



**MIDDLESEX COUNTY COUNCIL
AGENDA**

Tuesday, September 27, 2022, 1:00 PM
Middlesex County Building
399 Ridout Street North, London

THE MEETING WILL BE AVAILABLE AS FOLLOWS:

<https://www.youtube.com/channel/UCSIRBMaSUbravUhLTjSKc9A>

Pages

- 1. CALL TO ORDER AND WARDEN'S REMARKS**
- 2. PROVISION FOR DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF**
- 3. BUSINESS ARISING FROM THE MINUTES**
- 4. MINUTES**

- 4.a. Minutes of the August 30, 2022 meeting of County Council

1

Moved by _____

Seconded by _____

THAT the Minutes of the September 13, 2022 meeting of County Council be approved as presented; and

THAT the recommendations made by the Committee of the Whole as set out in the Minutes of the September 13, 2022 meeting be adopted.

- 5. DEPUTATIONS**
- 6. ENQUIRIES OR NOTICES OF MOTION**
- 7. REPORTS**
- 8. NEW BUSINESS**
- 9. COUNCILLOR'S COMMENTS AND OTHER BUSINESS**

10. BY-LAWS

- 10.a. #7193 - A BY-LAW to regulate activities on County Highways 11
- 10.b. #7194 - A BY-LAW to amend Parking By-law #6208 37
- 10.c. #7195 - A BY-LAW to Confirm the Proceedings of the September 27, 2022 meeting of County Council 38

Moved by _____

Seconded by _____

THAT the by-laws be given first and second reading.

Moved by _____

Seconded by _____

THAT the by-laws be given third and final reading.

11. COMMITTEE OF THE WHOLE

- 11.a. DELEGATIONS / REPORTS OF COUNTY OFFICERS

- 11.b. ACTION ITEMS

Moved by _____

Seconded by _____

That County Council..

- 11.b.1. Collection and Use of Electronic Monitoring Information - ITS Policy 10.1 39

Report from Chris Bailey, Director ITS

Moved by _____

Seconded by _____

THAT the Collection and use of Electronic Monitoring Information Policy (ITS Policy 10.1) be approved, and that the Corporate Administrative Policy and Procedure Manual be updated.

- 11.b.2. Electronic Monitoring Policy - HR Policy 1.17 44

Report from Jessica Ngai, Director of Human Resources

Moved by _____

Seconded by _____

THAT the Electronic Monitoring Policy, HR Policy 1.17, be approved, and that the Corporate Administrative Policy and Procedure Manual be updated.

11.b.3. Police Record Checks and Driver's Abstract Policy

52

Report from Jessica Ngai, Director of Human Resources

Moved by _____

Seconded by _____

THAT Police Record Checks and Driver's Abstract Policy – Strathmere Lodge (HR Policy 1.02.1) and Police Record Checks and Driver's Abstract Policy (HR Policy 1.02), as amended, be approved, and that the Corporate Administrative Policy and Procedure Manual be updated.

11.b.4. Strathmere Lodge Staff Educator Contract Renewal

78

Report from Brent Kerwin, Strathmere Lodge Administrator

Moved by _____

Seconded by _____

THAT the contract between Strathmere Lodge and Lena Hodgins for the provision of Staff Educator services be renewed for the period Sept. 1, 2022 to August 31, 2023; and

THAT the Lodge Administrator be authorized to sign the agreement.

11.b.5. 2022 PSAB Budget

80

Report from Cindy Howard, General Manager Finance and Community Services

Moved by _____

Seconded by _____

That the net 2022 PSAB/Full Accrual budget required for the 2022 Financial Statement purposes in the amount of \$46,702,066 be approved.

11.c. CORRESPONDENCE AND INFORMATION ITEMS

11.c.1.	Electronic Payments August 2022 totaling \$2,305,349.49 Moved by _____ Seconded by _____ THAT Item 11.c.1 be received for information.	84
11.c.2.	Notice of Public Consultation Period for Middlesex County OPA #3	88
11.c.3.	H.O.M.E Program Evaluation Report - Year 1	93
11.c.4.	Letter from Ministry of Health dated September 9, 2022	137
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11.c.6.	Middlesex County Accessibility Content Style and Design Guide and Middlesex County Creating Accessible Documents Guide Report from Sarah Savoie, Accessibility Coordinator	140
11.c.7.	Strathmere Lodge Census Report for August 2022 Report from Brent Kerwin, Strathmere Lodge Administrator	230
11.c.8.	Budget Variance Report August 2022 Report from Cindy Howard, GM Finance and Community Services	232
11.c.9.	County Official Plan Amendment No. 3; Ministry Suspension of Review Timeline Report from Durk Vanderwerff, Director of Planning and Development Moved by _____ Seconded by _____ THAT Items 11.c.2 to 11.c.9 be received for information.	258

12. INQUIRIES

13. NEW BUSINESS

13.a. Closed Session

Moved by _____

Seconded by _____

THAT the Committee of the Whole convene in Closed Session at ____
pm in order to consider personal matters about an identifiable individual,
and labour relations or employee negotiations in accordance with
subsections 239(2)(b) and (d).

13.a.1. MLPS Job Description Review

Report from Bill Rayburn, CAO

Moved by _____

Seconded by _____

THAT Committee rise from Closed Session at ____.

13.a.2. Rise and Report from Closed Session

14. ANNOUNCEMENTS

14.a. Warden's Banquet - November 5, 2022

15. ADJOURNMENT

Accessible formats and communication supports are available upon request.

Moved by _____

Seconded by _____

That the meeting adjourn at p.m.

MIDDLESEX COUNTY COUNCIL

MINUTES

Tuesday, September 13, 2022, 1:00 PM
Middlesex County Building
399 Ridout Street North, London

Members Present Warden Warwick
 Councillor Burghardt-Jesson
 Councillor Smith
 Councillor DeViet
 Councillor Brennan
 Councillor Ropp
 Councillor Cornelissen
 Councillor Mayhew
 Councillor Vanderheyden
 Councillor Richards
 Councillor Elliott

1. CALL TO ORDER AND WARDEN'S REMARKS

Warden Warwick called the meeting to order at 1:00pm. Warden Warwick addressed Council as follows:

"Here we are at our first meeting in September. Although it's not fall yet, the nights are getting longer and the mornings start out cold and quickly heat up in the afternoon. All over the county fall fairs are completing their preparations to celebrate coming back from either scaled down fairs or cancellations. I encourage everyone to get out and support your local fair and don't forget our regional fair held in London, many great memories have been created at the Western Fair.

Last weekend, it was my pleasure to attend the Middlesex 4H show in Ilderton. I was able to congratulate 4H members and leaders on the 100th year of Middlesex 4H activity. It was exciting to see all of the clubs gathering together for the opening ceremonies. Everyone was represented from all over the county. Dairy, Beef, Sheep, swine, horses and life skills were all present. Lots of familiar faces, but many new ones as well. 4H is not only affordable for our youth but accessible for both rural or urban residents. 4H often is our youth's first

experience with a formal meeting structure. Clubs elect officers and meetings are run using Roberts parliamentary rules. Governance is learned and through that experience many of our 4H youth graduate to be elected officials or employed at jobs that are associated with different levels of government.

On September 1st, one notable past 4H member returned to Middlesex as a guest speaker at the OFA regional meeting.

Senator Rob Black spoke to the audience about his journey to the Senate. During this discussion he explained the structure and role of the Senate. It was a wonderful opportunity to learn more and to ask him questions about his experiences.

Senator Black made it clear that he felt that 4H was a large part of his early development and led him ultimately to the Rural Institute of Ontario and later to the Senate.

I truly think that the 4H motto that "learn to do by doing " is valuable advice and even more the 4H pledge that asks members to Use their Head to clearer thinking, Their Hearts to greater loyalty, Their Hands to larger service, and their Health to better living, is a great pledge to live by...simple but impeccable advice.

So when you are out visiting our local fairs this fall take some time and look for 4H exhibits and members. You will be impressed by the work that our youth are achieving."

2. PROVISION FOR DISCLOSURE OF PECUNIARY INTEREST AND GENERAL NATURE THEREOF

None.

3. BUSINESS ARISING FROM THE MINUTES

None.

4. MINUTES

4.a Minutes of the August 30, 2022 meeting of County Council

Moved by Councillor Mayhew

Seconded by Councillor Richards

THAT the Minutes of the August 30, 2022 meeting of County Council be approved as presented; and

THAT the recommendations made by the Committee of the Whole as set out in the Minutes of the August 30, 2022 meeting be adopted.

Carried

- 4.b Closed Meeting Minutes of the August 30, 2022 Meeting of County Council

Moved by Councillor DeViet
Seconded by Councillor Cornelissen

THAT the Closed Meeting Minutes of the August 30, 2022 meeting of County Council be approved as presented.

Carried

5. DEPUTATIONS

None.

6. ENQUIRIES OR NOTICES OF MOTION

None.

7. REPORTS

None.

8. NEW BUSINESS

- 8.a Flooring Replacement (Approved Capital Budget Project)

Report from Brent Kerwin, Strathmere Lodge Administrator

Moved by Councillor Ropp
Seconded by Councillor Vanderheyden

THAT a by-law be introduced at the September 13, 2022 meeting of County Council to:

- a. Authorize and approve the Agreement between Strathmere Lodge and Adias Impex Ltd. for the replacement of flooring at the Lodge; and
- b. Authorize the Warden and the Clerk to execute the Agreement.

Carried

- 8.b Federal Electoral Boundaries - Proposed Redistribution Plan

Report from Bill Rayburn, CAO

Moved by Councillor Burghardt-Jesson
Seconded by Councillor Elliott

THAT staff be directed to submit a Public Hearing Participation Form to the Ontario Commission to enable the Warden to make representations regarding the impact of the proposed redistribution on residents of Middlesex County at the public hearing being held October 28, 2022 at the Ivey Spencer Leadership Centre.

Carried

9. COUNCILLOR'S COMMENTS AND OTHER BUSINESS

None.

10. BY-LAWS

10.a #7191 - A BY-LAW to Authorize an Agreement with Adias Impex Ltd.

10.b #7192 - A BY-LAW to Confirm the Proceedings of the September 13, 2022 meeting of County Council

Moved by Councillor Richards
Seconded by Councillor Ropp

THAT the by-laws be given first and second reading.

Carried

Moved by Councillor Smith
Seconded by Councillor Mayhew

THAT the by-laws be given third and final reading.

Carried

11. COMMITTEE OF THE WHOLE

THAT the Committee of the Whole convene at 1:16 pm.

11.a PUBLIC HEARINGS / DELEGATIONS / REPORTS OF COUNTY OFFICERS

11.a.1 Hearing for Application for Council Exemption for Clearing Woodlands; Peter Jennen; 1052 Longwoods Road; Part Lots 22 and 23 Range 1 North; Municipality of Southwest Middlesex.

Public Hearing to commence at 2:00pm.

11.a.2 Orientation

Report from Bill Rayburn, CAO

THAT the verbal report on Orientation be received for information.

11.b ACTION ITEMS

11.b.1 Thames Centre Official Plan Amendment No. 26; 5026367 Ontario Inc., File No. 39-TC-OPA26

Report from Durk Vanderwerff, Director of Planning and Development

Moved by Councillor DeViet

Seconded by Councillor Cornelissen

THAT Amendment No. 26 to the Thames Centre Official Plan be approved and that staff be directed to circulate a Notice of Decision as required by the Planning Act, and that the Notice of Decision indicate that no written submissions were received concerning this application.

Carried

11.b.2 Middlesex Centre Official Plan Amendment No. 56; Walker; File No. 39-MC-OPA56

Report from Durk Vanderwerff, Director of Planning and Development

Moved by Councillor Brennan

Seconded by Councillor Ropp

THAT Amendment No. 56 to the Middlesex Centre Official Plan be approved and that staff be directed to circulate a Notice of Decision as required by the Planning Act, and that the Notice of Decision indicate that no written submissions were received concerning this application.

Carried

11.b.3 2023 Middlesex County Council and Library Board Meeting Calendar

Report from Marci Ivanic, Legislative Services Manager/Clerk

Moved by Councillor Elliott

Seconded by Councillor Richards

THAT the Library Board meetings for the remainder of 2022 be scheduled for September 27, 2022, November 15, 2022 and December 6, 2022;

THAT the 2023 County Council and Library Board meeting schedule be approved as presented;

THAT if required, a special County Council meeting may be called by the Warden; and

THAT upon approval by County Council, copies of the 2023 Meeting Calendar be circulated to County Councillors and local municipalities.

Carried

11.b.4 Consolidated Highway By-law

Report from Chris Traini, County Engineer

Moved by Councillor Mayhew

Seconded by Councillor Elliott

THAT the proposed County Highway By-law (Appendix A) and the proposed By-law to amend Parking By-law #6208 (Appendix B) be introduced at the September 27, 2022 meeting of County Council.

Carried

11.c CORRESPONDENCE AND INFORMATION ITEMS

11.c.1 General Payables August 12, 2022 to September 1, 2022 totaling \$79,092.34

11.c.2 Economic Development Payables August 12, 2022 to September 1, 2022 totaling \$8,144.72

11.c.3 ITS Payables August 12, 2022 to September 1, 2022 totaling \$296,648.25

11.c.4 Library Payables August 12, 2022 to September 1, 2022 totaling
\$25,388.83

11.c.5 MLPS Payables August 12, 2022 to September 1, 2022 totaling
\$826,517.32

11.c.6 Planning Payables August 12, 2022 to September 1, 2022 totaling
\$6,996.69

11.c.7 Roads Payables August 12, 2022 to September 1, 2022 totaling
\$305,446.49

11.c.8 Strathmere Lodge Payables August 12, 2022 to September 1, 2022
totaling \$148,413.09

11.c.9 Social Services Payables August 12, 2022 to September 1, 2022
totaling \$611,433.42

Moved by Councillor Elliott

Seconded by Councillor Cornelissen

THAT Items 11.c.1 to 11.c.9 be received for information.

Carried

11.c.10 County/City Liaison Committee Report - June 22, 2022

11.c.11 Middlesex Centre Official Plan Amendment No. 46; 1571145
Ontario Limited; File No. 39-MC-OPA46; Ontario Land Tribunal
Appeal

11.c.12 Final Approval of Cirrus Developments (Timberview), Plan of
Subdivision; File No. 39T-SC2001, Municipality of Strathroy-
Caradoc

11.c.13 AMO Policy Update - August 19, 2022

11.c.14 AMO Policy Update - August 29, 2022

Moved by Councillor Richards

Seconded by Councillor DeViet

THAT Items 11.c.10 to 11.c.14 be received for information.

Carried

12. INQUIRIES

None.

13. NEW BUSINESS

13.a Closed Session

Moved by Councillor Burghardt-Jesson
Seconded by Councillor Elliott

THAT the Closed Session at to consider personal matters about an identifiable individual, and labour relations or employee negotiations in accordance with subsections 239(2)(b) and (d) be deferred to the September 27, 2022 meeting.

Carried

13.a.1 MLPS Job Description Review

THAT Committee rise from Closed Session.

13.b Rise and Report

None.

Moved by Councillor Ropp
Seconded by Councillor DeViet

THAT Committee of the Whole recess at 1:40pm until 2:00pm.

Carried

14. PUBLIC HEARINGS / DELEGATIONS / REPORTS OF COUNTY OFFICERS

Moved by Councillor Richards
Seconded by Councillor Mayhew

THAT the Committee of the Whole convene a Public Hearing pursuant to Middlesex County Woodlands By-law #5738 at 2:01 pm.

Carried

14.a.1 Hearing for Application for Council Exemption for Clearing Woodlands; Peter Jennen; 1052 Longwoods Road; Part Lots 22 and 23 Range 1 North; Municipality of Southwest Middlesex

14.a.1.1 Staff Report

Report from Mark Brown, Woodlands Conservation Officer/Weed Inspector

14.a.1.2 Applicant's Submissions

Mr. Peter Jennen offered submissions in support of his application.

14.a.1.3 Questions from the Committee and Decision

Moved by Councillor Mayhew
Seconded by Councillor DeViet

THAT That the application by Peter Jennen, 1052 Longwoods Road, Part Lots 22 and 23 Range 1 North, in the Municipality of Southwest Middlesex, for council exemption for clearing woodlands for conversion to agriculture be granted subject to the following conditions:

- a) The applicant will be required to complete the replanting to the satisfaction of the woodland conservation officer and sign a replanting agreement.
- b) Payment of a refundable security deposit of \$1,824.00 to be held by the County of Middlesex until the Woodland Conservation officer is satisfied the newly planted area is fully stocked and 'free to grow'.
- c) A minimum of 300 native (Carolinian forest zone species) trees 30-40cm tall bare root or potted transplant stock of appropriate seed source/provenance be planted and maintained across the replanting area, until such time as they are 'free to grow'.
- d) Any tree clearing must occur outside the bird nesting season per the Migratory Bird Convention Act (MBCA).
- e) Any tree clearing must occur outside the bat roosting season.
- f) The applicant to provide the Woodland Conservation Officer with a report signed off by a Registered Professional Forester documenting fulfillment of the conditions applied to this exemption and confirming that the replanted trees are 'Free to

Grow'.

g) The landowner is solely responsible for compliance with species at risk legislation both federal and provincial.

h) The landowner is solely responsible for compliance with Lower Thames River Conservation Authority regulations and permitting requirements which may be applicable.

Carried

Moved by Councillor Richards

Seconded by Councillor Elliott

THAT the Public Hearing adjourn at 2:12 pm and that the regular session of Committee resume.

Carried

15. ANNOUNCEMENTS

14.a Warden's Banquet - November 5, 2022

16. ADJOURNMENT

That the meeting adjourn at 2:13 pm.

Marci Ivanic, County Clerk

Alison Warwick, Warden

THE CORPORATION OF THE COUNTY OF MIDDLESEX

BY-LAW #7193

A BY-LAW to regulate activities on County Highways

WHEREAS:

- A. Section 8 of the *Municipal Act, 2001*, S.O. 2001, c. 25, as amended or replaced, provides that the powers of a municipality shall be interpreted broadly so as to confer broad authority on municipalities to (a) enable municipalities to govern their affairs as they consider appropriate and (b) enhance their ability to respond to municipal issues;
- B. Subsection 8(3) of the *Municipal Act, 2001* provides that a by-law passed under section 11 respecting a matter may provide for a system of licenses, permits, approvals or registrations regarding matters that are so regulated;
- C. Section 9 of the *Municipal Act, 2001* provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under the Act;
- D. Section 11(3) of the *Municipal Act* provides that a municipality may pass by-laws respecting highways under its jurisdiction;
- E. Section 391(1) of the *Municipal Act* provides that a municipality may pass by-laws imposing fees or charges on any person for services or activities provided by the municipality or done on behalf of it;
- F. Section 429 (1) of the *Municipal Act* provides that a municipality may establish a system of fines for a by-law passed under the Act;
- G. Section 444 of the *Municipal Act* provides that a municipality may make an order to require a person to discontinue contravening a by-law and to do the work required to correct the contravention;
- H. Section 446 of the *Municipal Act* provides that a municipality may proceed to do things at a person's expense which that person is otherwise required to do under a by-law, but has failed to do and the costs incurred by a municipality may be recovered by adding the costs to the tax roll and collecting them in the same manner as taxes;
- I. Section 110 of the *Highway Traffic Act*, RSO 1990, c. H.8, as amended or replaced, provides that a municipality may grant a permit for the use of a highway by a vehicle or combination of vehicles in excess of the dimensional and weight limits set out therein;
- J. The Council of the Corporation of the County of Middlesex deems it necessary and desirable to:
 - i. regulate the use, construction and alteration of private roads, entrance ways or other facilities that permit access to County highways and to provide for the issuing of permits related thereto;
 - ii. regulate work on County highways and to provide for the issuing of permits related thereto;
 - iii. regulate the use of County highways by oversized vehicles and to provide for the issuing of permits related thereto;
 - iv. regulate the sale of items on County highways and to provide for the issuing of permits related thereto; and

- v. prohibit obstructions or projections onto County highways.

NOW THEREFORE the Council for the Corporation of the County of Middlesex enacts as a By-law the following:

1.0 DEFINITIONS

1.1 In this By-law the following terms have the following meanings:

- (a) **“Applicant”** means the applicant for an Entrance Permit, Work Permit, Oversized Load Permit, or Sales Permit as the context requires.
- (b) **“Council”** means the Council of the Corporation of the County of Middlesex.
- (c) **“County”** means the Corporation of the County of Middlesex.
- (d) **“County Engineer”** means the individual appointed by the Council of the Corporation of the County of Middlesex as the County Engineer or his or her designate.
- (e) **“Development”** means any land-use or activity that creates an impact on the County transportation system, as determined by the County Engineer in his sole and absolute discretion, including but not limited to any land-use or activity requiring an application to the appropriate approval authority under the *Planning Act*.
- (f) **“Developer”** means the Person responsible for a Development.
- (g) **“Entrance Permit”** means a permit, with or without conditions, issued by the County Engineer authorizing the Applicant to construct or alter or cause to be constructed or altered, or to make or permit any change of use of, any private road, gate or other structure or facility that permits access to any Highway.
- (h) **“Highway”** means all roads included in the County of Middlesex road system as defined in By-law 5399 of the Corporation of the County of Middlesex and any amending By-laws thereto, and includes one or both of the following: (a) any street, road, avenue, parkway, lane, driveway, boulevard, sidewalk, square, place, bridge, viaduct or trestle, any part of which is intended for or used by the general public for the passage of vehicles or persons, or (b) the area between the lateral property lines of any highway or road allowance including any curbs, gutters, boulevards, culverts, ditches and retaining wall.
- (i) **“Highway Improvement”** includes, but is not limited to, existing intersection and interchange improvements; new intersections, interchanges and grade separations; widening and alterations to lane configurations; signalization and illumination; drainage works; and other actions designed to enhance the safety and functional integrity of the highway.
- (j) **“Highway Traffic Act”** means the *Highway Traffic Act*, RSO 1990, c. H.8, as amended or replaced.
- (k) **“Infrastructure”** includes, but is not limited to, any public or private utility structure, copper or coaxial wire, fibre optic cable, pipe, conduit, pedestal, cabinet, antenna, vault, support structure, bus stop facility, culvert, noise barrier, fence, guiderail, barricade, traffic island, traffic control device, sign, light, rail facility, pavement, subgrade, manhole, catch basin, handwell, valve chamber, valve box, curb, gutter, sidewalk, driveway, mailbox, hydrant, sod, berm, ditch or watercourse.
- (l) **“Local Municipality”** means any one or more of the following: The Corporation of the Township of Adelaide-Metcalfe; The Corporation of the Township of Lucan Biddulph; The Corporation of the Municipality of

Middlesex Centre; The Corporation of the Municipality of North Middlesex; The Corporation of the Municipality of Southwest Middlesex; The Corporation of the Municipality of Strathroy-Caradoc; The Corporation of the Municipality of Thames Centre; and The Corporation of the Village of Newbury.

- (m) “**Municipal Act, 2001**” means *Municipal Act, 2001*, S.O. 2001, c. 25, as amended or replaced.
- (n) “**Municipal Law Enforcement Officer**” means a by-law enforcement officer appointed by the County or a Local Municipality.
- (o) “**Oversized Load Permit**” means a permit for the use of a Highway by a vehicle or combination of vehicles in excess of the dimensional limits or weight limits set out in section 109 and Part VIII of the *Highway Traffic Act*, respectively.
- (p) “**Permit**” means an Entrance Permit, a Work Permit or a Sales Permit, but does not include an Oversized Load Permit.
- (q) “**Person**” includes a corporation.
- (r) “**Planning Act**” means *Planning Act*, RSO 1990, c. P.13, as amended or replaced.
- (s) “**Provincial Offences Act**” means the *Provincial Offences Act*, RSO 1990, c P.33, as amended or replaced.
- (t) “**Sales Permit**” means a permit, with or without conditions, issued by the County Engineer authorizing the Applicant to sell items in, on, over, under, across or along a Highway.
- (u) “**Warranty Period**” means a period of twelve (12) months following the date of the final repair of the Highway by the Applicant.
- (v) “**Work**” means any excavation, cut or trench or other activity or project to install, construct, place, move, remove, relocate, adjust, alter, clean, maintain, test, repair, replace, improve, or restore Infrastructure in, on, over, under, across or along a Highway including any work that extends from a Highway to private property or on an unopened County road or any occupation of a Highway for work adjacent to a Highway, but does not include very short duration work undertaken by staff of a local municipality, work undertaken by County staff or work requiring the issuance of an Entrance Permit;
- (w) “**Work Permit**” means a permit, with or without conditions, issued by the County Engineer authorizing the Applicant to perform Work in, on, over, under, across or along a Highway.

2.0 ENTRANCE PERMITS

- 2.1 No Person shall (i) construct or alter or cause to be constructed or altered; or (ii) make or permit any change of use of; any private road, gate or other structure or facility that permits access to any Highway, unless such access has been approved by the County Engineer as evidenced by the issuance of an Entrance Permit.
- 2.2 Right in and right out entrances shall not be permitted on any Highway.
- 2.3 The County Engineer may issue an Entrance Permit, with or without conditions, in accordance with the standards and policies set out in *Schedule "A"* of this By-law.
- 2.4 If required by the County Engineer, the Applicant shall submit engineering drawings, signed and stamped by a licensed professional engineer qualified to practice in the Province of Ontario, for approval by the County Engineer, inclusive

of detailed designs and specifications, demonstrating details of the proposed construction.

- 2.5 An Entrance Permit shall be in the form specified by the County Engineer and, where necessary, include the terms and conditions for the construction, alteration, or use of the proposed access as required by the County Engineer.
- 2.6 All costs associated with an Entrance Permit and the activities to be undertaken in connection with the terms and conditions of the Entrance Permit, shall be the responsibility of the Applicant.
- 2.7 The County Engineer or any employee of the Corporation of the County of Middlesex who acts at the direction of the County Engineer is hereby authorized to order the improvement or removal from any Highway any entrance that does not conform to the requirements of this By-law at the expense of the owner of the lands to which the entrance serves, failing which the County may complete said improvement or removal at the expense of the owner.

3.0 WORK PERMITS

- 3.1 No Person shall undertake Work in, on, over, under, across or along any Highway without first having obtained the approval of the County Engineer as evidenced by the issuance of a Work Permit.
- 3.2 A Work Permit is not required for an owner or occupant to plant and maintain a grassed area and landscape upon the portion of a Highway which abuts the owner or occupant's premises.
- 3.3 The County Engineer may issue a Work Permit, with or without conditions, in accordance with this By-law.
- 3.4 Where required by the County Engineer, the Applicant shall submit engineering drawings, signed and stamped by a licensed professional engineer qualified to practice in the Province of Ontario, for approval by the County Engineer, inclusive of detailed designs and specifications, demonstrating details of the proposed Work.
- 3.5 A Work Permit shall be in the form specified by the County Engineer and, where necessary, include the terms and conditions for the Work as required by the County Engineer.
- 3.6 All costs associated with a Work Permit and the Work to be undertaken in accordance with the terms and conditions of the Work Permit, shall be the responsibility of the Applicant.
- 3.7 Subject to the terms of any applicable legal agreement, the County Engineer is hereby authorized to order an owner to repair, remove or relocate, at the expense of the owner, any Infrastructure located in, on, over, under, across or along a Highway for any *bona fide* municipal purpose, including but not limited to reasons of public safety and health or the proper functioning of public services, failing which, in addition to any other remedy the County may have, the County Engineer is hereby authorized to cause said repair, removal or relocation at the expense of the owner.

4.0 SALES PERMIT

- 4.1 No Person shall, either directly or indirectly, either by himself or by permitting or authorizing others, sell, display or offer for sale any goods or otherwise conduct any retail sales in, on, over, under, across or along a Highway without first having

obtained the approval of the County Engineer as evidenced by the issuance of a Sales Permit.

- 4.2 The County Engineer may issue a Sales Permit, with or without conditions.
- 4.3 A Sales Permit shall be in the form specified by the County Engineer and may, where necessary, include terms and conditions.
- 4.4 All costs associated with a Sales Permit and the activities to be undertaken in connection with the terms and conditions of the Sales Permit, shall be the responsibility of the Applicant.
- 4.5 The County Engineer or any employee of the Corporation of the County of Middlesex who acts at the direction of the County Engineer is hereby authorized to order the removal from any Highway any sales operation that does not conform to the requirements of this By-law at the expense of the owner, failing which the County may complete said removal at the expense of the owner.

5.0 REFUSAL, EXTENSION OR REVOCATION OF AN ENTRANCE, WORK OR SALES PERMIT

- 5.1 The County Engineer may refuse to grant a Permit to any Applicant for any of the following reasons:
 - (a) persistent and/or serious violations of any condition of a Permit of the same type previously issued to the Applicant;
 - (b) non-payment or late payment of monies due to the County as a result of inspection, or of any necessary work undertaken by the County, in the course of administering any provision of this By-Law;
 - (c) where Highway construction, reconstruction or resurfacing has occurred within the previous three years of the proposed road cut; or
 - (d) such other reason as the County Engineer may deem proper which reason shall be delivered in writing to the Applicant, if so requested.
- 5.2 At any time after the County Engineer has granted a Permit, the County Engineer may:
 - (a) Impose a condition on the Permit, upon giving notice to the Applicant;
 - (b) Extend the Permit to allow for additional activities or time, at the request of the Applicant.
- 5.3 At any time after the County Engineer has granted a Permit, the County Engineer may revoke or suspend the Permit.

6.0 FEES, TRANSFERABILITY AND EXPIRY

- 6.1 For each Permit application, the Applicant shall pay the Permit fees identified in County of Middlesex By-law #6410, A By-law to Establish User Fees and Service Charges for Transportation Services, as amended or replaced.
- 6.2 A Permit is not transferrable without the written consent of the County Engineer.
- 6.3 A Permit is valid for the period of time identified on the Permit.
- 6.4 With respect to Entrance and Work Permits, if the activity authorized by the Permit is not completed to the satisfaction of the County within the required period of time, the Permit will automatically expire.

7.0 SECURITY

- 7.1 Every Applicant for an Entrance or Work Permit shall provide a security deposit in an amount to be determined by the County Engineer having regard to the size and scope of the activity to be undertaken in connection with the Entrance or Work Permit. Such security may be drawn upon by the County for any costs incurred by the County in relation to the Applicant's activities under the applicable permit, including but not limited to costs incurred as a result of the Applicant's failure to observe or perform any term or condition of the permit. The security deposit shall only be released following the County's final inspection and approval of the restoration of the Highway by the Applicant. Notwithstanding the foregoing, the County reserves the right to retain all or part of the deposit for the duration of the Warranty Period.

8.0 GENERAL RESPONSIBILITIES OF APPLICANT

- 8.1 When undertaking any activity authorized by a Permit, the Applicant shall:
- (a) Comply with all municipal by-laws and provincial and federal laws;
 - (b) Obtain any and all necessary approvals, including but not limited to all environmental approvals and approvals required by the applicable Conservation Authority;
 - (c) Avoid interference with or damage to existing Infrastructure;
 - (d) Maintain access to all properties with access affected by the activity undertaken, and consult with adjacent property owners for this purpose;
 - (e) Avoid damage to properties adjacent to the work zone or sales area;
 - (f) Avoid injuring or damaging any tree;
 - (g) Not place material on the Highway or sidewalk where it creates a hazard to pedestrians or vehicles;
 - (h) Maintain safe and convenient passage for pedestrians though and around the work zone or sales area, if applicable;
 - (i) Not allow material to obstruct the free passage of water through any drain, gutter, ditch or watercourse;
 - (j) Not allow and immediately take action to control unnecessary dust or any other unnecessary or unreasonable annoyance to the public;
 - (k) Ensure that construction materials and equipment are properly secured within the work zone or sales area;
 - (l) Pay all County costs in accordance with any invoice delivered to it by the County.

9.0 LOCATES AND DAMAGE TO EXISTING INFRASTRUCTURE

- 9.1 It is the sole responsibility of an Applicant for an Entrance or Work Permit to request, from the appropriate authority, marking or other location information to determine the location and to provide safeguards for all existing Infrastructure.
- 9.2 Should the Applicant cause damage to any existing Infrastructure, the entire cost and responsibility of restoring any such Infrastructure shall be at the sole expense of the Applicant.

10.0 TRAFFIC CONTROL MEASURES AND TEMPORARY ROAD CLOSURES

- 10.1 Prior to undertaking any activity in connection with a Permit, an Applicant shall supply, erect and maintain all signage, barricades and warning devices in accordance with the *Occupational Health and Safety Act*, R.S.O. 1990, c. 0.1, as amended or replaced and any applicable provincial traffic control regulations, including the Traffic Control Manual for Roadway Work Operations, as amended or replaced.
- 10.2 No Person shall close a Highway to traffic or one direction of traffic on a Highway unless:

- (a) The written consent of the County Engineer is obtained;
- (b) All necessary signage, barricades and warning devices are erected and maintained in accordance with section 7.1 of this By-law;
- (c) A temporary detour route is clearly marked; and
- (d) Notifications have been made to the appropriate emergency services personnel.

10.3 The County Engineer, in his sole discretion, may temporarily close any Highway to public travel to:

- (a) undertake maintenance or repair work deemed necessary by the County Engineer,
- (b) to facilitate cultural, social, recreational, community and athletic events, or
- (c) to maintain public safety.

10.4 Every Person who uses a Highway closed to traffic in accordance with this section does so at his own risk.

11.0 RESTORATION OF HIGHWAY AND WARRANTY

11.1 Temporarily, at the end of each day, the Applicant shall:

- (a) Bring all excavations, cuts or trenches in a Highway to grade, unless permission is obtained from the County Engineer to do otherwise; and
- (b) Bring all entrances to grade so that the entrances provide safe and convenient passage unless the Applicant has made reasonable alternative arrangements in consultation with the owner of the property serviced by the driveway; and
- (c) Leave the Highway in a neat, clean, and safe condition to the satisfaction of the County.

11.2 Permanently and as soon as possible upon completion of the activity undertaken in connection with a Permit, the Applicant shall, at its expense:

- (a) repair and restore all infrastructure in, on, over, under, across or along a Highway, including but not limited to the surface of the road, ditch, sidewalks, curbs and gutters, to the satisfaction of the County Engineer. Such work shall include all necessary sodding or seeding;
- (b) remove all debris, refuse and excess excavated material from the work zone or sales area leaving it in a neat, clean, safe condition free from nuisance and similar to or better than the condition of the work zone or sales area prior to the Applicant undertaking its activity, all to the satisfaction of the County Engineer.

11.3 The following provisions apply to Entrance and Work Permits only:

- (a) Following permanent restoration of the Highway, the Applicant is responsible for the repairs necessary to correct any settlement or surface deterioration or to repair any other deficiency with the restoration work as identified by the County Engineer, for a Warranty Period of twelve (12) months following the date of the final repair of the Highway by the Applicant.
- (b) The County may draw upon the Applicant's security deposit at its discretion to repair or address any deficiency in the Applicant's repair and restoration of the Highway.

12.0 INSPECTIONS

12.1 The Applicant shall inform the County when all activity associated with an Entrance or Work Permit is complete and ready for inspection.

- 12.2 The Applicant shall repair or address any deficiency identified by the County upon inspection within such time as identified by the County.
- 12.3 Costs for repeated inspections may be deducted from the security provided by the Applicant.

13.0 AS-BUILT DRAWINGS

- 13.1 If required by the County Engineer, the Applicant for an Entrance or Work Permit shall provide as-built drawings of the entrance or Work no later than ninety (90) days after completion of any entrance or Work, prepared in accordance with such standards as may be required by the County Engineer, and sufficient, for planning purposes, to accurately establish the location of any entrance or Infrastructure constructed pursuant to a Permit.
- 13.2 The Applicant shall provide as-built drawings in an electronic format suitable to be incorporated into the County's GIS mapping.

14.0 INDEMNITY AND INSURANCE

- 14.1 Where deemed applicable by the County Engineer, every Applicant for a Permit shall provide a signed indemnity, in a form satisfactory to the County, releasing, indemnifying, saving harmless and agreeing to defend the County and any affected local municipality from any and all claims, demands, suits, actions and judgments made, brought or suffered by the County or any affected local municipality and from all loss, costs, damages, charges or expenses that may be incurred, sustained or paid by the County or any affected local municipality by reason of the granting of the Permit, any activity undertaken by the Applicant in reliance on the Permit, or, where applicable, the operation, use or maintenance of any Infrastructure or other equipment installed in connection with a Permit.
- 14.2 Where deemed applicable by the County Engineer, every Applicant for a Permit shall provide and maintain Comprehensive/Commercial General Liability insurance acceptable to the County and subject to limits of not less than five million dollars (\$5,000,000) inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof. Such Comprehensive/Commercial General Liability insurance policy shall be in the name of the Applicant and shall name the County as an additional insured. The insurance policy shall remain in place until all warranty requirements are fulfilled.

15.0 DEVELOPMENT GENERATED HIGHWAY IMPROVEMENTS

- 15.1 Highway Improvements necessitated by Development shall be the responsibility of the Developer. The County Engineer shall, in his or her sole and absolute discretion, determine the required Highway Improvements.
- 15.2 Where required by the County Engineer a Developer shall undertake, at the Developer's expense, any study necessary to assess the impact of a proposed development on the County road system, including but not limited to a Traffic Impact Study, a Stormwater Management Report, a Geotechnical Study and a Noise Study. Such studies shall be signed and stamped by a licensed professional engineer qualified to practice in the Province of Ontario.
- 15.3 Subject to the following, the Developer shall be responsible for the costs and construction of all Highway Improvements:
 - (a) The County may, at the discretion of the County Engineer, undertake Highway Improvements on behalf of a Developer, at the Developer's cost.

- (b) Costs may be apportioned between the Developer and third parties and/or the County, where such apportionment is appropriate in the opinion of the County Engineer.
- 15.4 No Person shall commence the construction of Highway Improvements without first obtaining the applicable Permit(s).

16.0 LEGAL AGREEMENT

- 16.1 Where required by the County Engineer, an Applicant shall, prior to the issuance of a Permit, enter into a legal agreement with the County addressing matters including but not limited to responsibility for the design, construction, installation and maintenance of Infrastructure.
- 16.2 The Applicant shall pay for the cost of involvement of the County's legal counsel in the review and preparation of any legal agreement on behalf of the County. The Applicant shall make payment to the County by cheque or by certified cheque if required by the County, in its discretion, within thirty (30) days of demand being provided in writing by the County.

17.0 OVERSIZED LOAD PERMITS

- 17.1 No Person shall cause a vehicle or combination of vehicles in excess of the dimensional or weight limits set out in the *Highway Traffic Act*, to travel on any Highway without first having obtained the approval of the County Engineer as evidenced by the issuance of an Oversized Load Permit.
- 17.2 The County Engineer may issue an Oversized Load Permit, with or without conditions, in accordance with the standards and policies set out in *Schedule "B"* of this By-law.
- 17.3 Overweight Permits will not be issued during March and April, or any other period deemed ineligible by the County Engineer
- 17.4 The Applicant shall pay the requisite fee identified in County of Middlesex By-law #6410, A By-law to Establish User Fees and Service Charges for Transportation Services, as amended or replaced.
- 17.5 An Oversized Load Permit shall be in the form specified by the County Engineer and, where necessary, include the terms and conditions required by the County Engineer.
- 17.6 An Oversized Load Permit is not transferrable without the written consent of the County Engineer.
- 17.7 An Oversize Load Permit is valid for the period of time identified on the Permit.
- 17.8 The County Engineer may refuse or revoke, at any time, an Oversized Load Permit for any reason the County Engineer may deem proper which reason shall be delivered in writing to the Applicant, if so requested.
- 17.9 Every Applicant for an Oversized Load Permit shall provide a security deposit in an amount to be determined by the County Engineer. Such security may be drawn upon by the County for any costs incurred by the County in relation to the Applicant's activities under the permit, including but not limited to costs incurred as a result of the Applicant's failure to observe or perform any term or condition of the Oversized Load Permit.

17.10 Where deemed applicable by the County Engineer, every Applicant for an Oversized Load Permit shall provide and maintain Comprehensive/Commercial General Liability insurance acceptable to the County and subject to limits of not less than five million dollars (\$5,000,000) inclusive per occurrence for bodily injury, death and damage to property including loss of use thereof. Such Comprehensive/Commercial General Liability insurance policy shall be in the name of the Applicant and shall name the County as an additional insured. The insurance policy shall remain in place until all warranty requirements are fulfilled.

18.0 OBSTRUCTIONS AND PROJECTIONS

18.1 Any fence, structure or other thing which projects onto or obstructs a Highway or which interferes with public travel on a Highway shall be removed by the person who owns the fence, structure or other thing or the person who has built, maintained, placed or deposited such fence, structure or other thing, unless the otherwise authorized by law.

18.2 Any fence, structure or other thing which projected onto or obstructed a Highway prior to January 14, 2003 shall not contravene section 18.1.

19.0 ORDERS

19.1 Without limiting any other right or remedy available to the County under this By-law, where a Person has failed to comply with a provision of this By-law, the County Engineer may issue an order requiring the Person to comply and where such order is not complied with within the time specified therein, the County may take such steps as it considers necessary to remedy the non-compliance, and any expense incurred by the County in doing so shall become a debt owed to the County by the Person subject to the order.

19.2 Debts owed to the County pursuant to section 17.1 may be added to the tax roll of the associated lands and collected in a like manner as municipal taxes.

19.3 Every Person who fails to comply with an order under section 17.1 is guilty of an offence.

20.0 GENERAL PROHIBITIONS

20.1 No Person shall:

- (a) (i) construct or alter or cause to be constructed or altered; or (ii) make or permit any change of use of; any private road, gate or other structure or facility that permits access to any Highway, without an Entrance Permit;
- (b) fail to comply with a term or condition of an Entrance Permit;
- (c) fail to comply with an order by the County Engineer to improve or remove an entrance from a Highway;
- (d) undertake Work in, on, over, under, across or along any Highway without first having obtained a Work Permit;
- (e) fail to comply with a term or condition of a Work Permit;
- (f) fail to comply with an order by the County Engineer to repair, remove or relocate Infrastructure;
- (g) fail to comply with a term or condition of a Sales Permit;
- (h) fail to comply with an order by the County Engineer made in relation to the activity permitted by the Sales Permit;
- (i) close a Highway to traffic or one direction of traffic without complying with the requirements of section 10.2 of this By-law;
- (j) use a Highway which has been closed to traffic;
- (k) remove or deface any barricade, device, detour sign or notice;

- (l) cause a vehicle or combination of vehicles in excess of the dimensional or weight limits set out in the Highway Traffic Act to travel on any Highway without an Oversized Load Permit;
- (m) fail to comply with a term or condition of an Oversized Load Permit;
- (n) erects or fails to remove any fence, structure or other thing which projects onto or obstructs a Highway or which interferes with public travel on a Highway; or
- (o) fail to comply with an order issued under section 19.1 of this By-law.

21.0 OFFENCE

- 21.1 Every Person who contravenes a provision of this By-law is guilty of an offence and, upon conviction under proceedings initiated under Part I of the *Provincial Offences Act*, is liable to a fine as set out in *Schedule "C"* of this By-law, Set Fines.
- 21.2 Any Person, other than a corporation, who contravenes any provision of this by-law is guilty of an offence and upon conviction under proceedings initiated under Part III of the *Provincial Offences Act*, as amended or replaced, is liable to the Municipality for a fine of not more than \$10,000.00 for a first offence and not more than \$25,000.00 for any subsequent offence under this by-law.
- 21.3 Any corporation who contravenes any provision of this by-law is guilty of an offence and upon conviction under proceedings initiated under Part III of the *Provincial Offences Act*, as amended or replaced, is liable to the Municipality for a fine of not more than \$50,000.00 for a first offence and not more than \$100,000.00 for any subsequent offence under this by-law.
- 21.4 If a condition of a Permit issued under this By-law has not been complied with, the contravention shall be deemed a continuing offence for each day or part of day that the condition is not complied with.

22.0 ADMINISTRATION AND ENFORCEMENT

- 22.1 Any administrative forms required under this By-law may be prescribed from time to time by the County Engineer.
- 22.2 This By-law may be enforced by the County Engineer, a Municipal Law Enforcement Officer, or a police officer.

23.0 SEVERABILITY

- 23.1 Should any section, subsection, clause, paragraph or provision of this By-law, including any part of Schedules be declared by a court of competent jurisdiction to be ultra vires, invalid or illegal for any reason, the same shall not affect the validity of the rest of the By-law.

24.0 SHORT TITLE

- 24.1 This by-law shall be cited as the "County Highway By-law".

25.0 REPEAL

- 25.1 The Corporation of the County of Middlesex By-law #5783, The Corporation of the County of Middlesex By-law #5648 and all other by-laws or provisions of by-laws inconsistent with this by-law, are hereby repealed.

26.0 EFFECTIVE DATE

- 26.1 This by-law shall come into force and take effect on the day of the final passing thereof.

SCHEDULE “A”

COUNTY OF MIDDLESEX ENTRANCE POLICIES

The County of Middlesex shall consider the following guidelines when reviewing all applications for new entrances or alterations to entrances:

- (a) protection of the public through the orderly control of traffic movements onto and from County roads;
- (b) maintenance of the traffic carrying capacity of the County road network;
- (c) protection of the public investment in County road facilities;
- (d) minimizing County expenditures on maintenance of private entrances;
- (e) providing legal access onto County roads from adjacent private property, and
- (f) ensure uniform practices in the design and construction of accesses.

DEFINITIONS

1. Field Entrance: provides access to agricultural fields.
2. Farm Entrance: provides access to farm buildings and agricultural lands.
3. Residential Entrance: provides access to residential facilities of four units or less.
4. Commercial/Industrial/ Institutional Entrance: provides access to a development where goods and/or services are manufactured or sold to the public, institutional uses, and includes residential facilities of five or more units.
5. Temporary Entrance: provides access to properties for a limited period not to exceed one year for the purpose of construction, repairs or improvement on that property or to facilitate a staged development.
6. Auxiliary: provides additional access to a residential facility or farm building.
7. Urban: roads constructed with concrete curb and gutter with an underground storm water collection system.
8. Rural: roads constructed with roadside ditches for surface collection of storm water.

LOCATION OF ACCESSES

The County may restrict the placement of an access onto the County road in the interest of public safety. New accesses must be located so as to provide:

- (a) no undue interference with the safe movement of public traffic, pedestrians, or other users of the highway.
- (b) favourable vision, grade, and alignment conditions for all traffic using the proposed access to the County road.

In general, new entrances **will not be permitted** at the following locations:

- (a) along a lane which is identified for the purpose of an exclusive vehicular turning movement.
- (b) in close proximity to intersections.
- (c) within daylight triangles at intersections.
- (d) where the following minimum sight distance requirements are not met.

<u>Speed Limit</u>	<u>Minimum Sight Distance</u>
50 km/hr	135 meters
60 km/hr	165 meters
70 km/hr	180 meters
80 km/hr	200 meters
90 km/hr	210 meters

Note: *Sight distance shall be measured from an eye height of 1.05 metres measured 3.0 metres from outer edge of the traffic lane to passenger car lights designated as 0.60 metres above the roadway surface.*

- (e) within 20 metres centre to centre of another same side entrance in Rural areas.
- (f) in Urban areas, entrances must be spaced away from adjacent entrances sufficient distance to provide a minimum of 2 metres clear space between the ends of adjacent entrance pipes, or, at locations of curb and gutter, to provide a minimum length of 1 metre of raised curb between adjacent entrances.
- (g) where safe property access can be gained from a secondary/municipal lower classification roadway.
- (h) restricted movement entrances (for example right in/right out configurations) will not be permitted.

DESIGN STANDARDS

Entrance Grade: The finished surface of the access must drop away from the edge of the highway driving surface at a slope of not less than 2% to at least the edge of shoulder rounding.

Field Entrance: Shall be surfaced with at least 150 mm (6") crushed gravel (Granular "A"), and where a culvert is required its length must be sufficient to provide a 1:1 slope up from the ditch invert to a minimum entrance width of 6.0 metres and a maximum entrance width of 9.0 metres.

Farm or Residential: Shall be surfaced with at least 150 mm (6") crushed entrance gravel (Granular "A"), and where a culvert is required its length must be sufficient to provide a 1:1 slope up from the ditch invert to a maximum entrance width of 6.0 metres. Where new direct fronting residential lots are created along rural arterial roads shared/joint driveways will be required wherever possible and facilitated through the dedication of 0.3 m (1 foot) reserves and joint easements registered on title in favour of each neighbouring property owner.

Commercial / Industrial / Institutional Entrance: Shall be surfaced with hot-mix asphalt to County standards. Where a culvert is required, its length will be dictated by the entrance design which will be site specific having regard for number and type of vehicles expected to utilize the entrance.

Curb and /or Headwalls: No curb or head wall can extend above the surface of the roadway shoulder within a distance of 4 metres from the edge of the travelled roadway. All curbs and head walls are constructed at the sole expense and risk of the applicant.

Maintenance of Entrances: Property owners having access to a County road are fully responsible for the maintenance of the access including the removal of snow and ice and keeping the portion of the access within the highway in a safe condition for vehicular traffic.

A culvert pipe installed under the terms of the access permit shall become the property of the County upon acceptance of the work and all subsequent maintenance, repairs,

alterations, etc., shall be the responsibility of the County, except where the culvert crosses a municipal drain in which case the maintenance will be the responsibility of the Township with costs shared in accordance with the By-law.

Curb and Gutter: Where curb and gutter exists at the location of the proposed entrance, the applicant will be required to construct a curb cut at the entrance location if required. The existing curb shall be removed and replaced using material acceptable to the County or altered in accordance with the County's requirements. The area between the curb and sidewalk is to be paved with hot-mix asphalt, concrete or paving stones, in accordance with the standards of the local Municipality. If there is no sidewalk, the entrance is to be paved a distance of 2 metres behind the curb.

Number of Width of Accesses:

It will be the policy of the County of Middlesex to:

- (a) Limit the width of accesses to discourage the construction of entrances wider than that required for the safe and reasonable use of the entrance.
- (b) Limit the number of accesses to a property to the number required for the safe and reasonable access to the County road and in general conformity with the following guidelines:

ROAD CLASSIFICATION: "COLLECTOR"

<u>ENTRANCE TYPE</u>	<u>URBAN LOCATIONS</u>	<u>RURAL LOCATIONS</u>
Type 1 – Residential / Farm	An entrance will be granted to each residence or vacant lot. (Maximum one residential entrance per property).	An entrance will be granted to each residence, farm or vacant lot. (Maximum one residential entrance per property).
Type 2 – Commercial / Industrial / Institutional	A maximum of 2 entrances will be granted to each property. Entrances must conform to County Standards and M.T.O. Commercial Site Access Standards. Turning lanes may be required.	A maximum of 2 entrances will be granted to each property. Entrances must conform to County Standards and M.T.O. Commercial Site Access Standards. Turning lanes may be required.
Type 3 – Public Roads	Minimum spacing from another adjacent intersecting road shall be 125 metres centre to centre. Intersecting roads shall be opposite and lined up with intersecting roads where possible.	Minimum spacing from another adjacent intersecting road shall be 200 metres centre to centre. Intersecting roads shall be opposite and lined up with existing intersecting roads where possible.
Type 4 – Auxiliary / Field	A second entrance will be granted to residential lots where the second entrance can be spaced a minimum distance of 15 metres from the present Type 1 entrance.	A second entrance will be granted to residential lots/farms where the second entrance can be spaced a minimum of 30 metres from the present Type 1 entrance. Field entrances will be permitted with a minimum spacing of 100 metres from any same side entrance.

ROAD CLASSIFICATION: "2-LANE ARTERIAL"

<u>ENTRANCE TYPE</u>	<u>URBAN LOCATIONS</u>	<u>RURAL LOCATIONS</u>
Type 1 – Residential / Farm	An entrance will be granted to each residence or vacant lot. (Maximum one residential entrance per property).	A single entrance will be granted to each residence farm or vacant lot where an alternative of access to a local road or lower classification County / Suburban Road is not available. (Maximum one residential entrance per property). Where more than one new direct fronting residential lots are created a shared entrance along common property lines will be required where possible at the discretion of the County Engineer.
Type 2 – Commercial / Industrial / Institutional	A maximum of 2 entrances will be granted to each property. Entrances must conform to County Standards and M.T.O. Commercial Site Access Standards. Turning lanes may be required.	A single entrance will be granted to each lot. A second entrance will be granted where the frontage exceeds 80 metres. Entrances must conform to County Standards and MTO Commercial Site Access Standards. Turning lanes may be required.
Type 3 – Public Roads	Minimum spacing from another adjacent intersecting road shall be 150 metres centre to centre. Intersecting roads shall be opposite and lined up with intersecting roads where possible. Turning lanes may be required.	Minimum spacing from another adjacent intersecting road shall be 250 metres centre to centre. Intersecting roads shall be opposite and lined up with existing intersecting roads where possible. Turning lanes may be required.
Type 4 – Auxiliary / Field	A second entrance will be granted to residential lots where the second entrance can be spaced a minimum distance of 30 metres from the present Type 1 entrance.	A second entrance will be granted to a residential lot where the second entrance can be spaced a minimum of 75 metres from the present Type 1 entrance. Field entrances will be permitted with a minimum spacing of 150 metres from any same side entrance. A field entrance location 30 metres from a present Type 1 entrance will be granted where it will reduce farm vehicle use of the highway.

