



The Corporation of the  
Township of Manitouwadge

Manitouwadge Cemetery Advisory Committee  
Inaugural  
Monday, October 2, 2023  
6:30 PM in the Council Chambers

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## AGENDA

- 01 CALL TO ORDER, WELCOME & INTRODUCTIONS** - Joleen Keough
- 02 DECLARE CONFLICTS OF INTEREST**
- 03 APPROVAL OF AGENDA**
- 04 REVIEW OF DOCUMENTS:**
- a. Manitouwadge Cemetery Advisory Committee – Terms of Reference
  - b. Municipal Code of Conduct for Council and Committee Members
  - c. Municipal Procedural Bylaw
  - d. 2021-2025 Strategic Plan
  - e. Workplace Violence, Harassment Prevention Policy
  - f. Respectful Behaviour Policy
  - g. Social Media Policy
  - h. Various Acts, Regulations and Entities that govern Municipalities and Cemeteries:
    - i. [Municipal Act](#)
    - ii. [Municipal Conflict of Interest Act](#)
    - iii. [Municipal Freedom of Information and Protection of Privacy Act](#)
    - iv. [Accessible Customer Services Act](#)
    - iv. [Funeral, Burial and Cremation Services Act](#)
    - v. [Vital Statistics Act](#)
    - vi. [Bereavement Authority of Ontario](#)
- 05 ELECTION OF CHAIR & CO-CHAIR (Terms of Reference, Sec. 5)**
- 01 Election of Chair and Co-Chair from Community Members**
- Theresa-Lynn Cain
  - Mike Scapinello
  - Kayla Zotter
- 06 BUSINESS**
- 01 Cemetery Operations Overview – Municipal Staff**
- Joleen Keough, Clerk/Planning Administrator (Division Registrar)
  - Tyler Brewster, Director of Public Works

**02 2024 Work Plan (Terms of Reference, Sec. 3(b))**

**03 Cemetery Advisory Committee (CAC) Community Members  
(Terms of Reference, Sec. 4)**

- CAC Vacancy – 1 Member

**07 NEXT MEETING DATE**

**08 ADJOURNMENT**

**THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE**

**BYLAW NO. 2023-04**

**Being a Bylaw to Establish the Manitouwadge Cemetery Advisory Committee.**

**WHEREAS** the Township of Manitouwadge owns, operates and maintains the Manitouwadge Cemetery; and,

**WHEREAS** Section 9 of the Municipal Act, 2001, S.O. 2001, c.25 (Municipal Act, 2001) states 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; and,

**WHEREAS** Section 10(2) of the Municipal Act, 2001, provides that a municipality may provide any service or thing that the municipality considers necessary or desirable for the economic, social and environmental wellbeing of the municipality, and for the health, safety and wellbeing of persons; and,

**WHEREAS** Council wishes to establish the Manitouwadge Cemetery Advisory Committee, a Committee of Council, and to authorize the execution of the Terms of Reference for the Manitouwadge Cemetery Advisory Committee, to provide advice and recommendations to Council on cemetery services.

**NOW THEREFORE** the Council of The Corporation of the Township of Manitouwadge enacts as follows:

1. **THAT** Council hereby approves the establishment of the Manitouwadge Cemetery Advisory Committee.
2. **THAT** the Terms of Reference of the Manitouwadge Cemetery Advisory Committee are outlined in Schedule "A", attached hereto and forming part of this Bylaw.
3. **THAT** Bylaw 88-60 is hereby repealed.
4. **THAT** this Bylaw shall come into force and take effect immediately following final passing.

**READ A FIRST AND SECOND TIME** this 8<sup>th</sup> day of February, 2023 and  
**READ A THIRD TIME AND FINALLY ENACTED** this 8<sup>th</sup> day of February, 2023.

  
\_\_\_\_\_  
Mayor Jim Moffat

  
\_\_\_\_\_  
Joleen Keough, Clerk

## Schedule "A" to Bylaw 2023-04

### Terms of Reference The Township of Manitouwadge Cemetery Advisory Committee

#### 1. Purpose

The purpose of the Manitouwadge Cemetery Advisory Committee (CAC) is to provide advice and make recommendations to Council on cemetery services such as on the provision of cemetery maintenance and regulations.

#### 2. Roles and Responsibilities

It is the responsibility of all appointed Members to be provided with, and comply with:

- the Municipal Code of Conduct for Council and Committee Members;
- the Municipal Procedural Bylaw;
- Municipal Act, 2001;
- Municipal Freedom of Information and Protection of Privacy Act;
- Municipal Conflict of Interest Act;
- Accessible Customer Service Act;
- Workplace Violence/Harassment Prevention Policy;
- Ontario's Funeral, Burial and Cremation Services Act, 2002 and its Regulations; and,
- Other applicable bylaws and policies.

No individual Member, nor the Committee as a whole, has the authority to make direct representations on behalf of the Township to federal or provincial government officials, staff, boards or agencies.

Members shall abide by the rules outlined within the *Municipal Conflict of Interest Act* and shall disclose any pecuniary interest to the Recording Secretary and excuse themselves from meetings for the duration of the discussion and voting (if any) with respect to that matter.

The Committee will abide by any terms and conditions which may be set out by Council, CAO, municipal solicitor, auditor and/or insurer for any activities relating to Committee business in keeping with the Committee's Terms of Reference and established policies.

#### 3. Mandate

The following represents the Council approved mandate of the Manitouwadge Cemetery Advisory Committee:

- a) To provide advice, recommendation and advocacy for the Manitouwadge Cemetery.
- b) To prepare an annual written report to Council by the end of the first quarter (Q1) of each calendar year to outline the Committee's achievements from the previous year in line with their approved work plan and to present to Council their current year work plan to include details on promotion of public education programs, review of other government reports, programs, and legislation for any impacts on the Township or its programs, and future



Township policy direction all with the view of advancing the Township's adopted strategic priorities.

- c) To ensure that cemetery services are conducted in accordance with any statutory or regulatory requirements.
- d) To make recommendations to Council on strategy, policies, practices and programs to achieve Council's strategic priorities relating to the Committee's mission.
- e) Working Groups may be established, on an ad-hoc basis, to implement local actions identified in the approved work plan.

#### **4. Composition**

The Committee shall be comprised of a maximum of five (5) voting Members which will include the following:

- One (1) Council Representative - voting;
- Four (4) Appointed Community Members – voting;
- Mayor – Ex-Officio – non-voting: but may vote in the absence of the Council Representative;
- Clerk – non-voting;
- Director of Public Works – non-voting;
- Other resource staff as determined – non-voting.

Committee Members will be appointed by Council in accordance with established municipal policy.

#### **5. Appointment of Officers**

The Committee shall, at its first meeting in each year, elect from its community membership a Chair, Co-Chair or Vice-Chair. It is acknowledged that there are no per diems for any Committee positions and it is acknowledged that none of the above positions shall be paid for their services. All Committee Members are considered volunteer positions.

#### **6. Term of Appointment**

The term of a Committee Member is four years, concurrent with the term of Council. Additional Members may be appointed throughout the term. Members shall continue to serve beyond the end of their term until the appointments of their successors have been approved by Council.

#### **7. Resources**

The Clerk's Office will provide support in the form of advice, day-to-day liaison with the Township, updates on program and promotional ideas and initial assistance in their implementation to the degree resources are available. The Clerk will also assist in the preparation and submission of reports, if needed, and attend meetings of the Committee.

The Clerk shall be designated as the Recording Secretary. The Recording Secretary shall prepare and publish agendas; attend all CAC meetings for the purpose of taking minutes; and prepare and publish minutes in an accessible format to be made available on the Township of Manitouwadge website.

The Recording Secretary shall ensure that a current Terms of Reference for the Committee has been provided to the CAO's Office and is posted on the Township's website.

**8. Timing of Meetings**

Meetings will be held on a set day and time as may be determined by the Committee or at the call of the Chair.

**9. Location of Meetings**

The location of the meetings will be set by the Committee and must be held in an accessible municipal facility. The Committee shall strive to meet in person but where it is not possible or reasonable to do so, meetings will be held through the Township's Zoom account and posted to the Township's YouTube account for public viewing.

**10. Meetings**

The Committee shall hold a minimum of two (2) meetings in each calendar year. The Chair, through the Clerk, shall post notice of the meetings, including the agenda for the meetings, to be provided to Members of the Committee and posted to the Township's website a minimum of three (3) business days prior to the date of each meeting. Quorum for meetings shall consist of a majority of the Members of the Committee. No meeting shall proceed without quorum.

Working meetings throughout the year to advance the efforts of the work plan shall be held at the call of the Chair with the Chair providing notice of the working meetings to all Members of the Committee a minimum of three (3) business days prior to the date of each meeting. No formal minutes are required to be taken at working meetings; however, notes shall be taken.

**11. Procedures**

Procedures for meetings of the Committee shall be governed by the Township's Procedural Bylaw and legislation or, where both of these are silent, by Bourinot's Rules of Order.

**12. Closed Meetings**

The Committee shall not be permitted to hold Closed Meetings.

### **13. Role of the Chair**

The Chair is responsible for ensuring the smooth and effective operation of the Committee and its' roles. This will include responsibility for:

- Calling the meetings to order;
- Encouraging an informal atmosphere to encourage the exchange of ideas, while providing order and decorum;
- Chairing the meetings to ensure business is carried out efficiently and effectively;
- Be the liaison with other Committee Members;
- The Chair shall conduct meetings in accordance with the Township's Procedural Bylaw;
- Creating an agenda in consultation with the Recording Secretary;
- Consult with the Clerk on matters related to the mandate of the Committee;
- Not have the authority to direct Managers, staff or the Committee;
- In the absence of the Chair, these responsibilities will be undertaken by the Vice-Chair.

### **14. Role of the Recording Secretary**

The Recording Secretary is responsible for ensuring a complete up-to-date record for the Committee:

- In liaison with the Chair, arrange date, time and venue for meetings;
- In liaison with the Chair, set agendas and circulate agendas to the Members three business days prior to the meeting;
- Circulate draft minutes to the Members;
- Keep a complete up-to-date record of the Committee minutes.

### **15. Role of Members**

Membership on the Committee is a position of responsibility and requires a strong commitment to the Terms of Reference. Committee Members are required to:

- Attend all regularly scheduled meetings. Members shall notify the Chair or Secretary if they are unable to attend a meeting;
- Adhere to the provisions set out in any Bylaw, Policy, Procedure, Act or Regulation for Boards and Committees of Council;
- If a Member has an unexplained absence of three or more consecutive meetings, then their seat on the Committee shall be declared vacant;
- Review all information supplied to them;
- Prepare information for use in the development of materials for the Committee;
- Promote the role of the Committee and its decisions made;
- Offer input to Committee Reports to Council.

## **16. Role of Municipal Staff**

The Township of Manitouwadge staff, by its nature and purpose, affects and is affected by many different Municipal departments. Assistance will be provided on an as required basis from various departments. Municipal staff will be responsible for carrying out the following functions with respect to the Committee:

- Act as an information resource;
- Assist the Committee in its' reporting to Council;
- Provide correspondence to the Committee;
- Responsible to maintain accurate and up-to-date Committee records and providing minutes to Council.

## **17. Agendas and Minutes**

A copy of the Agenda shall be provided to the CAO's Office at the same time it is provided to Committee Members. The CAO's Office will distribute the Agenda to Council Members as per established procedures.

Minutes of all meetings shall be forwarded to the CAO's Office, not later than two weeks after the meeting. Action items requested of staff and/or Council will be brought to the attention of the CAO's Office at that time. The CAO's Office will electronically circulate the meeting minutes to all Members of Council for their information. The Clerk's Office will maintain a set of printed minutes on file for public review.

The Clerk shall ensure that all Committee Agendas and Minutes are posted to the Township's website at the same time as they are circulated to the CAO's Office.

## **18. Reports**

One written report to Council is required per year from the Committee, being the work plan and the previous year's annual report.

If there are recommendations of the Cemetery Advisory Committee that fall outside of this report, they are to be forwarded to Council, through the CAO's Office in a formal written report on the Township's Report to Council template. It will be the responsibility of the Committee Chair to provide a memo to the Clerk identifying the Committee recommendations for final preparation of the report.

## **19. Purchasing Policy**

This Committee has no purchasing or procurement responsibilities.

## **20. Insurance**

The General Liability Policy and Errors and Omissions Liability Policy for the Township of Manitouwadge will extend to this Committee and its Members. The applicable insurance policies extend to Committee Members while in the performance of their duties and to those activities authorized by the Township of Manitouwadge and Council. Members must adhere to the policies and

procedures of the Township of Manitouwadge and Council, including the Terms of Reference.

The Committee must provide, via the CAO's Office, an annual updated listing of all Members, including Member positions, to the Township of Manitouwadge to ensure the applicable insurance coverage remains in force.

Committee Members are not entitled to any benefits normally provided by the Corporation of the Township of Manitouwadge, including those provided by the Workplace Safety and Insurance Board of Ontario ("WSIB") and are responsible for their own medical, disability or health insurance coverage.

## **21. Expulsion of Member**

Any Member of the Committee who misses three consecutive meetings, without being excused by the Chair, may be removed from the Committee in accordance with adopted policy.

Any Member of the Committee may be removed from the Committee at the discretion of Council for reasons including, but not limited to, the Member being in contravention of the *Municipal Act*, the *Municipal Freedom of Information and Protection of Privacy Act*, the *Provincial Offences Act*, the *Municipal Conflict of Interest Act* or the *Code of Conduct for Council and Committee Members*; disrupting the work of the Committee; or other legal issues. The process for expulsion of a Committee Member is outlined in the Township's *Code of Conduct for Council Members*, Bylaw No. 2019-07.

## **22. Terms of Reference**

The Recording Secretary shall ensure that a current Terms of Reference for the Committee has been provided to the CAO's Office and is posted on the Township's website.

Any responsibilities not clearly identified within these Terms of Reference shall be the responsibility of the Township of Manitouwadge. Council may, at its discretion, change the Terms of Reference for this Committee at any time. Any changes proposed to these Terms of Reference by the Committee shall be recommended to Council via the Clerk's Office through a Report to Council.

At the discretion of Council, the Committee may be dissolved by a Resolution of Council.



**THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE**

**BY-LAW NO. 2019 - 07**

**Being a By-Law to Adopt a Code of Conduct for Council Members, Local Boards and Committees.**

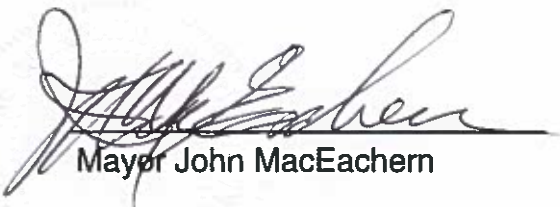
**WHEREAS** the *Municipal Act, 2001*, S.O. 2001, c.25, Section 223.2(1), as amended, states that a municipality shall establish codes of conduct for members of council of the municipality and its local boards;

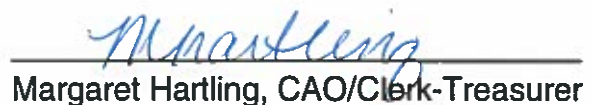
**AND WHEREAS** the Council of The Corporation of the Township of Manitowadge deems it expedient to establish a Code of Conduct for Council Members, Local Boards and Committees of the Corporation;

**NOW THEREFORE** the Council of The Corporation of the Township of Manitowadge enacts as follows:

1. THAT Policy No. ADM2019-02, Code of Conduct for Council Members, Local Boards and Committees, herein attached as Schedule "A", and the Integrity Commissioner Inquiry Protocol, herein attached as Schedule "B", to this By-law and forming an integral part of this By-law, be adopted;
2. THAT By-law No. 2013-~~01~~<sup>14</sup> is hereby repealed;
3. This By-law comes into force and takes effect on the date of its final passing.

**READ A 1ST AND 2ND TIME** this 10<sup>th</sup> day of April, 2019 and  
**READ A THIRD TIME AND FINALLY ENACTED** this 10<sup>th</sup> day of April, 2019.

  
Mayor John MacEachern

  
Margaret Hartling, CAO/Clerk-Treasurer

**THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE**

**BYLAW NO. 2023-\_\_**

**Being a Bylaw to Establish Rules of Order and Procedures for the Council of the Township of Manitouwadge.**

**WHEREAS** Section 238(2) of the Municipal Act, 2001, S.O. 2001, c.25 (the Municipal Act, 2001), as amended, authorizes the Council of every municipality to pass bylaws governing the proceedings of Council, the conduct of its Members and the calling of meetings; and,

**WHEREAS** the Municipal Act, 2001, as amended, provides that the Procedural Bylaw shall provide public notice of meetings; and,

**WHEREAS** it is desirable that there be rules governing the order and procedures of the Council.

**NOW THEREFORE** the Council of The Corporation of the Township of Manitouwadge enacts as follows:

1. **THAT** the Procedural Bylaw, annexed hereto as Schedule "A" and forming a part of this Bylaw, is hereby adopted by the Council of the Corporation of the Township of Manitouwadge.
2. **THAT** this Bylaw may be known as the "Procedural Bylaw".
3. **THAT** Bylaw 2017-15 and Bylaw 2021-06 are hereby repealed.
4. **THAT** this Bylaw shall come into force and take effect immediately following final passing.

**READ A FIRST AND SECOND TIME** this 13<sup>th</sup> day of September, 2023 and  
**READ A THIRD TIME AND FINALLY ENACTED** this \_\_\_ day of \_\_\_\_\_, 2023.

\_\_\_\_\_  
Mayor Jim Moffat

\_\_\_\_\_  
Joleen Keough, Clerk

## Schedule "A" to Bylaw 2023-\_\_\_\_

### Procedural Bylaw

#### Part 1 – Definitions

- 1.1 **Act** – means the Municipal Act, S.O. 2002, c.25, as amended from time to time.
- 1.2 **Acting Mayor** - means a Member who is temporarily appointed to serve in the Chair's place.
- 1.3 **Addition to Agenda** - means an urgent matter requiring immediate action or attention, typically involving a deadline date that cannot be met if the item is not added to a certain agenda.
- 1.4 **Administration** - means the body of persons employed by the Corporation or contracted by the Corporation for services.
- 1.5 **Advisory Committee** – means a Committee appointed by Council which membership is composed of a majority of members of the public, or a minority of Members of Council and is not bound by Closed Meeting rules under the Municipal Act.
- 1.6 **Agenda** – means a list of items on an Agenda of Council or Committee and which may contain recommendations to be considered and which may also contain certain notices for the information of the public in accordance with this Bylaw.
- 1.7 **Amend** - means a change in wording or substance of a Motion before Committee or Council or a prior decision of Council.
- 1.8 **Chair** - means the person presiding at a Meeting which most common to be the Mayor, or Acting Mayor.
- 1.9 **Chief Administrative Officer or CAO** - means the Chief Administrative Officer of the Corporation of the Township of Manitouwadge; (may be referred to as the CAO).
- 1.10 **Clerk** – means the Clerk of the Corporation of the Township of Manitouwadge, or those who have been designated by the Clerk who shall have the powers and duties of the Clerk on behalf of the Township.
- 1.11 **Closed Meeting–or In-Camera Meeting** - means a meeting, or part of a meeting, that is closed to the public to consider matters authorized under the Municipal Act or other enabling Statute. Members may participate in a closed or in-camera meeting electronically and will be counted for the purposes of quorum in a closed session.
- 1.12 **Committee** – means a Committee, Board, Advisory, Statutory, Staff/Ad Hoc Committee established by resolution of Council to advise on specific matters which Council has deemed appropriate for the Committee to consider in accordance with its mandate and its terms of reference.
- 1.13 **Confirming Bylaw** – means a bylaw to confirm all of the actions of Council during the meeting as intended to be legal and binding.
- 1.14 **Council** – means the elected Council of the Township of Manitouwadge.
- 1.15 **Debate** - means regulated discussion, and speaking in advocacy of a position on an issue.



- 1.16 Defer** - means to remove a main Motion from consideration of Council or a Committee until such time as provided for in the deferral Motion.
- 1.17 Delegation** – means a request in writing by an individual/group/organization who is not a Member of Council or staff, who wishes to appear before a regular or special meeting of Council or Committee and address the Members, typically relating to an issue or item.
- 1.18 Electronic Participation** – means a meeting, held in full or in part, via electronic means (including telephone, video conferencing etc.) and with or without in-person attendance.
- 1.19 Emergency** – means in the event of an emergency being declared by the Premier, Cabinet or the municipal Head of Council under the Emergency Management and Civil Protection Act. Once the Emergency declaration has ended, regular meeting rules apply.
- 1.20 Management Team** - means the Chief Administrative Officer and Department Heads of the Township.
- 1.21 Mayor** – means the Head of Council of the Township of Manitouwadge.
- 1.22 Meeting** – means any regular, special, or other meeting of Council, of a local board or of a Committee of either of them, where, a quorum of Members is present, and Members discuss or otherwise deal with any matter in a way that materially advances the business or decision-making of the Council, local board or Committee called in accordance with this Bylaw.
- 1.23 Member** – means a Member of Council or a Committee.
- 1.24 Motion** – means a question or a recommendation to be considered by the Council or a Committee which is moved, seconded, presented, read and is subject to debate. When a motion is adopted, it becomes a resolution.
- 1.25 Notice** – means a written, printed, published, verbal, electronic or posted notification or announcement to the public generally, but does not include notice given to specified persons.
- 1.26 Pecuniary Interest** – means an interest that a person has in a matter because of a reasonable likelihood or expectation of appreciable financial gain or loss to the person or another person which whom the person is associated, in accordance with the Municipal Conflict of Interest Act.
- 1.27 Point of Order** – means a statement made by a Member during a meeting, drawing to the attention of the Chair an alleged breach of the Rules of Procedure. It may be called to bring attention to:
- Breaches of the rules of order of Council;
  - Difficulty in continuation of the meeting;
  - Improper, offensive or abusive language;
  - Notice that the discussion is outside the scope of the motion or the notice of motion;
  - Irregularities in the proceedings.
- 1.28 Point of Privilege** - means the raising of a question which concerns a Member, or the Council collectively, when a Member believes that their rights or, the integrity of Council as a whole, have been impugned.

- 1.29 Publish** – means publicly announced in the opinion of the Clerk, has such circulation within the Municipality as to provide reasonable notice to those affected thereby, and includes posting on one or more of the following: Municipal website, newspaper, social media or broadcasting on a local radio station. “Publishing, published and publication” have corresponding meanings.
- 1.30 Presiding Officer** – means the Mayor or Acting Mayor, or the person appointed by the Members present at a meeting in the event the Mayor or Acting Mayor are not in attendance within fifteen (15) minutes after the hour appointed for the Council meeting.
- 1.31 Quorum** – means a majority of the Members of Council, subject to the provisions of the Municipal Conflict of Interest Act, 1990, as amended. Electronic participation under regular meeting provisions, Members may participate electronically, and are counted for quorum.
- 1.32 Recess** - means to take a break during a meeting for a defined period of time.
- 1.33 Recorded Vote** – means the recording of the name and vote of every member of Council of which is recorded by the Clerk on a motion during a Council meeting, upon request of any Member of Council prior to the vote.
- 1.34 Resolution** – means a motion that has been resolved by Council.
- 1.35 Rules of Procedure** – means the rules and regulations which are set forth in this Bylaw.
- 1.36 Substantive Motion** – means any motion except one of the following:
- a) To refer;
  - b) To defer;
  - c) To amend;
  - d) To table the question;
  - e) To recess;
  - f) To vote on the question;
  - g) To reconsider
  - h) To adjourn;
  - i) To divide
- 1.37 To Defer** – means a motion to postpone all discussion or action on a matter until a future date or time, which is established as part of the motion.
- 1.38 To Refer** – means a motion to direct the matter under discussion to Council, a Committee of Council, staff or another Committee or group for further consideration or review.
- 1.39 To Table** – means a motion to postpone a matter without setting a future date or time for consideration and for which consideration may be resumed at any time by a motion to lift from the table.
- 1.40 Reconsider** - means to re-open debate on a prior decision of Council only, as if the decision had never been made, in strict accordance with the requirements of this Bylaw. Reconsideration has a corresponding meaning.
- 1.41 Website** – means the Township of Manitouwadge’s electronic community gateway for the public to access websites containing a variety of pages and online services and information and is used as a tool for providing notice.

