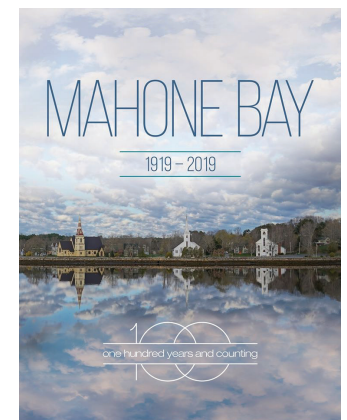
Key action items:

- ☒ • Bandstand Beautification
 - Solicit community donations
- ☒ • RPS Mural Project
 - Solicit community donations
- ☒ • Mahone Bay Book
 - Available for purchase
- ☒ • 100 TREES
 - Available for purchase
- ☐ • Interpretive Signage
 - Working with Museum

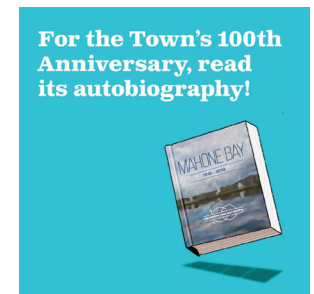
SIGNAGE



BOOK



SOCIAL MEDIA



ASSET MANAGEMENT

WASTE WATER / ELECTRICAL /

Key Dates: NOV-AUG

As part of the Town's Asset Management Campaign we will create awareness pieces and web content that will educate the community on the many services the Town provides to residents and the assets used to provide them, from Water and Wastewater to Parks and Recreation facilities, to the Town's Electric Utility and proposed Solar Garden.

Key action items:

- ✓ ☒ • AWARENESS PIECES
 - POSTER
- SOCIAL MEDIA
- WEBSITE



POSTERS

A wastewater system that keeps our Bay safe.
The first phases in Mahone Bay's wastewater system were completed in 1940 in the most expensive project we'd ever undertaken. Now we have a modern facility with efficient disinfection and plans for system diagnostics that will help us make smart investments in the future. Ongoing upgrades to priority lines make for a wastewater system the Town can be proud of!

MAHONE BAY FIRE STATION / TOWN HALL

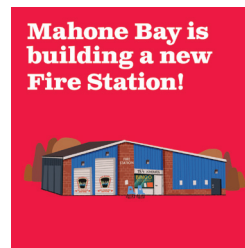
Key Dates: OCT-AUG

As part of the Town's Facilities Campaign we will create awareness pieces that will educate the community on the service provided by the Mahone Bay Volunteer Fire Department and the valuable resource that is the Town's Fire Station. Through this education we will encourage participation in community engagement and ask for feedback in the next steps of the new facilities build. 2021 will be the centennial of the MBFD and awareness of this will be included in the material. Along with engagement materials on the Fire Station we will create awareness pieces regarding the Town Hall and Public Works, the services they provide, and facilities upgrades / replacement.

Key action items:

- ☒ • AWARENESS PIECES
- POSTER
- ☒ • SOCIAL MEDIA
- ☐ • WEBSITE

SOCIAL MEDIA



POSTER



We need you!

Mahone Bay is hosting an Open House where you can learn more about the project and share your ideas for how the new building can best serve our community.

JOIN US NOVEMBER 26 AT 5PM
184 Kilmuir St, Mahone Bay

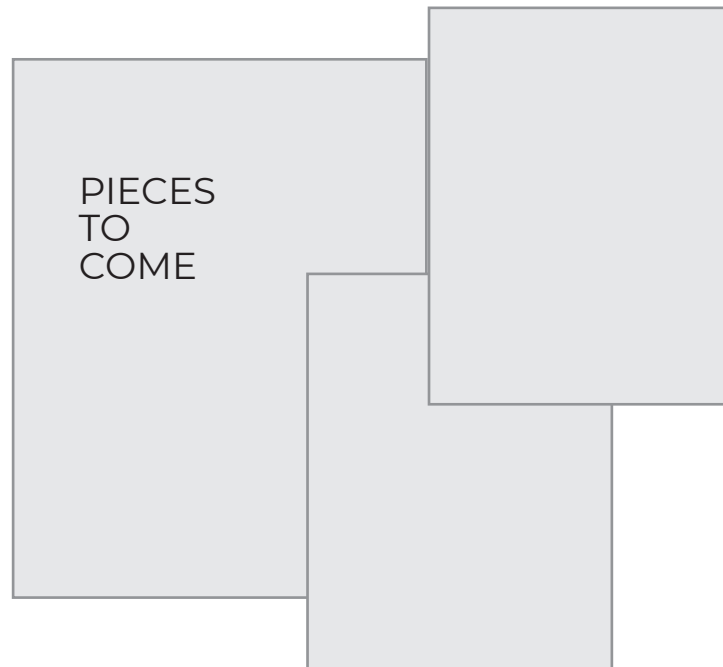
PLAN REVIEW

Key Dates: FEB-AUG

Support for Plan Review project, including the review and updating of the MPS/LUB with an external contractor, supported by our planning staff with MODC. Initial communications to set resident expectations and support for consultations and communication of project updates.

Key action items:

- ☐ • AWARENESS PIECES
- POSTER
- ☐ • SOCIAL MEDIA
- ☐ • WEBSITE



SHORELINE ADAPTATION CAMPAIGN

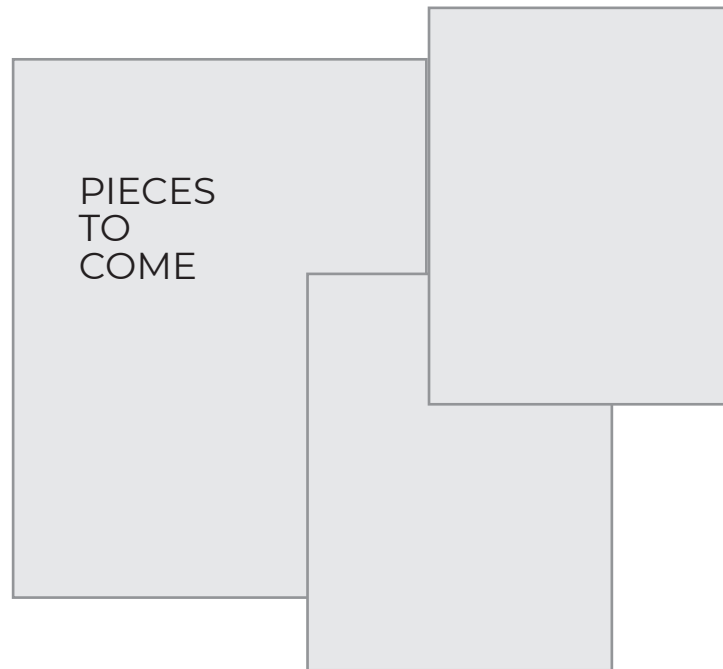
STORM WATER

Key Dates: APR-AUG

In 2016 the Town of Mahone Bay adopted a shoreline adaptation plan for Edgewater Street. We want to raise awareness of this plan and provide an opportunity for community discussion of the proposed project, possible additions, next steps, and the importance of provincial/federal support for the project. Should the Edgewater Street project receive funding to move ahead, support project communications keeping residents informed on the status of the project.

Key action items:

- ☐ • AWARENESS PIECES
- POSTER
- ☐ • SOCIAL MEDIA
- ☐ • WEBSITE



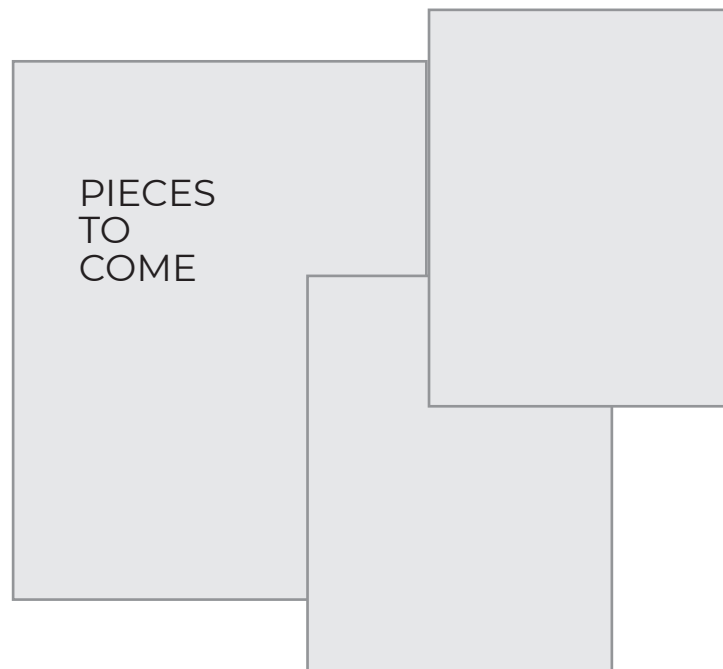
TRANSPORTATION PLAN

Key Dates: JAN-MAR

Support the Town in developing a comprehensive transportation plan with a primary external consultant. Develop engagement materials to support two public sessions with external consultant and promotion of residents' survey.

Key action items:

- ☐ • AWARENESS PIECES
- POSTER
- ☐ • SOCIAL MEDIA
- ☐ • WEBSITE



COMMUNITY GHG CAMPAIGN

Key Dates: DEC-JULY

With funding from the Department of Energy & Mines Low Carbon Community Program the Town has officially begun our Community GHG Reduction project with our new Climate and Energy Outreach Coordinator, Katherine Dorey. She will be facilitating a number of surveys and engagements that will educate the residents about ways they can lower their GHG emissions. We will provide print and social media promotional materials.

Key action items:

- ☐ • AWARENESS PIECES
- ☐ • SOCIAL MEDIA
- ☐ • WEBSITE

Graphic
in progress



Thank You

SKYSAIL BRAND 466 MAIN STREET MAHONE BAY

skysailbrand.com





pierre tabbiner

design + illustration

town of mahone bay / wayfinding signage

why are we here?

The Town of Mahone Bay is updating the look (and consolidating the physical format) of its in-town wayfinding signage.
The task is to standardize its collective design, to be consistently produced in each instance of signage.

who are we talking to?

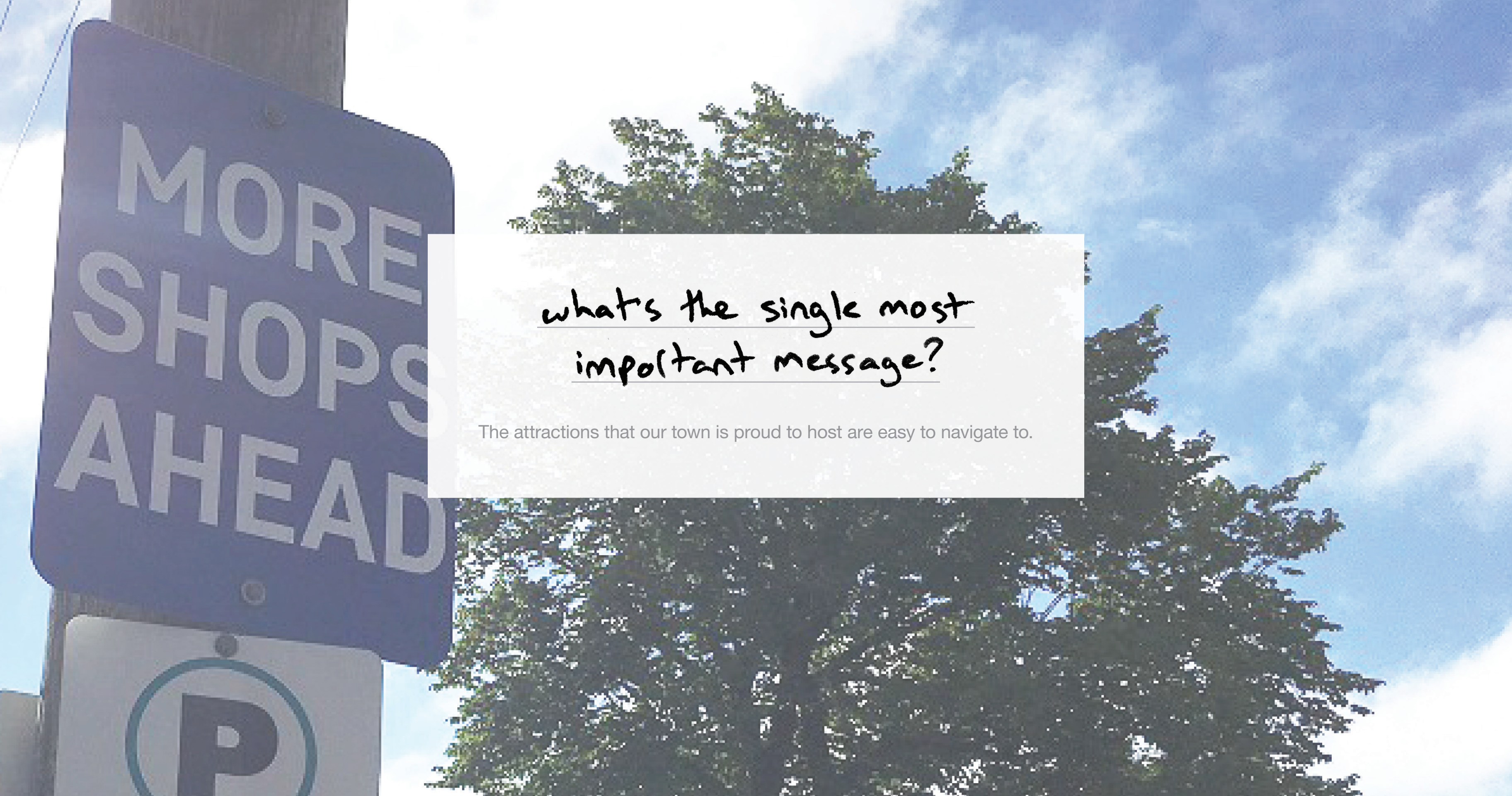
Those visiting our town, whether for an afternoon, a weekend, or more.

We will design with the “lowest common denominator” in mind: people with visibility issues such as colourblindness, diminished vision, or for whom English is a second language.

what do we want them to think?