ROAD CLASSIFICATION: "4-LANE ARTERIAL"

<u>ENTRANCE TYPE</u>	<u>URBAN LOCATIONS</u>	<u>RURAL LOCATIONS</u>
Type 1 – Residential / Farm	A single entrance will be granted to each residence or vacant lot. (Maximum one residential entrance per property).	A single entrance will be granted to each residence farm or vacant lot where an alternative of access to a local road or lower classification County/Sub-urban Road is not available. (Maximum one residential entrance per property). Where more than one new direct fronting residential lots are created a shared entrance along common property lines will be required where possible at the discretion of the County Engineer.
Type 2 – Commercial / Industrial / Institutional	A maximum of 2 entrances will be granted to each property. Entrances must conform to County Standards and M.T.O. Commercial Site Access Standards. Turning lanes may be required.	A single entrance will be granted. A second entrance will be considered where the frontage exceeds 200 metres. Entrances must conform to County Standards and M.T.O. Commercial Site Access Standards. Turning lanes may be required.
Type 3 – Public Roads	Minimum spacing from another adjacent intersecting road shall be 150 metres centre to centre. Intersecting roads shall be opposite and lined up with intersecting roads where possible. Turning lanes may be required.	Minimum spacing from another adjacent intersecting road shall be 350 metres centre to centre. Intersecting roads shall be opposite and lined up with existing intersecting roads where possible. Turning lanes may be required.
Type 4 – Auxiliary / Field	Second access points will not be granted to residences or vacant lots.	Second access will not be granted to residential, farm or vacant lots. A second entrance for field access will be considered when it can be spaced 200 metres from any present same side access.

NOTE: *The ROAD CLASSIFICATION shall be in accordance with the classification established by the Middlesex County Official Plan as amended. The definition of urban or rural areas shall be established by the construction of the road as defined in this bylaw.*

REFUNDABLE DEPOSIT

A refundable deposit for the estimate cost of the construction of the entrance and no less than \$500.00 shall be collected prior to the issuance of the permit.

PERMIT FEE

Permit fees are as established in the user fee bylaws.

CANCELLATION OF PERMIT

Where the entrance has not been constructed and accepted by the County within one year of the date of the permit, then the permit shall be null and void.

SCHEDULE “B”

COUNTY OF MIDDLESEX OVERSIZE LOAD/WEIGHT VEHICLE POLICIES AND FEES

The Highway Traffic Act, R.S.O. 1990, Chapter H.8, limits the size and weight of loaded vehicles travelling on Highways including County roads. Under certain conditions and circumstances permits may be issued permitting the moving of loaded vehicles which exceed the legal size and/or weight.

The following information is to assist persons wishing to make application to the County of Middlesex for permission to travel Middlesex County Roads with an oversize load/weight vehicle. The information below applies only to Middlesex County Roads and it is the responsibility of the Owner and/or Mover to obtain approval from the Ministry of Transportation Ontario and/or Local Road Authorities where moves require travel on Provincial Highways and/or local roads.

The fees prescribed in this schedule may be amended from time to time and will be subject to the rates as prescribed in the bylaw to Establish User Fees and Service Charges for Transportation Services.

Note that overweight permits will not be issued from **MARCH – APRIL** or other periods when road bases are potentially soft.

A. SINGLE TRIP OVERSIZE LOAD/WEIGHT PERMIT:

*For loads and vehicles **NOT** greater than 3.75 metres (12.3 ft.) in width or 70,000 kg G.V.W.*

1. Wide load signs and escort vehicles should be used, but are not required.
2. Permit Fee
 - a. \$50.00 for over-dimensional loads. A deposit is not required. No charge for moving date changes.
 - b. \$100.00 for overweight loads up to 70,000 kg. G.V.W. (and not more than 10% in excess of HTA legal loading per axle). A refundable deposit will also be required. This deposit is refundable upon application seven days after the date of the move providing there has been no damage to County property. Where County property has been damaged and not made good to the County's satisfaction, the County will make the necessary repairs using whatever portion of the deposit necessary to recover our costs.
3. Moving Times – Daylight hours only, Monday to Friday

4. Where heights exceed 4.15 metres (13.6 ft.) approval is required from utility companies. Complete Application Form, Page 2 of 2.
5. Complete Application Form (Page 1 of 2) and if height exceeds 4.15 metres complete Page 2 of 2 and submit the forms to the County of Middlesex, County Engineer at 1988 Gainsborough Road, London. Blank forms are available on the County website: www.middlesex.ca

B. SINGLE TRIP OVERSIZE MOVING PERMIT

*For Loads and Vehicles in **EXCESS** of 3.75 metres (12.3 ft) in width or 70,000 kg G.V.W.*

1. Wide loads signs must be used and escort requirements are as follows:

	NO ESCORT REQUIRED	PRIVATE ESCORT REQUIRED	CERTIFIED SUPERLOAD ESCORT REQUIRED
WIDTH	To 3.75 m	3.76 m to 4.99 m	5.0 m and greater

It is the applicant's responsibility to arrange for private escort or certified superload escort and provide confirmation. (Use Application Form, Page 2 of 2). No permit will be issued unless this requirement is met.

2. Permit Fee

- a. **\$200.00 for over-dimensional loads.** A refundable deposit will also be required. This deposit is refundable upon application seven days after the date of the move providing there has been no damage to County property. Where County property has been damaged and not made good to the County's satisfaction, the County will make the necessary repairs using whatever portion of the deposit necessary to recover our costs.
- b. **\$500.00 for overweight loads over 70,000 kg. G.V.W.** (and more than 10% in excess of HTA legal loading per axle). A refundable deposit will also be required. This deposit is refundable upon application seven days after the date of the move providing there has been no damage to County property. Where County property has been damaged and not made good to the County's satisfaction, the County will make the necessary repairs using whatever portion of the deposit necessary to recover our costs. In addition to the above fees, the County will recover its special costs related to moves. This can include the cost of moving traffic signal equipment, pavement/bridge repair and hiring a Consulting Engineer to determine whether the overweight loading will be safe over a structure or roadway pavement.

3. Moving times – **Monday to Thursday only.** No moves on Fridays and holidays. Moves must be started after 9 a.m. and completed by 4 p.m. on the same day. Very short distance moves may be permitted at other times. Moves must not be carried out in periods of limited visibility.

4. Where heights exceed 4.15 metres (13.6 ft), approval is required from utility companies. Use Application Form (Page 2 of 2).
5. Mover must provide written proof of liability insurance in the amount of \$5,000,000.00.
6. Changes in moving dates will require a new date approval from the police and utility companies if they are involved. There will be a \$20 fee for changing dates on a permit.
7. It is the mover's responsibility to ensure the route selected is suitable.
8. Where wide and/or high loads cross railway lines, the County may request proof that the applicant has advised the appropriate railway company.
9. Where certified superload escort is required, the applicant must supply copies of certificate documents to the County prior to the permit being issued.

C. ANNUAL OVERSIZE LOAD PERMIT

*For Loads and Vehicles **NOT** greater than 3.75 meters (12.3 ft.) in width.*

1. Wide load signs must be used and escort vehicles should be used, but not required.
2. Permit Fee - \$300.00 for the initial vehicle in a fleet, with a \$30.00 fee for each additional vehicle permit issued under the Applicant's name for the same 1-year period as the initial permit. A deposit is not required.
3. Moving Times - Daylight Hours Only
4. Height must not exceed 4.15 metres (13.6 ft)
5. Complete Application Form and submit the form to: The County of Middlesex, County Engineer's Office, 1988 Gainsborough Road, London, Ontario. Blank forms are available on the County website: www.middlesex.ca.

D. ANNUAL OVERSIVE LOAD PERMIT

*For Loads and Vehicles **NOT** greater than 4.27 metres (14.0 ft.) in width.*

1. Only allowed on certain pre-selected County Roads.
2. Wide load signs and escort vehicle requirements are as follows:

	NO ESCORT REQUIRED	PRIVATE ESCORT REQUIRED
WIDTH	To 3.75 m	3.76 m to 4.27 m

3. Permit Fee - **\$300.00** for the initial vehicle in a fleet, with a **\$30.00** fee for each additional vehicle permit issued under the applicant's name for the same 1-year period as the initial permit. A deposit is not required.
4. Moving Times - Daylight hours only.
5. Height must not exceed 4.15 metres (13.6 ft).
6. Complete Application Form and submit the form by mail or fax: (519) 434-0638 to:

The County of Middlesex
County Engineer's Office
1988 Gainsborough Road
London, Ontario N6H 5L2

Blank forms are available from the County website:

www.middlesex.ca/permits

For clarification regarding fee payment and permit processing, contact:

COUNTY ENGINEER'S OFFICE

Tel.: (519) 434-7321 Ext. 2233 or Ext. 2229

SCHEDULE “C”
THE CORPORATION OF THE COUNTY OF MIDDLESEX
BY-LAW NUMBER _____

Part I *Provincial Offences Act*
Set Fines

ITEM	SHORT FORM WORDING	PROVISION CREATING OR DEFINING OFFENCE	SET FINE
1.	Failure to obtain Entrance Permit	Section 20.1(a)	\$500.00
2.	Failure to comply with term of Entrance Permit	Section 20.1(b)	\$500.00
3.	Failure to comply with Entrance order	Section 20.1(c)	\$500.00
4.	Failure to obtain Work Permit	Section 20.1(d)	\$500.00
5.	Failure to comply with term of Work Permit	Section 20.1(e)	\$500.00
6.	Failure to comply with Work order	Section 20.1(f)	\$500.00
6.	Failure to obtain Sales Permit	Section 20.1(g)	\$500.00
7.	Failure to comply with term of Sales Permit	Section 20.1(h)	\$500.00
8.	Failure to comply with a Sales order	Section 20.1(i)	\$500.00
9.	Unauthorized Highway closure	Section 20.1(j)	\$500.00
10	Remove or deface any barricade, device, detour sign or notice	Section 20.1(k)	\$500.00
11.	Failure to obtain Oversized Load Permit	Section 20.1(l)	\$500.00
12.	Failure to comply with term of Oversized Load Permit	Section 20.1(m)	\$500.00
13.	Erect or Fail to remove Obstruction or Projection	Section 20.1(n)	\$500.00

ITEM	SHORT FORM WORDING	PROVISION CREATING OR DEFINING OFFENCE	SET FINE
14.	Failure to comply with order	Section 20.1(o)	\$500.00

THE PENALTY PROVISION FOR THE OFFENCES CITED ABOVE IS SECTION 20.1 OF BY-LAW NUMBER _____, A CERTIFIED COPY OF WHICH HAS BEEN FILED.

THE CORPORATION OF THE COUNTY OF MIDDLESEX
BY-LAW #7194

A BY-LAW to amend the enforcement provisions of Parking By-law #6208

WHEREAS:

- A.** Section 11(3) of the *Municipal Act* provides that a municipality may pass by-laws respecting highways under its jurisdiction;
- B.** The Council for the Corporation of the County of Middlesex enacted By-law #6208 to regulate the parking of motor vehicles on County highways;
- C.** The Council of the Corporation of the County of Middlesex deems it necessary and desirable to amend the enforcement provisions of Parking By-law #6208;

NOW THEREFORE the Council of The Corporation of the County of Middlesex enacts as follows:

- 1. The above recitals are true and hereby incorporated into this By-law by reference.
- 2. The provisions of Parking By-law #6208, which is attached hereto as Schedule “A” and forms a part of this Amending By-law #7194, are incorporated mutatis mutandis into this by-law. Parking By-law #6208 shall continue in full force, subject to the changes herein.
- 3. The definition of “By-law Enforcement Officer” in section 1 of Parking By-law #6208 is hereby deleted in its entirety and replaced with the following:

“**By-law Enforcement Officer**” means a by-law enforcement officer appointed by the County or a local municipality within the geography of the County.

PASSED IN COUNCIL this 27th day of September, 2022.

Alison Warwick, Warden

Marcia Ivanic, County Clerk

THE CORPORATION OF THE COUNTY OF MIDDLESEX
BY-LAW #7195

A BY-LAW to confirm proceedings of the Council of The Corporation of the County of Middlesex – SEPTEMBER 27, 2022.

WHEREAS:

- A. It is deemed expedient that the proceedings of the Council of The Corporation of the County of Middlesex at the SEPTEMBER 27, 2022, Session be confirmed and adopted by By-law;
- B. Section 5(3) of the *Municipal Act*, 2001, S.O. 2001, c.25, as amended (the “Act”), provides that a municipal power shall be exercised by by-law;
- C. Section 9 of the Act provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other Act;
- D. Section 10 of the Act provides that a municipality may pass by-laws respecting any service or thing that the municipality considers necessary or desirable for the public;

NOW THEREFORE the Council of The Corporation of the County of Middlesex enacts as follows:

- 1. That the action of the Council of The Corporation of the County of Middlesex in respect of all recommendations in reports of committees, all motions and resolutions and all other action passed and taken by the Council of The Corporation of the County of Middlesex, documents and transactions entered into during the SEPTEMBER 27, 2022, Session of Council, are hereby adopted and confirmed, as if the same were expressly included in this By-law.
- 2. That the Warden and proper officials of The Corporation of the County of Middlesex are hereby authorized and directed to do all things necessary to give effect to the action of the Council of The Corporation of the County of Middlesex during the said SEPTEMBER 27, 2022, Session referred to in Section 1 of this By-law.
- 3. That the Warden and the Clerk are hereby authorized and directed to execute all documents necessary to the action taken by this Council as described in Section 1 of this By-law and to affix the Corporate Seal of The Corporation of the County of Middlesex to all documents referred to in said Section 1.

PASSED IN COUNCIL this 27TH day of September, 2022.

Alison Warwick, Warden

Marcia Ivanic, County Clerk



Committee of the Whole

Meeting Date: September 27, 2022

Submitted by: Chris Bailey, Director of Information Technology Services

Subject: COLLECTION AND USE OF ELECTRONIC MONITORING
INFORMATION – ITS POLICY 10.1

BACKGROUND:

As part of the Government of Ontario's Bill 88, the *Working for Workers Act, 2022*, which amended the Ontario *Employment Standards Act, 2000* (the "ESA"), there is a requirement for employers with 25 or more employees in Ontario to prepare a written "electronic monitoring" policy no later than October 11, 2022.

As the requirements for this policy will soon come into effect, it is important that employees are also advised of County practices relating to the collection and use of information gathered as part of this new policy.

ANALYSIS:

Electronic monitoring is an essential part of ensuring compliance with County policies, maintaining the security and integrity of County information technology infrastructure, and ensuring information technology services (ITS) assets are used safely and appropriately.

The County uses various electronic monitoring methods for data collection generated by its employees, contractors, and visitors as outlined in HR Policy 1.17 – Electronic Monitoring. Electronic Monitoring data may be used for auditing compliance, analytics, information technology infrastructure security and integrity, troubleshooting, and in certain circumstances, employee performance or disciplinary action

The proposed policy sets out the guidelines and procedures surrounding the collection and use of electronic monitoring information, privacy and confidentiality and retention of electronic monitoring records.

FINANCIAL IMPLICATIONS:

There are no financial impacts resulting from this proposed policy.

RECOMMENDATION:

THAT the Collection and use of Electronic Monitoring Information Policy (ITS Policy 10.1) be approved, and that the Corporate Administrative Policy and Procedure Manual be updated.

Attachment:

1. Proposed Collection and use of Electronic Monitoring Information Policy (ITS Policy 10.1)



Information Technology Services Policy 10.1

Subject: COLLECTION AND USE OF ELECTRONIC MONITORING
INFORMATION POLICY

Scope: ALL COUNTY COUNCIL, LIBRARY BOARD, EMPLOYEES OF THE
COUNTY, STRATHMERE LODGE AND LIBRARY BOARD, AND
VOLUNTEERS

Issued:

Revised:

Purpose:

The Corporation of the County of Middlesex (the "County") values trust, discretion, and transparency. This policy is intended to advise employees on County practices relating to the collection and use of Electronic Monitoring data.

Electronic monitoring is an essential part of ensuring compliance with County policies, maintaining the security and integrity of County information technology infrastructure, and ensuring information technology services (ITS) assets are used safely and appropriately.

Definitions:

Data Collection refers to the automated or manual processing of employee data. This includes the collection, use, and storage of employee data such as computer activity data and other forms of personal information.

Electronic Monitoring refers to the practice of collecting user activity data on company-owned computers, networks, and other IT infrastructure. This data includes, but is not limited to, facility access card monitoring, electronic employee time tracking, video surveillance, web browsing history, files downloaded, data input, network traffic, logons to corporate systems, interactions with data, peripheral (printer, mouse, keyboard, external drive) device usage, and information about the employee's computer.

Employee refers to any Members of Council, Library Board, directors, officers, managers, employees, contract employees, volunteers, other representatives, and agents including consultants and independent contractors of the County of Middlesex.



Information Technology Services Policy 10.1

Personal Information refers to any data collected about an identifiable individual. This includes data that when combined with other information, could identify the individual.

Policy:

The County is committed to maintaining a transparent and fair workplace. Therefore, in this policy, the County identifies how Electronic Monitoring information is collected and used.

The County uses various electronic monitoring methods for data collection generated by its employees, contractors, and visitors as outlined in HR Policy 1.17 – Electronic Monitoring. Electronic Monitoring data may be used for auditing compliance, analytics, information technology infrastructure security and integrity, troubleshooting, and in certain circumstances, employee performance or disciplinary action.

Procedure:

Requests for access to any information gathered as part of HR Policy 1.17 – Electronic Monitoring shall be directed to the Director of Information Technology Services.

Any requests related to employee performance or disciplinary action shall be directed to the CAO and/or Director of Human Resources.

The Middlesex County ITS Department shall log any requests for information collected under this policy for future review. Logs shall include the requester's name, the nature of the request (with confidential information redacted), approvals obtained, the type of data obtained, and the date and time in which it was delivered to the requester. These logs will be maintained by the Middlesex County ITS Department.

Appropriate controls are in place regarding electronic monitoring data collected under this policy to ensure that it is only accessible by authorized individuals with appropriate approval.

Middlesex County ITS staff may, through the course of approved regular support activities, come across information regarding staff activities (both real-time and historical). In these circumstances, this data may only be used for the purposes of troubleshooting and supporting day-to-day activities of the organization.



Information Technology Services Policy 10.1

Privacy and Confidentiality

Middlesex County's data collection is aimed at collecting electronic monitoring information related to its business. At times, some information collected by electronic monitoring may be considered personal information. When personal information is under County control, it is the responsibility of the county to protect it.

All information collected through electronic monitoring will be securely stored and protected. If any personal information is collected, its use and disclosure will be limited to achieve the stated purpose of its collection. The County will adhere to all privacy and confidentiality legislation that applies to the collection, use, and disclosure of personal information obtained by electronic monitoring, including but not limited to the Employment Standards Act and the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

Retention of Electronic Monitoring Records

The retention of electronic monitoring records will be done in accordance with the timelines set out in By-law 5654, as amended, or replaced.



Committee of the Whole

Meeting Date: September 27, 2022

Submitted by: Jessica P. Ngai, Director of Human Resources

Subject: ELECTRONIC MONITORING POLICY – HR POLICY 1.17

BACKGROUND:

On April 11, 2022, the Government of Ontario enacted Bill 88, the *Working for Workers Act, 2022*, which amended the Ontario *Employment Standards Act, 2000* (the “ESA”). Bill 88 established a requirement for employers with 25 or more employees in Ontario to prepare a written “electronic monitoring” policy.

Employers with 25 or more employees as of January 1, 2022 have until October 11, 2022 to have a written policy in place with respect to “electronic monitoring” of employees. The requirement for a written policy on “electronic monitoring” applies to all employees and employers covered by the ESA except the Crown, a Crown agency or an authority, board, commission or corporation whose members are all appointed by the Crown and their employees.

ANALYSIS:

The County values trust, discretion, and transparency and believes employees deserve to know when and how their work is being monitored. The proposed policy has been established in compliance with Bill 88 to advise employees on County practices relating to electronic monitoring of employees.

The ESA does not define “electronic monitoring”; however, the proposed policy refers to electronic monitoring as to the practice of collecting user activity data on company-owned computers, networks, and other IT infrastructure. This data includes, but is not limited to, facility access card monitoring, electronic employee time tracking, video surveillance, web browsing history, files downloaded, data input, network traffic, logons to corporate systems, interactions with data, peripheral (printer, mouse, keyboard, external drive) device usage, and information about the employee’s computer.

Bill 88 sets out that the written policy must state whether or not the employer electronically monitors employees, and if the employer does, the policy must include:

- a description of how and in what circumstances the employer may electronically monitor employees;
- the purposes for which the information obtained through electronic monitoring may be used by the employer;
- the date the policy was prepared; and
- the date any changes were made to the policy.

It is important to note that the requirement under the ESA does not establish a right for employees not to be electronically monitored by their employer nor does it create any new privacy rights for employees.

Bill 88 also amends the ESA to include a requirement that employers must provide a copy of the written policy to its employees within thirty (30) calendar days of:

- the policy being prepared;
- the policy being changed (if an existing policy is changed); and
- new employees being hired.

Employees are limited on filing complaints with respect to the employer's written policy on electronic monitoring. Employees can only file a complaint to the Ministry of Labour, Training and Skills Development, where there is an alleged contravention of the County's obligation to provide a copy of the written policy to its employees within the required timeframe as set out in the ESA.

The County is required to retain a copy of every written policy on electronic monitoring for three (3) years after the policy was no longer in effect.

FINANCIAL IMPLICATIONS:

There are no financial impacts resulting from this proposed policy.

RECOMMENDATION:

THAT the Electronic Monitoring Policy, HR Policy 1.17, be approved, and that the Corporate Administrative Policy and Procedure Manual be updated.

Attachment:

1. Proposed Electronic Monitoring Policy (HR Policy 1.17)



Human Resource Policy 1.17

Subject: ELECTRONIC MONITORING POLICY

Scope: COUNTY COUNCIL, LIBRARY BOARD, COUNTY EMPLOYEES, INCLUDING STRATHMERE LODGE AND MIDDLESEX COUNTY LIBRARY, AND VOLUNTEERS

Issued:

Revised:

Purpose:

The Corporation of the County of Middlesex (the “County”) values trust, discretion, and transparency and believes employees deserve to know when and how their work is being monitored. This policy is intended to advise employees on the County practices relating to electronic monitoring of employees.

Policy:

The County is committed to maintaining a transparent and fair workplace. In this policy, the County identifies the types of electronic monitoring in place, provides information about the categories of data collected, informs employees about how their data will be secured and used, and clarifies workplace privacy expectations when using County assets.

Definitions:

Data Collection refers to the automated or manual processing of employee data. This includes the collection, use, and storage of employee data such as computer activity data and other forms of personal information.

Electronic Monitoring refers to the practice of collecting user activity data on company-owned computers, networks, and other IT infrastructure. This data includes, but is not limited to, facility access card monitoring, electronic employee time tracking, video surveillance, web browsing history, files downloaded, data input, network traffic, logons to corporate systems, interactions with data, peripheral (printer, mouse, keyboard, external drive) device usage, and information about the employee’s computer.

Employee refers to any Members of Council, Library Board, directors, officers, managers, employees, contract employees, volunteers, other representatives, and agents including consultants and independent contractors of the County of Middlesex.



Human Resource Policy 1.17

Personal Information refers to any data collected about an identifiable individual. This includes data that when combined with other information, could identify the individual.

Personal Use refers to an employee using County-owned devices, networks, and other assets for work or personal purposes.

Procedure:

1. Electronic Monitoring conducted by the County

a) Computer and Network Monitoring

The County monitors the computer and network activity of employees to ensure that County-owned IT resources are used in accordance with the following IT Policies:

- IT Policy 1.01, Network Systems;
- IT Policy 2.02, Acceptable Use of Technology; and
- IT Policy 10.1, Remote Access (Teleworking).

The County monitors computer and network activity data of employees on a continuous basis. Computer and network activity data may be used to detect malicious or high-risk activities, monitor network performance, prevent security incidents from occurring, troubleshooting and diagnostics and evaluate employee performance.

Computer and network activity data may include, but is not limited to:

- Timestamps of computer power states: Start-up, shutdown, and sleep events;
- Logons on company computers, virtual machines, and other desktops;
- Logs of peripheral devices used on a given endpoint, such as storage devices (USB, DVD/CD, Tape, SD Card, etc.), wireless devices, communication ports, imaging devices, and mobile phones;
- File operations to portable storage devices (files copied, created, renamed, and/or deleted to/from these devices);
- File operations to file servers including department drives, shared drives and home drives (files copied, created, renamed, and/or deleted to/from these drives);
- Internet usage data including URLs/domains, timestamps, bandwidth consumption, and browsing time;
- Application usage, including software downloads and time spent using each software;



Human Resource Policy 1.17

-
- IP addresses and system information.

b) Email Monitoring

The County may monitor at any time employee emails and use the information obtained through the electronic monitoring of employee emails to detect malicious or high-risk activities, prevent security incidents from occurring, troubleshooting and diagnostics and may be used to evaluate employee performance.

All email communications that are sent and received through County-owned networks, equipment, or user accounts are subject to monitoring. This may include an employee's personal use of their County-issued email account.

c) Mobile Device Monitoring (Corporate or Personal Devices)

The County monitors mobile devices that have access to corporate email on a continuous basis and may use the information obtained to monitor device performance, prevent security incidents from occurring, and troubleshooting and diagnostics. All mobile devices (cellphones and/or tablets) which have access to corporate email are monitored in accordance with the Mobile Device Management (MDM) system as referenced in IT Policy 5.01, Cellphone and Mobile Device.

The County-owned mobile devices with the Management (MDM) system installed monitors the physical location, applications installed, and the connectivity/online status of the mobile device. Personal mobile devices which are provisioned under the Policy 5.01, Cellphone and Mobile Device do not have physical location tracking enabled; however, the Management (MDM) system installed monitors applications installed, and the connectivity/online status of the mobile device.

d) Perimeter Access Control Monitoring (key fobs/access cards/key codes)

The County monitors all employee usage of key fob, access card and/or key codes which are used for entry to a site or facility, including the date and time of access and location through software monitoring programs. The County monitors perimeter access of employees to ensure that employees and County-owned assets are kept secure from theft, vandalism, and other forms of misconduct.

e) Telephone Monitoring

All County-issued desk and conference phones, including software-based telephones, are monitored each day for inbound and outbound call logs, including time of call, duration, call origin and destination through a software monitoring program. The County conducts telephone monitoring to assist with troubleshooting and diagnostics. Telephone conversations are not recorded.

f) Security Camera Monitoring

Video surveillance equipment is used on a continuous basis on the County's premises to ensure that employees, patrons, and County-owned assets are kept secure from theft, vandalism, and other forms of misconduct.

Video surveillance equipment will not be used in areas where employees have a reasonable expectation of privacy, such as bathrooms, changing rooms, and other private areas. Where video surveillance equipment is used the equipment will be made clearly visible and there will be notices indicating the presence of the equipment. Additional information on the County's use of surveillance cameras can be found in IT Policy 6.01, Security Camera System.

g) Biometric Time Clock

The County utilizes a biometric time clock for all scheduled shift that a staff member works by enrolling four (4) fingerprints for each employee as the primary sign in and sign out procedure for time and attendance at Strathmere Lodge. This time clock is used for payroll reporting purposes to a time keeping database and the data may be used to evaluate employee attendance.

h) Fleet GPS Location Tracking

The County uses in-vehicle GPS location tracking to monitor the movement of County fleet vehicles (snowplows, paint truck, pickups) to determine compliance with minimum maintenance standards for winter operations and for dealing with claims and complaints against the County by the public. The information is often utilized as part of the County's legal defense for claims against the corporation.

The in-vehicle GPS location tracking has the capability to provide warnings if fleet vehicles are stopped for an excessive period of time, travelling at an unusual rate of speed, or have left the County unexpectedly or without authorization.



Human Resource Policy 1.17

The tracking devices are in service at all times whether the vehicles are active or parked. The County may place some aspects of the GPS tracking devices on standby outside of the winter season.

2. Prohibited Forms of Monitoring

The following forms of electronic monitoring are strictly prohibited:

- Keylogging (recording individual keystrokes);
- Video monitoring in private spaces, such as offices and bathrooms;
- Covert surveillance, such as actively monitoring computer activity without due notice;
- Covert recording or streaming of webcam or audio feeds;
- Covert recordings, such as office telephones calls, corporate and mobile devices calls.

3. Personal Use of Corporate Assets

The County recognizes that its employees may occasionally desire to use County-owned systems for personal tasks during their normal course of business. This may include non-work web browsing, making personal phone calls, or sending emails from personal accounts.

While personal use is permitted, the County reserves the right to monitor personal use on County-owned assets to the same extent that it monitors business use. Employees must operate under the assumption that all traffic over company networks is monitored and conduct themselves accordingly.

All personal use of company equipment and systems must abide by IT Policy 2.02, Acceptable Use of Technology.

4. Personal Electronic Equipment/Bring Your Own Device (“BYOD”)

For employees who are permitted to use personal electronic equipment for work purposes (“Bring Your Own Device” or “BYOD”), the County will make every reasonable effort to not monitor the personal activities that take place on that device.

Employees participating in the BYOD program will be monitored when accessing the County’s IT infrastructure, cloud-based applications, and other resources. For example, data collection will occur when personal electronic equipment is used on County-owned wireless networks, virtual private networks (“VPN”), and any other interaction from personal electronic equipment with County-owned IT systems.

Human Resource Policy 1.17

The County reserves the right to remotely wipe all County-owned data from personal electronic equipment. This will most commonly occur when a BYOD-eligible employee is no longer employed by the County or personal electronic equipment is lost or stolen.

5. Privacy and Confidentiality

The County's electronic monitoring is aimed at collecting information related to its business. However, some information collected by electronic monitoring may be considered personal information. When personal information is under the County's control, it is the responsibility of the County to protect it.

All information collected through electronic monitoring will be securely stored and protected. If any personal information is collected, its use and disclosure will be limited to achieve the stated purpose of its collection.

The County has the appropriate control measures in place regarding any information collected under this policy to ensure it is only accessible by authorized individuals as set out in IT Policy 10.1, Collection and Use of Electronic Monitoring Information.

The County will adhere to all privacy and confidentiality legislation that applies to the collection, use, and disclosure of personal information obtained by electronic monitoring in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and Legislative Policy 3.01, Protection of Privacy and Confidentiality of Information.

6. Complaint Process

An employee can only file a complaint to the Ministry of Labour, Training and Skills Development, where there is an alleged contravention of the County's obligation to provide a copy of the written policy to its employees within the required timeframe as set out in the *Employment Standards Act*.

Meeting Date: September 27, 2022
Submitted by: Jessica P. Ngai, Director of Human Resources
SUBJECT: POLICE RECORD CHECKS AND DRIVER'S ABSTRACT
POLICY

BACKGROUND:

The Human Resources department conducts regular reviews of human resource policies to ensure that they remain current and consistent with legislation and best practices. County Council previously approved a policy, titled Police Record Checks and Driver's Abstract Policy (HR Policy 1.02), which sets out the direction and procedure for pre-conditions of employment; new employees; volunteers; and existing employees. The current HR Policy 1.02 applies to all County, Strathmere Lodge and Library Board employees with the exception of Middlesex-London Paramedic Service employees.

Following a review of the new *Fixing Long-Term Care Act, 2021* (the "FLTCA") and the current HR Policy 1.02, it was determined that Strathmere Lodge requires a separate policy on police record checks in order to meet the requirements set out in the FLTCA and its regulations.

ANALYSIS:

The County has a responsibility to make every reasonable effort to ensure the safety and security of persons who are under the County's care, protect County assets, and comply with applicable legislation, which efforts include ensuring that candidates considered for employment, current employees, students, and volunteers do not present a potential risk to the safety of persons under the County's care or to the assets of the County.

On April 11, 2022, the FLTCA was proclaimed into force to regulate Ontario's long-term care home sector, and replaces the *Long-Term Care Homes Act, 2007*.

An important change to the FLTCA is the enhanced screening measures and ongoing declarations for all employees, volunteers and members of the licensee's board of

directors, its board of management or committee of management or other governing structure.

The obligation for Strathmere Lodge's employees and volunteers to provide a clean police record check as a pre-condition of employment has been a continuing requirement under the repealed *Long-Term Care Homes Act, 2007*; however, in addition, the FLTCA now requires employees to declare, on an ongoing basis, whether or not they have been convicted of a prescribed offence and/or professional misconduct.

In addition to the requirement for employees and volunteers, the FLTCA now requires all members of the Lodge's governing body to provide clean police record checks and to declare, on an ongoing basis, whether or not they have been convicted of a prescribed offence and/or professional misconduct. This requirement is set out in Section 81 of the FLTCA, which states the following:

Screening measures

81 (1) Every licensee of a long-term care home shall ensure that screening measures are conducted in accordance with the regulations before hiring staff and accepting volunteers.

Police record checks

(2) The screening measures shall include police record checks, unless the person being screened is under 18 years of age.

When agency staff is hired

(3) For the purposes of subsection (1), a staff member who is agency staff, as that term is defined in subsection 80 (2), is considered to be hired when they first work at the home.

Where convicted of certain offences, etc.

(4) Every licensee of a long-term care home shall ensure that no staff member is hired and no volunteer accepted by the licensee if they have been,

- (a) convicted of an offence prescribed in the regulations; or
- (b) found guilty of an act of professional misconduct prescribed in the regulations.

Same

(5) No licensee shall permit any person who has been convicted of an offence described in clause (4) (a) or found guilty of an act described in clause (4) (b) to be a member of the licensee's board of directors, its board of management or committee of management or other governing structure.

Time periods

(6) Where the regulations so provide, the restriction on hiring or membership set out in subsection (4) or (5) may only apply during a time period set out in the regulations.

Individuals, who, at any time, are charged with or convicted of a criminal offence, must immediately report any charges or convictions to either the Administrator, Chief Administrative Officer and/or Human Resources to discuss the conviction and any possible impact on their employment.

The prescribed offences and professional misconduct convictions that must be reported for the purposes of Section 81(4) (a) and (b) of the FLCTA are as follows:

- any offence under the *Fixing Long-Term Care Act, 2021*, the *Long-Term Care Homes Act, 2007*, the *Nursing Homes Act*, the *Charitable Institutions Act* or the *Homes for the Aged and Rest Homes Act*
- any offence referenced at section 742.1 of the Criminal Code (Canada)
- any offence under the *Cannabis Act* (Canada), the *Controlled Drugs and Substances Act* (Canada) or the *Food and Drugs Act* (Canada)
- any other provincial or federal offence if the offence involved:
 - improper or incompetent treatment or care of a vulnerable person that resulted in harm or a risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,
 - abuse or neglect of a vulnerable person that resulted in harm or risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,
 - unlawful conduct that intentionally resulted in harm or a risk of harm of any kind to a vulnerable person, including but not limited to physical, emotional, psychological or financial harm, or
 - misuse or misappropriation of a vulnerable person's money
- An act of misconduct as a member of a health profession as defined in the *Regulated Health Professions Act, 1991*.
- An act of misconduct as a member of a regulated profession as defined in the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006*.
- An act of misconduct under any other scheme governing a profession, occupation or commercial activity, including a scheme a person is not required to participate in in order to practice or engage in the profession, occupation or activity.

All findings of guilt are required to be disclosed by employees, volunteers and members of County Council/Committee of Management except in the circumstances set out in the Declaration Form at Schedule "A" and "B".

In preparing the proposed Police Record Checks and Driver's Abstract Policy for Strathmere Lodge (HR Policy 1.02.1), a number of amendments were made to the current Police Record Checks and Driver's Abstract Policy, HR Policy 1.02.

FINANCIAL IMPLICATIONS:

As a condition of employment or to volunteer at Strathmere Lodge, all successful candidates will be required to obtain the appropriate check(s) at their own expense with the exception of the members of the Lodge's governing body where the County will reimburse the members for such costs.

The County, at its discretion may request from an existing employee or volunteer to provide a Police Record Check, at the County's expense. Depending on where the Police Record Check is requested from the cost ranges from \$41.00 to \$45.00 for employment purposes and \$0.00 to \$16.00 for volunteers requesting vulnerable sector check.

RECOMMENDATION:

THAT Police Record Checks and Driver's Abstract Policy – Strathmere Lodge (HR Policy 1.02.1) and Police Record Checks and Driver's Abstract Policy (HR Policy 1.02), as amended, be approved, and that the Corporate Administrative Policy and Procedure Manual be updated.

Attachment:

1. Police Record Checks and Driver's Abstract Policy – Strathmere Lodge (HR Policy 1.02.1)
2. Police Record Checks and Driver's Abstract Policy (HR 1.02), as amended

Subject: POLICE RECORD CHECKS AND DRIVER'S ABSTRACT POLICY – STRATHMERE LODGE

Scope: ALL MEMBERS OF COUNTY COUNCIL/COMMITTEE OF MANAGEMENT AND ALL STRATHMERE LODGE EMPLOYEES

Issued: September 13, 2022

Revised:

Purpose:

The Corporation of the County of Middlesex (the "County") makes every reasonable effort to ensure the safety and security of persons who are under the County's care, protect County assets, and comply with applicable legislation, which efforts include ensuring that candidates considered for employment, current employees, contract employees, volunteers, and students do not present a potential risk to the safety of persons under the County's care or to the assets of the County.

Persons who have a record of offences may pose such a risk depending upon the position or volunteer function for which they are being considered or currently hold. Criminal Record Checks, Criminal Record and Judicial Matters Checks, Vulnerable Sector Checks and Driver's Abstract Checks (referred to collectively as "checks") are required for all positions at Strathmere Lodge.

Scope:

This policy applies to all Strathmere Lodge non-union and unionized employees, contract employees, volunteers, students, and members of County Council/Committee of Management whose employment requires them to work with the public in vulnerable sectors, and County assets.

All employees, contract employees, volunteers, and students must immediately inform the Strathmere Lodge Administrator and Human Resources of any charges or convictions against them which may affect their ability to perform the essential duties of their job.

Policy:

The County has a responsibility to protect and maintain the safety of the public and its employees and volunteers, County assets as well as comply with applicable legislation and other requirements.

These checks are requested by the County for those employees, contract employees, volunteers, and students who work or are applying to work with vulnerable persons to ensure that employees, contract employees, volunteers, and students have not engaged in harmful behaviour in the past that could put others at risk.

It is important for the County to use these checks carefully. The results of the checks will be kept secure and as confidential. These checks are not a substitute for proper hiring practices including reference checks.

This policy will not be applied in a manner to violate any rights under the *Ontario Human Rights Code*, the *Municipal Freedom of Information and Protection Act*, any employment agreement, or collective agreement.

Definitions:

Annual Declaration Form: A written declaration signed by employees, volunteers and members of County Council/Committee of Management declaring the status of their criminal records with respect to the prescribed offences and/or professional misconduct as set out in the *Fixing Long-Term Care Act, 2021*, S.O., c. 39 (the "*Fixing Long-Term Care Act, 2021*") and its regulations.

Bona Fide Occupational Requirement: A requirement or qualification of a position, that is essential to performing the duties of a particular position. To be a Bona Fide Occupational Requirement, the position must have the following:

- a clear Police Record Check is mandated by legislation or by policy of a Provincial or Federal authority;
- the individual performing the position will be in a position of trust or authority over vulnerable persons;
- the position requires the incumbent to handle significant amounts of money in a relatively unsupervised environment;
- the position is one that involves security or safety of assets or persons; or
- a clear Police Record Check is required to fulfill some other requirement of the position

Driver's Abstract Check: This check is a government-issued document with information relating to an individual's driving history/record. It contains general information about: the driver; licence status; issue and expiry date; active Highway Traffic Act and Criminal Code of Canada convictions; suspensions and reinstatements over past 3 years; conviction dates; offence date; demerit points; and description(s) of violations.

Police Record Checks: A check of records held by the police where the main source of data is obtained from the Canadian Police Information Centre (CPIC). There are three types of Police Record Checks:

1. **Criminal Record Check (CRC):** This check is intended for applicants seeking employment and/or volunteering with agencies where a basic CRC is requested (e.g. retail). This check is not intended for applicants who are seeking employment and/or to volunteer with vulnerable persons. This check only contains information from the CPIC database.

2. **Criminal Record and Judicial Matters Check (CRJMC):** This check releases information relating to criminal convictions that resulted in an absolute or conditional discharge, as well as outstanding criminal charges and warrants to arrest, and certain court orders.
3. **Vulnerable Sector Check (VSC):** In addition to the information provided in the Criminal Record Check, the Vulnerable Sector Check identifies whether or not an individual has a sexual offence recorded in their name in Canada and if a pardon has been granted. This check is only used for individuals seeking employment and/or volunteer opportunities with children or vulnerable persons and where there is a Bona Fide Occupational Requirement, depending on the nature of the position.

Vulnerable Persons: All children who are less than 18 years of age, and/or persons who, because of their age, a disability, or other circumstances, whether temporary or permanent, are in a position of dependence on others, or are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them.

Procedure:

1. Pre-Condition of Employment

- 1.1 An applicant for a position at Strathmere Lodge will be informed in the job posting and at the commencement of an interview of any check(s) required, the type of check, and the successful candidate will be provided with a letter required to accompany their submission to the applicable police department. Written consent forms must be completed by the applicant in order to be submitted to the appropriate police department.
- 1.2 As a condition of employment at Strathmere Lodge, all successful candidates will be required to obtain the appropriate check(s) at their own expense. The check(s) must be the original document. Photocopies will not be accepted. If the check(s) are unsatisfactory to the County, the individual will not be permitted to be employed with the Strathmere Lodge.
- 1.3 In addition to the above requirement, Strathmere Lodge also requires the successful candidates to provide a signed declaration disclosing the following:
 - every charge for an offence for which the person has been charged
 - every order of a judge or justice of the peace made against the person in respect of an offence, including a peace bond, probation order, prohibition order or warrant to arrest
 - every conviction for an offence or any other outcome of a charge for such an offence
 - every commencement of a proceeding that could lead to a finding of guilt of an act of misconduct
 - every finding of guilt of an act of misconduct

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- 1.4 If the applicant has recently obtained the appropriate check(s), the Strathmere Lodge Administrator will accept the documentation as long as it is the original document, and provided that it is dated no more than six (6) months prior to the applicant's start date.
 - 1.5 As per subsections 81 (4) and (5) of the *Fixing Long-Term Care Act, 2021*, no candidate shall be hired, no volunteer accepted, or any person will be permitted to be a member of Strathmere Lodge's board of directors, its board of management or committee of management, or governing structure, if they have been convicted of an offence or found guilty of an act of professional misconduct.
 - 1.6 Successful candidates who will be required to drive County-owned vehicles must possess a valid driver's licence with a class of licence that is appropriate to the vehicles being driven. Candidates will be required to show proof of a valid driver's licence that is in good standing and free from any infractions or demerit points upon commencement of employment.
 - 1.7 The checks are not the only tool used to determine suitability for a position and minimize risk; however failure to consent to a check or the failure to disclose any convictions for which a pardon has not been granted, as required to be disclosed, may result in the revocation of an offer of employment and/or the termination of employment. Further, if a candidate is unable to obtain a check prior to commencing employment, the County, at its sole discretion, may terminate the employment without notice or pay in lieu of notice should the candidate's record reveal anything, in the County's determination, that makes the candidate unsuitable for employment.

2. New Volunteers

- 2.1 A current Vulnerable Sector Check must be provided before any new volunteer will be allowed to interact with vulnerable persons.
- 2.2 A successful candidate to whom a volunteer offer is made will be required to obtain the appropriate check(s) at their own expense, as a condition of volunteering. The check(s) must be the original document. Photocopies will not be accepted. If the check(s) are unsatisfactory to the County, the individual will not be permitted to be employed with the County.

3. Existing Employees and Volunteers

- 3.1 On an annual basis, all existing employees and volunteers will be required to complete an Annual Declaration Form, attached at Appendix "A" to this policy, to declare the current status of their criminal record.

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- 3.2 An employee or volunteer, who, at any time, is charged with or convicted of a criminal offence, shall contact their direct Manager, Director and/or Human Resources immediately to discuss the conviction and any possible impact on their employment.
- 3.3 Prescribed offences and/or professional misconduct that must be reported include the following:
- any offence under the *Fixing Long-Term Care Act, 2021*, the *Long-Term Care Homes Act, 2007*, the *Nursing Homes Act*, the *Charitable Institutions Act* or the *Homes for the Aged and Rest Homes Act*
 - any offence referenced at section 742.1 of the Criminal Code (Canada)
 - any offence under the *Cannabis Act* (Canada), the *Controlled Drugs and Substances Act* (Canada) or the *Food and Drugs Act* (Canada)
 - any other provincial or federal offence if the offence involved:
 - improper or incompetent treatment or care of a vulnerable person that resulted in harm or a risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,
 - abuse or neglect of a vulnerable person that resulted in harm or risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,
 - unlawful conduct that intentionally resulted in harm or a risk of harm of any kind to a vulnerable person, including but not limited to physical, emotional, psychological or financial harm, or
 - misuse or misappropriation of a vulnerable person's money
 - An act of misconduct as a member of a health profession as defined in the *Regulated Health Professions Act, 1991*.
 - An act of misconduct as a member of a regulated profession as defined in the *Fair Access to Regulated Professions and Compulsory Trades Act, 2006*.
 - An act of misconduct under any other scheme governing a profession, occupation or commercial activity, including a scheme a person is not required to participate in in order to practice or engage in the profession, occupation or activity.
- 3.4 The Strathmere Lodge Administrator shall inform Human Resources immediately thereafter. Failure by an employee or volunteer to disclose current charges or convictions may result in disciplinary action up to and including termination.
- 3.5 The County, at its discretion, may request from an employee to provide a Police Record Check at any time, at the County's expense.

3.6 In addition, on an annual basis, an employee or volunteer that operates a vehicle on behalf of Strathmere Lodge will have their driver's abstract checked to verify that they possess a valid driver's licence that is in good standing and free from any infractions or demerit points. Strathmere Lodge reserves the right to verify an employee's driver's licence with the Ministry of Transportation and to examine at any time the driving record of an employee whose job function requires them to drive on the business of Strathmere Lodge.

4. Members of County Council/Committee of Management

4.1 Members of County Council/Committee of Management will be required to provide a check that was conducted no earlier than six (6) months prior to the date their term of office begins and no later than one month after their terms of office begins.

4.2 The County will reimburse all members of County Council/Committee of Management for the cost incurred to obtain the required check(s). The check(s) must be the original document. Photocopies will not be accepted.

4.3 On an annual basis, all members of County Council/Committee of Management will be required to complete an Annual Declaration Form, attached at Appendix "B" to this policy, to declare the current status of their criminal record.

4.4 A member of County Council/Committee of Management, who, at any time, is charged with or convicted of a prescribed offence or professional misconduct, shall contact the Chief Administrative Officer and/or Human Resources immediately to discuss the conviction and any possible impact. Prescribed offences and/or professional misconduct convictions that must be reported are listed in Article 3.3 above.

5. Emergency Provision

5.1 Under normal circumstances, a candidate or volunteer shall not commence employment until a current Police Record Check has been supplied. However, if an employee is hired or volunteer is accepted during a pandemic and no Police Record Check was provided, Strathmere Lodge shall ensure that a Police Record Check is provided within three (3) months after the employee or volunteer has started.



Human Resource Policy 1.02.1

6. Privacy and Confidentiality

- 6.1 Personal information collected as a result of a check is necessary for the proper administration of a lawfully authorized activity under Sections 27 to 33 of the *Municipal Freedom of Information and Protection of Privacy Act*.
- 6.2 The County ensures the confidentiality of all information collected, and that such information will be maintained and secured by the Strathmere Lodge Administrator in accordance with Sections 278 to 281 of the *Fixing Long-Term Care Act, 2021*.



Human Resource Policy 1.02.1

POLICE RECORD CHECKS AND DRIVER'S ABSTRACT POLICY APPENDIX "A"

ANNUAL DECLARATION FORM – EMPLOYEES & VOLUNTEERS

In accordance with the County's Police Record Checks and Driver's Abstract Policy, HR Policy 1.02.1, all employees, contract employees, and volunteers are required to complete an annual declaration form declaring the current status of their criminal record. Failure to disclose current charges or convictions may result in disciplinary action up to and including termination.

Name: _____ Date: _____

Department: _____ Position: _____

I, _____, DECLARE that since my last Police Record Check collected by the County, or since the last Annual Offence Declaration Form submitted, that:

- ☐ I have not been convicted of a prescribed offence or misconduct set out in Subsections 255(1) and (2) under Ontario Regulation 246/22 under the *Fixing Long-Term Care Act*, that ended more than five (5) years before April 11, 2022.
- OR
- ☐ I have been convicted of a prescribed offence or misconduct set out in Subsections 255(1) and (2) under Ontario Regulation 246/22 under the *Fixing Long-Term Care Act*, that ended more than five (5) years before April 11, 2022.

Examples of past or current prescribed offences or misconduct that must be reported include, but are not limited to:

- Any offence under the *Fixing Long-Term Care, 2021, Act*, the *Long-Term Care Homes Act, 2007*, the *Nursing Homes Act*, the *Charitable Institutions Act* or the *Homes for the Aged and Rest Homes Act*.
- Any offence referenced at section 742.1 of the *Criminal Code*.
- Any offence under the *Cannabis Act (Canada)*, the *Controlled Drugs and Substances Act (Canada)* or the *Food and Drugs Act (Canada)*.
- Any other provincial or federal offence if the offence involved,
 - improper or incompetent treatment or care of a vulnerable person that resulted in harm or a risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,

- abuse or neglect of a vulnerable person that resulted in harm or risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,
- unlawful conduct that intentionally resulted in harm or a risk of harm of any kind to a vulnerable person, including but not limited to physical, emotional, psychological or financial harm, or
- misuse or misappropriation of a vulnerable person's money
- An act of misconduct as a member of a health profession as defined in the Regulated Health Professions Act, 1991.
- An act of misconduct as a member of a regulated profession as defined in the Fair Access to Regulated Professions and Compulsory Trades Act, 2006.
- An act of misconduct under any other scheme governing a profession, occupation or commercial activity, including a scheme a person is not required to participate in in order to practice or engage in the profession, occupation or activity.

All findings of guilt must be reported except:

- a conviction for an offence that resulted in a sentence of imprisonment if the sentence was completed **more than five years** before the staff member first works, or the volunteer first volunteers;
- a conviction for an offence that did not result in a sentence of imprisonment if the conviction occurred **more than five years** before the staff member first works, or the volunteer first volunteers,
- a finding of guilt for an act of misconduct that resulted in a suspension if the suspension ended **more than five years** before the staff member first works, or the volunteer first volunteers;
- a finding of guilt for an act of misconduct that did not result in a suspension, if the finding of guilt occurred **more than five years** before the staff member first works, or the volunteer first volunteers

List of prescribed offence(s) or misconduct:

Prescribed Offence or Misconduct	Date	Court Location	Convictions

**please attached a separate page for additional offences or misconduct, if required.*



Human Resource Policy 1.02.1

OR

- ☐ I am under 18 years of age and unable to provide a Vulnerable Sector Check. I declare I have no convictions under the Criminal Code of Canada, or convictions for which a pardon has not been issued or granted under the Criminal Records Act (Canada).

I acknowledge and agree that I must promptly and without delay, advise the County of any such charges, orders or convictions of a similar nature to those described above in this declaration.

I CERTIFY that all information given in this declaration is true, correct, and complete to the best of my knowledge. I further acknowledge that I understand a failure to truthfully disclose any such information may result in, among other things, discipline up to and including the termination of my employment for just cause or the termination.

Date: _____ Signature: _____

If employee or volunteer is under the age of 18, also:

I, _____, am the parent/guardian of the employee or volunteer, and certify that all information given in this declaration relating to the employee or volunteer is true, correct, and complete to the best of my knowledge.

Date: _____ Signature: _____



Human Resource Policy 1.02.1

POLICE RECORD CHECKS AND DRIVER'S ABSTRACT POLICY

APPENDIX "B"

ANNUAL DECLARATION FORM – MEMBERS OF COUNTY COUNCIL/COMMITTEE OF MANAGEMENT

In accordance with the County's Police Record Checks and Driver's Abstract Policy, HR Policy 1.02.1, all members of County Council/Committee of Management are required to complete an annual declaration form declaring the current status of their criminal record. Failure to disclose current charges or convictions may result in disciplinary action up to and including termination.

Name: _____ Date: _____

Position: _____

I, _____, DECLARE that since my last Police Record Check collected by the County, or since the last Annual Offence Declaration Form submitted, that:

- ☐ I have not been convicted of a prescribed offence or misconduct set out in Subsections 255(1) and (2) under Ontario Regulation 246/22 under the *Fixing Long-Term Care Act*, that ended more than five (5) years before I became a member of County Council/Committee of Management.

OR

- ☐ I have been convicted of a prescribed offence or misconduct set out in Subsections 255(1) and (2) under Ontario Regulation 246/22 under the *Fixing Long-Term Care Act*, that ended more than five (5) years before I became a member of County Council/Committee of Management.

Prescribed offences and/or professional misconduct convictions that must be reported include:

- Any offence under the *Act*, the *Long-Term Care Homes Act, 2007*, the *Nursing Homes Act*, the *Charitable Institutions Act* or the *Homes for the Aged and Rest Homes Act*.
- Any offence referenced at section 742.1 of the *Criminal Code*.
- Any offence under the *Cannabis Act (Canada)*, the *Controlled Drugs and Substances Act (Canada)* or the *Food and Drugs Act (Canada)*.

-
- Any other provincial or federal offence if the offence involved,
 - improper or incompetent treatment or care of a vulnerable person that resulted in harm or a risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,
 - abuse or neglect of a vulnerable person that resulted in harm or risk of harm of any kind to the vulnerable person, including but not limited to physical, emotional, psychological or financial harm,
 - unlawful conduct that intentionally resulted in harm or a risk of harm of any kind to a vulnerable person, including but not limited to physical, emotional, psychological or financial harm, or
 - misuse or misappropriation of a vulnerable person's money
 - An act of misconduct as a member of a health profession as defined in the Regulated Health Professions Act, 1991.
 - An act of misconduct as a member of a regulated profession as defined in the Fair Access to Regulated Professions and Compulsory Trades Act, 2006.
 - An act of misconduct under any other scheme governing a profession, occupation or commercial activity, including a scheme a person is not required to participate in in order to practice or engage in the profession, occupation or activity.