## **Part 2 - General Rules**

### **2.1 Rules - regulations - observed - at all times**

The rules and regulations contained in this Bylaw shall be observed in all proceedings of the Council and shall be the rules and regulations for the order and dispatch of business in the Council.

### **2.1 Rules - observed - modifications - permitted**

The rules contained in this Bylaw shall be observed, with the necessary modifications, in every meeting of Council.

### **2.2 Parliamentary procedure - proceedings**

Those proceedings of the Council, the Committees thereof not specifically governed by the provisions of this Bylaw shall be regulated in accordance with generally accepted parliamentary procedure, such as Robert's Rules of Order.

### **2.3 Acting Mayor – 3 Month Rotation of Members**

The position of Acting Mayor shall be on a rotating basis among the four Members of Council whereby each Member shall be appointed Acting Mayor for a three month period commencing in alphabetical order, all of which will be appointed by Resolution in conjunction with the annual Council Meeting Schedule.

### **2.4 Absence - Mayor – Acting Mayor - Authority**

In the absence of the Mayor from the Municipality, or if they are absent through illness or if they refuse to act or if the office is vacant, the Acting Mayor for the purposes of this Bylaw shall act in the place of the Mayor and shall have all the rights, powers and authority of the Mayor, while so acting.

### **2.5 Members of Council – Notify Clerk - Absence**

Members of Council are requested to notify the Clerk when the Member is aware that they will be absent from any meeting of Council or for any duration that may interfere with the business of Council.

The office of a Member of Council will become vacant if the Member is absent from the meetings of Council for three successive months without being authorized to do so by a resolution of Council. This is in accordance with Section 259 (1)(c) of the Municipal Act, 2001, as amended.

### **2.6 Minutes of Meetings**

Minutes shall be taken of any and all meetings, open or closed. The Clerk shall take minutes for meetings of Council.

### **2.7 Taping/Televising/Recording**

Meetings which are not closed to the public may be taped, televised or otherwise electronically or mechanically recorded so long as the taping, televising or recording is carried out in a manner that does not interfere with the proceedings of the meeting and provided same has been authorized by the Clerk.

### **2.8 Electronic Participation by Members**

Participation in Council meetings by electronic means is permitted under the following conditions:

- The Clerk has the sole discretion to determine the electronic means of participation of requesting Members;
- All meeting facilities must enable the meeting participants and the public to hear and or watch and hear, each other. Members may participate electronically in both Open and Closed Council Meetings including Special Meetings;
- The Chair is required to be present in person. If the Chair is participating electronically an alternate Chair will be determined by those present, typically the Acting Mayor;

- Members participating electronically do count in establishing quorum;
- To ensure that a quorum can be achieved, Members must notify the Clerk one day in advance of the meeting of their intent to participate electronically;
- The intent is to have all Members of Council present for meetings whenever possible. Members are encouraged to attend meetings in-person wherever possible;
- Members attending electronically may not have full visual access to all portions of the meeting including presentations, delegations and materials presented in-person at the meeting. The Clerk will circulate such documents following the meeting;
- Members must connect electronically to the meeting no later than 10 minutes prior to the commencement of the meeting to allow the Clerk ample time to ensure connectivity and advance preparation of the meeting;
- Members attending electronically must advise Members of Council if they need to disconnect from the meeting for any reason at any time by indicating to the Chair of their departure. The Clerk shall record in the minutes the time the Member left the meeting. In the event connection is lost during any meeting, the Member shall attempt to reconnect to the meeting without disruption to the meeting. In the event a reconnection does not occur the Member attending electronically shall be considered to have left the meeting at the point of disconnection;
- The Member shall be allowed to vote, and their vote will be required to be verbally announced. The Chair shall recognize electronic participants by requesting a verbal 'aye or nay' vote in the event of voice attendance only, or a raised hand in the event of visual attendance. This shall be followed at the end of the vote of Members in attendance. Electronic Members need to ensure they address the Chair by vocalizing their request for discussion prior to the vote called;
- Members need to present in a manner similar to being present in the open meeting. They are responsible for ensuring there is no background noise at their location that would interfere with the meeting. Audio should be muted at all times except for when addressing meeting attendees;
- Members must adhere to the Rules of Order in this Procedural Bylaw when attending in an electronic format and all decorum and rules apply while attending remotely;
- The Clerk may provide for electronic participation of staff including electronic participation of the Clerk where necessary.

## **2.9 Electronic Participation by Members during an Emergency**

In the event of an emergency declared by the Premier, Cabinet or the Municipal Head of Council under the Emergency Management and Civil Protection Act, Members may, where deemed necessary by the Mayor or Clerk, meet in an electronic meeting for the purposes of conducting the business of Council.

Under the emergency provision, Members may participate in both open and closed sessions in the electronic format. It is permitted, when deemed necessary, for all Members to participate remotely.

Members participating electronically count towards quorum and are permitted to vote. Meetings held under this provision would still be required to follow existing meeting rules including providing of notice of meetings to the public, maintaining meeting minutes, and subject to certain exceptions, that meetings continue to be open to the public.

The Mayor, in consultation with the Clerk, may exclude members of the public, including delegations, depending on the nature of the emergency.

Where circumstances allow, meetings will be live streamed or recorded and made available following the meeting.

The Clerk may provide for electronic participation of staff including electronic participation of the Clerk where necessary.

During a state of emergency, the provisions of this section pertaining to electronic participation applies. Once the emergency has ended, regular meeting rules apply including the regular electronic meeting provisions.

**2.10 Cell phones/ Smart Phones**

All phones are required to be turned to vibrate during all Council and Committee meetings. This applies to all Members, Staff, Media and the public.

**2.14 Staff at Council Meetings**

Senior Management Team Members who have agenda items to present are expected to attend the Council meeting unless otherwise requested by the CAO. If a Member wishes a Senior Management Team Member who does not have an agenda item to attend a meeting, the Member shall so notify the CAO by 12 noon on the working day prior to the meeting to make such request. It is the sole discretion of the CAO to direct that staff person to attend.

**Part 3 – Giving of Public Notice & Scheduling of Meetings**

**3.1 Meetings – Open to the Public**

All meetings of Council shall be open to the public and held at the Council Chambers at the Township Hall, 1 Mississauga Drive, unless otherwise advertised.

**3.2 Public Notice and Contents**

The published agenda shall be considered as adequate public notice and deemed to have been given by its being posted on the Township's Civic Web Meeting Portal and available for public review in the office of the Clerk no later than end of day on the Friday preceding the regularly scheduled meeting.

Every notice of a meeting of Council or Committee shall indicate the date, time and place of commencement of the meeting.

**3.3 Public Notice – Special Meetings of Council or Committee of Council**

A minimum of twenty-four (24) hours public notice shall be given (see exception in Section 3.7) prior to the holding of the special meeting, typically held in Council Chambers. The advance public notice shall be given to Council, appropriate staff, the affected parties, the public, and shall state the specific business to be considered at the special meeting.

Notice of the special meeting shall be posted on the Portal at least twenty-four (24) hours preceding the meeting, as well as advertised on the Township's website at ([www.manitouwadge.ca](http://www.manitouwadge.ca)) at the Clerk's discretion as to the appropriate form of media publicity.

No other business than that stated in the Notice, and subsequently on the agenda, shall be considered at a special meeting.

**3.4 Public Notice – Closed Meetings**

If it is necessary for a closed meeting to be held that is not on a regularly scheduled meeting date, a minimum of twenty-four (24) hours public notice shall be given prior to the holding of an in-camera meeting not already provided for on any meeting agenda where notice is deemed to have been given. The advance public notice shall be given to Council, appropriate staff, the affected parties, the public, and shall state the general nature of business to be considered.

**3.5 Public Notification – Other Meetings**

Notice shall be given for any meeting, open or closed, and such notice shall be determined by the Clerk in accordance with this Bylaw.

**3.6 Public Notice – Adoption of Procedural Bylaw**

Before passing a Procedural Bylaw, or amendment, the Council shall give notice of intention to pass such bylaw by providing notice on the applicable agenda preceding the meeting, subsequently posted on the Portal.

**3.7 Emergency or Disaster – Notice not Required**

In the event of a disaster or emergency as defined in the Emergency Plan, an emergency meeting may be held without notice to deal with the emergency or extraordinary situation, provided that an attempt has been made by the Chief Administrative Officer and/or Clerk or Clerk's designate, to notify the Members about the meeting as soon as possible and in the most expedient manner available.

**3.8 Minimum Requirements**

The notice requirements set out in this Bylaw are minimum requirements only and the Clerk may give notice in an extended manner if in the opinion of the Clerk and/or Member of Council, the extended manner is reasonable and necessary in the circumstances.

**3.9 Subordinate to other required Forms of Notice**

The notice requirements set out in this Bylaw shall be subject to any specific requirements for the fixing of notice as prescribed by legislation or as directed by Council.

**Part 4 - Schedule of Meetings**

**4.1 Inaugural - Time Chosen**

Following the municipal election, the Inaugural Meeting shall be held at the first available date where all Members are available to be present, at the Township Hall, Council Chambers, but no later than 30 days or as provided for in the Municipal Act, 2001, as amended.

**4.2 Regular Council - Monthly - Time**

Regular Council meetings are generally held in the Council Chambers at the Township Hall, 1 Mississauga Drive, in the Township of Manitouwadge, on the second and fourth Wednesday of each month, as outlined in the Meeting Schedule. Meetings are typically held the second and fourth Wednesday of the month, but are amended from time to time as required. July, August and December meetings are only conducted on the second Wednesday unless a special meeting is required.

**4.3 Municipal Elections - Meeting Time - Exception**

Notwithstanding any other provision of this Bylaw, in the month in which a regular municipal election is held, the Council shall not meet in that month, unless required in accordance with Section 3.3.

**4.4 Calling of Special Council Meeting**

The Mayor or designate may, at any time, call a special meeting of Council, or upon receipt of a petition signed by a majority of the Members, the Clerk shall call a special meeting for the purpose and at the time mentioned in the petition, in accordance with the notice provisions contained in this Section.

**4.5 Cancellation/Postponement of Meeting - Notice by Clerk**

Any meeting may be cancelled or postponed and re-scheduled to a day, time and place. Such changes shall be given in the form of a written notice by the Clerk, provided at least 24 hours' notice can be given, or if known in advance, Council shall adopt a motion for this purpose.

If the 24 hour advance notice cannot be provided for whatever reason, the Clerk shall attempt to notify the Members and the general public as soon as possible and in the most expedient manner available.

## **Part 5 - Closed Meetings**

### **5.1 Criteria & Procedure – Closed (In-Camera) Meetings**

Meetings shall be closed to the public as provided for in the Municipal Act, 2001, as amended.

### **5.2 Electronic Participation**

Where Members are participating electronically, each Member will be requested by the Clerk at the start of the meeting to confirm they are alone in the room they are participating and that no other individual may hear proceedings of the confidential in-camera session. This confirmation will be recorded in the minutes to emphasize the importance of confidentiality of the session.

### **5.3 Motion to move into Closed Meeting**

Prior to Council resolving into a Closed Meeting for one of the reasons in accordance with the Act as noted above, Council shall state by motion:-

- a) the fact of holding the Closed Meeting and the provision under the Act;
- b) the general nature of the matter to be considered.

### **5.4 Closed Items to be included on Open Agenda**

Before Council moves into a closed meeting, a public motion authorizing the closed meeting and stating the general nature of the matter or matters to be considered at the closed meeting shall be passed; no additional matters shall be considered by Council at the closed meeting.

### **5.5 Closed Meeting Reports/Agendas/Minutes**

Closed Meeting Reports shall be so marked and attached to the closed agenda and circulated to Council prior to the regular Council meeting.

Closed Meeting Agendas and Minutes shall be so marked and circulated by either the Clerk or CAO and identified with a coloured background. Closed Agendas and Minutes may be emailed directly to Council, and the CAO. The Clerk shall file the Closed Meeting Minutes in the Clerk's office vault.

### **5.6 Motions permitted in Closed Meeting**

A vote may not be taken at a meeting which is closed to the public, with the exception of motions for procedural matters such as confirming minutes and adjourning the meeting, as well as written motions for giving directions or instructions provided such direction is not a decision by the Council.

### **5.7 Moving out of Closed to Regular Meeting to Vote**

Members shall adjourn from the Closed Meeting and reconvene in the Open Meeting to report from the Closed Meeting and to vote, if necessary, on any motion. Such motions pertaining to direction and action from the Closed Meeting shall provide as much detail as possible for reporting out to the Open Meeting, and if applicable, identifying the specific staff position required to follow-up on the recommended course of action set out by Council, as the case may be, from the Closed Meeting.

### **5.8 Minutes – Closed Meeting**

Closed Meeting Minutes shall be formatted with a coloured background so they are distinguishable from Regular Minutes.

For the purpose of a Closed Meeting, the Clerk shall record the following, without note or comment:

- i) The starting time of the closed meeting and fact of the holding;

- ii) All those in attendance;
- iii) Any Declarations of Pecuniary Interest & general nature thereof;
- iv) Any Closed Delegations
- v) The general nature of the matter considered at the closed meeting;
- vi) Approval of previous Closed Minutes
- vii) Personal information shall not be recorded;
- viii) The disposition of the matter;
- ix) Reports/recommendations to be moved into Open Meeting for a vote;
- x) The concluding time of the closed meeting.

#### **5.9 Closed Meeting Investigation – Report**

If the municipality or local board receives a report under Subsection (10) of Section 239.2 of the Municipal Act, 2001 the municipality or local board as the case may be, shall pass a resolution stating how it intends to address the Closed Meeting Investigator's report.

#### **5.10 Attendance at a Closed Meeting**

Unless otherwise directed by Council and/or the CAO, attendance at Closed meetings is limited to the CAO, Clerk, and Department Heads.

### **Part 6 - Proceedings - Council Meetings**

#### **6.1 Agenda – Established by Clerk**

The Clerk, subject to such changes as may be appropriate in the circumstances, shall prepare for electronic distribution of the agenda to each Council Member, and the Chief Administrative Officer, and posting on the Manitouwadge Civic Web Portal for public review no later than end of day on the Friday preceding the regularly scheduled meeting outlining the "Order of Business" as follows:

#### **6.2 Regular Order of Business:**

1. Call to Order - Land Acknowledgement
2. Additions or Deletions to Agenda
3. Disclosure of Pecuniary Interest & General Nature Thereof
4. Approval of Agenda
5. Delegations and Presentations
5. Adoption of Minutes
6. Petitions
7. Reports and Committees
8. Reports of Council
9. Verbal Update by Mayor
10. Verbal Update by CAO
11. Business
12. Bylaws
13. Motions and Notices of Motion
14. Closed Session
15. Business arising from Closed Session (if applicable)
16. Confirmatory Bylaw
17. Adjournment

#### **6.3 Call to order - quorum present**

As soon after the hour fixed for a meeting as a quorum is present, the meeting shall be called to order by the Mayor.

#### **6.4 No Quorum**

If no quorum is present fifteen (15) minutes after the time appointed for a meeting of Council, the Clerk shall record the names of the Members present and the meeting shall stand adjourned until the date of the next regular meeting. A quorum for meetings for the purpose of Council shall be a majority of the total members, or, the presence of at least three (3) Members.



Should any Council Member in attendance make a Declaration of Pecuniary Interest thereby reducing the number present to two (2) and less than a quorum, the meeting may continue, as provided in the Municipal Conflict of Interest Act, as amended.

#### **6.5 Declaration of Pecuniary Interest – Duty of Member/Completion of Form**

Members shall comply with the Municipal Conflict of Interest Act, and in accordance with the Act any Member shall disclose any direct or indirect pecuniary interest as follows:

- (a) shall, prior to any consideration of the matter at the meeting, disclose the interest and the general nature thereof;
- (b) shall not take part in the discussion of, or vote on any question in respect of the matter; and
- (c) shall not attempt in any way whether before, during or after the meeting to influence the voting on any such question.

For the applicable meeting, a Member shall forward the necessary Declaration Form regarding their Disclosure of Pecuniary Interest to the Clerk and shall provide the form to the Clerk for recording it in the Minutes and the Clerk shall read the Declaration Form into the record.

All Declarations shall be recorded exactly as submitted by the Member by the Clerk accordingly both in the Minutes and on any applicable resolution. The Clerk, as soon as reasonably possible following the meeting, shall add the declaration to the Council Registry which will be available for public inspection. The Clerk shall maintain a copy of each statement filed by the Member.

No Member shall request any staff member for their opinion or to comment on whether or not the Member has a Pecuniary Interest, whether direct or indirect. Members may seek a legal opinion as to whether they may or may not have a Pecuniary Interest on a particular matter.

#### **6.6 Minutes**

The Minutes of the Council shall be taken by the Clerk, and shall consist of a record of all proceedings taken during a Council meeting pursuant to the Municipal Act, 2001, as amended. The Clerk shall record, without note or comment, the following information for the purpose of the official Minutes:

- Date, place and time of meeting
- Name of the Presiding Officer
- Members both present and absent
- Identify any Members participating electronically
- Member who makes a Disclosure of Pecuniary Interest & General Nature Thereof
- Any public delegation including the name of the person/group
- Follow up discussion/direction to staff on a particular matter
- Recorded Votes
- Notices of Motions
- Announcements
- Proclamations
- Time of Adjournment/Close of Meeting

#### **6.7 Bylaws**

Bylaws shall be introduced in the applicable section on the Council agenda. If applicable, bylaws of an urgent nature that fall under 'additions to the agenda' may be considered and presented with the additional item under that section of the meeting, provided they are in accordance with the Notice Bylaw.

**6.8 Three Readings required before Enactment**

Every bylaw shall receive three readings (first, second and third) by Council before being enacted. Bylaws may be presented for one or two readings at the direction of Council or staff prior to the Council Meeting depending on the nature of the bylaw.

In accordance with this Section, authorization is given to dispense with the actual reading of the bylaws and that only the titles of each bylaw shall be read within the applicable motion.

**6.9 Curfew – Regular Council Meetings**

Council shall adjourn no later than 11:00 p.m. unless a motion to extend the meeting beyond 11:00 p.m. is unanimously passed prior to 11:00 p.m. A similar motion shall be required for each hour thereafter.

**Part 7 – Rules of Conduct and Debate**

**7.1 Order - decorum - maintained - Mayor**

The Mayor shall preside over the conduct of the meeting, including the preservation of good order and decorum, ruling on points of order and deciding all questions relating to the orderly procedure of the meeting, subject to an appeal to the Council.

**7.2 Member Speaking - recognition by Mayor - required**

Before a Member may speak to any matter, they shall first be recognized by raising their hand to be addressed by the Mayor. When a Member is participating electronically, the Member must endure to speak when it is most appropriate and other Members have completed their discussion by verbally or visually indicating to the Mayor that they wish to speak.

**7.3 Speaking - order - determination**

When two or more Members indicate simultaneously that they wish to speak, the Mayor shall name the Member who is to speak first.

**7.4 Disruption - Council - by Member - prohibited**

A Member shall not disturb the Council by any disorderly department.

**7.5 Disruption – Electronic Participation**

A Member shall not participate electronically where rules of order and decorum are not respected and adhered to. Should the electronic participation of a Member be deemed disruptive to a meeting, the Mayor may instruct the Clerk to terminate the electronic participation by that Member provided the Mayor has advised the Member that the participation/actions are disruptive to the meeting.

**7.6 Offensive language - insults - prohibited**

A Member shall not use profane or offensive words or insulting expressions.

**7.7 Disobedience - rules - points of order - prohibited**

A Member shall not disobey the rules of the Council or a decision of the Mayor or of the Council on points of order or on the interpretation of the rules of procedure of the Council.

**7.8 Leaving seat - disturbance during vote - prohibited**

A Member shall not leave their seat or make any noise or disturbance while a vote is being taken or until the result is declared.

**7.9 Interruption - speakers - exception**

A Member shall not interrupt a Member who is speaking, except to raise a point of order or a question of privilege.

**7.10 Leaving meeting - not to return - Mayor informed**

A Member shall not leave the meeting when they do not intend to return thereto without first advising the Mayor.

**7.11 Disorderly conduct - Member to be removed - question**

In the event that a Member persists in a breach of the rules prescribed in this Bylaw, the Mayor has the sole discretion to order the Member to leave their seat for the duration of the meeting.

**7.12 Apology - Member to resume seat - by permission**

If the Member apologizes, the Mayor, with the approval of the Council, may permit them to resume their seat.

**Part 8 – Motions in Council**

**8.1 Motions in Writing**

All substantive motions introduced to Council shall be in writing.

**8.2 Disposition of motion**

Every motion in Council must be voted on and either carried, defeated, or deferred before any other motion (other than a motion to amend), can be introduced; deferred; amended, etc.

**8.3 Motion to Defer (later in same meeting)**

This motion provides a mechanism whereby a motion can be set aside and taken up again at any time later in the meeting by moving a procedural motion to resume consideration of the matter.

- Motion is not debatable
- Is not amendable
- Approval requires a two-thirds majority of votes cast

**8.4 Motion to Defer (to subsequent meeting)**

This motion enables the discussion of a substantive issue to be put off to a subsequent meeting.

- Motion shall state the substantive issue and the date and/or time of the postponement
- Is debatable only with respect to the date and time
- Must have a seconder
- Amendments restricted to the stated date/and or time
- Approval by majority.

**8.5 Motion to Defer Indefinitely**

This motion provides a mechanism whereby an issue can be fully discussed, although no decision is to be taken.

- Is debatable and is not restricted so substantive issue can be fully discussed
- Approval by majority.

**8.6 Motion to Amend**

- Shall be presented in writing;
- Shall not negate the main motion;
- Shall receive disposition of Council before a previous amendment or the question;
- Shall not be further amended more than once, provided that further amendment may be made to the main question;
- Shall be relevant to the question to be received;
- Shall not be received proposing a direct negative to the question;
- May propose a separate and distinct disposition of a question;
- Shall be put in the reverse order to that in which it is moved.

**8.7 Motion to Withdraw**

A motion shall only be withdrawn by the Mover and Secunder, and only with the consent of the majority of Council.

**8.8 Ultra Vires Motion**

Council shall not consider a motion that is ultra vires (beyond its power of authority).