The town's Points of Interest will be easy to find, and navigating Mahone Bay will be simple.

In actuality, we don't want them to think anything in particular—the signage will be so ubiquitous and unobtrusive that it allows the attractions themselves to shine.



what's the single most
important message?

The attractions that our town is proud to host are easy to navigate to.

here's where we're at



HERE'S WHERE WE'RE AT.

THE GOOD STUFF

- Strong contrast
- Consistent colour theme
- Some pieces resemble “official” road signage

THE LESS-GOOD STUFF

- Inconsistent typesetting (all caps vs title case)
- Varying fonts
- Inconsistent arrow shapes
- Differing shapes (rounded corners vs points)
- Too many different sizes
- Are these signs from Town of Mahone Bay, or are they regulatory signage?



here's what we'll pay attention to

HERE'S WHAT WE'LL PAY ATTENTION TO.

THE GOOD STUFF (AS ALWAYS)

- Strong contrast
- Consistent colour theme
- ~~Some resemble “official” road signage~~

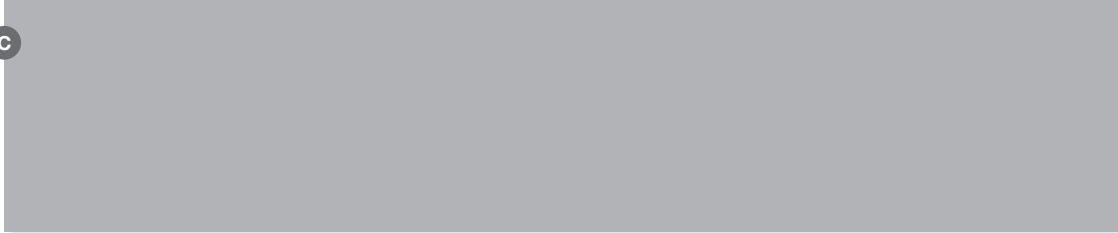
THE LESS-GOOD STUFF (THAT WE'LL CORRECT)

- Consistent typesetting
- Consistent font
- Consistent arrow shapes
- Consistent shapes
- Consistent sizes
- Are these signs from Town of Mahone Bay, or are they regulatory signage?

THE NEW STUFF

- Ultimate legibility
- Colour scheme
- The Visitor Information Centre

A WORD ABOUT SHAPES



A 1:1

B 4:5

C 4:1

D 5:4

A WORD ABOUT COLOUR



A WORD ABOUT THE VISITOR INFORMATION CENTRE

Welcome to Mahone Bay. Visitor Information: MahoneBay.com

option 01

**Specialty Shops
Accomodations
Restaurants
Galleries
Antiques**



Welcome to Mahone Bay. Visitor Information: MahoneBay.com

**Mahone
Bay
Centre**



Welcome to Mahone Bay. Visitor Information: MahoneBay.com

**Public Pool
Fire Hall
Tennis**



Welcome to Mahone Bay. Visitor Information: MahoneBay.com

**More
shops
ahead**

Welcome to Mahone Bay.
Visitor Information: MahoneBay.com



United Baptist Church



Mahone Bay Centre



Old School Market

OPTION 01




- An alternative to the typography (yet still very high contrast) is to reverse the type; placing white words on a dark field.
- Mixed-case typography is generally accepted as the standard for readability.

Mahone Bay

Coco Gothic (Heavy)
ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz

 SIGN BASE
00 / 00 / 00 / 00

 ARROWS
05 / 45 / 90 / 00

 SIGN EDGE & TEXT
100 / 50 / 40 / 10

¹Licensing for the font "Coco Gothic" costs €80, which buys a "Basic" set of 12 font styles (regularly priced at €240)

option 02

**Specialty Shops
Accommodations
Restaurants
Galleries
Antiques**

Welcome to Mahone Bay. Visitor Information: MahoneBay.com

**Mahone
Bay
Centre**

Welcome to Mahone Bay. Visitor Information: MahoneBay.com

**Public Pool
Fire Hall
Tennis**

Welcome to Mahone Bay. Visitor Information: MahoneBay.com

**More
shops
ahead**

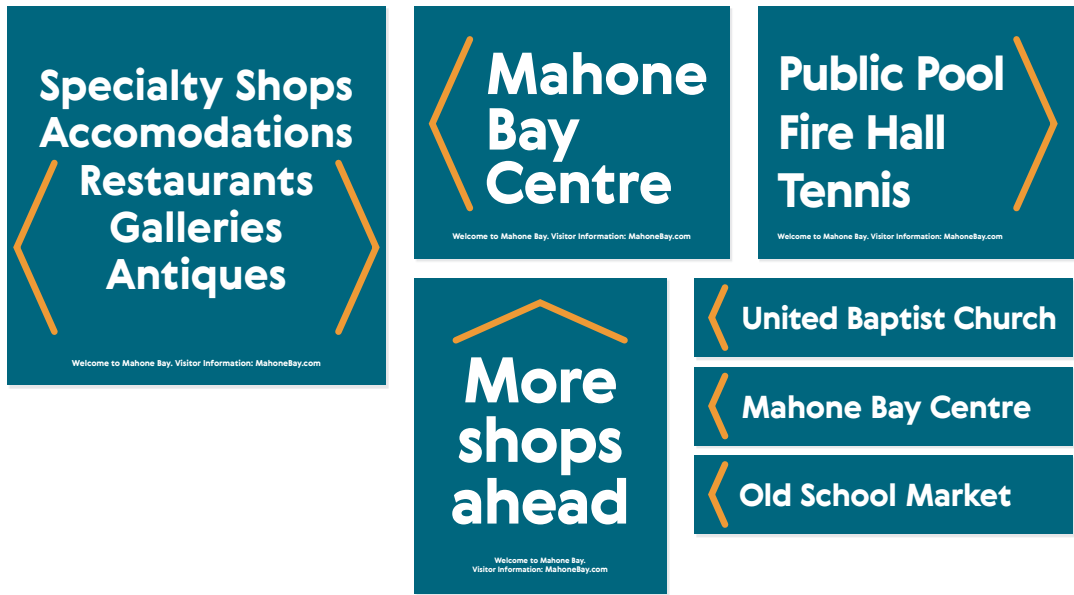
Welcome to Mahone Bay.
Visitor Information: MahoneBay.com

United Baptist Church

Mahone Bay Centre

Old School Market

OPTION 02



- An alternative to the typography (yet still very high contrast) is to reverse the type; placing white words on a dark field.
- In this approach, the arrows are admittedly less bold (a choice which can be changed by thickening the line), but it is suggested that the “gold” arrow be produced using a reflective material; making it leap off the sign, day or night.
- Mixed-case typography is generally accepted as the standard for readability.

¹Licensing for the font “Gerbera” costs \$45USD for a single style.

Mahone Bay

Gerbera (Black)¹
ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz

<div></div>	SIGN BASE 100 / 50 / 40 / 10	<div></div>	ARROWS 05 / 45 / 90 / 00	<div></div>	TEXT 00 / 00 / 00 / 00
-------------	---------------------------------	-------------	-----------------------------	-------------	---------------------------



OPTION 01



OPTION 02

Thanks very much,

A handwritten signature in black ink, appearing to be 'P. Tabbiner', written over a horizontal line.

Pierre Tabbiner



Guiding Principles, Vision, and Goals (Draft)

January 25, 2021



Plan
Mahone Bay

Draft Guiding Principles, Vision, and Goals.

January, 2021.

All rights reserved, 2021.

The Guiding Principles, Vision, and Goals were completed by UPLAND Planning + Design Studio for the Town of Mahone Bay.

UPLAND

Photos © UPLAND Planning and Design.

Icon References

1. kinsey from the Noun Project
2. Prosymbols
3. Ethan Nam
4. Ralf Schmitzer
5. Miho Suzuki-Robinson from the Noun Project
6. Peter van Driel from the Noun Project
7. ArmOK from the Noun Project

A large tree in the foreground with a house in the background, overlaid with a green tint.

Guiding Principles, Vision, and Goals

Guiding Principles

Guiding Principles are the foundational concepts that will guide the Town's and Council's land use decision-making in all circumstances, irrespective of changes in its plans or management. These principles will provide a framework for all land use decisions that are made by the Town and Council.

The Guiding Principles that have been established were developed from the input collected during the initial phase of engagement for Plan Mahone Bay. The Principles provide context and are foundational to the Vision Statement for the Municipal Planning Strategy. The Draft Guiding Principles are presented on the following pages.



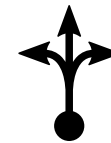
Environmental Stewardship

The Town and community functions in symbiosis with the natural environment and understands that land use decisions and actions have short- and long-term impacts on the land, air, and water in Mahone Bay and beyond. Protecting and enhancing the significant natural areas in Mahone Bay and taking actions to reduce the Town's impact on the environment will help contribute to thriving ecosystems, allowing the community to enjoy these natural assets.



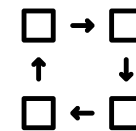
Respectful and Inclusive

Mahone Bay welcomes all diversity and is respectful of all people. The Town and Council will actively seek to eliminate any barriers in Mahone Bay and ensure everyone feels safe and valued. The Town will also strive to ensure anyone who chooses to live in town will have access to safe, affordable, and adequate housing that will be accompanied by access to stable and appropriate employment opportunities.



Resilience and Adaptability

Change is constant and is often non-linear. As Mahone Bay faces change, resilience and adaptability will guide land use decision-making to ensure the long term success of Mahone Bay. As a resilient and adaptable Town, Mahone Bay will seek to proactively respond to the impacts of the climate crisis to ensure all residents, businesses and community members remain safe and can continue to flourish.



Heritage Preservation and Evolution

Mahone Bay's built history in the form of its architecture reflects its development during the 18th century, after its earlier use as a Mi'kmaq settlement. Mahone Bay will continue to protect and enhance its unique built form and cultural landscapes, including further exploration of its Indigenous roots, all the while continuing to evolve and allow for change.



Responsible and Systematic Growth

When faced with decisions about growth, it will only occur where it does not place any undue financial burdens on the Town or its residents, and it should support and enhance the existing built form and fabric in Mahone Bay. Responsible and systematic growth also includes environmentally responsible development that seeks not to compromise the integrity of natural systems.



Fair and Transparent

Land use decision-making in Mahone Bay will be made fairly and transparently and the structure in which decisions are made will provide opportunities for community members to provide their input, opinions, and feedback.



Universally Accessible

Mahone Bay's small footprint, its many amenities and services, and network of sidewalks and trails make it ideal to move throughout the town as a pedestrian. As a universally accessible town, the needs of pedestrians, including community members who use assistive mobility devices and people pushing strollers, will be prioritized. The Town will work to eliminate all physical barriers and to support the physical, social, mental, and economic health and wellbeing of residents and community members.



Protecting Health and Wellbeing

The manner in which the town grows and develops and the way in which land is used has an impact on the health and wellbeing of residents and community members. Mahone Bay will seek to protect the physical, social, and mental health and wellbeing of residents through land use planning.

Vision

The Vision establishes the long-term desired outcomes of the Town and community. The Vision reflects the ambitions and aspirations of the community and helps to answer the question, “What do we want to be and why?” The Draft Vision established for the Town of Mahone Bay is:

“The Town of Mahone Bay will continue to be a place where people in all stages of life, and with different ambitions and aspirations, choose to live. The Town will protect, enhance, and be shaped by its relationship to the natural environment and, over the life of this Plan, will become a leader in climate change mitigation. The Town and the community will spearhead actions and be proactive in adapting to the climate crisis. The strongest asset in Mahone Bay will continue to be its residents who are actively engaged in Town decision-making. Growth and development will support an accessible built environment, where pedestrians are prioritized; will support housing and employment opportunities for anyone who chooses to live in Mahone Bay; will balance and nurture the needs of the human and natural environments; will only occur through a careful, transparent and systematic process; will recognize and protect cultural and built heritage while continuing to allow for change and evolution; and will emphasize the protection and expansion of public spaces and institutions integral to the daily lives of residents. The physical, social, and mental health and wellbeing of all residents will be supported and nurtured by the built and natural environments, and by the community itself.”

Goals

A series of 10 Goals have been established to guide the policies and regulations in the Municipal Planning Strategy and Land Use Bylaw. These Goals represent a desired, and usually, long-term result the community wants to achieve. The 10 Draft Goals which have been established for the Municipal Planning Strategy are:

- 1. Preserve and enhance the natural environment.**
- 2. Support the efficient use of services.**
- 3. Support the growth of long-term housing options-including in style and tenure.**
- 4. Support development that mitigates climate change and minimizes the Town's impact on the environment.**
- 5. Adapt to changing environmental and climactic conditions.**
- 6. Support economic activities and entrepreneurship in Mahone Bay.**
- 7. Preserve and enhance access to cultural and recreation spaces that contribute to a high quality of life.**
- 8. Preserve, promote and enhance the protection of cultural and heritage resources and landscapes.**
- 9. Support physical, social, and mental health and wellbeing of all residents.**
- 10. Establish clear and transparent land use regulations but which also promote flexibility and a diversity land uses.**



prepared by
UPLAND

for

TOWN OF
Mahone Bay



Access Changes Everything Inc.

Town of Mahone Bay Logo Notes

Date: January 13th, 2021

Service Provided To: Dylan Heide from Town of Mahone Bay

From: Lisa Snider, Access Changes Everything Inc. (ACE)

Contact Phone: (800) 208-1936 or (902) 717-5704

Contact Email: lisa@AccessChangesEverything.com

Consulting Description

Lisa Snider from Access Changes Everything Inc. (ACE) consulted with Dylan Heide on January 11th, 2021 about the accessibility of the Town of Mahone Bay's logo, sent by email on December 30th, 2020. ACE provided consulting on the accessibility of the logo, on the website, but print use was also discussed. The notes below are the recommendations made on the phone call.