All findings of guilt must be reported except:

- a conviction for an offence that resulted in a sentence of imprisonment if the sentence was completed **more than five years before** the person becomes a member of the licensee's board of directors, its board of management or committee of management or other governing structure;
- a conviction for an offence that did not result in a sentence of imprisonment if the conviction **occurred more than five years before** the person becomes a member of the licensee's board of directors, its board of management or committee of management or other governing structure;
- a finding of guilt for an act of misconduct that resulted in a suspension if the suspension ended **more than five years before** the person becomes a member of the licensee's board of directors, its board of management or committee of management or other governing structure;
- a finding of guilt for an act of misconduct that did not result in a suspension, if the finding of guilt **occurred more than five years before** the person becomes a member of the licensee's board of directors, its board of management or committee of management or other governing structure.



Human Resource Policy 1.02.1

List of prescribed offence(s) or misconduct:

Prescribed Offence or Misconduct	Date	Court Location	Convictions

**please attached a separate page for additional offences or misconduct, if required.*

I acknowledge and agree that I must promptly and without delay, advise the County of any such charges, orders or convictions of a similar nature to those described above in this declaration.

I CERTIFY that all information given in this declaration is true, correct, and complete to the best of my knowledge.

Date: _____

Signature: _____



Human Resource Policy 1.02

Subject: POLICE RECORD CHECKS AND DRIVER'S ABSTRACT POLICY

Scope: ALL COUNTY & LIBRARY BOARD EMPLOYEES (EXCLUDING STRATHMERE LODGE EMPLOYEES)

Issued: March 22, 2022

Revised: September 13, 2022

Purpose:

The Corporation of the County of Middlesex (the "County") makes every reasonable effort to ensure the safety and security of persons who are under the County's care, protect County assets, and comply with applicable legislation, which efforts include ensuring that candidates considered for employment, current employees, contract employees, volunteers, and students do not present a potential risk to the safety of persons under the County's care or to the assets of the County.

Persons who have a record of offences may pose such a risk depending upon the position or volunteer function for which they are being considered or currently hold. Criminal Record Checks, Criminal Record and Judicial Matters Checks, Vulnerable Sector Checks and Drivers' Abstract Checks (referred to collectively as "checks") are required for certain designated positions within the County.

Scope:

This policy applies to all County non-union and unionized employees, contract employees, volunteers, and students whose employment requires them to work with the public in vulnerable sectors and County assets.

The Department Head and Human Resources will determine which positions in the County shall be designated as having a requirement to obtain a check(s) from the following departments:

- a. Administration
- b. Social Services
- c. Library
- d. Children's Services (EarlyON)
- e. Treasury
- f. Transportation
- g. Information Technology



Human Resource Policy 1.02

All employees, contract employees, volunteers, and students with a designated requirement must immediately inform the Department Head and Human Resources of any charges or convictions against them which may affect their ability to perform the essential duties of their job.

Policy:

The County has a responsibility to protect and maintain the safety of the public and its employees and volunteers, County assets as well as comply with applicable legislation and other requirements.

These checks are requested by the County for those employees, contract employees, volunteers, and students who work or are applying to work with vulnerable persons to ensure that employees, contract employees, volunteers, and students have not engaged in harmful behaviour in the past that could put others at risk.

It is important for the County to use these checks carefully. The results of the checks will be kept secure and as confidential. These checks are not a substitute for proper hiring practices including reference checks.

This policy will not be applied in a manner to violate any rights under the *Ontario Human Rights Code*, the *Municipal Freedom of Information and Protection Act*, any employment agreement, or collective agreement.

Definitions:

Annual Declaration Form: A written declaration signed by the employee or volunteer listing all convictions for offences under the Criminal Code of Canada for which a pardon has not been granted up to the date of the declaration.

Bona Fide Occupational Requirement: A requirement or qualification of a position, that is essential to performing the duties of a particular position. To be a Bona Fide Occupational Requirement, the position must have the following:

- a clear Police Record Check is mandated by legislation or by policy of a Provincial or Federal authority; or
- the individual performing the position will be in a position of trust or authority over vulnerable persons; or
- the position requires the incumbent to handle significant amounts of money in a relatively unsupervised environment; or
- the position is one that involves security or safety of assets or persons; or
- a clear Police Record Check is required to fulfill some other requirement of the position

Designated Positions: County positions, whether non-union and unionized, volunteers, and students, which have been identified by the applicable Department Head and Human Resources, through a legislative requirement or as a result of the position, as requiring a Police Record Check.

Designated positions are those where the essential duties require the following:

- employees or volunteers to have contact with and/or operate in a position of trust or authority over children or vulnerable persons; or
- employees or volunteers whose job duties include financial transactions which involve a significant flow of money and/or involve handling purchase orders, credit cards or valuable property; or
- that the position or volunteer placement is required by statute or agreements with other agencies to have a Police Record Check

Driver's Abstract Check: This check is a government-issued document with information relating to an individual's driving history/record. It contains general information about: the driver; licence status; issue and expiry date; active Highway Traffic Act and Criminal Code of Canada convictions; suspensions and reinstatements over past 3 years; conviction dates; offence date; demerit points; and description(s) of violations.

Police Record Checks: A check of records held by the police where the main source of data is obtained from the Canadian Police Information Centre (CPIC). There are three types of Police Record Checks:

1. **Criminal Record Check (CRC):** This check is intended for applicants seeking employment and/or volunteering with agencies where a basic CRC is requested (e.g. retail). This check is NOT intended for applicants who are seeking employment and/or to volunteer with vulnerable persons. This check only contains information from the CPIC database.
2. **Criminal Record and Judicial Matters Check (CRJMC):** This check releases information relating to criminal convictions that resulted in an absolute or conditional discharge, as well as outstanding criminal charges and warrants to arrest, and certain court orders.
3. **Vulnerable Sector Check (VSC):** In addition to the information provided in the Criminal Record Check, the Vulnerable Sector Check identifies whether or not an individual has a sexual offence recorded in their name in Canada and if a pardon has been granted. This check is only used for individuals seeking employment and/or volunteer opportunities with children or vulnerable persons and where

there is a Bona Fide Occupational Requirement, depending on the nature of the position.

Vulnerable Persons: All children who are less than 18 years of age, and/or persons who, because of their age, a disability, or other circumstances, whether temporary or permanent, are in a position of dependence on others, or are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them.

Procedure:

1. Pre-Condition of Employment

- 1.1 An applicant for a designated position will be informed in the job posting and at the commencement of an interview of any check(s) and the required type of check. The successful candidate will be provided with a letter required to accompany their submission to the applicable police department. Written consent forms must be completed by the applicant for submitting to the police.
- 1.2 A successful candidate to whom an employment offer is made will be required to obtain the appropriate check(s) at their own expense, if any, as a condition of employment. The check(s) must be the original document. Photocopies will not be accepted. If the check(s) are unsatisfactory to the County, the individual will not be permitted to be employed with the County.
- 1.3 Prior to commencing employment, a candidate must provide the County with their check, or if the timing does not allow for that, their written declaration that they have never been convicted of a criminal offence and that the check has been applied for except for:
 - a) EarlyON, where the *Child Care and Early Years Act, S.O. 2014, c.11*, as amended, states that checks must be conducted before the person begins their employment, and every five (5) years with an annual offence declaration in the years where a new VSC is not required.
- 1.4 If the applicant has recently obtained the appropriate check(s), the County will accept the documentation as long as it is the original document, and provided that it is dated no more than six (6) months prior to the applicant's start date.
- 1.5 Candidates who will be required to drive County-owned vehicles must possess a valid driver's licence with a class of licence that is appropriate to the vehicles being driven.

Candidates will be required to show proof of a valid driver's licence that is in good standing and free from any infractions or demerit points upon commencement of employment.

- 1.6 The checks are not the only tool used to determine suitability for a position and minimize risk; however, failure to consent to a check or the failure to disclose any convictions for which a pardon has not been granted, as required to be disclosed, may result in the revocation of an offer of employment and/or the termination of employment. Further, if a candidate is unable to obtain a check prior to commencing employment, the County, at its sole discretion, may terminate the employment without notice or pay in lieu of notice should the candidate's record reveal anything, in the County's determination, that makes the candidate unsuitable for employment.

2. New Volunteers

- 2.1 A current Vulnerable Sector Check must be provided before any new volunteer will be allowed to interact with vulnerable persons.
- 2.2 A successful candidate to whom a volunteer offer is made will be required to obtain the appropriate check(s) at their own expense, as a condition of volunteering. The check(s) must be the original document. Photocopies will not be accepted. If the check(s) are unsatisfactory to the County, the individual will not be permitted to be employed with the County.
- 2.3 The County reserves the right to accept or deny volunteer assistance. If a volunteer receives a check that is "Not Clear", they will be given the opportunity to explain in writing why the volunteer believes they have received a check that is "Not Clear". This information will be considered in the context of the nature of the offence(s) and the specific duties of the position. A meeting will be held with the Department Head and Human Resources to assess the effect of this information on the volunteer engagement decision.
- 2.4 If the volunteer's written explanation is acceptable to the County, the individual can begin to volunteer. If the volunteer chooses not to provide a written explanation or their written explanation is unsatisfactory to the County, the individual will not be permitted to volunteer with the County.
- 2.5 If the volunteer previously provided a check, a new check will not be required when the candidate is assigned new duties or transferred to new responsibilities.

3. Existing Employees and Volunteers

- 3.1 On an annual basis, existing employees or volunteers in designated positions will be required to complete an Annual Offence Declaration Form, attached at Appendix "A" to this policy, to declare the current status of their criminal record.
- 3.2 Existing employees or volunteers who have not previously provided a check and are transferred into a designated position shall obtain checks in accordance with this policy, at the County's expense. The County, at its discretion, may request from an employee or in a designated position to provide a Police Record Check at any time, at the County's expense.
- 3.3 An employee or volunteer in a designated position, who, at any time, is charged with or convicted of a criminal offence, shall contact either their Department Head and/or Human Resources immediately to discuss the conviction and any possible impact on their employment. Examples of past or current charges or convictions an employee or volunteer is required to report include but not limited to:
- any sexual offence under the Criminal Code (Canada)
 - any violations under the *Controlled Drug and Substances Act*
 - any criminal offence involving minors
 - crimes of violence which include, but are not limited to, threats, assaults and use, possession, distribution or concealment of a weapon or imitation of a weapon
 - propagation of hate literature or incitement to hatred
 - possession, distribution or sale of any pornographic or violent material
 - theft, fraud, property-related crimes, break and enter
 - other offences involving dishonest or fraudulent acts
 - other offences specifically related to the job
- 3.4 The Department Head shall inform Human Resources immediately thereafter. Failure by an employee or volunteer to disclose current charges or convictions may result in disciplinary action up to and including termination.
- 3.5 In addition, on an annual basis, an employee or volunteer that operates a vehicle on behalf of the County will have their driver's abstract checked to verify that they possess a valid driver's licence that is in good standing and free from any infractions or demerit points. The County reserves the right to verify an employee's driver's licence with the Ministry of



Human Resource Policy 1.02

Transportation and to examine at any time the driving record of an employee whose job function requires them to drive on the business of the County.

4. Emergency Provision

- 4.1 Under normal circumstances, a candidate or volunteer shall not commence employment in a designated position until a current Police Record Check has been supplied. However, if an employee is hired or volunteer is accepted during a pandemic and no Police Record Check was provided, the County shall ensure that a Police Record Check is provided within three (3) months after the employee or volunteer has started.

5. Privacy and Confidentiality

- 5.1 Personal information collected as a result of a check is necessary for the proper administration of a lawfully authorized activity under Sections 27 to 33 of the *Municipal Freedom of Information and Protection of Privacy Act*.
- 5.2 The County ensures the confidentiality of all information collected, and that such information will be maintained and secured by the Human Resources Department and will only be disclosed on a limited and necessary basis under this policy.



Human Resource Policy 1.02

POLICE RECORD CHECKS AND DRIVER'S ABSTRACT POLICY APPENDIX "A"

ANNUAL OFFENCE DECLARATION FORM

In accordance with the County's Police Record Checks and Driver's Abstract Policy, HR Policy 1.02, all employees and volunteers in designated positions are required to complete an annual declaration form declaring the current status of their criminal record. Failure to disclose current charges or convictions may result in disciplinary action up to and including termination.

Name: _____ Date: _____

Department: _____ Position: _____

I, _____, DECLARE that since my last Police Record Check collected by the County, or since the last Annual Offence Declaration Form submitted, that:

- ☐ I have no convictions under the Criminal Code of Canada up to and including the date of this declaration.

OR

- ☐ I have been convicted of the following criminal offence or offences under the Criminal Code of Canada for which a pardon under Section 4.1 of the Criminal Records Act has not been issued or granted.

List of offence(s):

Offence	Date	Court Location	Convictions



Human Resource Policy 1.02

OR

- ☐ I am under 18 years of age and unable to provide a Vulnerable Sector Check. I declare I have no convictions under the Criminal Code of Canada, or convictions for which a pardon has not been issued or granted under the Criminal Records Act (Canada).

I CERTIFY that all information given in this declaration is true, correct, and complete to the best of my knowledge.

Date: _____ Signature: _____

If employee or volunteer is under the age of 18, also:

I, _____, am the parent/guardian of the employee or volunteer, and certify that all information given in this declaration relating to the employee or volunteer is true, correct, and complete to the best of my knowledge.

Date: _____ Signature: _____



Committee of the Whole

Meeting Date: September 27, 2022

Submitted by: Brent Kerwin, Strathmere Lodge Administrator

SUBJECT: Strathmere Lodge Staff Educator Contract Renewal

BACKGROUND:

In 2010, County Council approved a contractual agreement with the current Staff Educator, Lena Hodgins. The contractual agreement with Ms. Hodgins has been renewed several times since.

ANALYSIS:

The focus for staff training at Strathmere Lodge must be fourfold:

- meet the needs of resident care;
- satisfy Occupational Health and Safety legislation;
- comply with the Accessibility for Ontarians with Disabilities Act (AODA); and
- comply with Ministry of Long Term Care legislative requirements.

As noted in provincial Long Term Care Home legislation:

Training and orientation program

257. (1) Every licensee of a long-term care home shall ensure that a training and orientation program for the home is developed and implemented to provide the training and orientation required under sections 82 and 83 of the Act.

(2) The licensee shall ensure that, at least annually, the program is evaluated and updated in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices.

(3) The licensee shall keep a written record relating to each evaluation under subsection (2) that includes the date of the evaluation, the names of the persons who participated in the evaluation, a summary of the changes made and the date that those changes were implemented.

Designated lead

258. The licensee shall ensure that there is a designated lead for the training and orientation program.

Strathmere Lodge engaged a part-time Staff Educator in 2010, on a contract basis, to develop, deliver and oversee a coordinated training plan for all employees. This position ensures that Strathmere Lodge has a consistent approach to training and provides the necessary evaluation of programs so that all staff members have the proper skills regardless of their role in the organization. The importance and broad scope and extent of the Staff Development and Education Program at Strathmere Lodge cannot be over-emphasized.

The Lodge benefits from the filling of this position through:

- improved marketability derived from a knowledgeable, competent and motivated staff;
- a safer and healthier workplace with fewer and less severe workplace injuries resulting in reduced costs;
- fewer unmet criteria noted at Ministry of Long Term Care Compliance reviews, and complaint and critical incident investigations;
- greater ability to attract and retain qualified employees; and
- (most importantly) increased resident and family satisfaction, and improved quality of care.

Ms. Hodgins continues to deliver a valued service to the Lodge and to play an important role in providing quality education to the staff. The Lodge Managers unanimously support her contract being extended.

An updated draft agreement is attached. The agreement provides for a 4.7% increase in the hourly wage rate, but reduces the number of weekly hours from 32 to 28 at the request of Ms. Hodgins.

RECOMMENDATION:

1. THAT the contract between Strathmere Lodge and Lena Hodgins for the provision of Staff Educator services be renewed for the period Sept. 1, 2022 to August 31, 2023; and
2. THAT the Lodge Administrator be authorized to sign the agreement.

Attachment



Committee of the Whole

Meeting Date: September 27, 2022

Submitted by: Cindy Howard, General Manager Finance and Community Services/Treasurer

Subject: 2022 PSAB BUDGET

BACKGROUND:

The Public Sector Account Board (PSAB) Handbook requires that budget numbers in the financial statements should be presented on the same basis and scope as the actuals. At the same time, the budget numbers reported in our financial statements must be reconcilable or relate back to the budget that was approved by Council. How you do this is entirely up to each municipality.

The implementation of PS 3150 starting with fiscal 2009 is an accounting change, not a budgeting change.

Municipalities still must determine the amount they require for taxation to run their municipality on a cash basis.

The impact of PSAB on the budget does not change the methodology in determining the tax amount that needs to be raised each year.

The PSAB budget will make council aware of the amortization requirements versus the transfer to capital and reserve currently in the budget, but as shown in the County PSAB budget reconciliation, we are transferring more to capital and reserve for future capital than amortization of our assets' historical costs.

The goal is for municipalities to use the tangible capital asset information to set aside funds for future replacement of its infrastructure and have an estimate of when they will need to be replaced. The County of Middlesex has already approved a number of procedures for transfers to reserve funds for the replacement of our capital today and in the future.

ANALYSIS:

Attached is the net 2022 PSAB/Full Accrual Budget.

To go from a tax rate budget or cash budget to a PSAB/full accrual budget we must go through a number of steps.

1. We must remove the transfer to capital, under PSAB, the capital fund does not exist as far as financing of capital.
2. Remove costs in the operating budget that are tangible capital assets such as computer replacement and library books.
3. Add back any capital projects that are not assets such as transportation bridge maintenance program.
4. Add in the amortization expense. As noted above our total transfer to capital exceeds the asset amortization expense. This is because we are replacing our assets at market value, where the amortization expense is at historical value.
5. Add back the transfer from reserve, reserve funds and capital to operating, under PSAB, reserve funds do not exist, but form part of the overall surplus.
6. Remove the transfer to reserve and reserve funds from operating, under PSAB, reserve funds do not exist, but form part of the overall surplus.
7. Add back post-employment benefit liability and the change in accrued interest on long term debt. In the full accrual budget, post-employment benefits are employee benefits that have been earned in the current year but will be paid in the future as employees retire.
8. Remove debt principal, under full accrual accounting repayment of debt principal is paying down a liability, an accounts payable, but not an expense.

FINANCIAL IMPLICATIONS:

There is no direct financial impact with this report as it does not affect our operating surplus/deficit. The intent is to describe the conversion of the approved cash-based budget to a PSAB full accrual budget format, which complies with the Public Sector Account Board (PSAB) requirements. The information contained within this report will be reflected in the 2022 annual audited financial statements.

ALIGNMENT WITH STRATEGIC FOCUS:

This report aligns with the following Strategic Focus, Goals, or Objectives:

Strategic Focus	Goals	Objectives
Promoting Service Excellence	Innovate and transform municipal service delivery	<ul style="list-style-type: none">• Anticipate and align municipal service delivery to emerging needs and expectations• Engage, educate and inform residents, businesses, and visitors of county services and community activities• Strengthen our advocacy and lobbying efforts with other government bodies• Collaborate with strategic partners to leverage available resources and opportunities• Build organizational capacity and capabilities

RECOMMENDATION

That the net 2022 PSAB/Full Accrual budget required for the 2022 Financial Statement purposes in the amount of \$46,702,066 be approved.

Attachment

County of Middlesex
2022 PSAB/FULL ACCRUAL OPERATING BUDGET

			Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	
COMMITTEE / BOARD	2021 NET BUDGET	2022 NET BUDGET	Remove Transfer To Capital	Remove Computers/Library Books	Add Back Non Assets In Capital	Add Amortization Expense	Add Back The Transfer From Reserves/RF & Capital & Def.Rev.	Remove Transfer To Reserves/RF	Post Employment Benefits, Accrued Interest On Debt	Remove Debt Principal	2022 Revised PSAB Budget
COMMITTEE OF THE WHOLE											
Administration	\$ 3,339,989	\$ 3,714,920	(55,300)			613,212	525,000	(125,000)	5,645		4,678,477
Planning and Woodlots	1,270,396	1,360,190	(20,540)		5,000	-			4,968		1,349,618
Economic Development	687,876	777,185	(6,710)			2,789			1,806		775,070
Information Technology	1,225,282	1,287,426	(150,000)			206,226			5,870		1,349,522
Family & Social Services	6,887,351	7,224,894	(13,600)						5,870		7,217,164
Transportation	22,392,912	22,598,752	(16,704,505)		400,000	8,143,062	3,578,472		28,942		18,044,723
Strathmere Lodge	2,688,368	3,737,563	(579,300)	(3,000)		752,724	247,824		(46,600)		4,109,211
Strathmere Lodge - Debenture	757,000	757,000						(316,439)	(20,591)	(890,000)	(470,030)
											-
MLEMS AUTHORITY											-
Land Ambulance	4,235,872	4,690,537	(2,504,789)			1,980,855			567,400		4,734,003
											-
LIBRARY BOARD											-
Library	4,331,633	4,563,635	(154,760)	(243,000)		462,674			21,500		4,650,049
											-
HEALTH UNIT	1,282,910	1,404,859									1,404,859
											-
RESERVES											-
	(1,471,663)	(3,733,519)					3,733,519				-
Transfer from Res. - Tax Rate	-	-									-
Transfer to Res. - Working Capital											-
ONT. MUN. PARTNERSHIP FUND	(432,400)	(367,600)									(367,600)
SURPLUS - Winter Maintenance	(494,532)	(200,000)									(200,000)
COVID - 19	(60,052)	(513,000)									(513,000)
SURPLUS - Library	(665,000)	(60,000)									(60,000)
											-
SURPLUS (from prior year)											-
Total	\$ 45,975,942	\$ 47,242,842	\$ -20,189,504	\$ -246,000	\$ 405,000	\$ 12,161,543	\$ 8,084,815	\$ -441,439	\$ 574,810	\$ -890,000	\$ 46,702,066

ELECTRONIC PAYMENTS August 2022

ACCT #	LOCATION/DEPT.	DESCRIPTION	DATE	AMOUNT	PAYEE
200003027377	MLPS	HYDRO	Aug 11-22	332.93	HYDRO ONE
200003268564	ROADS	STREET LIGHTS	Aug 10-22	336.09	HYDRO ONE
200005754996	D6	HYDRO	Aug 08-22	113.10	HYDRO ONE
200006369736	D2	HYDRO	Aug 23-22	233.63	HYDRO ONE
200009334704	MLPS	HYDRO	Aug 17-22	378.93	HYDRO ONE
200009349252	ROADS	TRAFFIC SIGNALS	Aug 02-22	65.80	HYDRO ONE
200013224404	ROADS	FLASHER	Aug 25-22	46.13	HYDRO ONE
200013955237	ROADS	TRAFFIC SIGNALS	Aug 29-22	66.84	HYDRO ONE
200017837055	ROADS	TRAFFIC SIGNALS	Aug 10-22	38.61	HYDRO ONE
200020679660	D9	HYDRO	Aug 02-22	922.55	HYDRO ONE
200020679660	D9	HYDRO	Aug 30-22	674.13	HYDRO ONE
200028997614	ROADS	TRAFFIC SIGNALS	Aug 23-22	40.19	HYDRO ONE
200029979536	ROADS	HYDRO	Aug 29-22	68.34	HYDRO ONE
200034570767	ROADS	TRAFFIC SIGNALS	Aug 25-22	69.12	HYDRO ONE
200038538673	ROADS	FLASHER	Aug 08-22	22.42	HYDRO ONE
200039404296	ROADS	TRAFFIC SIGNALS	Aug 25-22	53.37	HYDRO ONE
200039586475	ROADS	STREET LIGHT	Aug 22-22	67.29	HYDRO ONE
200041711381	D4	HYDRO	Aug 29-22	260.71	HYDRO ONE
200045604115	ROADS	TRAFFIC SIGNALS	Aug 25-22	433.87	HYDRO ONE
200049091061	ROADS	TRAFFIC SIGNALS	Aug 08-22	62.31	HYDRO ONE
200049305067	ROADS	Communication Hut	Aug 25-22	69.15	HYDRO ONE
200051883247	D1	HYDRO	Aug 17-22	2,639.37	HYDRO ONE
200054876507	ROADS	TRAFFIC SIGNALS	Aug 11-22	82.59	HYDRO ONE
200055079597	ROADS	TRAFFIC SIGNALS	Aug 16-22	62.98	HYDRO ONE
200056250671	ROADS	TRAFFIC SIGNALS	Aug 08-22	63.02	HYDRO ONE
200061840093	ROADS	TRAFFIC SIGNALS	Aug 10-22	52.23	HYDRO ONE
200072682673	D3	HYDRO	Aug 15-22	274.83	HYDRO ONE
200078398805	ROADS	TRAFFIC SIGNALS	Aug 10-22	29.56	HYDRO ONE
200082802908	ROADS	FLASHER	Aug 10-22	22.81	HYDRO ONE
200082995894	D4	HYDRO	Aug 29-22	43.86	HYDRO ONE
200084256389	ROADS	STREET LIGHTS	Aug 10-22	21.92	HYDRO ONE
200089788827	ROADS	TRAFFIC SIGNALS	Aug 10-22	40.59	HYDRO ONE
200092590915	ROADS	TRAFFIC SIGNALS	Aug 03-22	63.53	HYDRO ONE
200094407037	ROADS	HYDRO	Aug 29-22	62.02	HYDRO ONE
200111248964	ROADS	TRAFFIC SIGNALS	Aug 10-22	43.17	HYDRO ONE
200114251722	ROADS	TRAFFIC SIGNALS	Aug 10-22	50.34	HYDRO ONE
200139187994	ECON.DEV	SIGN-FIVE PTS LINE	Aug 23-22	46.25	HYDRO ONE
200197896842	D8	HYDRO	Aug 25-22	326.90	HYDRO ONE
200226800317	ROADS	STREET LIGHTS	Aug 10-22	22.81	HYDRO ONE
200234233547	MLPS	HYDRO	Aug 11-22	431.16	HYDRO ONE
200238360390	ROADS	HYDRO	Aug 24-22	20.29	HYDRO ONE
200254481285	ROADS	HYDRO	Aug 24-22	74.41	HYDRO ONE
200262025663	ROADS	FLASHER	Aug 24-22	57.44	HYDRO ONE
200263596154	ROADS	HYDRO	Aug 24-22	61.24	HYDRO ONE
200276198575	ROADS	HYDRO	Aug 24-22	68.17	HYDRO ONE
1019943	Cty Bldg	WATER	Aug 02-22	1,069.65	LONDON HYDRO
1019943	Cty Bldg	WATER	Aug 29-22	490.88	LONDON HYDRO
4860327	MLEMS	WATER	Aug 18-22	61.55	LONDON HYDRO
7460017	Cty Bldg	HYDRO	Aug 10-22	8,058.22	LONDON HYDRO
7482855	MLEMS	HYDRO	Aug 03-22	1,389.98	LONDON HYDRO
7482855	MLEMS	WATER	Aug 03-22	545.24	LONDON HYDRO
7600043	MLEMS	WATER	Aug 22-22	44.09	LONDON HYDRO

ACCT #	LOCATION/DEPT.	DESCRIPTION	DATE	AMOUNT	PAYEE
7721865	MLEMS	HYDRO	Aug 02-22	7,177.31	LONDON HYDRO
7721865	MLEMS	WATER	Aug 02-22	1,449.67	LONDON HYDRO
7721865	MLEMS	HYDRO	Aug 29-22	5,749.48	LONDON HYDRO
7721865	MLEMS	WATER	Aug 29-22	1,216.16	LONDON HYDRO
7781801	MLEMS	HYDRO	Aug 16-22	350.12	LONDON HYDRO
7781801	MLEMS	WATER	Aug 16-22	231.42	LONDON HYDRO
50446858	MLEMS	HYDRO	Aug 08-22	527.07	LONDON HYDRO
50448010	MLEMS	HYDRO	Aug 02-22	230.89	LONDON HYDRO
50448010	MLEMS	HYDRO	Aug 31-22	297.08	LONDON HYDRO
50448169	MLEMS	HYDRO	Aug 29-22	338.36	LONDON HYDRO
50448169	MLEMS	WATER	Aug 29-22	77.42	LONDON HYDRO
804-40205195-00	LODGE	HYDRO	Aug 18-22	22,357.62	ENTEGRUS
804-40047999-00	ROADS	HYDRO	Aug 18-22	63.45	ENTEGRUS
098-40048001-01	ROADS	HYDRO	Aug 17-22	255.14	ENTEGRUS
098-40048002-00	ROADS	HYDRO	Aug 17-22	175.78	ENTEGRUS
098-40048003-00	ROADS	HYDRO	Aug 17-22	178.18	ENTEGRUS
098-40194856-00	ROADS	HYDRO	Aug 17-22	254.44	ENTEGRUS
802-40048000-00	ROADS	HYDRO	Aug 18-22	60.35	ENTEGRUS
803-40205228-01	ROADS	HYDRO	Aug 18-22	62.96	ENTEGRUS
804-49042003-00	ROADS	HYDRO	Aug 18-22	61.39	ENTEGRUS
805-40206689-00	ROADS	HYDRO	Aug 18-22	56.56	ENTEGRUS
830-40096692-02	MLPS	HYDRO	Aug 18-22	212.81	ENTEGRUS
300334410	Wardsville	Library Internet	Aug 09-22	210.01	BELL
504625313	Mt. Brydges	Library Internet	Aug 09-22	22.60	BELL
519371432	Parkhill	EMS Internet	Aug 09-22	174.02	BELL
519372156	Komoka	EMS Internet	Aug 09-22	185.32	BELL
519374098	Trossacks	EMS Internet	Aug 09-22	174.02	BELL
519378719	COLO7212	EMS Internet	Aug 09-22	174.02	BELL
523919082	Horizon	EMS Internet	Aug 09-22	153.68	BELL
529481398	1035 Adelaide	EMS Internet	Aug 23-22	207.92	BELL
600237183	Adelaide TV	EMS TV	Aug 15-22	137.80	BELL
5192450065	D8	D8 Phone	Aug 02-22	97.94	BELL
5192450065	D9	D8 Phone	Aug 31-22	98.79	BELL
5192454270	EMS Strathroy	EMS Phone	Aug 04-22	30.89	BELL
5192686267	D2	D2 Phone	Aug 26-22	214.37	BELL
5192891084	D3	D3 Phone	Aug 25-22	97.18	BELL
5192940176	D4	D4 Phone	Aug 11-22	127.94	BELL
5194345524	Fire Dispatch	Roads Fire Disp.	Aug 25-22	165.49	BELL
5196495216	Phone 1	EMS Phone	Aug 08-22	253.25	BELL
5199518297	Trafalgar	EMS Internet	Aug 15-22	125.34	BELL
5192451290 103	Strathroy	Library Phone	Aug 11-22	432.21	BELL
5192452520(284)	Lodge	Phone	Aug 11-22	603.83	BELL
5192455711(342)	Lodge	Phone	Aug 11-22	83.02	BELL
5192457307(796)	Strathroy	EMS Phone	Aug 11-22	96.08	BELL
5192458237 224	Library Office	Library Phone	Aug 11-22	260.65	BELL
5192641061(452)	Mt. Brydges	Library Phone	Aug 11-22	71.07	BELL
5192641061(452)	Mt. Brydges	Library Phone	Aug 11-22	78.75	BELL
5192875306(783)	Glencoe	EMS Phone	Aug 11-22	63.15	BELL
5192892405 724	Melbourne	Library Phone	Aug 11-22	82.41	BELL
5192933441 452	Ailsa Craig	Library Phone	Aug 11-22	71.11	BELL
5192946308(824)	Parkhill	EMS Phone	Aug 11-22	63.15	BELL
5194611150 626	Thorndale	Library Phone	Aug 11-22	93.65	BELL
5194715303(322)	Horizon	EMS Phone	Aug 11-22	63.15	BELL

ACCT #	LOCATION/DEPT.	DESCRIPTION	DATE	AMOUNT	PAYEE
5194715312(980)	Komoka	EMS Phone	Aug 11-22	63.15	BELL
5194736314(030)	Hyde Park	EMS Phone	Aug 11-22	63.15	BELL
5196529319(001)	Byron	EMS Phone	Aug 11-22	63.15	BELL
5196529978 182	Delaware	Library Phone	Aug 11-22	48.44	BELL
5196661201 740	Coldstream	Library Phone	Aug 11-22	82.41	BELL
5196661599 882	Ilderton	Library Phone	Aug 11-22	71.11	BELL
5196799509(791)	ADMIN LINES	EMS Phone	Aug 11-22	176.73	BELL
5196934208 996	Wardsville	Library Phone	Aug 11-22	71.11	BELL
5196934275 017	Newbury	Library Phone	Aug 11-22	71.11	BELL
5198505304(577)	Trossacks	EMS Phone	Aug 11-22	63.15	BELL
91 00 39 41595 0	Ridout	HEAT	Aug 29-22	93.93	ENBRIDGE
91 00 41 43897 6	D2	HEAT	Aug 18-22	42.48	ENBRIDGE
91 00 39 35973 4	D6	HEAT	Aug 15-22	34.83	ENBRIDGE
91 00 46 66067 0	MLPS	HEAT	Aug 29-22	1,095.12	ENBRIDGE
91 00 46 66147 2	MLPS	HEAT	Aug 08-22	36.73	ENBRIDGE
91 00 46 66229 3	MLPS	HEAT	Aug 22-22	36.10	ENBRIDGE
91 00 46 66312 0	MLPS	HEAT	Aug 22-22	73.50	ENBRIDGE
91 00 46 66402 4	MLPS	HEAT	Aug 29-22	13.42	ENBRIDGE
91 00 46 66474 3	MLPS	HEAT	Aug 10-22	38.73	ENBRIDGE
91 00 46 69576 6	MLPS	HEAT	Aug 02-22	34.71	ENBRIDGE
91 00 46 69644 0	MLPS	HEAT	Aug 15-22	42.74	ENBRIDGE
91 00 46 69722 3	MLPS	HEAT	Aug 17-22	86.82	ENBRIDGE
91 00 46 69788 5	MLPS	HEAT	Aug 09-22	1,318.94	ENBRIDGE
91 00 50 55950 5	D4	HEAT	Aug 29-22	27.30	ENBRIDGE
91 00 51 33820 4	MLPS	HEAT	Aug 18-22	46.91	ENBRIDGE
91 00 41 43996 2	ROADS	HEAT	Aug 03-22	42.60	ENBRIDGE
232-351910905	Delaware Library	Internet	Aug 23-22	108.02	ROGERS
232-364888105	Thorndale Library	Internet	Aug 23-22	108.02	ROGERS
232-391676407	County Building	Internet	Aug 02-22	128.81	ROGERS
232-405994702	Strathmere Lodge	Internet	Aug 02-22	186.44	ROGERS
232-405994800	Strathroy Library	Internet	Aug 02-22	128.81	ROGERS
232-421989904	340 Waterloo St	Internet	Aug 15-22	203.39	ROGERS
6-4315-1681	Komoka Library	Internet	Aug 05-22	126.94	ROGERS
6-4315-1681	Komoka Library	Phone	Aug 05-22	54.22	ROGERS
7-6122-3189	Dorchester Library	Internet	Aug 17-22	93.83	ROGERS
7-6122-3189	Dorchester Library	Phone	Aug 17-22	37.92	ROGERS
7-9085-5928	Dorchester EMS	Internet	Aug 10-22	70.11	ROGERS
7-9085-5928	Dorchester EMS	Phone	Aug 10-22	38.40	ROGERS
	County Building	OW Cell Phone	Aug 29-22	23.70	ROGERS
CANADA REVENUE	PAYROLL	Payroll - Taxes		1,475,291.33	GOV'T
OMERS	STRATHMERE LODGE	Pension		113,768.82	OMERS
OMERS	MLPS	Pension		397,537.20	OMERS
OMERS	COUNTY	Pension		171,996.64	OMERS
VISA	MLPS	Card#1, 2, 3, 5, 6, 7, 9		16,031.64	VISA
VISA	MLPS	Travel Card 1, 2, 3		3,544.60	VISA
VISA	MLPS	Administrative Card		255.18	VISA
VISA	MLPS	Neal Roberts		1,112.29	VISA
VISA	Warden 2022	Alison Warwick		5,763.64	VISA
VISA	CAO	Bill Rayburn		2,659.28	VISA
VISA	Clerk	Marci Ivanic		8,615.20	VISA
VISA	Maintenance	Steve DeCandido		1,570.58	VISA
VISA	I.T.	Chris Bailey		13,918.49	VISA

ACCT #	LOCATION/DEPT.	DESCRIPTION	DATE	AMOUNT	PAYEE
VISA	Library	Nadine Devin		1,085.37	VISA
VISA	Library	Lindsay Brock		6,066.73	VISA
VISA	Library	Liz Adema		3,642.40	VISA
VISA	Library	Aimee Sparznyski	AUG 2022	286.16	VISA
VISA	Legal	Wayne Meagher		371.46	VISA
VISA	Roads	Chris Traini		1,027.38	VISA
VISA	Roads	Paul Moniz		77.11	VISA
VISA	Roads	Jarrett Hoglund		555.06	VISA
VISA	Roads	Steve Gough		1,080.76	VISA
VISA	Roads	Dean Gough		21.39	VISA
VISA	FPO	John Elston		172.50	VISA
VISA	ROADS	Kyle Arruda		28.24	VISA
VISA	Lodge	Marcy Welch		667.84	VISA
VISA	Lodge	Brent Kerwin		201.95	VISA
VISA	Lodge	John Fournier		2,021.08	VISA
VISA	Economic Development	Cara Finn		2,414.96	VISA
VISA	Lodge	Crystal Brooks		1,644.15	VISA
		TOTAL		2,305,349.49	



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County of Middlesex

Instrument type: [Approval of a municipality's official plan](#)

ERO number	019-5833
Ministry reference number	39-OP-225026
Notice type	Instrument
Act	Planning Act, R.S.O. 1990
Posted by	Ministry of Municipal Affairs and Housing
Notice stage	Proposal
Proposal posted	September 8, 2022
Comment period	September 8, 2022 - October 8, 2022 (30 days) Open
Last updated	September 8, 2022

This consultation closes at
11:59 p.m. on:
October 8, 2022

[Submit a comment](#)

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Proposal summary

The Ministry of Municipal Affairs and Housing has received Official Plan Amendment 3 from the County of Middlesex for a decision. Official Plan Amendment 3 proposes to update the land use planning policies of the Middlesex Official Plan to guide the growth and development of the County for the next 25 years.

On this page

- 1. [Location details](#)
- 2. [Proponent\(s\)](#)
- 3. [Proposal details](#)
- 4. [Supporting materials](#)
- 5. [Comment](#)
- 6. [Connect with us](#)

Location details

Site address

All lands within the County of Middlesex.
ON
Canada

Site location details

Official Plan Amendment 3 applies to all lands within the County of Middlesex.

Site location map

The location pin reflects the approximate area where environmental activity is taking place.

[View this location on a map](#)

Proponent(s)

County of Middlesex
399 Ridout Street North
London, ON
N6A2P1
Canada

Proposal

On July 19, 2022, the County of Middlesex adopted Official Plan Amendment 3 by By-law 7182. The official plan amendment is now before Minister of

details

Municipal Affairs and Housing for a decision in accordance with Sections 17 and 26 of the *Planning Act*.

Official Plan Amendment 3 proposes to ensure that the land use planning policies of the County of Middlesex Official Plan are current, are consistent with provincial policy, and reflect changing community needs for the next 25 years.

If approved, the policy changes of Official Plan Amendment 3 would apply across the County.

Supporting materials

Related files



[By-Law No. 7182 _ July 19, 2022](#)
pdf 575.72 KB



[Public Meeting Minutes _ May 24, 2022](#)
pdf 1.53 MB



[Staff Report _ Official Plan Amendment No. 3](#)
pdf 1.09 MB



[Council Resolution](#)
pdf 131.33 KB



[Official Plan Amendment No. 3](#)
pdf 18.87 MB



[Written Submissions](#)
pdf 13.34 MB



[Sworn Declaration _ Giving Notice and Public Meeting](#)
pdf 157.38 KB

Related links

View materials in person

Some supporting materials may not be available online. If this is the case, you can request to view the materials in person.

Get in touch with the office listed below to find out if materials are available.

Municipal Services Office - Western
Ontario
659 Exeter Road
Floor 2
London, ON
N6E 1L3
Canada



800-265-4736

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Let us know what you think of our proposal.

Have questions? Get in touch with the contact person below. Please include the ERO number for this notice in your email or letter to the contact.

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Kay Grant
Municipal Services Office - Western
Ontario
659 Exeter Road
Floor 2
London, ON
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Canada

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 Kay.Grant@ontario.ca

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Health Outreach Mobile Engagement

H.O.M.E Program Evaluation Report

Year 1

January 11, 2021 - January 10, 2022



Suggested Citation:

Health Outreach Mobile Engagement Program. (2022, March).

H.O.M.E Program year 1 evaluation report: January 11, 2021 - January 10, 2022.

www.homeprogram.ca.

ACKNOWLEDGEMENTS

On behalf of the Health Outreach Mobile Engagement (H.O.M.E) Program and evaluation teams, we would like to extend our gratitude to the Government of Canada's Substance Use and Addictions Program and Ontario Health West for their financial contributions, without which the operation of the H.O.M.E. Program would not be possible.

The evaluation of the H.O.M.E Program would also not have been possible without the rigorous data collection efforts conducted by the H.O.M.E Program team and collaborative partners. Thank you for your thoughtful and candid reflections regarding the implementation of the program, which have been incorporated throughout this evaluation report.

We would also like to extend our gratitude to H.O.M.E Program clients for their contributions and candor in providing feedback about their experiences accessing the H.O.M.E Program and the insights they shared about how the program can continue to improve its services and supports.

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INTRODUCTION

ABOUT THE H.O.M.E PROGRAM

The Purpose of the H.O.M.E Program

The H.O.M.E Program provides a multi-disciplinary, multi-sectoral, mobile response to improve the health outcomes and health equity of highly marginalized individuals in London, Ontario who face barriers to accessing traditional models of care.

Who the H.O.M.E Program Serves

The H.O.M.E Program serves individuals who are experiencing homelessness, or are insecurely housed, or are clients rostered with the London InterCommunity Health Centre.

The H.O.M.E Program Approach

The H.O.M.E Program model was developed using a flexible, low-barrier, community-based approach. Through an integrated mobile team, the H.O.M.E Program aims to bring service to clients where they are at, including encampments, emergency shelters, housing, and other community settings, re-connect with clients, build relationships with those who may not be accessing services, and ensure the delivery and continuity of comprehensive primary care and wraparound supports. Mobile services are offered from a Middlesex-London Paramedic Service Special Operations Bus two days a week and an urgent or non-urgent support SUV three days a week.

Services the H.O.M.E Program Offers

Through the mobile clinic, the program provides a full scope of primary and acute medical care services, including follow-up care and referrals to other services and providers. The H.O.M.E Program also provides harm reduction education and supplies, addiction services, basic needs supports, and wraparound services to clients.

How the H.O.M.E Program Came About

The H.O.M.E Program was launched on January 11, 2021 in response to three critical issues facing London's highly marginalized community members: opioid poisoning and overdose, COVID-19, and precarious housing. The H.O.M.E Program is a collaborative, multi-agency service approach implemented by CMHA Thames Valley Addiction and Mental Health Services, London Cares Homeless Response Services, London InterCommunity Health Centre, Middlesex-London Paramedic Service, and Regional HIV/AIDS Connection.

For more information about the H.O.M.E Program, visit www.homeprogram.ca.

PURPOSE OF THE EVALUATION

An evaluation of H.O.M.E Program was conducted to:

- Determine the reach of the program and opportunities to optimize reach;
- Assess the impacts of using a collaborative, multi-disciplinary, mobile outreach model on access to primary care and wraparound services;
- Understand the experiences of clients accessing the program; and
- Identify lessons learned from implementing the program, including successes, challenges, and opportunities for improvement or change.

PURPOSE OF THE REPORT

The purpose of this report is to share the results from the evaluation of the first year of H.O.M.E Program implementation from January 11, 2021 to January 10, 2022.

The results presented in this report will be used to support evidence-informed decision-making regarding the provision of mobile primary care and wraparound services and will be used to guide ongoing implementation of the H.O.M.E Program.

METHODOLOGY

The following sources of data were used to prepare the results presented in this report:

- **H.O.M.E Program Database** – Information from each engagement by the H.O.M.E Program team with clients was recorded in the database, including a unique ID code for the individual, the date and location of the engagement, and the types of services provided.
- **Client Survey** – Clients who received support from the H.O.M.E Program were asked to complete a survey to share their feedback about their experience with the program and what difference it made for them. Surveys were provided in a paper and online format. In total, 25 individuals completed a survey between December 13, 2021 and January 28, 2022.
- **Collaborative Partner Survey** – Members of the H.O.M.E Program team and site partners completed an online survey between January 10, 2022 and January 23, 2022 to provide information about what has gone well with the program, what could be done differently, and what difference the program has made on how partners work together to serve highly marginalized individuals in London. A total of 21 collaborative partners completed the survey.
- **Collaborative Partner Focus Group** – On January 20, 2022, a focus group was held with members of the H.O.M.E Program team to explore the impacts of the H.O.M.E Program and factors affecting program implementation.

All data was collated and analyzed at an aggregate level. Quantitative data was analyzed to prepare descriptive statistics, and qualitative data was analyzed by question to identify common themes. All non-responses (e.g. not applicable, not reported) were removed from the analysis. Throughout this report, “n=” is used to represent the number of responses to a given question or data point.

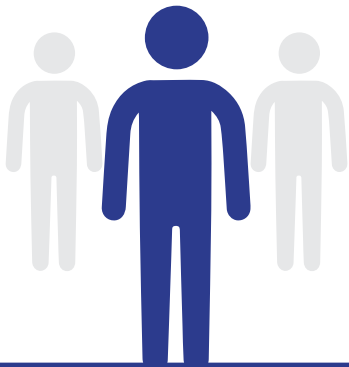
Data Limitations

Outlined below is a description of the data limitations that occurred during the H.O.M.E Program evaluation. Data limitations occur with any evaluation and provide context for the results. They should not be considered to negate the findings of the evaluation.

- Self-Reported Data** – Results from the client survey, collaborative partner survey, and collaborative partner focus group are based on self-reported information. Based on their level of comfort reporting their experiences, some participants may have responded in a way they believed to be “right” or socially acceptable. To address this limitation, survey respondents were not asked to share their name to maintain anonymity, and focus group participants were encouraged to be candid in their responses.
- Overcounting of Unique Individuals** – To support client engagement and maintain anonymity, clients who engage with the H.O.M.E Program are asked to provide a unique identification code, which is given by the client at each encounter. While clients are encouraged to continue using the same identification code across each encounter, they may forget their code or provide a different identification code across encounters. Therefore, a unique individual may be counted more than once within the program database.

A SNAPSHOT OF THE RESULTS

Between January 11, 2021 and January 10, 2022, through the H.O.M.E Program...



1,059

unique clients accessed medical and wraparound care services

71% of clients accessed care **1 time**

29% of clients accessed care **2+ times**

1,175

non-essential emergency room visits were potentially prevented

780

chronic illness care visits were conducted

498

visits were focused on mental health care



182

visits were conducted to provide **infectious disease care**

84

individuals without a care provider were **rostered to primary care**

64

prenatal care visits were provided

18

emergency medical interventions were given

12

overdose responses were conducted



Client feedback survey respondents reported...

100%

find it **easier to access care** because of the H.O.M.E Program

92%

would **recommend the H.O.M.E Program** to others

100%

feel **comfortable** accessing the H.O.M.E Program

84%

were **treated with respect** by H.O.M.E Program staff

95%

are **using harm reduction strategies** more often because of the H.O.M.E Program

72%

have **experienced improved well-being** because of the H.O.M.E Program



When collaborative partners were asked how the H.O.M.E. program impacted them...

95%

reported the **coordination of services** for highly marginalized individuals in London **has improved**

94%

have a **deepened relationship with other service providers** implementing the program

88%

feel **better able to support highly marginalized individuals** in London

82%

said **communication between service providers** supporting highly marginalized individuals in London **has improved**

76%

reported **partners are working differently to support highly marginalized individuals** in London



RESULTS: PROGRAM CLIENTS

This section of the report provides results related to client engagement and their ongoing access of care services through the H.O.M.E Program, the range of services provided by the H.O.M.E Program, reaching clients where they are, ease of access to services for clients, client uptake of harm reduction strategies, and impacts of the program on client well-being. Client experiences accessing the H.O.M.E Program are also presented, including their comfort accessing the program, their satisfaction accessing services, feedback about what they have liked most, and suggestions for improvement.

CLIENT ENGAGEMENT

Finding: Over 1,000 clients accessed the H.O.M.E Program, demonstrating a high level of demand for the program in the community.

Number of Clients Served

1,059  clients

Between January 11, 2021 and January 10, 2022, 1,059 unique clients accessed the H.O.M.E Program.

Number of Days of Service

231  days of service

The H.O.M.E Program operated for a total of 231 days during the first year of program implementation.

Number of Client Visits

2,723  client visits

In total, clients made 2,723 visits to the H.O.M.E Program's mobile supports.

“

It's great you are out here, and it's helpful for people that can't get to the clinic.”

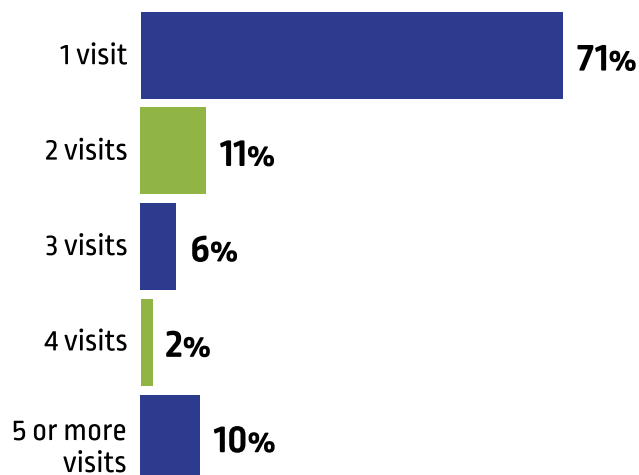
- H.O.M.E Program Client

ONGOING ENGAGEMENT IN SERVICES

Finding: While many clients are engaging with the H.O.M.E Program one time, approximately 3 in 10 clients are returning to access services from the H.O.M.E Program on an ongoing basis.

Number of Return Clients (n=1,059)

Of the 1,059 unique clients who accessed the H.O.M.E Program, 71% (n=748) had one visit and 29% (n=311) were return clients with two or more visits.



Highest Number of Visits

77 visits by a single client


The most visits a single client made to the H.O.M.E Program between January 11, 2021 and January 10, 2022 was 77 visits.

“

I'm afraid to go to the hospital or to the clinic. Too many people around I can't run into. I feel safe on the [mobile clinic].”

- H.O.M.E Program Client

Client Transitions to Site-Based Care

84  clients rostered to primary care

In total, 84 clients who accessed the H.O.M.E Program and did not have a primary care provider are now rostered to primary care at the London InterCommunity Health Centre.

SERVICES PROVIDED

Finding: Clients are accessing a wide range of primary care and wraparound services through the H.O.M.E Program.

Types of Services Provided

Type of Service	Number of Times Provided
Medical Care	2,194
Healthcare System Navigation	992
Harm Reduction Equipment	475
Social Service System Navigation	453
Harm Reduction Education	320
Basic Needs Food/Drink	265
Basic Needs Personal Needs Items	163
Harm Reduction Case Management	113
Addiction Services Education	97
ID Services	93
Infectious Disease Testing	91
LIHC Referral	79
Other Community Resource Referral	79
Basic Needs Clothing	69
Transportation Assistance	65
Other Type of Service	45
Housing Support	44
Addiction Services Screening/Assessment	32
RHAC Referral	20
CMHA TVAMHS Referral	18
London Cares Referral	14
Addiction Services Case Management	12

“

I can go to the [mobile clinic] for help.”

- H.O.M.E Program Client

“

[I am getting] better health care.”

- H.O.M.E Program Client

Medical Care Services

Between January 11, 2021 and January 10, 2022, the H.O.M.E Program mobile health clinic conducted...