**8.9 Motion to Reconsider**

The following are the rules applicable to a motion to reconsider:

1. Shall be moved by a Member voting on the prevailing side;
2. Shall not be debated;
3. Shall not be amended;
4. Shall not be considered if the action approved in the motion cannot be reversed;
5. Suspends action on the motion to which it applies until it has been decided.

No motion shall be reconsidered more than once during a period of twelve (12) months following the date on which the question was decided unless there is sufficient reason that a different outcome might result, such as new information has come forward, or incorrect statements were made during the original debate.

**8.10 Motion to Refer**

A motion to refer, or to refer back to a Committee or a member of staff with instructions may be put forth and amended but shall be disposed of by Council before the original motion or any other motion pertaining to the original motion.

**8.11 Notice of Motion**

A Member may introduce a new matter by way of notice of motion. The notice of motion shall be read at a meeting of Council and then shall be placed on the next regular Council meeting Agenda by the Clerk, unless the Member otherwise states a specific Council meeting date.

A notice of motion when introduced is not moved or seconded but the motion shall be moved and seconded at the subsequent meeting, at which time it is then debatable/amendable.

**8.12 Speaking to motion - limitation - subject - maximum 5 minutes**

When a member is speaking to a motion, they shall confine their remarks to the motion and in speaking shall be limited to a maximum of five (5) minutes.

**8.13 Speaking to motion – exception - vote - reply**

A Member shall not speak more than once to any motion, but the Member who has made a motion shall be allowed to speak for a maximum of 5 minutes to answer any questions.

**8.14 Motion - under debate - read - at any time**

A Member may require the motion under debate to be read at any time during the debate, but shall not interrupt a Member who is speaking.

**8.15 Motion under debate – questions – before vote**

When a motion is under debate, a Member may ask a concisely worded question of another Member, or Senior Management, through the Mayor prior to the motion being put to a vote by the Mayor in accordance with this Bylaw.

**Part 9 – Voting by Council**

**9.1 Mandatory vote – all Members**

The Mayor and all Members present are required to vote by a CLEAR show of hands when a question is put forth, unless they have declared a Pecuniary Interest on a particular item.

**9.2 Amendment to Motion - Voted on first**

A motion to amend an amendment to a motion shall be voted on first.

**9.3 Voting - order**

Voting on the main motion and amending motions shall be conducted in the following order:

- (a) A motion to amend a motion to amend the main motion;
- (b) A motion (as amended or not) to amend the main motion; and
- (c) The main motion (as amended or not).

**9.4 Motion to vote - immediately - after all have spoken**

A motion shall be put to a vote by the Mayor immediately after all Members desiring to speak on the motion have spoken in accordance with the provisions of this Bylaw.

**9.5 Speaking - after motion - before vote announced**

After a motion is put to a vote by the Mayor, no Member shall speak on that motion nor shall any other motion be made until after the result of the vote is announced by the Mayor.

**9.6 No vote - deemed negative - exception**

Every Member who is not disqualified from voting by reason of a Declaration of Pecuniary Interest shall be deemed to be voting against the motion if they decline or abstain from voting.

**9.7 Secret voting - on motion - prohibited**

The manner of determining the decision of the Council on a motion shall not be by secret ballot or by any other method of secret voting.

**9.8 Result - announced**

The Mayor shall announce the result of every vote, except in the case of a recorded vote in which the Clerk shall announce the result.

**9.9 Result - disagreement - objection immediate - retaken**

If a Member disagrees with the number of votes for and against a motion as announced by the Mayor, they may object immediately to the Mayor's declaration and, with the consent of the Council, the vote shall be retaken.

**9.10 Tie vote - deemed negative**

When there is a tie vote on any motion, it shall be deemed to have been decided in the negative.

**9.11 Recorded vote - When called for**

Any Member present may request that a vote be recorded and shall call for a recorded vote immediately prior to, or following, the taking of the vote. Each Member present, except a Member disqualified from voting by any Act, shall announce their vote openly when asked by the Clerk. The Clerk shall request Council Members to announce their vote in alphabetical order, and then will request the Mayor to announce their vote last. The names of those who voted for and against shall be noted in the Minutes. If any Member does not advise of their vote, they shall be deemed as voting in the negative. The Clerk shall announce the result of the vote.

**9.12 Recorded vote - all Member to vote - exception**

All Members present shall vote when a recorded vote is called for, except when they have been disqualified from voting by reason of a Declaration of Pecuniary Interest.

**9.13 Voting - number of Members - calculation**

In every vote/recorded vote required of the whole Council, the number of Members constituting the Council shall be determined by excluding:

- (a) The number of Members who are present at the meeting but who are excluded from voting by reason of the Municipal Conflict of Interest Act, and
- (b) The number of seats that are vacant on the Council by reason of the Municipal Act, 2001, as amended.

**9.14 Open Voting Only**

No voting shall take place at any meeting that has been closed to the public in accordance with Section 239 of the Act, except as it may pertain to a procedural matter or for giving direction or instructions to municipal officials/employees.

**Part 10 – Delegations**

**10.1 Addressing in Council**

Any person desiring to present information or speak to Council at a Council Meeting shall submit a delegation request to have an opportunity to do so at the commencement of the meeting as provided for on the Agenda and will be announced by the Presiding Officer. The prescribed “Delegation Request Form” must be filed with the Clerk according to timelines noted on the prescribed form in advance. Such persons shall have no more than ten (10) minutes at a Council meeting to address Members and no debate on any subject shall be engaged in by either Council or those providing the Delegation. The Mayor/Acting Mayor may use their discretion should the ten minute time-frame not be met.

**10.2 Delegation Request Form Necessary**

A signed Delegation Request Form shall be submitted to the Clerk with a legibly written presentation provided before the delegation.

**10.3 Delegation Request Form Deadlines**

**For Council Meetings:** A Delegation Request Form shall be completed and submitted to the Clerk’s Office before 12:00 p.m. ten (10) calendar days prior to a regular Council Meeting that sets out the topic to be addressed, together with the date of the meeting and the name and contact information (phone number, email address) of the person or group making such request.

**For Special Council/Committee Meetings:**

Typically delegations are not included on Special Meeting Agendas, and will be heard at the pleasure of the Mayor/Deputy Mayor, provided it relates to the subject matter on the agenda.

**10.4 Curtailment of Time**

The Mayor or Acting Mayor may curtail any delegation for disorder or any other breach of this Bylaw, and, if the Mayor or Acting Mayor rules that the delegation is concluded, the person or persons appearing shall withdraw.

**10.5 Location**

No person, except Council Members and authorized staff shall be allowed to come within the Council Members’ seating location during a meeting without the permission of the Mayor, Acting Mayor or Clerk. The public is expected to speak from the lectern table provided in Council Chambers to address Council.

**10.6 Presentation In-Person**

All delegations must be conducted in-person in the meeting room that the meeting is being conducted with the Mayor having discretion to permit delegations/presentations in another format.

### **10.7 Behaviour of Deputant**

Delegation participants are attending a business meeting of Council and as such proper decorum is expected of all those in attendance. As may be necessary from time to time, the Mayor, Acting Mayor or Clerk shall advise of the rules of order contained in this Section of the Bylaw to contingents of the public in attendance either observing or addressing Council, particularly on a sensitive issue.

Delegation participants are expected to sit in the general public seating area and present their information from the lectern table.

#### **No Deputant shall:**

1. Speak without first being recognized by the Presiding Officer or Chair;
2. Speak disrespectfully of any person;
3. Use offensive words or gestures, or make abusive comments;
4. Speak on any subject other than the subject stated on their Delegation Request Form;
5. Disobey the Rules of Procedure or a decision of the Council or Committee.

### **10.8 Conduct by the Public**

Members of the public, who constitute the audience at a meeting, shall not:

- Address Council or Committee without permission;
- Bring signage, placards or banners into such meetings;
- Engage in any activity or behaviour that would affect the deliberations;
- Bring food into the Council Chambers or meeting unless so authorized;
- Allow cellular phones to ring so as to disrupt the proceedings.

### **10.9 Expulsion**

The Presiding Officer or Chair may cause to expel and exclude any member of the public who creates any disturbance or acts improperly during a meeting of Council or Committee. If necessary, the Clerk may be called upon to seek the appropriate assistance from police officers for this purpose.

### **10.10 Written Submission**

Presenters are required to provide their speaking notes in advance of the meeting to the Clerk for purposes of the official record and to be added to the agenda.

### **10.11 CAO – Department Heads or Applicable Staff - address to Council**

Notwithstanding the provisions of Section 10.1 of this Bylaw, the CAO, Department heads or applicable staff to the subject being discussed shall be permitted to address Council and the person(s) making the delegation with advance permission of the Mayor.

### **10.12 Business - stated - matters - related to**

Persons appearing before the Council shall confine their remarks to the business stated in their request.

### **10.13 Repetition - prevented - hearing declined - exception**

In order to avoid repetition and to ensure an opportunity for the expression of different points of view but except as required by law, the Mayor or Acting Mayor may decline to hear any person who has an identifiable common interest or concern with any other person who has already appeared and spoken at the meeting.

### **10.14 Appearance - previous - limitation - new information**

Any person appearing before Council who has previously appeared before Council on the same subject matter, shall be limited to providing only new information in their second and subsequent appearances.

**10.15 Delegations – Request of Council or Committee**

From time to time it may be necessary for the Council or a Committee to invite a person, group or organization to attend a meeting to discuss a specific matter or issue. Unless otherwise required by law and the provisions of the Municipal Act, these delegations shall be open to the public.

**10.16 Quantity of Delegations at a Meeting**

Council meetings will be permitted up to three (3) delegations per meeting. It will be at the discretion of the CAO and Clerk, if additional delegations will be permitted to appear on the agenda at any particular meeting.

**10.17 Petitions to Council**

Should a member of the public wish to present a petition to Council on a particular matter, such petition must be presented at an open meeting of Council through a delegation request and copies will be circulated to Members of Council by the Clerk.

**10.18 Materials to Council**

Any member of the public making a delegation to Council shall provide the Clerk with any records pertaining to their delegation. The Clerk will circulate to Members of Council on their behalf. Any electronic copies should be forwarded to the Clerk in advance of the meeting.

**10.19 Matter to Staff**

The CAO and/or Clerk has discretion to decline a request to appear as a Delegation and to refer the matter to be resolved by Staff.

**10.20 Anonymous Correspondence to Council**

Correspondence received by the Township addressed to Council with no name and contact information attached to such correspondence will not be circulated to Council or filed for record.

**Part 11 – Other Committees of Council**

**11.1 Mayor – Ex-Officio Member – All Meetings**

The Mayor shall be Ex-Officio of all Committees of the Council, shall not be counted for purposes of quorum but shall be entitled to attend, participate and vote in the absence of the appointed Council Member.

**11.2 Appointments of Council Committee Members**

Committee appointments shall include Council Members and shall be made by resolution of Council at its first meeting in December, or as required from time to time.

**11.3 Report Recommendations to Council**

Staff with the responsibility of that area, or designate, or the CAO, shall present the report recommendations to Members at Council Meetings for ratification whether supported or rejected.

**11.4 Minutes**

Minutes of the proceedings of various Township Committee meetings shall be recorded and filed with the Clerk's office by an administrative appointed staff member of the Township and electronically circulated by that person to each Member of Council, the CAO and the respective Department Lead (including any staff requesting same). The Clerk's Department shall post Committee Minutes on the Portal and will be included in minute listings for Council resolution support.



**11.5 Curfew – Motion**

Should the Committee not be able to carry out its business during the allotted time set out in this Bylaw, it shall be necessary to order, by a unanimous vote of Members present, for the meeting to continue.

**11.6 Procedure - modifications**

The rules governing the procedure of the Council and the conduct of its Members shall be observed in Committee meetings with the necessary modifications.

**11.7 Council may establish Advisory Committees from time to time**

While Advisory Committees are not bound by the Closed Meeting rules in the Municipal Act, Council encourages that Advisory Committees meet in public and only meet in Closed Session as may be required from time to time.

When Council establishes an Advisory Committee it shall be done by resolution, and shall set both the mandate and the term of the Committee. Appointments to an Advisory Committee shall also be by way of resolution. Any Terms of Reference shall be established by Bylaw.

**Part 12 - Confirmatory Bylaw**

**12.1 Proceedings – all matters**

The proceedings at every open and special meeting of Council shall be confirmed by Bylaw at the meeting of Council to which it applies. This action is required so that every decision of the Council at that meeting and every resolution adopted at such meeting shall have the same force and effect as if each and every one of them had been the subject matter of a separate Bylaw duly enacted. A Confirmatory Bylaw, when introduced, shall be taken as having been read and shall be voted on without debate.

**Part 13 – Severability**

**13.1** Each and every one of the provisions of this Bylaw is severable and if any provision of this Bylaw should, for any reason, be declared invalid by any Court of competent jurisdiction, it is the intention Council that each and every one of the then remaining provisions of this Bylaw remain in full force and effect.

# Township of Manitouwadge

## Strategic Plan 2021-2025



August 11, 2021

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## **PREFACE**

Changing times demand decision-makers who are in touch with their customers, aware of trends and prospects and understand the strengths of their organization. Strategic planning is a tool to assist Council and administration to manage changing times.

The strategic directions for the Township of Manitouwadge reflect the collective insights and wisdom of municipal Council, the administration, and residents. With time and through experience, this strategy will mature and increasingly reflect the full range of Manitouwadge circumstances, prospects, and aspirations. The strategy is as current as the date of the most recent update, and it reflects the understanding of the municipal situation at that time.

These strategic directions are the Township's strategy from both a corporate and community perspective and are to assist in realizing the best possible future for the community. The priorities identify ways in which Council and administration will strive to enhance the community, while recognizing and protecting what makes Manitouwadge unique.

The strategy is a work in progress. Upon annual review, it will continue to evolve by updating new and evolving priorities and capturing emerging opportunities. Through the annual review of the Strategic Plan, Council's priorities will be reflected through on-going consideration to capitalize on senior government investments in both the province and nation.

This document is comprised of sections which remind Council and guide staff on the priorities of those who have taken time to participate in its development. The attached Appendices are for information and reference purposes only. The Appendices describe the evolving history of Manitouwadge, the background work that support the strategic initiatives of the Municipality and trace the deliberations to formulate these strategic directions.

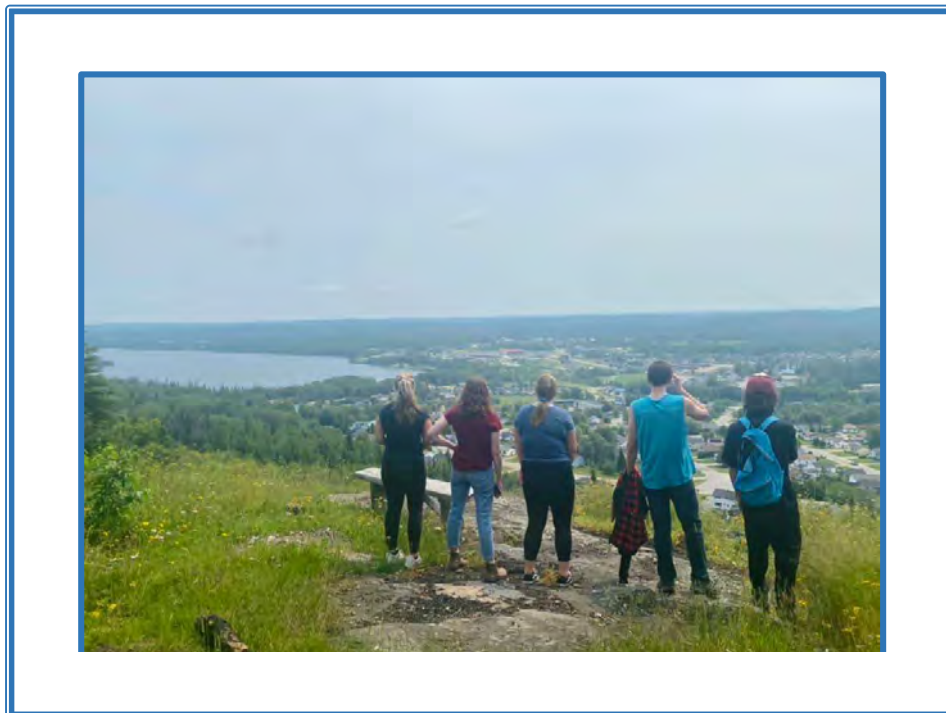
Strategic Directions  
for the  
Corporation of the  
Township of Manitouwadge

## STRATEGIC VISION

The strategic vision for the Township of Manitouwadge is forward looking and describes the community that citizens would like to live in. This vision combines those aspects of the community most valued by residents today with concepts about how the community can evolve to build an even better community for future generations.

A trusting, secure, affordable, healthy, inclusive, and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.

This vision statement will be used as a basis for preparing the current strategic directions for the community.



## STRATEGIC MISSION

The strategic mission of the Township of Manitouwadge is the role that the municipality should ideally play in realizing the community in which citizens would like to live.

This mission reflects the services provided by the Township which are most valued by residents today. Insights into how this role evolves in the foreseeable future is reflected in the changing needs, aspirations, and capacity of municipal ratepayers. Through the annual review of the Strategic Plan, Council can give priority to various initiatives, keeping in mind the community priorities that can best be served by the Corporation.

The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive, and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive, and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.

This mission statement will be used as a basis for preparing the current strategic directions for the Township.

# CORPORATE VALUES

The Corporation has a dual role for residents by providing both governance and local services. The Corporation is also a workplace with the potential to inspire employees to provide superior services and governance on behalf of residents.

## Values for Local Governance

Council believes that the following values should be honored in the provision of local governance:

### ➤ Transparency

Municipal decision-making should be transparent and understandable in a way that engenders confidence in ratepayers and facilitates informed and meaningful participation by ratepayers.

### ➤ Openness

The records and deliberations of the Municipality should be open and accessible except as otherwise provided for in legislation. Open communication leads to a successful, accountable local government.

### ➤ Engaging Ratepayers

Residents are interested in municipal affairs. They should have the opportunity to become informed and knowledgeable about local governance. They should be encouraged to meaningfully engage in the affairs of the Municipality. Informed and involved stakeholders will strengthen municipal governance. Media has an important role to play in informing and involving stakeholders.

### ➤ Valuing the Public Trust

Having the public trust is essential to the success of the Municipality. That trust is valued -- it must be earned, and it should be maintained. An important part of building trust is the clear communication of accomplishments in terms that matter most to the residents.



➤ **Responsiveness**

Council and administration must be responsive to the wishes of residents. The divergent views of residents will be respected, and Committees of Council will be sought.

➤ **Accountability**

Council is accountable for the governance and provision of services in the Municipality. Administration is responsible for implementing the direction of Council. Council and administration are entirely answerable to all residents for actions and outcomes with which they are charged.

➤ **Forward-Looking**

The Municipality should be governed in a manner that anticipates changing circumstances while respecting the needs and capacities of future generations.

➤ **Regional Advocacy**

The Township values its relationships with our neighbouring First Nations and municipalities. These positive working relationships provide enhanced value to ratepayers as a result of cooperative, respectful partnerships. The Township will actively participate in the development, promotion, and advocacy of the region.

➤ **Fostering Reasonable Expectations**

Council and administration will work with residents to outline the relationship between the services provided and ratepayer capacity to sustain those services.



## Values for Municipal Service Provision

Council believes that the following values should be honored in the provision of local services:

### ➤ **Timeliness**

Municipal services should be delivered within a time frame that meets the needs of those receiving the service. The Township will strive to respond to resident requests in a timely manner, acknowledging receipt of emails, regularly updating voicemail messages to inform callers when staff are away for extended periods of time, and using the out-of-office alert for emails.

### ➤ **Reliability**

Municipal services should be reliable to the degree that they do not, through service interruption, cause substantial disruption to the resident. The resources dedicated to ensuring reliability should be commensurate with the impact of a disruption, should a service interruption occur.

### ➤ **Providing Safety and Security**

Municipal services should be delivered in a manner that places a premium on the safety, security, and good health of residents.

### ➤ **Personal Friendly Service**

Council and administration should be congenial in providing municipal services that are sensitive to the individual needs of residents.

### ➤ **Community Teamwork**

Council values and respects the skills and community-minded spirit of residents. Council wishes to harness the community's full potential through volunteerism and encourages the community to contribute to the achievement of a wide range of municipal services.

## Values for Managing Municipal Resources

Council believes that the following values should guide the management of municipal financial and material resources:

### ➤ Sustainable Community

Servicing costs should be within levels that can be sustained by current and future ratepayers. Council will anticipate and prepare for change in the community, providing facilities, services, development controls and a quality of life that attracts and supports new residents and employers.

### ➤ Flexibility to Meet Future Needs

Municipal finances should be managed with latitude to respond to future needs and challenges without exceeding tax loads that can be comfortably sustained by ratepayers.

### ➤ Reducing Vulnerability

Through the approval of the annual budget, Council provides input into the Township's financial position to ensure the sustainability of service provision balanced with the ability to plan for future development.



## Values for the Municipality as a Workplace

### Overriding Principles for Working Relationships

The Municipal team recognizes the difference between the roles of Council and administration. Accountable to the electorate, Council's role is to establish policy and controls that ensure their policies are implemented. Based on this policy direction, Council empowers staff to deliver approved programs and services to the residents of Manitouwadge. We recognize a need to foster an environment of mutual trust and respect through on-going communication and professionalism by consistently honouring the following values:

#### ➤ Fairness and Equity

All elected officials, appointees and employees of the Municipality should be treated with fairness and impartiality.

#### ➤ Recognition for Accomplishment

Municipal employees should be recognized for their accomplishments in a manner that clearly rewards innovation, excellence, and exceptional public service.

#### ➤ Employees Valued

Employees are integral to the provision of good governance and exceptional service and are expected to make a significant contribution to achieving the mission of the Municipality. Employees are recognized in their role as ambassadors in the community.

#### ➤ Working as a Team

Council, appointees, and employees will work together towards achieving common goals.

#### ➤ Ongoing Dialogue

The dialogue between Council and administration should be meaningful and on-going.

# **STRATEGIC DIRECTIONS FOR THE CORPORATION**

The 2021-2025 strategic directions of the Corporation of the Township of Manitouwadge are expressed below.

The goals and objectives identified in this Strategic Plan fall within five areas of importance to the success of the Municipality in fulfilling its role in the community.

## **1. The Work Environment**

It is strategically necessary to establish and maintain a healthy and effective working environment within the Corporation.

## **2. Financial Health**

It is essential to maintain the financial health of the Corporation.

## **3. Quality of Life**

The Municipality must continue to support an exceptional quality of life in the community by providing services tailored to the needs of the community as they exist and as they emerge.

## **4. The Local Economy**

The Corporation must play a role in positioning the community to attract and to expedite the development of new or expanded economic endeavors.

## **5. Open and Effective Local Government**

To properly determine and to meet the needs and wishes of the community it is essential that Council and its administration provide effective, open, and accountable local government.