Logo Accessibility Recommendations

- If the logo is used on a very dark background, then the white lettering should be used. If used on a very light background, then the existing dark lettering should be used. It was noted that a grey background should always be avoided.
- Colours used in the logo text, and background used under the logo, should be checked to ensure the ratio passes the Web Content Accessibility Guidelines colour ratio for AA (currently version 2.1, draft 2.2 soon and 3.0 in a few months). It is recommended that the ratio for AAA also be passed, if possible. Note that this doesn't ensure that all users will be able to access the colour contrast.
- If the logo is used over a photograph, graphic or image, that also has to pass the ratio. If the background is uneven, has different shading, different images in different colour shades, hues, etc., it must be checked where it borders the logo, to ensure ratio passes.
- There were no colour blindness barriers noted with the text on background (the yellow used in the diamond does not conflict with the blue text). This was checked on several simulators for weak to severe Protanomaly, Deuteranomaly, Tritanomaly, Protanopia, Deuteranopia, Tritanopia, Achromatopsia and Blue Cone Monochromacy.

- The readability of the logo styled text was moderate. It was recommended that a bit more space (kerning) should be added between the individual characters or letters. This will improve readability for people with disabilities and elders, but also those who haven't learned cursive writing style.
- It is recommended that when this logo is used, in print or on the website, that the phrase 'Town of Mahone Bay' is also used in text on the page. This will provide users, who may find the logo text style to be a barrier for access, with another way to get the same information. Note that the text should be as close as possible to the logo, to ensure more full access is provided.

Immediate Actionable Items

- Increase the kerning between letters in the logo styled text.
- Use on a very light (blue logo text) or very dark background (white logo text).
- Ensure WCAG ratio AA (preferably AAA) is a pass for background and logo text.
- Ensure text is used near logo as option for access.

Disclaimer

- The Client acknowledges that the requirements of the Accessibility for Manitobans Act (AMA), Accessibility Act of Nova Scotia (AA), Accessibility for Ontarians with Disabilities Act (AODA), BC Accessibility Act, Accessible Canada Act (ACA), Revised Section 508 (Refresh), and/or any other American and/or Canadian provincial and/or federal laws, rules, codes, ordinances and regulations as they apply to the services provided, will be subject to various and possibly contradictory interpretations.
- The evaluation of systems, practices, workflows, policies, materials, including, but not restricted to, web sites, social media postings, documents, maps, signage, apps and similar or unique electronic, digital or print entities, etc. and/or content, to ascertain whether they conform to general accessibility best practices and/or recommendations, and/or Revised Section 508 (Refresh), and/or WCAG 2.0 and/or WCAG 2.1 and/or WCAG 2.2 and/or WCAG 3.0 (Silver/AG) is done by The Consultant.
- Some criterion under Revised Section 508 (Refresh) and/or WCAG 2.0 and/or WCAG 2.1 and/or WCAG 2.2 and/or WCAG 3.0 (Silver/AG) can be checked with automated online checkers. However, most criterion rely exclusively, or partially, on manual checking by The Consultant. A Pass/Fail under Revised Section 508 (Refresh), and/or WCAG 2.0 and/or WCAG 2.1 and/or WCAG 2.2 and/or WCAG 3.0 (Silver/AG) criterion and/or more general accessibility recommendations are decided upon by The Consultant using its reasonable professional efforts and judgment to interpret applicable accessibility requirements for Revised Section 508 (Refresh) and/or WCAG 2.0 and/or WCAG 2.1 and/or WCAG 2.2 and/or

WCAG 3.0 (Silver/AG) and/or general accessibility best practices and/or recommendations.

- Other Consultants may vary in their opinions on the decision of a Revised Section 508 (Refresh) and/or WCAG 2.0 and/or WCAG 2.1 and/or WCAG 2.2 and/or WCAG 3.0 (Silver/AG) criterion Pass/Fail and the rationale behind it/them, when they complete manual assessments of the guidelines of said Client systems, practices, workflows, policies, materials and/or content, as noted above.
- Other Consultants may vary in their opinions on general accessibility best practices and/or recommendations and the rationale behind it/them, when they complete manual assessments of said Client systems, practices, workflows, policies, materials and/or content, as noted above.
- While The Consultant makes every effort to audit all said Client systems, practices, workflows, policies, materials and/or content, as noted above, during the contract period, there may be items that were inadvertently left out of reports, audits, and similar.
- The Consultant may provide seminars, talks, courses, panel discussions, training sessions, webinars, workshops and/or similar entities based on, and not exclusive to, general and/or specific accessibility best practices and/or recommendations, The Consultant's experiences and/or WCAG 2.0 and/or WCAG 2.1 and/or WCAG 2.2 and/or WCAG 3.0 (Silver/AG) and/or Revised Section 508 (Refresh). These are decided upon by The Consultant using its reasonable professional efforts and judgment to interpret applicable accessibility requirements for Revised Section 508 (Refresh) and/or WCAG 2.0 and/or WCAG 2.1 and/or WCAG 2.2 and/or WCAG 3.0 (Silver/AG) and/or general and/or specific accessibility best practices and/or recommendations and/or The Consultant's experience. Other Consultants may vary in their opinions and the rationale behind it/them, when they provide similar services.
- The Consultant will use its reasonable professional efforts and judgment to interpret applicable accessibility requirements in effect as of the date of the work and as they apply to the accessibility consulting services. The Consultant, however, cannot and does not warrant or guarantee that the work done for The Client will comply with all possible interpretations of the accessibility requirements and/or the requirements of the Accessibility for Manitobans Act (AMA), Accessibility Act of Nova Scotia (AA), Accessibility for Ontarians with Disabilities Act (AODA), BC Accessibility Act, Accessible Canada Act (ACA), Revised Section 508 (Refresh) and/or any other American and/or Canadian provincial and/or federal laws, rules, codes, ordinances and regulations as they apply to the services provided, and The Consultant shall, accordingly, not have any liability to The Client in connection with same.

Distribution and Copyright

- All materials and content are assumed to be for the specific use noted in this agreement. No public use is granted.
- Unless otherwise expressly stated in writing, Access Changes Everything Inc. retains the copyright, and all rights, to all materials, and content in them, created by Access Changes Everything Inc.
- Distribution of all materials, and/or the content contained in them, is permitted only for the specific Client use noted in the invoice description above.
- No changes are permitted to the materials, and/or the content contained in them, in any format or form, without the express written permission from Access Changes Everything Inc.
- No distribution of materials, and/or the content contained in them, in any format or form, is permitted beyond the specific use they were created for by Access Changes Everything Inc.
- No distribution or use of materials, and/or content contained in them, is permitted by any individual, 3rd party, contractor, member of the public, organization, other institutional department(s), vendor, etc., without the express written permission from Access Changes Everything Inc.
- Accommodations are available upon request in the contract period only, and Client may, or may not, be responsible for them.



Town of Mahone Bay
Public Engagement Plan: Consideration of Draft GHG
Reduction Action Plan

Presented to Council: Feb 9, 2021

GUIDING PRINCIPLES

Town of Mahone Bay public engagement is:

- Meaningful;
- Informed;
- Timely;
- Accessible;
- Transparent;
- Appropriately scaled;

NATURE OF ENGAGEMENT

- Matter for which public engagement is being sought:
Consideration of Greenhouse Gas Reduction Action Plan for adoption by Council.
- How input will be used:
Input will be used to inform Council's adoption of the draft Plan (gauging public support, any amendment of Plan prior to adoption) as well as to inform implementation of the plan (identify concerns or barriers for residents and businesses to implement suggested climate change mitigation).
- Identified stakeholders:
Residents and rate payers of the Town of Mahone Bay.
- Impact of the matter on stakeholders:
Adoption of the Greenhouse Gas Reduction Action Plan comes with financial commitment to implement action items and projects entailed.

Financial commitments made in the Reduction Action Plan will impact annual budgets and in turn property tax and utility rates, financially impacting stakeholders. Many of the actions reflected in the draft Plan are already included in existing budget allocations.

Residents and ratepayers will also be encouraged to make sustainable choices and participate in green initiatives as an action to reduce community greenhouse gas emissions.

- Timeline for engagement / decision:
February/March 2021. Following adoption, GHG Reduction Action Plan will remain a living document, monitored and updated as needed.
- What information is required to participate and where is it available:
Draft GHG Reduction Action Plan. Infographic and Educational material summarizing the Plan will also be distributed on social media, on the Town website, and in monthly newsletters.
- Particular circumstances (including states of emergency and public health directives):
COVID-19 public health directives limiting in-person gatherings.

ENGAGEMENT TOOLS

Which public engagement tools will be utilized:

- ☐ Public hearing;

Notes: _____

- ☐ In-person meetings, round-table discussions, town halls, open houses, or workshops;

Notes: _____

- ☒ Digital engagement which may include including webinars, message boards / discussion forums, and online polls or surveys;

Notes: A digital Zoom presentation and open house will be conducted to provide the public with an overview of the plan and action items. Online survey will be created to gauge interest and support for different actions and initiatives proposed in the Plan.

- ✘ Written engagement which may include written submissions, email feedback, and mail-in surveys, polls and workbooks;

Notes: Written / email submissions accepted in initial feedback period – presented to Council with initial Zoom session report.

- ☐ Engagement by representation including the appointment of members of the public to Town committees;

Notes: _____

- ✘ Providing information through the media, websites, social media, and other channels;

Notes: The Draft GHG Reduction Action Plan will be hosted on the website and engagement activities promoted via website, social media and the Mayor's Newsletter, as well as local media promotion. The initial Zoom session will be posted to the Town's YouTube channel as recordings.

- ☐ Other:

Notes: _____

REQUIRED RESOURCES

- Communication plan to inform the public about the public engagement plan and opportunities to provide input:

Draft GHG Reduction Action Plan will be hosted on the website and engagement activities promoted via website, social media and the Mayor's Newsletter, as well as local media promotion. The initial Zoom session will be posted to the Town's YouTube channel as recordings.

- Required resources and costs:
Organizing, promoting and executing initial Zoom open house session, creating informational material, collecting associated correspondence, generating a report to Council estimated at 60 hours staff time.
Promotional costs for zoom session and survey – with limited local media advertising - estimated at \$300.

Maureen Hughes

From: Chris <cheide@eastlink.ca>
Sent: Friday, January 22, 2021 11:23 AM
To: Maureen Hughes; Town of Mahone Bay Clerk
Subject: Request to Town Council
Attachments: Town of Mahone Bay 1.jpeg; Town of Mahone Bay.jpeg

CAUTION: This email originated from an external sender.

Good Morning Maureen,

The South Shore Chapter of Council of Canadians (SSCofC) wishes to convene a public session on Inequality sometime this winter. With this email we are requesting that this session be co-presented by the Town of Mahone Bay with the South Shore Council of Canadians. Though our plans are not yet complete, this is the basic gist:

(TITLE) Inequality and a Just Recovery

(BYLINE) As we move toward a COVID free world how can municipalities better respond to issues such as homelessness, climate change and discrimination.

With others on our SSCofC Steering Committee, I propose to put together a panel that can speak to these various issues from a diversity of perspectives. The Council of Canadians does not have a political affiliation and panelists would be selected solely on the basis of their expertise. Our South Shore Chapter has a very substantial mailing list and we expect public interest would be high as most of our previous in-person sessions drew good crowds.

To ensure a municipal lens, I wish to include the Mayor or Deputy Mayor of Mahone Bay. I would also welcome their and your suggestions for other panelists. If the Town embraces this partnership then we would be happy to have Town officials or staff to vet all publicity of the event.

I am aware that Town of Mahone Bay Council meetings are done with a combination of Zoom amongst Council and Staff and Youtube allowing for observation and comment by the general public. I know you have this technology down pat now handled by Kelly Redden. If the Town agrees to be co-presenter of this session then we would hope to have Kelly handling the technology for us. I think her wage related to this would be the only monetary cost involved. We could cover this or share it with the Town.

I have submitted a request for delegation so as to be present at your next Council meeting on January 28th in order to answer any questions arising from this request. A scanned copy is also attached here.

Thank you for your consideration,
Chris Heide.

February 9, 2021

MOTION by Councillor Penny Carver re: Council-Staff Relationship Policy

Whereas the literature on municipal governance and management frequently cites a positive relationship between council and staff as a key component of effective municipal government, and

Whereas the Town has no formal policy governing the interactions and relationship between Council and staff, and

Whereas some municipal government experts and organizations recommend that municipalities adopt policies governing the Council-staff relationship, and

Whereas the Province of Ontario has set a precedent by requiring that all Ontario municipalities adopt policies that support positive and effective Council-Staff relationships, and

Whereas such Council-Staff Policies provide guidelines on a variety of issues that may include, but are not limited to, role clarification, processes for communication and Council inquiries, procedures to address concerns, identifying relevant organizational tools, success indicators, and policy review,

Therefore be it resolved that Council direct staff to investigate the effectiveness of Council-Staff Relationship Policies where they are in place including any in the province of Nova Scotia and to prepare a report on the possible application of such a policy in the Town of Mahone Bay, and

Be it further resolved that the report include reference to any relevant existing legislation, policies and/or guidelines.

[George Cuff: Council-CAO Covenant, Municipal World, April 2010](#)

[Michael Fenn: Successful Staff/Council Relations in AMCTO Policy Briefs](#)

Mackenzie County

Title	Council/Administration Protocol	Policy No:	ADM050
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Legislation Reference	MGA
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PURPOSE

To establish a framework to clarify the roles of Council and Administration and set out communication standards between Council and Administration and to identify tools that may guide to the overall efficiency and effectiveness in decision making and assist in building and fostering respectful relationship between Council and Administration.

POLICY STATEMENT

1. Statement:

Mackenzie County Council recognizes that in order to create an environment for the effective management and operation of the County, Council and Administration must have a clear understanding of their respective roles and responsibilities.

Further, Mackenzie County Council wishes to establish a regime of protocol for regulating relations and communication between Council and Administration in order to promote a sound working relationship. This can be achieved through a comprehensive framework that guides their interaction.

In order to build effective partnerships and relationships, Council will use a self-evaluation tool (Schedule A) to assist Council in determining Council's strength, areas for improvement, and ultimately increase Council's efficiency and effectiveness.