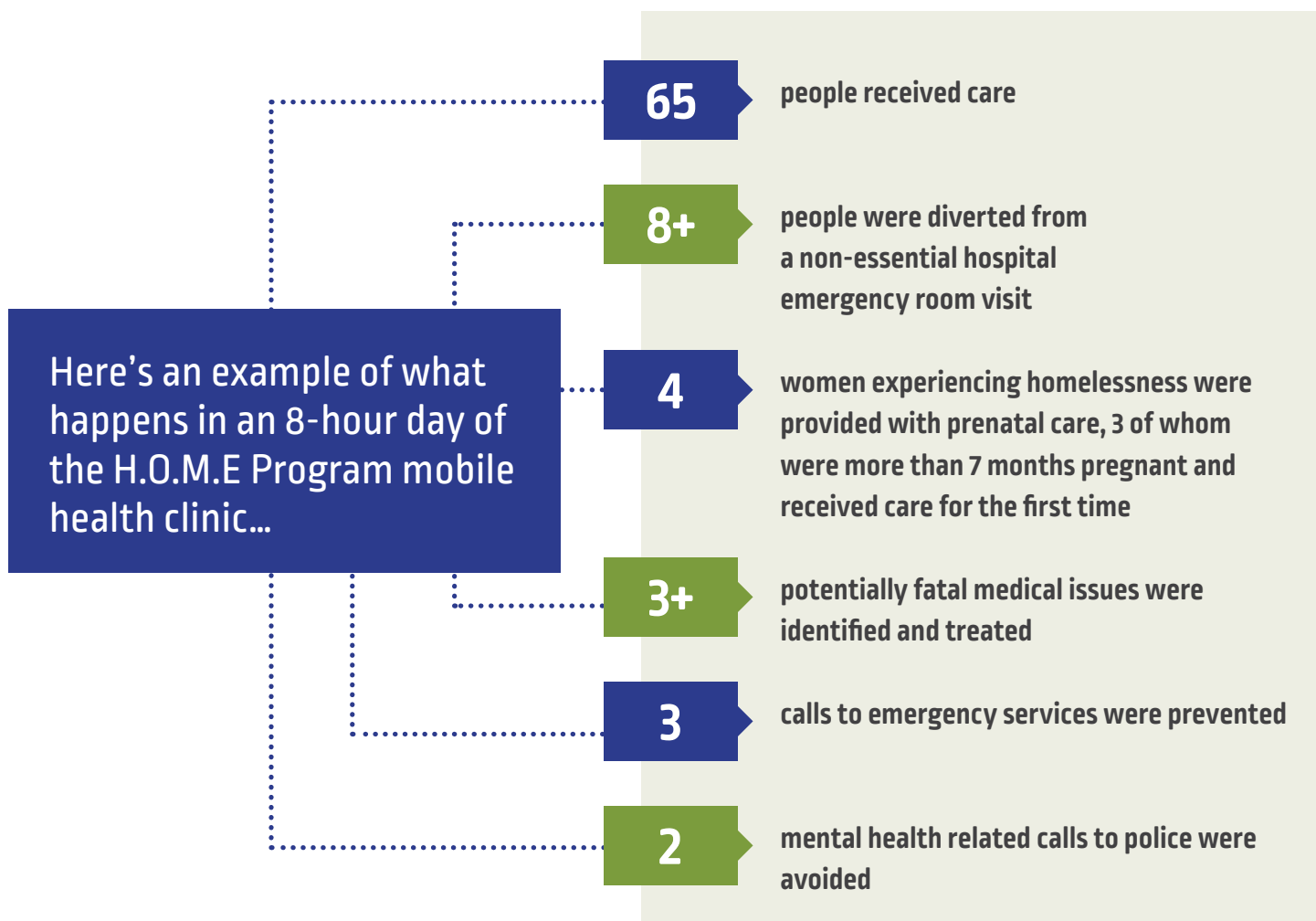
- **780** chronic illness care visits for 480 unique clients
- **498** mental health care visits for 240 unique clients ¹
- **238** referrals to another social or medical service agency for 202 unique clients
- **182** infectious disease care visits for 70 unique clients
- **64** prenatal care visits for 18 unique clients

“

I am able to get my medical needs met if I can't get to the clinic.”

- H.O.M.E Program Client

A Snapshot of the Mobile Health Clinic



¹ In the context of this report, mental health care refers to the provision of care and support to individuals experiencing severe, persistent, and chronic mental illness.

DIVERSION AND EMERGENCY MEDICAL INTERVENTION

Finding: Individuals are being diverted from non-essential visits to the emergency room and are receiving life-saving emergency medical intervention through the H.O.M.E Program.

Emergency Room Diversions

1,175
emergency room
diversions²

In total, 1,175 non-essential emergency room visits by 400 unique individuals were potentially avoided as a direct result of the care and support provided by the H.O.M.E Program.

“

I used to have to call the ambulance all of the time. I live on the street, and I didn't have any other access to health care. No way I could make it anywhere, but now [they] come to me.”

- H.O.M.E Program Client

Emergency Medical Intervention

12 overdose
responses

18 emergency
medical
interventions

Using a collaborative approach across service partners, the H.O.M.E Program medical team responded to and prevented 12 overdoses and delivered 18 life-saving emergency medical interventions in order to prevent imminent serious harm, disability, or death.³

² In this context, determination of an emergency room diversion is based on the assessment of the clinically certified providers part of the H.O.M.E Program team and refers to an occurrence where an individual who does not have access to primary care, walk-in clinic care, or any other source of health care in the community presents with an acute medical concern and, based on the providers' knowledge of disease processes and the healthcare system in London, would ultimately require an emergency room visit the same day or within one week from the date they are seen by the H.O.M.E Program providers.

³ Types of emergency medical interventions provided may include CPR, artificial respiration/airway management, administration of life-saving medications, identification and pre-hospital treatment of critical medical conditions such as myocardial infarction (i.e. heart attack), and arrangement of transportation to the hospital.

How the H.O.M.E Program Is Unique...

The way the [mobile clinic] is set up, we can do anything in that [mobile clinic] that we do in the [health centre] clinic. We've done everything we can to make the health centre accessible and barrier free, but at the end of the day, it's a brick-and-mortar structure that has a sign over the door, and that makes it inaccessible for some people, especially people with a history of mistreatment in the medical system, like judgement and unfair treatment. For people who are deeply marginalized and people who have a traumatic past, that kind of treatment cuts really deep. People say, 'Yes, I understand I'm going to die if I don't go to the hospital, but I'm not going,' and it's more common than you think.

*But with this [mobile clinic], we've engaged with those people and connected with those people, and it's actually worked. There are a very high number of folks who have never received care from the health centre or anywhere else in the city for that matter, who happily come onto the [mobile clinic]. There is something about it that effectively makes it barrier free, which is exactly what the goal was. **We found a way to provide care to the most marginalized people in this community and do it effectively and efficiently, and to ensure it isn't just band-aids.***

*We can provide full scope primary and acute care on this [mobile clinic] with follow-up. People are coming back, we're able to make referrals and see them in two days or the next week and follow up with what we did, and that's the goal. **There is nothing else out there that is providing this level of care to this particular sub-section of our community, so that, I think, is a big thing on a long list of what makes H.O.M.E an essential service in the city of London.***

– H.O.M.E Program Collaborative Partner

REACHING CLIENTS WHERE THEY ARE

Finding: Clients have access to services where they are in the community as a result of the H.O.M.E Program, reducing barriers to care.

Service Locations

Service Location	Number of Visits
Home Visit (via the urgent or non-urgent support SUV) ⁴	1,059
Downtown	504
WISH York/Colborne ⁵	348
YMCA Centre Branch	174
Goodwill Industries	165
Men's Mission	138
Youth Opportunities Unlimited	91
Victoria Park	85
241 Simcoe St.	73
Dundas Corridor	59
WISH Elizabeth	18
580 Dundas St.	9

“

It's amazing that you come to us. I've never seen anything like this.”

- H.O.M.E Program Client

“

I would not seek services elsewhere.”

- H.O.M.E Program Client

⁴ Through the development of community partnerships, home visits also included visits to individuals accessing shelter at a local hotel, individuals supported by WISH to Be Home, and individuals accessing SafeSpace London.

⁵ Due to proximity, services may also have been provided to individuals at Men's Mission while the mobile clinic attended the WISH York/Colborne location.

Reaching Clients

In order to optimize reach, the H.O.M.E Program has:

- **Brought Services to People Where They Are (n=6)** – Using a mobile approach, the H.O.M.E Program has brought care to clients where they are in the community, including emergency shelters, social service agencies, the street, encampments, hotels, and clients' homes, which has helped clients feel more comfortable accessing care and has reduced barriers to services, particularly for those with limited mobility, more severe illness, and those who may be unable to attend a service location due to a restriction.
- **Built Rapport and Raised Awareness Through Word of Mouth (n=4)** – As a result of building strong rapport and trust with clients, the H.O.M.E Program has increased its reach in the community through word of mouth. Many referrals and connections have occurred through clients sharing their experience and encouraging their peers to access services from the H.O.M.E Program.

Suggestions to further improve the reach of the H.O.M.E Program include:

- **Increasing Mobility and Locations (n=5)** – To further improve the reach of the program, collaborative partners suggested being “even more mobile” and expanding the number of locations the program visits each week.
- **Expanding the Hours of Service (n=3)** – It was also recommended that the number of hours of service be increased in order to reach more clients, including offering evening hours and having the mobile clinic out in the community more often.

“

I get to go do my medical stuff not at a hospital.”

- H.O.M.E Program Client

“

[I like the] proximity to where I am. Getting care quickly.”

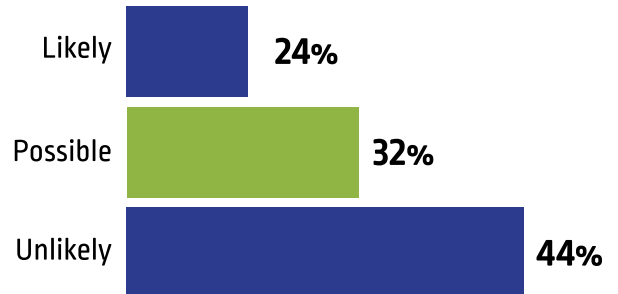
- H.O.M.E Program Client

EASE OF ACCESS TO SERVICES

Finding: It is easier for clients to access the services they need because of the H.O.M.E Program.

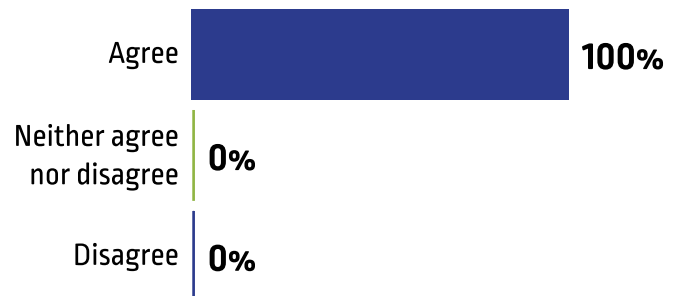
Likelihood of Clients Accessing Services Without the H.O.M.E Program (n=25)

In total, 44% (n=11) of clients reported they were unlikely to access services to address their health, mental health, addiction, and/or basic needs if the H.O.M.E Program did not exist. Further, approximately one-third (32%, n=8) of clients reported it was possible they would access services without the H.O.M.E Program, and one-quarter (24%, n=6) were likely to still access services if the H.O.M.E Program did not exist.



Because of the H.O.M.E Program, It Is Easier for Me to Get the Care or Services I Need (n=25)

In total, 100% (n=25) of clients said it was easier for them to get the care or services they need for their health, mental health, addiction, and/or basic needs because of the H.O.M.E Program.

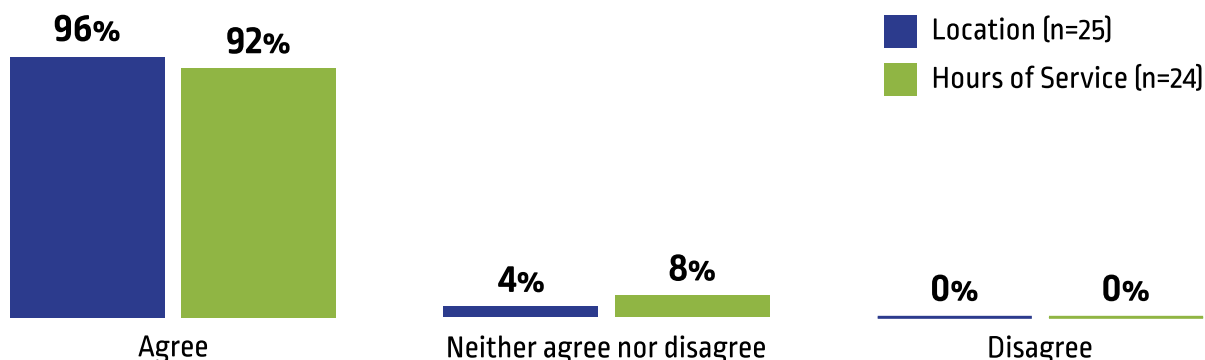


“

I'm finally accessing health care.”

- H.O.M.E Program Client

Factors That Made It Easier for Clients to Access Services



When asked what about the H.O.M.E Program made it easier to access needed care or services, 96% (n=24) of clients reported the location made it easier for them to get care, and 92% (n=22) said the hours of service made it easier to access services.

How the Program Model Is Impacting Access to Services

By using a collaborative, mobile, integrated service model, the H.O.M.E Program is:

- **Helping Marginalized Individuals Access Medical and Life-Saving Care (n=7)** – According to collaborative partners, the H.O.M.E Program approach and providing fully accessible, non-judgemental, barrier-free service has not only improved access to medical supports and follow-up care for highly marginalized individuals who may not seek medical care elsewhere, but has also directly saved lives by providing needed medical care in the moment.
- **Building Relationships, Trust, and Awareness (n=4)** – The H.O.M.E Program approach is helping to build trust with clients, increase client awareness of the partner agencies and available services, reduce stigma, and increase understanding amongst service providers about the reality and experiences of highly marginalized individuals in the community.
- **Improving Access to Wraparound Supports for Clients (n=3)** – Because of the collaborative, mobile, integrated service model, clients are being referred to a variety of services and have ready access to wraparound supports such as ID support, harm reduction services, and addiction counselling that can “fill in gaps in care pathways.”

“

It's faster to get medication and convenient. Always have someone that will look out for me. People recognize me and say, 'Hello.'”

- H.O.M.E Program Client

How the H.O.M.E Program Is Making Care Accessible...

*I think this is a revolutionary approach to care and is unlike anything I've ever seen. I've been working [in the field] for six years and every day, **we are meeting people I've never seen and never engaged with who have no history with any of the folks on the program team.** These are the most isolated and marginalized people in this community who are not only freely coming on the [mobile clinic], but are also coming back for multiple follow-up appointments.*

***Last winter, H.O.M.E saved the lives of at least 45 people.** It's a fully accessible, non-judgemental, barrier-free service. It's remarkable the effect it's having on folks who seek out services on the [mobile clinic]. I think that all medical services should be offered this way. It's genuinely incredible. Folks come in to see us for a variety of things, but right off the bat, you can see how it's different, they can see how it's different, and they respond to that."*

- H.O.M.E Program Collaborative Partner

Individuals who have chronic conditions or injuries living on the streets who normally say 'no' to going to the hospital are saying 'yes' to the [mobile clinic] because of how accessible it is."

- H.O.M.E Program Collaborative Partner

UPTAKE OF HARM REDUCTION STRATEGIES

Finding: Clients have access to harm reduction equipment and are increasing their use of harm reduction strategies.

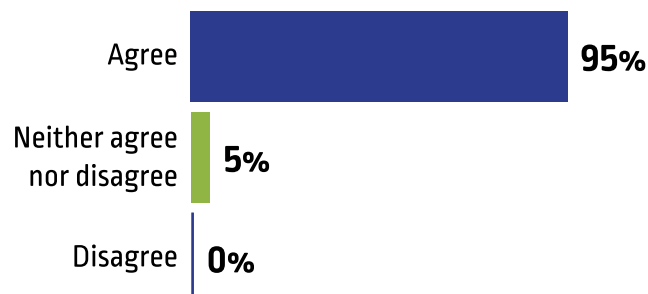
Distribution of Harm Reduction Equipment

475 engagements providing
+ harm reduction equipment

Harm reduction equipment was distributed through the H.O.M.E Program during 475 client engagements.

Because of the H.O.M.E Program, I Use Harm Reduction Strategies More Often (n=22)

Because of the H.O.M.E Program, 95% (n=21) of clients use harm reduction strategies [e.g. new needles or gear, condoms, lube, etc.] more often. Five percent (n=1) of clients neither agreed nor disagreed that they use harm reduction strategies more often because of the program.



“

I am able to get clean gear and not use old stuff.”

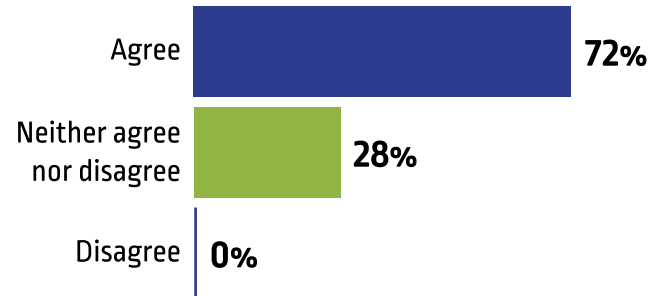
- H.O.M.E Program Client

CLIENT WELL-BEING

Finding: Clients are experiencing improved well-being as a result of accessing the H.O.M.E Program.

My Overall Well-Being Has Gotten Better Because of the Care or Service I've Received From the H.O.M.E Program (n=25)

When asked whether their overall well-being has gotten better because of the care or services provided by the H.O.M.E Program, 72% (n=18) of clients agreed and 28% (n=7) provided a neutral response.



Most Significant Change Experienced by Clients

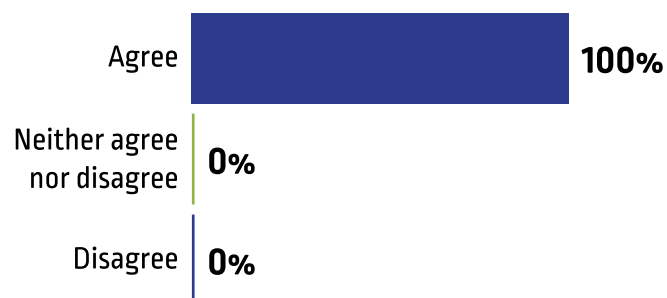
The **4** most common changes clients reported they experienced because of the H.O.M.E Program are:

- 1. Better Access to Care and Positive Care Experiences (n=7)** – Clients are receiving better health care and feel cared for, are seeking services and care when they didn't before, are able to get their medical needs met, and have faster, more accessible, and more convenient access to medication and care.
- 2. Receiving Wound Care (n=5)** – Because of the H.O.M.E Program, clients are getting the wound care they need, including cleaning bad abscesses.
- 3. Improved Health and Well-Being (n=4)** – Clients are feeling healthier since accessing the H.O.M.E Program. Further, one client said they are alive because of the program, and another reported their mental health has improved.
- 4. Increased Sense of Safety (n=3)** – According to clients, they feel safe knowing the H.O.M.E Program is available and that people are looking out for them.

COMFORT ACCESSING SERVICES

Finding: Clients feel comfortable accessing services from the H.O.M.E Program.

I Feel Comfortable Accessing the H.O.M.E Program (n=25)



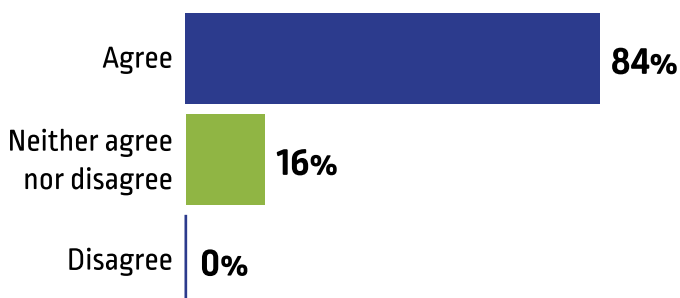
Overall, 100% (n=25) of clients agreed they felt comfortable accessing the H.O.M.E Program.

“

I feel safe knowing you're out there.”

- H.O.M.E Program Client

H.O.M.E Program Staff Treated Me With Respect (n=25)



When asked whether H.O.M.E Program staff treated them with respect, 84% (n=21) of clients agreed and 16% (n=4) provided a neutral response.

“

I like how friendly staff are.”

- H.O.M.E Program Client

“

I feel cared for.”

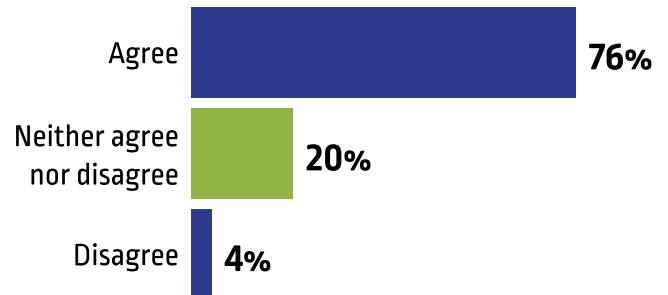
- H.O.M.E Program Client

CLIENT EXPERIENCE ACCESSING SERVICES

Finding: Clients have had a positive experience accessing services from the H.O.M.E Program.

Overall, I Am Satisfied With the Services I've Received From the H.O.M.E Program (n=25)

Approximately three-quarters (76%, n=19) of clients reported they were satisfied with the services they received from the H.O.M.E Program. Further, 20% (n=5) of clients neither agreed nor disagreed with this statement, and one client (4%) disagreed.



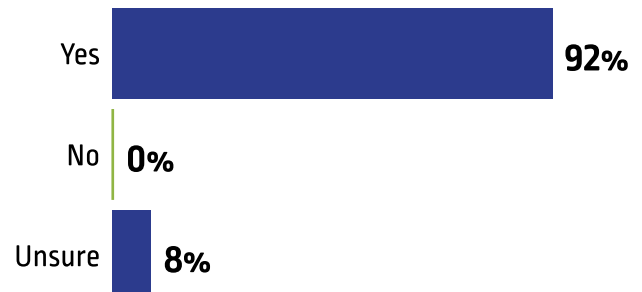
“

*If I didn't happen to find out about [the H.O.M.E Program], I don't know what would have happened to me. After being treated like s*** and dehumanized by everyone I ever trusted, this saved my life.”*

- H.O.M.E Program Client

I Would Recommend the H.O.M.E Program to Others (n=25)

Clients were asked whether they would recommend the H.O.M.E Program to anyone else. In total, 92% (n=23) of clients reported they would recommend the program to others and 8% (n=2) were unsure.



What the Program Has Done Well

The **4** aspects of the H.O.M.E Program clients liked most are:

1. **Mobile Service That Is Accessible Where People Are (n=15)** – One aspect of the H.O.M.E Program clients liked most was its mobility. Clients liked being able to access medical care outside of the hospital and noted services are “out here where we are,” accessible, convenient, and easy to get to.
2. **Access to Clean Gear (n=5)** – Clients appreciated being able to access clean gear (i.e. harm reduction equipment) through the H.O.M.E Program.
3. **Knowing You Can Get Help (n=2)** – Clients reported that they like being able to go to the mobile clinic for help and knowing they will be able to get support to address their needs.
4. **Access to Safe and Friendly Care (n=2)** – It was also noted by clients that they like how friendly staff are and that staff provide support in a way that makes them feel safe.

“

Having people who actually care and aren't there judging how I live, and instead supporting how I live. I've never been treated with respect in a hospital. I would die before I would ever go there.”

- H.O.M.E Program Client

Suggestions for Improvement

The **5** most common client suggestions to improve the program include:

1. **Providing More Basic Needs Products (n=8)** – Clients noted they would like the H.O.M.E Program to have more basic needs items available, such as food and snacks, blankets, clothing, weather-specific items, and hygiene products.
2. **Expanding Service Hours, Locations, and Staffing (n=7)** – It was suggested the H.O.M.E Program attend more locations outside of the downtown area, places people are camping, special events, and more apartment buildings. Increasing hours of service was also noted, including having the mobile clinic out five days a week instead of two and offering evening hours, as well as increasing the number of staff and including a doctor on the outreach team.
3. **Sharing and Maintaining the Service Schedule (n=3)** – Clients reported it would be helpful if the H.O.M.E Program provided a calendar outlining the schedule and locations where the mobile clinic will be and to ensure the schedule is maintained (i.e. the mobile clinic is out when it is scheduled to be).
4. **Providing Pamphlets (n=2)** – A couple of clients also noted they would appreciate if a pamphlet with more information about the H.O.M.E Program was available.
5. **Providing Housing Services (n=2)** – Clients also recommended the program develop a stronger connection to or provide more housing related supports.

“

“[I like the] accessibility, location. It’s easy to get to.”

- H.O.M.E Program Client

RESULTS: SERVICE PROVIDERS

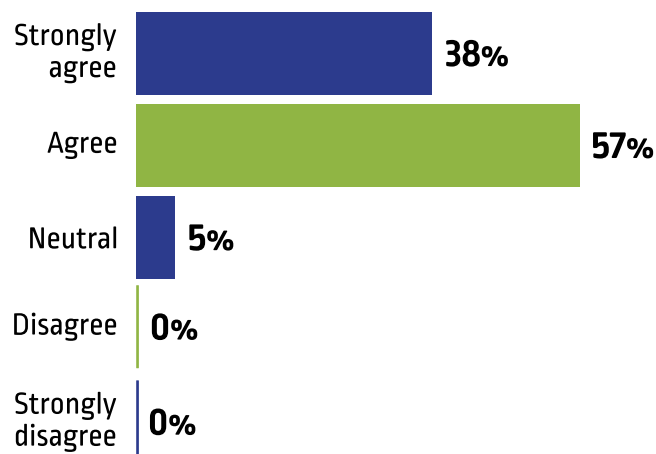
Presented in this section of the report are results from the surveys and focus group completed by collaborative partners regarding changes to service coordination, service provider communication, and service provider relationships, as well as collaborative partners' experiences implementing the H.O.M.E Program.

SERVICE COORDINATION

Finding: There is improved service coordination between collaborative partners, enabling partners to better support highly marginalized individuals in London.

As a Result of the H.O.M.E Program Approach, the Coordination of Services for Highly Marginalized Individuals in London Has Improved (n=21)

The majority of collaborative partners, 95% (n=20), strongly agreed or agreed that as a result of the H.O.M.E Program approach, the coordination of services for highly marginalized individuals in London has improved. One respondent (5%) provided a neutral response to this statement.



Factors that have influenced service coordination include:

- **Bringing Services Directly to Clients and Providing an Alternative Service Option (n=5)** – According to collaborative partners, being able to be on site where clients are and provide an alternative, accessible service option has supported greater coordination of services for clients and has allowed for a more proactive response to the needs in the community.
- **Having a Multi-Disciplinary Team Working Together to Provide a Range of Services (n=5)** – Creating a multi-disciplinary team that can offer a wide range of medical and wraparound care has also supported improved service coordination, as communication and referral between service providers and agencies can happen more quickly, follow-up can be facilitated more easily, and service providers are “on the same page” with respect to client care.

As a Result of Being Part of the H.O.M.E Program, I Feel Better Able to Support Highly Marginalized Individuals in London (n=17)

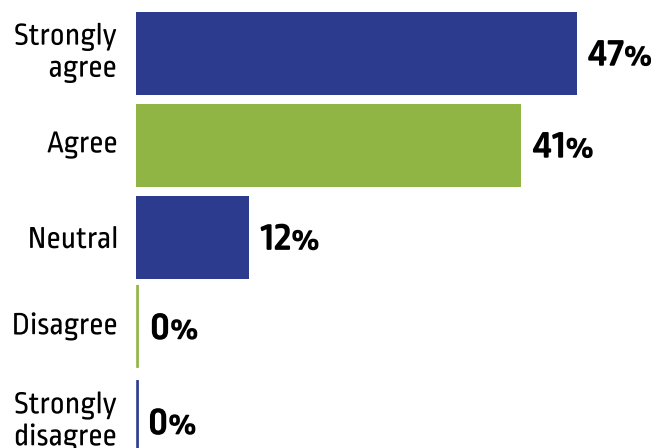
In total, 88% (n=15) of collaborative partners strongly agreed or agreed that as a result of being part of the H.O.M.E Program, they are better able to support highly marginalized individuals in London, and 12% (n=2) provided a neutral response.

Collaborative partners commented they are able to support diversions from the hospital and emergency department, develop connections with other community partners, reach and provide care in a comfortable, safe space to individuals who would not access medical care elsewhere, and that “being on the street” has been important for supporting highly marginalized individuals in the community.



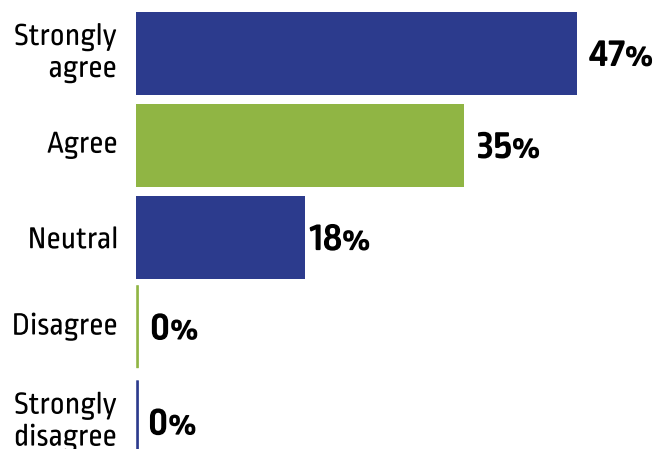
I think that some of our outcomes have brought realization that we can accomplish greater things if we all work together rather than as separate parts. Communication is benefitted when we are all working together and no one can slip through the cracks.”

- H.O.M.E Program Collaborative Partner



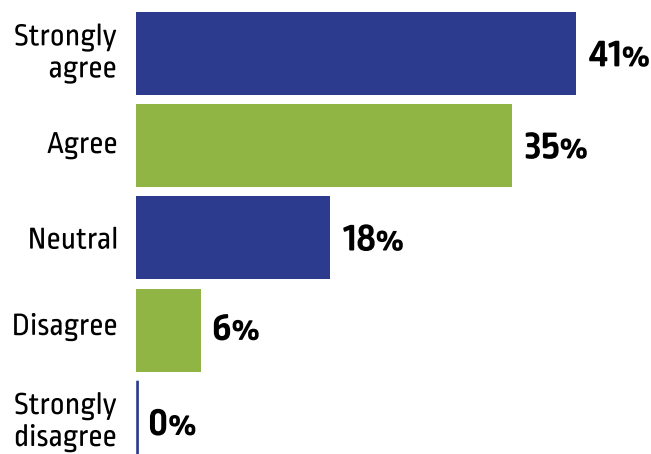
As a Result of Being Part of the H.O.M.E Program, My Organization Is Better Able to Support Highly Marginalized Individuals in London (n=17)

When asked whether their organizations are better able to support highly marginalized individuals in London as a result of being part of the H.O.M.E Program, 82% (n=14) of collaborative partners strongly agreed or agreed, and 18% (n=3) provided a neutral response. Collaborative partners noted that services are now more accessible and that clients experience decreased risk when they have somewhere they can go to address their needs.



As a Result of the H.O.M.E Program Approach, Collaborative Partners Are Working Differently to Support Highly Marginalized Individuals in London (n=17)

Approximately three-quarters (76%, n=13) of collaborative partners strongly agreed or agreed that as a result of the H.O.M.E Program approach, collaborative partners are working differently to support highly marginalized individuals in London. In total, 18% (n=3) of partners provided a neutral response and one partner (6%) disagreed with this statement.



How Collaborative Partners Are Working Differently

When asked how collaborative partners are working differently to support highly marginalized individuals, partners reported:

- There is a greater emphasis on client needs instead of system needs.
- Services are now flexible, proactive, and reaching people where they are instead of requiring individuals to seek help and overcome barriers to do so.
- Clients have more choice.
- Partners can help clients apply for ID.
- Service providers are now on the same page with respect to client care.
- Service providers have developed relationships that allow for direct referrals between agencies, which makes it quicker and easier for clients to access care.

Collaborative partners also noted the COVID-19 pandemic has affected the program's ability to fully realize the ways service providers can work differently together (e.g. not being able to have wraparound services and outreach team members in the mobile clinic due to capacity limits), and that in order to be able to work differently to support highly marginalized individuals, strong communication between agencies and within the program team is critical.

“

We now have faces to put to names, direct contacts, and are able to leverage our relationships to do direct referrals between agencies.”

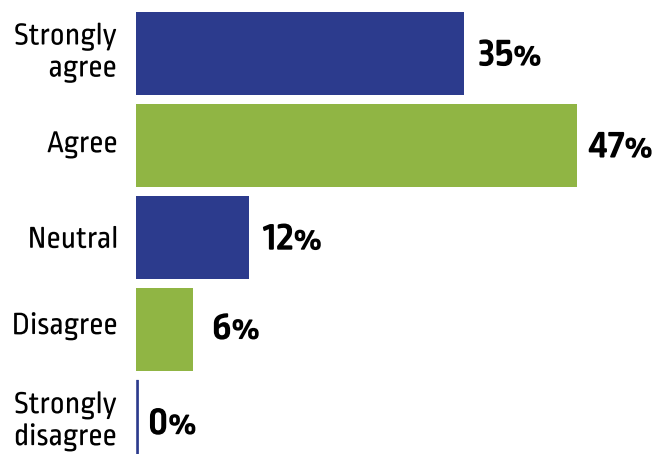
- H.O.M.E Program Collaborative Partner

SERVICE PROVIDER COMMUNICATION

Finding: There is improved communication between collaborative partners supporting highly marginalized individuals in London.

As a Result of the H.O.M.E Program Approach, the Level of Communication Between Service Providers Supporting Highly Marginalized Individuals in London Has Improved (n=17)

In total, 82% (n=14) of collaborative partners strongly agreed or agreed that the level of communication between service providers supporting highly marginalized individuals in London has improved as a result of the H.O.M.E Program approach. Twelve percent (n=2) of collaborative partners gave a neutral response and one partner (6%) disagreed with the statement.



Factors Impacting Service Provider Communication

Factors that have helped improve communication between service providers include:

- **Greater Familiarity With and Known Contacts at Other Agencies (n=4)** – Collaborative partners reported that having multiple agencies working together all in one place, having consistent members of the team, getting to know other service providers better, and having direct contacts at another agency have all made communication between service providers easier, which has resulted in improved referrals and follow-up between agencies.
- **Sharing Information and Talking Regularly (n=3)** – Collaborative partners are also sharing information about available resources and talking “person-to-person” more often, which has helped to improve communication and collaboration.

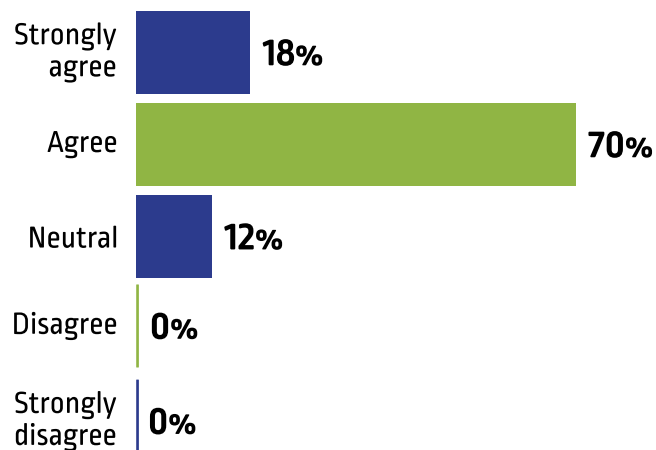
A few collaborative partners also noted communication between service providers and consistent use of program communication tools are areas that can continue to grow and improve, particularly to support communication between management and frontline teams, communication between the outreach and medical teams, and communication about any changes to the plan or staffing complement for the day.

RELATIONSHIPS BETWEEN SERVICE PROVIDERS

Finding: Collaborative partners have developed strong, trusting relationships with other service providers supporting highly marginalized individuals in London.

There Is a High Level of Trust Between Service Providers Involved in the H.O.M.E Program (n=17)

Overall, 88% (n=15) of collaborative partners strongly agreed or agreed there is a high level of trust between service providers involved in the H.O.M.E Program. Two partners (12%) provided a neutral response.



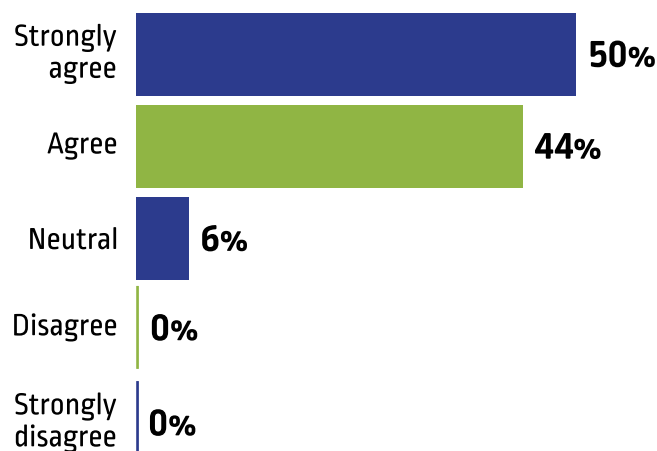
“

I like the knowledge exchange that happens between service providers and how that strengthens functional relationships and the system in general.”

- H.O.M.E Program Collaborative Partner

My Relationships With Other Service Providers Have Deepened as a Result of Working Together Through the H.O.M.E Program (n=16)

Most collaborative partners, 94% (n=15) strongly agreed or agreed their relationships with other service providers have deepened as a result of working together through the H.O.M.E Program. One partner (6%) provided a neutral response to this statement, noting that based on their role, they have not had much engagement with other service providers.



SERVICE PROVIDER EXPERIENCE WITH PROGRAM IMPLEMENTATION

Finding: Collaborative partners are working and learning together to implement a multi-disciplinary, adaptive, mobile service model that is reducing barriers to services, meeting clients where they are, and providing essential and life-saving care.

What Has Gone Well With Program Implementation

The **5** most common successes collaborative partners reported experiencing with implementing the H.O.M.E Program are:

- 1. Reducing Barriers and Improving Access to Services for Highly Marginalized Community Members (n=17)** – According to collaborative partners, the H.O.M.E Program has had great success bringing services to clients, reducing barriers to service, and reaching highly marginalized individuals who may be unable or are reluctant to access services elsewhere. As a result, clients have more immediate access to health care and wraparound services, have reduced risk of serious and life-threatening infections, and are building connections in the community that support follow-up and continued care.
- 2. Developing Relationships With and Providing a Positive Experience for Clients (n=8)** – The H.O.M.E Program has also been successful in providing non-judgemental and empathetic care, helping clients feel more comfortable reaching out to and accessing services, reducing experiences of stigma for clients, helping clients feel valued and supported, and building trusting relationships with clients.
- 3. Using a Multi-Disciplinary, Multi-Agency Approach (n=4)** – By applying a multi-disciplinary, multi-agency approach to service provision, clients can readily access a range of supports at one time in a single location.
- 4. Partner Collaboration and Relationship Development (n=3)** – Collaborative partners noted there has been great collaboration between the partners involved in the program, which has supported the development of functional relationships between staff, across disciplines, and between agencies.
- 5. Providing Life-Saving Intervention (n=2)** – The H.O.M.E Program has also provided life-saving care to individuals who would have died had they not received treatment from the program's medical team or a referral to another medical facility.

Factors that have supported program implementation and are critical to the success of the model include:

- **The Values Used to Provide Care (n=7)** – According to collaborative partners, working with organizations that share a similar value system and philosophy and are supportive of the approach being implemented has been important. Further, embodying the values of kindness and empathy, accessible, barrier-free, and non-judgemental care, and working to reduce stigma and experiences of trauma have been critical to the success of the H.O.M.E Program.
- **Providing a Mobile Service That Meets Clients Where They Are (n=5)** – Collaborative partners highlighted the H.O.M.E Program has been successful at operationalizing the approach of meeting clients where they're at by being mobile and "being out where the clients are" instead of requiring clients to come to service providers, which has been integral to the way the H.O.M.E Program operates and has created opportunities to build rapport with clients.
- **Collaboration Between Partner Agencies (n=5)** – Multi-agency collaboration has also been a key factor that has supported the implementation of the H.O.M.E Program. By coming together, it is easier for organizations to understand the work each community partner does and how their services can complement each other, create a cohesive team, refer clients to each other's services, and work together to support individuals who may not otherwise access care.
- **Rapport and Trust Building (n=4)** – Building trust and rapport not only with community members, but also between partners has been critical to the successful implementation of the H.O.M.E Program. Partners are able to build on the trust their colleagues have developed in the community to better connect with clients, and through developing rapport with each other, partners are better able to give and receive feedback, work through differences or challenges, and trust each other's knowledge and expertise.
- **The Ability to Adapt (n=3)** – Being adaptable to changing circumstances, "embracing outside-of-the-box thinking," and using the knowledge, insights, and lessons learned from both partners and clients to improve and grow have all been critical to the H.O.M.E Program's success.
- **A Passionate, Skilled, and Dedicated Team (n=2)** – It was also noted that the commitment of partners to supporting the community and developing a team that is passionate about this work and has the skills required to support individuals with complex needs are key factors that have supported the implementation of the program.



The H.O.M.E Program has been a huge success. We have been able to engage with a population that wouldn't access health services any other way. We have built the trust of this population, and mainly through word of mouth, have treated and cared for hundreds of people."

- H.O.M.E Program Collaborative Partner

Challenges Experienced During Program Implementation

The **5** most common challenges collaborative partners reported experiencing with implementing the program include:

“

I think the secret sauce is being out where the clients are and not being stuck in a building. Being mobile and around where they gather the most. That's the biggest key.”

*- H.O.M.E Program
Collaborative Partner*

1. **Service Adjustments (n=13)** – There is only one Special Operations Bus available in the London community, and therefore, in alignment with the service agreement for the Special Operations Bus, the bus used by the H.O.M.E Program may be reassigned elsewhere in the community when required, such as in the event of an emergency situation. Collaborative partners noted that at times, reassignment of the bus and staffing challenges required the program to adjust its planned service operations, and that service consistency is critical when serving marginalized communities.
2. **Communication and Coordination (n=8)** – Communication and coordination within the program team was also noted as a challenge at times. For example, it was discussed that it can sometimes be challenging for the outreach and medical teams to stay connected. It was also noted that communicating service or schedule changes to clients can be a challenge when clients may not have access to a phone or the Internet, and that a communication strategy to provide clients and partner sites with timely updates would be valuable.
3. **The COVID-19 Pandemic (n=4)** – Collaborative partners reported the COVID-19 pandemic created some barriers in implementing the program, as it impacted staffing, the number of service providers that could be in the mobile clinic or at a partner site to conduct more in-depth client work, and the team's ability to access amenities while conducting outreach.
4. **Utilization of the Outreach Team (n=3)** – Collaborative partners identified there is potential for the outreach team to be utilized to a greater extent, and it was suggested that more members of the outreach team be trained in completing ID paperwork, opportunities for more in-depth provision of care by members of the outreach team be explored, and that outreach team members be equipped with more seasonal and basic needs items.
5. **Limited Time and Resources (n=3)** – A few collaborative partners also indicated there are limited resources and service hours to meet the high level of need in the community.

Opportunities for Improvement or Change

The **5** most common strategies collaborative partners reported could help improve the H.O.M.E Program include:

“

I feel this is a great initiative and would hope it could be expanded on.”

- H.O.M.E Program
Collaborative Partner

1. **Improved Communication and Coordination Amongst Partners (n=5)** – Strategies to further improve communication and coordination between partners included maintaining regular communication, having a consistent lead on the operations team to support allocation of tasks and responsibilities, creating more opportunities for team building and understanding of partners (e.g. their reporting requirements, roles, goals, etc.), and developing strategies to improve communication between the medical and outreach teams and between the leadership and operation-focused teams.
2. **Obtaining Dedicated Resources for the Program (n=4)** – Collaborative partners identified that having resources dedicated solely to the program (e.g. funding, a mobile clinic, etc.) would help to improve consistency of service delivery.
3. **Expanding Service Times and Locations (n=4)** – Collaborative partners recommended increasing the number of days mobile clinic services are available, re-assessing current service locations to ensure they are effective in meeting the need in the community, and identifying additional service locations to help further increase the program's reach in the community.
4. **Providing Additional Resources and Staff to Address the Community Need (n=3)** – In order to meet the demand for service and the need in the community, it was recommended by collaborative partners that additional resources such as snacks and basic needs items be provided to the outreach team, outreach team members be trained on how to complete ID paperwork, wraparound supports be incorporated in the mobile clinic, and additional healthcare staff be brought on to the program team.
5. **Communication to the Community About the Schedule (n=2)** – A couple of collaborative partners also suggested providing a schedule to clients online or in the form of a business card so they know when and where the mobile clinic will be in the community.

Advice for Others Looking to Implement a Similar Approach

The **4** most common pieces of advice collaborative partners would give to others are:

1. **Build Community Connections and Leverage Existing Relationships (n=7)** – Collaborative partners recommended developing strong connections in the community to create awareness about and support for the program [e.g. gathering basic needs items for clients from support networks], as well as leveraging existing relationships partners have with community members to facilitate warm transfers and connections to each other's agencies or services and help build trusting relationships with clients.
2. **A Multi-Agency Wraparound Approach Is Key (n=7)** – Working collaboratively across multiple agencies to create a shared vision and values and implement a multi-disciplinary, wraparound approach that leverages the skills and strengths of each partner has been identified by collaborative partners as a best practice model for reaching and providing critical services to marginalized individuals in the community.
3. **Ensure Adequate Resources and Guidelines Are in Place (n=4)** – Collaborative partners noted that securing adequate program funding for staffing and resources is critical to providing comprehensive, wraparound care that is “not just band-aids,” that there is high demand for basic needs items such as food, drinks, and seasonal items, and that developing guidelines and protocols specific to the program help to empower staff in their work.
4. **This Work Requires a Passionate and Skilled Team (n=4)** – It was recommended that others looking to implement a similar program ensure they engage staff at both a leadership and frontline level that are passionate, skilled, and able to adapt quickly, and that peer workers or advisors be engaged as part of the team.

“

Make sure you are prepared to provide primary care, follow-up, and wraparound supports, not just acute care/band-aids. Ensure you have a highly skilled, capable team that is capable of acting quickly and adapting to intense situations. Be prepared to continuously modify your approach and plan.”

- H.O.M.E Program Collaborative Partner

Impact on Service Providers

The **3** most common types of impacts the H.O.M.E Program has had on collaborative partners include:

- 1. Development of New Skills, Knowledge, and Experiences (n=7)** – Through participating in the H.O.M.E Program, collaborative partners have had the opportunity to gain new perspectives on their work, develop a better understanding of the clients they serve and the challenges they are experiencing, learn more about other agencies and the services they provide, and become more adaptable and empathetic in their work.
- 2. An Improved Ability to Support Clients (n=5)** – By being able to provide an alternative approach to care, collaborative partners feel their work is more impactful, as they can connect with clients who may not typically access their services and are able to provide better support and facilitate connections to wraparound services for these clients.
- 3. Development of Strong Working Relationships With Other Service Providers (n=3)** – Collaborative partners are also “working together more in building one another up to wrap support around clients,” are sharing knowledge and expertise in order to meet the needs of the community, and feel more comfortable reaching out to one another.

“

Through outreach, it does give me the ability to connect with folks who don't typically access our services. I am able to provide further support and make connections to other departments as well.”

- H.O.M.E Program Collaborative Partner

Impact on Partner Organizations

The **4** most common types of impacts the H.O.M.E Program has had on partner organizations are:

1. **An Improved Ability to Provide and Reduce Barriers to Care and Services (n=6)** – By being part of the H.O.M.E Program, partner organizations are finding new service solutions and ways to utilize the skills of their staff, are improving the way they provide care to marginalized individuals, are increasing client access to their services, and are developing trust in the community.
2. **Increased Staff Ability to Make Meaningful Connections With Clients (n=4)** – Through the H.O.M.E Program and “getting feet on the street,” staff can more easily and meaningfully engage with the most marginalized members of the community and in ways they would not have been able to without the H.O.M.E Program, which has also helped clients get to know the partner organizations better.
3. **Information Sharing and Collaboration Between Colleagues and Agencies (n=4)** – Collaboration, networking with staff and agencies that work in other fields or have differing areas of expertise, and knowledge exchange have been key benefits of the H.O.M.E Program for partner organizations. Working more closely together has also improved the ability of partner organizations to offer clients connections to wraparound care.
4. **Greater Awareness of the Community Being Served (n=2)** – Being part of the H.O.M.E Program has also helped partner organizations increase their awareness and understanding of the community they serve, which can support greater empathy in the provision of services.



Improved access and gained trust in the community – this I feel has made clients feel they are worthy of care because we are willing to come to them. This shows them they too are important and worthy of high quality health care.”

- H.O.M.E Program Collaborative Partner

STORIES OF IMPACT

This section of the report shares three stories highlighting the experiences of highly marginalized individuals in London, the services and supports offered by the program, and the impacts the H.O.M.E Program has had on clients.⁶

Anna Received Immediate Care to Address Life-Threatening Injuries

While accompanying two clients to the mobile clinic, members of H.O.M.E Program outreach team spotted Anna standing on a traffic island and stumbling into traffic. When the outreach workers approached Anna, she appeared groggy, had blood coming from her head, and kept telling them she just wanted to rest. The outreach workers spoke with Anna and told her about the services available from the H.O.M.E Program mobile clinic and encouraged Anna to get her head wound assessed. Anna agreed and was supported by the outreach workers to the mobile clinic. When Anna arrived on the mobile clinic, medical staff completed a full assessment. They found Anna had sustained life-threatening injuries and that there was spinal fluid leaking from her nose. EMS was called immediately to take Anna to the hospital. The medical team continued to support Anna until EMS arrived and explained the situation to them. Anna was taken to the hospital and members of the H.O.M.E Program team followed up to ensure she received the care she needed.

⁶ Please note that names have been changed to maintain anonymity.

Gabe Was Supported to Return to the Hospital and Provided With Follow-Up Care

Gabe was in the hospital after being assaulted and receiving multiple stab wounds to his leg and lower back and fractures to his face. He was experiencing difficulty lifting his foot (foot drop) and had damage to his eye. Gabe needed multiple surgeries, but felt he was not receiving sufficient care for the opiate withdrawal he was experiencing, and he left the hospital against medical advice before all of his surgeries were finished. Gabe returned to the street where the H.O.M.E Program connected with him, and he was open to seeking medical support from the mobile clinic. After reviewing Gabe's charts and procedures from the hospital, the medical team determined he was at high risk if he remained on the street. The medical and outreach teams advocated for Gabe to stay at an emergency shelter in order to receive proper care. Further, they helped Gabe to return to the hospital for further care by creating an emergency safer supply plan to prevent Gabe from experiencing opiate withdrawal while in the hospital. With the support of the H.O.M.E Program, Gabe was able to access adequate shelter for the duration of his recovery, was provided with follow-up care three days a week, and was supported to attend follow-up medical appointments at the hospital. As a result, Gabe did not miss any of his appointments and healed in approximately six weeks.

Steph and Darien Received Support to Access Housing, Wound Care, and Wraparound Services

Steph and Darien were experiencing homelessness and were camping in a field with several other people. One day, an accident with a lighter led to a large tent fire, leaving Steph and Darien with burn wounds and no belongings. Steph and Darien attended the hospital to get their wounds checked. At the hospital, Steph's wounds were treated, but Darien was asked to remain overnight in the hospital for ongoing care. Due to COVID-19 policies, Steph was unable to stay with Darien and visiting was limited. Darien felt nervous leaving Steph alone on the street and in the elements, as they had lost their tent. As a result, Darien left the hospital against medical advice to make sure Steph was safe that night.

Members of the H.O.M.E Program outreach team encountered Steph and Darien the next day, learned what had happened, and encouraged them to attend the mobile clinic for medical care. After assessing Darien's wounds, the medical team discussed with Darien and the outreach team how serious his wounds were and that if he wasn't treated and able to access hygienic living conditions where he could receive aftercare, he could die. Together, the medical and outreach teams worked with Darien to determine what would help him feel most comfortable to stay in the hospital. Program staff secured a spot for Steph to stay in a shelter for women while Darien was in the hospital so that he didn't have to worry about her safety. The program team also provided support for Steph and Darien to remain in contact during Darien's hospital stay. Further, the outreach team worked with the City to secure a safe, clean space for Darien and Steph to stay once Darien was discharged from the hospital. Steph and Darien were very thankful for the care they received from the H.O.M.E Program team, are comfortable in their new unit, and have continued receiving wraparound supports from the H.O.M.E Program and partner agencies.

CONCLUSION

The data and findings presented in this report from the first year of the H.O.M.E Program demonstrate that the H.O.M.E Program and its application of a collaborative, multi-disciplinary, mobile service model is reducing barriers to primary care and wraparound supports for highly marginalized individuals in London, many of whom are not accessing care elsewhere.

Results indicate that by being mobile and bringing multiple service providers to where people are in the community, clients are better able to access and feel more comfortable engaging with the services they need. Further, service providers are able to make more meaningful connections with clients, provide them with follow-up care, and connect them to additional services and resources. Findings also show that by being where clients are, the H.O.M.E Program team is able to address life-threatening issues in the moment, and where appropriate, divert individuals from accessing emergency services.

By providing harm reduction equipment and education, H.O.M.E Program clients are also increasing their use of harm reduction strategies. Findings also indicate that because of the services and supports clients are accessing through the H.O.M.E Program, they are experiencing improved well-being.

The H.O.M.E Program has not only made a positive difference for highly marginalized individuals in the community, but it has also had positive impacts on collaborative partners and the provision of services. Specifically, the H.O.M.E Program has facilitated the development of strong, trusting relationships between service providers and has improved service coordination and communication between collaborative partners so they can better meet the needs of the community they serve.

The findings presented in this report will be used to guide the ongoing implementation of and improvements to the H.O.M.E Program. Further, lessons and insights from the evaluation of the H.O.M.E Program can be used to inform new and innovative approaches for providing primary care and wraparound services to highly marginalized individuals.



Health Outreach Mobile Engagement

H.O.M.E Program Year 1 Evaluation Report

January 11, 2021 – January 10, 2022



Canadian Mental
Health Association
Thames Valley
Addiction and Mental Health Services



London
InterCommunity
Health Centre



Regional
HIV/AIDS
Connection



Ministry of Health
Assistant Deputy Minister
Emergency Health Services Division

5700 Yonge Street
6th Floor
Toronto ON M2M 4K5
Tel.: 647-919-6921
www.ontario.ca/health

Ministère de la Santé
Sous-ministre Adjoint
Division des services de santé d'urgence

5700 Yonge Street
6^e étage
Toronto ON M2M 4K5
Tel.: 647-919-6921
<http://www.ontario.ca/sante>

September 9, 2022

eApprove-182-2022-322

Mr. Bill Rayburn
Chief Administrative Officer
The County of Middlesex
Middlesex-London Paramedic Service
399 Ridout Street North
London ON N6A 2P1

Dear Mr. Rayburn:

Re: Ministry of Health Agreement with The County of Middlesex effective the 4th day of February 2014 (the “Agreement”)

This letter is further to the recent letter from the Honourable Sylvia Jones, Deputy Premier and Minister of Health, in which she informed your organization that the Ministry of Health (the “ministry”) will provide The County of Middlesex for Middlesex-London Paramedic Service up to \$2,336,725 in additional base funding with respect to the Land Ambulance Services Grant (LASG) for the 50:50 partnership for the 2022 calendar year. This will bring the total maximum base funding available under the Agreement for the 2022 calendar year up to \$23,601,163.