# GOALS AND OBJECTIVES 2021-2025

## 1. The Work Environment

### **To ensure that Council is more cohesive and informed:**

- i. Develop a Council/Staff Relationship policy that improves the lines of communication
- ii. Seek training opportunities for Council members
- iii. Ensure funds are available in the annual budget for Council to attend regional, provincial, and federal municipal conferences

### **To improve teamwork between Council, administration, and staff, including the re-examination of roles and strengthened reporting to Council:**

- i. Develop policies that outline Council's expectations of staff
- ii. Provide annual leadership and management workshops for the Municipal Management Team
- iii. Review/revise the policy framework
- iv. Develop an Operating Procedure Manual and Personnel Policy Binder

### **To increase employee satisfaction:**

- i. Provide an enhanced Employee Recognition policy
- ii. Align compensation rates with other municipalities
- iii. Establish effective Health and Safety policies and procedures
- iv. Develop procedures to ensure responsive and effective communications with the public

### **To engage staff in decision making:**

- i. Solicit staff input into the development of the Strategic Plan
- ii. Keep staff informed of progress through the review of an annual report to Council



## 2. Financial Health

### **To further develop and maintain the asset management program:**

- i. Ensure the Township continues to develop, expand, and update its Asset Management Program through the provision of appropriate financial and human resources

### **To maintain our fiscal health and accountability:**

- i. Present quarterly financial updates to Council
- ii. Provide quarterly financial reports to department heads as a fiscal health measurement tool

### **To identify new or enhanced revenue sources:**

- i. Annually review the User Fee By-Law
- ii. Initiate landfill site tipping fees
- iii. Identify opportunities to provide contract services
- iv. Identify potential investment/cost saving opportunities



### 3. Quality of Life

#### **To keep the community clean:**

- i. Prepare a Property Standards By-Law for public input
- ii. Clarify what should be considered under the By-Law
- iii. Enforce the 'Keep Manitouwadge Attractive' By-Law
- iv. Better communicate and promote the Spring Clean Up Week
- v. Regularly advertise and promote information regarding hours of operation at the Landfill Site

#### **To establish a 'right-size' mix of services and facilities:**

- i. Regularly consult with the public regarding recreation priorities
- ii. Review and implement findings from the Recreation, Facilities and Parks Master Plan
- iii. Establish Reserve Accounts for ongoing infrastructure planning to update facilities
- iv. Review and implement recommendations from the Manitouwadge Trails Master Plan

#### **To adapt facilities and services to an ageing population:**

- i. Provide enhanced barrier free access to Municipal facilities
- ii. Complete an accessibility needs assessment of all Municipal facilities and road infrastructure (sidewalks)

#### **To encourage environmental practices to be efficient with available resources:**

- i. Maintain energy efficient street lighting
- ii. Continue to pursue the provision of the supply of natural gas to Manitouwadge
- iii. To establish a waste management transfer station to expand the life of the landfill site
- iv. To investigate recycling opportunities for the residents of Manitouwadge



## To utilize staff as ambassadors to the community:

- i. Provide customer service training as part of new staff orientation

## To expand volunteerism:

- i. Develop an enhanced volunteer recognition program



## 4. The Local Economy

### **To update the official plan and Zoning By-Law:**

- i. Ensure residential, commercial, and industrial lots are available for development
- ii. Work with the MNR for the purchase of waterfront Crown land

### **To achieve improved access to the community:**

- i. Work with the MTO for the future development of Highway 614
- ii. Invest in the further expansion of high speed and cellular infrastructure

### **To regularly update and enhance the official Township website:**

- i. Work with a service provider to create a new official municipal website
- ii. Increase the number of email addresses available to the Township
- iii. Continue to use [www.mymanitouwadge.ca](http://www.mymanitouwadge.ca) as the public engagement website for the Township
- iv. Utilize social media pages as a form of communication with residents
- v. Implement an independent web-based GIS system that includes maps for zoning, water, and sewer infrastructure, and to use in future planning activities

### **To create and maintain a good working relationship with local businesses:**

- i. Provide networking opportunities for business owners
- ii. Provide effective channels for communication
- iii. Provide training opportunities for local organizations
- iv. Ensure Economic Development is maintained into the future

### **To complete investment readiness initiatives:**

- i. Update the Township's Community Profile
- ii. Undertake a Housing Needs Analysis
- iii. Inventory available commercial and industrial lots for development

### **To establish a marketing plan:**

- i. Undertake a Marketing Strategy for the Township
- ii. Develop road signage both locally and regionally
- iii. Display a common theme in all marketing efforts
- iv. Focus on attracting new businesses, residents, and skilled labour to our community
- v. Work with regional organizations to increase immigration to our community

### **To capitalize on the growing demand for healthy lifestyles and non-consumptive recreation:**

- i. Implement the Manitouwadge Multi-Use Trails Master Plan
- ii. Improve infrastructure at ski hill
- iii. Maintain a high-quality golf course

### **To keep service/mix/quality/costs that are attractive to families with wage earners who commute elsewhere :**

- i. Market and promote local services needed by future mining and forestry operations
- ii. Work with post-secondary education institutions to offer training locally to support the mining, forestry, and health sectors

## 5. Open and Effective Local Government

### **To implement a delegation of authority policy:**

- i. Review examples of Delegation of Authority policies from other municipalities to create a unique policy for Manitouwadge

### **To continue to offer the services of an Integrity Commissioner:**

- i. Secure the services of a competent organization to offer the services of Integrity Commissioner

### **To work towards a more informed community better equipped to engage in, and contribute towards, local government:**

- i. Meet or exceed all requirements governing reporting to the public on matters concerning finances, servicing, and governance
- ii. Provide press releases to the media in order to popularize good news stories

### **To educate public on the workings of Council:**

- i. Post meeting agenda and minutes on the Township website
- ii. Continue to livestream Council meetings and Committee of Council meetings

### **To maintain strong presence on District and Provincial groups:**

- i. Continue membership and participation in municipal boards, associations and working groups at the regional and provincial level

The Strategic Directions  
for the  
Community of the  
Township of Manitouwadge

# THE COMMUNITY STRATEGIC PLAN

## 1. Community Development

A community's look and feel are important not only to existing residents but also to new prospective residents.

Manitouwadge has some work to do in order to ensure the community not only remains physically appealing, but also has the community's support to address social issues and a changing volunteer culture.

### Action Items

#### ➤ Volunteerism

Volunteers helped to build Manitouwadge into the community it is today. The numbers of volunteers appear to be in decline and volunteer groups have less resources at their disposal. To assist volunteers in their efforts, the Township should consider uniting the volunteer groups under one **Volunteer Team**. The aim of the team is to examine each volunteer group's needs to determine where resources can be shared, expenses reduced, and volunteer hours better managed. Enhancing the annual *'Volunteer of the Year'* awards program would help recognize the contributions of many of the Township's residents.

#### ➤ Youth

Manitouwadge greatly values its youth and young people. The Township should partner with the Manitouwadge High School to engage community youth through a **Youth Retention Action Plan** to better understand needs and wants of the local youth population and how to best accommodate youth in the community.



➤ Land Use

Manitouwadge is a well-thought out and planned community. The Township's land-use planning policies and By-Laws require updating. It is recommended that the Township update the **Township's Official Plan and Zoning By-Law** immediately to reflect what the residents want to see in the future.

➤ Community Well-being

Similar to many other communities, social and mental health issues are also evident in Manitouwadge. Several agencies exist in the community to provide social and mental health services but individually they may not be equipped to solve or address all problems. Playing a leading role, the Township should establish a **Manitouwadge Well-being Task Force** to complete the Community Safety and Well-being Plan, as required by the Province of Ontario, and seek collective solutions and ways to share resources in an effort to address social and mental health supports for residents. Agencies included in the development of the plan should be the Township, local schools, Health Care Centre, OPP detachment, and other community stakeholders as required.



## 2. Economic Development

Initial consultation revealed that the economy – specifically the need for jobs – was cited as a priority in Manitouwadge. From a Township perspective, Economic Development is not about the creation of jobs, but instead, it is the creation of a business-friendly environment that allows businesses to thrive and investment opportunities to exist.

### The Importance of Economic Development

To afford to live in any community, people need money – a source of income to support their lifestyle. Manitouwadge is no different. Residents of the community need jobs (whether self-employed or employed by others). For several years, Manitouwadge has been waiting for the next major employer to come along, but due to various economic circumstances there has been little economic growth in the region.

Moving forward, it is vital that Manitouwadge become investment ready so that the community is able to accommodate any new employers, focus on creating entrepreneurs in the community and creating jobs verses looking for a job.

### Action Items

#### ➤ Economic Development “Point Person”

Economic Development is a program that is typically based on resource availability. The Township needs to continue to have an economic development point person who can provide support to small business, work on investment readiness, assist with entrepreneurship development, write funding applications, and provide tourism support services.



➤ Investment Readiness Action Plan

Update and implement the 2020 Investment Readiness Action Plan created for Manitouwadge (complete actions such as up-to-date data, property inventory, update the Community Profile, and Quick Facts, etc.)

➤ Marketing and Promotion

Work with the local schools and the Superior North CFDC, Northern Ontario Heritage Fund Corporation (NOHFC), FedNor, Thunder Bay and District Entrepreneurship Centre, Superior Country Tourism Association, and other community agencies to market and promote Manitouwadge, seek funding opportunities and tourism development.



➤ Youth Entrepreneurship Program

Investigate the establishment of a Youth Entrepreneurship Program for Manitouwadge, including the annual operation of 'BizKids'.

### 3. Community Infrastructure

In reality, this is often the nuts and bolts of municipal services – the hard infrastructure (water and sewer, roads, signage, sidewalks, parks, recreation facilities, library) and soft services such as recreational programming, youth and senior’s programs and garbage collection.

These assets and services have helped shape the community into what it is today. It is important to consider community infrastructure (e.g., roads, broadband, community facilities) not only as community building blocks, but also as economic assets. In Manitowadge, indoor and outdoor recreational infrastructure is particularly important.

#### The Importance of Community Infrastructure

Manitowadge is blessed with an inventory of community assets normally not found in a community of this size. Legacy community infrastructure was built by previous community employers (e.g., mining companies) and given to the Township to own and manage. This infrastructure now needs to be maintained and, in some cases, improved.

Through the development of the Recreation, Parks and Facilities Master Plan presented to Council in 2021, the use of priority recreation infrastructure was reviewed so the Township can ensure these assets are maintained into the future.

## Action Items

### ➤ Ongoing Development of Asset Management Plan

For the size of the community, Manitowadge has a significant amount of assets and infrastructure, and the Township is responsible for the operation, programming, maintenance and life-cycle repairs and replacement. To ensure Manitowadge has a clear understanding of which infrastructure needs are most important to the community, and how these will be addressed, the Township must continue to develop and update the Asset Management Plan. The Plan should outline priority infrastructure, maintenance and replacement schedules, and potential funding models.



## 4. Cleaning Up the Township

People in Manitouwadge take pride in their community. Community pride, as identified through the visual appearance of the Township (both public and private properties), is very important to the residents of Manitouwadge. This includes an acknowledgment of the need to update regulations and guidelines found in the Township's property standards and zoning provisions as well as By-Law Enforcement.

### The Importance of Cleaning Up the Township

A community is a direct reflection of the people that live there. The Municipality's appearance may only be superficial, but it does have a huge impact on how people perceive the community.

Although Manitouwadge is a full-serviced, quaint Northern Ontario community, it is beginning to show signs of neglect and hard times. Efforts need to be undertaken to illustrate the pride of Manitouwadge's residents.

### Action Items

#### ➤ Continue Existing Programs

Continue with existing programs such as the "School Clean Up Days", "Pitch in Canada" program and the Township's general cleaning, maintenance and beautification of the community which includes street and streetlight maintenance, landscaping maintenance, timely repainting of street markings and curbs, providing and emptying public garbage cans.



➤ **Implement Revitalization and Improvement Plans**

Implement the recommendations from the Community Revitalization Plan, and the Community Improvement Plan where funding and the budget allows.



➤ **Property Standards By-Law**

Prepare a Property Standards By-Law and undertake public consultation to ensure residents have an opportunity to provide input and feedback into its development.

➤ **Tax Collection Methods**

Collecting of property taxes is a necessity for the Township's operations. Continue with the practice of using collections agencies and other creative methods to ensure property taxes are being paid.

➤ **Waste Management and Disposal**

To assist residents to dispose of their garbage and solid waste, better communicate information (social media, electronic signage, newsletters) pertaining to the landfill (i.e., hours of operation, free dumping days, anyone taking loads to the landfill outside of normal garbage pickup, etc.).

## 5. Communication

Communications involve opening two-way, transparent, and regular lines between the Township and its residents and local businesses to exchange ideas and information.

Currently, Manitouwadge is a community that is regularly active on social media (i.e., Facebook and YouTube) and is the primary source of sharing information.

The Township, and the community in general, would benefit from better communicating how and where resources are spent.

As a result of the COVID-19 Pandemic and the inability to host public information sessions and public consultation opportunities, the Township purchased a software license with Bang the Table to create the MyManitouwadge.ca website for public engagement purposes. The site has become an invaluable tool for sharing information with the public and seeking input into both programming and project information and should be maintained for future years as an alternate venue to in person consultations.



## The Importance of Communication

Communication is the key for a close-knit community like Manitowadge where everyone will need to work together to make the community the best place to live. In an environment with competing community interests, limited resources, and an overburdened volunteer community, it will be paramount that open and transparent communications occur in the community so that everyone hears the same messages and can communicate open and freely.

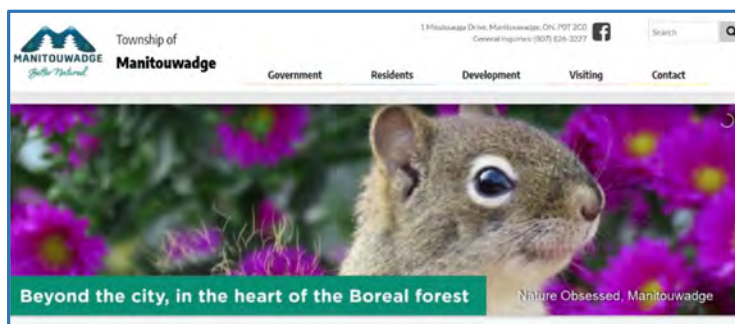
## Action Items

### ➤ Social Media –Presence and Policy

Manitouwadge residents are reliant on the use of social media to access information (there are several community-based Facebook pages and YouTube channels). The Township should continue to build their social media presence to provide up to date information to residents. The Township should also develop a Social Media Policy to guide residents on how social media will be used and monitored. Council's current practice of live streaming their meetings to keep residents up to date on Township and community activities should be maintained.

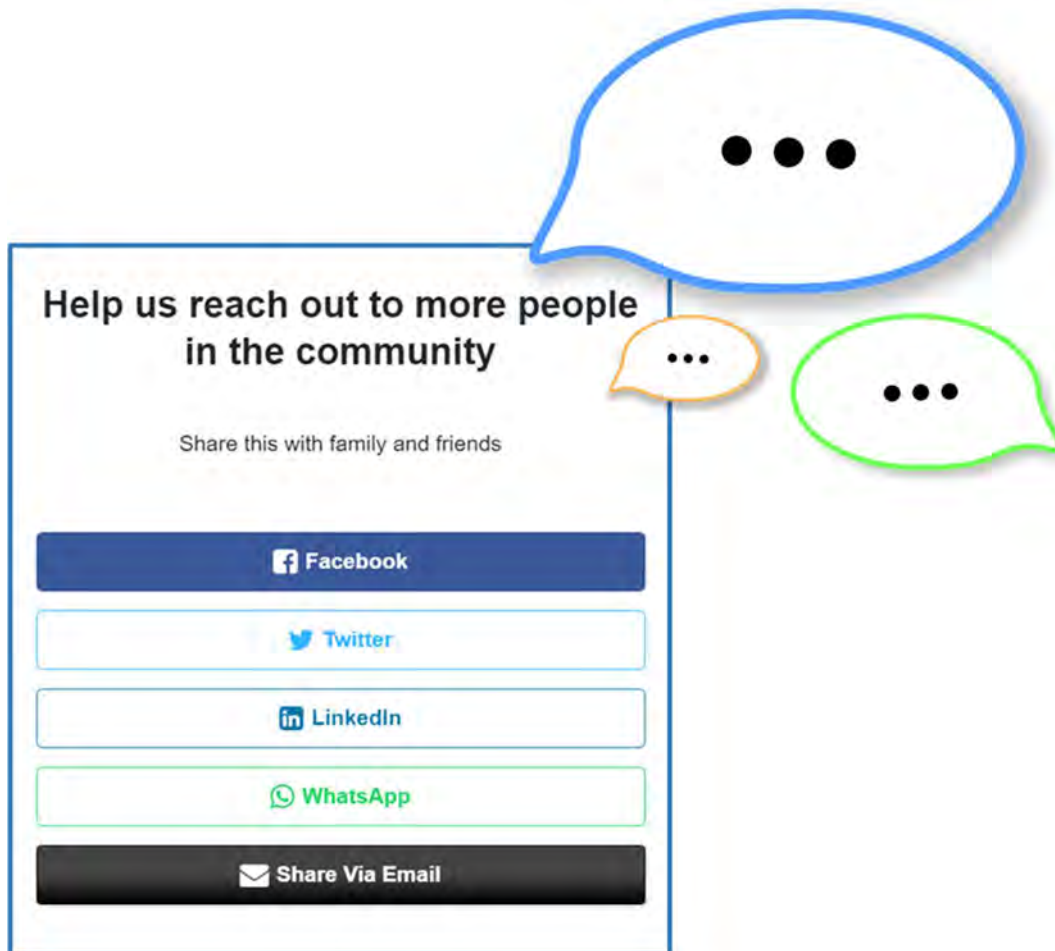
### ➤ Website

Continue to improve rebuild and update the Township's webpages. Continue with the practice of providing Township staff contact information on the Township website.



## ➤ Community Surveys

Update the community survey which polls residents on their communications needs – what types of information are they looking for, where they get their information and their most preferred methods of both receiving information from, and providing information to, the Township.



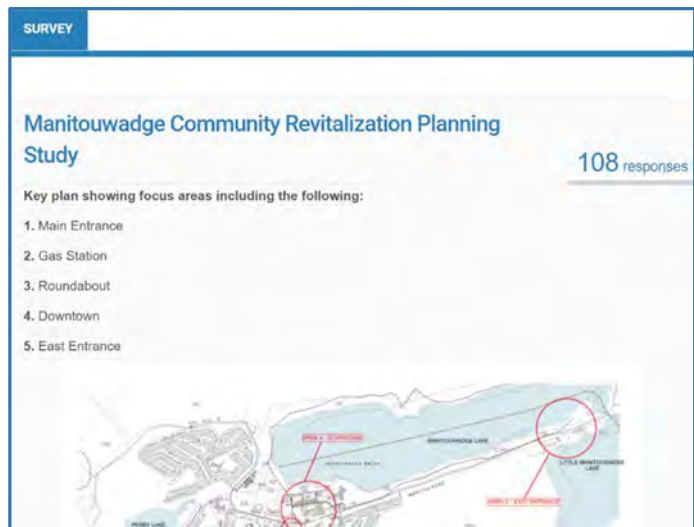


## 2021 STUDIES COMPLETED

The Township of Manitowadge completed three important studies between 2020 and 2021 with the goal of providing guidance to Council on the desires of the community. The areas of focus included: Community Revitalization; outdoor recreation in the form of all-season multi-use trails; and indoor recreation through municipal facilities and outdoor parks. The following studies were completed:

### 1. Community Revitalization Plan

This 20-year planning study looks at upgrades and infrastructure projects to revitalize the entrance to the community, the main thoroughfare (Manitou Road), the intersection of Adjala Ave. and Manitou Road (known as gas station



corner), the roundabout, downtown core, Prospector Park, and the east end of Manitowadge to where Manitowadge Lake and Little Manitowadge Lake meet (the Geco Bridge).

Secondary to the development of the Plan was development of the Community Improvement Plan which is required under the Provincial Planning Act to allow the Township to offer grants and incentives to private property owners to revitalize their properties. These two documents work hand-in-hand to offer revitalization recommendations for the Township.

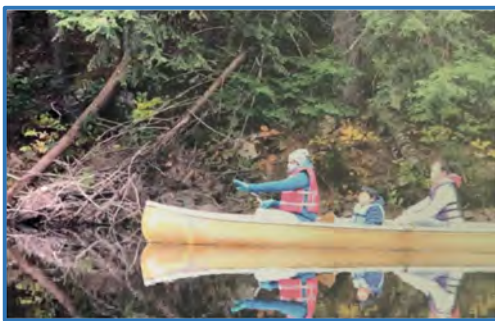
## 2. Manitouwadge Multi-Use Trails Master Plan

A 10-year planning study looks at all trails in the community for marketing and tourism purposes as a key economic development opportunity for the Township. The following types of trail use were thoroughly reviewed:

- Downhill skiing
- Cross Country skiing
- Snowmobiling
- Snowshoeing
- Biking
- ATVs and Off Highway Vehicles
- Canoeing and Kayaking
- Hiking – waterfalls, rapids, and wildlife viewing



## 3. Recreation, Parks and Facilities Master Plan



This study highlighted the many assets of the Township for recreation purposes, both indoors and out. The recommendations of the plan outline the key infrastructure upgrades required to maintain these facilities into the future as well as key recommendations on better operating programs and facilities to become self-supporting and relying less on the tax base to operate.

The following tables reflect projects that can be implemented from start to finish over the next five years, or sooner, that equally capture the recommendations from all three studies. Upon annual review of the Strategic Plan and an Annual Report to Council, new projects and priorities may be added and amended as required.