GUIDELINES

2. Definitions:

- a) "Administration" means CAO and Managers for the County;
- b) "County" means Mackenzie County;
- c) "CAO" means Chief Administrative Officer for the County;
- d) "Council" means the duly elected council for the County;
- e) "Councillor" means a member of Council including the Reeve;
- f) "Managers" means the Directors, Agricultural Fieldman, and the Zama Site Supervisor for the County;

- g) "Reeve" means the Chief Elected Official or in his/her absence the Deputy Reeve for the County;
- h) "Policy" means a policy, bylaw or other formal resolution of Council;

3. Municipal Governance Framework:

- a) Council is the political and policy-making arm of the County, while Administration is the administrative and operational arm of the County;
- b) The legal responsibilities, functions and powers of Council and Administration are both inter-dependent and interrelated.
- c) The statutory powers of Council and the CAO are set out in the *Municipal Government Act*.
- d) Council is lead by the Reeve who is the Chief Elected Official as defined in the *Municipal Government Act*.
- e) Administration is led by the CAO whose roles and responsibilities are defined in the *Municipal Government Act*.

4. Roles and Responsibilities:

- a) Council provides direction, makes strategic policy decisions, represents the public's interests, and performs the duties of Councillors as per the *Municipal Government Act*.
- b) Council's effectiveness depends on Councillors providing input on their areas while thinking and voting for the whole municipality.
- c) Council is responsible to hire, supervise, and terminate the CAO. Council has one employee: the CAO.
- d) The Reeve acts as Council's spokesperson, facilitates the Council/Administration interface, and performs the duties of the Chief Elected Official as per the *Municipal Government Act*.
- e) The CAO coordinates the organization's systems, manages organizational resources, facilitates the Administration/Council interface, performs the duties as outlined in the Chief Administrative Officer Bylaw, and performs the duties of chief administrative officer as per the *Municipal Government Act*.
- f) The CAO is responsible for the hiring, managing, and terminating of all the employees of the County.
- g) Administration implements Council's policies and programs, assists Council in

meeting their annual business plan priorities, provides decisions-making advice, and communicates customer needs under the direction of CAO.

- h) Council and Administration will adhere to formal channels of communication between each other as established by this policy.

5. Council/Administration General Protocol:

- a) Council and Administration will treat each other with respect and integrity.
- b) Council recognizes the complexities and volume of operational tasks and activities of Administration.
- c) Administration recognizes the value of Councillors' input through the local knowledge of their wards.
- d) The Reeve will advise Council when a Councillor's activities are affecting Administration's performance.
- e) Council will deal with Administration performance concerns by communicating them to the CAO as concerns arise.
- f) The CAO will provide information to all of Council as deemed appropriate in responding to a request from a Councillor.
- g) Managers will advise the CAO if a request for information and/or action from a Councillor may create a significant impact on performance/workload.

6. Council/Administration Communication Protocol (Internal):

- a) Council will channel formal communications to Administration with regard to a municipal matter through the CAO. Council will make information requests to Administration with the following understanding:
 - Information that is readily available to the public can be requested from the appropriate Manager directly;
 - Information on the status of ongoing programs, activities and/or projects can be requested from the appropriate Manager directly;
 - All other requests for information and/or action will be directed to the CAO.
- b) Administration will channel communication to Council through the CAO if a municipal matter is outside of existing County Policy and/or Council approved budget.

- c) The municipal matters not addressed in existing Council Policy will be brought forward to the attention of Council and/or a committee of Council as appropriate.
- d) Council will provide direction to Administration through bylaws and resolutions of Council on all matters outside of existing County Policy and/or Council approved budget.

7. Council/Administration Communication Protocol (External):

- a) Administration will forward external correspondence directed to a Councillor or Council without delay.
- b) If Council receives requests from residents for service or information, Council will refer residents to the appropriate County department or the CAO for action.
- c) Administration will maintain a log of external communications, which come as a request for service, into the County's customer service system. Each Manager will be responsible for maintaining the log for their appropriate department(s).
- d) The Reeve may coordinate and direct Council regarding action and response to be taken by Councillors to verbal or written communications received from external sources. The Reeve will also coordinate these action and responses with the CAO.
- e) The CAO will coordinate and direct Administration regarding action and response to be taken by employees of the County to verbal or written communications received from external sources. The CAO will also coordinate these actions and responses with Council when appropriate.

8. Organizational Tools:

The following organizational tools will be utilized to contribute to a successful working relationship between Council and Administration:

- a) Monthly CAO reports to Council regarding Administration's activities to be presented during regular Council meetings;
- b) Monthly progress capital project report to be presented during regular Council meetings;
- c) Requests for decisions which provide the information required for decision-making;

- d) Clear and concise direction to Administration through resolutions made at Council meetings;
- e) Updates from the Reeve and Councillors as necessary at Council meetings;
- f) An up-to-date organizational chart which shows a clear chain of command and indication of who has duties in which areas;
- g) Council Procedural Bylaw which provides the framework for parliamentary procedure, current legislation and the specific governance preferences of Council;
- h) A clear understanding of Council's and Administration's roles, activities and capacities;
- i) An annual business planning process which outlines the strategic direction set by Council.
- j) An annual council self-evaluation (Schedule A) undertaken in conjunction with mandatory CAO evaluation as per MGA.

9. Success Indicators:

The following are indicators of the success of this policy:

- a) Flexibility in organizational hierarchy to deal with urgent matters;
- b) Excellent customer service;
- c) No direct supervision of Administration by individual members of Council;
- d) A clear chain of command;
- e) Higher employee satisfaction;
- f) Achieving Council's business priorities;
- g) Timely communication, both internal and external; and
- h) An informed and involved Council.

10. Policy Implementation and Monitoring:

- a) The Reeve will be responsible for monitoring compliance with this policy by Council.
- b) The CAO will be responsible for monitoring compliance with this policy by

Administration.

11. Policy Review:

This policy shall be reviewed annually during the organizational meeting.

	Date	Resolution Number
Approved	2012-05-01	12-05-309
Amended	2013-04-24	13-04-294
Amended	2017-10-23	17-10-724

SCHEDULE A

COUNCIL SELF-EVALUATION TOOL

PURPOSE:

Just like going to the doctor once a year for an annual checkup, governing bodies should periodically take time to do a “checkup” on their performance. Periodic reviews do the same thing as a doctor’s visit; they provide an opportunity to implement preventative measures; identify issues that need attention that are not immediately apparent; and/or just verify that all is going well. And just like an annual checkup; once all the data is collected, an action plan for optimum health (performance) for the future can be developed.

The following questionnaire has been developed to assess Council’s performance. The statements below reflect optimum performance measures for Council and this questionnaire reflects how Council views its performance in relation to these optimum performance measures.

INSTRUCTIONS:

Please rank yourself and your colleagues on a scale of 1-4. Mark the number you feel most accurately describes the current Council context:

- 1 = We “**Never**” meet this performance measure
- 2 = We “**Sometimes**” meet this performance measure
- 3 = We “**Often**” meet this performance measure
- 4 = We “**Always**” meet this performance measure

DECISION-MAKING

1. Council members use rational, objective decision-making processes that are supported by administrative recommendations, appropriate consultation with stakeholders and research of options.

☐ 1 ☐ 2 ☐ 3 ☐ 4

2. Council members listen actively, respect diverse opinions and view constructive disagreement and discussion as positive and necessary to effective decision-making.

☐ 1 ☐ 2 ☐ 3 ☐ 4

3. Council members stay focused on the issue being debated.

☐ 1 ☐ 2 ☐ 3 ☐ 4

4. Council members come to meetings prepared; with their “homework” and research done.

☐ 1 ☐ 2 ☐ 3 ☐ 4

5. Council members focus their energy on issues that have strategic, organization-wide impacts.

☐ 1 ☐ 2 ☐ 3 ☐ 4

6. Council members recognize that decision-making authority resides with the Council “as a whole” – not with individual Council members.

☐ 1 ☐ 2 ☐ 3 ☐ 4

7. Council members avoid placing themselves in positions where there may be a real or perceived conflict of interest and avoid any conflict of interest with respect to their pecuniary responsibility in accordance with legislation.

☐ 1 ☐ 2 ☐ 3 ☐ 4

COMMUNICATIONS AND PROTOCOLS

8. Council members protect the confidentiality of privileged, protected, and in camera information.

☐ 1 ☐ 2 ☐ 3 ☐ 4

9. Council members are respectful of each other and staff in their communications with the public and the media.

☐ 1 ☐ 2 ☐ 3 ☐ 4

10. Once a decision has been made by the Council, Council members publicly support the decision. Council members are free to indicate why they may not have voted for a decision in a Council meeting; however, they should make it clear that once the decision has been made, they respect the legitimacy of the democratic process and the decision.

☐ 1 ☐ 2 ☐ 3 ☐ 4

11. Council members represent Council's position as a whole when attending board or committee meetings.

☐ 1 ☐ 2 ☐ 3 ☐ 4

12. Council actively seeks partnerships (with both public and private organizations) which provides enhanced and/or more efficient provision of services and/or facilities to residents.

☐ 1 ☐ 2 ☐ 3 ☐ 4

COUNCIL MEMBER RELATIONS

13. Council members deal with conflicts in a timely and issues focused manner; i.e., significant conflicts and problems are not ignored.

☐ 1 ☐ 2 ☐ 3 ☐ 4

14. All Council members have equal and timely access to relevant information to support decision making.

☐ 1 ☐ 2 ☐ 3 ☐ 4

15. Council reviews its performance periodically with a view to continuously improving its effectiveness.

☐ 1 ☐ 2 ☐ 3 ☐ 4

STAFF RELATIONS

16. Council members respect the authority of the CAO, as delegated by the CAO Bylaw and Council governance policies, to direct staff and the work of the organization. They do not attempt to direct the activities of staff or departments except through established channels of authority.

☐ 1 ☐ 2 ☐ 3 ☐ 4

17. Where there are council/staff interaction issues and/or role clarity issues; Council members convey their concerns to the CAO. Conversely if staff has concerns with council/staff interaction issues and/or role clarity issues; the CAO conveys these concerns to Council.

☐ 1 ☐ 2 ☐ 3 ☐ 4

18. Council members direct any criticisms of staff through the CAO and refrain from criticizing staff in public or the media (praise publicly, criticize privately).

☐ 1 ☐ 2 ☐ 3 ☐ 4

FINAL QUESTIONS

19. Council should be taking take action in the following areas to improve Council's capacity and effectiveness:

20. Council should take advantage of the following educational/development opportunities to improve governance capabilities:

21. Please provide any additional comments:

The Corporation of the Municipality of Meaford

By-law Number 2019-26

Being a by-law to establish a Council-Staff Relations policy

Whereas, Section 5 (3) of the Municipal Act, S.O. 2001, c.25 provides that municipal power shall be exercised by by-law; and

Whereas, Section 224 of said Act states that the role of Council includes ensuring that administrative policies, practices and procedures are in place to implement the decisions of Council; and

Whereas, Section 270 (1) of said Act provides that municipalities shall establish a policy regarding the relationship between members of council and the officers and employees of the municipality; and

Whereas, Council of the Corporation of the Municipality of Meaford deems it expedient and necessary to adopt a Council-Staff Relations Policy;

The Council of The Corporation of the Municipality of Meaford enacts as follows:

1. That the Council-Staff Relations Policy, attached hereto as Schedule A and forming part of this by-law, is hereby established and adopted.
2. That this by-law shall come into force and take effect upon being passed by Council.

Read a first, second and third time and finally passed this 11th day of March, 2019.

Barb Clumpus, Mayor

Matthew Smith, Clerk



Municipality of Meaford Corporate Policy

Policy: Council-Staff Relations Policy

Department: Legislative & Protective Services

Last Revision: February 2019

[Policy Statement](#)

[Purpose](#)

[Definitions](#)

[Policy Requirements](#)

[Monitoring](#)

[Authority](#)

[Contact](#)

[Change History](#)

Policy Statement

The Municipality of Meaford takes pride in providing a positive and healthy workplace for its employees through promoting and nurturing good relations and communications between Council and all levels of staff guided by the Code of Conduct for Members of Council and Local Boards, Standards of Conduct in the Human Resources Policy Manual, the Discrimination & Harassment-Free Workplace Policy, and the Procedural By-Law.

Purpose

This policy provides guidance on how the Municipality of Meaford maintains and promotes a respectful, tolerant and harassment-free workplace between Members of Council and all officers and employees of the Municipality.



Application

This Policy applies to all municipal staff, members of Council and members appointed to Council committees and local boards.

Definitions

“Chief Administrative Officer” or “CAO” means the senior executive appointed by Council who is responsible for managing the Municipality’s staff and operations.

“Clerk” means the person appointed by Council pursuant to Section 228 of the Municipal Act, 2001.

“Council” means the body responsible for the governance of the Municipality, made up of the elected Members of Council.

“Mayor” means the Head of Council, as defined in the Municipal Act. The Deputy Mayor acts as Head of Council in the absence of the Mayor.

“Staff” means all persons employed by the Municipality, including full-time, part-time, contract workers and volunteers of the Municipality.

Policy Requirements

The relationship between Members of Council and the officers and employees of the Municipality of Meaford is guided by the following policy, and the associated documents from which language is drawn. This Policy complements the existing legislation governing conduct of Members and Staff including, but not limited to, the Municipal Act, the Ontario Human Rights Code, and the Criminal Code of Canada.

Roles and Responsibilities

General Principles and Values

The role of Council is to govern. The role of Staff is to advise, implement and manage public service delivery. Council and Staff work in partnership with one another, while performing their respective roles. Although the roles of Council and Staff are distinct, they are interdependent, each one requiring the other to fulfill the Municipality’s mandate and purpose.

Joint role of Council and Staff

Both Council and Staff are expected to do the following:

1. Demonstrate commitment to accountability and transparency among Council and Staff and with the general public;
2. Demonstrate leadership by making sound decisions based on knowledge, expert advice and sound judgment;
3. Maintain confidentiality in all matters where information is protected under law and/or during the course of business, as prescribed in the Municipal Act; and the Municipal Freedom of Information and Protection of Privacy Act.
4. Truly, faithfully and impartially exercise their role to the best of their knowledge and ability;
5. Enhance public understanding of the political process by providing information about decision making processes;
6. Uphold decisions of Council as a whole, regardless of personal opinion or belief, and commit to the implementation of those decisions;
7. Refrain from disparaging criticism of Council Members or Staff; and
8. Seek to achieve and maintain an environment of mutual respect and trust, with respect and acknowledgement of the different roles in achieving Council's objectives.