Please note this amount does not include any inflationary adjustment.

The Ministry will provide your organization with the funding noted in this letter subject to the Ministry receiving the necessary appropriation from the Ontario Legislature.

Your grant will be adjusted in your electronic transfer payments and provided in semi-monthly payments in the middle and the end of each month.

We appreciate your cooperation with the ministry in managing your funding as effectively as possible. You are expected to adhere to our reporting requirements, particularly for in-year service and financial reporting, which is expected to be timely and accurate. Based on our monitoring and assessment of your in-year service and

... /2

financial reporting, your cash flow may be adjusted appropriately to match actual services provided.

It is also essential that you manage costs within your approved budget.

Please review the attached 2022 LASG calculation carefully. Should you require any further information or clarification, please contact Teresa Hugh, Senior Financial Analyst at 437-833-2472 or by e-mail at Teresa.Hugh@ontario.ca.

Thank you for all that you and your organization is doing to protect the health and safety of the people of Ontario during the COVID-19 outbreak and your ongoing dedication and commitment to improving land ambulance services in Ontario.

Sincerely,



Susan Picarello
Assistant Deputy Minister

Enclosure

- c: Ms. Alison Warwick, Warden, The County of Middlesex
Mr. Neal Roberts, Chief of Middlesex-London Emergency Medical Services
Mr. Jim Yuill, Director, Financial Management Branch
Mr. Jeffrey Graham, (A) Director, Fiscal Oversight & Performance Branch
Mr. Stuart Mooney, Director, Emergency Health Program Management & Delivery Branch (EHPMDB)
Mr. Robin Souchuk, (A) Senior Field Manager , Southwest Field Office, EHPMDB

Ministry of Health

Office of the Deputy Premier
and Minister of Health

777 Bay Street, 5th Floor
Toronto ON M7A 1N3
Telephone: 416 327-4300
Facsimile: 416 326-1571
www.ontario.ca/health

Ministère de la Santé

Bureau du vice-premier ministre
et du ministre de la Santé

777, rue Bay, 5^e étage
Toronto ON M7A 1N3
Téléphone: 416 327-4300
Télécopieur: 416 326-1571
www.ontario.ca/sante



Alison Warwick
Warden
County of Middlesex
399 Ridout Street North
London, ON N6A 2P1
awarwick@middlesex.ca

Dear Warden Warwick:

Thank you for taking the time to meet with me at the 2022 Association of Municipalities of Ontario (AMO) Conference on behalf of the County of Middlesex. It is a privilege to have had the opportunity to engage with the municipalities that help our province grow and prosper.

Our government knows that collaboration is the key to building strong, thriving communities. Each community has their own set of unique circumstances and we are committed to ensuring our health care system is tailored to meet those needs.

To that end, I was pleased to hear your feedback on ambulance offload delays and the transfer of London Ambulance Communication Centre responsibilities to Middlesex London Paramedic Service.

I look forward to continuing our dialogue as we build a stronger health care system that ensures all Ontarians have access to the care they need.

Sincerely,

A handwritten signature in black ink, appearing to be "Sylvia Jones".

Sylvia Jones
Deputy Premier and Minister of Health

c: MPP Rob Flack (Elgin—Middlesex—London)
Hon. Monte McNaughton (Lambton—Kent—Middlesex)



Committee of the Whole

Meeting Date: September 27, 2022

Submitted by: Sarah Savoie, County Accessibility Coordinator

Subject: Middlesex County Accessibility Content Style and Design Guide and Middlesex County Creating Accessible Documents Guide

Background:

The Accessibility Content Style and Design Guide and the Creating Accessible Documents Guide were created to ensure that all of the County's online documents and social media posts are compliant with the *Integrated Accessibility Standards Regulations* (IASR) WCAG 2.0 Level AA requirements.

Note: the guides are working documents as training may identify other document accessibility gaps that should be addressed further within the guides. Once the website is redeveloped the guides will be expanded to include web accessibility information.

The guides will be presented to the Middlesex Accessibility Advisory Committee as an information item at the final meeting in October 2022. Further, the two guides have been circulated and training has begun for Communications staff. The feedback that has been provided was incorporated. Training will also be provided for each department and interested Local Municipal Partners. Training instructions will be provided and the training is customized based on accessibility issues identified within the documents collected.

Analysis:

The **Accessibility Content Style and Design Guide** provides information on accessible fonts, font colours, colour contrast requirements, headings and styles, accessible format and communication supports, accessible web content, image and video accessibility, and resources. The Guide incorporates corporate branding requirements in line with the County's Communications Strategy.

It provides information on accessibility content style and design rules that must be applied to all County correspondence, documents and social media postings.

Documents can include but are not limited to the following:

- Reports to Council
- Minutes
- Agendas
- Policies
- Procedures
- Terms of Reference
- Plans
- Guides
- Social Media Posts (text and images)

The **Creating Accessible Documents Guide** provides detail on how to convert different documents or social media posts into an accessible format. The documents and posts must comply with the W3C (World Wide Web Consortium) Web Content Accessibility Guidelines 2.0 Level A and AA.

Per the legislation, all documents created after January 1, 2012 that are posted online for the public to access must be in accessible format.

The guide provides information on:

- Web accessibility resources
- How to make Word documents accessible and how to use the Word accessibility checker
- How to make accessible PowerPoints and Excel documents
- How to create accessible PDFs by using the Adobe Accessibility Checker
- Creating Accessible InDesign and Canva documents
- How to ensure Social Media posts are accessible for:
 - Facebook
 - Instagram
 - LinkedIn
 - Twitter
 - YouTube
- Information on the WCAG 2.0 Level A and AA Checklist

There are step-by-step details on how to implement the changes necessary to make the various document and social media posts accessible. Training will also be provided to staff members regarding the guides and document accessibility.

Alignment with Strategic Focus:

This report aligns with the following Strategic Focus and Objectives:

Strategic Focus	Objectives
Cultivating Community Vitality	<ul style="list-style-type: none">• Innovate social and community services by implementing guides that ensure all documents and social media posts are accessible to everyone
Connecting Through Infrastructure	<ul style="list-style-type: none">• Encourage and advocate through partnerships, the construction of scalable, equitable broadband infrastructure, recognizing our unserved and underserved areas by making changes to existing documents and ensuring all future documents are fully accessible, thereby removing barriers for people with disabilities when accessing information and services
Strengthening Our Economy	<ul style="list-style-type: none">• Create an environment that enables the attraction and retention of businesses, talent, and investments by ensuring the recruitment documentation is accessible to all job applicants
Promoting Service Excellence	<ul style="list-style-type: none">• Anticipate and align municipal service delivery to emerging needs and expectations by considering the increased populations of seniors and people with disabilities and introducing strategic initiatives• Engage, educate and inform residents, businesses, and visitors of county services and community activities and bring awareness to document accessibility and the benefits it brings to ensuring everyone has equal access to information and County services



Middlesex County Content Style and Design Guide



Request Accessible Format and/or Communication Supports

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Introduction

The Content Style and Design Guide is focused on outlining rules when creating web content that is posted online and is intended to be easily found, understood, and accessed by the public. The rules are based on writing principles and techniques that are aimed at making content more accessible, clearer, and that consider the needs of people with disabilities.

Purpose

This guide was created to provide information on accessibility and design rules that must be applied to all County correspondence, documents, and media. The guide outlines information relating to:

- The creation of accessible document templates
- How to use the accessibility checker in Microsoft and Adobe
- Style guidelines for documents
- Colour contrast requirements
- Accessible language and formatting
- Image and video accessibility
- Language and content readability

Scope

This Style and Design Guide is intended to be applied to all documents created by the County of Middlesex, including the Economic Development and Tourism Department, the Middlesex County Library and the Middlesex-London Paramedic Service that are made available to the public.

Application

The documents that this guide applies to includes, but is not limited to, the following:

- Reports to Council
- Minutes
- Agendas
- Policies
- Procedures
- Terms of Reference
- Plans
- Guides
- Social Media Posts (images and posts)

Note: Accessible templates have been created for various types of documents including Council Reports. These templates have been circulated to staff and meet the requirements of these design guidelines. See page 32 for a complete list of Accessible Templates.

While the *Integrated Accessibility Standards Regulation* (IASR) accessibility requirements applies to documents created after January 1, 2012, this guide applies to all publicly posted documents created by the County. Internal documents should be made accessible and adhere to this guide, but it is not a requirement under the IASR.

Documents for Print Only

Although the IASR requirements do not apply to print documents, it is important to maintain consistency and uniformity for all documents produced by the County.

Not required for print documents:

- Font type
- Font format
- Headings
- Web content rules

Required for print documents:

- Font and background colour
- Colour contrast
- Content style
- Language
- Font size

Consider the Clear Print Accessibility Guidelines created by Canadian National Institute of the Blind when creating print materials (brochures, posters, booklets, pamphlets etc.)

Accessible Fonts

Not all fonts are designed with accessibility in mind. Fonts should be simple, unembellished and clear. Inaccessible fonts may:

- Impact the readability score and make the content harder to read
- Make it difficult to distinguish between the shapes of each letter or character
- Slow the reader down
- Effect the appearance of the font making it harder to identify letters or cause overlapping letters or characters
- Are used for decorative purposes that do not prioritize accessibility or readability
- Mimics handwriting or cursive style writing

Most information circulated by the County is communicated through text, which is why it is important that it is in an accessible font so all members of the community can access it.

It is not just people with visual disabilities that struggle with certain font types, people with learning disabilities can face barriers when inaccessible fonts are used.

Accessible Font Types

The following fonts may be used for body paragraphs:

- Arial
- Calibri (Body)
- Inter

The following fonts may be used for headings:

- Arial Narrow
- Calibri Light
- Inter

The following font is used on the corporate website, the Economic Development and Tourism websites and the Middlesex-London Paramedic Service website:

- Inter

The following font is used on the Middlesex County Library website:

- Arial

Fonts used in any documents produced by the County should adhere to the above list of font types. However, other fonts may be used when creating graphics for the website and social media, provided the font is accessible and the overall look and feel of the corporate branding is maintained. See font colour options below.

Font Size and Format

- All text should be in 12pt font or higher
- Fonts should remain consistent throughout the document
- Do not to use more than 3 fonts and 3 font colours per document

When documents contain fonts that are not accessible, it can create barriers for people with disabilities, and can impact the documents readability and it can make it harder to understand.

Fonts that do not adhere to the list above may also not be recognized across all platforms (Word, Adobe InDesign, WordPress, PowerPoint, Canva, Adobe PDF) which means that when converting a document into accessible format, the platform may flag it as inaccessible.

Fonts may be **bolded**, and while you can use underlines or *italics*, this may not always be accessible to everyone. Try to emphasize the content in another manner.

Add a Font to Microsoft and Adobe

Step 1: open the following [Microsoft Add a Font](#) and follow the instructions to install a font to Microsoft






Step 2: open the following [How to Install Fonts on Mac and Windows -Adobe](#) and follow the instructions to install a font to Adobe



Installing Inter

To install **Inter** download the font from the following [Inter -Google Fonts](#) and follow the instructions set out above to add the font to either Microsoft or Adobe

Note: if Inter is not installed in Adobe it may not convert properly. Try converting it a second time to see if it works, if not follow the steps to install Inter for all platforms.

Font Colour Options - Corporate

Font Colour, RGB, HEX #	Background and Size	Associated Colours
 Oxford Blue R: 1 G: 18 B: 51 HEX: #011233	It can be used in 12pt font or higher on a white background	#ebf1ff #d7e4fe #afc9fe #88affd #5f93fd #3878fb #125cfa #0f4cdc #04318c #022264
 Royal Blue R: 0 G: 9 B: 165 HEX: #005b9c	It can be used in 12pt font or higher on a white background	#daebfb #b6D7f6 #91c2f2 #6db0ee #489cea #01e083 #01b86a #008f53 #007344 #003D24
 Forest Green R: 40 G: 153 B: 73 HEX: #289949	It can be used in 12pt font or higher on a black background, and 14pt font or higher on a white background, but will not pass WCAG 2.0 Level AAA for normal text	#EDFAF0 #beefcc #9de7b3 #7cde9a #5cd681 #2eb355 #259245 #1d7236 #145227 #0c3117
 Old Gold R: 229 G: 201 B: 58 HEX: #e5c93a	It can be used in 12pt font or higher on a black background	#fdf5d8 #f9e69f #f7de78 #f4cf3d #e8c00c #dea916 #cc8c0d #b3730b #a6600a #8c5a09
 Royal Purple R: 80 G: 51 B: 116 HEX: #503374	It can be used in 12pt font or higher on a white background	#f6f2fD #ddd7e5 #c3b7d4 #b099cf #9b78c9 #8957ca #724aa7 #603f8c #4b316d #2f1e45

Font Colour, RGB, HEX #	Background and Size	Associated Colours
 Slate Blue R: 81 G: 120 B: 163 HEX: #5178a3	It can be used in 12pt font or higher on a white background, but will not pass WCAG 2.0 Level AAA for normal text	#f3f8fd #e9eaeb #d5dbe2 #bdccdc #a4bdd9 #84abd6 #659bd6 #5986b8 #47698f #37516e
 Cool Grey R: 138 G: 145 B: 153 HEX: #8a9199	It can be used in 12pt font or higher on a black background, and 14pt font or higher on a white background, but will not pass WCAG 2.0 Level AAA for normal text	#e6f0fa #d5e1ed #c3d1de #aec2d9 #99abbf #7d98b3 #6b8299 #596c80 #506173 #36414d

Note: the font colours can be used on different background colours, use the Contrast Checker to ensure the colours selected meets the WCAG 2.0 Level AA requirements.

Heading Font Colour Options



Blue

R: 4 G: 49 B: 140
HEX: #04318c



Dark Green

R: 20 G: 82 B: 39
HEX: #145227



Dark Purple

R: 75 G: 49 B: 109
HEX: #4b316d













Dark Grey











R: 80 G: 97 B: 115
HEX: #506173

Other Associated Colours -Corporate











Oxford Blue

 #ebf1ff R: 235 G: 241 B: 255	 #d7e4fe R: 215 G: 228 B: 254	 #afc9fe R: 175 G: 201 B: 254	 #88affd R: 136 G: 175 B: 253	 #5f93fd R: 95 G: 147 B: 253
 #3878fb R: 50 G: 120 B: 251	 #125cfa R: 18 G: 92 B: 250	 #0f4cdc R: 15 G: 76 B: 220	 #04318c R: 4 G: 49 B: 140	 #022264 R: 2 G: 34 B: 100











Royal Blue

 #daebfb R: 218 G: 235 B: 251	 #b6D7f6 R: 182 G: 215 B: 246	 #91c2f2 R: 145 G: 194 B: 242	 #6db0ee R: 109 G: 176 B: 238	 #489cea R: 72 G: 156 B: 234
 #2488e5 R: 36 G: 136 B: 229	 #1873c9 R: 24 G: 115 B: 201	 #0f4980 R: 15 G: 73 B: 128	 #0c335b R: 12 G: 51 B: 91	 #061f37 R: 6 G: 31 B: 55











Forest Green

 #edfaf0 R: 237 G: 250 B: 240	 #beefcc R: 190 G: 234 B: 204	 #9de7b3 R: 157 G: 231 B: 179	 #7cde9a R: 124 G: 222 B: 154	 #5cd681 R: 92 G: 214 B: 129
 #2eb355 R: 46 G: 179 B: 85	 #259245 R: 37 G: 146 B: 69	 #1d7236 R: 29 G: 114 B: 54	 #145227 R: 20 G: 82 B: 39	 #0c3117 R: 12 G: 49 B: 23











Old Gold

 #fdf5d8 R: 253 G: 245 B: 216	 #f9e69f R: 249 G: 230 B: 159	 #f7de78 R: 247 G: 222 B: 120	 #f4cf3d R: 244 G: 207 B: 61	 #e8c00c R: 232 G: 192 B: 12
 #dea916 R: 222 G: 169 B: 22	 #cc8c0d R: 204 G: 130 B: 13	 #b3730b R: 179 G: 115 B: 11	 #a6600a R: 166 G: 96 B: 10	 #8c5a09 R: 140 G: 90 B: 9











Royal Purple

 #f6f2fD R: 246 G: 242 B: 253	 #ddd7e5 R: 221 G: 215 B: 229	 #c3b7d4 R: 195 G: 183 B: 212	 #b099cf R: 176 G: 153 B: 207	 #9b78c9 R: 155 G: 120 B: 201
 #8957ca R: 137 G: 87 B: 202	 #724aa7 R: 114 G: 74 B: 167	 #603f8c R: 96 G: 63 B: 140	 #4b316d R: 75 G: 49 B: 109	 #2f1e45 R: 47 G: 30 B: 69








Slate Blue


 #f3f8fd R: 243 G: 248 B: 253	 #e9eaeb R: 233 G: 234 B: 235	 #d5dbe2 R: 213 G: 219 B: 226	 #bdccdc R: 189 G: 204 B: 220	 #a4bdd9 R: 164 G: 189 B: 217
 #84abd6 R: 132 G: 171 B: 214	 #659bd6 R: 101 G: 155 B: 214	 #5986b8 R: 89 G: 134 B: 184	 #47698f R: 71 G: 105 B: 143	 #37516e R: 55 G: 81 B: 110

Cool Grey

 #e6f0fa R: 230 G: 240 B: 250	 #d5e1ed R: 213 G: 225 B: 237	 #c3d1de R: 195 G: 209 B: 222	 #aec2d9 R: 174 G: 194 B: 217	 #99abfb R: 153 G: 171 B: 191
 #7d98b3 R: 125 G: 152 B: 179	 #6b8299 R: 107 G: 130 B: 153	 #596c80 R: 89 G: 108 B: 128	 #506173 R: 80 G: 97 B: 115	 #36414d R: 54 G: 65 B: 77











Font Colour Options - Economic Development and Tourism

Font Colour, RGB, HEX #	Background and Size	Associated Colours
 Oxford Blue R: 1 G: 18 B: 51 HEX: #011233	It can be used in 12pt font or higher on a white background	#ebf1ff #d7e4fe #afc9fe #88affd #5f93fd #3878fb #125cfa #0f4cdc #04318c #022264
 Royal Blue R: 0 G: 9 B: 165 HEX: #005b9c	It can be used in 12pt font or higher on a white background	#daebfb #b6D7f6 #91c2f2 #6db0ee #489cea #01e083 #01b86a #008f53 #007344 #003D24
 Forest Green R: 40 G: 153 B: 73 HEX: #289949	It can be used in 12pt font or higher on a black background, and 14pt font or higher on a white background, but will not pass WCAG 2.0 Level AAA for normal text	#EDFAF0 #beefcc #9de7b3 #7cde9a #5cd681 #2eb355 #259245 #1d7236 #145227 #0c3117
 Old Gold R: 229 G: 201 B: 58 HEX: #e5c93a	It can be used in 12pt font or higher on a black background	#fdf5d8 #f9e69f #f7de78 #f4cf3d #e8c00c #dea916 #cc8c0d #b3730b #a6600a #8c5a09
 Blood Orange R: 241 G: 81 B: 37 HEX: #f15025	It can be used in 14pt font or higher on a white background but does not pass WCAG 2.0 Level AAA, or 12pt font or higher on a black background	HEX TBD
 Cerulean Blue R: 40 G: 181 B: 220 HEX: #28b5dc	It can be used in 12pt font or higher on a black background	#cacecf6 #a7e1f1 #83d6eb #61c9e5 #3dbde0 #22acd3 #1d90af #17738c #105769 #0a3946
 Vivid Burgundy R: 158 G: 6 B: 50 HEX: #9e0632	It can be used in 12pt font or higher on a white background	#ffebf1 #ffd6e3 #ffacc7 #fe85ab #fe5c8f #ff3373 #df0b47 #b8073a #7a0328 #520219











Font Colour, RGB, HEX #	Background and Size	Associated Colours
 Cool Grey R: 138 G: 145 B: 153 HEX: #8a9199	It can be used in 12pt font or higher on a black background, and 14pt font or higher on a white background, but will not pass WCAG 2.0 Level AAA for normal text	#e6f0fa #d5e1ed #c3d1de #aec2d9 #99abbf #7d98b3 #6b8299 #596c80 #506173 #36414d

Other Associated Colours -Economic Development and Tourism











Oxford Blue

 #ebf1ff R: 235 G: 241 B: 255	 #d7e4fe R: 215 G: 228 B: 254	 #afc9fe R: 175 G: 201 B: 254	 #88affd R: 136 G: 175 B: 253	 #5f93fd R: 95 G: 147 B: 253
 #3878fb R: 50 G: 120 B: 251	 #125cfa R: 18 G: 92 B: 250	 #0f4cdc R: 15 G: 76 B: 220	 #04318c R: 4 G: 49 B: 140	 #022264 R: 2 G: 34 B: 100











Royal Blue

 #daebfb R: 218 G: 235 B: 251	 #b6D7f6 R: 182 G: 215 B: 246	 #91c2f2 R: 145 G: 194 B: 242	 #6db0ee R: 109 G: 176 B: 238	 #489cea R: 72 G: 156 B: 234
 #2488e5 R: 36 G: 136 B: 229	 #1873c9 R: 24 G: 115 B: 201	 #0f4980 R: 15 G: 73 B: 128	 #0c335b R: 12 G: 51 B: 91	 #061f37 R: 6 G: 31 B: 55











Forest Green

 #edfaf0 R: 237 G: 250 B: 240	 #beefcc R: 190 G: 234 B: 204	 #9de7b3 R: 157 G: 231 B: 179	 #7cde9a R: 124 G: 222 B: 154	 #5cd681 R: 92 G: 214 B: 129
 #2eb355 R: 46 G: 179 B: 85	 #259245 R: 37 G: 146 B: 69	 #1d7236 R: 29 G: 114 B: 54	 #145227 R: 20 G: 82 B: 39	 #0c3117 R: 12 G: 49 B: 23











Old Gold

 #fdf5d8 R: 253 G: 245 B: 216	 #f9e69f R: 249 G: 230 B: 159	 #f7de78 R: 247 G: 222 B: 120	 #f4cf3d R: 244 G: 207 B: 61	 #e8c00c R: 232 G: 192 B: 12
 #dea916 R: 222 G: 169 B: 22	 #cc8c0d R: 204 G: 130 B: 13	 #b3730b R: 179 G: 115 B: 11	 #a6600a R: 166 G: 96 B: 10	 #8c5a09 R: 140 G: 90 B: 9











Blood Orange

 #fdf5d8 R: 253 G: 245 B: 216	 #f9e69f R: 249 G: 230 B: 159	 #f7de78 R: 247 G: 222 B: 120	 #f4cf3d R: 244 G: 207 B: 61	 #e7bc0c R: 232 G: 192 B: 12
 #d4ac0d R: 222 G: 169 B: 22	 #d9370b R: 217 G: 55 B: 11	 #876e08 R: 179 G: 115 B: 11	 #604e06 R: 166 G: 96 B: 10	 #4d3f03 R: 140 G: 90 B: 9











Cerulean Blue

 #caecf6 R: 202 G: 236 B: 246	 #a7e1f1 R: 167 G: 225 B: 241	 #83d6eb R: 131 G: 214 B: 235	 #61c9e5 R: 97 G: 201 B: 229	 #3dbde0 R: 61 G: 189 B: 224
 #22acd3 R: 34 G: 172 B: 211	 #1d90af R: 29 G: 144 B: 175	 #17738c R: 23 G: 115 B: 140	 #105769 R: 16 G: 87 B: 105	 #0a3946 R: 10 G: 57 B: 70




Vivid Burgundy

 #ffe6f1 R: 255 G: 235 B: 241	 #ffd6e3 R: 255 G: 214 B: 227	 #ffacc7 R: 255 G: 172 B: 199	 #fe85ab R: 254 G: 133 B: 171	 #fe5c8f R: 254 G: 92 B: 143
 #ff3373 R: 255 G: 51 B: 115	 #df0b47 R: 223 G: 11 B: 71	 #b8073a R: 184 G: 7 B: 58	 #7a032b R: 122 G: 3 B: 43	 #520219 R: 82 G: 2 B: 25

Cool Grey









 #e6f0fa R: 230 G: 240 B: 250	 #d5e1ed R: 213 G: 225 B: 237	 #c3d1de R: 195 G: 209 B: 222	 #aec2d9 R: 174 G: 194 B: 217	 #99abbf R: 153 G: 171 B: 191
 #7d98b3 R: 125 G: 152 B: 179	 #6b8299 R: 107 G: 130 B: 153	 #596c80 R: 89 G: 108 B: 128	 #506173 R: 80 G: 97 B: 115	 #36414d R: 54 G: 65 B: 77

Font Colour Options - Middlesex County Library









Font Colour, RGB, HEX #	Background and Size	Associated Colours
 Lapis Lazuli R: 0 G: 91 B: 157 HEX: #005b9d	It can be used in 12pt font or higher on a white background	#00528d #00406e #002e4f #001b2f #1a6ba7 #4d8cba #80adce #b3cee2
 May Green R: 36 G: 147 B: 60 HEX: #24933c	It can be used in 12pt font or higher on a black background, and 14pt font or higher on a white background, but will not pass WCAG 2.0 Level AAA for normal text	#208436 #19672a #124a1e #0b2c12 #3a9e50 #66b377 #92c99e #bddfc5
 Naples Yellow R: 246 G: 214 B: 91 HEX: #f6d65b	It can be used in 12pt font or higher on a black background	#ddc053 #ac9540 #7b6b2e #4a401c #ddc053 #f9e28d #fbaeae #fcf2ce

Other Associated Colours – Middlesex County Library









Lapis Lazuli

 #00528d R: 0 G: 82 B: 141	 #00406e R: 0 G: 64 B: 110	 #002e4f R: 0 G: 46 B: 79	 #001b2f R: 0 G: 27 B: 47
 #1a6ba7 R: 26 G: 107 B: 167	 #4d8cba R: 77 G: 140 B: 186	 #80adce R: 128 G: 173 B: 206	 #b3cee2 R: 179 G: 206 B: 226







May Green


 #208436 R: 32 G: 132 B: 54	 #19672a R: 25 G: 103 B: 42	 #124a1e R: 18 G: 74 B: 30	 #0b2c12 R: 11 G: 44 B: 18
 #3a9e50 R: 58 G: 158 B: 80	 #66b377 R: 102 G: 179 B: 119	 #92c99e R: 146 G: 201 B: 158	 #bddfc5 R: 189 G: 223 B: 197



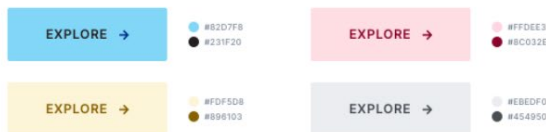
 #ddc053 R: 221 G: 192 B: 83	 #ac9540 R: 172 G: 149 B: 64	 #7b6b2e R: 123 G: 107 B: 46	 #4a401c R: 74 G: 64 B: 28
 #ddc053 R: 221 G: 192 B: 83	 #f9e28d R: 249 G: 226 B: 141	 #fbaeae R: 251 G: 234 B: 174	 #fcf2ce R: 252 G: 242 B: 206

Font Colour Options - Middlesex-London Paramedic Service

Font Colour, RGB, HEX #	Background and Size
 Rich Black R: 35 G: 31 B: 32 HEX: #231f20	It can be used in 12pt font or higher on a white background
 Blue R: 0 G: 91 B: 156 HEX: #005b9c	It can be used in 12pt font or higher on a white background
 Gold R: 227 G: 168 B: 27 HEX: #e3a81b	It can be used in 12pt font or higher on a black background
 Light Blue R: 50 G: 181 B: 233 HEX: #32b5e9	It can be used in 12pt font or higher on a black background
 Red R: 197 G: 0 B: 31 HEX: #c5001f	It can be used in 12pt font or higher on a white background, and 14pt font or higher on a black background but will not pass WCAG 2.0 Level AAA
 Dark Grey R: 69 G: 73 B: 80 HEX: #454950	It can be used in 12pt font or higher on a white background

Font Colour, RGB, HEX #	Background and Size
 Mid Grey R: 111 G: 117 B: 128 HEX: #6f7580	It can be used in 12pt font or higher on a white or black background, but will not pass WCAG 2.0 Level AAA for normal text

Solid Fill, Pastel Colours, Default State (V1)



Ghost, Vivid Colours, Default State (V1)



Solid Fill, Pastel Colours, Active State (V1)



Ghost, Vivid Colours, Active State (V1)



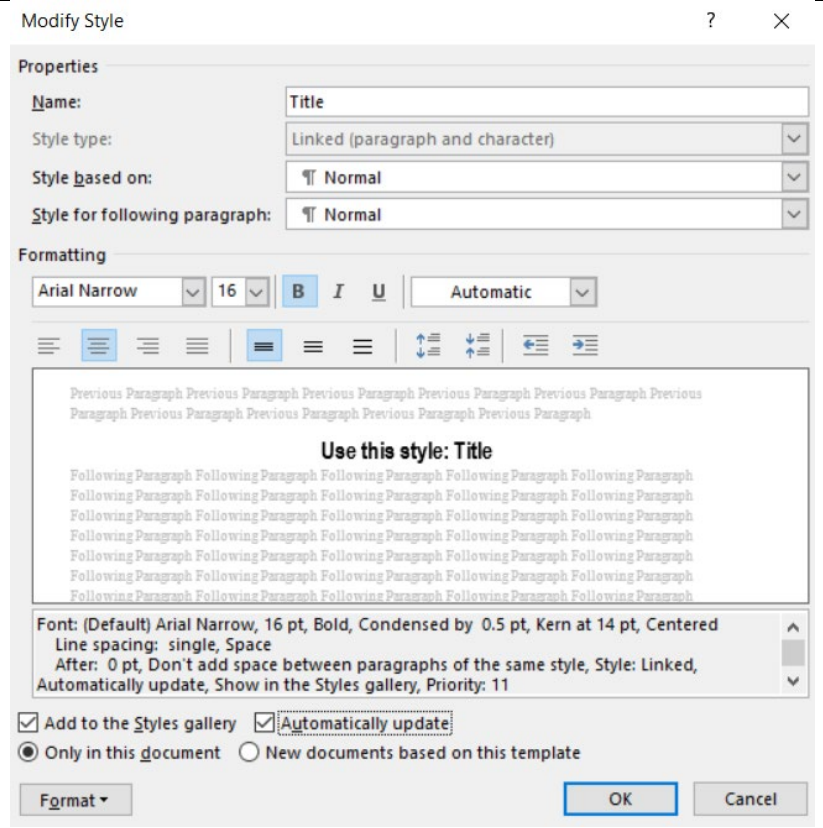
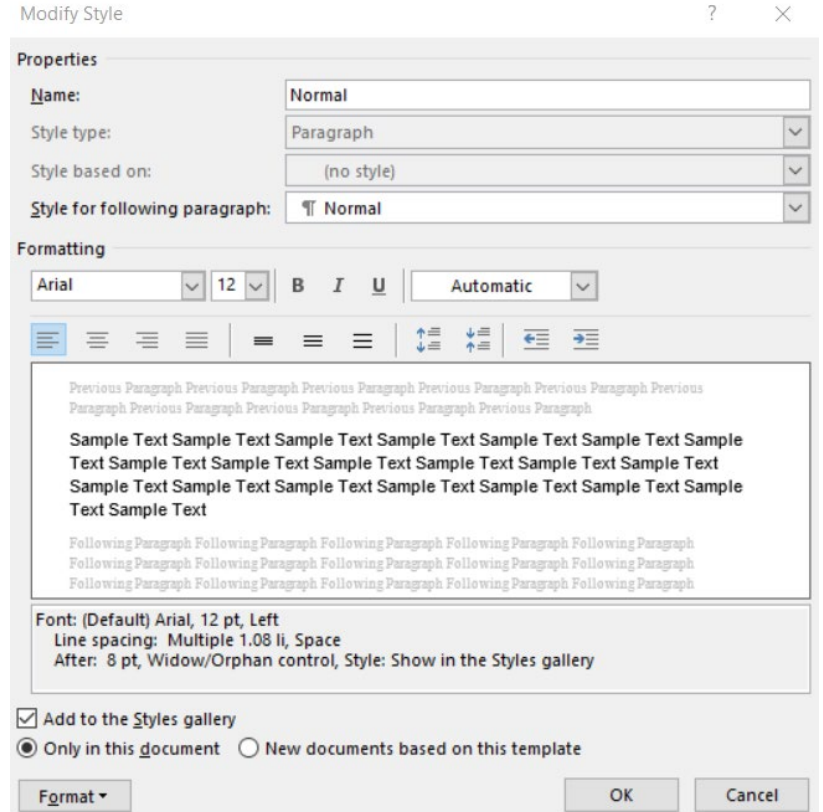
Headings

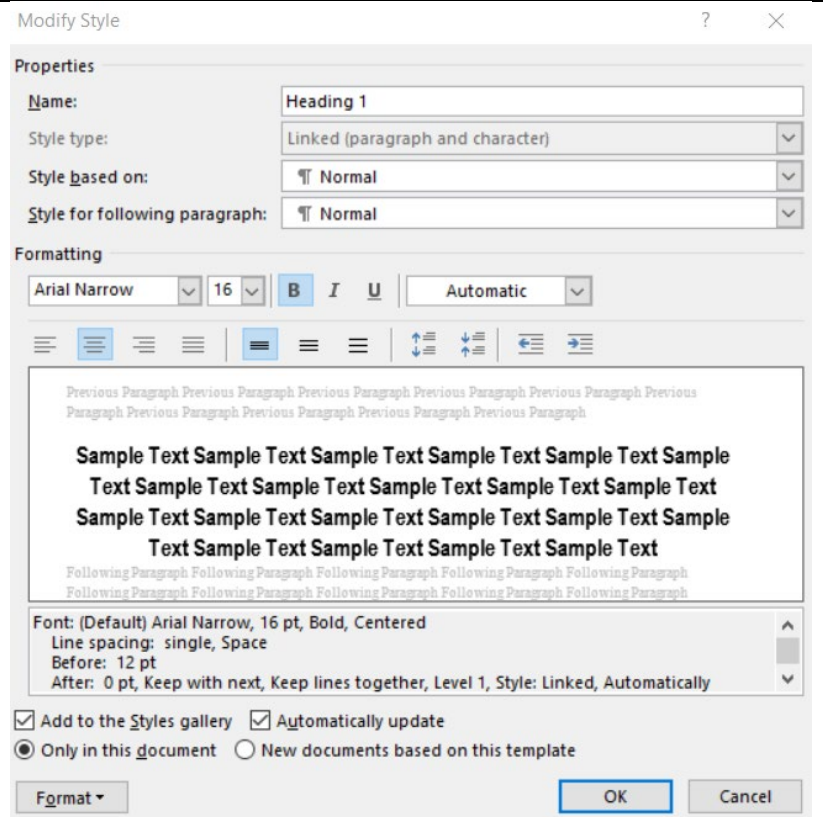
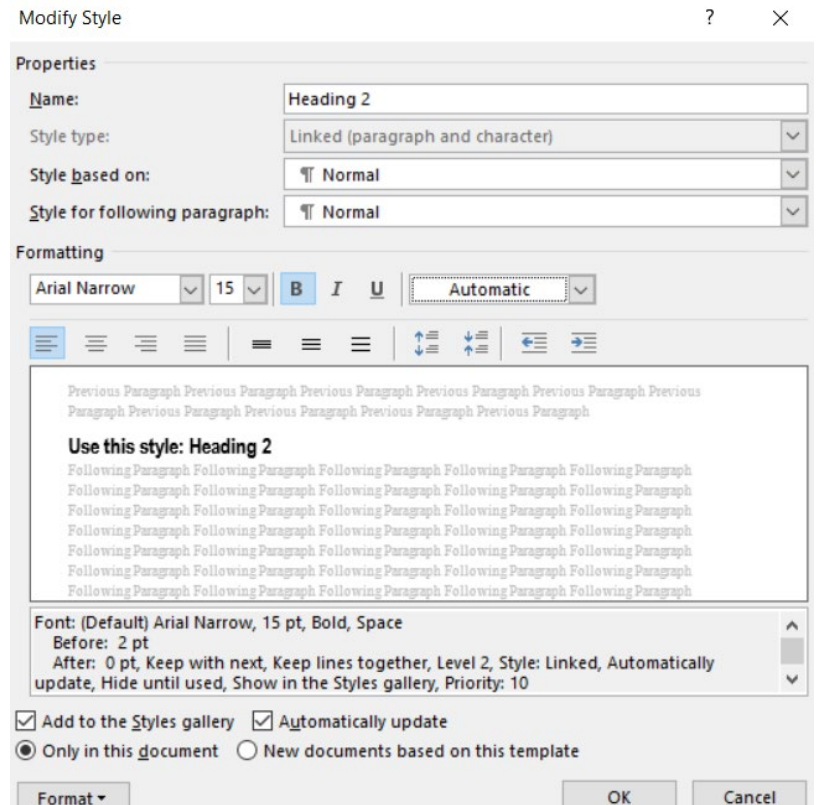
Headings should be consistent throughout the document. To ensure the headings are consistent, use the **Modify** option to customize headings for Word documents.

Step 1: under the **Home** tab, right click on **Heading 1** (2, 3, 4, or 5) and click **Modify**

Step 2: Using the screenshots in right column of the chart below, modify the headings to align with the format information provided on the left column of the chart

Step 3: Click **new documents based on this template** to apply the formatting to all **new** documents created in Microsoft Word (can adjust format to select a different font)

<p>Title</p> <p>Font: Arial Narrow Font Size: 16pt Font Style: Bold Colour: Automatic Align: Centre</p>	
<p>Body Text (Normal)</p> <p>Font: Arial Font Size: 12pt Font Style: None Colour: Automatic Align: Left</p>	

<p style="text-align: center;">Heading 1</p> <p>Font: Arial Narrow Font Size: 16pt Font Style: Bold Colour: Automatic (can select alternative colour from list above) Align: Centre</p>	 <p>The screenshot shows the 'Modify Style' dialog box for 'Heading 1'. The 'Name' field is 'Heading 1'. The 'Style type' is 'Linked (paragraph and character)'. The 'Style based on' is 'Normal'. The 'Style for following paragraph' is 'Normal'. The 'Formatting' section shows 'Arial Narrow' font, '16' size, 'B' (Bold) style, and 'Automatic' color. The 'Previous Paragraph' and 'Following Paragraph' sections show sample text. The 'Font: (Default)' section shows 'Arial Narrow, 16 pt, Bold, Centered'. The 'Line spacing' is 'single, Space'. The 'Before' and 'After' spacing is '0 pt, Keep with next, Keep lines together, Level 1, Style: Linked, Automatically'. The 'Add to the Styles gallery' and 'Automatically update' checkboxes are checked. The 'Only in this document' radio button is selected. The 'Format', 'OK', and 'Cancel' buttons are at the bottom.</p>
<p>Heading 2</p> <p>Font: Arial Narrow Font Size: 15pt Font Style: Bold Colour: Automatic (can select alternative colour from list above) Align: Left</p>	 <p>The screenshot shows the 'Modify Style' dialog box for 'Heading 2'. The 'Name' field is 'Heading 2'. The 'Style type' is 'Linked (paragraph and character)'. The 'Style based on' is 'Normal'. The 'Style for following paragraph' is 'Normal'. The 'Formatting' section shows 'Arial Narrow' font, '15' size, 'B' (Bold) style, and 'Automatic' color. The 'Previous Paragraph' and 'Following Paragraph' sections show sample text. The 'Font: (Default)' section shows 'Arial Narrow, 15 pt, Bold, Space'. The 'Line spacing' is 'single, Space'. The 'Before' and 'After' spacing is '0 pt, Keep with next, Keep lines together, Level 2, Style: Linked, Automatically update, Hide until used, Show in the Styles gallery, Priority: 10'. The 'Add to the Styles gallery' and 'Automatically update' checkboxes are checked. The 'Only in this document' radio button is selected. The 'Format', 'OK', and 'Cancel' buttons are at the bottom.</p>

Font: Arial Narrow
Font Size: 14pt
Font Style: Bold
Colour: Automatic (can
select alternative colour
from list above)
Align: Left

Modify Style

Name: Heading 4

Style type: Linked (paragraph and character)

Style based on: Normal

Style for following paragraph: Normal

Formatting

Arial Narrow | 13 | B I U | Automatic

[List Icon] [Bulleted List Icon] [Section Header Icon] [Table Icon] [Decrease Indent Icon] [Increase Indent Icon] [Align Left Icon] [Align Center Icon] [Align Right Icon]

Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph
 Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph
Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text
Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text
Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text
Text Sample Text
 Following Paragraph Following Paragraph Following Paragraph Following Paragraph Following Paragraph
 Following Paragraph Following Paragraph Following Paragraph Following Paragraph Following Paragraph
 Following Paragraph Following Paragraph Following Paragraph Following Paragraph Following Paragraph

Font: (Default) Arial Narrow, 13 pt, Bold, Space
 Before: 2 pt
 After: 0 pt, Keep with next, Keep lines together, Level 4, Style: Linked, Automatically update, Hide until used, Show in the Styles gallery, Priority: 10

☒ Add to the Styles gallery ☒ Automatically update

☒ Only in this document ☐ New documents based on this template

Format OK Cancel

Font: Arial Narrow
Font Size: 13pt
Font Style: Bold
Colour: Automatic (can
select alternative colour
from list above)
Align: Left

Modify Style

Name: Heading 4

Style type: Linked (paragraph and character)

Style based on: Normal

Style for following paragraph: Normal

Formatting

Arial Narrow 13 B I U Automatic

Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph
 Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph Previous Paragraph
Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text
Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text
Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text Sample Text
Text Sample Text
 Following Paragraph Following Paragraph Following Paragraph Following Paragraph Following Paragraph
 Following Paragraph Following Paragraph Following Paragraph Following Paragraph Following Paragraph
 Following Paragraph Following Paragraph Following Paragraph Following Paragraph Following Paragraph

Font: (Default) Arial Narrow, 13 pt, Bold, Space
 Before: 2 pt
 After: 0 pt, Keep with next, Keep lines together, Level 4, Style: Linked, Automatically update, Hide until used, Show in the Styles gallery, Priority: 10

☒ Add to the Styles gallery
 ☒ Automatically update

☒ Only in this document
 ☐ New documents based on this template

Format OK Cancel

Content Structure

The page title, headings and subheadings help people with disabilities navigate the content easily. Use headings and subheadings to divide up the content on the page.

Title page:

- Use this style: **Title**
- You can use **Heading 1** instead of Title
- This can be used to identify the title of the entire document

Section Title:

- Use this style: **Heading 1**
- Try to limit the use of Heading 1 to once per page
- This is used to indicate the title, topic or purpose of each page

Main Sections:

- Use this style: **Heading 2**
- It can appear many times
- This can be used to indicate the main sections in the document

Subsections:

- Use this style: **Heading 3**
- It can appear many times and in many main sections
- This can be used to indicate the sub-sections in the document

Sub-Subsections:

- use this style: **Heading 4** (and so on)
- It can appear many times in many subsections
- This can be used to indicate the sub-sub-sections in the document

Some will use multiple Level 1 Headings and mark the document title with a <Title> tag, others will make the title a Level 1 Heading and the rest of the document will use Level 2-6 Headings.

Note: do not use heading styles out of order. For example: do not put a Level 4 Heading after a Level 2 Heading. Visit the [WC3 Headings](#) page for more information.

Headings are intended to convey the document's structure and aid in navigation for screen reader and screen magnification users. Using Headings in an inaccessible way or in a way that is not logical or consistent, can negatively impact comprehension and navigation for some people.

Check Colour Contrast

Step 1: go to the following website: [Contrast Checker -WebAIM](#)

Step 2: If you have the HEX # (example: #FFFFFF) insert the Foreground Colour (font) and the Background Colour in the required boxes

You can also use the colour picker to select the colours

The required minimum Contrast Ratio to pass WCAG 2.0 Level AA is: 4.5:1 except for the following:

- **Large text:** large-scale text and images of large-scale text needs a minimum contrast ratio of 3:1
- **Incidental:** text or images of text that are part of an inactive user interface component, are decorative, not visible, or part of a picture that contains significant visual content
- **Logotypes:** text that is part of a logo or brand name

Depending on how the colour is used, it must pass **WCAG 2.0 AA** requirements for **Normal Text**, **Large Text**, and **Graphic Objects and User Interface Components**

Try to select colours that pass **WCAG 2.0 Level AAA** requirements, whenever possible

WCAG Level AAA requires a contrast ratio of at least 7:1 for normal text and 4.5:1 for large text.

Contrast Checker

[Home](#) > [Resources](#) > Contrast Checker

Foreground Color: #EB4034
Background Color: #000000
Lightness sliders
Contrast Ratio: 5.31:1
[permalink](#)

Normal Text

WCAG AA: **Pass**

WCAG AAA: **Fail**

The five boxing wizards jump quickly.

Large Text

WCAG AA: **Pass**

WCAG AAA: **Pass**

The five boxing wizards jump quickly.

Graphical Objects and User Interface Components

WCAG AA: **Pass**

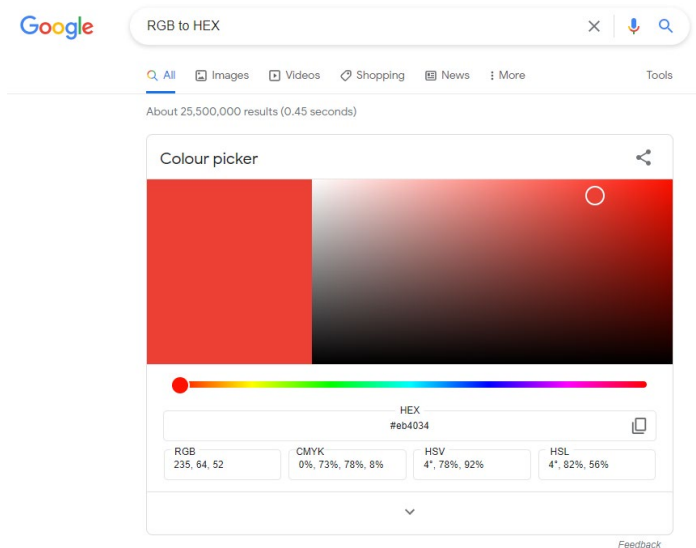
Text Input

If you do not know the HEX # skip Step 2 and go to Step 3

Step 3: to convert the RGB number to HEX # first identify the RGB number

RGB numbers can be found in Microsoft Word or Adobe PDF (see instructions below in **Step 5**)

To convert the RGB number to HEX #, go to: Google and type in RGB to HEX in the search bar, the following results should appear:



Input the RGB Number and it should give you the **HEX #**, CMYK, HSV, and HSL numbers

If you do not get the above result in google, go to this website: W3Schools Color Converter

Step 4: once you have identified the HEX #, complete **Step 2**

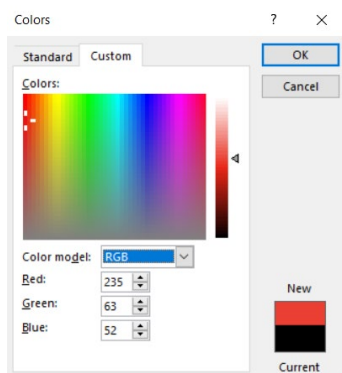
Step 5: identifying or inputting RGB numbers in Microsoft Word or Adobe PDF

Microsoft Word Colour Menu

Click on the **font colour icon** drop-down and click **More Colors**

Click **Custom** and use the mouse to select the colour you want

Make sure the drop-down option is on **RGB**



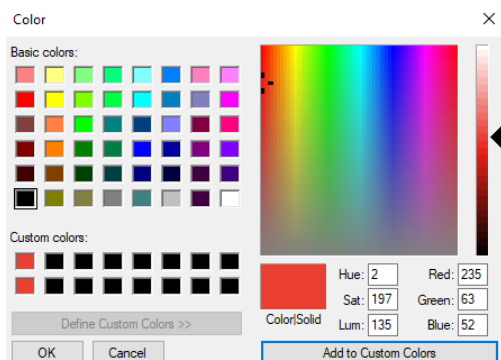
Convert the RGB number to HEX # to check colour contrast

Adobe PDF Colour Menu

Click on the **Edit PDF** button and then click on **Add Text**

Select the **colour swatch icon** and click **Other Color**

Use the mouse to select the colour you want which will identify the **RGB** number



Convert the RGB number to HEX # to check colour contrast

Step 6: use the menus (shown above) to input an RGB number to customize colours

Accessible Web Content

People visit the County website for several reasons, the main two being:

Transactional -to submit a form or download information

Informational -find out the Council meeting schedule or contact information

When searching the County website for either purpose, people want to be able to find the information quickly, as a result web content should be:

Straightforward -for those with no prior knowledge of the topic or process, there should be enough information or instructions on how to complete the task on their own

Intentional -provide information in a way that presents the most important details first, and accounts for the needs of the audience, to make it easier to identify which aspect applies to the individual

Specific - give the right and appropriate details to people to provide more knowledge on the topic of process

Consistent -the layout should be uniform and standardized so people can scan content quickly, and it is in an accessible format

Content Accessibility and Inclusivity

Content needs to be accessible to a wide range of people, with and without a disability. It should be clear, and use language that is easy to understand.

Web content must adhere to the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA requirements.

To ensure the web content is inclusive, it must consider the language being used. Language can be discriminatory and offensive. It is important to recognize and understand how certain language impacts people, especially marginalized groups.

WCAG 2.0 Supporting Documents

The WCAG 2.0 document is focused on meeting the needs of those who need stable, referenceable technical standards. The following documents are supporting documents that assist with applying the WCAG 2.0 requirements:

[How to Meet WCAG 2.0](#) - A customizable quick reference to WCAG 2.0 that includes all of the guidelines, success criteria, and techniques for authors to use as they are developing and evaluating Web content

[Understanding WCAG 2.0](#) - A guide to understanding and implementing WCAG 2.0. There is a short "Understanding" document for each guideline and success criterion in WCAG 2.0 as well as key topics

[Techniques for WCAG 2.0](#) - A collection of techniques and common failures, each in a separate document that includes a description, examples, code and tests

[The WCAG 2.0 Documents](#) - A diagram and description of how the technical documents are related and linked

Accessible Formats and Communication Supports

The County will provide alternate accessible formats of information and communications that are produced by, or in direct control of the County. This does not apply to information that the County does not control directly or indirectly through a contractual relationship.

Alternative accessible formats will be provided upon request in a timely manner and at a cost that is no more than the cost charged for the original format.

When it is not practicable to provide an alternate format, the County will provide an explanation and a detailed summary of the document in an accessible format.

The County will provide communication supports to members of the public upon request.

If the County is unable to obtain the requested communication support, the County will consult with the individual to determine an appropriate alternative method of communication.

The County will consult with the individual making the request to determine the suitability of an accessible format or communication support.

Website and Web Content

In accordance with the *IASR*, the County will ensure that websites and web content are created in a manner keeping with the expectations of the Web Content Accessibility Guidelines 2.0 (WCAG). The County will continue to maintain and create websites and web content in accordance with WCAG 2.0, Level A and Level AA. If an individual is having difficulty accessing any County owned or operated website, or content found on said websites, they can contact the County.

Accessible web content is being produced in the following ways:

In-House: Staff receive training that ensures PDF documents are created in accordance with WCAG 2.0 Level AA.

Purchased Documents or Videos: The Department purchasing a document or video that will be available on the County's website shall ensure that the document or video is created in a manner that ensures compliance with WCAG 2.0 Level AA.

Third-Party Documents: The County is not responsible for compliance of documents provided to the County by a third party, unless the County directly or indirectly controls the document through a contractual relationship.

A member of the public may contact the County to request the information in an accessible format and/or with communication supports and the County will put forward best efforts to provide the document in an accessible format. The County will consult with the requesting individual to determine suitability of format.

For more information on web accessibility, visit: [Ontario.ca Web Editing Guide](#)

Content Readability

Readability refers to the ease at which a person can read and understand a text. Content that is readable can result in better task completion and higher user satisfaction.

Audience reading level and literacy needs should be considered when determining content readability.

Specialized Content

Sometimes the County produces documents that are specialized and for a targeted audience that have in-depth knowledge of the topic. The main document may contain advanced information on the topic, and familiar terminology may be used even if it is not recognized or understood by a general audience.

Screen Size

Content posted on the County website may be viewed on different devices, including but not limited to: laptop, desktop, tablet, or cellphone.

The screen size varies based on the device the user is viewing the content on. It is important to consider screen size and ensure that people using a smaller screen can access the information in the same or a similar manner as they can on a larger screen, and that all information is visible on all screen types.