# 5 YEAR ACTION PLAN

Projects	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Community Revitalization Plan</b>					
<b>Sidewalks</b>	Repair Section of Sidewalk	Repair Section of Sidewalk	Repair Section of Sidewalk	Repair Section of Sidewalk	Repair Section of Sidewalk
<b>Manitou Rd</b>	Write Grant Applications for Funding; Detailed Design Work Completed; Public Consultation	Tender Contract <i>(upon funding approval)</i> ; Construction			
<b>Signage Projects:</b>	Complete Marketing Plan; Write Grant Application for Funding	Contract with Graphic Design Artist for Signage <i>(upon funding approval)</i> ; Public Consultation			
<i>Manitou Rd. Entrance</i>			Tender Project; Construction		
<i>Hwy 614</i>		Order and Install Signage			
<i>Wayfinding</i>		Order and Install Signage			
<i>Street Signs</i>	Budget, Purchase and Install				
<i>Roundabout</i>	Budget, Purchase and Install				
<b>Boat Launch and Beach</b>	Seek Funding to Update Boat Launch and Prospector Park	Prepare Detailed Design <i>(upon funding approval)</i> ; Public Consultation; Tender Project	Award Contract; Construction		
<b>Recreation, Facilities and Parks Master Plan</b>					
<b>Recreation Centre: HRV Unit</b>	Funding Approved; Tender; Construction				
<b>Recreation Centre: Roof</b>	Funding Applications	Tender Contract <i>(upon funding approval)</i> ; Construction			
<b>Ski Hill: All Season Recreation</b>	Feasibility Study and Business Plan	Begin Staged Implementation	Implementation	Implementation	

Projects	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Multi-Use Trails Master Plan</b>					
<b>Crown Land Purchase: Manitowadge Lake</b>	Work with MNR to Provide Market Value Assessment; Bring to Council to Reconfirm Purchase	Purchase Property; Completed Required Studies ( <i>Seasonal Campgrounds; Cottage Lots; Residential; etc.</i> )			
<b>Camp Ground: Redevelopment</b>		Develop Business Plan; Construction and Update Infrastructure	Year 1: Operation and Assessment	Year 2: Operation and Assessment	Year 3: Operation and Assessment
<b>RV Dumping Station</b>		<i>Included in Business Plan Development</i>			
<b>Upgrades to Existing Recreation Trails</b>	Funding Applications and Budget to Update Section of Trail Beside OPP (bridge); Pery Lake Trail Resurfacing	Establish Trail Committee to Identify and Plan Trail Improvements; Work with Pic River First Nation on Canoe Route Partnership Development Project	Applications for Funding to Update/Upgrade Canoe Routes and Portages for Marketing Purposes	Hire Staff to Oversee the Canoe Route Development Project ( <i>upon funding approval</i> ); Trail Development and Marketing	Year 1: Operations of Canoe Tripping Program
<b>Manitouwadge Lake Loop: Study</b>	Application for Funding; Continue Working with Glencore for a Partnership Agreement; Work with MNR for Crown Land Access	Hire Consultant to Map and Prepare Detailed Design Work for the Trail Loop Project ( <i>upon funding approval</i> ); Public Consultation; Write Grant Applications for Trail Construction	Tend Project and Construction ( <i>upon funding approval</i> )	Construction; Open Trail in Spring 2024	Annual Trail Maintenance
<b>Signage: Trail Head and Trail</b>	Develop Signage for all Trails ( <i>part of Marketing Strategy</i> )	Purchase and Construct Trail Signage	Annual Maintenance	Annual Maintenance	Annual Maintenance
<b>Market Existing Trails for Tourism</b>	Work with Superior Contry Tourism to Market and Promote Community Events/Tourism	Prepare Marketing Material for Trails and Seasonal Operations	Seek Funding to Develop a Tourism Website; RFP for Website Development	Seek Funding to Develop a Trails App; RFP for App Development	Update, Monitor and Maintain Sites

Projects	Year 1	Year 2	Year 3	Year 4	Year 5
<b>Public Works</b>					
<b>Replace Public Works Building</b>	Complete Feasibility Study for Needs, Location and Operational Efficiencies; Set up Capital Reserve Budget	Completed Detailed Design Work for Consturction Project; Contribute to Capital Reserve Budget	Tender and Award Contract; Construction		
<b>Landfill Site: Review and Expand Services Offered to Include Recycling; Hours; Waste Management System</b>	Update Landfill Monitoring Report; Investigate Recycling Options; Public Consultation on Landfull Use Requirements	Reassess Spring Clean Up Week and Provide Options for Better Coordination			
<b>Airport Hangar: Feasibility Study and Business Case</b>	Make Application for Funding to Undertake a Feasibility Study and Business Case				
<b>EV Charging Station</b>	Research Best Location to Install EV Charging Station; Seek Funding; Award Contract; Construction				
<b>Administration</b>					
<b>To Operate the Township in a Financially Sustainable Manner</b>	1. Provide Quarterly Financial Reporting to Council and Department Heads				
	2. Seek Funding Sources for All Infrastructure Projects (where possible)				
	3. Lobby MPAC to Ensure Property Assessments are Completed on a Community-wide Basis to Mitigate Potential Tax Shock to Local Ratepayers				

## APPENDIX 'A'

### Expectations – What the Strategic Plan will Achieve

**Council** will have clear, consistent direction and resources will be directed towards highest priorities.

**Staff** will have clear understanding of where Council wants to go. A means to facilitate decision-making at the administrative level.

**Committees** will understand their role in achieving the global plan for the community.

# APPENDIX 'B'

## Scope of the Strategic Directions

### **Strategic & Accountable Horizons**

The strategic directions for Manitouwadge are based on our understanding of our needs, resources, and circumstances for the foreseeable future.

In formulating the Township's strategic directions, Council and administration will be looking forward as far as twenty years into the future in an effort to prepare for tomorrow's needs.

Strategic directions will be formulated for a rolling-five-year period, which will cover 2021 to 2025. With each passing year, the five-year planning period will be advanced an additional year into the future.

The accountable horizon will be the four-year term of the municipal Council. At the onset of Council's term, the strategic directions for that term will be reconsidered. Each year, the electorate will have an opportunity to assess the progress that has been made towards meeting the strategic directions for the term. At the conclusion of Council's term, the record of strategic accomplishments will be a means of evaluating the performance of the Council. In a municipal election year, the five-year strategic directions will signal where the existing Council intends the municipality to go during the following term.

Regardless of who forms the succeeding Council, the five-year horizon of the strategic directions will provide continuity of vision and effort into the new term.

## **Geographic Area Covered**

The geographic area taken into account in developing these strategic directions includes everything within the current political boundaries of the Township, the current municipal assessment base, areas that could be included in the town within the foreseeable future, the service area of the community and, for the purposes of the environmental scan, external areas that have the capacity to influence the future of Manitouwadge.

## **The Mandate**

The functional areas covered by the strategic directions are the current and foreseeable governance and services provided by the municipal corporation.



## APPENDIX 'C'

### Elements Underlying the Vision of the Community

The following elements were identified as key aspects in developing the vision of the community as Council and administration would like it to be:

- Healthy environment
- Healthy lifestyle
- Reasonable cost housing, living
- Safe community
- Emphasis on family
- Protective and caring
- Great education infrastructure
- Community pride and attachment, strong bonds
- Fantastic Health Care Facility
- Friendly Community

## APPENDIX 'D'

### Elements Underlying the Mission of the Municipality

The following elements were identified by Council and administration as key functions in which the municipality excels or enjoys a competitive advantage:

- Leisure services
- Protective services
- Clean, safe pleasing environment

The following attributes of service delivery and local governance were identified as key to the mission of the municipality in moving the community towards its envisioned state:

- Reliable, dependable services
- Highly responsive
- Customer service

## APPENDIX 'E'

### Public Consultation

An initial draft of the Strategic Plan was formulated which incorporated the combined insights of municipal Council, senior administration, and staff.

Township employees and committee members were encouraged to contribute towards setting the strategic direction of the municipality.

Public input was actively sought through MyManitouwadge.ca once the initial thoughts of Council and senior administrators were incorporated into a draft strategy designed to stimulate discussion.

Through their contributions, employees and committee members will gain a more focused understanding of how their work helps the community move towards its goals. Additionally, the performance of employees will be evaluated based on their contributions towards the approved corporate objectives.

Ratepayers and residents have the opportunity to define the kind of community they would like to have in the future, the role that the Township should play in creating that community, and the resources that should be allocated towards achieving the community vision.

### Revising Strategic Directions

The Manitouwadge Strategic Plan will be reviewed annually as part of the preparation of the municipal operating budget. Opportunities for members of the public to provide input on the annual review of the strategic priorities and budget deliberations will be made available as part of this process.

## APPENDIX 'F'

### Roles in Strategic Management

Council deliberated with senior administration for the purpose of formulating the first draft of the strategic directions with the benefit of input from staff, and will preside over future revisions, updates, and evaluations of the strategic directions in like manner.

Council, with the support of staff, is responsible to inform and engage the public, reporting back on how public input was taken into account in decision-making.

Senior administration is responsible for sketching out the actions and resources required to achieve each of the strategic directions.

Council has the authority to adopt the strategic directions and the responsibility to ensure that they are achieved.

Council, senior administration and staff are responsible for implementing the strategic directions.

Council and senior administration work together to design a system for reporting on strategic progress and to establish the need for updates to the strategic directions and the strategic management system.

## APPENDIX 'G'

### The Strategic Management System

The strategic directions identified in the Plan are achieved through the strategic management system of the municipality. The essential and optional components that comprise the strategic management system are outlined below:

**Strategic Planning** has a pivotal role to play in the overall planning and operation of the Town. It points **where** the Town is headed, explains **why** it is heading in that direction and describes in broad terms **what** will be done to progress in that direction.

**Core Services Review** is an assessment of municipal services to determine which are integral to providing the community desired by residents and are best provided by the municipality.

**Action Plans** lay out **what resources** will be required to achieve the strategic objectives, **how** the work will be done and **who** will be responsible to achieve them.

**Sectoral Plans**, such as land use plans and economic development strategies, implement the direction of the strategic plan **within a specific sector** or activity.

**Municipal Financial Management Strategies** are a commitment by Council to manage the finances of the Township to achieve the strategic directions while safeguarding the fiscal health of the corporation. This is also known as the Municipal Operating Budget, prepared annually.

**Economic Development Strategies** are strategies that outline what actions the municipality will undertake to maintain and enhance the community's ability to maintain and enhance its economic base. The Township has three plans that guide economic development:

- Multi-Use Trails Master Plan (2021)
- Community Revitalization Plan (2021)
- Community Improvement Plan (2021)

**Long-term Capital Plans** project a **timetable** of capital needs including feasibility studies, design and construction of new facilities, upgrades, expansions, replacements, decommissioning and adaptations to serve a new purpose, and take into account net proceeds after the sale of residual assets. These are prepared annually as part of the Municipal Operating Budget.

**Asset Management Plans** are life cycle costing that accounts for the funding, provision, and operation of capital assets in a manner that incorporates the full range of capital costs incurred over the lifetime of a capital asset.

**Long-term Operational Planning** – is planning for the operational costs of municipal services taking into account changes in service standards, servicing needs and the capacity of ratepayers to support these services over the long-term future.

**Council's Term Objectives** are those strategic directions that Council undertakes to achieve over its term in office.

**Annual Municipal Operating Budgets** identify **when** resources are allocated to achieve strategic objectives and what aspects of the objectives are targeted for achievement in the budget year.

**Municipal Scan** is a scan of those forces, constraints, trends, events, and opportunities in the municipal environment that can have a significant impact on the municipal mandate.

**Performance Monitoring and Evaluation** is on-going monitoring and regular evaluation of the degree to which budgeted resources are achieving strategic objectives, annual budgeted targets, and citizen satisfaction. Financial monitoring is completed on a quarterly basis.

**Citizen Satisfaction Surveys** are surveys that test the degree to which residents are satisfied with the services provided by the municipality.

# APPENDIX 'H'

## The Process of Formulating Strategic Directions

The process of developing the strategic directions involve the following steps:

- 1) **Orientation:** Discussions included the purpose, function, scope, and impact of a strategic plan, matters of strategic significance, and expectations for the strategic directions, and the keys to strategic success.
- 2) **Design:** The strategic and accountable horizons are defined, as well as the geographic area and mandate to be covered, the time and resources to be assigned, the process to follow, and the roles and responsibilities for the initiative.
- 3) **Assessing the Municipal Situation:** The state of the community is considered, trends and new developments that will impact Manitouwadge are identified, community strengths and opportunities are evaluated, outstanding issues and risks are recognized, and the expectations of residents are discussed.
- 4) **Formulating a Vision of the Community:** Community strengths and resident aspirations are melded into a statement describing what Manitouwadge can be.
- 5) **Defining The Mission of The Municipality:** The role best played by the municipality in moving the community towards its vision is defined.
- 6) **Identifying Strategic Directions:** Initiatives are identified to build on the strengths of the municipality, capitalize on perceived opportunities, mitigate threats, and address issues.



- 7) **Prioritizing the Strategic Directions:** Strategic directions are prioritized in accordance with their urgency, their impact on the strategic vision and the degree to which their achievement is within the control of the municipality.
- 8) **Developing Action Plans for the Strategic Directions:** Actions appropriate to achieve strategic directions are identified. Resources required to complete these actions are estimated.
- 9) **Assigning Strategic Initiatives for the Term of Council:** Strategic directions with the highest priority are scheduled for completion within the current term of Council, taking into account the resources available.
- 10) **Formulating Strategic Directions for the Current Budget:** A subset of the strategic directions for the year are assigned to be undertaken during the current budget year. Department Heads are accountable to report on the degree to which their budgeted activities contribute to meeting strategic directions.

Strategic planning is an ongoing, cyclical, and evolutionary process for the municipality.

# APPENDIX 'I'

## Implementing Strategic Directions

The effective functioning of the strategic management system demands that it be cyclical, with clearly assigned leads for calendarized events, that it be appropriately resourced, and that the custodians of the system ask key questions to guarantee its continuing relevance and success.

### Key Questions:

Four key questions are critical to the continuing relevance and success of the strategic directions. They are:

1. Do our daily and budgeted activities further our strategic directions?
2. To what degree are we progressing towards our strategic objectives?
3. Do our strategic directions continue to be appropriate?
4. Could our strategic processes and systems be improved?

### Appropriate Resources

The priority for each strategic direction is assigned in the strategic plan. Resources required to achieve strategic directions are estimated through the preparation of action plans. The time when these resources are expended is determined through the annual budgeting process.

The scale of the resources (in time, staff, funds) dedicated to achieving strategic directions, to researching the strategic implications of decisions, to determining the success of strategic directions and processes will legitimately vary from one organization to another. Where larger organizations require formal processes and extensive documentation, smaller organizations can more appropriately achieve the same results in a less formal environment. Resources should be allocated consistent with the real value accruing to ratepayers.

### **The Strategic Management Calendar**

Regular review and update is required to ensure that the strategic directions remain current and appropriate. Following is a summary of the regular reconsiderations that Council will undertake with the support of administration:

- Update Scan of Municipal Situation: *Quarterly*
- Monitoring Report of Progress Towards Strategic Objectives: *Quarterly & Annually*
- Strategic Direction for Annual Budget: *Annually*
- Formulate Action Plans: *Annually*
- Reassess Strategic Directions: *Annually*
- Re-evaluation of Strategic Processes & Systems: *Annually*
- Performance Evaluation & Recognition: *Annually*

Additional reconsiderations can and should be undertaken whenever there is a significant change in the circumstances, resources or prospects of the community, or the expectations of residents.

## Contact for the Township

**Florence MacLean**

**Chief Administrative Officer**

Township of Manitouwadge  
1 Mississauga Drive, PO Box 910  
Manitouwadge ON  
P0T 2C0

Email: [cao@manitouwadge.ca](mailto:cao@manitouwadge.ca)

Phone: (807) 826-3227 ext. 236

Cell: (807) 228-3835

Fax: (807) 826-4592

Web: [www.manitouwadge.ca](http://www.manitouwadge.ca)

# 2021 - 2025 Draft Strategic Plan

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## **SURVEY RESPONSE REPORT**

16 July 2020 - 04 August 2021

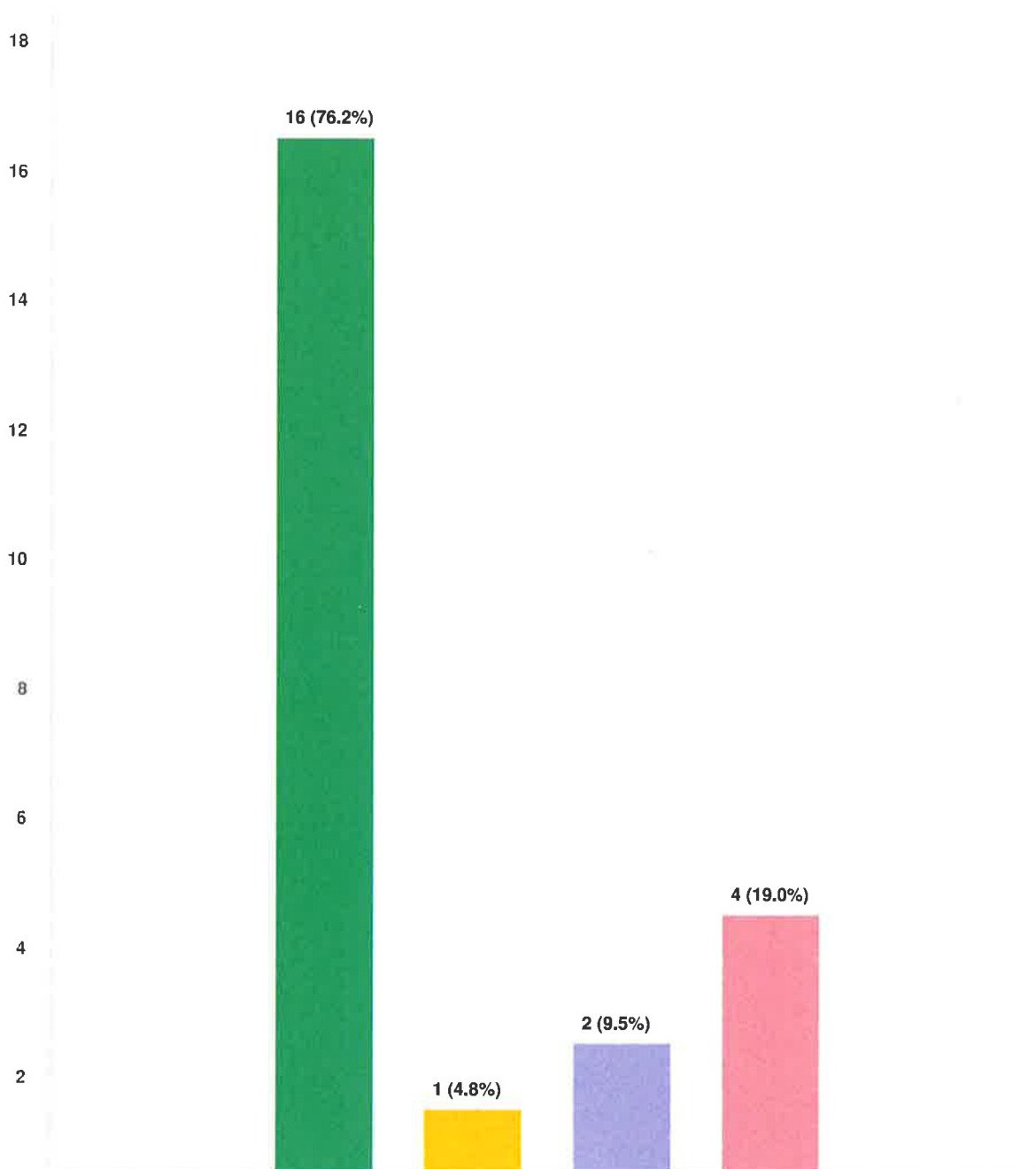
### **PROJECT NAME:**

2021 - 2025 Strategic Plan, draft June 23, 2021



SURVEY QUESTIONS

**Q1 The Vision Statement for the Township of Manitowadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share ...**



**Question options**

- Yes
- No
- Unsure
- Do you have suggestions for improving the Vision Statement?

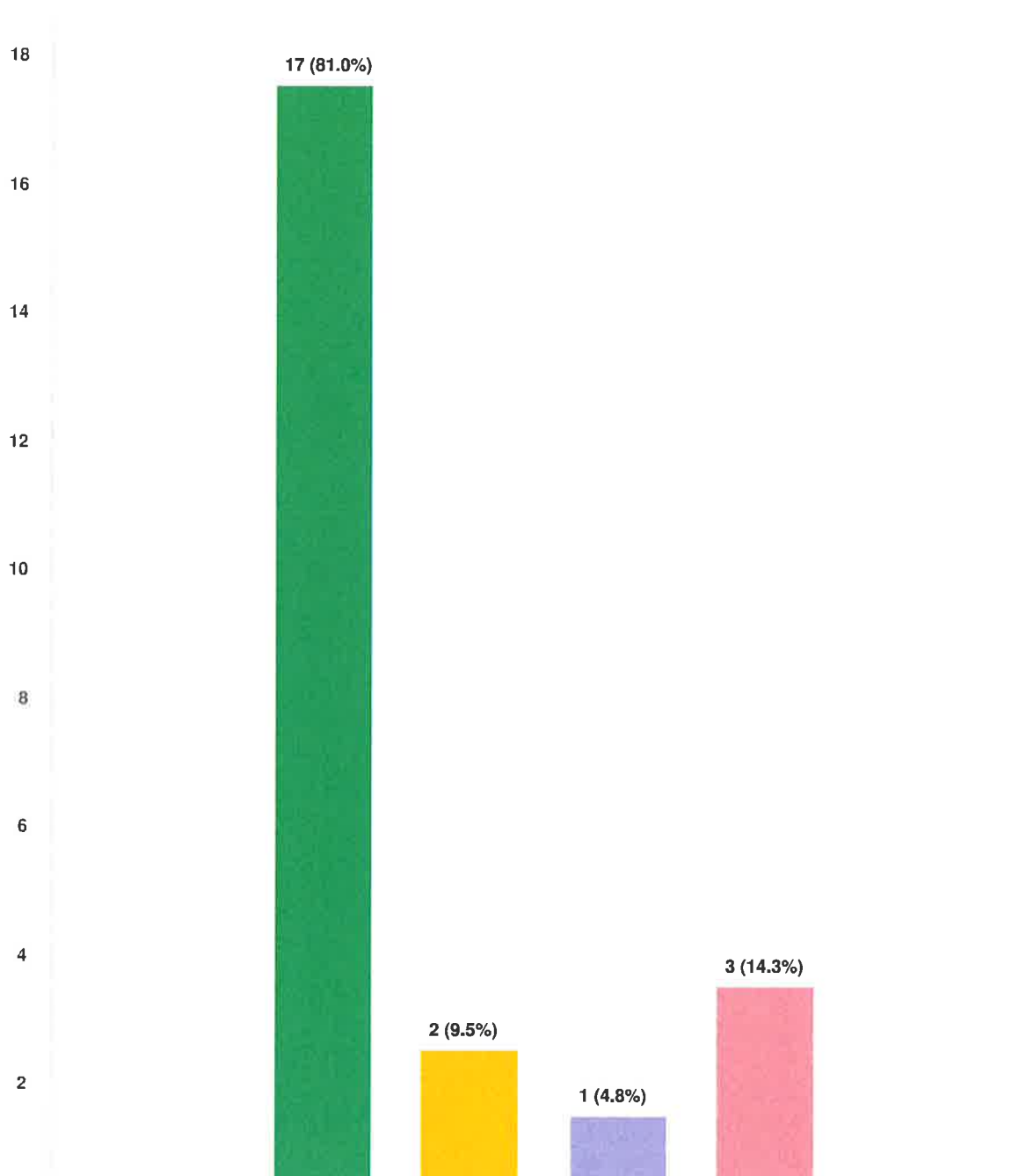
Optional question (21 response(s), 0 skipped)

Question type: Checkbox Question





**Q2 The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. ...**



**Question options**

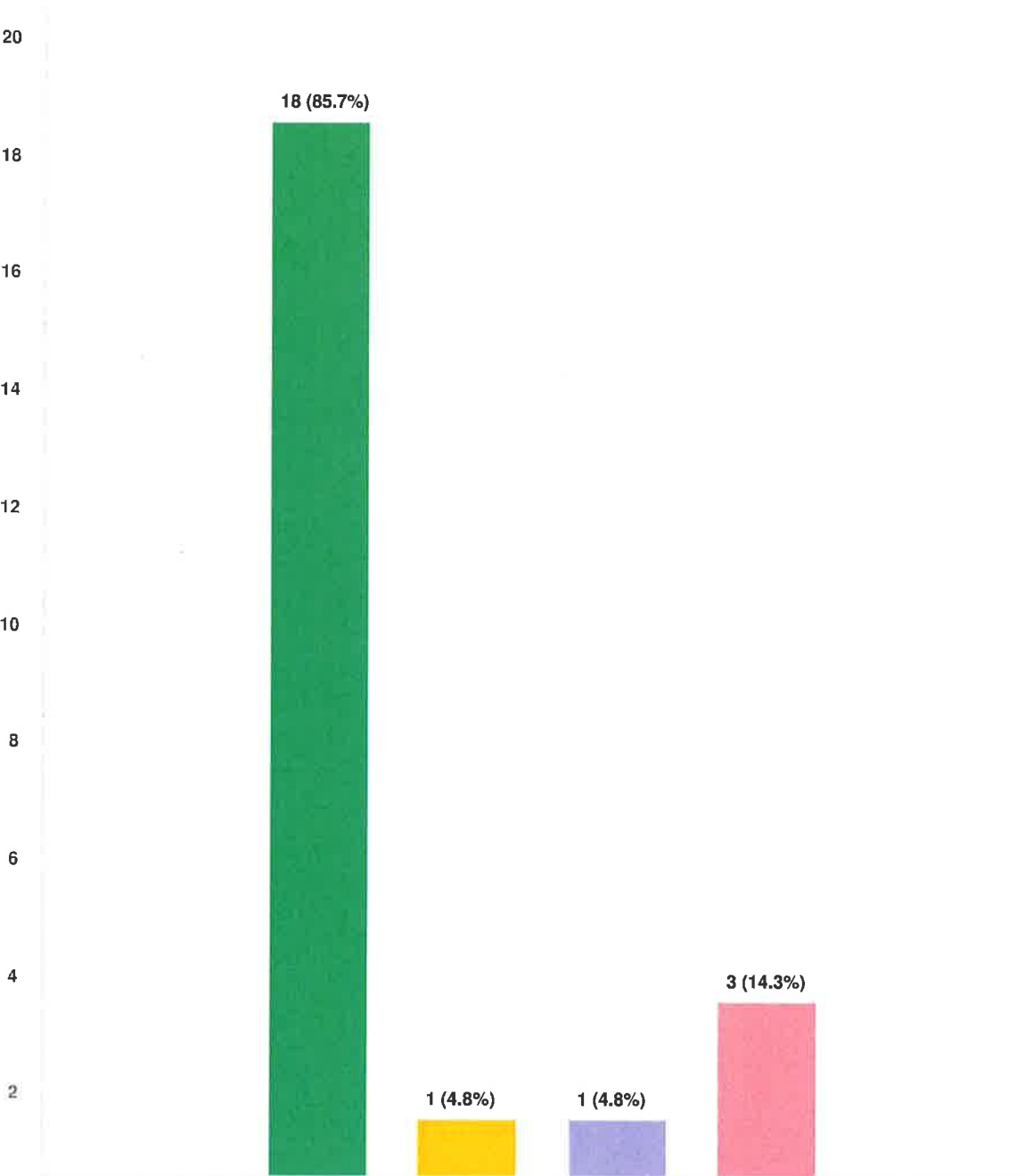
Yes  No  Unsure  Do you have suggestions for improving the Mission Statement?