Role of Council

Section 224 of the Municipal Act, 2001 defines the role of Council as:

1. To represent the public and to consider the well-being and interests of the municipality;
2. To develop and evaluate the policies and programs of the municipality;
3. To determine which services the municipality provides;
4. To ensure that administrative policies, practices and procedures and controllership policies, practices and procedures are in place to implement the decisions of council;
5. To ensure the accountability and transparency of the operations of the municipality, including the activities of the senior management of the municipality; and
6. To maintain the financial integrity of the municipality.

In carrying out these defined roles, Members shall adhere to the following, in addition to the relevant sections of the Council Code of Conduct:

1. Information or services that are readily available to the public shall be provided to Members in the same manner as they are provided to the public.
2. Member requests for new information or service, requiring a commitment of resources (e.g., investigation, analysis, expenditures) beyond the normal course

of public service delivery levels shall only be provided after being authorized by the whole of Council through a resolution.

3. When addressing issues of service levels or complaints from residents/ratepayers, Members shall communicate with the appropriate Department Head and/or CAO.
4. Member requests for Staff participation and attendance at Member-organized community events or meetings shall be in keeping with existing procedures and service levels and Members shall ensure that the CAO is aware of and in agreement with the community meeting logistics, purpose and outcomes.
5. Member direction or requests to Staff to undertake an action, expend funds, commit resources beyond the normal course of public service delivery levels, or prepare a Staff report to Council or a committee, shall only be acted upon by Staff when authorized by the whole of Council through a resolution.
6. The Mayor, an individual Member or informal groups of Members cannot make a decision on behalf of Council unless authorized by Council or statute.
7. Members should, to the extent possible:
 - a. discuss issues with Staff and advise Staff of questions prior to public meetings where the issue will be heard;
 - b. request advice from the Clerk about the appropriate wording of motions, amendments and formal staff directions in accordance with the Procedure By-law;

Role of Staff

It is the role of Staff to provide advice, support and recommendations to Council collectively and to Members individually, and to implement Council decisions in keeping with legislation, municipal policy and procedures.

In carrying-out their stated role, Staff shall adhere to the following:

1. To the greatest extent possible, Staff shall respond to Members' requests for information in writing (email or hard- copy).
2. Unless the issues involve matters of personal privacy, Staff responses to a Member on specific issues (e.g., complaints, questions, requests) will be provided to all Members for consistency.
3. Staff responses to a Member on municipal or corporate issues will be provided to all Members for consistency.
4. Staff responses to requests from Council Members for readily-available public information shall be provided within 1 business days whenever possible.
5. Staff will:



- a. recognize that Council is the elected voice of the citizens of the Municipality and respect the decisions of Council; and
 - b. carry out, to the best of their ability, implementation of Council approved policies, programs and directions.
6. Staff will not:
- a. make comments that disparage or harm the professional or ethical reputation of Members;
 - b. engage in partisan political activities when acting in their capacity as Staff;
 - c. use, or attempt to use, their influence for the purpose of intimidating, threatening, coercing, commanding or influencing any Members with the intent of interfering in Member roles; or
 - d. claim to speak on behalf of the Municipality unless authorized to do so.

Reporting Relationship

The formal relationship between Members and Staff must be respected to ensure equal treatment. For significant or sensitive issues, Members and Staff are encouraged to primarily direct questions and concerns to the Mayor and/or CAO and/or Department Head for their consideration.

Code of Conduct for Members of Council & Local Boards

The Code of Conduct for Members of Council and Local Boards establishes a common basis of acceptable behaviour.

Section 5.3.2 titled “Conduct Respecting Staff” within By-law Number 22-2016, being the by-law that establishes a Code of Conduct for Members of Council and Local Boards, states as follows:

- Members will be respectful of the fact that staff work for the Municipality and are charged with making recommendations and advice based on political neutrality that reflects their professional expertise and objectivity, without undue influence from any individual member or group of members.
- Members acknowledge that only Council as a whole, in a duly called meeting with a quorum present, has the capacity to direct staff members.
- Members recognize that the Chief Administrative Officer is the only staff person directly reporting to Council. Members will direct any concerns respecting staff through the Chief Administrative Officer.

Members of Council will not:

- Maliciously or falsely injure the professional or ethical reputation of staff;

- Compel staff to engage in partisan political activities or be subjected to threats or discrimination for refusing to engage in such activities; or
- Use, or attempt to use, their authority or influence for the purpose of intimidating, threatening, coercing, commanding or influencing any staff member with the intent of interfering with staff's duties.

Standards of Conduct in the Human Resources Policy Manual

The Standards of Conduct as presented in the Human Resources Policy Manual are designed to identify standards of behaviour of which both the Municipality and prevailing legislation expect staff to observe and maintain.

Unacceptable behaviour as defined by the policy is as follows:

- The neglect, carelessness or mischief of an employee that results in the loss, the damage, the breakage or the destruction of Corporation property or the property of fellow employees or others.
- The use of profane, discourteous, abusive or rude language, or action, against another employee, supervisor or others.
- Discrimination or harassment against a fellow employee or others because of race, colour, age, religion, sex, sexual preference, national origin or mental or physical disability.
- Engaging in any immoral or indecent behaviour or soliciting persons for immoral purposes or the aiding and/or abetting of any of the above.
- Willful disregard, disrespect toward a supervisor or representative of management, or failure to obey or perform work as required or assigned.
- Fighting or attempting bodily injury to a fellow employee or others, threatening, intimidating, coercing or interfering with other employees on the premises at any time.

Discrimination & Harassment-Free Workplace Policy

The purpose of the Discrimination & Harassment-Free Workplace Policy is to provide a discrimination-free and harassment-free workplace in which all persons can be treated with dignity and respect.

The policy states as follows:

The Corporation conducts business and treats all employees in accordance with all applicable Human Rights legislation. The Corporation does not condone and does not tolerate harassment of any kind whether based on the prohibited



grounds as defined under the Human Rights Code or any other criteria contrary to established law.

No employee may be harassed or discriminated against by the employer, by anyone acting as an agent for the employer or by another employee because of race, ancestry, place of origin, ethnic origin, citizenship, religion, creed, colour, sex, sexual orientation, age, record of offences for which a pardon has been granted, family status, handicap or any other grounds prohibited under the Ontario Human Rights Code. Harassment undermines an individual's self-respect and adversely affects work performance and well-being.

Supervisors, who do not exercise their responsibility to prevent or discourage harassment of or by their staff, are considered to be as guilty of violating this policy as if they had committed the harassment. Therefore, any supervisor who willfully disregards a report of harassment of/by his/her staff is subject to discipline up to and including dismissal.

Procedural By-Law

The Procedural By-Law establishes rules governing the order and procedure of the Council and its meetings.

Subsection 6.3 under "Conduct of Members" states:

"No Member shall: use offensive words or unparliamentary language in or against the Council or against any member of staff or the public."

Monitoring

The Chief Administrative Officer shall be responsible for receiving complaints and/or concerns related to this policy.

Responsibilities

Members of Council and officers and employees of the Municipality of Meaford are required to adhere to this policy and its governing principles.

Contact

Matt Smith
Director of Legislative and Protective Services



Telephone: 519-538-1060 x1115

Email: msmith@meaford.ca

Change History

Policy Name	Effective Date	Significant Changes	By-law No.



Town of Digby

Administrative Policy # 2016-003

Council/Staff Relations Policy

Preamble:

Town Council recognizes that a council /staff relationship is important to the viability and sustainability of the town.

Purpose:

This policy emphasizes the position that in a Council/Chief Administrative Officer system, council directs the organization through the Chief Administrative Officer.

Policy:

- Council directs the Chief Administrative Officer to achieve outputs. Direction is given through Council's goals/objectives. The action plans created by the Chief Administrative Officer to achieve the outputs are governed by the policies of council.
- The Chief Administrative Officer interprets council's policies within the scope of council's policies (as interpreted by the Chief Administrative Officer). The Chief Administrative Officer has the authority to develop action plans to achieve goals/objectives. Where there are multiple interpretations, any questions should be referred back to council for decision.
- Council as a whole directs the Chief Administrative Officer. The Chief Administrative Officer will do his best to accommodate requests from individual members which shall be made available to all council. However, if these requests are, in the opinion of the Chief Administrative Officer, onerous or inappropriate and outside the sphere of Council's goals and objectives then these shall be deferred and discussed by Council.
- Council monitors the performance of the organization by monitoring the performance of the Chief Administrative Officer. As Council's single official link to the operating

organization, the Chief Administrative officer's performance will be considered to be synonymous with organizational performance as a whole.

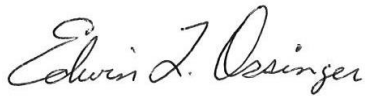
Clerk's Annotation For Official Policy Book

Date of Notice: February 16, 2016

Date of adoption: March 7, 2016

Policy effective date: March 7, 2016

I certify that this **Council/Staff Relations Policy** was adopted by Council as indicated above.



March 7, 2016

Clerk

Date

Lunenburg County Seniors' Safety Program (LCSSP) – January 2021

LCSSP is a free community-based service that works collaboratively with Bridgewater Police Service, RCMP, and many community partners to help address the safety concerns of older adults residing in Lunenburg County. Service is provided through awareness campaigns, advocacy, educational programs, community presentations and one to one service. We continue to carry out as much service as we can via telephone and email with home visits occurring when necessary.

MONTH IN REVIEW:

- Nature of referrals include, health and wellbeing, cognitive impairment, adult protection concerns, homelessness, precarious housing, maintenance/repair issues, home takeover, financial hardship, transportation needs, food insecurity, elder abuse, financial scams, hoarding, social isolation, assistance with legal issues, and need of information and supports.
- HeartWood Centre for Community Youth Development (in collaboration with Community Services) have created mindful-activity kits called HEART in a Box as part of their Stepping Stones project. We have 20 kits that are being delivered to clients in the New Year!
- LCSSP 2020 Annual Report available.

LCSSP Service in Municipal Units	%
MoDL	30%
MoDC	27%
Bridgewater	34%
Lunenburg	4%
Unknown	1%

Data to Date	January
Total # of clients	114
# of clients receiving service	69
# of new referrals	23
# of home visits / door step deliveries	17
# of closed files	8

Data is subject to change and is approximate values only.

MEETINGS, GRANTS & PRESENTATIONS:

- Coordinated Access to Housing Zoom meeting attended,
- LCSSPS Fundraising Sub-Committee meeting attended,
- Weekly Flourish Coffee & Conversation Zoom meeting(s) – cancelled until further notice,
- LCSSPS is researching logo designs for the partnership society,
- *P2P Digital Literacy for Lunenburg County*, New Horizons grant application submitted (\$5000),
- *Lunenburg County Rental Housing Directory project*, Building Vibrant Communities grant application submitted (\$5,000),
- *Department of Seniors' \$25,000 annual grant approved.*

LCSSP CLIENT EMERGENCY CONTINGENCY FUND (CECF) REPORT:

- The CECF assisted seniors with the cost of,
 - Emergency home repair assessment,
 - De-cluttering of a home,
 - The month-end balance is \$2,873.41.

Lunenburg County Seniors' Safety Program (LCSSP) 2020 Annual Report

A project of the Lunenburg County Seniors' Safety Partnership Society

LCSSP is a free community-based service that works collaboratively with Bridgewater Police Service, RCMP, and many community partners to help address the safety concerns of older adults residing in Lunenburg County. Service is provided through awareness campaigns, advocacy, educational programs, community presentations and one to one service.

For our most vulnerable seniors, the effects of the pandemic have been far-reaching and the demand for LCSSP service has grown exponentially. The current world pandemic has impacted LCSSP service parameters and resources. With creative resiliency and trusted partnerships, our program has continued to provide service and support to our community.

LCSSP 2020 HIGHLIGHTS IN REVIEW:

March 13, 2020 – LCSSP staff were advised to begin working from home and service would need to be modified.

Home Visitation – In-person visits were not possible at times due to the pandemic. The *Workplace COVID-19 Prevention Plan: LCSSP Home Visits* was created and revised as needed to support safe home visit protocol. The focus on door-step deliveries to help meet needs while reducing isolation increased.

Information Sharing and Support – Regular teleconferencing with Department of Seniors, Community Links and fellow Seniors' Safety Programs encouraged information-sharing and provided support.

Staffing – With emergency funding provided by the Dept. of Seniors we were able to add additional staffing hours to provide service to our community.

Nature of Referrals – The most notable point regarding 2020 referrals is the complexity of needs; compounded by the pandemic. We also experienced a high volume of calls from community members and partners needing information and direction to supports. During the pandemic we identified a notable increase in short-term needs expressed by partners and community members, increased risk of home takeovers and elder abuse.

Presentations – The transition to on-line presentations negatively impacted our target audience who are often not technologically versed or equipped. We returned to small in-person presentations with an on-line option and found participation remained low as clients were hesitant to venture out. We presented to Prime Timers, Eastside Manor, Elder Dog, MB Rotary Club, NSCC students and hosted a Mini Legal Series. Subjects of presentations ranged from the SSP, Scams/Frauds, Elder Abuse, Building Respectful Communities, Volunteer Topics and Legal Access. A joint on-line Coffee and Conversation project was trialed with small numbers in attendance.

Leveraging and Growing Partnerships – Actively assisting with community asset mapping and leveraging community partnerships became more necessary as our community worked together. We participated in Aging Well Together Coalition, South Shore Housing Action Coalition, Single Entry Access – Smart Cities Challenge, the LCSSAP, Built for Zero -Rural Housing NS Strategy, SSP Networking Session and the HVH Accreditation process. We also participated in provincial meetings with SSPS, Community Links and government.

Ongoing Education – Coordinators attended on-line education such as the Legal Information Society of NS Senior Legal Navigator training, Advanced Directives presentation, First Aid training and more.