Content Style and Formatting

Capitalization and Punctuation

Capitalize the main words of:

- Titles of official publications (Reports to Council, Council Agenda, Council Minutes etc.)
- Institution names (County of Middlesex)
- Program names
- Titles of policies or procedures
- Titles of legislations (*Ontario Human Rights Code*)
- Government names

Do not capitalize all the letters in a word or heading

Exceptions: Abbreviations (OHRC)

Titles, Headings, and Subheadings

- Capitalize the first letter of the first word of all titles, headings, subheadings, title captions, and table headers
- Capitalize proper nouns in page titles, heading and subheadings
- Don't use punctuation at the end of page titles, heading and subheadings

Lists

- Try to minimize list items to one sentence
- Do not end list items with punctuation (some exceptions apply)
- For complete sentences, use a capital at the beginning
- Do not use semi-colons or the word *and / or* between bullets
- Do not mix bullet styles within a list
- Try to remain consistent when using different bullet styles in a document
- Use numbered lists to show ranking, order, priority, steps/instructions
- Use bulleted lists that has one idea per bullet point (use sub-bullets sparingly)

Links

- Ensure links match the title of the page that the link is redirecting the reader to
 - Use: County of Middlesex Not: www.middlesex.ca
- The link should be descriptive and can stand alone so it is clear what people can expect if they click on the link
- The link should directly support the topic or task on the current page
- Do not include links to intranet sites

- exceptions for internal documents, include a phrase such as: “accessible only to the County of Middlesex network”
- Do not put links in the middle of a paragraph if it is critical to completing a task
- When linking the same page more than once use the same words for the hyperlink
- Do not use the same words for hyperlinks that go to two different pages
- Do not use vague statements like ‘click here’ or ‘read more’
- Ensure that all links on the page or document are working and go to the correct website or web page

Commas

- Remove unnecessary commas to improve readability
- Avoid multiple commas in a sentence by breaching it up into shorter sentences
- Place a comma before “and” and “or” if it will help understand the context better

Hyphen and Dashes

- An en dash is a mid-sized dash (longer than a hyphen but shorter than em dash, example: - versus –)
- Use a hyphen to join words together
- Simplify sentences instead of using dashes
- If a dash is needed, use it to add clarity to a sentence
- Consider adding a space before and after the dash (January 10 – February 13)
- Use a comma to emphasize or frame an idea instead of a dash

Bold, Underlining, Italics

Formatting using bold, underlining, or italics is done to emphasize important information on a page (text, titles, headings or links). However, this will not always be accessible to screen readers. While these format styles can be used, it is helpful to emphasize the content in more than one way (example: through wording) to ensure all users can identify the most important information in the document.

- Try to avoid combining styles unless it is part of a hyperlink text
- Bold can be used for the title and headings in the document
- Use Italics to identify publications, acts, legal documents, magazines, books, web page names etc.
- Italicize foreign words or phrases unless commonly used in English
- Italics can be used to emphasize quotes (unless it is a long passage of text)
- Do not use Italics for photo captions or page titles
- Underline should be used to identify digital links
- Try to avoid using underline to emphasize text (instead use italics or bold)

Symbols

Symbols can make web content either more challenging to read or easier to read, depending on the type of symbol and how it is used.

Ampersand

- It is better to spell out the word instead of using an ampersand (&)
- Use ampersand only for proper names when it is part of a company name or for abbreviations

Percent

- 20% not 20 percent
- A quarter or one quarter not $\frac{1}{4}$
- Half not $\frac{1}{2}$

Currency

- \$100 not one hundred dollars

Abbreviations and Acronyms

- Do not use an abbreviation or acronym unless it is well known
- Examples of well-known ones are: EI, T4A, ON, AODA, etc.
- Try to avoid using e.g. or i.e. and instead use 'for example,' 'such as,' 'like'
- Spell out the abbreviation or acronym on first use if it is not widely known and in brackets beside the full name include the abbreviation or acronym
 - Example: *Accessibility for Ontarians with Disabilities Act* (AODA)

Numbers

- Write numbers as numerals (1, 2, 3, etc. up to 9) except in:
 - Proper names (First Avenue)
 - Titles (A Thousand Miles)
 - Figurative expressions (one day things will improve)
- Use roman numerals when used in proper names (Chapter IV)
- Put a space between all number and word combos (\$100 million, 15 years)
- Use numbers for ages (adults age 65+, people 25 to 50 years old etc.)

Dates

- Write dates without the original indicator (st, nd, rd, th)
 - This: July 1, 2022 not: July 1st, 2022
- Use numeric date format only when space is limited (example: in a table)
 - Write yyyy-mm-dd
- Capitalize the first letter of the month
- Abbreviate month names when space is limited (Jan, Feb etc.) but do not abbreviate March, April, May, June or July (exceptions: tables)

Times

- 4:30 pm, 9 am to 5 pm, 9am – 5pm
- Use am and pm or a.m. and p.m.
- Use to as much as possible instead of a hyphen
- Use noon or midnight

- Abbreviate time zones (CT or EST)

Phone or Fax Numbers

- Use non-breaking hyphens in phone or fax numbers
 - 519-434-7321

Address

- Abbreviate street directions and province or territory
- Use uppercase letters for postal code
- When mailing address appears in a block, use Canada Post style

Middlesex County

Administration Offices

399 Ridout Street North

London ON N6A 2P1

Email Address

- Spell out email address instead of embedding it
- Please submit your feedback to: access@middlesex.ca (example -not real email)
- Do not use Email Us

Tables

- Use tables to organize and present data
- Make sure the table contains the same number of columns and rows
 - Merging or splitting cells can make the table inaccessible
- Ensure there is a clear title that describes the content contained in the table
- Simplify the data as much as possible and avoid complex tables
- Convert a table to a list if the data is simple
- Limit the use of texture or colour in a table
- Avoid having blank cells
 - If the cell has not value explain why in the note, legend, caption, etc.
 - You can also use 'no data,' '0,' 'N/A,' or 'n/a' in a blank cell

References

- When referencing a quote, research paper, legislation, statistic, image, video etc. it is important to include the source, author and date of when it was published (if available)
- Provide a link when possible

Images

It is important when inserting images into any document that it has an **Alternative Text (Alt Text)** tag added to it. Alt Text is a short description of the image. It is beneficial for

people using screen readers, and it can help people with visual disabilities, sensory processing and/or learning disabilities obtain information stored in the image.

Decorative images are images used to provide visual context that do not contain meaningful text or information. If the image is used for decorative purposes, it can be marked as **decorative**.

If the image is used for a functional purpose that means it is to help illustration information or data, explain a complex concept, illustrate a concrete thing, or convey branding. This can include infographics, charts, and graphs. If the image is used for functional purpose it must have an **Alt Text** assigned to it.

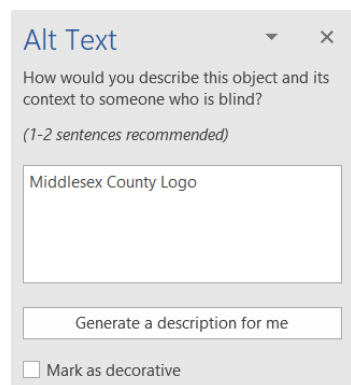
Alt Text in Microsoft

Step 1: right click on the **image** and select **Edit Alt Text**



Step 2: depending on the image type, either add a 1-2 sentence **description** of the image or select **Mark as decorative**

Note: you can use the **Generate a description for me** if you have Intelligent Services turned on, but it is better to make your own description, whenever possible

A screenshot of the "Alt Text" dialog box in Microsoft Word. The title bar says "Alt Text". The main text asks "How would you describe this object and its context to someone who is blind?" and suggests "(1-2 sentences recommended)". There is a text input field containing "Middlesex County Logo". Below the field is a button that says "Generate a description for me". At the bottom, there is a checkbox labeled "Mark as decorative" which is currently unchecked.

Step 3: Use the **Accessibility Checker** to check that all images have an **Alt Text**

Alt Text in Adobe

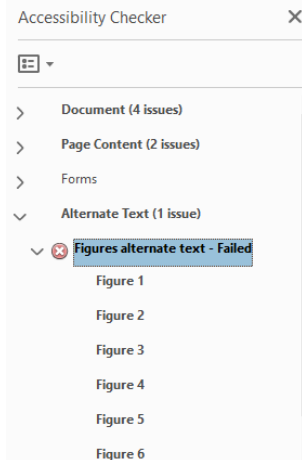
Step 1: ideally the image will have been given an Alt Text tag before it was converted to PDF, however if that is not the case, first run the **Accessibility Check**

Step 2: under **Alternative Text** you will see an error under one of the following:

- Figures alternate text
- Nested alternative text

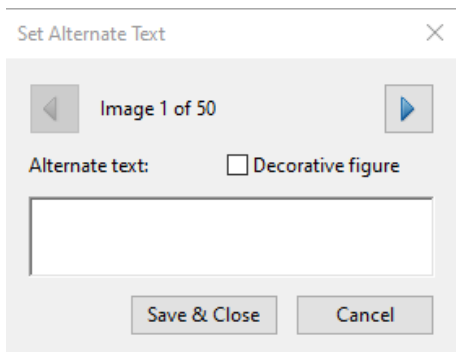
- Associate with content
- Hides annotation
- Other elements alternate text

Select the one that says **Failed** beside it



Step 3: right click on each **Figure** and click **Fix**

Step 4: depending on the image type, either input the **Alt Text** description in the box or click **Decorative Figure**



Step 5: in the **Set Alternate Text** box click the **blue arrow** to navigate to the next image that needs an **Alt Text**, this function will identify all images missing an Alt Text

Note: sometimes once an image is fixed it will result in another error occurring. There may be times when the error cannot be fixed in the PDF version of the document. Try to fix Alt Text tags in the original document before converting.

If you are still not sure what to do, contact the **County Accessibility Coordinator**

Ensure that you have permission or use a reference for images and videos

Videos

When embedding videos into documents, it is important that the video itself is accessible. If creating videos to add to the County website or Social Media, there are some tips that should be followed to ensure it is accessible to all viewers.

For details on accessible videos, visit [W3C Making Audio and Video Media Accessible](#)

Tips:

- Ensure the video has good colour contrast
- Use fonts that are accessible and easy to read
- Has captions/subtitles or transcripts available
- Avoids using fast-flashing content (it must meet the three flashes or below threshold per the WCAG 2.0 Level AA requirements)
- Choose a video format that is user friendly
- Choose an accessible video player that supports screen readers and assistive technology

For more info on the above tips, go to the [Checklist for Creating Accessible Videos](#)

Using Accessibility Checkers

Microsoft Accessibility Checker

Step 1: under the **Review** tab, click on the **Check Accessibility** icon

Step 2: there are two categories under Inspection Results: **Errors** and **Warnings**

The most important results to focus on fixing are the errors

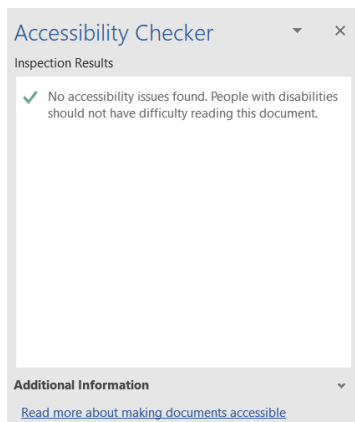
Click on each to get **Additional Information** that provides details on **Why Fix** and **Steps to Fix**

To make the document **fully accessible** fix all the errors and/or warnings that are identified

Step 3: if you are unable to fix all the errors and/or warnings, you can either:

- a) Determine if the errors and/or warnings are fixable
Note: if it is an issue that cannot be fixed, leave it as is and convert the document to PDF
- b) If you convert the document from an inaccessible format to PDF, use the **Adobe PDF Accessibility Full Check** to ensure it is accessible before it is made available to the public
- c) If you are unsure how to determine if the issue is fixable, or need assistance with making a document accessible, contact the **County Accessibility Coordinator**

Step 4: once the document is fully accessible the checker should say: **No accessibility issues found. People with disabilities should not have difficulty reading this document.**



Step 5: For documents that are fully accessible, add a green checkmark icon to the footer of the first page, and include the accessible format and communication supports form link:



Request Accessible Format and/or Communication Supports

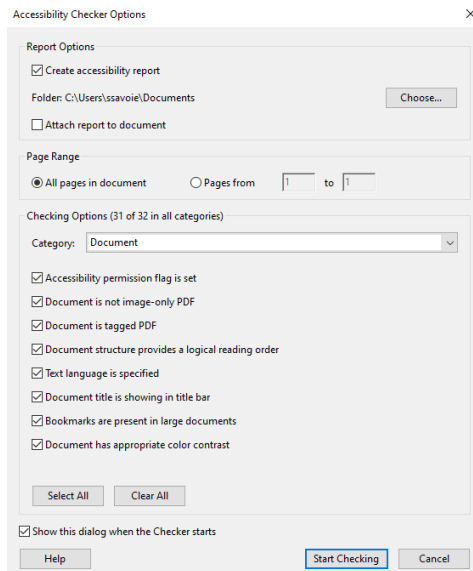
Adobe Accessibility Checker

Note: this checker is only available in the paid versions of Adobe

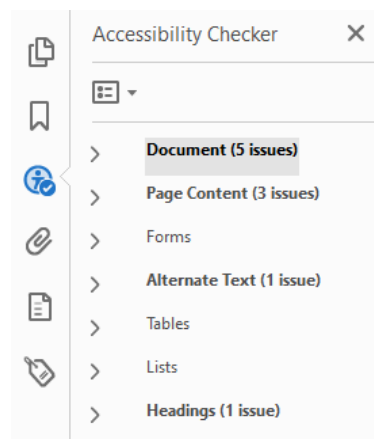
Step 1: click on the **Accessibility** icon on the right navigation menu

If it is not visible, click on **More Tools** and add it to the menu

Step 2: click **Accessibility Check** and then select **Start Checking**



Step 3: the left navigation menu should open to show the results of the Accessibility Checker



Note: it will almost always flag (under the **Document** section) the **Title**, **Language**, **Colour Contrast**, and **Logical Reading Order**

The title and language can be easily fixed

The colour contrast and logical reading order need manual check, both are generally accessible if you have already made the document accessible before converting from Word to PDF

Step 4: fix all the issues flagged in the Accessibility Checker by right clicking on each one and selecting **Explain**

You may select the **Fix** option if it is available

Step 5: once you have fixed the issue, right click on the same issue and click **Check Again** to ensure it passes the accessibility checker

Step 6: if you cannot resolve the issue(s) in the Accessibility Checker, you have two options:

- a) First try to determine if the issue is fixable
If the issue is not fixable, you can right click on it and select **Skip Rule**

Example: sometimes a document will flag **Character Encoding** because Adobe does not recognize the font, this should not be an issue if you are using a font from the list of accessible fonts provided in this guide

- b) If you are unsure how to determine if the issue is fixable, or need assistance with making a document accessible, contact the **County Accessibility Coordinator**

For help with resolving issues in Adobe PDF, visit: [Create and Verify PDF Accessibility](#)

Accessible Templates

The following accessible templates are maintained by the Legislative Services Department:

- Report to Council Template
- Middlesex County PowerPoint Presentation Template
- Library Report Template
- Report to the Committee of the Whole
- Policies

Resources

Accessible Web Content Requirements:

[Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

Accessible Social Media Posting:

[Tips for Making Social Media More Accessible -Ryerson University](#)

[Social Media Accessibility -University of Guelph](#)

[Accessible Digital Media Guidelines -GBH](#)

Accessible Adobe Documents:

[Create and Verify PDF Accessibility \(Acrobat Pro\)](#)

[Creating Accessible PDFs](#)

[Three Steps to Creating an Accessible PDF file \(without Adobe Acrobat\)](#)

[Adobe Accessibility Resources](#)

[Adobe InDesign Accessibility](#)

[Adobe Acrobat Pro DC -Common Accessibility Issues](#)

Accessible Microsoft Documents:

[Microsoft Accessibility](#)

[Microsoft Accessibility Resources](#)

[Microsoft Accessibility Overview Guidelines](#)

[Creating Accessible Office Documents](#)

[Make Your Word Documents Accessible](#)

[Make Your Excel Spreadsheets Accessible](#)

[Make Your PowerPoint Presentations Accessible](#)

Accessible Canvas:

[Creating Accessible Canvas Content](#)

[Canvas Accessibility](#)



Middlesex County Creating Accessible Documents Guide



Request Accessible Format and/or Communication Supports

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Purpose

The purpose of this guide is to provide step-by-step instructions on how to create accessible documents and posts in:

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Adobe PDF
- Adobe InDesign
- Canva
- Social Media

Resources

Accessible Web Content Requirements:

[Web Content Accessibility Guidelines \(WCAG\) 2.0](#)

Accessible Social Media Posting:

[Tips for Making Social Media More Accessible -Ryerson University](#)
[Social Media Accessibility -University of Guelph](#)
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[Adobe Acrobat Pro DC -Common Accessibility Issues](#)

Accessible Microsoft Documents:

[Microsoft Accessibility](#)
[Microsoft Accessibility Resources](#)
[Microsoft Accessibility Overview Guidelines](#)
[Creating Accessible Office Documents](#)
[Make Your Word Documents Accessible](#)
[Make Your Excel Spreadsheets Accessible](#)
[Make Your PowerPoint Presentations Accessible](#)

Accessible Canvas:

[Creating Accessible Canvas Content](#)
[Canvas Accessibility](#)

Creating Accessible Word Documents

For the full details on how to create accessible documents in Microsoft Word, go to the following: [Make Your Word Documents Accessible](#)

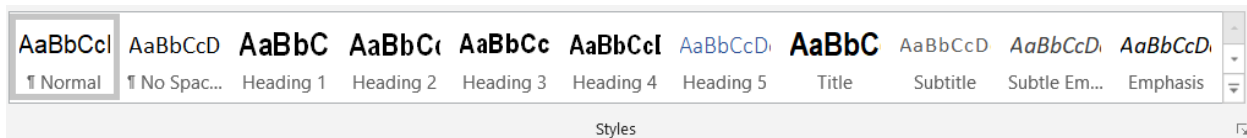
Styles

Referencing the **Headings** section above, the **Styles** should be used to make the document easier to navigate for users with assistive technology.

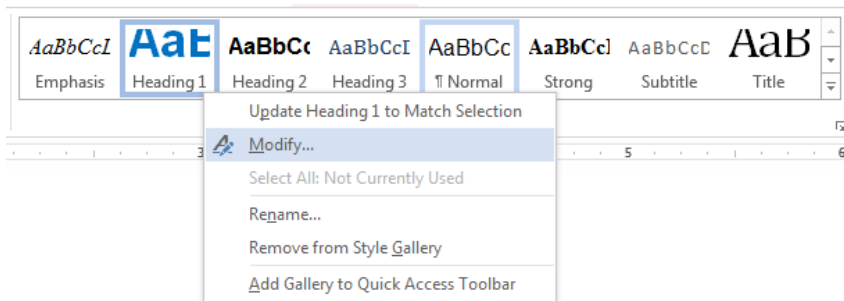
Word has built in styles available. The Normal style is the default paragraph style for all text in the document.

Other ones that may be used include:

- No Spacing
- Heading 1 – 5
- Title
- List Paragraph



To modify the Styles in a Word document, follow the instructions under the **Headings** section.



The font selected should align with the list of **Accessible Fonts** provided in this document.

Headings

Documents that have several paragraphs should include the use of headings. Headings create logical divisions between paragraphs and are structural elements that provide meaningful sequence to users with assistive technology.

Headings are found under the Styles ribbon. It is important that headings are nested properly in the document.

Example of appropriate use of headings:

<h1> Exotic Birds

<h2> Parrots

<h3> Behaviour

<h3> Diet

<h3> Intelligence and learning

<h4> Sound imitation and speech

<h4> Cooperation

<h3> Breeding

<h2> Macaws

<h3> Conservation Status

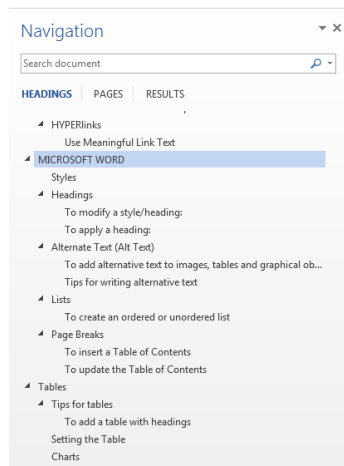
<h3> Hybrids

To apply a heading:

1. Highlight the text you wish to apply the heading to
2. Select the appropriate heading from the Styles list

Word provides a **Navigation** menu that can be used to look at the **headings**, **pages**, and **results**. Under the headings tab you can see if the sequential order of the headings has been done appropriately. You can move headings or text up or down to rearrange the sequence.

1. Click on the **View** ribbon
2. In the **Show** section, click the check box beside the **Navigation Pane**
3. The **Navigation** pane will open to the left of the document
4. Click the **Heading** menu to see all the heading levels in the document
5. You can review the levels to ensure you have not skipped any or that they are nested appropriately so users with assistive technology will be able to access the headings



Alternative Text

Per the instructions on **Alt Text** it is important to note that you do not fill in the Title column, only put a description, if applicable.

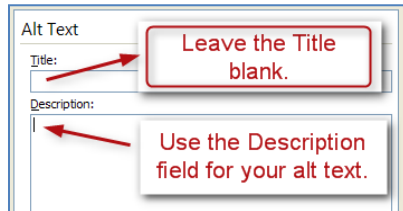
Right click the **object (image)**

Select **Format Picture** (the Format Picture window opens on the right side)

Select **Layout & Properties**

Select **Alt Text**

Fill in the Alternative Text under **Description** (leave the “Title” blank)



Information conveyed in the image must be available in another format for those that cannot access the image. The Alt Text is not intended to describe all the information contained in the image. It is best practice not to use images that provide a lot of details, **or** to ensure that the details are included in the caption, or below the image.

When setting up the Alt Text try to answer the question “**what information is the image conveying?**”

If the meaningful information in the image cannot be included elsewhere, ensure that the Alt Text includes **all** the meaningful information.

Avoid using excessive amounts of images when possible, especially decorative ones.

Example of image with meaningful text:



Information that must be available in another format (text):

Wash Your Hands: wash them often with soap for at least 20 seconds

Coughing Etiquette: cover your mouth when you cough or sneeze with tissue or the inside of your elbow

Wear Mask: make sure your mask fits well with the nose clip

Avoid human Contact: keep a distance of 1 meter away from others

The same information provided in the image should be available to all people, with or without a disability.

The reason it should not be summarized is because the person with a disability will not have the option to determine what is meaningful and what is not meaningful to them. This may differ from one individual to the next.

As the document author, you must decide if the image contains information that is useful to the reader of the document. If it is meaningful information, it must have an **Alt Text** and the information must be available in another format.

If the image is complex or has a lot of information that cannot fit in an alt text, provide the information or describe the image (example: graph) in the space below the image.

Long Descriptions should be used when alt texts are insufficient to answer the question what information is the image conveying.

Lists

The **List Paragraph** style can be used when inserting a list in the document. It is important that it is formatted as a real list or the assistive technology may not interpret the list appropriately and instead it will read as a series of short separate paragraphs.

Using the **List Paragraph** style allows assistive technologies to identify and interpret lists in a way that is easier to understand for the user.

If the list is ordered, meaning it must be read in a specific order, use **numbers**. If it is unordered, meaning it can be read in any order, use **bullets**.

Ordered:

1. First you must open X
2. Then you should locate Y
3. Lastly you must find out how to connect X and Y to Z

Unordered:

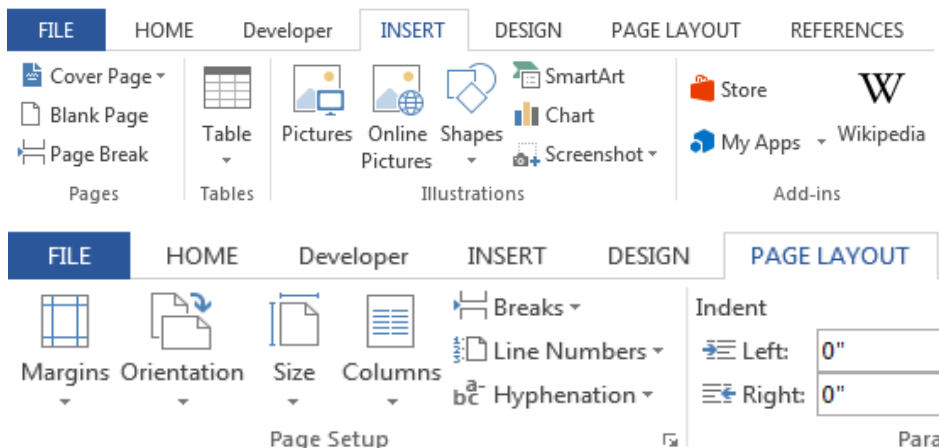
- Use accessible language
- Avoid gendered pronouns
- Use up-to-date terminology

Page Breaks and Blank Spacing

The **Page Break** feature helps users that require assistive technology.

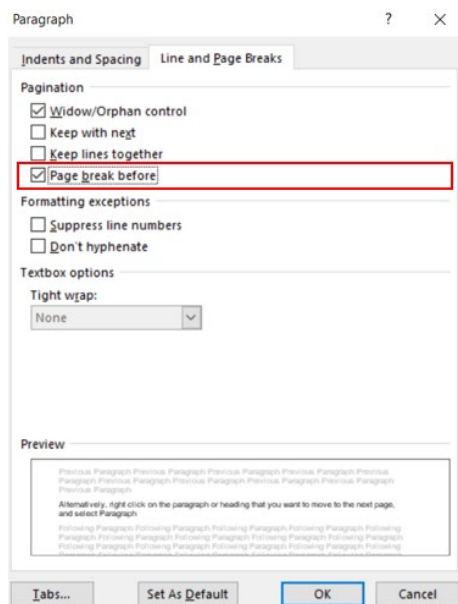
When starting a new page, select the **Page Break** feature instead of repeated hard returns (enter key). Assistive technology interprets hard returns as content. With too many hard returns, assistive technology users may think that there is no more content in the document and miss the valuable information you are providing.

Page Breaks can be found under the **Insert** tab, or for other types of **Breaks**, click on the Page Layout tab and choose the down arrow beside **Breaks**.



Alternatively, right click on the paragraph or heading that you want to move to the next page, and select **Paragraph**

Click on **Line and Page Breaks** and check the box that says **page breaks before** to insert a page break



If you have too many blank spaces in the document, it will show up as a warning under the accessibility checker, called: **repeated blank characters**

Avoid using the enter key to make blank spaces throughout the document. If you do not want to create a page break but need to put space between sections on the same page, do the following:

1. Right click at the end of the text where you want the space to begin
2. Select **Paragraph** and go to **Indents and Spacing**
3. Find the section called **Spacing**
4. Using the up and down buttons add spacing either **before** or **after** to create a blank/white space between sections

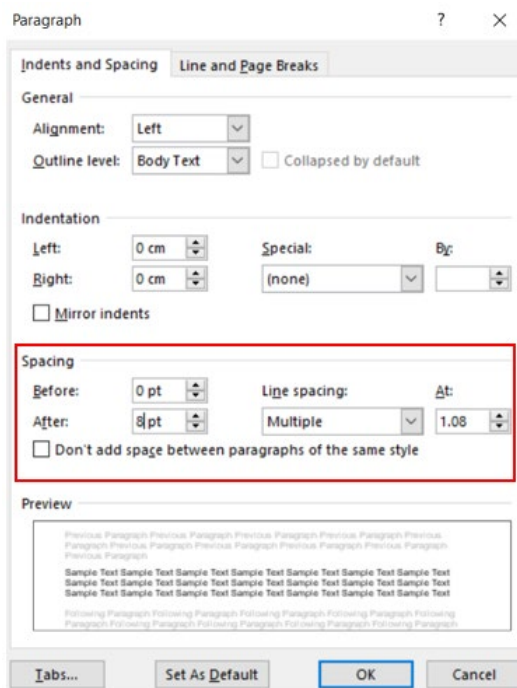


Table of Contents

Creating an index or table of contents can help provide information on how to navigate the document and what topics the document will provide details on.

To insert a **Table of Contents**

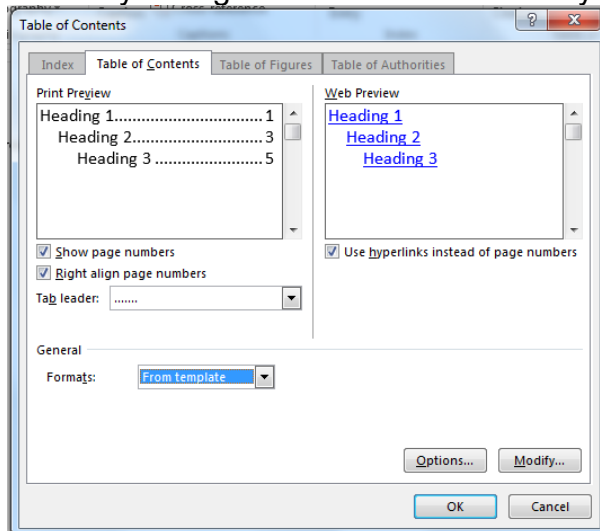
1. Place the cursor in your document where you want to create the table of contents
2. Go to the Ribbon: **References**
3. In the **Table of Contents** section, select **Table of Contents**
4. Select the style that you want to use

Change the **Table of Contents** to match the headings throughout the rest of the document to ensure consistency.

To **update** the Table of Contents

1. Select the **Table**
2. Go to the ribbon: **References**
3. In the **Table of Contents** section, select the **Update Table** button

The table will automatically update the page numbers and heading titles. You can manually change the table to include only the sections you want.



Tables

Tables can be beneficial when presenting data, but it is not ideal to use for formatting other content that does not need to go in a table.

It is important to ensure tables are clear and appropriately structured. This ensures all users can understand the content in the table and that assistive technologies can interpret the table in the way it is intended.

Tips for Tables

- Use 'real tables' rather than text formatted to look like a table
- Keep tables simple and avoid merging or splitting cells
- Use just one row of headings when possible
- Create a table summary of the essential table contents
 - Abbreviations should be explained in the summary
- Table captions or descriptions should answer the question "what is the table's purpose and how is it organized"
- Table cells should be marked as table headers when they serve as labels to help interpret the other cells in the table
- Table header cell labels should be clear and concise
- Do not control spacing in your table with blank rows or columns, instead adjust line spacing

Adding Tables

1. Go to the **Insert** tab
2. Select the **Tables** icon
3. Select the number of columns and rows you want
4. Select the table and **Table Tools** menu item should appear
5. Go to menu item **Table Tools > Design**
6. In the **Table Style Operations** section, select the **Header Row** check box
7. If adding an **Alt Text** right click on the table and select **Table Properties**
8. Click on the **Alt Text** tab and provide details on the table

Identify the Header Row

1. Select just the top row of your table, right click and choose **Table Properties**
2. Select the **Row** tab
3. Check the box labelled Repeat as header row at the top of each page

Using Colour

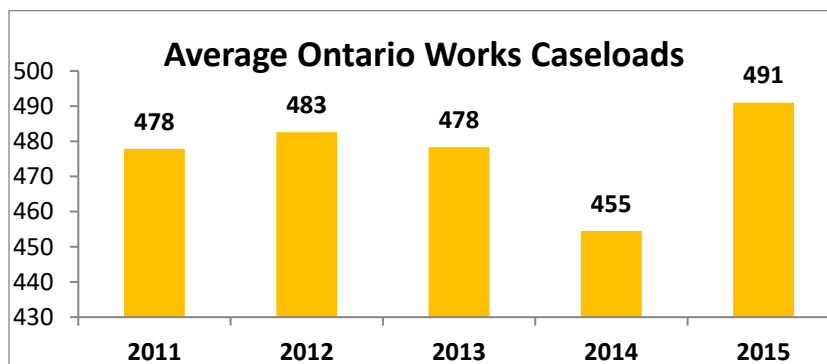
It is better to avoid using colour when possible, however if you are going to use colour for the table, ensure that the colour is selected from the colour options in this guide.

Charts

Charts, graphs, and complex images are difficult to describe in an alt text. To resolve this, consider:

- If it is possible to simplify the chart or split it into multiple charts
- If the image is still too complex, provide a text description elsewhere and consider including “Full text description is provided below” in the alt text section

For the example below, you can include an **Alt Text** that says “Average Ontario Works caseload per year spanning from 2011 to 2015.”



Links

Use descriptive links, do not just copy and paste the link into the document.

Avoid using words like **click here**, **read more**, **visit this link** etc. as it is not clear what page the users is being redirected to.

The name of the hyperlink should match the title of the page that the user is visiting to make it easier to identify if the page is the correct one that the user wants to visit.

Inaccessible Links:

If you are looking to access more information on making word documents accessible, click the link: <https://www.mtu.edu/accessibility/training/documents/microsoft-word/>

To read more on this topic, [click here](#).

Accessible Links:

If you are looking to access more information on making word documents accessible, visit the Michigan Tech page on [Creating Accessible Microsoft Word Documents](#)

To read more about using screen readers in Microsoft, check out the following page, [Screen Reader Support for Word](#)

Note: it is important to minimize putting several of the same links in the same section. This is considered a **redundant link** and can be confusing to screen reader users. Only include the link once in the same section on the page. If the link is being mentioned in different places throughout the document, then it can be included multiple times as long as it is spread out and not side-by-side.

Accessibility Checker

Using the instructions provided in the guide, check the accessibility of the document. For more help, visit: [Improve accessibility with the Accessibility Checker](#)

The Accessibility Checker will categorize the issue as an error, warning, or tip.

Error: content that makes the document difficult or impossible to read and understand for people with disabilities

Warning: content that in most (but not all) cases makes the document difficult to understand for people with disabilities

Tip: content that people with disabilities can understand but that could be presented in a different way to improve the user's experience

Intelligent Services: content that is automatically made accessible by AI, and that you should review for accuracy and context

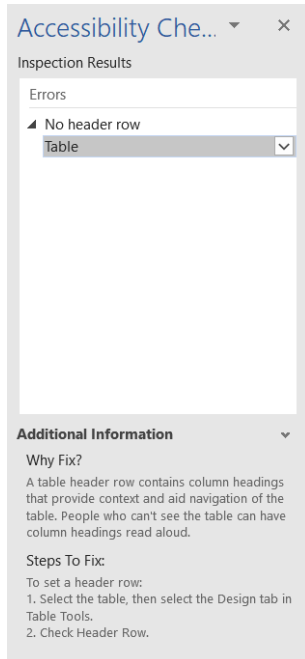
For more information on this, go to [Rules for the Accessibility Checker](#)

It is important to note that the accessibility checker will not always capture every accessibility issue in the document. Once the document is converted to PDF it will need to be screened again to ensure it is accessible. Making it accessible in Word should reduce potential errors that could be flagged in PDF. There are some errors that can occur in either Word or PDF that need manual checking.

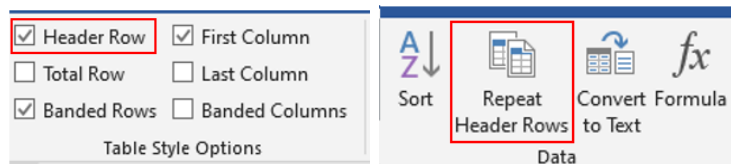
Common Accessibility Issues and How to Fix It in Word

No Header Row

This happens when the table header row is not specified or clear.



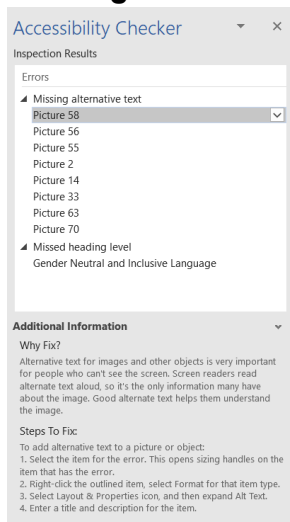
Ensure the **Header Row** is checked off under the **Design** tab for the table. If this does not work, in the **Layout** menu, highlight the first row and select **Repeat Header Rows**.



Note: if the table goes onto more than one page, it will repeat the header row on each new page. To avoid this from happening, click on the first column in the first row on the new page and select **Insert > Page Break**

Then highlight the first row on the same page and select **Repeat Header Rows**. You will have to do this for each page the table is on to avoid having repeated header rows. It will break the table up into sections but still look connected.

Missing Alternative Text



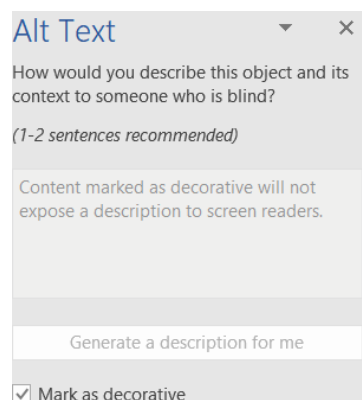
If the image does not have an Alt Text, it will be flagged as an error.

If the picture is inserted by using **Insert > Pictures** then it should give the option to fix the alternative text by clicking on the image in the Accessibility Checker, and using the dropdown menu select either **Add a Description** or **Mark as Decorative**.

Click **Add a Description** if the image is not decorative, it will open the **Alt Text** menu where a description can be added.

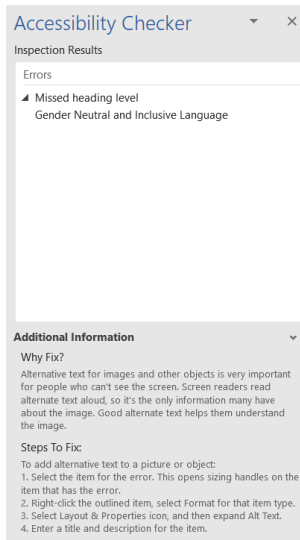
Alternatively, right click on the **image** and select **Edit Alt Text** from the menu.

If the image is decorative, select **Mark as Decorative** or check the box for this in the **Alt Text** menu.



Missing Heading Level

It is important for headings to be in order from H1-H9 and on. If a heading level is skipped, the accessibility checker will flag this as an error.



To fix it, click on the heading in the Accessibility Checker and using the dropdown menu, click **Verify Heading Order**.

Once determining which heading level the header should be, go to the **Home** menu, highlight the **header**, and select the correct **heading**.

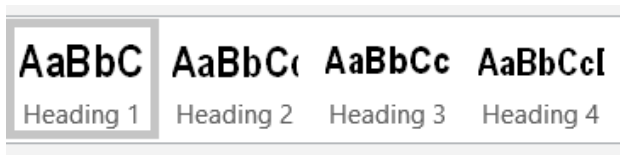
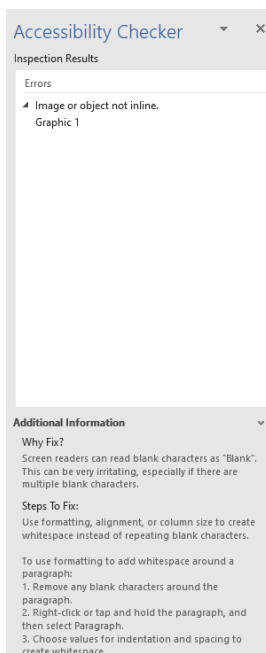


Image or Object Not Inline

If the image is not inline with the text it will be flagged as an accessibility error.



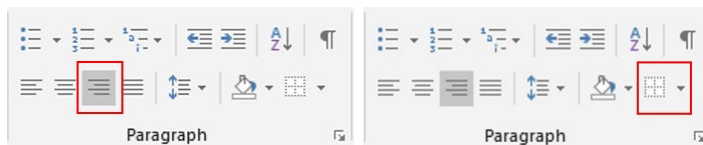
To fix this, click on the graphic (image, or object) that is not inline, using the dropdown menu, click **Place This Inline**. This will move the image to be inline with the text.

Although this seems like an easy fix, there are times when the image being placed inline will distort the layout of the page. If using an image in a header, consider using a table.

First click the **header row** of the document and **Insert** a **Table** with **2 columns** and **1 row**. Using the mouse, hover over the **middle line** of the table to readjust the cell sizes to fit the image and the title. Add the **image** to the first column, and the **title** of the document to the second column.

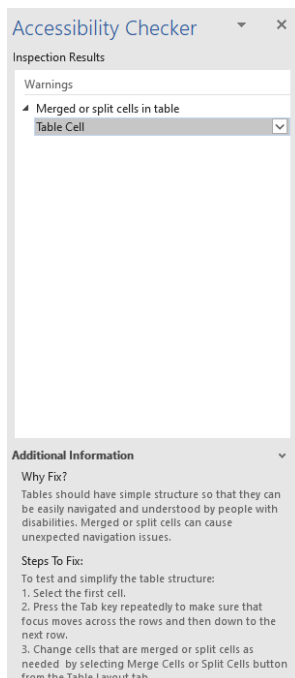
Use the **Title** style if applicable, and add an **Alt Text** to the image.

Use the **align right** option for the title to move it to the right side of the cell. Once the font, format, and layout are done, highlight the table and using the option in the **Paragraph** box on the **Home** menu, select **No Border** to remove the table lines.

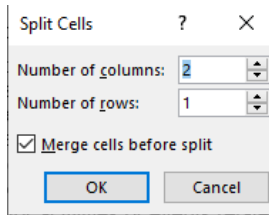


Merged or Split Cells in Table

Although this is a warning, it is best practice not to use merged or split cells in a table if it will not be accurately interpreted by screen reader technology.



To fix this, click on the **Table Cell** results in the accessibility checker, and using the dropdown menu select either **Split Cells** or **Merge Cells** depending on which is being flagged, ensure the suggested number of rows and columns is correct, and click **Ok**.

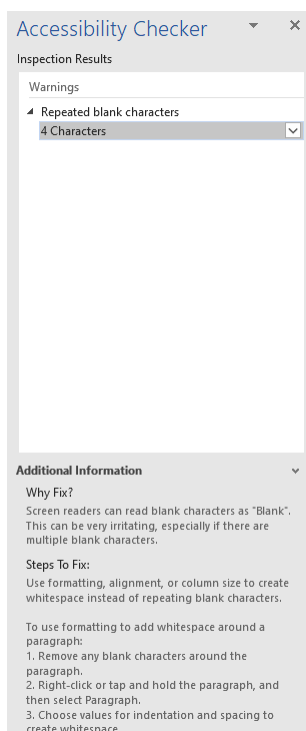


Alternatively, split or merge the cells by highlighting the cell that is causing the warning and right click to show the menu options. Select **Split Cells** or **Merge Cells** from that menu.

The text may incorrectly readjust, you might have to copy and paste the information back into the correct cell when splitting or merging the cells.

Repeated Blank Characters

This is a warning that creates white spacing on the page, which could be done by using other methods to spread out the content without creating extra white space that screen readers will pick up.



To fix this one can remove the blank characters by clicking on the **characters** in the accessibility checker menu, and using the dropdown menu select **Remove Blanks**.

However, sometimes the blanks are necessary for the document. There are a few ways to fix this. If the **blank characters** are showing up between text or images that are not supposed to be close together but cannot be separated with a page break, try removing the blank spacing manually until you get the layout you want but without blank spacing.

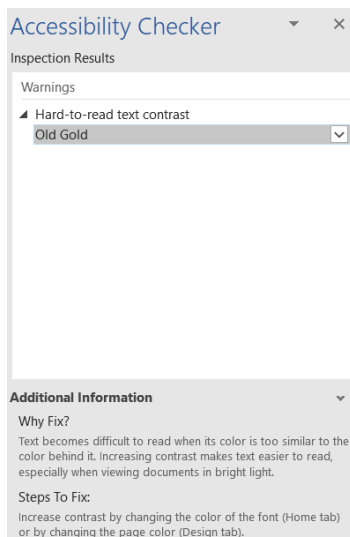
If the layout with the blank spacing is similar to a **table (see below)** and you are using the **tab key** to space it out, consider using a table and **removing the borders**.

Subject:	County Accessibility Policy
HR Policy Number:	5.01
Date Approved:	September 25, 2012
Date of Last Revision:	November 22, 2016, May 5, 2022
Code:	A
Section:	2

To add blank space on the same page without using a page break, go to the section called **Page Breaks and Blank Spacing** on page 39 for instructions.

Hard-To-Read Text Contrast

Colour contrast is a requirement that must be met under the WCAG 2.0 Level AA. The guide outlines the colours that can be used under the **Font Colour Options** on page 6-7 and in **Appendix H**.



The background colour must ensure compliance with this requirement. Use the **Colour Checker** (instructions on page 12-14) to determine if the colour contrast is accessible.

To fix the colour contrast, select the font that comes up as a warning in the accessibility checker, and using the dropdown menu change the **font or background colour**.

Other Potential Warnings

Unclear Hyperlink Text -this is when the link needs to have a clear title. **The title should match the page title that the user is being redirected to.**

Check Table Reading Order -this requires a manual check to ensure the table reading order will be interpreted by screen readers. **Use the tab key to check the order.**

Blank Rows or Columns in Table -put **n/a** or **no data** in the blank column/row. To hide the text, **make the font colour the same as the background colour.**

Creating Accessible PowerPoints

For the full details on how to create accessible documents in Microsoft Word, go to the following: [Make Your PowerPoint Presentations Accessible](#)

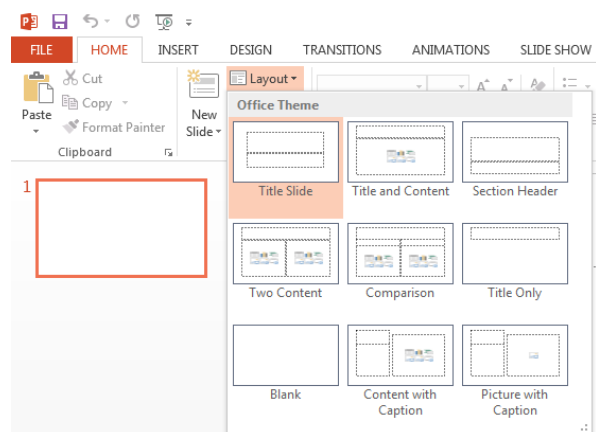
Use Built-In Layout and Styling Features

PowerPoint does not offer the Styles panel that allows heading customization like Word does. Instead of creating each slide by starting from a blank slide, check if there is a suitable built-in layout.

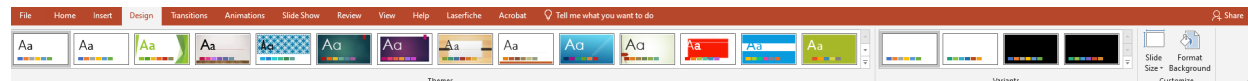
For presentations created by the County of Middlesex, use the accessible PowerPoint template that uses the County logo and colours.

For slides that do not have to use the County template, apply a layout to the slides:

1. Go to the menu item **Home**
2. In the **Slides** section select the **Layout** button
3. Select the layout using the drop-down menu and apply it to the slides



4. Alternatively, click on the **Design** tab and select the **Theme** from that menu



Customize Using Master Slides

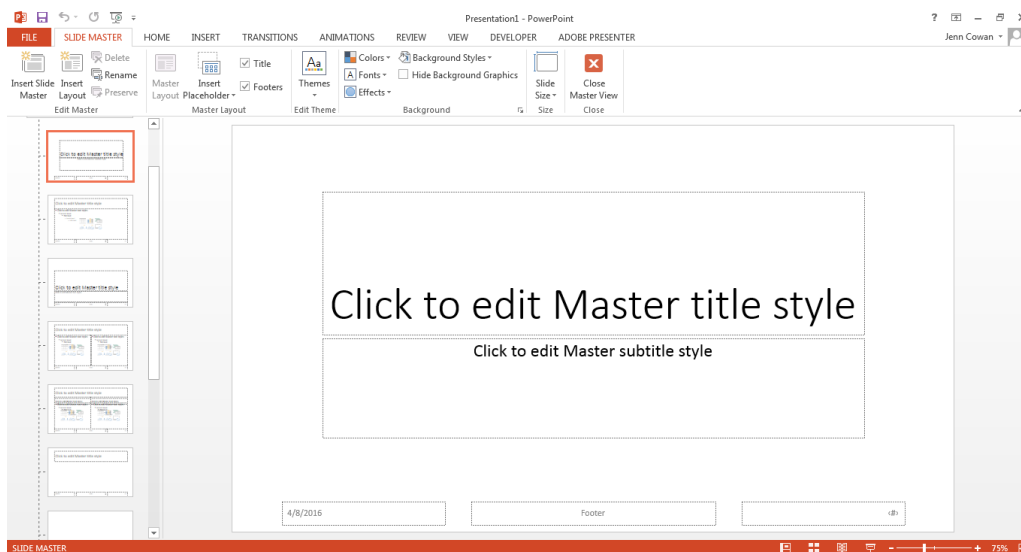
If a layout must be customized, it is recommended that Master Slides be used.

Every slide layout in a presentation is defined by its master slide. A master slide determines the formatting style for various elements of the slide layout. This includes font styles, character formatting, and the positioning of elements. Essentially, each master slide acts as a design template for the slide layout.

If you edit any aspect of the slide layout in the master slide, the change will affect all slides that were created based on it. For this reason, it is good practice to edit the master slide and use the slide layouts before building individual slides. It is essential that you create and use master slides that meet the accessibility requirements outlined in this document.

To create or customize a master slide:

1. Go to menu item: **View**
2. In the **Presentation Views** section, select the **Slide Master** icon
3. The current slide master with its associate layouts appears
Note: If you have the **Normal** view open, the slide master is the larger slide image in the slide thumbnail pane. The associated layouts are positioned beneath the slide master.
4. Customize the existing master slide and its associated layouts to suit your needs (e.g., apply a design, theme-based colors, fonts, effects, backgrounds) ensuring that your changes meet accessibility requirements
5. Go to menu item: **Office > Save As > Other Formats**
6. In the **File name** box, type a file name
7. In the **Save as type** list, select **PowerPoint template**
8. Select **Save**
9. On the **Slide Master** tab, in the **Close** section, select **Close Master View**



Logical Tab Order

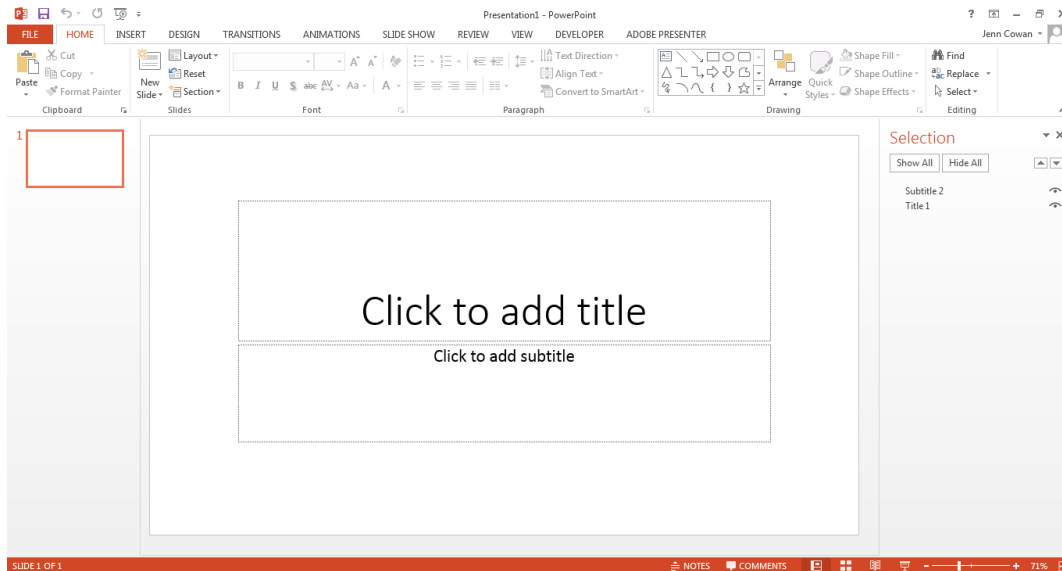
Many presentations create content that is composed of ‘floating’ objects. This means they avoid transitions between in-line content and secondary ‘floating’ objects (text boxes, images, etc.) that can create accessibility issues.

When working with ‘floating’ objects, it is important to position it in a logical order. The order the content is navigated is called the **Tab Order** because the tab key can be used to navigate from one object to the next.

Setting the Tab Order

1. Go to menu item: **Home**
2. In the **Drawing** section, select **Arrange > Selection Pane...**
3. In the **Selection and Visibility** pane, all the elements on the slide are listed in reverse chronological order under **Shapes on this Slide**

4. Elements can be re-ordered using the **Re-order** buttons located at the bottom of the **Selection and Visibility** pane



Slide Notes

PowerPoint offers the option to add notes to each slide. This can be read by assistive technologies and provides more content regarding the text on the screen. It is also a good option when using images that contain meaningful content that is too long to include in an **Alt Text**.

Adding Notes

1. Go to menu item: **View**
2. In the Presentation Views section, select **Normal** to ensure that the notes panel is in view
3. **Note:** You can then select menu item Home, to access text formatting options
4. The Notes Pane can be found at the bottom of the window, below the slide
5. Put a unique title on every slide
 - a. Since PowerPoint does not provide a document heading structure, people using screen readers will use the slide titles when looking for a specific page in the slideshow
 - b. if duplicate slide titles are found on multiple slides, it will be much harder to locate a specific slide
6. Type and format your notes within the **Notes Pane** below each slide

Motion, Blinking, Transitions and Animations

Blinking, flashing and moving content can create accessibility issues. Do not use elements that flash, blink or have repetitive motion faster than 3 times per second.

Slide **transitions** are effects used to move from one slide to the next. An example of a transition is when the slide slowly fades away and the next slide slowly appears.

An example of an **animation** is when you have bullet points appear one at a time on a page until the entire slide is displayed.

Use transition and animation effects sparingly. While they can be useful during live presentations they can create accessibility issues or may create distractions. Screen readers do not work well with transitions and it can lead to confusion for the user.