*Optional question (21 response(s), 0 skipped)*

*Question type: Checkbox Question*



**Q3 Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes?1. Communi...**



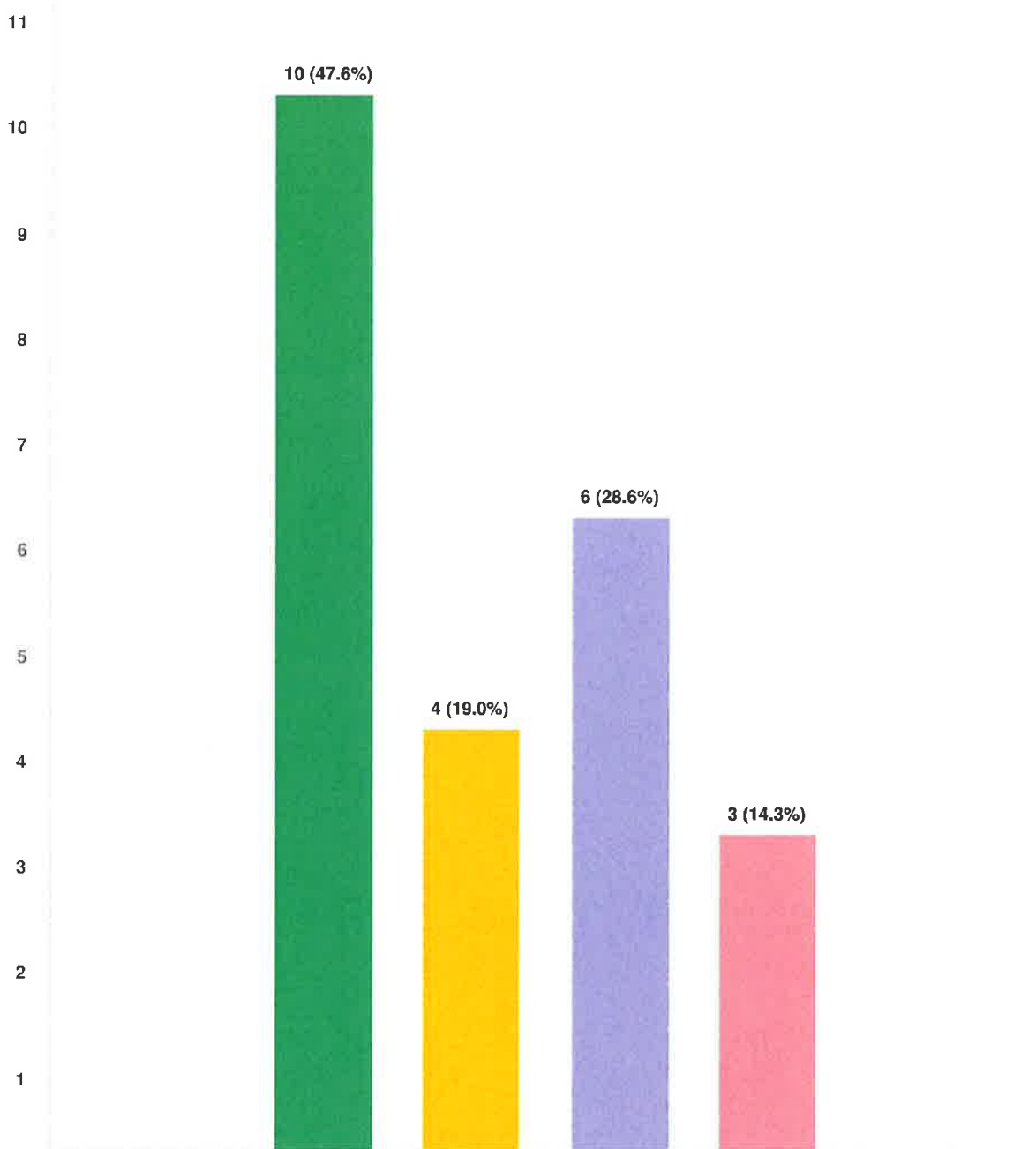
**Question options**

- Yes
- No
- Unsure
- Do you have other suggestions for the Township to focus on?

Optional question (21 response(s), 0 skipped)  
Question type: Checkbox Question



**Q4 Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?**



**Question options**

- Yes  No  Unsure  Do you have other suggestions for capital projects to focus on?

*Optional question (21 response(s), 0 skipped)*

*Question type: Checkbox Question*



# Survey Responses

16 July 2020 - 03 August 2021

## 2021 - 2025 Draft Strategic Plan

# MyManitouwadge

Project: 2021 - 2025 Strategic Plan, draft June 23, 2021



VISITORS					
23					
CONTRIBUTORS			RESPONSES		
21			21		
21	0	0	21	0	0
Registered	Unverified	Anonymous	Registered	Unverified	Anonymous





**Respondent No:** 1

**Login:** Registered

**Responded At:** Jul 01, 2021 10:06:14 am

**Last Seen:** Jul 01, 2021 15:03:07 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**Respondent No:** 2

**Login:** Registered

**Responded At:** Jul 01, 2021 10:06:43 am

**Last Seen:** Jul 19, 2021 15:30:36 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**Respondent No:** 3

**Login:** Registered

**Responded At:** Jul 01, 2021 10:20:54 am

**Last Seen:** Jul 01, 2021 15:15:54 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**Respondent No:** 4

**Login:** Registered

**Responded At:** Jul 01, 2021 11:01:32 am

**Last Seen:** Jul 01, 2021 15:55:40 pm

Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.**

Yes

Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.**

Yes

Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications**

Yes

Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?**

Unsure



**Respondent No:** 5

**Login:** Registered

**Responded At:** Jul 01, 2021 12:22:39 pm

**Last Seen:** Jul 01, 2021 17:18:29 pm

**Q1. The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.**

**Do you have suggestions for improving the Vision Statement?**

This was Manitouwadge at one time. We need to increase policing in the community and bring it back to the vision statement.

**Q2. The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.**

Yes

**Q3. Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications**

Yes

**Q4. Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?**

Unsure



**Respondent No:** 6

**Login:** Registered

**Responded At:** Jul 01, 2021 13:16:18 pm

**Last Seen:** Jul 01, 2021 18:13:58 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**Respondent No:** 7

**Login:** Registered

**Responded At:** Jul 01, 2021 15:45:04 pm

**Last Seen:** Jul 01, 2021 20:40:25 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**Respondent No:** 8

**Login:** Registered

**Responded At:** Jul 01, 2021 16:40:20 pm

**Last Seen:** Jul 01, 2021 21:37:19 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** No





**Respondent No:** 9

**Login:** Registered

**Responded At:** Jul 02, 2021 18:20:50 pm

**Last Seen:** Jul 02, 2021 21:52:27 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**Respondent No:** 10

**Login:** Registered

**Responded At:** Jul 03, 2021 22:41:31 pm

**Last Seen:** Jul 04, 2021 03:38:20 am

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**Respondent No:** 11

**Login:** Registered

**Responded At:** Jul 04, 2021 10:04:20 am

**Last Seen:** Jul 16, 2021 01:01:53 am

**Q1. The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.**

Yes

**Q2. The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.**

Yes

**Q3. Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications**

Yes

**Q4. Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?**

Yes

Unsure



**Respondent No:** 12

**Login:** Registered

**Responded At:** Jul 06, 2021 12:22:08 pm

**Last Seen:** Jul 05, 2021 14:02:08 pm

**Q1. The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.**

No

**Do you have suggestions for improving the Vision Statement?**

The Township of Manitouwadge will continue to provide opportunities for economic growth, recreational activities, home affordability, health care and a variety of services while providing a quiet lifestyle of leisure.

**Q2. The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.**

No

**Do you have suggestions for improving the Mission Statement?**

The Township of Manitouwadge will continue to provide a quality of life that is secure, affordable, healthy, inclusive with a spirited camaraderie from residents who care for each other and proud to call Manitouwadge as their home.

**Q3. Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications**

No

**Do you have other suggestions for the Township to focus on?**

Focus should be short-listed to: 1) economic development, 2) community infrastructure, and 3) cleaning up the township.

**Q4. Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?**

No

**Do you have other suggestions for capital projects to focus on?**

Landfill site comes with challenges: a) life, and b) costs a) life - the landfill site is nearing the end of its life cycle and options are needed to address this issue. i) expansion - the only direction that the landfill site can expand is to the west. However, there is, or once was, a nesting site of migratory birds called "Bank Swallows". This site should not be disturbed due to federal regulations. Therefore, this leaves only one other option. ii) site relocation - high costs are expected for landfill site relocation. b) Costs - as stated in "Schedule C" of the budget plan, about \$461,000 are placed in reserves for Landfill site. However, the purchase of Crown land, prepping the site and road construction to the site would be at least a seven digit figure. More capitol is needed. There is about \$1.4 million in the NWMO Community Well-being Fund account. Solution: Transfer funds of at least \$600,000 to landfill reserves. This will help lessen the tax burden in upcoming years. Also, Administration may be able to apply to the Province for funding, which may be more obtainable if our landfill reserves are in a healthy state. The NWMO Community Well-being Fund account will still have about \$800,000 remaining for future uses for our municipality.



**Respondent No:** 13

**Login:** Registered

**Responded At:** Jul 06, 2021 20:51:38 pm

**Last Seen:** Jul 07, 2021 01:30:04 am

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Unsure
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** No
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** No



**Respondent No:** 14

**Login:** Registered

**Responded At:** Jul 08, 2021 10:39:22 am

**Last Seen:** Jul 08, 2021 15:37:30 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Unsure
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Unsure
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Unsure
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Unsure



**Respondent No:** 15

**Login:** Registered

**Responded At:** Jul 10, 2021 13:10:06 pm

**Last Seen:** Jul 10, 2021 16:55:54 pm

**Q1. The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.**

**Do you have suggestions for improving the Vision Statement?**

I disagree with inclusive. There are big gaps in community and recreational services for many life stages and abilities, ie: teenagers, seniors, disabled citizens, low income, etc. [Please note: a Vision Statement should be written in present tense.]

**Q2. The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.**

**Do you have suggestions for improving the Mission Statement?**

[Note: A mission statement should be short, to the point and worded in present tense, not future tense. I think you may have your Mission Statement and your Vision Statements backwards. Here's a good website to use as a reference:  
<https://onstrategyhq.com/resources/checklist-for-how-to-write-a-great-mission-statement/>

**Q3. Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications**

**Do you have other suggestions for the Township to focus on?**

Consistency of the actions of our town council and township employees.

**Q4. Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?**

**Do you have other suggestions for capital projects to focus on?**

'Cleaning up the township' is somewhat vague. Does this refer to physical cleanup of garbage, junk, excess foliage, etc., within the town, by employees of the Township of Manitouwadge, or does it have a broader meaning, as in 'Clean up your act', ie: more law and bylaw enforcement, especially of pet/animal violations, drugs, dangerous driving, etc.





**Respondent No:** 16

**Login:** Registered

**Responded At:** Jul 10, 2021 13:38:00 pm

**Last Seen:** Jul 10, 2021 18:32:14 pm

Q1. The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.

Yes

Q2. The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.

Yes

Q3. Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications

Yes

Q4. Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?

Unsure



**Respondent No:** 17

**Login:** Registered

**Responded At:** Jul 12, 2021 11:14:03 am

**Last Seen:** Jul 22, 2021 12:34:12 pm

**Q1. The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.**

Yes

**Do you have suggestions for improving the Vision Statement?**

The current statement appears somewhat awkward and leading with the word 'trusting' has the potential to raise concern about the current state. Both may be off-putting to anyone considering Manitouwadge as a new place to live or do business. As a suggestion, I would consider modifying for ease of understanding and broader acceptance to something like: 'A healthy, safe and affordable community where inclusiveness and a spirit of neighbourly care, respect and support actively fosters local opportunity and a shared sense of pride in Manitouwadge'.

**Q2. The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.**

Yes

**Do you have suggestions for improving the Mission Statement?**

The current mission is commendable with its intent, however the statement is trying to capture too many ideas which could be considered repetitive. I would suggest simplifying and modifying the statement to something like: 'The Municipality, in cooperation with our partners, will ensure a transparent, accountable and responsive local government that balances the current needs of the community with a practical and dynamic vision for the future. We will provide reliable, healthy, safe and affordable services that offer an attractive and dynamic living environment aligned with essential economic expansion initiatives and our vision for the future'.

**Q3. Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications**

Yes

**Do you have other suggestions for the Township to focus on?**

The five themes seem to capture essential initiatives for the town. There are a lot of great ideas and goals outlined in the strategic plan but prioritization and active management of those goals towards realization are not clear. Currently, the outline appears to be a daunting 'to do' list without a clear or practical plan of action. Perhaps this has all been covered in the meetings/presentations with Council, but as a new resident I am hoping for a more concrete plan for tactical execution.

**Q4. Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?**

Yes



**Respondent No:** 18

**Login:** Registered

**Responded At:** Jul 15, 2021 16:46:28 pm

**Last Seen:** Jul 27, 2021 01:09:30 am

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** No



**Respondent No:** 19

**Login:** Registered

**Responded At:** Jul 16, 2021 05:58:11 am

**Last Seen:** Jul 16, 2021 10:53:54 am

Q1. The Vision Statement for the Township of Yes

Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.

Q2. The proposed Mission Statement for the Yes

Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.

Q3. Through the development of the 2017 - 2021 Yes

Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications

Q4. Are you in support of the capital projects Unsure

identified to focus on in the 2021 - 2025 draft Strategic Plan?



**Respondent No:** 20

**Login:** Registered

**Responded At:** Jul 19, 2021 07:23:30 am

**Last Seen:** Jul 19, 2021 12:09:56 pm

- Q1. The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** **Do you have other suggestions for capital projects to focus on?**  
I don't believe tourism is viable given our location and lack of anything unique for a tourist. The town needs to manufacture something that can be sold to the outside world. As just an example, perhaps a factory owned by the town, hiring local and the money earned put in the town's coffers. Or perhaps a fish farm, or tap birch trees for syrup. I don't know what the town could make but we need to produce something to sell. We have so many resources.



**Respondent No:** 21

**Login:** Registered

**Responded At:** Jul 26, 2021 14:43:09 pm

**Last Seen:** Jul 26, 2021 19:40:24 pm

- Q1. **The Vision Statement for the Township of Manitouwadge is below. Are you in agreement with the Township's Vision? A trusting, secure, affordable, healthy, inclusive and spirited community of opportunity where residents look out for each other, share a strong sense of camaraderie, and are proud to call Manitouwadge home.** Yes
- Q2. **The proposed Mission Statement for the Township is below. Are you in agreement with the following: The Municipality, working together with our partners, will provide a transparent, accountable, accessible, responsive and visionary local government. We will provide a mix of reliable services that support a safe, healthy, affordable, attractive and spirited living environment, while positioning the community for economic expansion. The Corporation will be a rewarding, dynamic, team-oriented workplace that produces value for taxes.** Yes
- Q3. **Through the development of the 2017 - 2021 Community Strategic Plan, five themes were identified to guide the Township in areas to focus their efforts. Are you in agreement that the Township should continue focusing on these five themes? 1. Community Development 2. Economic Development 3. Community Infrastructure 4. Cleaning Up the Township 5. Communications** Yes
- Q4. **Are you in support of the capital projects identified to focus on in the 2021 - 2025 draft Strategic Plan?** Yes



**THE CORPORATION OF THE TOWNSHIP OF  
MANITOUWADGE**

**Workplace Violence/Harassment Prevention Policy**



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CORPORATION OF THE TOWNSHIP OF MANIOWADGE  
**POLICY**

<b>SECTION: HEALTH &amp; SAFETY</b>	<b>PAGE 3 OF 12</b>
<b>POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION</b>	<b>POLICY NO.</b>

**1.0 POLICY STATEMENT**

The Corporation of the Township of Manitowadge is committed to providing a safe and healthy workplace free from actual, attempted or threatened violence. The Township of Manitowadge recognizes that workplace violence/harassment is a health and safety and human resources issue and will take reasonable precautions to prevent workplace violence and to protect employees at the workplace. The Township of Manitowadge considers violence/harassment to be a serious misconduct and will not tolerate violence or any form of threatening remark or gesture against any employee while carrying out their normal duties.

The Township of Manitowadge will support and assist any employee subjected to workplace violence/harassment by other employees and by non-employees.

**2.0 PURPOSE OF WORKPLACE VIOLENCE/HARASSMENT PREVENTION  
POLICY**

This policy is intended to:

- Create and foster a work environment free from workplace violence/harassment;
- Provide a definition of workplace violence/harassment;
- To alert all employees that the municipality will not tolerate workplace violence and harassment;
- Ensure that incidents of workplace violence/harassment are reported appropriately;
- Ensure that complaints of workplace violence/harassment are handled in a timely and equitable manner and to establish investigation procedures;

To ensure the Township of Manitowadge is complying with the amendments of Bill 168.

SECTION: HEALTH & SAFETY	PAGE 4 OF 12
POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION	POLICY NO.

### 3.0 SCOPE AND APPLICATION OF POLICY

This policy applies to all employees of the Corporation of the Township of Manitowadge regardless of position. This policy also applies to all members of the public.

For the purposes of this policy the workplace includes all places where municipal business occurs and includes:

- All municipal property
- Municipal vehicles including any personal vehicles used for municipal business
- Any off-site locations where municipal activities take place

### 4.0 DEFINITION

Workplace violence includes any action, act, or incident in which an employee or worker is physically threatened with injury or assaulted in circumstances arising out of his or her employment as a direct or indirect action of another employee or a member of the public.

Workplace harassment includes engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

In this policy "Workplace Violence/Harassment" may include, but is not limited to the following

- The use of physical force against or by a worker that causes or could cause physical injury. This includes, but is not limited to, physical acts such as punching, hitting, kicking, pushing, damaging property or throwing objects;
- The attempted use of physical force against or by a worker that could have caused physical injury;
- An action or statement (or series of actions or statements) reasonably believed to be a threat of physical harm or as a threat to safety or security in the workplace;
- Bringing a weapon of any kind to the workplace or possessing a weapon of any kind while carrying out municipal business, or threatening to bring a weapon to a municipal workplace

SECTION: HEALTH & SAFETY	PAGE 5 OF 12
<b>POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION</b>	<b>POLICY NO.</b>

- Intimidation, bullying or aggressiveness.
- Psychological trauma which includes stalking.
- Open disregard for personal rights of others

#### 5.0 ZERO TOLERANCE

The Township of Manitowadge values the health and safety of its employees and expects that its workplaces will be free of workplace violence/harassment. The municipality will not tolerate incidents of workplace violence/harassment perpetrated against or by any employee, customer, vendor, contractor, visitor or any other person involved in municipal operations.

Everyone is responsible for acting in compliance with this policy. With respect to acts of workplace violence, as defined in this policy, the Corporation of the Township of Manitowadge may, where appropriate:

- Remove the perpetrator from a municipal workplace by security or the police.
- Report the conduct to the Municipal Manager Clerk and/or to the police
- Discipline any employee, up to and including dismissal

#### 6.0 RESPONSIBILITIES AND OBLIGATIONS

As with all matters relating to health and safety, responsibilities are shared among all workplace parties.

**The Corporation of the Township of Manitowadge is responsible for:**

- Establishing policies and procedures to address workplace violence/harassment;
- Ensure that the process for reporting and responding to incidents of workplace violence is communicated, maintained and followed;

SECTION: HEALTH & SAFETY	PAGE 6 OF 12
<b>POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION</b>	<b>POLICY NO.</b>

- Providing awareness and education to all employees on preventing and dealing with potential and real violent threats and encounters;
- To ensure that a workplace violence/harassment assessment is conducted;
- To ensure that all employees are trained in this policy;

**Managers / Supervisors** are responsible for discouraging and preventing all workplace violence/harassment based on the following measures:

- Set a good example;
- To post this policy in the workplace
- To ensure this policy is communicated to employees, contractors and other persons as needed;
- Approach employees if violence/harassment is suspected;
- Seek advice if uncertain whether an incident involved workplace violence;
- Take disciplinary action against those found to have exhibited workplace violence/harassment, regardless of seniority.
- Support and assist any employee complaining of workplace violence/harassment;

**Joint Health and Safety Committee/JHSC** is responsible for:

- The annual review of the Violence/Harassment in the Workplace Prevention Policy;
- Forward all suggestions and or amendments to the Municipal Manager Clerk;
- Ensure all employees are familiar with the Violence/Harassment in the Workplace Prevention Policy and receive applicable awareness training.