Lunenburg County Seniors' Safety Program (LCSSP) 2020 Annual Report

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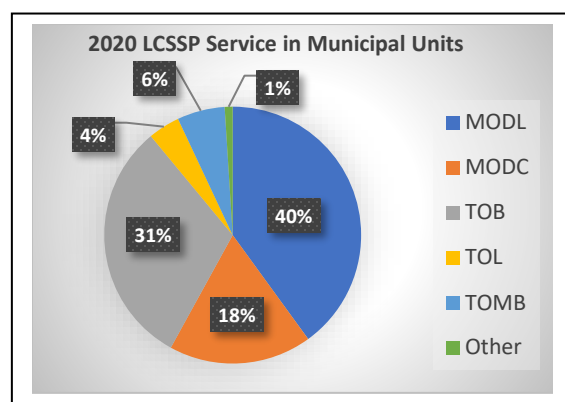
Identifying and Responding to Needs – As we worked with partners, community members and government we identified areas of need and responded. With the help of the United Way, volunteers, private entrepreneurs and the South Shore Multicultural Association we were able to increase financial aid and the availability of personal protective equipment supplied directly to seniors in our community.

Seniors' Safety Legal Navigator Project –The effect of legislation relating to Adult Protection, Estates, Probate, and the Public Trustee emphasize the gaps and challenges faced by our aging population. We presented an in-person and on-line three-session Legal Information Series in partnership with experts in addition to NSCC presentations to students. Thanks to approved budget re-allocation to purchase technological equipment, we have been able to assist clients with form completion and access information within the safety of their home.

STATISTICS:

2020 LCSSP Statistics	2020 LCSSP Statistics
Client Base	1508
New Referrals	339
Home Visits/Drop Offs	334
Presentation Participation	170
Vial of Life™ Distributed	520

of telephone calls and emails are not recorded. There were periods during the the pandemic that comprehensive record-keeping was not possible.



2020 LCSSP PARTNERSHIP PROJECTS:	MODC	MODL	TOB	TOMB	TOL
75 Isolation Care Packages Project, (funded by United Way)	15	21	25	7	5
25 Fresh Cuts Meals for the Town of Bridgewater Project, (funded by Fresh Cuts)	0	3	22	0	0
24 Lunches Earth Angels / Everything Nice Café Project, (funded by Earth Angels and Everything Nice Café)	7	6	8	3	1
24 Lunches Earth Angels / Fresh Cuts / Everything Nice Café Project, (funded by Earth Angels, Fresh Cuts and Everything Nice Café)	5	7	8	2	3
1000 VON FF's and Small Isolation Packages, (funded by United Way)	28	95	41	25	11
36 We Are Young Little Wishes Project, (funded by We Are Young Association)	10	10	11	3	2
25 South Shore Multicultural Association, Art Kits for Seniors, (New Horizons Grant)	10	10	3	3	1
33 Secret Santa Participation, (South Shore Secret Santa's and Santa's For Seniors, (Community Initiatives)	5	8	16	2	2
100 We Are Young Christmas Card Deliveries, (funded by We Are Young Association)	20	14	10	25	31
25 Souls Harbour Lunch Delivery, (Partnership Project – UW, TOB, Souls Harbour, SSRL)		3	22		
34 Caring Calls and Warm Line Telephone Reassurance Program Referrals, (Shelburne Mental Health, SSRL and UW Partnership)	8	10	12	2	2

Lunenburg County: Total pop = 47,126 / 55+ = 20,970 = 44.5%

Municipality	Total Population	# of individuals 55+	Aver. of Pop. 55+
Town of Mahone Bay	1036	575	55.5%
Town of Lunenburg	2263	1165	51.5%
MODL	24,863	10,880	43.7%
MODC	10,310	4,780	46.4%
Town of Bridgewater	8,532	3,545	41.5%

Lunenburg County Seniors' Safety Program (LCSSP) 2020 Annual Report

A project of the Lunenburg County Seniors' Safety Partnership Society

2020 FUNDING:

LCSSP core funding is provided by five municipalities, United Way of Lunenburg County and the Department of Seniors. One-year project funding for the LCSSP Seniors' Legal Navigator was received from the Law Foundation of NS (\$28,231.00).

Lunenburg Seniors' Safety Advisory Partnership Society Budget			
<i>as at January 4, 2021</i>			
	2020-2021 BUDGET	2020-2021 ACTUAL	VARIANCE Pos (Neg)
REVENUE			
Province of NS Seniors	25,000	25,000	0
Municipal Contributions	27,169	27,169	0
Other Revenue	53,231	46,173	-7,058
Interest Income	0	0	0
Transfer from Reserves **	7,357	0	-7,357
	112,757	98,342	-14,415
EXPENSES			
Salaries (to December 19, 2020)	56,438	41,381	15,057
Part Time Wages (to December 19, 2020)	23,811	12,546	11,265
DoS emergency fund (to December 19, 2020)	20,018	10,938	9,080
Facility Rentals	1,200	0	1,200
Professional Development	500	0	500
Vehicle Maintenance (gas posted to Nov/20)	2,500	2,371	129
Office Equipment	0	404	-404
Travel	2,000	424	1,576
Cell Phones	2,200	1,176	1,024
Hospitality	700	77	623
Materials	800	2,318	-1,518
Insurance	2,090	1,733	357
Clothing Allowance	0	0	0
Honorariums	500	0	500
	112,757	73,369	39,388
NET	0	24,973	24,973
<p>*In an addition to the Municipal Contribution of \$4,784, The Town of Bridgewater also provides the following in-kind service, · provision of vehicle (excluding gas, insurance & repairs), · clothing, · office space, · supervision, · accounting services, · computer, · employment management (payroll, HR, etc.)</p> <p>**Budgeted reserves are currently held by LSSAPS. The Reserves currently held by the Town will depend on the final balance at year end.</p>			

ADDITIONAL FUNDING BREAKDOWN:

United Way of Lunenburg County Grants:

- 75 Large Isolation Kits and 200 Small Isolation Kits \$1,000
- LCSSP CECF \$2,000
- LCSSP CECF \$3,000 + \$665 (PPE)

South Shore Multicultural Society Donation to the LCSSP CECF:

- LCSSP CECF \$1,500

Dept. of Seniors Emergency Funding:

- LCSSP \$20,000 + \$200 (printing costs)

We are being considered for several other grant projects we have applied for through,

- New Horizons grant – IT Project,
- Building Vibrant Communities grant – Lunenburg Co. Rental Housing Directory project.

Lunenburg County Seniors' Safety Program (LCSSP) 2020 Annual Report

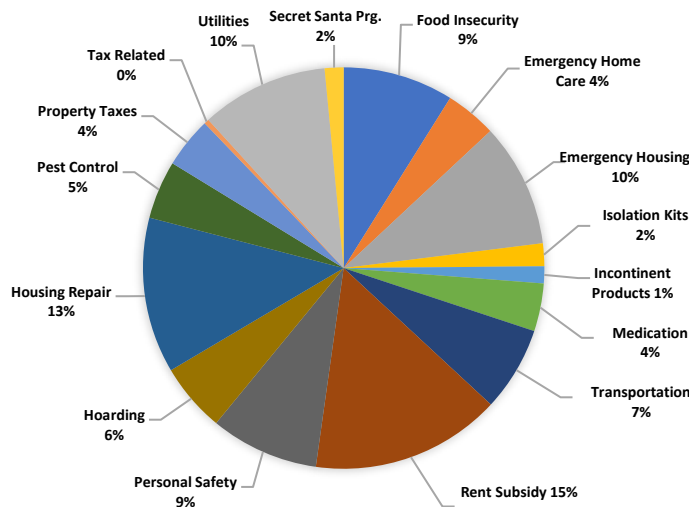
A project of the Lunenburg County Seniors' Safety Partnership Society

2020 LCSSP CLIENT EMERGENCY CONTINGENCY FUND (CECF):

LCSSP CECF CASE STUDY 'A':

A client was referred by a concerned neighbor because they were being evicted due to failure to pay rent. After speaking with the client, it was discovered they had fallen injuring themselves, were being financially abused, their license had been suspended, they needed home support and were living in squalor. Law enforcement, continuing care, St. Vincent de Paul, the landlord, the neighbor, VON, Lunenburg County Home Support, Seniors' Community Health Team, Salvation Army, banking institution, DMV, physician and the LCSSP partnered to support this client. One component of service included, home clean-up funded by the LCSSP CECF at the cost of under \$75. This meant that safety risks were mitigated and home care services could be implemented without delay.

LCSSP CLIENT EMERGENCY CONTINGENCY FUND EXPENSES



LCSSP CLIENT EMERGENCY CONTINGENCY FUND (CECF)

Thanks to the support of organizations within our community we have been able to increase the support provided by the CECF and have experienced expanded collaborative partnerships with other groups offering support.

LCSSP CECF has received the following 2020 support,

- \$2,000 grant from the United Way of Lunenburg County.
- \$1,500 donated by the South Shore Multi-Cultural Association through their New Horizons' Grant.
- \$3,665 grant from the United Way of Lunenburg County and the Federal Government - Emergency Community Support Fund (\$665.00 to be used for PPE).
- We accept donations but are unable to provide a receipt.
- 12/31/20 Balance: \$3,196.41

THE PANDEMIC AND THE CECF:

Most needs addressed prior to COVID-19 were relatively low-cost. This has changed. Financial hardship has expanded during the pandemic and need often occurs outside the hours of some programs and services.

Barriers to accessing funding may include,

- Support systems and processes have changed and/or take longer/longer wait periods.
- Income/budget costs negatively impacted by COVID-19.
- Housing overall has been a challenge as people are shifting out of homes, finding themselves at risk of losing their housing and the access to / availability of affordable accessible housing is limited,
- Loss of some home support services deemed non-essential and/or meals on wheels.
- Long wait-lists for home care services and/or long-term care placement.
- Changes in routine and opportunities that negatively impact budgets – i.e. increased food costs.

The ripple effect of assistance is at times unmeasurable. For example, the CECF may assist one client with housing clean-up which mitigates their risks, improves wellbeing and quality of life. That clean-up can also reduce risk for the whole neighbourhood as fire risks, air quality and rodent control are impacted.

Draft Lunenburg County Accessibility Plan

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Introduction

This Accessibility Plan was developed by the Joint Accessibility Advisory Committee, a joint committee of the Municipality of the District of Chester, Municipality of the District of Lunenburg, Town of Bridgewater, Town of Lunenburg, and Town of Mahone Bay.

This committee provided advice to the municipal councils in Lunenburg County on identifying, preventing, and eliminating barriers experienced by people with disabilities in municipal programs, services, initiatives and facilities, and worked with staff on the development and oversight of this plan.

This document outlines the overarching goals for improving accessibility in Lunenburg County. In coordination with this Accessibility Plan, individual municipal units will be releasing local Accessibility Action Plans which will provide more details on action items, associated timelines, and budgets. These individual Accessibility Action Plans may not be available until a future date.

DRAFT

What We Believe

We commit to fostering a culture of accessibility, encouraging the prevention and removal of barriers to participation, and building capacity in these areas amongst municipal staff, Council members, and the public.

Several principles have guided this process and should remain as priorities as we move forward to implement this plan.

- Working towards equitable access for all members of our community means that every individual has an equal opportunity, and everyone is treated fairly. Equitable access acknowledges individual circumstances to removing barriers.
- It is essential to include first voice perspectives, or lived experience, of people with disabilities in the creation of this plan, actions, and decision-making processes.
- As new standards are introduced and new technologies become available, we will review and update this plan to ensure its relevance. As such, this plan should be interpreted as a living document.
- It is essential to continue to collaborate with other municipal units, the Accessibility Advisory Committee, the Nova Scotia Accessibility Directorate, and community partners to advance this plan and work towards improved accessibility in our communities.

Glossary of Terms

Accessibility Act (2017)

The provincial law enacted to achieve accessibility by preventing and removing barriers for people with disabilities. The law defines the role and responsibilities of the Accessibility Directorate and the Accessibility Advisory Board, and addresses standards, compliance, and enforcement. (nslegislature.ca/sites/default/files/legc/statutes/accessibility.pdf)

Accessibility Advisory Committee

A volunteer committee established by a municipality to advise municipal council about identifying, preventing, and eliminating barriers to people with disabilities in municipal programs, services, initiatives, and facilities. The committee plays a pivotal role in helping the municipality become a barrier-free community that complies with Nova Scotia's Accessibility Act (2017). At least one half of the members of the advisory committee must have a disability or represent an organization that represents people with disabilities.

Accessibility Lens

An Accessibility Lens is a tool for identifying and clarifying issues affecting persons with disabilities used by policy developers and analysts to assess and address the impact of all initiatives (policies, programs or decisions) on persons with disabilities. It is also a resource in creating policies and programs reflective of the rights and needs of persons with disabilities.

Barrier

Something that makes it harder for some people to participate. Nova Scotia's Accessibility Act defines a barrier as "anything that hinders or challenges the full and effective participation in society of persons with disabilities, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy, or a practice."

Disability

As defined in Nova Scotia's Accessibility Act: "a physical, mental, intellectual, learning or sensory impairment, including an episodic disability that, in interaction with a barrier, hinders an individual's full and effective participation in society."

Equitable/equity

A commitment to fairness. Equitable access is different from equal access. Equality means everybody is treated the same; equity means everybody is treated fairly, based on their needs and abilities. Equity recognizes and values differences, removing systemic barriers and accommodating individual differences, as needed.

Government of Nova Scotia Accessibility Plan

A multi-year plan setting specific priorities and commitments for achieving accessibility within the Government of Nova Scotia. The first plan was published in 2018 and covers the years 2018-2021. (novascotia.ca/accessibility/plan)

Meaningful

In the context of our Accessibility work, the term meaningful is used to ensure the efforts being made are deemed valuable by those affected by the efforts.

Plain language

Clear, conversational communication that makes sense to the intended audience. The goal of plain language is to communicate so clearly that the intended audience can easily find what they need, understand what they find, and use the information (plainlanguagenetwork.org/).

Prescribed

Means “prescribed in the Accessibility Act General Regulations.” The Accessibility Act enables the government to use the regulations to identify which organizations must comply with certain requirements. These requirements include forming an Accessibility Advisory Committee and developing an accessibility plan within one year. The use of the word “prescribed” in legislation is intended to give wide authority for regulations to be made that set down a specific rule or direction.