Multimedia and Figures

If you include multimedia content such as audio or video, it must be accessible

- Video content must have closed captions
- Audio content must have transcripts

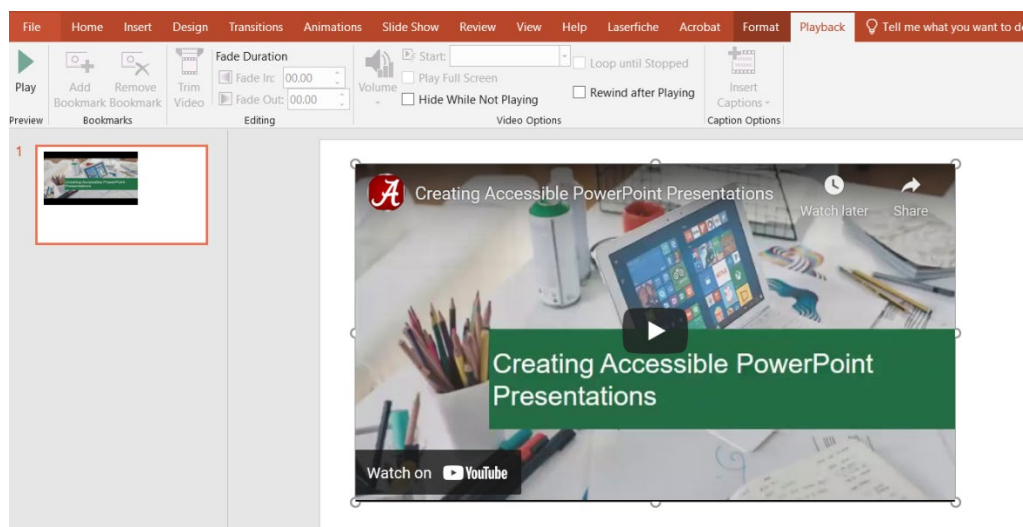
If embedding YouTube videos into the slideshow, select a video that has captions available already.

Insert a Video

1. In your web browser, locate the video you want
2. Copy the URL of the web page from the Address bar of your browser
3. Switch back to PowerPoint and select the slide where you want to place the video
4. On the **Insert** tab of the ribbon, select **Video > Online Video**
5. In the **Online Video** dialog box, paste the **URL** you copied in step 2
6. Select **Insert**

If a video is inserted successfully, you can play it either in Normal view or Slide Show.

- A Play button appears on the video in Normal view
- In Slide Show, you can interact with videos just as you would in a web browser
- By default, videos from YouTube and Vimeo can play by clicking the spacebar



Subtitles

If you're in the middle of giving a presentation and want to turn the feature on or off, click the **Toggle Subtitles** button from Slide Show View or Presenter View, on the toolbar below the main slide:

In **Slide Show View**:



In **Presenter View**:



You can also toggle subtitles from the right-click menu, or with the shortcut key **Alt+J**.

To have subtitles always start up when a Slide Show presentation starts, from the ribbon you can navigate to **Slide Show > Always Use Subtitles** to turn this feature on for all presentations. (By default, it's off.) Then, in Slide Show and Presenter View, a live transcription of your words will appear on-screen.

Shapes

PowerPoint allows shapes to be added to a page. The Insert Shapes dialog has several geometric shapes, arrows, equations, signs, symbols etc. that can be used.

A screen reader will treat shapes the same as other content on the slide. However, **Alt Text** should be added to the shape. If the shape is decorative, select the decorative option in the Alt Text section.

Title

People who are blind, low vision, or have a reading disability rely on slide titles to navigate the content. When skimming or using a screen reader they can quickly scan through the list of slide titles and select the slide they want to go to.

- All slides should have a unique title that describes the content the slide contains.
- Repetitive titles will be flagged in the Accessibility Checker

Font Size and Colour

People with disabilities can find text hard to read if it is too small or too busy

- Use a font size of 18pt or higher in any of the accessible fonts listed in the guide
- Avoid having too much white space or areas that look crowded or illegible
- Ensure the colour contrast is compliance with the WCAG 2.0 Level AA
- Select font and slide colours from the colour options provided in the guide

Creating Accessible Excel Spreadsheets

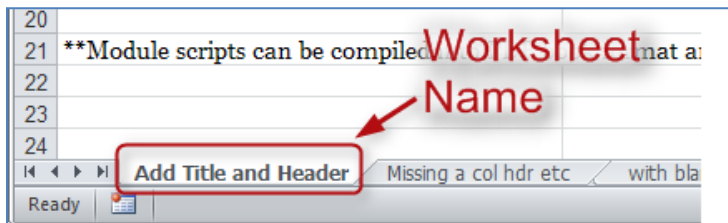
For the full details on how to create accessible documents in Microsoft Word, go to the following: [Make Your Excel Documents Accessible](#)

Common Practices in Excel

These practices are aimed at making all spreadsheets more accessible and legible.

Worksheet Names and Table Titles

To change the name of the worksheet tab or for each table, double click on the tab name and type in a new name. The name can only have 31 characters.



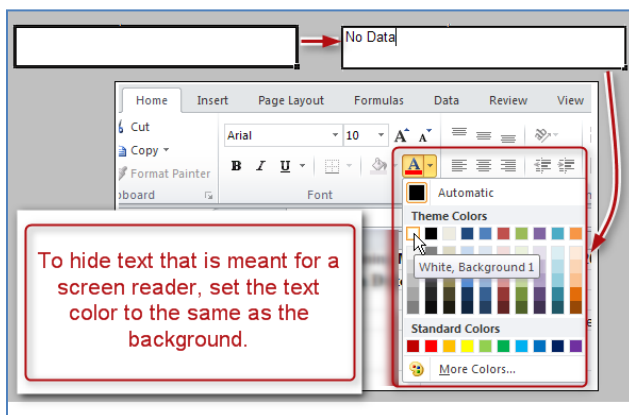
Row and Column Headers

Each table should have a row and column headers for each column and row to ensure it makes sense. Do not leave any headers blank, even if the meaning seems obvious.



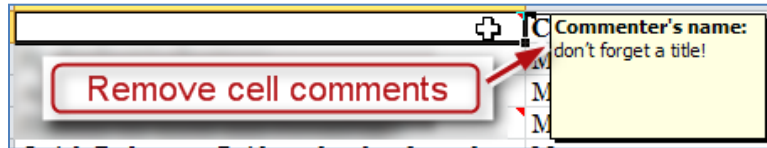
No Blank Data Cells

Cells should not be left blank either, if the cell has no data put “this cell is intentionally left blank” or “no data.” This can be in normal text or change the font colour to match the background so only screen readers will read it.



Remove Comments

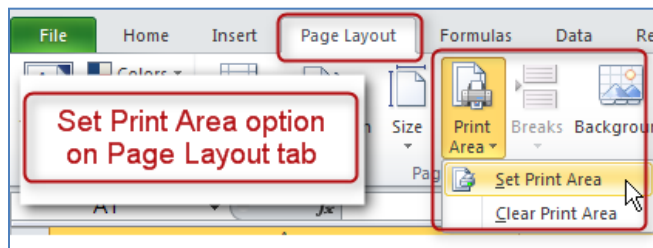
Remove extra comments before publishing (example: notes you were using when reviewing the spreadsheet). Screen readers cannot read the notes and so if the information is important, copy and paste it into a cell.



Set Print Area

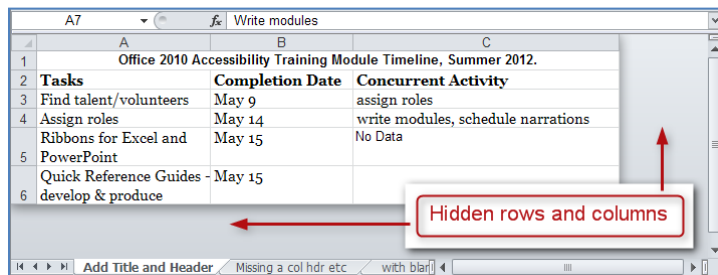
Ensure print areas is set correctly.

1. Highlights the entire areas of the table including titles and other information
2. In the ribbon, select **Print Layout**
3. In the **Page Setup** group, select **Print Area**, and then click **Set Print Area**



Hide Unused Rows and Columns

Hide extra rows and columns that are outside the print area making the worksheet look less cluttered and prevents screen reader users and keyboard navigators from wasting time scrolling through blank cells.



Hide Columns:

1. To begin, select the first column you want to hide
2. While holding down the **Shift** key, press and release the **End** key on your keyboard
3. Still holding down the **Shift**, now choose the **right arrow key**
 - a. this selects all columns from the first one you selected all the way to the right end of the spreadsheet
4. Now, with your cursor hovering in the selected area, right-click and choose **Hide**

Hide Rows

1. To hide unused rows below your data, follow a similar procedure
2. Leave one blank row below your data, then select the first row you want to hide
3. Hold **Shift** as you press and release **End** and then press and release the **down arrow key**
4. Right-click and choose **Hide**

If you need to unhide these cells later follow these steps:

1. Select the last visible column
2. Hover just to the right of the right edge of the column header
 - a. Your cursor should turn from a single cursor with arrows into a double cursor with arrows
3. Click and drag to the right, exposing the very last column
4. Select the new, final column, and right-click and choose **Unhide**

Delete Unused Worksheets

Delete unused worksheets by right-clicking on the tab of the unused worksheet and select **Delete**.

Note: this cannot be undone, ensure you are deleting the correct worksheet.

Table Titles

Table titles should be placed in the first column so screen readers can find them easily.



	A	B
1		
2	Texas Commission on Environmental Quality	
3	Texas Emissions Reduction Plan (TERP)	
4	List of All Projects Awarded Through August 31, 2011	
5	August 31, 2011	

Avoid Blank Rows and Columns

- Resize your rows and columns to give the spacing that helps make the table readable rather than using blanks to create your spacing
- One common mistake is leaving column A blank (because it makes it look like a margin)
- Avoid merging cells
- Type **End of Worksheet** in the row immediately after the last row of your table

Colour

When using colour in Excel, the same rules apply in that it must be accessible, the contrast must meet the WCAG 2.0 Level AA requirements, and it must be selected from the list of colour options in this guide and **Appendix H**.

Minimize use of colour in spreadsheets, when possible.

Creating Accessible PDFs

For the full details on how to create accessible PDFs in Adobe, go to the following:
[Create and Verify PDF Accessibility \(Acrobat Pro\)](#)
[Creating Accessible PDFs](#)

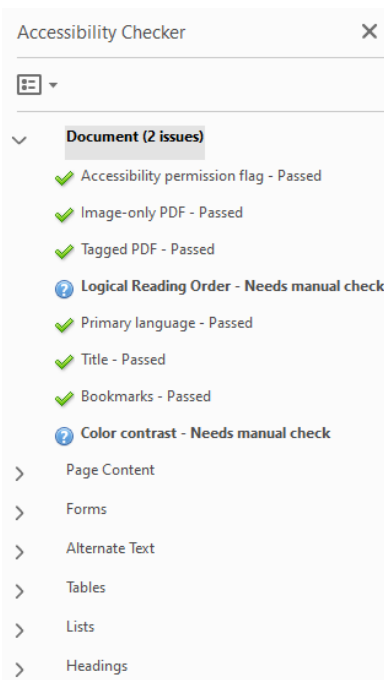
Note: the **Accessibility Checker** is only available in the paid version of Adobe. The free version does not include the features needed to make the document accessible.

The key to ensuring the PDF document has minimal to no accessibility issues is to ensure the original document (in Word, PowerPoint, Excel, Canva, etc.) is accessible.

After converting the document to **Adobe PDF** you will want to run the **Accessibility Checker**.

Two issues that are flagged in all PDFs under **Document** are:

- Logical Reading Order
- Color Contrast



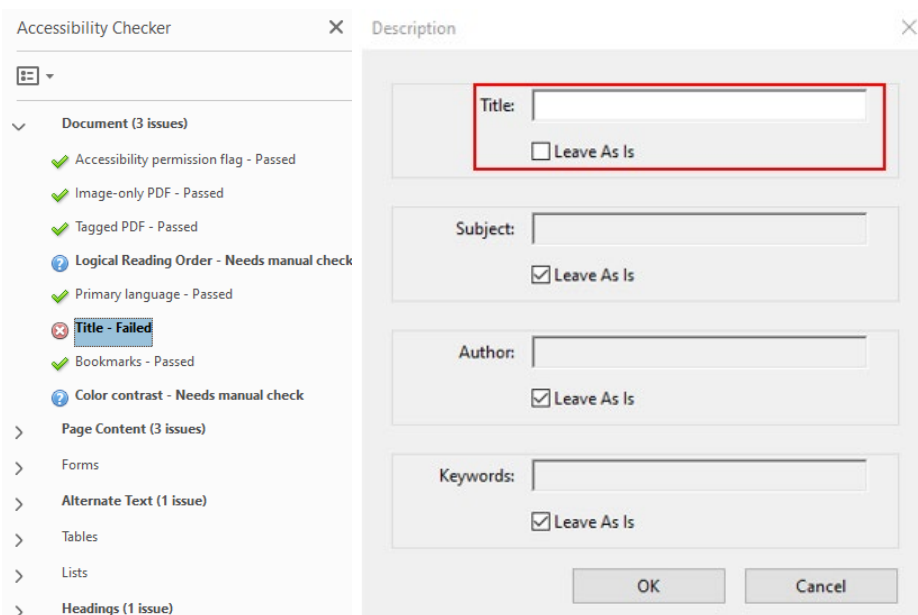
These both require manual check to ensure they are accessible. Most of the time, if the document is accessible in Word or any other software before being converted, these will have been checked beforehand. **You can right-click on both and select Pass.**

If you are not sure, you can check these by using the tab key or a screen reader to check the reading order, and using the Contrast Checker to ensure the colour contrast is accessible.

Document Title

The document title may not be properly set up prior to converting it to PDF.

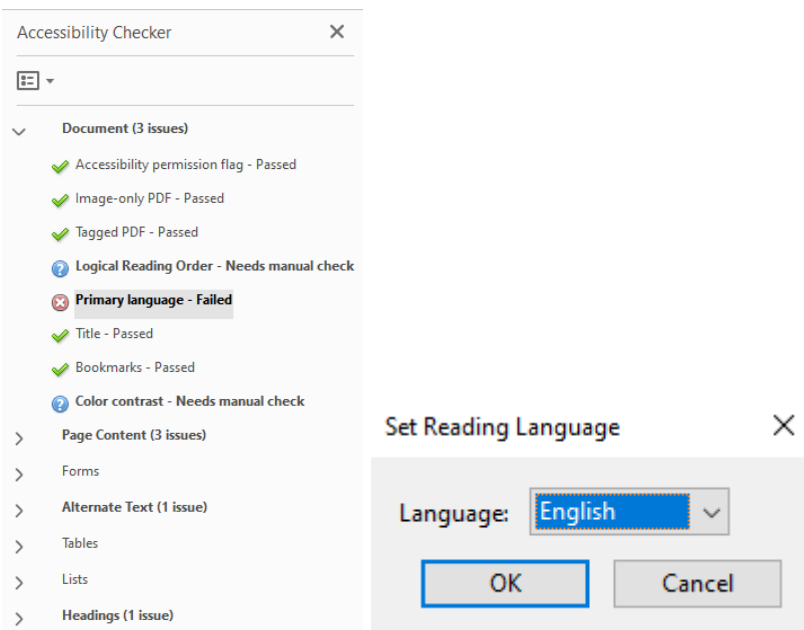
To fix this, click on **Document** and right click on **Title -Failed**, and select **Fix**. Click the check box that says **Leave As Is** under **Title** and enter in the document title. Click **OK**.



Document Language

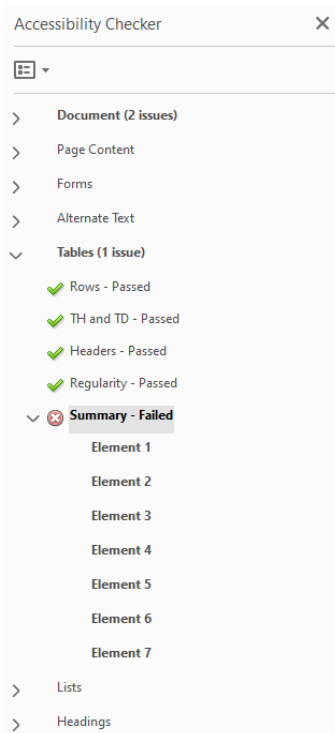
Sometimes the PDF document will flag the language as an error. To fix this, click on **Document** then right click on **Primary Language** and select **Fix**.

A box should appear showing the language as **English**, click **OK**.

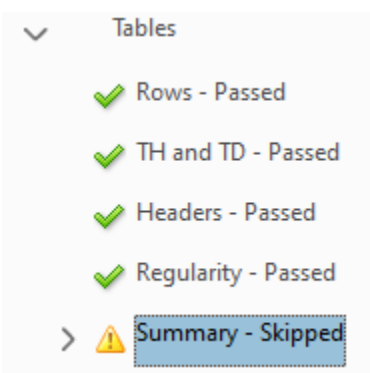


Tables and Table Summary

The most common issue for tables is that it does not have a **Summary**.

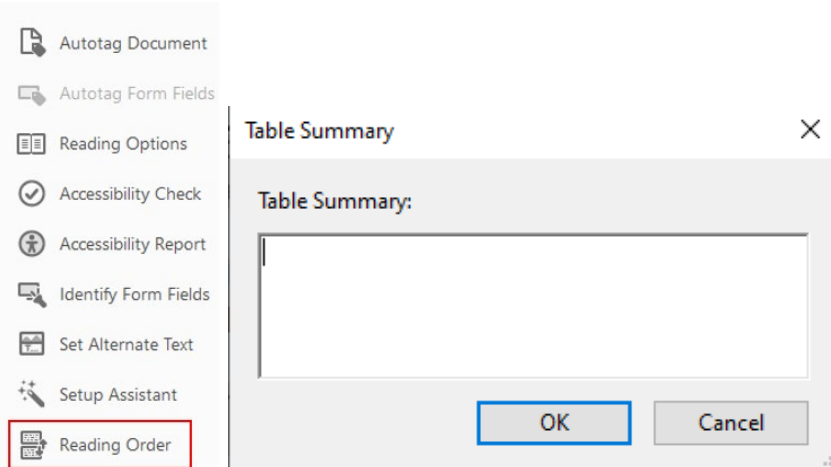


To make sure that you are screening for this, click on the **Table** option in the Accessibility Checker menu. If it shows that it has been **Skipped**, right click on **Summary** and click **Skip Rule**. If there are no summaries it will say **Failed**.



To fix the error, click on each **Element** to identify the tables that need a summary.

On the **right navigation menu** click on **Reading Order** and go to the first table under **Element 1**. Right click on the actual **Table** and select **Edit Table Summary**.



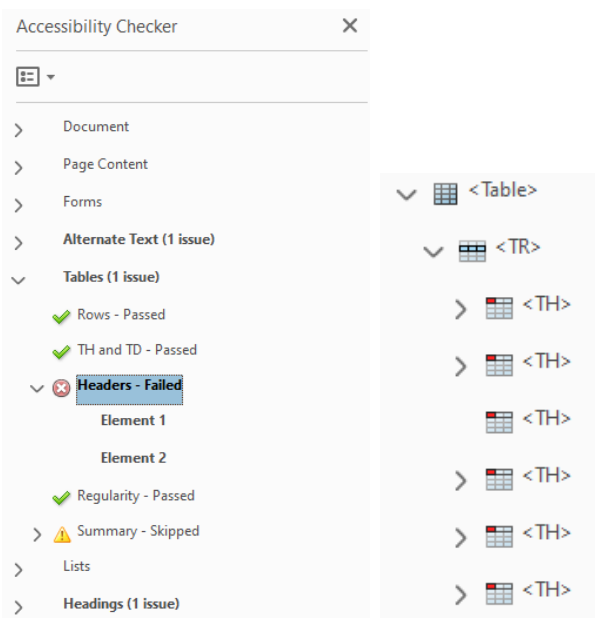
Enter a description of the table in the **Table Summary** in the box and click **OK**. **Repeat this step for all Elements shown in the Accessibility Checker under Summary.**

Close the **Reading Order** box after adding a summary to all the tables that require one.

Once you have closed the reading order box, right click on **Summary -Failed** and select **Check Again**. It should say **Passed** if you have edited all the elements correctly.

Table Headers

If a Table is missing a header row or the header row is not specified, the Accessibility Checker will flag it.



To fix this, right click on the **Element 1** and select **Show in Tags Panel**. Once you see the table in the tags panel, click the drop-down arrow to show all the rows (see above).

Select the first **TR tags** to show all the **TD tags**. Double click on the **TD tags** and change them all to **TH tags**.

Go back and do the same for all other **Elements** under **Headers**. Once finished, right click on **Headers -Failed** and select **Check Again**. It should say **Passed**.

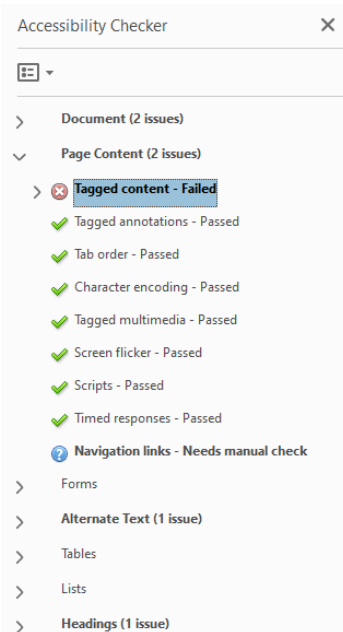
Note: this can sometimes lead to other errors, it is best to set the header row in Microsoft Word before converting the document to Adobe PDF.

Regularity

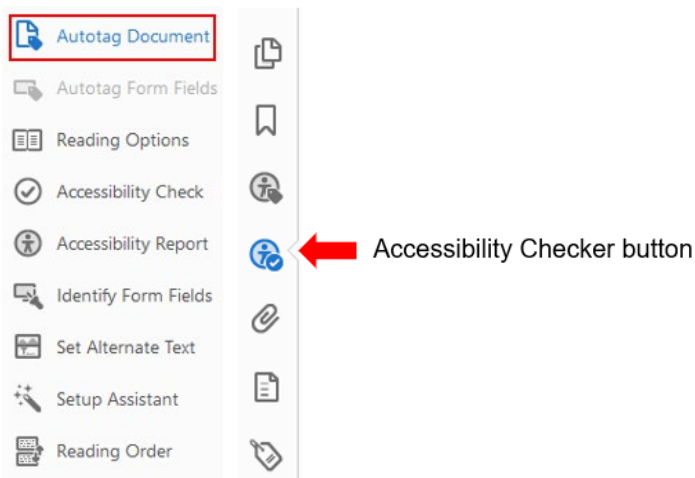
This will fail if the table does not contain the same number of columns in each row or rows in each column. This has to be fixed in Word before converting to PDF.

Tagged Content

If the content in the PDF is not tagged correctly, the Accessibility Checker will flag it.



To fix this, go to the right navigation menu and click **Autotag Document**. In most cases this should resolve the **Tagged Content** issue.

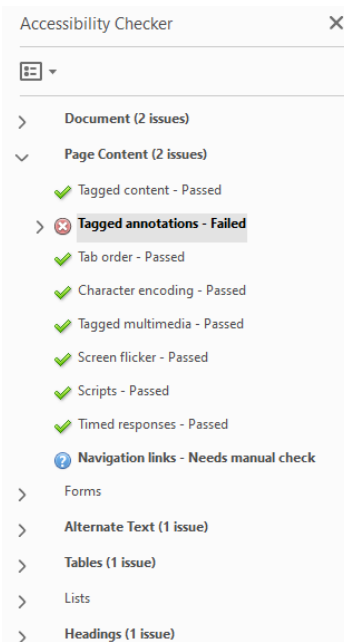


To check, click the **Accessibility Checker** button on the left navigation menu to go back to the checker, and right click on **Tagged content** and select **check again**.

The **Tagged content** should say **passed**. However, it may result in the **Tagged annotations** failing.

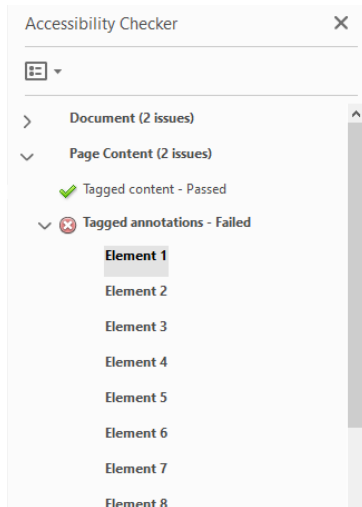
Tagged Annotations

If there are links throughout the document that are not correctly tagged, even after using the Autotag Document option, the Accessibility Checker will show the **Tagged Annotations** has failed.

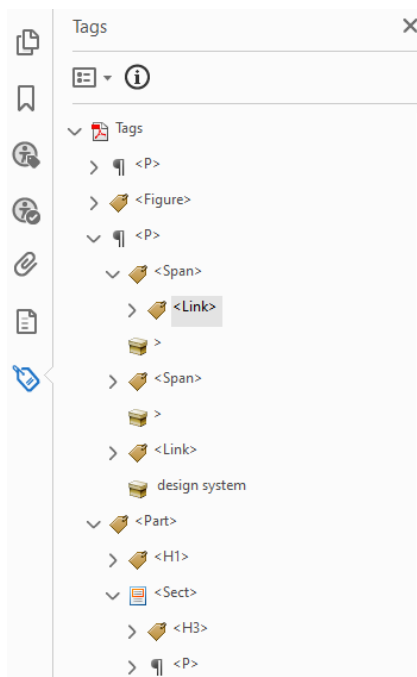


To resolve this, it needs to be tagged manually.

Click the drop-down arrow for **Tagged annotations** and it should show all the **Elements** that are missing tags.

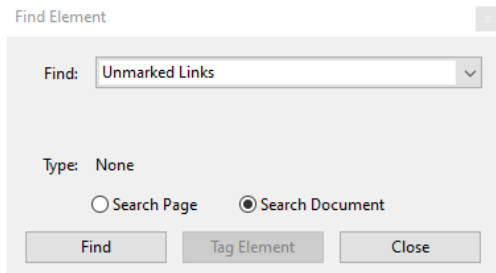


Then click on the **tags icon** in the left navigation menu to open the tagged content.

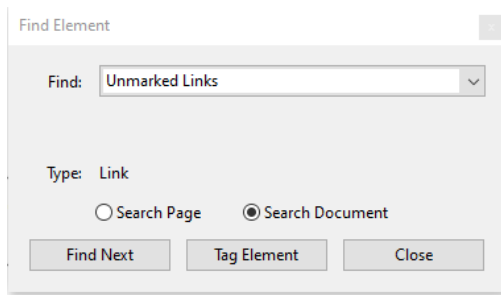


Once the **Tags menu** has opened, right click on any of the tags and select **Find...**

This opens a new box that is called **Find Element**. In the drop-down menu click **Unmarked Links** and select **Search Document** then click **Find**.



This is going to identify all the untagged links in the document. The first one will show up with a **purple box around it**. Click **Tag Element** in the same find box as above. It should mark it as a **Link** and then go to the next unmarked link.



- Summary of changes

Continue clicking **Tag Element** until all unmarked links are tagged.

Once completed, close the **Find Element** box and go back to the **Accessibility Checker**, right click on **Tagged annotations** and select **Check Again**. It should say **Passed** if all the untagged links were properly tagged.

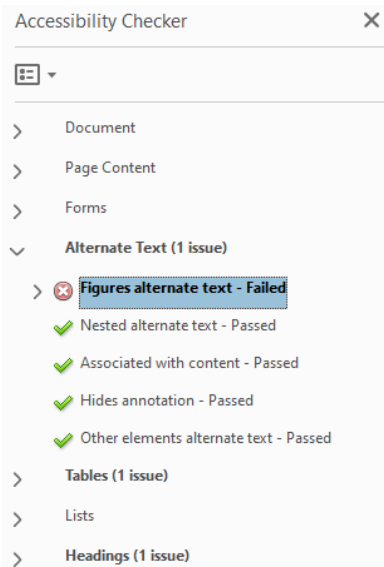
Navigation Links

Sometimes this will show that it needs manual checking. This means determining if links are redirecting to the correct page. Check that all links redirect to the correct page.

Once completed, right click on **Navigation Links** and select **Pass**.

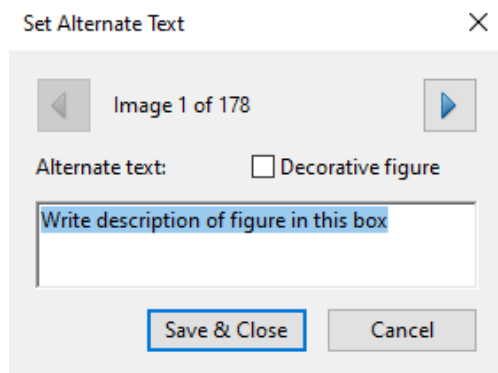
Figures Alternate Text

When images are used in a PDF document they need to have an **Alternate Text** tag. If they are missing an **Alt Text** tag the Accessibility Checker will flag it.



To fix this, open the **Figures alternate text -Failed** and it will show a list of all the **Figures** missing **Alt Text** tags.

Right click on **Figure 1** and select **Fix**. This should open the **Set Alternate Text** box.



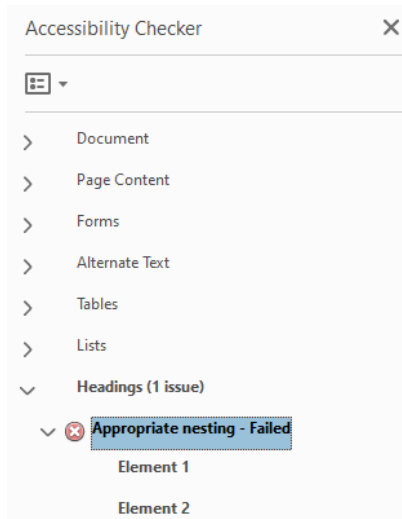
If the image is decorative, click **Decorative Figure**, if it contains meaningful information or is not decorative, write a description in the **Alternate Text** box, and click the **right arrow** to go to the next image.

Do this for all the figures that are missing an **Alt Text** and then click **Save & Close**.

Right click on **Figures alternate text -Failed** and select **Check Again**. It should say **Passed** if you have correctly added an **Alt Text** tag to all figures that required it.

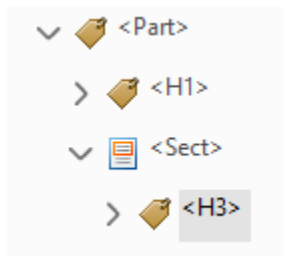
Headings Appropriate Nesting

If the headings tags are not done in the correct order the Accessibility Checker will flag it and indicate that the appropriate nesting failed.



To fix this, right click on the **Element 1** and select **Show in Tags Panel**.

It should show the order of headings under that section. In this example it says **H1** and then **Element 1** is tagged as **H3**.



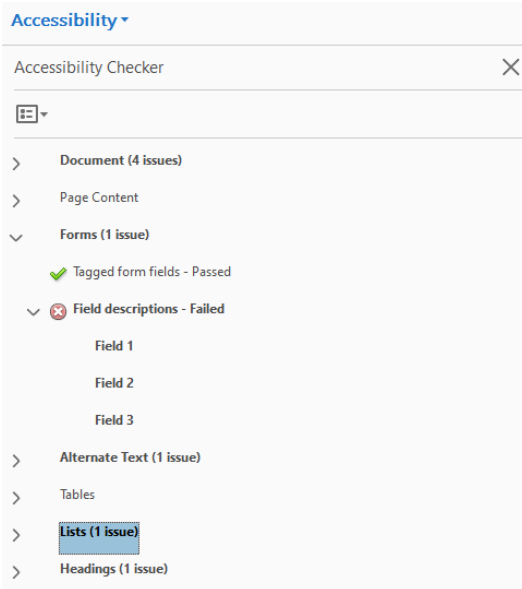
Once you have identified the order it should go in, double click on the heading that is creating the issue and change the tag to the correct one.

In this example, it should be **H2** not **H3**, so change the tag to **H2**. Make sure there are no other headings that get flagged once the heading is changed.

Once all **Elements** are fixed, go back to the Accessibility Checker and right click on **Appropriate nesting -Failed** and select **Check Again**. It should say **Passed**.

Forms Field Description

If there is no description in the tooltip section of a form field, it will flag Field Description as a failed accessibility error

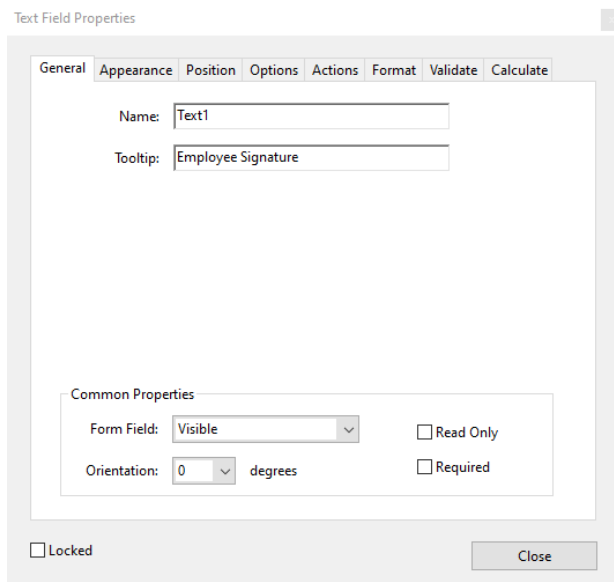


To add a text description to a form field select one of the **Form** tools (**Prepare Form**), and then right-click the form field

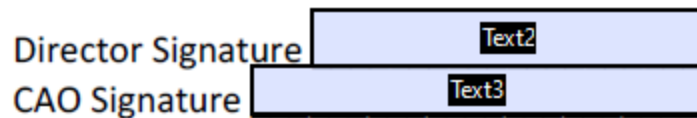
Choose **Properties** from the context menu, and click the **General** properties tab

Enter a description of the form field in the **Tooltip** field

Note: the description in the Tooltip field should explain what should go in the form field. It can be the same as the name if it properly describes the field.



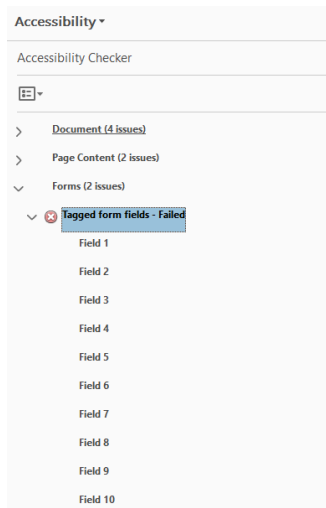
When the document is auto-tagged it may accurately take most form fields, but there may be some that do not get named correctly. In this case, you can change the name to match the Tooltip when editing it in the **General Properties** box.



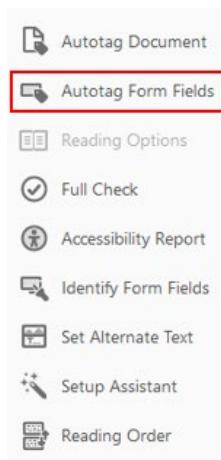
For the above image, you can change the name of Text2 to Director Signature, and the name of Text3 to CAO Signature.

Tagged Form Fields

When form fields are not correctly tagged, it will flag it as an accessibility error.



To fix this, first see if you can select **Autotag Form Fields** in the right navigation menu



This may not resolve all of the issues, in which case, try selecting **Autotag Document** above the **Autotag Form Fields** in the right navigation menu and then right click on **Tagged Form Fields** and select **Check Again**. It should resolve remaining tag issues.

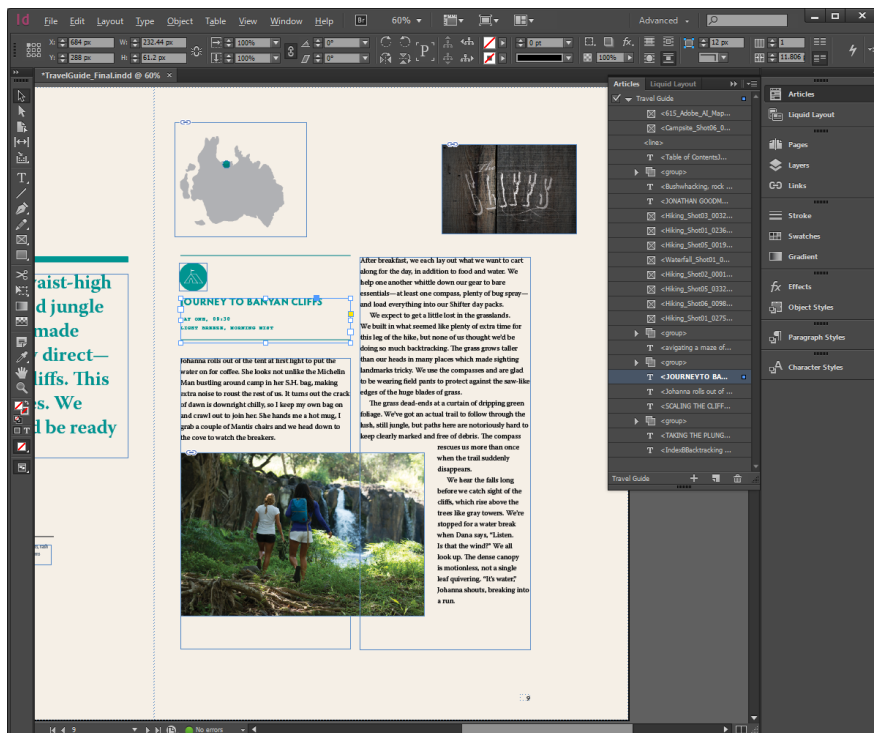
Creating Accessible InDesign Documents

For details on making InDesign accessible, visit [Accessibility Products InDesign](#)

InDesign CC supports accessible cross-media publication, allowing you to export InDesign documents to PDF, XHTML, and XML. Users can add tags and alternative text attributes to InDesign documents that support the production of accessible content in these exported formats. Now you can easily map styles to PDF tags.

When InDesign exports the tagged PDF, those mapped tags automatically define the role map in Acrobat. You can create articles from a combination of existing page items within a layout, including images, graphics, or text. Once an article has been created, page items can be added, removed, or reordered. While articles can be created manually by dragging one or more page items to an article in the Articles panel, there are also mechanisms for adding bulk content to an article, including adding all selected content to an article or adding an entire document to an article.

The Articles panel is designed to be simpler and easier to use for people without XML skills. Note that the ability to use the XML Structure panel has not been removed; it is now an additional option that complements the use of the Articles panel during the export process.

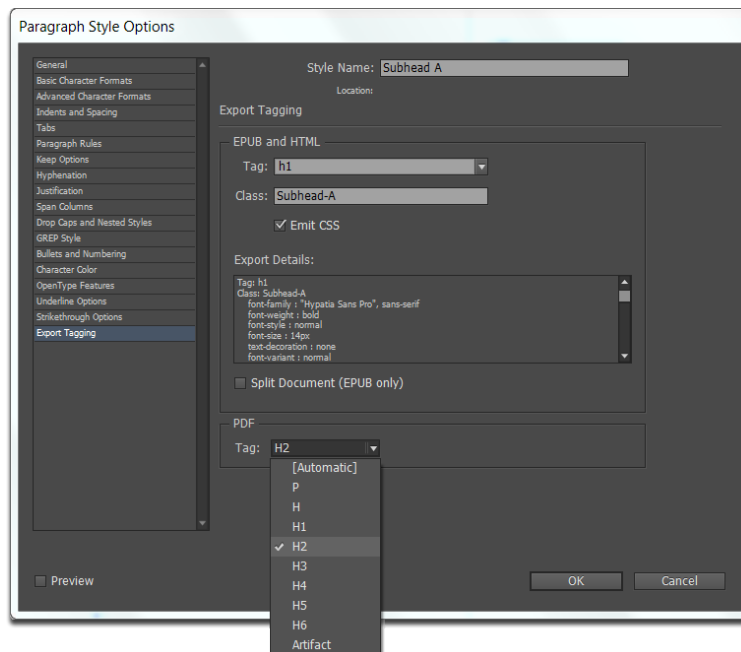


Mapping Style Tags

The **Paragraph** and **Character Style** dialog box has the option to use **Export Tagging**.

Export Tagging is found in the **Paragraph Styles Options** menu, and it can be used to define how text with InDesign Styles should be marked before converted to PDF. The

markup is displayed in a dropdown menu that has common tags such as <H1> to <H6>, <P> or Artifact. Export Tagging cannot be previewed within the InDesign layout, but it will be marked up in the exported **PDF** file.



Alternative Text

The Object Export Options dialog box provides four options for adding alt text to frames in InDesign CC:

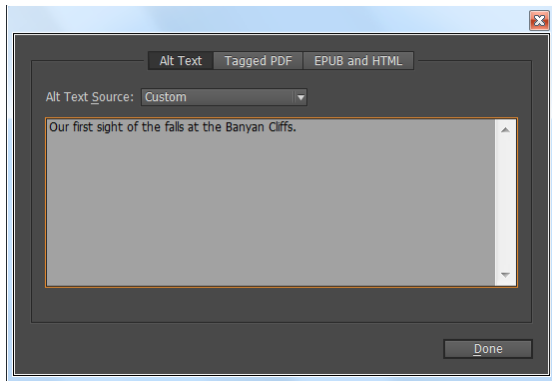
From Microsoft Word: When InDesign users import Word documents with graphic images that have had the alt text assigned in Word, the alt text descriptions from Word are converted to native InDesign alt text. (Note: Currently supported only on the Windows® version of Word).

From Structure: This option is for legacy INDD files where users have already created all of the alt text using the Structure pane.

From XMP (Title | Description | Headline): Common XMP metadata fields are used to capture text about the image or graphic. If the XMP data is updated in another application like Adobe Bridge, updating the link in InDesign results in the alt text string being updated.

To add alt text by typing it directly into InDesign:

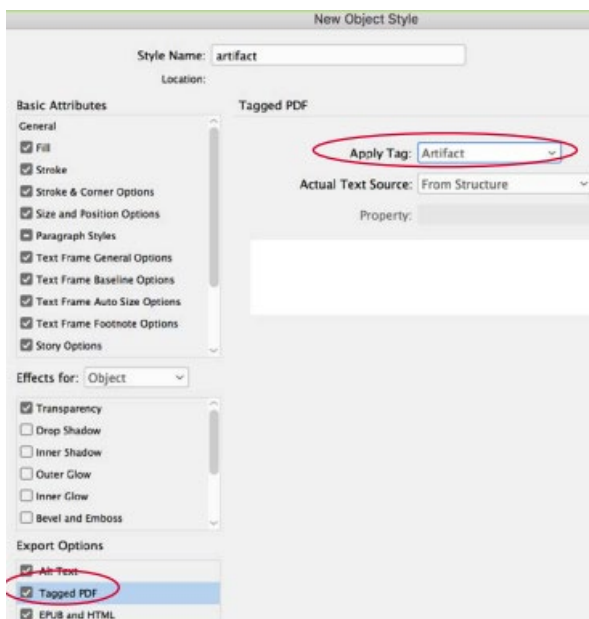
1. Select an image that does not have an alt text tag
2. With the **Selection Tool**, select the image
3. Choose **Object > Object Export Options**
4. Select the **Alt Tab** in the **Object Export Options** box
5. Choose **Custom** from the **Alt Text Source** menu
6. Enter the description in the field and click **Done**



Artifact Objects

Apply artifact tags to object styles for any elements that should be tagged as an artifact:

- Decorative blocks of colour
- Decorative elements such as rules
- Decorative background images



Alternatively, right-click on the object and select **Object Export Options** and select **Tagged PDF > Artifact**

For more in-depth instructions on accessible InDesign documents, go to the presentation on [Using Adobe InDesign to Create Accessible PDF Documents](#)

Canva Accessibility

Canva is a **free** easy-to-use design tool which makes graphic design easy to use for learners with all levels of abilities, from complete beginners to experienced designers.

Canva's simple drag and drop function combined with thousands of pre-made layouts enables users to quickly and easily create a wide range of different designs. Choose a template to create:

- A4 posters
- Blog graphics
- Social media posts
- CVs
- Infographics

Canva also allows users to customize and create their own templates.

Canva does not have a built-in accessibility checker. Although it is useful for making graphic content or posters, flyers, brochures, it is important to use the accessibility checkers in Adobe or Microsoft to ensure that it is accessible.

General Tips for Creating an Accessible Canva

- Use as few text boxes as possible
 - It is easier to have several separate paragraphs in one text box versus several individual text boxes per paragraph
- Design with the reading order in mind
 - It may be attractive to put the title in the middle of the page with an image blended into the background but it is not going to be accessible
- Group together decorative elements
 - When grouping together decorative elements you can ensure they have a decorative tag rather than needing to provide an Alt Text description (this can only be done for images that are purely decorative)

To learn how to check accessibility for Canva in Adobe or Microsoft, visit the article by Fresh Spectrum **Canva Accessibility is Bad, Here is How You Fix Your Design**

Alternatives to Canva

- Photoshop and InDesign – part of the Adobe suite, these programmes are paid-for alternatives
- Pixlr – Pixlr Editor allows you to edit images in a similar way to Photoshop using layers while Pixlr Express enables you to quickly edit images and create collages
- Inkscape – free vector graphics software available on Mac, Windows and Linux

Creating Accessible Social Media Posts

Facebook

Facebook has an accessibility page that provides details for users who have a disability or for creators who want to make their page more accessible: [Facebook Accessibility](#)

Alternative Text for Facebook Images

Facebook has a built-in Alternative Text generator, to understand how this works go to: [How Does Automatic Alt Text Work on Facebook?](#)

However, you can edit the **Alt Text** to ensure it is accurately conveying the information you want it to show to other users. To learn more about how to edit the **Alt Text** on Facebook, go to: [How Do I Edit the Alternative Text for a Photo on Facebook?](#)

It is important to note this can only be done on a laptop as it is not available on a phone.



Facebook Captions for Images

If the photo contains meaningful information that cannot be conveyed in an **Alt Text**, **use the caption to add a description of the information in the image.**

Alternatively, link the description of the information contained in the image in the caption.

Try to avoid using images with text when possible or be sure to include a full description of the text in the caption or a link that is provided in the caption.

This is done to ensure that people with disabilities can access all the same information as abled-bodied individuals. **Do not summarize the information or leave out details.**

Accessible Facebook Post

The caption below includes the same details, even though it is worded slightly different from the image. It does not summarize and leave any important information out.

For more **complex images** or **where more information is needed**, include a **link** to where the full description is, or a **description** at the end of the caption above the image.



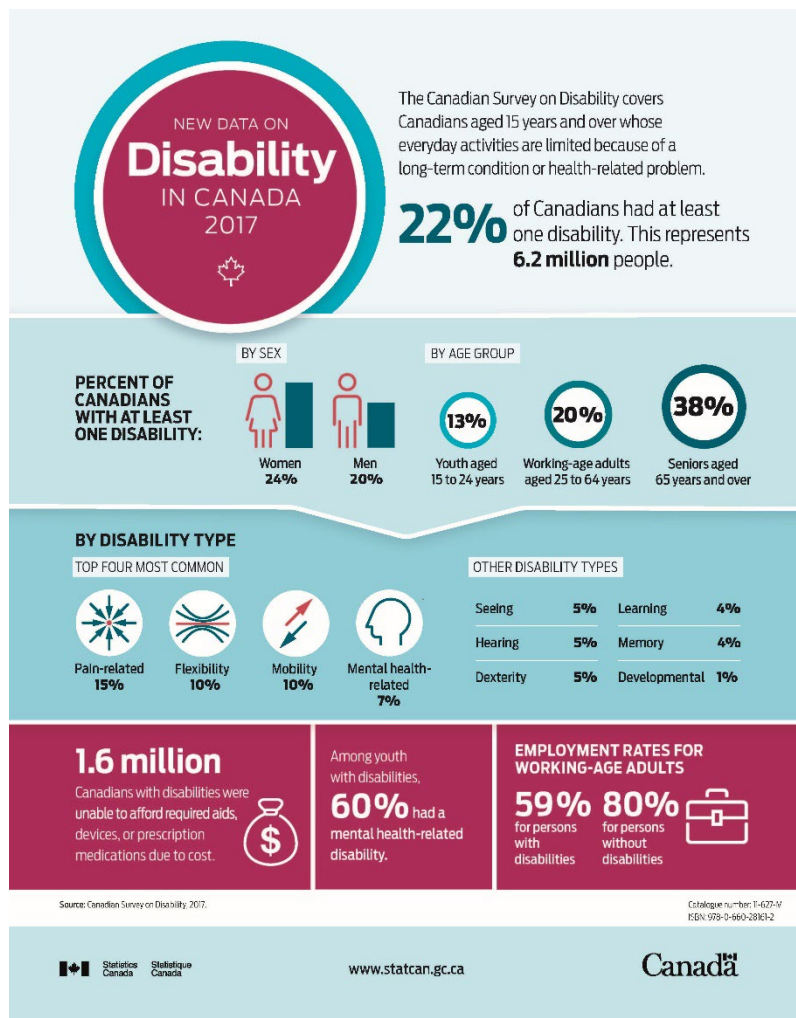
Image Description Instructions

Oftentimes inaccessible posts are ones that include images with meaningful information that is not provided in another format either via a link or description in the caption.

The image below contains meaningful information that is not conveyed in another format. To fix this, add a description in the **caption** or provide the details in a **link**.

Since the text in the image is lengthy it is best practice to put the full details in a link.

To do this, type out the information in the image in a PDF document or on a webpage on the website, and include the link in the post. If the image is borrowed from another website, see if they have the information typed out already and link to that website. For the post below, write out the statistics in plain, easy to read, language.



Automatic Closed Captions on Videos

Facebook, like YouTube, automatically captions its videos. However, you can also edit the auto-generated captions. To do this, visit [**How Do I Add Captions to my Page's Video on Facebook?**](#)

Language Simplicity on Facebook

It is important to keep the readability of Facebook posts and images in mind. Readability should be targeted at a grade eight level.

To test the readability of the Facebook posts, go to the [**WebFX Readability Test**](#)

Colour Contrast for Facebook

It is important to keep colour contrast of images in mind when making Facebook posts. To check the colour contrast, go to page 12-14 of this guide.

Instagram

Instagram has a page on [**Accessibility**](#) in the Help Center that goes over some accessible features.

Alternative Text

Instagram uses an Automatic Alt Text and object recognition technology to provide a visual description of the images. The text can be replaced with a better description. These descriptions are able to be read by screen readers.

To see and edit alt text for a photo before you post it on Instagram:

1. Start by taking a photo or uploading an existing photo to Instagram
2. Choose a filter and edit the image, then tap **Next** (iPhone) or **Next** (Android)
3. Tap **Advanced Settings** at the bottom of the screen
4. Tap **Write Alt Text**
5. Write your alt text in the box and tap **Done** (iPhone) or **Done** (Android)

To change the alt text of a photo after you've already posted it on Instagram:

1. Go to the photo and tap **Edit** (iPhone) or **Edit** (Android)
2. Tap **Edit**
3. Tap **Edit Alt Text** in the bottom right
4. Write the alt text in the box and tap **Done** (iPhone) or **Done** (Android)

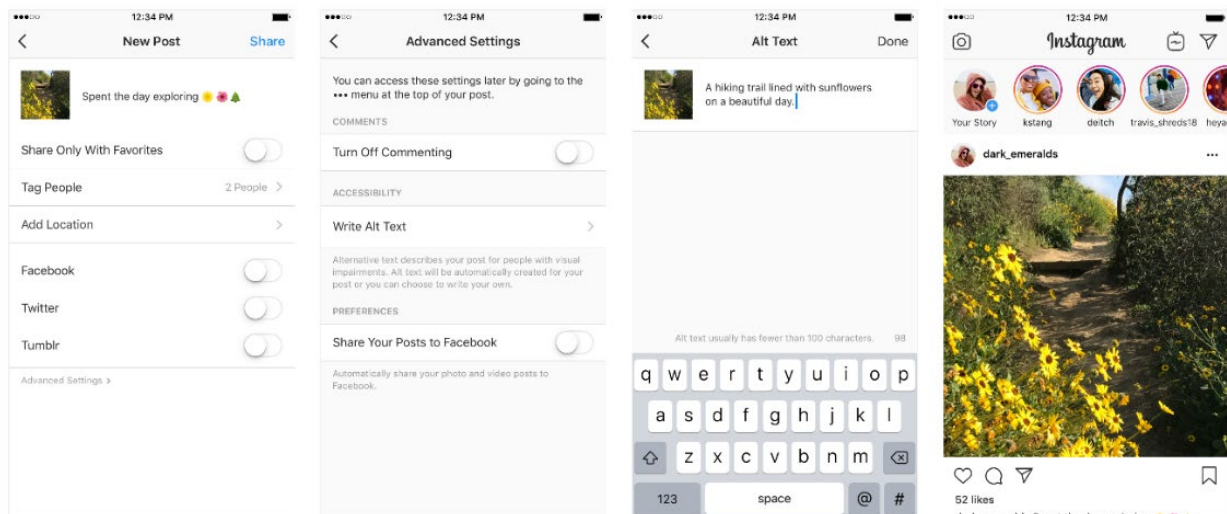


Image Descriptions

Some images contain meaningful information that cannot be captured in an Alt Text tag. It is better to provide an image description in the caption to ensure all users are accessing the same content.

See **Facebook** section above for more details on how to add an **image description**.

Minimize use of font styles, emoji's, icons, in Instagram posts.

Caption and Description for Videos

It is important to use videos that have closed captions when uploading to Instagram. This has to be done in a video editing software before uploading.

You can use a third-party app to auto-generate video captions, visit this article on the [7 Best Automatic Subtitle Generators](#) to find more information on captioning videos.

Sharing Videos with Captions

You can manage captions for your own video post before or after sharing it.

To manage captions before sharing a video post:

1. Before sharing a video post, tap **Advanced Settings**
2. Scroll to **Accessibility** and tap switch off or **switch on** next to **Show Captions** to turn it on or off

To manage captions for a video post you already shared:

1. Tap **more actions** (Android) or **more actions** (iPhone) at the **top** of the video
2. Tap **Edit**
3. On an Android, tap Remove Captions to turn them off. On an iPhone, tap Advanced settings, then tap switch off or switch on next to Show captions to turn them on or off
4. If the video cannot contain closed captions, **link to transcripts of the video**.