**Employees** are responsible for:

- Ensuring that all corporate work environments are free from workplace violence/harassment;

SECTION: HEALTH & SAFETY	PAGE 7 OF 12
POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION	POLICY NO.

- Treat all individuals with respect and dignity and refrain from threats and acts of violence/harassment as per definition;
- To participate in training regarding this policy;
- Report all incidents of workplace violence/harassment to their manager/supervisor.

#### 7.0 REPORTING AND INVESTIGATING WORKPLACE VIOLENCE/HARASSMENT

All Township of Manitowadge employees will be made aware of the Violence/Harassment in the Workplace Prevention Policy and how to carry out the following procedures:

- Prevent or minimize the risk of violence;
- Recognize and control potentially violent situations;
- Recognize harassment;
- Respond to incidents and obtain assistance.

#### **Making a Complaint**

- A person who is subjected to workplace violence/harassment is encouraged to bring the matter to the attention of the person responsible for the conduct as soon as possible, provided such approach would not endanger the safety of the employee. Promptness protects the rights of both the complainant and the person complained against.
- The complainant should keep a record describing the incident, when it happened and any witnesses. Clearly stating the objection in a letter or memo to the perpetrator can be a good record of events.
- Where the complainant does not wish to bring the matter directly to the attention of the person responsible, or where such an approach is attempted and does not produce a satisfactory result, the complainant should seek the advice either of the department manager or supervisor.

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POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION	POLICY NO.

- The department manager/supervisor will discuss the next steps with the complainant.

#### **Investigation**

The department manager or supervisor and the Municipal Manager Clerk will investigate and take appropriate action to deal with each employee complaint.

The investigation will include:

- i) A documented interview with the complainant and/or victim;
- ii) A documented interview with the alleged perpetrator(s);
- iii) A documented interview with any witnesses with relevant information to provide;
- iv) Any other step the investigator deems necessary to fully and fairly investigate the complaint or incident.

*NOTE: The Corporation of the Township of Manitowadge must notify the Ministry of Labour and JHSC within 48 hours in writing if a workplace violence incident results in a person being killed or critically injured under the Occupational Health and Safety Act. If there is an incident of workplace violence and a worker is disabled or requires medical attention the employer must notify the Municipal Manager Clerk immediately.*

#### **Consequences**

Any employee who has engaged in workplace violence/harassment may be disciplined up to and including termination of employment for cause.

#### **Confidentiality of Complaints**

All workplace violence/harassment complaints and resulting investigations will, to the greatest degree possible, be treated in confidence.

**Complaints Involving a Department Head or Members of Council** Any allegations of workplace violence/harassment made by or against a department head, or a member of municipal council, shall be referred to the Municipal Manager Clerk. If the complaint is against the Municipal Manager Clerk the matter should be referred to the Mayor.

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<b>POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION</b>	<b>POLICY NO.</b>

### Complaints Regarding Non-Employees

- An employee of the Township who is subjected to employment related workplace violence/harassment by a person who is not an employee of the Municipality should seek the advice of the Department Manager or Supervisor;
- If an employee feels that their safety is in danger they should contact their immediate supervisor, manager or the police to attend the location for assistance;
- An employee is free to consult their own personal legal counsel at any step in the process at their expense;
- For non-employees who have committed an act of workplace violence/harassment, the Municipality may take action against the individual through civil court proceedings to protect its employees and/or property;
- The Municipal Manager Clerk, department manager and supervisor will take whatever action is necessary to ensure that the Municipality fulfills its responsibility to support and assist the person subjected to workplace violence.

### 8.0 REFUSAL

Under the Occupational Health and Safety Act, a worker can refuse to work if he or she has reason to believe he or she may be endangered by workplace violence {Section 43 (3)(b.1)}. However, work cannot be refused on the ground of workplace harassment under this act. It is intended that the above reporting and investigating procedures, set out in this policy will address workplace violence/harassment concerns before they escalate to work refusals.

### 9.0 NO REPRISAL

No disciplinary action or reprisal can be made against a complainant who acts in good faith under this policy, even if the complaint turns out to be false, impossible to verify or the behaviour complained or does not rise to the level of violence or harassment. A reprisal is a form of harassment and will not be tolerated. However, a false accusation made by a person who knows it to be false may also constitute harassment and could be subject to discipline up to and including termination of employment for cause."



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<b>POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION</b>	<b>POLICY NO.</b>

Reprisal includes:

- Any act of retaliation that occurs because a person has complained of or provided information about an incident of workplace violence;
- Intentionally pressuring a person to ignore or not report an incident of workplace violence;
- Intentionally pressuring a person to lie or provide less than full cooperation with an investigation of a complaint or incident of workplace violence.

#### **10.0 DOMESTIC VIOLENCE**

Any employee experiencing violence outside of the workplace that may create a risk of danger to themselves or others in the workplace is encouraged to report such violence so that the municipality can take reasonable preventive steps.

#### **11.0 WORKPLACE RISK ASSESSMENT**

The Corporation of the Township Workplace Violence/Harassment Assessment is attached in Appendix 1. Methods and procedures for controlling risks will form part of the policy after the workplace assessment has been completed.

#### **12.0 TRAINING**

Training on this policy will be provided to all employees of the Township of Manitouwadge.

#### **13.0 POLICY REVIEW**

The Joint Health and Safety Committee will review this policy and risk assessments annually.

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#### **14.0 LEGISLATION / STANDARDS / POLICIES**

- Criminal Code of Canada
- Ontario Human Rights Code
- Occupational Health and Safety Act
- Municipal Freedom of Information and Protection of Privacy Act
- Workplace Safety and Insurance Act

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POLICY: WORKPLACE VIOLENCE/HARASSMENT PREVENTION	POLICY NO.

## APPENDIX 1

### The Corporation of the Township of Manitouwadge Workplace Violence/Harassment Assessment

#### Definition of "Workplace Violence"

Workplace violence includes any action, act, or incident in which an employee or worker is physically threatened with injury or assaulted in circumstances arising out of his or her employment as a direct or indirect action of another employee or a member of the public.

#### Definition of "Workplace Harassment"

Workplace harassment includes engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

In this policy "Workplace Violence/Harassment" may include, but is not limited to the following

- The use of physical force against or by a worker that causes or could cause physical injury. This includes, but is not limited to, physical acts such as punching, hitting, kicking, pushing, damaging property or throwing objects;
- The attempted use of physical force against or by a worker that could have caused physical injury;
- An action or statement (or series of actions or statements) reasonably believed to be a threat of physical harm or as a threat to safety or security in the workplace;
- Bringing a weapon of any kind to the workplace or possessing a weapon of any kind while carrying out municipal business, or threatening to bring a weapon to a company workplace
- Intimidation, bullying or aggressiveness;
- Psychological trauma which includes stalking;
- Open disregard for personal rights of others

#### Purpose of this assessment:

- To comply with Bill 168 Amendments to the Occupational Health and Safety Act;
- To identify potential risks to the Joint Health and Safety Committee;
- To assist in the development of policies to minimize future risks.
- Consideration of the circumstances that exist in other similar workplaces will also be filled by consulting with other, municipalities to compare risks.

*As per the requirements of Bill 168 the following survey must be completed at each workplace location in the Township of Manitouwadge.*

**Corporation of the Township of Manitouwadge Workplace Violence/  
Harassment Assessment**

Building/Location: \_\_\_\_\_

Completed by: \_\_\_\_\_

Date: \_\_\_\_\_

**REVIEW OF PAST INCIDENTS, COMPLAINTS, RECOMMENDATIONS**

1. Have there been past incidents and investigations into workplace violence/harassment at this location?

- YES
- NO

If yes, list all reported incidents in the past 2 years, briefly describing circumstances and resolution:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Have there been worker complaints of workplace violence/harassment at this location?

- YES
- NO

If yes, list all worker complaints in the past 2 years, briefly describing circumstances and resolution:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Has JHSC raised concerns respecting violence/harassment or made recommendations respecting violence?

- YES
- NO

If yes, list all concerns, recommendations and circumstances in the past 2 years, as well as resolution and preventative measures taken:

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4. Has an assessment been conducted of experiences with workplace violence/harassment in similar workplaces, industries or trades

- YES  
 NO

If yes, provide details, examples or statistics obtained for past 2 years.

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If no, access information from safe workplace association for industry and list available information for past 2 years.

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#### **INTERVIEWS WITH EMPLOYEES**

1. Have interviews with employees been conducted to assess past incidents and concerns respecting workplace violence/harassment?

- YES  
 NO

If yes, describe process generally:

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2. Have employees experienced verbal abuse?

- YES
- NO

If yes describe all incidents in past 2 years:

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3. Have employee's experienced written threats?

- YES
- NO

If yes, describe all incidents in the past 2 years:

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4. Have employees been threatened with physical harm?

- YES
- NO

If yes, describe all incidents in the past 2 years:

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5. Have employees experienced a physical assault or attack while employed?

If yes, describe all incidents in the past 2 years:

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**PHYSICAL PREMISES**

1. Is workplace near high crime area?

- YES
- NO

If yes, describe:

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2. Are there signs of vandalism on or near the property?

- YES
- NO

If yes, describe:

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3. Is the workplace isolated from other buildings?

- YES
- NO

If yes, describe:

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4. Is the building entrance well lit?

- YES
- NO

Describe:

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5. Are parking lots well lit?

- YES
- NO

Describe:

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6. Is the parking lot subject to video surveillance?

- YES
- NO

If yes, describe:

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7. Are there alarms in parking lots?

- YES
- NO

If yes, describe:

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8. Have there been incidents of violence, theft in parking lot?

- YES
- NO

If yes, describe:

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**WORK SITUATION WITH POTENTIAL FOR VIOLENCE**

1. Do employees work with money or valuables?

- YES
- NO

If yes, describe:

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2. Do employees deliver or collect items of value?

- YES
- NO

If yes, describe:

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3. Do employees deal with individuals who may be under the influence of drugs or alcohol?

- YES
- NO

If yes, describe:

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4. Do employees deal with activities or individuals that may result in negative or confrontational response?

- YES
- NO

If yes, describe:

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5. Do employees work alone?

- YES
- NO

If yes, describe:

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6. Do employees work during late evening or early morning hours?

- YES
- NO

If yes, describe:

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7. Do employees work in a residential setting?

- YES
- NO

If yes, describe:

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8. Do employees provide services, care, advice or education to individuals who may be violent?

- YES

NO

If yes, describe:

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9. Do employees work where alcohol is served?

YES

NO

If yes, describe:

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### SECURITY, ACCESS, RECEPTION, SIGNAGE

1. Is there a security system at this location?

YES

NO

If yes, describe:

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2. Do reception, or keys control access to the workplace?

YES

NO

If yes, describe:

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3. Is the reception area staffed at all times?

- YES
- NO

If yes, describe:

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4. Is there video surveillance at building entrances?

- YES
- NO

If yes, describe:

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5. Are rules for visitors clearly posted?

- YES
- NO

If yes, describe:

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6. Do you have a visitor policy to receive, escort and identify visitors?

- YES
- NO

If yes, describe:

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7. Are there signs in the buildings showing employees/visitors how to obtain emergency assistance if needed?

- YES
- NO

If yes, describe:

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8. Is there a means of summoning immediate assistance in work areas should workplace violence occur?

- YES
- NO

If yes, describe:

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## TRAINING RECORD

*Bill 168 Compliance*

*Please return this page to the Municipal Office*

I have reviewed the Municipality of Manitowadge Workplace Violence/Harassment policy:

- I understand the definition of workplace violence/harassment
- I understand the process to report an incident
- I understand how to summon immediate assistance in case of an emergency

This confirmed that I have read and understand the training materials provided to me by The Corporation of the Township of Manitowadge.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

December 8, 2010 Session No. 2010-398

Moved by: Natalie Labbé

Seconded by: [Signature]

**RESOLVED THAT:** Council is in receipt of Administration Report No. ADM2010-07 submitted by, Cecile Kerster, Municipal Manager Clerk, regarding the approval of the Workplace Violence/Harassment Prevention Policy (Bill 168);

**AND BE IT FURTHER RESOLVED THAT:** at the conclusion of Council's discussion and review regarding the report, Council chooses option:

- a)  That the Workplace Violence/Harassment Prevention Policy be adopted.

Recorded Vote	FOR	AGAINST
Mayor John MacEachern		
Councillor Connie Hunter		
Councillor Donna Jaunzarins		
Councillor Natalie Labbé		
Councillor Sheldon Plummer		

CARRIED  DEFEATED

[Signature]  
Mayor John MacEachern





**THE CORPORATION OF THE  
TOWNSHIP OF MANITOUWADGE**

**POLICY #: ADM2021-03**

**RESPECTFUL BEHAVIOUR POLICY**

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**THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE  
RESPECTFUL BEHAVIOUR POLICY**

<b>SECTION: ADMINISTRATION</b>	<b>POLICY #: ADM2021-03</b>
<b>POLICY: RESPECTFUL BEHAVIOUR POLICY</b>	<b>SCHEDULE "A" TO BY-LAW 2021-20</b>

**1. POLICY STATEMENT**

The Township of Manitouwadge is committed to promoting a safe, healthy, respectful, and positive environment for all members of the public, Members of Council and staff.

The goal of this policy is to define behaviour, whether unreasonable, frivolous and/or vexatious, that may negatively impact the experience of others or creates unsafe conditions, and how these behaviours will be addressed when it occurs within any Township facility or an association with any service, program or event provided by or associated with the Township of Manitouwadge.

**2. PURPOSE**

This policy contributes to the Township's objective of working with all members of the public in ways that are consistent and fair while acknowledging that there may be a need to protect staff, Members of Council and residents of the Township of Manitouwadge from unreasonable behaviour and frivolous and/or vexatious actions.

Some situations arising from unreasonable behaviour may cause concern for the reasonable safety of other individuals on Township premises. Other situations may compromise the enjoyment of Township facilities for all users.

Vexatious, frivolous and/or unreasonably persistent requests may compromise the Township's ability to deliver good customer service in an equitable, efficient and effective manner. Such requests may also impede staff from attending to other essential issues. These situations and requests may require the Township to put restrictions on the contact that some individuals have with the Township.

This policy is not intended to deal with generally difficult clients and individuals. It applies to members of the public whose behaviours and actions are unreasonable, frivolous and/or vexatious. Determining whether particular behaviours or actions are unreasonable, frivolous or vexatious can be a flexible balancing exercise that requires all circumstances of a particular case to be taken into account. In many cases, the key question is whether the behaviours or actions are likely to cause distress, disruption or irritation, without proper or justifiable cause.

# THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

## RESPECTFUL BEHAVIOUR POLICY

The decision to classify someone's behaviour as unreasonable or to classify a request as vexatious or frivolous, could have serious consequences for the individual, including restricting their access to Members, Township staff, services and/or property. As such, this policy provides clear examples of behaviours and actions, as well as clear steps for staff to follow.

Any restrictions made under this policy and the related Township Trespass to Property – Procedures are dependent on particular circumstances, and there is an opportunity for the affected individual to have any restrictions reviewed and/or appealed.

### 3. SCOPE

This policy applies to all persons (residents, non-residents, volunteers, tenants, and staff) within Township facilities, and at any other location where Township staff are present.

This policy applies to in-person interactions and all forms of verbal communication (for example, by telephone) and written communication (for example, by email).

This policy, and the related Township Trespass to Property – Procedures, are to be implemented if behaviours or requests from an individual are determined to be unreasonable, frivolous and/or vexatious as defined herein.

The policy only applies to interactions and occurrences that involve a member of the public.

### 4. DEFINITIONS

**Frivolous** – a complaint or request that has no serious purpose or value, about a matter so trivial or one so meritless on its face, that investigation would be disproportionate in terms of time and cost.

**Unreasonable** – behaviour/conduct that is unacceptable in all circumstances regardless of how stressed, angry or frustrated the individual is, because it compromises the health, safety and/or security of Members of Council, staff, other service users or the individual themselves.

**Vexatious** – the complaint or request for service is initiated with the intent to embarrass or annoy the recipient, or is part of a pattern of conduct by the complainant or requester that amounts to an abuse of the complaint or request for service process.

# THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

## RESPECTFUL BEHAVIOUR POLICY

### 5. APPLICATION

This policy, and the related Township Trespass to Property – Procedures, are to be implemented if behaviours or requests from an individual are determined to be unreasonable, frivolous and/or vexatious as defined herein. The following behaviours or requests may take place in circumstances including, but not limited to, one or more of the following:

- Public meetings;
- Written communication;
- Telephone communication;
- In-person communication;
- Electronic communication, including email and social media; and/or
- Interactions at Township property, parks or facilities.

#### **Examples of Unreasonable Behaviour:**

Examples of what might be considered unreasonable behaviour are shown below. The list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category:

- Refusing to specify the grounds of a complaint, despite offers of assistance;
- Changing the basis of the complaint/request as the matter proceeds;
- Denying or changing statements made at an earlier stage;
- Covertly recording meetings and conversations;
- Submitting falsified documents from themselves or others;
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous staff, or detailed letters every few days, and expecting immediate responses;
- Refusing to accept the decision/repeatedly arguing points with no new evidence;
- Persistently approaching the Township through different routes about the same issue;
- Causing distress to staff, which could include use of hostile, abusive or offensive language, or an unreasonable fixation on an individual member of staff;
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced;
- Engaging in aggressive, disrespectful or intimidating behaviour, bullying, harassment or using coarse language while accessing a Township program, service, event or facility; and/or,
- Loitering, causing a disturbance or acting under the influence of drugs and alcohol while attending Township premises.

# THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

## RESPECTFUL BEHAVIOUR POLICY

### Examples of Vexatious or Frivolous Requests:

Examples of what might be considered to be vexatious or frivolous are provided below. The list is not exhaustive, and for a request to be considered as vexatious or frivolous it is likely that more than one of the examples is relevant:

- Submission of obsessive requests with very high volume and frequency or correspondence;
- Requests for information the requestor has already seen, or clear intention to reopen issues that have already been considered;
- Where complying with the request would impose significant burden on the Township in terms of expense, and negatively impact the ability to provide service for others;
- Where the requester stated that the request is actually meant to cause maximum inconvenience, disruption or annoyance;
- Harassing the Township, which could include very high volume and frequency of correspondence, or mingling requests with accusations and complaints.

Furthermore, a pattern of conduct occurs when on several occasions an individual engages in one or more of the following:

1. Brings complaints concerning issues that staff have already investigated and concluded;
2. Brings complaints concerning an issue that is substantially similar to an issue that staff have previously investigated and concluded and no new information is being introduced; and/or,
3. Engages in unreasonable conduct which is abusive of the request for services or complaints process, including but not limited to the examples set out under the Application section of this policy.

This policy is meant to complement, not replace, the Workplace Violence and Harassment Policy, the Public Feedback Policy, the Employee Code of Conduct and the Code of Conduct for Members of Council.

### 6. POLICY REQUIREMENTS

The decision to classify someone's behaviour as unreasonable, or to classify a request or complaint as frivolous and vexatious, could have serious consequences for the individual, including restricting their access to Township services and staff.

# THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

## RESPECTFUL BEHAVIOUR POLICY

The decision may be as a result of a repeated pattern of conduct when, on several occasions, a person engages in one or more behaviours or actions identified as unreasonable, frivolous and/or vexatious, or may be a single significant incident that requires invocation of this policy.

**If an incident presents an immediate threat, contact 9-1-1.**

### 7. RESPONSIBILITIES

All users of this policy are required to document the actions of the individual, and their own actions, in as much detail as possible.

Certain situations involving unreasonable behaviour on Township property, parks or facilities may require immediate action by way of a Trespass Notice, after all possible alternative measures are considered and/or implemented. In such cases, reference should be made to responsibilities set out in the Township Trespass to Property – Procedures, including the “Guidelines for Issuing a Trespass to Property Notice” set out in Appendix A of the Procedures.

For situations involving unreasonable behaviour that does not require such immediate action, as well as those circumstances that involve frivolous and vexatious requests, specific responsibilities include as follows:

#### **Employees:**

- If a staff member experiences or witnesses any incident or behaviour that makes the staff member uncomfortable or unsafe, the staff member should report the matter to their Department Head, providing any supporting material;
- If a staff member believes that a request or a complaint is unreasonable, frivolous or vexatious, the staff member should consult with their Department Head, providing any supporting material.
- Staff are responsible for advising their Department Head of the steps that have been taken to resolve the issue, which may include the following:
  - Length of time that staff have been in contact with the individual and the history of interactions;
  - Amount of correspondence that has been exchanged with the individual;
  - Number of requests that the individual has brought and the status of each;
  - Nature of the individual’s behaviour and the amount of time that has been consumed; and
  - Maintaining detailed records of staff interactions with individuals in order to justify any actions taken to restrict the individual’s access to staff or services.

## **THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE RESPECTFUL BEHAVIOUR POLICY**

- If applicable, ensure compliance with any relevant duties and procedures outlined in the Township Trespass to Property – Procedures.

### **Department Head:**

- Review the information provided by staff and determine if the individual's behaviour warrants the application of restriction(s);
- Work with staff to determine appropriate restriction(s), including how to inform the individual of the restriction(s);
- Determine a proposed review date for removing, modifying or continuing the restriction(s);
- Meet with the Chief Administrative Officer and outline the situation, including the proposed restriction(s) and review date; and
- If applicable, ensure compliance with any relevant duties and procedures outlined in the Township Trespass to Property – Procedures.

### **Chief Administrative Officer (CAO):**

- Make the determination to classify an individual's behaviour as unreasonable or to classify a request as frivolous and/or vexatious;
- Determine the restriction(s) to be imposed on the individual and communicate these restrictions to the individual;
- Maintain all documentation related to the review and determination of restriction(s);
- Conduct reviews of any restriction(s) and communicate the outcome to the individual;
- Review any appeals and confirm, rescind or amend the restriction(s); and
- Advise the Clerk in writing when restriction(s) are placed on an individual under the policy, providing a copy of the notice given to the individual as well as any additional information requested by the Clerk in the event of an appeal;
- If applicable, ensure compliance with any relevant duties and procedures outlined in the Township Trespass to Property – Procedures.

### **Members of Council:**

- Consult with the CAO and the Integrity Commissioner regarding the cases of unreasonable behaviour and/or frivolous and vexatious action that the Member wishes to address, as described in this policy. Upon being consulted by a Member of Council, the Integrity Commissioner shall provide advice to the Member respecting any proposed action under this policy as it relates to the Member's obligations under the Code of Conduct for Members of Council.

## **THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE RESPECTFUL BEHAVIOUR POLICY**

- The appeal mechanism for any restriction(s) placed on an individual through the procedure for Members of Council is through the Integrity Commissioner.

### **Municipal Clerk:**

- Track and monitor the use of the policy, in consultation with the Municipal Law Enforcement Officer (MLEO) on matters relating to the Township Trespass to Property – Procedures;
- Develop and provide any templates, forms and communications to assist in implementing this policy;
- Report on an annual basis on the use of the policy/exercise of authority by the Department Head, MLEO, CAO, and Members of Council under the policy;
- In the event of an appeal, provide to the CAO a copy of the notice given to the individual as well as any additional information requested;
- Review the policy and revise as needed, at least once per Council term, through the Township's regular governance reviews; and
- If applicable, ensure compliance with any relevant duties and procedures outlined in the Township Trespass to Property – Procedures.