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Community Consultation

The Accessibility Committee undertook public consultation efforts in May and June of 2020. These efforts were hampered by COVID-19 restrictions that prohibited public gatherings and restricted resident movement. Despite these challenges, the Committee heard from more than 170 residents and organizations on the issue of accessibility through an online survey, phone calls, emails, and informational interviews.

Respondent Demographics

46.53% Persons with a disability (visible or invisible) 27.08% Family member, friend, or caregiver of a person with a disability 26.39% Employed or volunteer at an organization that provides services to people with disabilities Many of which self-identified as all of the above
67.33% Women 26.67% Men 1.33% Non-binary Remainder preferred not to say
55.63% aged 55-74 28.48% aged 35-54 10.60% aged 74+ 4.64% aged 18-34 0.66% aged Under 18
33.11% Municipality of the District of Lunenburg 25.83% Bridgewater 13.25% Municipality of the District of Chester 12.58% Town of Lunenburg 10.60% Town of Mahone Bay 2.65% Village of Chester 1.99% Do not reside in Lunenburg County

Areas of Focus

Consistent with the Government of Nova Scotia Accessibility Plan 2018-2021, we have identified commitments to improving accessibility within five areas of focus. These priority areas include (1) Goods and Services, (2) Information and Communications, (3) Transportation, (4) Employment, and (5) Built Environment. Working towards equitable access in these priority areas will help to identify, prevent, and eliminate barriers for people with disabilities to participate fully in our communities. This Accessibility Plan is a united plan based on universal standards. Each municipality has been provided with a template to develop their individual Accessibility Action Plans for each commitment.

1. Goods and Services

The Commitment

Residents and visitors with disabilities have equitable access to goods and services provided by our municipalities.

- 1.1 Services – Enhance services provided by municipal units by making municipal services and events more accessible to people with disabilities, including but not limited to accessible communication, accessible digital content and technologies, and welcoming service animals and support persons.
- 1.2 Service Delivery – Improve service delivery by developing and implementing ongoing awareness and training programs for municipal staff and Council to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community, as well as developing and implementing new awareness and training opportunities as part of an orientation package for new employees. This will ensure that all municipal staff and Council are educated in and striving towards building competency in accessibility matters.
- 1.3 Physical Space – Upon entering a municipal building, physical spaces should be conducive to positive accessible customer service experiences. For example, provide chairs to rest in while waiting and/or sensory sensitive spaces to communicate with staff.
- 1.4 Programs – Deliver programming to people of all ages and abilities and commit to training all program delivery staff as per 1.2.
- 1.5 Events - Improve accessibility of public events planned and delivered by a municipal unit by planning events with an accessibility lens including location, event delivery, and/or participation. Planning should consider the needs of persons with disabilities including, but not limited to, having adequate accessible event parking, accessible portable toilets, and when possible, places to rest from sensory overwhelming environments.
- 1.6 Procurement – Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and factoring accessibility into the scoring process for procurement.
- 1.7 Internal Policy– Apply an accessibility lens to all policy, procedures, and practices.

- 1.8 Emergency Management – Emergency management plans and prioritization of critical infrastructure need to consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in contingency and evacuation plans.

2. Information and Communications

The Commitment

People with disabilities can equitably access information and communications provided by our municipalities.

- 2.1 Delivery of Communications – Improve communications about existing municipal programs, services, and events that are accessible to people with disabilities by delivering communications in a wide range of accessible formats.
- 2.2 Public Meetings – Ensure that all public open houses and meetings are as accessible as possible to all members of the public by offering materials in various formats, providing support to facilitate participation, and ensuring topics are discussed in plain language when possible.
- 2.3 Advertising/Marketing – Develop and implement a standardized symbol system for all public communications of programs and events to clearly identify what accessibility accommodations are available on site. For example, accessible entrances, scent free facility, and accessible washrooms.
- 2.4 Wayfinding – Improve signage and wayfinding for municipal buildings and public facilities by implementing signage and wayfinding consistent with accessibility best practice. Prioritize having signage and wayfinding where necessary, but not in excess.

3. Transportation

The Commitment

Residents and visitors with disabilities have equitable access to transportation provided by our municipalities.

- 3.1 Pedestrian Infrastructure – Improve connectivity in communities by improving pedestrian infrastructure where possible including constructing sidewalks, improving surface quality of sidewalks, and implementing appropriate curb cuts. Prioritize safety of pedestrian infrastructure by implementing audible signals, tactile walking surface indicators at crossings, appropriate lighting, and benches to rest where possible. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).
- 3.2 Snow Removal – Prioritize snow clearance at transit stops, public buildings, and in municipally managed parking areas.
- 3.3 Parking – Ensure all municipal parking areas and municipally managed parking areas have accessible parking spaces and appropriate drop-off locations for larger vehicles. Accessible parking shall meet the Accessibility Act's Built Environment Standard (when implemented).

- 3.4 Transit Connectivity – Where possible, support improving transit connectivity by expanding public transportation systems.
- 3.5 Transit Infrastructure – Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.

4. Employment

The Commitment

Our municipalities are accessible and equitable employers and support the careers of employees with disabilities. We will seek to attract and retain a skilled workforce that reflects the diverse residents of the municipalities.

- 4.1 Job Opportunities – Improve opportunities for people with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to people with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.
- 4.2 Hiring – Improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of people with disabilities in their employment at the municipalities. Improve job standards to reflect the actual standards of the job and examine what assumptions are being made in the job standards.
- 4.3 Flexibility – Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to adaptive technologies, possible accommodations in the workplace, appropriate and supportive leave practices and return to work plans, and a flexible work environment such as the ability to work from home.
- 4.4 Culture of Inclusion – Build capacity among staff and senior leadership to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth to people with disabilities. Municipal units will develop Employment Equity Statements.
- 4.5 Representation – Actively recruit people with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

5. Built Environment

The Commitment

Municipal buildings and outdoor spaces within the municipalities provide meaningful and equitable access for users with disabilities.

- 5.1 Buildings – Improve and maintain the accessibility of municipal buildings and outdoor spaces to comply with the Nova Scotia Building Code, and the Accessibility Act's Built Environment Standard (when implemented), aiming to exceed them when feasible.
- 5.2 Public Spaces – Improve access to public spaces and opportunities for recreation by improving access to parks and playgrounds, lakes and beaches, diversifying recreation

equipment, and creating accessible parks, playgrounds and trails. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).

5.3 Washrooms – Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.

5.4 Temporary Disruptions – Establish and implement processes to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and/or special events.

5.5 Emergencies - Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.

5.6 Construction Mitigation - Municipalities should ensure accessible detours are available when a sidewalk is closed for or affected by construction

The Municipality of the District of Chester, Municipality of the District of Lunenburg, Town of Bridgewater, Town of Lunenburg, and the Town of Mahone Bay hereby all agree together to work cooperatively with regards to the administration and implementation of the Joint Accessibility Plan and hereby agrees to jointly advocate the Provincial and Federal Government to provide new funding initiatives and programs to support the further development and implementation of this Plan.

Implementing the Plan

This plan is a united framework and universal standards, agreed upon by all five municipal units. Each municipal unit is responsible for creating individual operational plans and operationalising those plans.

Responsibilities

Accessibility Advisory Committee

- Review this Accessibility Plan at least every three years as required by the Accessibility Act and update as required.
- Review Municipal Accessibility Report Cards annually and report on progress toward meeting the commitments outlined in this Plan.

Accessibility Coordinator

- Guide the work by the Accessibility Advisory Committee.
- Book meetings, prepare and distribute agendas and minutes, assist Chair in leading the meetings, manage recruitment for Committee when necessary.
- Act as a liaison with the Accessibility Advisory Committee and municipal units.

Councils

- Recognize the significant cost of implementing this plan and the municipal operational plans and seek adequate funding to allow municipalities to meet the requirements under Nova Scotia's *Accessibility Act*.

CAOs/Staff

- Ensure the commitments outlined in the Accessibility Plan are reflected and operationalized in municipal Accessibility Action Plans required as public sector bodies under Nova Scotia's *Accessibility Act*.
- Accept complaints, questions, and concerns submitted to them by the public.
- Provide a summary of complaints, questions, and concerns to the Accessibility Advisory Committee.

Timeline

In 2017, the Government of Nova Scotia passed the province's Accessibility Act. A supporting document, *Access by Design 2030*, is the implementation strategy for how Nova Scotia will achieve an accessible province by 2030. It also identifies actions to improve public awareness, build collaboration and increase compliance with existing regulations. The Accessibility Act set an ambitious goal to become a fully accessible province by 2030. As such, we strive to have the commitments of this plan achieved by 2030, to be consistent with the Province of Nova Scotia.

For specific timelines and budgets associated with the commitments and action items of this plan, please see your municipality's Accessibility Action Plan. As highlighted above, these individual Accessibility Action Plans may not be available until a future date.

Monitoring and Evaluating

Each municipal unit will be responsible for submitting an Accessibility Report Card to the Accessibility Advisory Committee by November 30 each year. This report card will track and report on the progress made towards the commitments in this plan, and performance of the policies and actions in their individual Accessibility Action Plans. The Accessibility Advisory Committee may also make recommendations to improve this plan.

The Accessibility Report Cards of each municipal unit will be public documents, posted on their individual websites.

The Accessibility Advisory Committee will review new directives, guidelines, and updates from the province as they are released, and determine if updates to this Accessibility Plan are required based on those updates. The Accessibility Advisory Committee will make recommendations to the municipal units on the need for updates to their individual Accessibility Action Plans.

Responding to Questions and Complaints

- Anyone can lodge a complaint, pose a question, or express a concern about accessibility in Lunenburg County. These should be directed to the CAO of the appropriate municipal unit.
- The CAO will respond within a reasonable time. Before responding, the CAO will consult with the staff person responsible for the area of inquiry. The CAO's response will contain the reasons for the decision.
- If the complainant still has concerns, they can contact the Accessibility Advisory Committee Chair.
- Anyone can appeal to Council if they are not satisfied with the response from the CAO or the Accessibility Advisory Committee. Council may refer any appeal to the Accessibility Advisory Committee for additional review and recommendations before issuing a final response to the complainant.
- The CAOs will keep a record of all complaints, questions, and concerns submitted to them, and will provide summary updates to the Accessibility Advisory Committee on a regular basis. These updates will become part of the Accessibility Advisory Committee's continual review of the Accessibility Plan and may inform future changes.

Reference Documents

The **Built Environment Standard**, under the Government of Nova Scotia Accessibility Plan 2018-2021 will be released soon and include accessibility standards for the built environment, to prevent the design and construction of new barriers and remove existing barriers over time.

The **Clearing Our Path** resource, produced by the CNIB Foundation (2019), provides international standards and universal design principles to build accessible environments for people who are blind or have low vision.

Link: http://www.clearingourpath.ca/8.0.0-design-needs_e.php

The **Guidelines For Accessible Recreation** prepared for Lunenburg Queens Recreation Coordinators and Directors Association and Yarmouth Shelburne Municipal Recreation Association by Fulcrum Accessibility Consulting, 2018, includes a **Basic Standards of Accessibility list** developed as a result of accumulated insight and recommendations based on *the Americans with Disabilities Act*, the *Accessibility for Ontarians with Disabilities Act*, the *Accessibility for Nova Scotians Act*, and the *Human Rights Act of Nova Scotia*. Interwoven into these Guidelines are principles of Universal Design, the suggestions of persons with disabilities themselves, and learned techniques from practicing accessibility consultants and access audits on various buildings.

Link:

<https://s3.amazonaws.com/southshoreconnect.cioc/CCH/Revised+September+5th+edition+of++April+7+Combined+Audit+%26+Accessibility+Report.pdf>

The **Global Age-friendly Cities: A Guide** document produced by the World Health Organization (WHO), 2007, outlines research and recommendations for communities to become more age-friendly, including but not limited to, recommendations for outdoor spaces and buildings, transportation, and civic participation.

Link: https://www.who.int/ageing/publications/Global_age_friendly_cities_Guide_English.pdf

The **Government of Nova Scotia Accessibility Plan 2018-2021**, released by the Department of Justice in September 2018, is a multi-year plan setting specific priorities and commitments for achieving accessibility within the Government of Nova Scotia.

Link: <https://novascotia.ca/accessibility/plan/government-accessibility-plan.pdf>

The **Interim Accessibility Guidelines for Indoor and Outdoor Spaces**, released by the Nova Scotia Accessibility Directorate in April 2020, provide ways to identify barriers to accessibility in the built environment and are intended to be replaced by the provincial accessibility standard for the built environment.

Link: <https://novascotia.ca/accessibility/docs/Interim-Accessibility-Guidelines-for-Indoor-and-Outdoor-Spaces.pdf>

The **Wolfville: Access by Design, An Accessibility Plan for 2019-2022**, released by the Town of Wolfville in April 2019, is the first municipal-level accessibility plan. The Town was chosen by the Government of Nova Scotia to serve as an example for other communities in the province.