It is also best practice to provide a brief description in the caption on what the video is about to help users identify the video and determine if the content is relevant to them.

Other Accessibility Practices

According to the blog on [How to Make Your Instagram More Accessible and Why It's Important](#), there are a few tips to ensuring the content is accessible to all users.

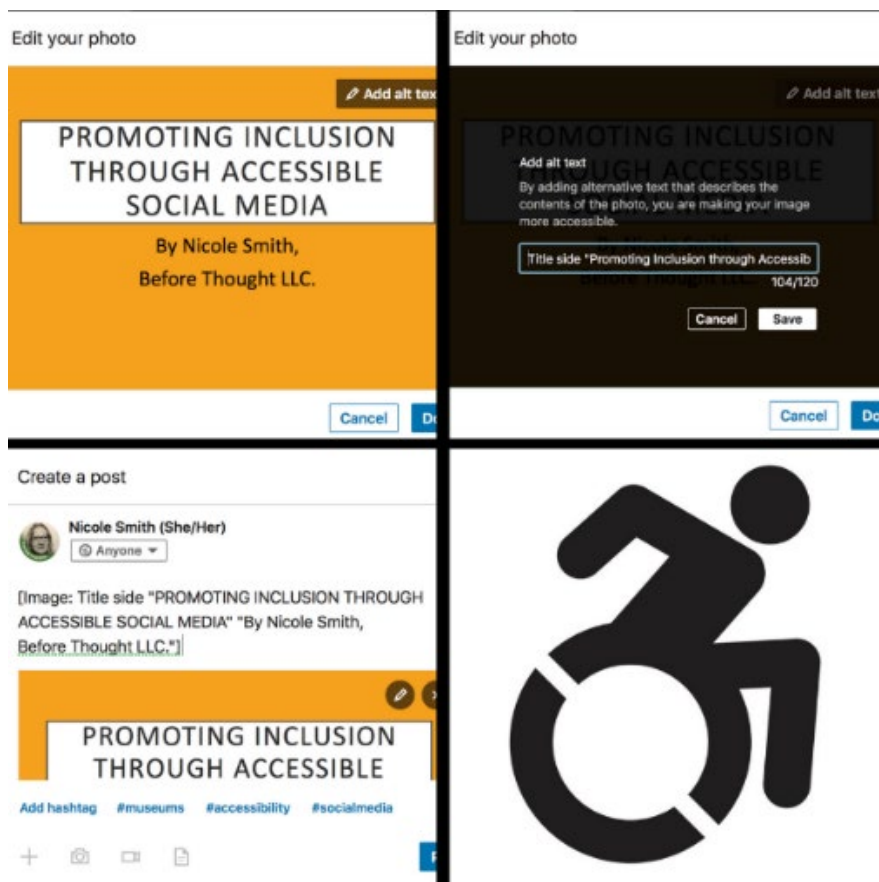
- Keep posts brief and concise, use plain text and easy to understand language
- Limit the use of Emojis
- Place extra hashtags in the comments instead of at the end of the post
- Optimize colour contrast and ensure that you are complying with WCAG 2.0
- Avoid putting critical information in Instagram Stories

LinkedIn

LinkedIn has an [Accessibility](#) page that states the site is in compliance with the WCAG 2.1 Level AA. To contact LinkedIn for accessibility support, go to: [Contact LinkedIn Support – Accessibility Support Request\(s\)](#).

The Bureau of Internet Accessibility wrote a blog on [Becoming More Accessible on LinkedIn: Tips for Improving Your Reach](#). It includes the following tips:

1. Add descriptive **alternative text** to your LinkedIn posts
It must be done in a desktop, it is not currently available on mobile devices
 - a) Upload **image**
 - b) Press **Add Alt Text** in the top right corner
 - c) Type your **Alt Text** in the box and press **Save**



If the Alt Text cannot capture all of the meaningful information in an image, add an image description in the post or under the image. See the **image description instructions** that is provided under the **Facebook** section above

2. Add **closed captions** to LinkedIn videos
Consider a third-party app to auto-generate captions (see information under Caption and Description for Videos under Instagram)
3. Ensure the content follows the **WCAG 2.0 Level AA** requirements
Pay attention to **colour contrast**
Use **clear and concise language** and avoid jargon
Avoid **flashing content more than 3 times per second**

YouTube

YouTube has a page on how to [Manage Accessibility Settings](#) that provides general accessibility information and specific information for people who have a visual or hearing disability.

Closed Captions

For more information, visit [YouTube Help Add Subtitles and Captions](#).

Create subtitles and captions

1. Sign in to **YouTube Studio**
2. From the left menu, select **Subtitles**
3. Click the **video** that you'd like to **edit**
4. Click **Add Language** and select your language
5. Under **subtitles**, click **Add**

Additional Resources on Accessible Technology

According to SNOW Inclusive Learning & Education: **Assistive technology** is a piece of technology (software or hardware) designed to perform a specific task. For example, a braille keyboard for an individual who reads braille, screen reader software that reads content out loud from digital text, or speech-to-text software that allows people to use their voices to enter text. It can help people with disabilities with the following:

- Perform functions that cannot be accessed in another format
- Approximate normal fluency, rate or standards that cannot otherwise be achieved
- Allow for full participation in programs or activities that are otherwise inaccessible
- Enhance endurance or ability to complete tasks that are otherwise difficult
- Assists with concentration and increases access to information

Apps for those who are Deaf and Hard of Hearing:

Google Live Transcribe: This Google app allows anyone to listen to a conversation and read a transcript of what was said.

AVA: This app uses AI to convert an audio recording into text for the user. It also allows the user to send messages with closed captioning. The app requires an internet connection and will not work without it.

Signly: This app converts sign language into text or speech. It also includes a text-to-speech function to convert written words into audio.

Apps for those who are Blind or Low Vision:

KNFB Reader App: This app scans a document and reads it aloud as soon as the device picks up its text. This works for anything from books, magazines, and letters to websites and emails.

TapTapSee: This app allows you to take a picture of an object and tells you what it is. It also provides visual descriptions, identifies currency values, and describes colors.

Color ID Free: This app allows you to take a picture and then identify colors in the photo. It also includes the ability to scan barcodes and QR codes, read signs, and describe shapes.

WCAG 2.0 Level A and AA Checklist

The following information can be found on Yale University WCAG 2 A and AA Checklist

1.1.1 Non-text Content (A) (2.0)

- All image tags must have Alt attributes
- If short Alt Text is enough to describe an image, provide the short text via the image's alt attribute
- If a short text alternative is not enough to describe an image (such as in a chart, graph, or diagram), provide short text via the image's alt attribute, and include a long description in nearby text
- If an image or icon is used as a button or link, the image has a text alternative enough to describe the purpose of the button or link
- Images that are decorative, used for formatting, or contain content already conveyed in text have a null alt attribute or are implemented as CSS background images
- Frames and iframes have descriptive titles
- Minimize the number of adjacent links to the same destination by combining adjacent images and text into a single link, rather than creating a separate link for each element

1.2.1 Audio-only and Video-only (Prerecorded) (A) (2.0)

- For pre-recorded audio (without video), provide a descriptive transcript that includes dialogue and all other meaningful sound
- For pre-recorded video (without audio), provided a text alternative or audio descriptions that provide the same information presented

1.2.2 Captions (Prerecorded) (A) (2.0)

- Provide captions for pre-recorded audio content in non-live synchronized media

1.2.3 Audio Description or Media Alternative (Prerecorded) (A) (2.0)

- For non-live video, provide a descriptive transcript or an audio description

1.2.4 Captions (Live) (AA) (2.0)

- Provide captions for live audio and video

1.2.5 Audio Description (Prerecorded) (AA) (2.0)

- Videos should include "radio style" narration so that content makes sense if someone is consuming just the audio track
- Include any text elements in the narration

1.3.1 Info and Relationships (A) (2.0)

- Use semantic markup to designate headings, lists, figures, emphasized text, etc.
- Organize pages using properly nested HTML headings
- Use ARIA landmarks and labels to identify regions of a page

- Reserve tables for tabular data, use table headers appropriately, and use table captions
- When the appearance of text conveys meaning, also use appropriate semantic markup
- Avoid emulating links and buttons
 - Use the a and button tags appropriately. Avoid using a tags for buttons. Avoid using div, span, etc. tags for links or buttons
- Avoid using whitespace characters for layout purposes

1.3.2 Meaningful Sequence (A) (2.0)

- Ensure that the source order presents content meaningfully
- When the page is viewed without styles, all content on the page should still appear in a meaningful and logical order

1.3.3 Sensory Characteristics (A) (2.0)

- Do not identify content based on its color, size, shape, position, sound, or other sensory characteristics
- Do not convey information solely through icons or symbols

1.4.1 Use of Color (A) (2.0)

- When the color of words, backgrounds, or other content is used to convey information, also include the information in text
- Links should always be easily identifiable through non-color means, including both default and hover states
 - The easiest and most conventional way to signify links is underlining
- Required fields and fields with errors must include some non-color way to identify them

1.4.2 Audio Control (A) (2.0)

- Do not have audio that plays automatically on the page
- When providing audio, also provide an easy way to disable the audio and adjust the volume

1.4.3 Contrast (Minimum) (AA) (2.0)

- Text (including images of text) have a contrast ratio of at least 4.5:1
- For text and images of that is at least 24px and normal weight or 19px and bold, use a contrast ratio that is at least 3:1

1.4.4 Resize text (AA) (2.0)

- Ensure that there is no loss of content or functionality when text resizes
- Define texts and text containers in relative units (percent, ems, rems) rather than in pixels

1.4.5 Images of Text (AA) (2.0)

- Avoid images of text, except in cases such as logos

2.1.1 Keyboard (A) (2.0)

- Avoid implementing access keys
 - When access keys and other keyboard shortcuts are implemented, they must not interfere with existing browser and screen reader provided shortcuts
- All functionality should be available to a keyboard without requiring specific timing of keystrokes unless a keyboard cannot provide the functionality alone
- Avoid relying exclusively on pointer-driven events, such as onmouseover, to provide functionality when scripting
 - Generally, such functionality will also require scripting for keyboard operability
- In general, avoid using scripts to remove focus from an element until the user moves focus manually

2.1.2 No Keyboard Trap (A) (2.0)

- Ensure keyboard focus is never trapped on an element without an obvious way to move focus out of the element
- Make sure the user can move focus to and from all focusable elements using a keyboard only

2.2.1 Timing Adjustable (A) (2.0)

- Do not require time limits to complete tasks unless necessary
- If a time limit is necessary, the time limit should be at least 20 hours, or it can be extended, adjusted, or disabled

2.2.2 Pause, Stop, Hide (A) (2.0)

- Items on the page should not automatically move, blink, scroll, or update, including carousels
- If content does automatically move, blink, scroll, or update, provide a way to pause, stop, or hide the moving, blinking, scrolling, or updating

2.3.1 Three Flashes or Below Threshold (A) (2.0)

- Do not provide any content that flashes more than three times in any 1-second period

2.4.1 Bypass Blocks (A) (2.0)

- Provide a link to skip to the main content as the first focusable link on the page

2.4.2 Page Titled (A) (2.0)

- Make sure each web page has a title tag that is descriptive, informative, and unique

2.4.3 Focus Order (A) (2.0)

- Create a logical tab order through links, form controls, and interactive objects

- When inserting content into the DOM, insert the content immediately after the triggering element, or use scripting to manage focus in an intuitive way
 - When triggering dialogs and menus, make sure those elements follow their trigger in the focus order in an intuitive way
 - When content is dismissed or removed, place focus back on the trigger
- Avoid using tab index values greater than 0

2.4.4 Link Purpose (In Context) (A) (2.0)

- If the visible text alone is not sufficient to convey meaning, use advanced techniques to provide additional meaning, such as ARIA attributes, screen reader only text, or the title attribute
- The purpose of each link can be determined from the link text alone, or from the link text and the containing paragraph, list item, or table cell, or the link text and the title attribute

2.4.5 Multiple Ways (AA) (2.0)

- Each website should include at least two of the following: a list of related pages; table of contents; site map; search; or list of all pages

2.4.6 Headings and Labels (AA) (2.0)

- Ensure that on each page, headings, landmark labels, and form labels are unique unless the structure provides adequate differentiation between them

2.4.7 Focus Visible (AA) (2.0)

- Provide keyboard focus styles that are highly visible, and make sure that a visible element has focus at all times when using a keyboard
- Do not rely on browser default focus styles

3.1.1 Language of Page (A) (2.0)

- When a visual label is present for an interactive element (example: link or form control) the accessible name of the element should contain the visual label
- Provide a lang attribute on the page's html element

3.1.2 Language of Parts (AA) (2.0)

- If a portion of the page is in a different language, use the lang attribute on that part

3.2.1 On Focus (A) (2.0)

- When the focus change, the page should not cause a change in page content, spawn a new browser window, submit a form, cause further change in focus, or cause any other change that disorients the user

3.2.2 On Input (A) (2.0)

- When a user inputs information or interacts with a control, the page should not cause a change in page content, spawn a new browser window, submit a form, cause further change in focus, or cause any other change that disorients the user

- If an input causes such a change, the user must be informed ahead of time

3.2.3 Consistent Navigation (AA) (2.0)

- When components are repeated across web page, they should appear in the same relative order with regard to other repeated components on each web page where they appear
- When a navigation menu is presented on multiple pages, the links should appear in the same order on each page

3.2.4 Consistent Identification (AA) (2.0)

- When components have the same functionality across several web pages, the components are labeled consistently on each page

3.3.1 Error Identification (A) (2.0)

- Identify errors using aria-invalid
- Programmatically indicate required fields using the required or aria-required attributes
 - Visually indicate required fields in the form's instructions or form labels. Do not indicate required fields for CSS alone
- Make errors easy to discover, identify, and correct

3.3.2 Labels or Instructions (A) (2.0)

- Use semantic, descriptive labels for inputs
 - visually position labels in a consistent way that makes associating labels with form controls easy
 - do not rely on placeholder text in lieu of an HTML label
- Provide text instructions at the beginning of a form or set of fields that describes the necessary input
- When providing inline help text, use aria-describedby to associate the help text with the input

3.3.3 Error Suggestion (AA) (2.0)

- If an input error is detected and if suggestions for correction are known, provide suggestions for fixing the submission

3.3.4 Error Prevention (Legal, Financial, Data) (AA) (2.0)

- Provide easy ways to confirm, correct, or reverse a user action where a mistake would cause a serious real-world consequence
 - Example: submitting financial data, entering into a legal agreement, submitting test data, or making a transaction)

4.1.1 Parsing (A) (2.0)

- Validate all page HTML, and avoid significant validation / parsing errors

4.1.2 Name, Role, Value (A) (2.0)

- Avoid creating custom widgets when HTML elements already exist, for example, use a and button tags appropriately
- When creating a custom interactive widget, consult the ARIA Authoring Practices Document
 - use ARIA labels, descriptions, roles, states, and properties to expose information about the component
- Use ARIA to enhance accessibility only when HTML is not sufficient
 - use caution when providing ARIA roles, states, and properties.

A PDF version of the checklist is available when screening webpages or documents. Contact the County Accessibility Coordinator for a copy.



Committee of the Whole

Meeting Date: September 27, 2022

Submitted by: Brent Kerwin, Strathmere Lodge Administrator

Subject: Strathmere Lodge Census Report for August 2022

ACTIVITY

	Regular Stay		Short Stay
	Current month	Year to date	Current month
Number of Move-Ins	5	48	0
Number of Deaths	5	45	-
Number of Move-Outs			
- to community	1	2	0
- to other Homes	0	1	0
- to hospital	0	0	0
Number of Residents at Month End	156		0
Approved occupancy numbers	159		1

REGULAR STAY WAITING LIST

Current 196 [92 private]
Previous month 185 [85 private]
Same month last year 172 [80 private]

OCCUPANCY

Regular Stay Program

As at month end, one (1) resident in a private room is paying the basic rate.

Occupancy	Current month	Year to date
All beds [Minimum required for full funding = 97%] No funding penalties resulting from pandemic, per Ministry	98.70%	97.06%
Preferred Accommodation [Maximum allowed = 60%]	51.19%	Aug. 2022 – 51.60% Aug. 2021 – 54.11%

Short Stay [Respite] Program

[Minimum required = 50%; no penalties resulting from pandemic, per Ministry]

Number of days, year to date: **243**

Number of days used, year to date: **0**

Percentage used, year to date: **0%**

Number of clients served, year to date: **0 for 0 stays**



Committee of the Whole

Meeting Date: September 27, 2022

Submitted by: Cindy Howard, General Manager Finance and Community Services, County Treasurer

Subject: Budget Variance Report August 2022

Background:

Annual budgets for all departments are approved by Council. Professional estimates, the current legislative environment, macroeconomic trends (such as supply-chain disruption, currency fluctuations, commodity prices, unemployment figures and business investment, etc.) and other local information available at the time are significant inputs to the budget recommended to Council by administration. All departments monitor revenues and expenditures on an ongoing basis.

Financial Reports to the end of August have been provided to you. We have now completed eight months of 2022 and below is an update on any variances. Department Heads were consulted in the preparation of this report.

ANALYSIS:

The COVID-19 pandemic continues to have an impact on the operations. The impacts include additional costs and lost revenues. The County has been able to fund the pressures from COVID-19 predominantly from a variety of provincial one-time funding sources such as Ministry of Health and Long-Term Care, Ministry of Municipal Affairs and Housing, and the Safe Restart funding and cost containment strategies.

The County Treasurer has ongoing budget meetings with the CEO and Assistant Director, Finance of the Middlesex-London Health Unit. The Ministry of Health provides additional 2022 COVID-19 funding assistance to support vaccination clinics and program support.

Highlights of the budget variances by department are as follows:

Administration:

Supplementary tax revenues and tax write-offs are part of the yearend process.

Planning:

No significant variances at this time.

Economic Development:

No significant variances at this time. A number of partnership initiatives will be expensed towards the end of the year.

Information Technology:

Expenditures are tracking as expected.

Social Services:

The social housing amount has been prorated. To date we have received Quarter 1 Billing information from the City of London.

Child Care Centre Operators were provided with one-time General Operating Grant in response to ongoing pressures of the OMICRON COVID-19 variant.

The County has received additional funding from the Social Service Relief Fund (SSRF) Phase 5. This funding will support the operating expenses to mitigate the continued impact of COVID-19 pandemic on the homeless sector.

Transportation:

Oil prices are having a drastic impact on capital costs for asphalt paving. The asphalt cement price index has increased from \$917.50 per tonne at bid time in early 2022 to \$1,394.00 per tonne in July. The County will likely see additional expenditures in the \$1,500,000 range on this contract. While this will not have an impact on the operating budget it will result in a draw from road reserves at the end of 2022 to make up for any shortfall.

Strathmere Lodge:

Increased COVID-19 costs are primarily offset by funding provided by the Ministry of Long-Term Care.

The Lodge received additional COVID-19 Prevention and Containment funding and additional funding for personal protective equipment (PPE) allocated for the 2022-23 fiscal year. Homes were required to review and update the actual incremental expenditures incurred for 2021-22 as well as provide an estimate for April 1 - June 30,

2022 in the COVID-19 Prevention and Containment Expenditures Reporting for 2021-22 and 2022-23 reporting template. The data collected from these reports may inform future disbursement and interim reconciliation approaches.

On September 1, 2022 the Lodge received a letter from the Ministry of Long-Term Care informing them that the government intends to flow the remaining investment allocated for COVID-19 Prevention and Containment funding and additional funding for personal protective requirement (PPE).

Ambulance:

Middlesex-London Paramedic Service continues to monitor their 2022 budget. We continue to see increase in demand for service as well as increased incidence of offload delay which may impact the overall 2022 budget. More detailed information will be available in the fall of 2022.

Middlesex-London Paramedic Service expects to continue to receive COVID-19 funding from the Ministry of health throughout the 2022 year if required.

Library Services:

No significant variances at this time.

COUNTY OF MIDDLESEX

Expenditure Recap to August 31, 2022

COMMITTEE / BOARD

	EXPENDITURES			NET TAXATION REQUIREMENT		
	2022 Budget	2022 To-date	%	2022 Budget	2022 To-date	%
<u>COMMITTEE OF THE WHOLE</u>						
Administration	\$ 6,682,650	\$ 4,407,140	65.9%	\$ 3,714,920	\$ 2,047,357	55.1%
Planning and Woodlots	1,426,190	924,584	64.8%	1,360,190	881,781	64.8%
Economic Development	802,367	432,420	53.9%	777,185	341,694	44.0%
Information Technology	1,841,461	1,187,337	64.5%	1,287,426	838,005	65.1%
Social Services	15,819,514	10,033,897	63.4%	7,224,894	5,133,552	71.1%
Transportation	27,477,224	22,777,333	82.9%	22,598,752	18,444,524	81.6%
Strathmere Lodge	17,468,148	10,908,356	62.4%	3,737,563	864,358	23.1%
Strathmere Lodge - Debenture	1,361,440	1,361,440	100.0%	757,000	958,488	126.6%
<u>MLEMS AUTHORITY</u>						
Land Ambulance	52,087,695	34,087,604	65.4%	4,690,537	3,223,715	68.7%
<u>LIBRARY BOARD</u>						
Library	5,495,559	3,306,611	60.2%	4,563,635	4,563,635	100.0%
HEALTH UNIT	1,411,000	925,733	65.6%	1,404,859	925,733	65.9%
RESERVES						
Transfer from Res. - Tax Rate				(3,733,519)	(3,733,519)	100.0%
Transfer to Res. - Working Capital						
ONT. MUN. PARTNERSHIP FUND						
Surplus - Winter Maintenance				(367,600)	(275,700)	75.0%
COVID - 19				(200,000)	(200,000)	100.0%
Surplus - Library				(513,000)	-	0.0%
				(60,000)	(60,000)	100.0%
TOTALS	\$ 131,873,248	\$ 90,352,455	68.5%	\$ 47,242,842	\$ 33,953,623	71.9%

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

ADMINISTRATION

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	3,714,920	2,047,357	55.1%
SUPPLEMENTARY TAXES	800,000	14,696	1.8%
INTEREST INCOME-GENERAL	250,000	200,456	80.2%
RECOVERIES - Ambulance, Ontario Works	660,016	306,284	46.4%
RENT - Facilities	761,464	545,147	71.6%
COMMUNITY TRANSPORTATION PROJECT	371,250	410,062	110.5%
COVID 19 PROGRAM	-	758,138	0.0%
TRANSFER FROM RESERVE	125,000	125,000	100.0%
Total REVENUE	6,682,650	4,407,140	65.9%
EXPENDITURES			
GOVERNANCE			
MEMBERS OF COUNCIL			
REMUNERATION	352,225	205,264	58.3%
BENEFITS	19,880	13,005	65.4%
INSURANCE	2,500	1,024	41.0%
TRAVEL	28,700	3,084	10.7%
EXPENSES	30,000	14,222	47.4%
CONVENTIONS	70,392	29,265	41.6%
MEMBERSHIPS	68,113	53,975	79.2%
SPECIAL EVENTS	11,000	(39)	(0.4%)
Total MEMBERS OF COUNCIL	582,810	319,800	54.9%
LIBRARY BOARD			
REMUNERATION	8,629	1,773	20.5%
BENEFITS	393	200	50.9%
CONVENTIONS - per diems	20,400	4,072	20.0%
Total LIBRARY BOARD	29,422	6,045	20.5%

	2022 Budget	2022 To Date	%
MIDDLESEX ACCESSIBILITY			
REMUNERATION	2,489	2,001	80.4%
BENEFITS	77	77	100.0%
TRAVEL/EXPENSES/CONVENTIONS	510	-	0.0%
Total MIDDLESEX ACCESSIBILITY	3,076	2,078	67.6%
Total GOVERNANCE	615,308	327,923	53.3%
ADMINISTRATION			
SALARIES	1,974,478	1,012,704	51.3%
BENEFITS	568,071	353,968	62.3%
SALARY/BENEFITS CONTINGENCY	85,000	-	0.0%
EDUCATION/TRAVEL - CAO	20,000	18,108	90.5%
EDUCATION/TRAVEL - CLERK	5,000	2,356	47.1%
EDUCATION/TRAVEL - HR	13,900	9,951	71.6%
EDUCATION/TRAVEL - HEALTH & SAFETY	9,250	462	5.0%
EDUCATION/TRAVEL - TREASURY	29,500	9,076	30.8%
EDUCATION/TRAVEL - COUNTY SOLICITOR	25,400	8,279	32.6%
OPERATIONS	206,745	127,495	61.7%
AUDIT	41,750	898	2.2%
CONSULTING	135,800	15,202	11.2%
INSURANCE	90,550	39,359	43.5%
INSURANCE DEDUCTIBLE PAYMENTS	125,000	125,000	100.0%
TAX WRITE-OFFS	400,000	-	0.0%
PROPERTY TAX CAPPING - SHORT FALL	1,000	-	0.0%
Total ADMINISTRATION	3,731,444	1,722,858	46.2%
TRANSFERS			
TRANSFER TO RESERVE	125,000	125,000	100.0%
TRANSFER TO CAPITAL	55,300	55,300	100.0%
Total TRANSFERS	180,300	180,300	100.0%
Total ADMINISTRATION	3,911,744	1,903,158	48.7%
FACILITIES			
FACILITIES OPERATING			
SALARIES	92,493	56,503	61.1%
BENEFITS	26,281	18,497	70.4%
TRUCK MAINT./ EXP.	7,350	4,956	67.4%
County Building & Gaol - CLEANING	198,500	113,465	57.2%
County Building & Gaol - INSURANCE	15,500	5,943	38.3%
County Building & Gaol - UTILITIES	136,000	63,699	46.8%
Total FACILITIES OPERATING	476,124	263,063	55.3%

	2022 Budget	2022 To Date	%
TRANSFER TO CAPITAL			
TRANSFER TO CAPITAL	-	-	0.0%
Total TRANSFER TO CAPITAL	-	-	0.0%
Total FACILITIES	476,124	263,063	55.3%
MPAC - Assessment Services			
MPAC - Assessment Services	1,308,224	981,168	75.0%
Total MPAC - Assessment Services	1,308,224	981,168	75.0%
COMMUNITY TRANSPORTATION PROJECT			
Community Transportation Project	371,250	173,690	46.8%
Total Community Transportation Project	371,250	173,690	46.8%
COVID 19 PROGRAM	-	758,138	0.0%
TRANSFER TO RESERVE - COVID 19	-	-	0.0%
Total EXPENDITURES	6,682,650	4,407,140	65.9%

**County of Middlesex
Capital Projects
August 31, 2022**

Account	Description	Budget	Actual	Balance	%
ADMINISTRATION					
01-894-61009	Computer/Printer Replacements	\$ 55,300	\$ 13,061	\$ 42,239	23.6%

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

PLANNING

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 1,360,190	\$ 881,781	64.8%
APPROVED AUTHORITY FEES	65,000	42,800	65.8%
OTHER	1,000	3	0.3%
TOTAL REVENUES	\$ 1,426,190	\$ 924,584	64.8%
EXPENDITURES			
PLANNING			
SALARIES	\$ 874,819	\$ 522,915	59.8%
BENEFITS	232,050	159,193	68.6%
OPERATIONS	54,240	46,023	84.9%
MIDDLESEX GEOGRAPHY NETWORK	88,380	76,860	87.0%
LEGAL SERVICES	2,000	215	10.8%
SPECIAL PROJECTS	40,000	40,000	100.0%
COVID-19 PROGRAM	-	312	0.0%
TOTAL PLANNING	\$ 1,291,489	\$ 845,518	65.5%
WOODLANDS			
SALARIES	\$ 91,486	\$ 55,016	60.1%
BENEFITS	27,474	17,679	64.3%
OPERATIONS	15,741	6,371	40.5%
TOTAL WOODLANDS	\$ 134,701	\$ 79,066	58.7%
TOTAL EXPENDITURES	\$ 1,426,190	\$ 924,584	64.8%

**County of Middlesex
Capital Projects
August 31, 2022**

Account	Description	Budget	Actual	Balance	%
PLANNING					
01-201-66004	Clean Water Project	\$ 30,000	\$ 30,000	\$ -	100.0%
01-201-66007	Computer Capital	\$ 15,540	\$ 14,634	\$ 906	94.2%
01-201-66013	Official Plan/Special Projects	\$ 40,000	\$ 35,800	\$ 4,200	89.5%
01-201-66030	LDD Moth Program	\$ 5,000	\$ 3,445	\$ 1,555	68.9%
		\$ 90,540	\$ 83,879	\$ 6,661	92.6%

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

ECONOMIC DEVELOPMENT

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 777,185	\$ 341,694	44.0%
GRANTS	\$ 25,182	\$ 90,726	360.3%
TOTAL REVENUES	\$ 802,367	\$ 432,420	53.9%
EXPENDITURES			
SALARIES	\$ 310,974	\$ 203,612	65.5%
BENEFITS	84,791	59,492	70.2%
OPERATIONS	53,022	31,616	59.6%
ECONOMIC DEVELOPMENT SERVICES	245,580	92,960	37.9%
TOURISM SERVICES	108,000	32,480	30.1%
COVID-19 PROGRAM	-	443	0.0%
TOURISM RELIEF & RECOVERY FUND	-	3,805	0.0%
OMAFRA FUNDING	-	8,012	0.0%
TOTAL EXPENDITURES	\$ 802,367	\$ 432,420	53.9%

**County of Middlesex
Capital Projects
August 31, 2022**

Account		Description	Budget		Actual		Balance	%
Economic Development								
01-201-66021	Computer Capital		\$	6,710	\$	2,351	\$ 4,359	35.0%

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

INFORMATION TECHNOLOGY

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 1,287,426	\$ 838,005	65.1%
RECOVERIES	392,891	261,927	66.7%
OTHER REVENUES	161,144	87,405	54.2%
TOTAL REVENUES	\$ 1,841,461	\$ 1,187,337	64.5%
EXPENDITURES			
SALARIES	\$ 987,701	\$ 618,175	62.6%
BENEFITS	291,785	191,509	65.6%
OPERATIONS	49,000	17,735	36.2%
NETWORK MAINTENANCE	329,975	199,843	60.6%
TRANSFER TO CAPITAL	150,000	150,000	100.0%
COVID-19 PROGRAM	33,000	10,075	30.5%
TOTAL EXPENDITURES	\$ 1,841,461	\$ 1,187,337	64.5%

**County of Middlesex
Capital Projects
August 31, 2022**

Account	Description	Budget	Actual	Balance	%
INFORMATION TECHNOLOGY					
01-740-62001	Computer Hardware	\$ 22,800	\$ 13,051	\$ 9,749	57.2%
01-740-62001	Software Licensing	\$ 19,100	\$ 8,230	\$ 10,870	43.1%
01-740-62053	Phone System 2022	\$ 34,000	\$ 24,086	\$ 9,914	70.8%
01-740-62055	Exchange Online Licensing & Backups	\$ 30,000	\$ -	\$ 30,000	0.0%
01-740-62001	IT Equipment - Transfer to Reserve Fund	\$ 44,100	\$ 44,100	\$ -	100.0%
		\$ 150,000	\$ 89,467	\$ 60,533	59.6%

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

SOCIAL SERVICES

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 7,224,894	\$ 5,133,552	71.1%
GOVERNMENT CONTRIBUTION - PROVINCE/CITY & OW RECOVERIES	8,594,620	4,900,345	57.0%
Total REVENUES	<u>\$ 15,819,514</u>	<u>\$ 10,033,897</u>	<u>63.4%</u>
EXPENDITURES			
ONTARIO WORKS AND EMPLOYMENT ADMINISTRATION			
SALARIES	\$ 942,029	\$ 480,861	51.0%
LOCAL SYSTEM SUPPORT SALARIES	56,650	37,767	66.7%
BENEFITS	279,755	150,684	53.9%
LOCAL SYSTEM SUPPORT EQUIPMENT	43,904	27,103	61.7%
TRAVEL	10,000	2,187	21.9%
TRAINING AND EDUCATION	15,000	434	2.9%
MEMBERSHIPS	2,500	2,227	89.1%
GENERAL OFFICE EXPENSE	30,000	14,016	46.7%
TECHNOLOGY	16,000	824	5.2%
ACCOMODATION	81,500	44,333	54.4%
PROFESSIONAL ADVISORS	2,500	196	7.8%
PURCHASED SERVICE	50,000	22,930	45.9%
PARTICIPATION EXPENSES	30,000	11,673	38.9%
INTAKE SCREENING - CITY OF LONDON	28,000	-	0.0%
PROGRAM COSTS	3,593,051	1,957,749	54.5%
Total ONTARIO WORKS AND EMPLOYMENT ADMINISTRATION	<u>\$ 5,180,889</u>	<u>\$ 2,752,984</u>	<u>53.1%</u>

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

SOCIAL SERVICES

	2022 Budget	2022 To Date	%
CHILDREN'S SERVICES			
ADMINISTRATION SALARIES	\$ 137,786	\$ 81,385	59.1%
ADMINISTRATION BENEFITS	36,442	24,365	66.9%
PROGRAM - FEE SUBSIDY	3,697,574	2,517,615	68.1%
PROGRAM - SPECIAL NEEDS	264,087	176,058	66.7%
MIDDLESEX SUPPORTS	124,000	53,029	42.8%
PAY EQUITY	25,032	16,688	66.7%
CAPACITY	31,200	-	0.0%
PROGRAM - SUMMER RECREATIONAL CHILD CARE	15,000	4,710	31.4%
Total CHILDREN'S SERVICES	\$ 4,331,121	\$ 2,873,850	66.4%
SOCIAL HOUSING			
SOCIAL HOUSING	\$ 6,137,595	\$ 3,761,269	61.3%
Total SOCIAL HOUSING	\$ 6,137,595	\$ 3,761,269	61.3%
OTHER PROGRAM COSTS			
OTHER PROGRAM COSTS	\$ 169,909	\$ 112,089	66.0%
Total OTHER PROGRAM COSTS	\$ 169,909	\$ 112,089	66.0%
COVID - 19			
COVID - 19	\$ -	\$ 533,705	0.0%
Total COVID - 19	\$ -	\$ 533,705	0.0%
Total EXPENDITURES	\$ 15,819,514	\$ 10,033,897	63.4%

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

TRANSPORTATION

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 22,598,752	\$ 18,444,524	81.6%
CITY OF LONDON	1,250,000	1,190,745	95.3%
GRAVEL ROYALTY	50,000	-	0.0%
FEDERAL GAS TAX	2,269,251	2,269,251	100.0%
ONTARIO COMMUNITY INFRASTRUCTURE FUND	1,309,221	872,813	66.7%
TOTAL REVENUES	\$ 27,477,224	\$ 22,777,333	82.9%
EXPENDITURES			
OPERATING COSTS			
ROAD MAINTENANCE	\$ 8,285,000	\$ 4,981,294	60.1%
BRIDGE & CULVERT MAINTENANCE	260,000	78,288	30.1%
OVERHEAD	2,438,647	1,629,645	66.8%
EQUIPMENT & HOUSING OPERATIONS	(804,928)	(876,981)	109.0%
ENVIRONMENTAL SERVICES	25,000	-	0.0%
EMERGENCY PLANNING, FIRE & 911	569,000	260,582	45.8%
TOTAL OPERATING COSTS	\$ 10,772,719	\$ 6,072,828	56.4%
TRANSFERS			
TRANSFER TO ROADS CAPITAL	\$ 11,224,505	\$ 11,224,505	100.0%
TRANSFER TO EQUIPMENT CAPITAL	830,000	830,000	100.0%
TRANSFER TO FACILITIES CAPITAL	150,000	150,000	100.0%
TRANSFER TO BRIDGE CAPITAL	4,500,000	4,500,000	100.0%
TOTAL TRANSFERS	\$ 16,704,505	\$ 16,704,505	100.0%
TOTAL EXPENDITURES	\$ 27,477,224	\$ 22,777,333	82.9%

**County of Middlesex
Capital Projects
August 31, 2022**

Account	Description	Budget	Actual	Balance	%
ROADS					
01-401-70012	Municipal Drain Construction	\$ 300,000	\$ 179,290	\$ 120,710	59.8%
01-401-70128	CR 81 - Parkhill Urban (2022)	\$ 670,000	\$ 126	\$ 669,874	0.0%
01-401-70148	CR 14 Roundabout Design and Site Works (2022)	\$ 1,500,000	\$ 91,191	\$ 1,408,809	6.1%
01-401-70159	3 - From Brigham Rd to London (2022)	\$ 350,000	\$ 370,747	\$ (20,747)	105.9%
01-401-70160	13 - Lucan Urban (w/ Lucan Biddulph)	\$ 605,000	\$ 853	\$ 604,147	0.1%
01-401-70161	19 - From CR 7 (Elginfield Rd) to CR 81 (Centre Rd)	\$ 3,250,000	\$ 475,829	\$ 2,774,171	14.6%
01-401-70162	22 - From CR 17 (Nairn Rd) to CR 39 (Hickory Dr)	\$ 1,507,407	\$ 299,448	\$ 1,207,959	19.9%
01-401-70163	22 - From London to CR 17 (Nairn Rd)	\$ 692,593	\$ 58,343	\$ 634,250	8.4%
01-401-70166	78 - From CR 74 (Westchester Brn) to CR 32 (Dorchester Rd)	\$ 2,100,000	\$ 951,968	\$ 1,148,032	45.3%
01-401-70168	59 - Highway 7 to Granton	\$ 400,000	\$ 318,426	\$ 81,574	79.6%
01-401-70169	Traffic Signals - CR16 & CR56	\$ 300,000	\$ 2,056	\$ 297,944	0.7%
01-401-76XXX	Roads Equipment	\$ 830,000	\$ 817,203	\$ 12,797	98.5%
01-401-77033	Thorndale Bridge Rehab. CR 28	\$ 1,000,000	\$ 5,424	\$ 994,576	0.5%
01-401-77054	Black Bridge Rehabilitation (B-19-045)	\$ 600,000	\$ 254,512	\$ 345,488	42.4%
01-401-77063	CR 17 - Nairn Bridge Repair (2021)	\$ 800,000	\$ 61,586	\$ 738,414	7.7%
01-401-77064	CR 22 - Poplar Hill (Bridge 228)	\$ 135,000	\$ 149,682	\$ (14,682)	110.9%
01-401-77065	CR 22 - Lobo (Bridge 229)	\$ 180,000	\$ 202,214	\$ (22,214)	112.3%
01-401-77066	Conservation Drive Shared with Lambton (Bridge 19-385)	\$ 75,000	\$ 64,511	\$ 10,489	
01-401-77067	Pike Rd Bridge (2022)	\$ 850,000	\$ -	\$ 850,000	0.0%
01-401-78002	Central Garage Boiler Replacement	\$ 100,000	\$ 68,114	\$ 31,886	68.1%
01-401-79XXX	Future Engineering & Right of Way	\$ 100,000	\$ -	\$ 100,000	0.0%
01-401-70XXX	Transfer to Reserve Fund	\$ 149,505	\$ 149,505	\$ -	100.0%
01-401-77XXX	Transfer to Reserve Fund	\$ 210,000	\$ 210,000	\$ -	100.0%
		\$ 16,704,505	\$ 4,731,028	\$ 11,973,477	28.3%

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

STRATHMERE LODGE

Description	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	3,737,563	864,358	23.1%
PROVINCE OF ONTARIO	9,188,136	7,126,418	77.6%
RESIDENTS	4,254,906	2,632,304	61.9%
OTHER	39,719	55,512	139.8%
TRANSFER FROM RESERVE -- WSIB	30,000	11,941	39.8%
TRANSFER FROM RESERVE - CAPITAL	217,824	217,824	100.0%
TOTAL REVENUES	17,468,148	10,908,356	62.4%
EXPENDITURES			
SALARIES	11,256,029	\$ 6,898,852	61.3%
BENEFITS	2,998,471	1,392,954	46.5%
SUPPLIES	261,425	171,446	65.6%
FACILITY REPLACEMENTS	31,870	38,542	120.9%
FACILITY MAINTENANCE	288,050	151,006	52.4%
OTHER REPLACEMENTS	108,500	90,569	83.5%
PURCHASED SERVICES	678,728	405,658	59.8%
RAW FOOD	605,017	408,479	67.5%
UTILITIES	380,000	268,874	70.8%
INSURANCE	60,826	29,022	47.7%
AUDIT	4,500	-	0.0%
LEGAL & CONSULTING	20,000	7,349	36.7%
TREASURY CHARGE	106,582	71,055	66.7%
OFFICE EXPENSES	38,100	27,301	71.7%
EDUCATION, TRAVEL & CONVEN.	50,750	11,367	22.4%
CAPITAL	579,300	141,745	24.5%
COVID-19 PROGRAM	-	794,137	
TOTAL EXPENDITURES	17,468,148	10,908,356	62.4%

RESIDENT DAYS

PRIVATE	32,011	19,936	62.3
SEMI-PRIVATE	372	0	0.0
BASIC	7,142	5,813	81.4
BELOW BASIC	18,875	11,754	62.3
SHORT STAY	0	0	0.0
TOTAL RESIDENT DAYS	58,400	37,503	64.2

FUNDED RESIDENT DAYS	38,880	
VACANCIES LONG STAY	1,134	2.92%
VACANCIES SHORT STAY	243	100.00%
BED HOLDING DAYS	0	

**COUNTY OF MIDDLESEX
STRATHMERE LODGE
COUNTY CONTRIBUTION ANALYSIS**

Envelope Expenditure & Funding

Aug 22

	Nursing	Programming	Raw Food	Accomodation	Total
Actual Cost Per Diem	157.40	16.14	10.32	74.85	258.71
Provincial Funding per diem	135.01	12.77	10.64	59.34	217.75
Difference	22.39	3.38	-0.32	15.51	40.96

Available Funding/Revenue

Accomodation	Preferred Revenue	Estate Revenue	Total
(15.51)	13.13	0.00	(2.37)

Applied To

Nursing	Raw Food	Programming	
22.39	0.00	3.38	25.77

Net County Cost

28.14

County Contribution as of Aug 22

Resident Days	Net County Cost	County Contribution
38880.00	28.14	1094122
		<u>1,094,122</u>

Allocated To

Operating Costs	\$864,358
Transfer from Reserve	11,941
Transfer from Reserve-Capital	217,824
Check	\$1,094,122

**County of Middlesex
Committee of the Whole**

**Statement of Revenues and Expenditures
To August 31, 2022**

STRATHMERE LODGE DEBENTURE PAYMENT

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 757,000	\$ 958,488	126.6%
PROVINCE OF ONTARIO	604,440	402,952	66.7%
TOTAL REVENUES	<u>\$ 1,361,440</u>	<u>\$ 1,361,440</u>	<u>100.0%</u>
EXPENDITURES			
PRINCIPAL	\$ 890,000	\$ 890,000	100.0%
INTEREST	155,001	155,001	100.0%
TRANSFER TO RESERVE - TAX RATE	316,439	316,439	100.0%
TOTAL EXPENDITURES	<u>\$ 1,361,440</u>	<u>\$ 1,361,440</u>	<u>100.0%</u>

**County of Middlesex
Capital Projects
August 31, 2022**

Account	Description	Budget	Actual	Balance	%
STRATHMERE LODGE					
01-501-60095	S.L.Extra Low Beds 2022	\$ 75,000	\$ -	\$ 75,000	0.0%
01-501-60096	S.L. Maxi Ski Motors -2022	\$ 25,300	\$ -	\$ 25,300	0.0%
01-501-60097	S.L Bladder Scanners-2022	\$ 13,000	\$ -	\$ 13,000	0.0%
01-501-60098	S.L. IPADS For WRITI -2022	\$ 3,500	\$ -	\$ 3,500	0.0%
01-501-60099	S.L. Automated Dispensing Cabinet 2022	\$ 21,000	\$ 20,135	\$ 865	95.9%
01-501-60100	S.L. ARJO Tubs -2022	\$ 51,000	\$ -	\$ 51,000	0.0%
01-501-60101	S.L. SARA Lift - 2022	\$ 7,400	\$ -	\$ 7,400	0.0%
01-501-60102	S.L ARJO Maxi lift-2022	\$ 13,000	\$ -	\$ 13,000	0.0%
01-501-60103	S.L Resident home area flooring 2022	\$ 55,000	\$ -	\$ 55,000	0.0%
01-501-60104	S.L. LED lighting retrofit 2022	\$ 55,000	\$ -	\$ 55,000	0.0%
01-501-60105	S.L. Loading Dock-Leveler 2022	\$ 15,000	\$ -	\$ 15,000	0.0%
01-501-60106	S.L Lawn Tractor 2022	\$ 50,000	\$ 22,285	\$ 27,715	44.6%
01-501-60107	S.L. Towel Warmers 2022	\$ 42,500	\$ 31,477	\$ 11,023	74.1%
01-501-60108	S.L. Blanket Warmers 2022	\$ 42,500	\$ -	\$ 42,500	0.0%
01-501-60109	S.L. Terrace/Patio 2022	\$ 22,000	\$ 25,576	-\$ 3,576	116.3%
01-501-60110	S.L. Window Pane 2022	\$ 18,000	\$ -	\$ 18,000	0.0%
01-501-60111	S.L. Hot Water Boosters 2022	\$ 27,500	\$ -	\$ 27,500	0.0%
01-501-60112	S.L. Front Entrance Light 2022	\$ 9,000	\$ -	\$ 9,000	0.0%
01-501-60113	S.L. Retrofit of Elevator 2022	\$ 20,000	\$ 30,034	\$ (10,034)	150.2%
01-501-60114	S.L. Adjustable Dining Tables 2022	\$ 13,600	\$ 12,237	\$ 1,363	90.0%
		\$ 579,300	\$ 141,744	\$ 437,556	24.5%

**County of Middlesex
MLEMS AUTHORITY**

**Statement of Revenues and Expenditures
To August 31, 2022**

LAND AMBULANCE

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 4,690,537	\$ 3,223,715	68.7%
PROVINCE OF ONTARIO - Land Ambulance	23,392,964	14,260,211	61.0%
CITY OF LONDON - Land Ambulance	24,004,194	16,603,678	69.2%
TRANSFERS FROM RESERVES	-	-	0.0%
TOTAL REVENUES	<u>\$ 52,087,695</u>	<u>\$ 34,087,604</u>	<u>65.4%</u>
EXPENDITURES			
PAYMENTS TO MIDDLESEX-LONDON EMS	\$ 49,582,906	\$ 31,582,815	63.7%
TOTAL SERVICES	<u>\$ 49,582,906</u>	<u>\$ 31,582,815</u>	<u>63.7%</u>
VEHICLES, EQUIPMENT & MEDICAL SUPPLIES			
VEHICLES, EQUIPMENT CAPITAL	2,504,789	2,504,789	100.0%
TOTAL VEHICLES & EQUIPMENT	<u>\$ 2,504,789</u>	<u>\$ 2,504,789</u>	<u>100.0%</u>
TOTAL EXPENDITURES	<u>\$ 52,087,695</u>	<u>\$ 34,087,604</u>	<u>65.4%</u>

**County of Middlesex
Capital Projects
August 31, 2022**

Account	Description	Budget	Actual	Balance	%
MLEMS - AMBULANCE					
41-265-63002	Ambulance Purchase	\$ 1,602,637	\$ 12,512	\$ 1,590,125	0.8%
41-265-63006	Laptop Replacements/IT Capital	\$ 189,890	\$ 34,303	\$ 155,587	18.1%
41-265-63008	Defibrillator	\$ 461,208	\$ 144,570	\$ 316,638	31.3%
41-265-63009	Stretchers & Stair Chaires	\$ 251,054	\$ 186,806	\$ 64,248	74.4%
		\$ 2,504,789	\$ 378,191	\$ 2,126,598	15.1%

**County of Middlesex
Library Board**

**Statement of Revenues and Expenditures
To August 31, 2022**

LIBRARY

	2022 Budget	2022 To Date	%
REVENUES			
COUNTY OF MIDDLESEX	\$ 4,563,635	\$ 4,563,635	100.0%
PROVINCE OF ONTARIO - OPERATING	134,047	-	0.0%
EARLYON CHILD AND FAMILY CENTRES	350,000	-	0.0%
SOCIAL SERVICES	123,877	54,239	43.8%
DONATIONS / FUNDRAISING	6,000	5,995	99.9%
FINES & LOST BOOKS	10,000	2,737	27.4%
OTHER REVENUES	8,000	3,078	38.5%
ONE-TIME MODERNIZATION FUNDING	-	46,301	0.0%
SURPLUS PRIOR YEAR	300,000	300,000	100.0%
TOTAL REVENUES	\$ 5,495,559	\$ 4,975,985	90.5%
EXPENDITURES			
SALARIES	\$ 2,785,879	\$ 1,644,370	59.0%
BENEFITS	612,839	394,563	64.4%
OPERATIONS	257,700	126,396	49.0%
COLLECTIONS	471,000	257,496	54.7%
BRANCH DEVELOPMENT	60,000	30,882	51.5%
BRANCHES - RENT	714,990	357,052	49.9%
AUTOMATION	129,091	86,566	67.1%
TRANSFER TO CAPITAL	154,760	154,760	100.0%
DELIVERY SERVICE	9,300	6,200	66.7%
EARLYON CHILD AND FAMILY CENTRES	300,000	240,283	80.1%
COVID-19 PROGRAM	-	8,043	0.0%
TOTAL EXPENDITURES	\$ 5,495,559	\$ 3,306,611	60.2%
PROJECTED SURPLUS/(DEFICIT)		\$ 1,669,374	

**County of Middlesex
Capital Projects
August 31, 2022**

Account	Description	Budget	Actual	Balance	%
LIBRARY					
21-701-80001	Library Software & Hardware	\$ 154,760	\$ 52,953	\$ 101,807	34.2%



Committee of Whole

Meeting Date: September 27, 2022
Submitted by: Durk Vanderwerff, Director of Planning and Development
SUBJECT: County Official Plan Amendment No. 3; Ministry Suspension of Review Timeline

BACKGROUND:

Amendment No. 3 to the County's Official Plan was adopted by Council on July 19, 2022 and submitted to the Ministry of Municipal Affairs and Housing for approval on July 26, 2022. The Ministry acknowledged receipt of the materials on July 27, 2022 and on September 8, 2022 posted Amendment No. 3 on the Environmental Registry of Ontario for a 30-day comment period.

The Planning Act provides the Minister 120 days to make a decision on official plan amendments for which the Minister is the approval authority. Staff were hopeful that the Provincial review would take less than 120 days given the extensive involvement of the Province in the County's process prior to adoption.

As previously reported to Council, Bill 109 the More Homes for Everyone Act, introduced a new discretionary authority for the Minister to suspend the approval timeline for official plan amendments that are before the Minister – sometimes called the 'stop the clock' authority. On September 12, 2022 the County received a letter from Minister Steve Clark (attached) indicating that the Province had suspended the 120-day timeline for the review of Amendment No. 3.

ANALYSIS:

In speaking to other Counties, it appears that the review timelines for most if not all adopted county official plan amendments have similarly been suspended. An alternative timeline or reasons for the suspensions have not been provided. This appears to be counter to the intent of Bill 109 to provide more transparency, stability and certainty for the provision of housing and land use planning decisions. In any event, staff will continue to work with Ministry staff on their review of Amendment No. 3 so that when the Ministry is ready to make a decision, they have all necessary information.

There are two primary implications as a result the indefinitely suspended timeline.

First, there are a number of important changes within Amendment No. 3 that are on hold until approved by the Province. These include policies related to the provision of housing (such as Additional Residential Units), that would further County policy changes (such as moving to a 'sliding 10-year date' for surplus farm dwellings), and that would further Provincial policy requirements (such as reflecting changed PPS requirements).

Second, there are cascading implications in relation to the County's review and approval of local official plan amendments. The Planning hierarchy as set out in the Planning Act requires that any County Council approvals reflect Provincial policies and County policies that are approved by the Province. This puts the County in the difficult position of being unable to move forward on aspects of local official plan approvals where the policies do not reflect the current approved County Official Plan. This especially impacts the larger official plan updates that several municipalities have adopted. Staff are considering how the County can proceed with what would amount to partial approvals of adopted local official plan amendments for policy areas that are unaffected by the Ministry's non-approval of Official Plan Amendment No. 3.

Attachment

**Ministry of
Municipal Affairs
and Housing**

Office of the Minister
777 Bay Street, 17th Floor
Toronto ON M7A 2J3
Tel.: 416 585-7000

**Ministère des
Affaires municipales
et du Logement**

Bureau du ministre
777, rue Bay, 17^e étage
Toronto ON M7A 2J3
Tél. : 416 585-7000



234-2022-4000

September 12, 2022

Marci Ivanic
County Clerk
Middlesex County
399 Ridout Street North
London ON N6A 2P1
mivanic@middlesex.ca

Dear Marci Ivanic,

Bill 109, the *More Homes for Everyone Act, 2022* was passed by the Legislature and received Royal Assent on April 14, 2022. Schedule 5 of the Bill makes changes to the *Planning Act* to:

- expedite approvals and incent timely decisions for zoning, plan of subdivision and site plan applications, and
- ensure provincial housing policies are implemented and priority projects are expedited by providing the province with new tools to address dispute resolution.

One of the *Planning Act* changes provides a new discretionary authority the Minister of Municipal Affairs and Housing to suspend the time period to make a decision on official plans and official plan amendments.

I am writing to notify you that I am using this authority, pursuant to ss. 17(40.1) of the *Planning Act*, to suspend the 120-day timeline for Official Plan Amendment 3, which was adopted on July 19, 2022 and received by the Ministry of Municipal Affairs and Housing on July 27, 2022.

You will be notified when the Minister takes further steps under the *Planning Act* in relation to this matter.

Sincerely,

A handwritten signature in blue ink that reads "Steve Clark".

Steve Clark
Minister

c. Durk Vanderwerff, Director of Planning and Development, Middlesex County