Link: <https://www.amans.ca/other-resouces/692-wolfville-accessibility-plan/file.html>

Appendices

- Accessibility Advisory Committee Members

DRAFT

Lunenburg County Accessibility Plan

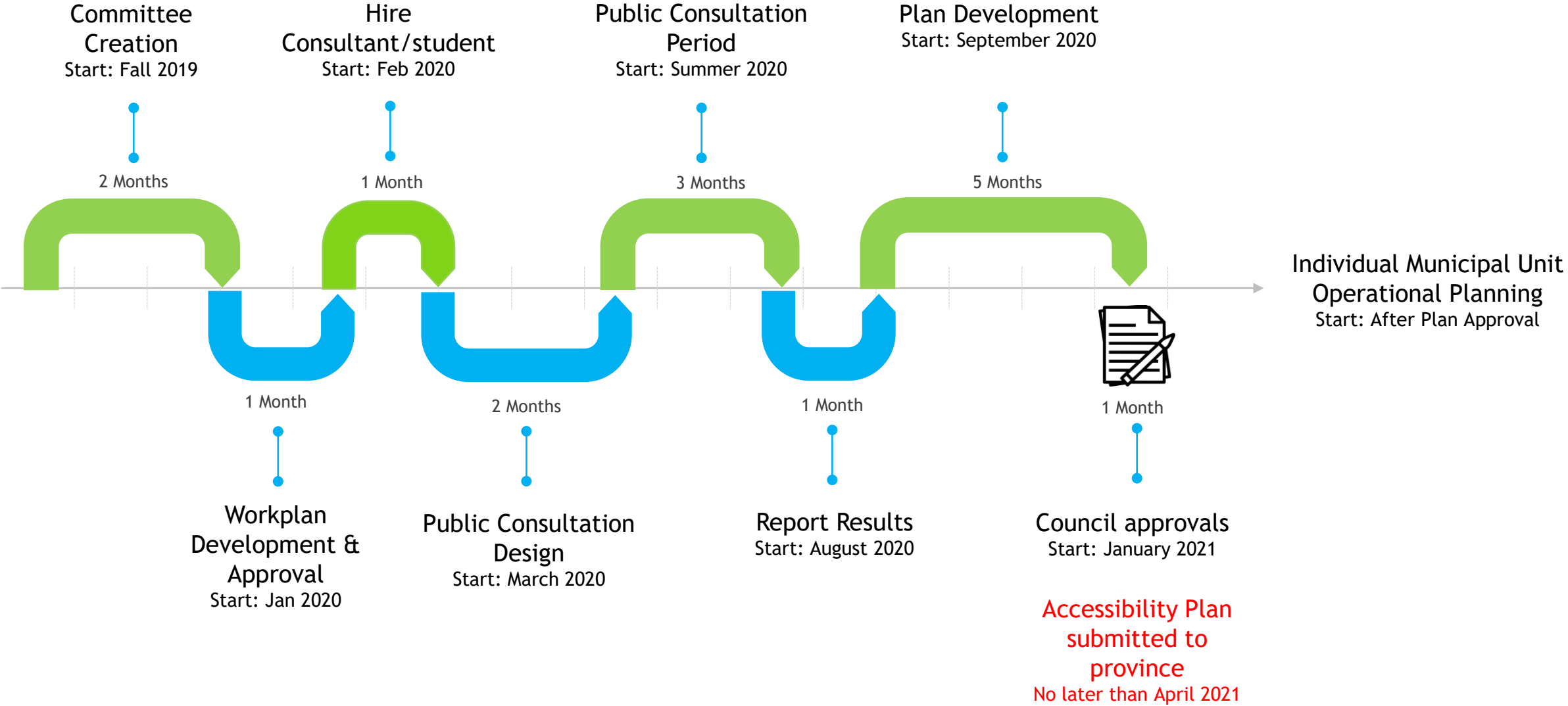
January 26, 2021



Highlights

- This Accessibility Plan was developed by the Joint Accessibility Advisory Committee.
- This Committee provided advice to the municipal councils in Lunenburg County on identifying, preventing, and eliminating barriers experienced by people with disabilities in municipal programs, services, initiatives and facilities, and worked with staff on the development and oversight of this plan.
- The Accessibility Plan commits to overarching goals for improving accessibility in Lunenburg County.
- After the approval of the Plan, each municipal unit must develop and release **Accessibility Action Plans** which will provide more details on action items, associated timelines, and budgets. The **costs of developing and implementing Accessibility Action Plans** are the responsibility of each individual municipality.
- There will be shared costs for a part-time **Accessibility Coordinator oversight role**, as defined in the Accessibility Plan.

Accessibility Plan Roadmap



What We Believe

We commit to fostering a culture of accessibility, encouraging the prevention and removal of barriers to participation, and building capacity in these areas amongst municipal staff, Council members, and the public.

Several principles have guided this process and should remain as priorities as we move forward to implement this plan.

- Working towards equitable access for all members of our community means that every individual has an equal opportunity, and everyone is treated fairly. Equitable access acknowledges individual circumstances to removing barriers.
- It is essential to include first voice perspectives, or lived experience, of people with disabilities in the creation of this plan, actions, and decision-making processes.
- As new standards are introduced and new technologies become available, we will review and update this plan to ensure its relevance. As such, this plan should be interpreted as a living document.
- It is essential to continue to collaborate with other municipal units, the Accessibility Advisory Committee, the Nova Scotia Accessibility Directorate, and community partners to advance this plan and work towards improved accessibility in our communities.

The Commitment

The Municipality of the District of Chester, Municipality of the District of Lunenburg, Town of Bridgewater, Town of Lunenburg, and the Town of Mahone Bay hereby all agree together to work cooperatively with regards to the administration and implementation of the Joint Accessibility Plan and hereby agrees to jointly advocate the Provincial and Federal Government to provide new funding initiatives and programs to support the further development and implementation of this Plan.

Areas of Focus

Consistent with the Government of Nova Scotia Accessibility Plan 2018-2021, we have identified commitments to improving accessibility within five areas of focus.

These priority areas include:

- (1) Goods and Services
- (2) Information and Communications
- (3) Transportation
- (4) Employment
- (5) Built Environment

Working towards equitable access in these priority areas will help to identify, prevent, and eliminate barriers for people with disabilities to participate fully in our communities. This Accessibility Plan is a united plan based on universal standards.

Each municipality will be provided with a template to develop their individual Accessibility Action Plans.

1. Goods and Services

The Commitment

Residents and visitors with disabilities have equitable access to goods and services provided by our municipalities.

1. Services - Enhance services provided by municipal units by making municipal services and events more accessible to people with disabilities, including but not limited to accessible communication, accessible digital content and technologies, and welcoming service animals and support persons.
2. Service Delivery - Improve service delivery by developing and implementing ongoing awareness and training programs for municipal staff and Council to increase knowledge and understanding of accessibility, equity, human rights, disability rights, and accessibility barriers in our community, as well as developing and implementing new awareness and training opportunities as part of an orientation package for new employees. This will ensure that all municipal staff and Council are educated in and striving towards building competency in accessibility matters.
3. Physical Space - Upon entering a municipal building, physical spaces should be conducive to positive accessible customer service experiences. For example, provide chairs to rest in while waiting and/or sensory sensitive spaces to communicate with staff.

4. Programs - Deliver programming to people of all ages and abilities and commit to training all program delivery staff as per 1.2.
5. Events - Improve accessibility of public events planned and delivered by a municipal unit by planning events with an accessibility lens including location, event delivery, and/or participation. Planning should consider the needs of persons with disabilities including, but not limited to, having adequate accessible event parking, accessible portable toilets, and when possible, places to rest from sensory overwhelming environments.
6. Procurement - Apply an accessibility lens to all procurement processes, including creating common accessibility language, accessibility requirements, and factoring accessibility into the scoring process for procurement.
7. Internal Policy - Apply an accessibility lens to all policy, procedures, and practices.
8. Emergency Management - Emergency management plans and prioritization of critical infrastructure need to consider accessibility barriers and vulnerable populations to ensure safety of people with disabilities in contingency and evacuation plans.

2. Information and Communications

The Commitment

People with disabilities can equitably access information and communications provided by our municipalities.

1. Delivery of Communications - Improve communications about existing municipal programs, services, and events that are accessible to people with disabilities by delivering communications in a wide range of accessible formats.
2. Public Meetings - Ensure that all public open houses and meetings are as accessible as possible to all members of the public by offering materials in various formats, providing support to facilitate participation, and ensuring topics are discussed in plain language when possible.
3. Advertising/Marketing - Develop and implement a standardized symbol system for all public communications of programs and events to clearly identify what accessibility accommodations are available on site. For example, accessible entrances, scent free facility, and accessible washrooms.
4. Wayfinding - Improve signage and wayfinding for municipal buildings and public facilities by implementing signage and wayfinding consistent with accessibility best practice. Prioritize having signage and wayfinding where necessary, but not in excess.

3. Transportation

The Commitment

Residents and visitors with disabilities have equitable access to transportation provided by our municipalities.

1. Pedestrian Infrastructure - Improve connectivity in communities by improving pedestrian infrastructure where possible including constructing sidewalks, improving surface quality of sidewalks, and implementing appropriate curb cuts. Prioritize safety of pedestrian infrastructure by implementing audible signals, tactile walking surface indicators at crossings, appropriate lighting, and benches to rest where possible. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).
2. Snow Removal - Prioritize snow clearance at transit stops, public buildings, and in municipally managed parking areas.
3. Parking - Ensure all municipal parking areas and municipally managed parking areas have accessible parking spaces and appropriate drop-off locations for larger vehicles. Accessible parking shall meet the Accessibility Act's Built Environment Standard (when implemented).
4. Transit Connectivity - Where possible, support improving transit connectivity by expanding public transportation systems.
5. Transit Infrastructure - Improve existing transit infrastructure and ensure transit vehicles, transit stops, and signage are accessible to people with disabilities.

4. Employment

The Commitment

Our municipalities are accessible and equitable employers and support the careers of employees with disabilities. We will seek to attract and retain a skilled workforce that reflects the diverse residents of the municipalities.

1. Job Opportunities - Improve opportunities for people with disabilities to gain employment at the municipality by ensuring job postings clearly state they are open to people with disabilities, accommodations may be available in the workplace, and/or advertise job postings across different platforms.
2. Hiring - Improve processes, policies, and practices to facilitate and encourage the recruitment, selection, transition, and advancement of people with disabilities in their employment at the municipalities. Improve job standards to reflect the actual standards of the job and examine what assumptions are being made in the job standards.
3. Flexibility - Improve support and flexibility in the workplace by ensuring municipal staff and Council with disabilities have access to adaptive technologies, possible accommodations in the workplace, appropriate and supportive leave practices and return to work plans, and a flexible work environment such as the ability to work from home.
4. Culture of Inclusion - Build capacity among staff and senior leadership to cultivate a culture of inclusion that supports, retains, and provides opportunities for career growth to people with disabilities. Municipal units will develop Employment Equity Statements.
5. Representation - Actively recruit people with disabilities on all municipal committees and working groups. Review committee and Council recruitment materials to ensure they are accessible.

5. Built Environment

The Commitment

Municipal buildings and outdoor spaces within the municipalities provide meaningful and equitable access for users with disabilities.

1. Buildings – Improve and maintain the accessibility of municipal buildings and outdoor spaces to comply with the Nova Scotia Building Code, and the Accessibility Act's Built Environment Standard (when implemented), aiming to exceed them when feasible.
2. Public Spaces – Improve access to public spaces and opportunities for recreation by improving access to parks and playgrounds, lakes and beaches, diversifying recreation equipment, and creating accessible parks, playgrounds and trails. Municipalities will comply with the Accessibility Act's Built Environment Standard (when implemented).
3. Washrooms – Look for opportunities to construct and maintain more accessible public washrooms and retrofit existing washrooms where possible.
4. Temporary Disruptions – Establish and implement processes to ensure accessibility is maintained during temporary disruptions including emergencies, evacuations, and/or special events.
5. Emergencies - Ensure emergency management and building evacuation plans are reviewed with accessibility in mind.
6. Construction Mitigation - Municipalities should ensure accessible detours are available when a sidewalk is closed for or affected by construction

Responsibilities

Accessibility Advisory Committee

- Review this Accessibility Plan at least every three years and update as required.
- Review Municipal Accessibility Report Cards annually and report on progress toward meeting the commitments outlined in this Plan.

Accessibility Coordinator

- Guide the work by the Accessibility Advisory Committee.
- Book meetings, prepare and distribute agendas and minutes, assist Chair in leading the meetings, manage recruitment for Committee when necessary.
- Act as a liaison with the Accessibility Advisory Committee and municipal units.

Councils

- Recognize the significant cost of implementing this plan and the municipal operational plans and seek adequate funding to allow municipalities to meet the requirements under Nova Scotia's *Accessibility Act*.

CAOs/Staff

- Ensure the commitments outlined in the Accessibility Plan are reflected and operationalized in municipal Accessibility Action Plans required as public sector bodies under Nova Scotia's *Accessibility Act*.
- Accept complaints, questions, and concerns submitted to them by the public.
- Provide a summary of complaints, questions, and concerns to the Accessibility Advisory Committee.

Monitoring and Evaluating

- Each municipal unit will be responsible for submitting an Accessibility Report Card to the Accessibility Advisory Committee by November 30 each year. This report card will track and report on the progress made towards the commitments in this plan, and performance of the policies and actions in their individual Accessibility Action Plans. The Accessibility Advisory Committee may also make recommendations to improve this plan.
- The Accessibility Report Cards of each municipal unit will be public documents, posted on their individual websites.
- The Accessibility Advisory Committee will review new directives, guidelines, and updates from the province as they are released, and determine if updates to this Accessibility Plan are required based on those updates. The Accessibility Advisory Committee will make recommendations to the municipal units on the need for updates to their individual Accessibility Action Plans.

Responding to Questions and Complaints

- Anyone can lodge a complaint, pose a question, or express a concern about accessibility in Lunenburg County. These should be directed to the CAO of the appropriate municipal unit.
- The CAO will respond within a reasonable time. Before responding, the CAO will consult with the staff person responsible for the area of inquiry. The CAO's response will contain the reasons for the decision.
- If the complainant still has concerns, they can contact the Accessibility Advisory Committee Chair.
- Anyone can appeal to Council if they are not satisfied with the response from the CAO or the Accessibility Advisory Committee. Council may refer any appeal to the Accessibility Advisory Committee for additional review and recommendations before issuing a final response to the complainant.
- The CAOs will keep a record of all complaints, questions, and concerns submitted to them, and will provide summary updates to the Accessibility Advisory Committee on a regular basis. These updates will become part of the Accessibility Advisory Committee's continual review of the Accessibility Plan and may inform future changes.

Next Steps

- 1. Councils to approve motion to accept.**
- 2. Submit to province**
- 3. Each municipal unit to begin working on their Accessibility Action Plan**

Motion will read:

“that Municipal Council approve the Lunenburg County Accessibility Plan as presented by the Lunenburg County Accessibility Committee, and authorize the submission of the Plan to the provincial Accessibility Directorate.”

Proposed Motion

“THAT Town Council approve the Lunenburg County Accessibility Plan as presented by the Lunenburg County Accessibility Committee, and authorize the submission of the Plan to the provincial Accessibility Directorate.”