## **8. MONITORING/CONTRAVENTIONS**

### **Course of Action:**

1. **Information Reviews:** Based on the information provided by staff, and Department Heads, a review shall be conducted by the CAO to determine if an individual's behaviour warrants the application of restriction. Each case should be considered on an individual basis. This determination, or any restrictions, shall consider the specific circumstances of the matter as well as the following:
  - a. The individual's personal circumstances, level of competency, literary skills etc. that may be known to staff;
  - b. If applicable, whether the request of complaint has been dealt with properly and in line with the relevant procedures and statutory guidelines;
  - c. If applicable, whether staff have made reasonable efforts to satisfy or resolve the request or complaint;
  - d. If applicable, that communication with the individual has been adequate;
  - e. If applicable, whether the individual is presenting new material or information about the situation or making a new request or complaint.



## THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE RESPECTFUL BEHAVIOUR POLICY

2. **Notice:** Upon determination that an individual's behaviour is unreasonable or to classify a request or complaint as frivolous or vexatious, and depending on the severity of the incident, the CAO shall:
  - a. Send a letter of warning to the individual indicating that the behaviour/requests are a violation of this policy and that restrictions may be imposed should they continue; or
  - b. Send a letter of notification to the individual indicating that the matter has been reviewed and that restrictions are to be imposed. This letter shall include a summary of the findings of the CAO's review, including as follows:
    - i. A summary of the matter which has led to the restrictions;
    - ii. A summary of the interactions with the individual;
    - iii. A description of the restrictions that are to be applied; and
    - iv. The rationale for applying the restrictions.
  
3. **Potential Restrictions:** Restrictions should be tailored to deal with the individual circumstances. Actions available to the CAO to restrict the individual may include, but are not limited, to any one or combination of the following:
  - a. Limiting the individual's correspondence with staff to a particular format, time or duration;
  - b. Limiting the individual to a particular point of contact;
  - c. Requiring any face-to-face interactions between the individual and staff to take place in the presence of another staff member or Police to observe and keep the peace;
  - d. Requiring the individual to make contact with the Township only through a third party, such as a solicitor, counsellor or the Mayor;
  - e. Limiting or regulating the individual's use of Township services;
  - f. Refusing the individual access to a Township facility except by appointment or specific permission;
  - g. Requiring that the individual produce full disclosure of documentation or information before staff will further investigate a complaint;
  - h. Instructing staff not to respond to further correspondence from the individual regarding the complaint of a substantially similar issue;
  - i. Informing the individual that further contact on the matter will not be acknowledged or replied to;
  - j. Closing the complaint or request of service;
  - k. Instructing staff not to investigate any complaints regarding an issue that has already been investigated or which is substantially similar to an issue that has already been investigated;
  - l. Instructing staff to severely reduce or completely cease responses to further complaints or request and correspondence from the individual;

## THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE RESPECTFUL BEHAVIOUR POLICY

m. Pursuing legal action including issuance of a Notice of Trespass in accordance with the Township Trespass to Property – Procedures. All staff who have the authority to issue notices in accordance with the Procedures are required to consider and/or implement all possible alternative measures before issuing a Trespass to Property Notice.

4. **Restriction Review:** The letter of notification shall advise of a review date for the matter, depending on the severity of the incident and the nature of the matter and restriction/service provided. Generally, all cases where this policy is applied should be reviewed every three (3) months or six (6) months and not more than twelve (12) months after the service change or restriction was initially imposed or continued/upheld.

The affected individual will be invited to participate in the review process by providing a written submission or by way of another method appropriate in the circumstances, unless it is determined that this invitation will provoke a negative response from the individual.

Prior to the review date, staff and the CAO shall meet and review the situation and determine if the restrictions should continue. During this review, consideration shall be given to factor, such as:

- Whether the individual has had any contact with the Township during the restriction period;
- The individual's conduct during the restriction period;
- Any information/arguments put forward by the individual for review;
- The effect that continuing the restriction may have on the individual; and
- Any other information that may be relevant in the circumstances.

The individual shall be informed of the outcome of the review by way of letter within ten (10) business days of completion of the review and be given another date for review if any restrictions remain.

### 9. APPEALS

1. The individual shall have the ability to appeal any decision to impose restrictions by contacting the CAO in writing within ten (10) business days from the date the restriction was issued.
2. The appeal will be reviewed by the CAO within fourteen (14) business days.
3. The CAO's decision is final.

## THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE RESPECTFUL BEHAVIOUR POLICY

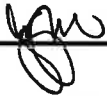
4. Requests for reviews of decisions made under the Township Trespass to Property – Procedures shall be made in accordance with the review process set out in those Procedures.
5. In the event that the issue cannot be resolved through this policy, the individual may submit a complaint to the Office of the Ontario Ombudsman.

### 10. MONITORING

This policy shall be reviewed at least once per Council term by the Municipal Clerk as part of the Township’s regular Governance Review process.

#### References:

Code of Conduct for Members of Council  
 Council/Staff Communications Policy  
 Employee Code of Conduct  
 Public Feedback Policy  
 Township Trespass to Property – Procedures  
 Workplace Violence and Harassment Policy

<b>Approval:</b> 	<b>Resolution #2021-188</b>
<input type="checkbox"/> CAO <input checked="" type="checkbox"/> Clerk	<b>Council Meeting of: 23/06/21</b>
Supersedes Policy # _____	Dated: ___/___/___ <b>Original Issue: X</b> <b>Revised Issue: <input type="checkbox"/></b>



## **Social Media Policy**

Original: January 12, 2022

### **Background**

The Township of Manitouwadge (the Township) is responsible for the accurate, open, and transparent sharing of information with the public through education and promotion of various programs, services, initiatives, and Council decisions. To effectively share that information, the Township uses a combination of traditional communications and online communications to reach the largest number of residents, visitors, and stakeholders as possible.

The popularity of social media sites and/or networks provide the Township with a powerful communications tool that allows for information to be shared immediately, effectively and in a cost-efficient manner.

The CAO's office is the lead authority for the Township's online communication strategies. Social media accounts for corporate-use will be established and managed by the CAO's office in conjunction with the assistance of appointed senior managers as Social Media Moderators.

### **Purpose**

To provide rules and guidelines on the acceptable participation in social media sites and networks. This policy is to be read in conjunction with other relevant policies such as but not limited to: Code of Conduct, Staff-Council Relations Policy and Workplace Violence and Harassment Policy.

While the Township recognizes the popularity of social networking, certain behaviours must be observed to protect both employees' and the corporation's reputation. This policy serves to:

- Safeguard the Township's reputation;
- Provide employees and members of Council with clear usage guidelines;
- Provide protocol around monitoring, administration, acceptable-use and privacy.

## Definitions

**Follow** means to subscribe to a social media account of another user and receive their posts as updates.

**Political material** means comments or posts made by politicians, supporters or otherwise, for the purpose of political gain or to drive a political agenda.

**Social media** means the web-based technologies and sites and includes blogging, microblogging (Twitter), photo-sharing (Flickr, Instagram, Snapchat), video sharing or webcasting (YouTube, Facebook Live), and social networking (LinkedIn, Facebook, blogs, discussion boards) which allow users to interact with each other by sharing information, opinions, knowledge, photographs and interests.

**Social Media Moderator** means Township staff tasked with posting and reviewing content on Township Social Media sites.

**Township Social Media Sites** means social media sites created and managed by Township staff.

**Senior Manager** means the group of senior Township managers assembled under the direction of the CAO to manage and coordinate corporate affairs and workload.

## Scope

This Policy applies to all Township employees and councillors participating on all Township Social Media Sites. Participating in social media (employees and councillors) is considered an official corporate act, and therefore must be viewed in the same way as participating in other media, meetings or public forums.

## Procedures

### a) Creating a Township Social Media Site:

- Departments wishing to use social media sites should work with the CAO's office to discuss specific goals and objectives and identify specific sites and platforms.
- Login and password information will be provided to the CAO and the applicable senior manager.

### b) Administering Township Social Media Sites:

- All Township Social Media Sites are administered by Township employees named as Social Media Moderator(s) by the senior manager or the CAO.

- The CAO's office requires notification when an employee is named as a Moderator.
- When a Social Media Moderator leaves Township employment, all passwords should be changed for those Township Social Media Sites to which they had access. This will be the responsibility of the relevant senior manager to ensure the CAO's office is notified.
- Content of Township Social Media Sites will be monitored by Social Media Moderators who are responsible for:
  - Correcting misinformation and ensuring content is up-to-date;
  - Responding to inquiries by directing the individual to the appropriate department contact;
  - Removing any post that is considered to be false, defamatory, abusive, hateful, obscene, racist, sexually-oriented, threatening or discriminatory
  - Denying access to, or blocking users, who continue to post inappropriate or offensive comments.

**c) Response Time:**

The Township's social media channels are monitored during business hours: Monday - Thursday, 8:30am – 4:30pm and Friday, 9:00am – 2:00pm. Staff aim to address all appropriate comments (deemed so as per the above list) **within 8 business hours**.

Please note that this turnaround time is impacted by staff availability and resources across the corporation, and there will be instances when a response may take more time. In addition, situations are best dealt directly with specific departmental staff, and responses will therefore provide relevant departmental contact information.

**d) Internal / External Content Standards:**

- Comments and posts are welcome on Township Social Media. However, content, comments, posts or links containing any of the following will not be permitted on any Township Social Media outlets:
  - Obscene, racist, or otherwise discriminatory content;
  - Sarcastic and/or disrespectful comments;
  - Personal attacks, insults, or threatening language;
  - Comments not directly related to the particular post;
  - Information that may tend to compromise the safety or security of the public or public systems;
  - Plagiarized material or copyrighted material;
  - Confidential information published without prior consent;
  - Promotion of political candidates or other political material;

- Content that is deemed to be inappropriate by the Township's CAO.
- Health & Safety - In accordance with the *Ontario Human Rights Code* and the *Occupational Health and Safety Act*, and in protecting the public and Township employees from harm and harassment, the Township does not condone the following on social media:
  - Abusive, profane, derogatory, or offensive comments;
  - Slanderous or defamatory remarks, obscene language or sexual content;
  - Information that may compromise the safety or security of Township employees;
  - Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, colour, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation.

Should comments that meet any of the criteria above be directed at any Township-managed social media channel via social media, the following steps will be taken:

**Step 1:** The Township's account will request removal (or remove directly if possible) the offensive comment/post/tweet, advising the offender that they will be blocked if the offensive content is not removed.

**Step 2:** If the Township's request does not result in the removal of the offensive content, the Township will block the offending user. The Township of Manitouwadge reserves the right to block/ban specific users from the Township's official social media channels whose activities do not comply with the Social Media Policy. For more information, please contact (807) 826-3227 ext: 231.

- All Township Social Media Sites or pages within existing social media services will be required to contain the following terms and conditions / disclaimer:
  - All posts are monitored by municipal staff who may delete any post, message or content. If a submission violates guidelines, or is in any other way inappropriate, the submission will be removed in its entirety from the site.
  - If a user continues to post messages that violate the guidelines, the user may be blocked from using the site. If you believe a submission to any municipal social media site violates the guidelines, please report it immediately to the municipality.

#### **e) Department Content Submissions:**

Each department is responsible for submitting completed notices, posters and/or messaging to a Social Media Moderator for posting on Township Social Media Sites.

**f) Employee Personal Use of Social Media:**

Township employees, including part-time, casual, contract and volunteer firefighters, in their private capacity as citizens, may want to use social media to share information and communicate with friends, family and co-workers. Even though they are using social media for personal purposes, some Township policies apply to the use of social media by employees when they are off-duty including but not limited to the Township's Workplace Violence and Harassment Policy.

Employees who identify themselves as Township employees or who are identifiable as Township employees in their personal social media use should adhere to the following guidelines:

- Always conduct themselves in a manner that conforms to the Township's Code of Conduct, Health and Safety policies and Human Rights policies.
- Township employees are discouraged from discussing Township business through personal social medial accounts, websites, or networks.
- Township employees should make it clear that their position does not officially represent the Township's position. Use phrases such as "in my personal opinion" or "Personally..." to communicate that you are expressing your personal views.
- Township employees must ensure that they do not reveal anyone's personal information gained through their knowledge or work performance.
- Never identify or comment about other Township employees without their express consent. Even positive comments may be inappropriate or unwanted.
- Township employees must not use social media in a manner that would harm the Township's reputation. Such conduct includes slurs, derogatory comments, or insults.
- Township employees are responsible not only for their own social media posts but also any comments made to their social media posts that were reasonably encouraged or welcomed by the employee's post.

Employees are reminded that despite efforts they may take to keep social media posts private, there is a public nature to all social media posts. Furthermore, social media users may be denied an opportunity to delete an ill-advised post completely. Screen shots and cached data can maintain a social media post even after the original post is deleted.



Township employees are encouraged to use caution in their personal social media use. Township employees who violate the terms of this policy with social media use, including personal social media use may be subject to discipline up to and including dismissal for cause.

**g) Township Council and Social Media:**

- Township Social Media Sites will follow any current Member of Council's social media accounts, which are used to promote municipal and community information. For clarity: strictly personal accounts will not be followed.
- At the start of the nomination period for any municipal election or by-election, all accounts owned by Members of Council will be un-followed, and no further material will be shared on Township Social Media sites.
- Sitting councillors are discouraged from posting or using Township Social Media Sites from the beginning of the nomination period until the election results are made official by the clerk.
- The CAO and/or Social Media Moderators reserve the right to delete posts by sitting councillors on Township Social Media Sites during municipal election campaigns.



## Manitouwadge Cemetery – Annual Activity

<b>2015</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	2	1	2 (1 prepurchase)	3

<b>2016</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	4	3	3	7

<b>2017</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	5	2	2 (1 prepurchase)	7

<b>2018</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	7	2	7 (2 prepurchase)	9

<b>2019</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	4	0	4 (3 prepurchase)	4

<b>2020</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	6	2	2 (1 prepurchase)	8

<b>2021</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	5	2	3 (1 prepurchase)	7

<b>2022</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	8	2	6 (4 prepurchase)	10

<b>2023 (Sept 26)</b>	<b>Cremation Burial</b>	<b>Full Burial</b>	<b>Lot Sales</b>	<b>Total Burials</b>
	5	3	2	8



**MARKERS/MONUMENTS**

Lot Location: \_\_\_\_\_ Lot Size: \_\_\_\_\_

Marker Type: \_\_\_\_\_ Maximum Marker: \_\_\_\_\_

\*Care and Maintenance Fund Contribution for Interment Rights is determined by provincial legislation, O. Reg. 30/11 s.168.

\*\* Non-Resident shall mean a person who does not own property or reside in the Township of Manitowadge.

**This Cemetery Services Contract is between The Corporation of the Township of Manitowadge and**

\_\_\_\_\_

Concerning this Cemetery Services Contract:

The Purchaser, if different from the Interment Rights Holder, represents being legally authorized or charged with the financial responsibility for the Cemetery Services as specified in this Contract. This Contract shall be enforceable to the benefit of and be binding upon the parties hereto and their respective heirs, executors, administrators, successors and assigns.

**CONDITIONS OF CEMETERY SERVICES CONTRACT**

**General**

1. Payment in full is required prior to the commencement of any services contained in this Contract. In extenuating circumstances, the Treasurer, or designate, may approve a payment plan. Interest on any outstanding amounts shall be charged at 1 ¼ % monthly, as per Municipal procedure.
2. The Interment Rights Holder owns the rights and maintains the responsibility for all Interment and Marker activity at the grave or lot to which they owns the rights. The Purchaser, if different from the Interment Rights Holder, shall obtain authorization from the Interment Rights Holder prior to entering into this Contract for any Cemetery service. The Purchaser shall assume all the financial responsibility for this Contract.
3. The contribution to the Care and Maintenance Trust Fund on the purchase of lots shall be as follows: \$250.00.

**Interment/Disinterment**

- 1) No person shall cause or permit an interment to take place without:
  - a) prior written approval from the Municipality;
  - b) a Certificate of Interment Rights having been issued for the grave or lot subject to the interment and;
  - c) after the Interment Rights Holder identified in the Certificate of Interment Rights has authorized the interment of the human remains therein.
2. Only the Municipality may conduct an interment or a disinterment.
3. Prior to the exercise of any Interment Rights, a Burial Permit or the original Certificate of Cremation shall be provided to the Municipality.
4. All interments shall be conducted in accordance with the Cemetery By-Law, the Funeral, Burial and Cremation Services Act, 2002, (FBCSA) as may be amended and all regulations adopted there under.
5. A duly executed Cemetery Services Contract and payment in full is required at least two working days (48 hours) prior to an interment.
6. No interment shall be conducted on a Sunday, and no interment shall commence before 9:00 a.m. or after 3:00 p.m., local time, unless required by law or Order.
7. The Municipality reserves the right to deny interments in lots that are not in a natural state.

**Caps or Surrounds**

1. Any structure that is intended to surround, enclose or cap any lot is prohibited and shall be removed at the expense of the Interment Rights Holder, without further notice to the Interment Rights Holder.
2. The Municipality shall not be responsible for any damages to a surround or for the restoration of any surround or its interior for any reason.

**Markers**

1. Authorization from the Municipality to place or remove a Marker may be provided:
  - a) upon the completion of a Cemetery Marker Contract and;
  - b) payment in full
2. Only the Interment Rights Holder may request the placement or removal of a Marker on a lot or grave and may complete the Cemetery Marker Contract.
3. The Interment Rights Holder assumes responsibility for all Marker activity at the grave or lot to which they owns the rights.

**Cancellation of Contract**

1. Grave/Lot Interment Rights – No interments to date:

Within thirty (30) days of the signing of the Contract for Lot /Grave Interment Rights and where the Interment Rights have not yet been exercised by the Interment Rights Holder, the Purchaser may, in writing to the Municipality, cancel the Contract and the Purchaser shall receive a full refund.

Following the 30 day cancellation period noted above, cancellation of the Contract is not permitted. However, an Interment Rights Holder may re-sell unused Interment Rights to the Municipality. The Municipality shall refund the Interment Rights Holder the current market value, as specified in the current Cemetery Tariff of Rates, less amounts paid into the Care and Maintenance Fund at the time of the original purchase.

The sale of unused Interment Rights to any other person, organization or body by a Purchaser or an Interment Rights Holder is not permitted.

2. Interment Related Services:

Within thirty (30) days of the signing of the Contract for Interment related services, and upon giving the Municipality written notice, the Purchaser may cancel the Contract and receive a refund in full.

In the case where the Municipality has not received the sufficient notice to cancel the work and work has been performed, the Purchaser may within thirty (30) days of the signing of the Contract, cancel the Contract and shall be refunded in full for any work not yet performed.

**Re-Sale of Interment Rights to Municipality and Transfer of Interment Rights**

1. The re-sale of Interment Rights to a person, body or corporation other than the Municipality by the Interment Rights Holder is strictly prohibited.
2. Providing no Interment Rights have been exercised, the Interment Rights Holder may request in writing, the re-purchase of the Interment Rights by the Municipality at any time after the initial 30 day cancellation of the contract period. The re-purchase price shall be equal to the current market value as indicated on the current Cemetery Tariff of Rates, less the amount paid into the Care & Maintenance Trust Fund.
3. Should the Interment Rights Holder wish to transfer Interment Rights (a gift made without consideration) they shall return the original Certificate of Interment Rights to the Municipality. The Municipality shall issue a Certificate of Interment Rights Transfer upon payment of the Administration fee.

**Privacy**

The Interment Rights Holder/Purchaser acknowledges and provides consent to permit the Township of Manitowadge to collect, use and disclose their personal information in accordance with the requirements under the FBCSA and Ontario Regulation 30/11 for information within the Cemetery/Crematorium public register. The Purchaser acknowledges that the Township of Manitowadge does not rent or sell their personal information to third party organizations.

**Consumer Information Guide, Cemetery By-Law, Cemetery Tariff of Rates**

- \_\_\_ (Initial here) I have received and reviewed a copy of the Cemetery By-Law.
- \_\_\_ (Initial here) I have read and understood the conditions for Cemetery Services.
- \_\_\_ (Initial here) I hereby acknowledge I have been offered and/or received a copy of the Ontario Government's Consumer Information Guide and the Cemetery Tariff of Rates.

- I acknowledge having received a copy of this contract, and will assume full responsibility for payment of the total contract amount to the operator in accordance with the contract's terms and conditions.

\_\_\_\_\_ Signature of Interment Rights Holder

\_\_\_\_\_ Date

\_\_\_\_\_ Signature of Municipal Representative

\_\_\_\_\_ Date

## CEMETERY TARIFF OF RATES

Interment Rights and Care & Maintenance Contribution				
	Price	*Care & Maintenance	HST	Total
Lot Resident : Capacity :1 full interment, then up to 4 cremated remains	\$200.00	\$290.00	\$63.70	\$553.70
Lot Non-Resident: 1 full interment, then up to 4 cremated remains	\$400.00	\$290.00	\$89.70	\$779.70
Interment Rights Transfer	\$25.00	N/A	\$3.25	\$28.25
Re-Purchase Interment Rights by Municipality: Current market value less Care and Maintenance paid at time of purchase				

Interment Related Fees			
	Price	HST	Total
Full Adult, Weekdays	\$400.00	\$52.00	\$452.00
Full Infant/Child Weekdays	\$150.00	\$19.50	\$169.50
Full Adult, Weekend or Holiday	\$550.00	\$71.50	\$621.50
Full Infant/Child Weekend or Holiday	\$250.00	\$32.50	\$282.50
Cremation, Adult or Infant/Child, Weekdays	\$150.00	\$19.50	\$169.50
Cremation, Adult or Infant/Child, weekend or Holiday	\$250.00	\$32.50	\$282.50
License Fee (Burial Permit)	\$10.00	N/A	\$10.00
Non-Resident Interment Fee: 200% of Interment Fee If Non-Resident fee is charged at time of lot purchase, Non-Resident Fee is not charged for interments			
Non-Resident - Saturday Interment: 200% of Interment Fee			
Hand Dig Surcharge	\$350.00	\$45.50	\$395.50
Late Working Surcharge: \$150.00 per hour & HST			
Disinterment: At full cost recovery for actual work plus \$50.00 & HST Administration Fee			

Marker Related Fees and Care & Maintenance				
Ground Preparation - Weekdays:	Price	**Care & Maintenance	HST	Total
Flat Marker – Single: 24" x 18" x 4" max	\$70.00	N/A	\$9.10	\$79.10
Flat Marker – Double: 48" x 18" x 4" max	\$70.00	\$100.00	\$22.10	\$192.10
Upright monument – Single: 36" x 8" x 48" max	\$70.00	\$200.00	\$35.10	\$305.10
Upright monument – Double: 56" x 8" x 48" max	\$70.00	\$400.00	\$61.10	\$531.10
Ground Preparation - Saturday				
Flat Marker – Single: 24" x 18" x 4" max	\$150.00	N/A	\$19.50	\$169.50
Flat Marker – Double: 48" x 18" x 4" max	\$150.00	\$100.00	\$32.50	\$282.50
Upright monument – Single: 36" x 8" x 48" max	\$150.00	\$200.00	\$45.50	\$395.50
Upright monument – Double: 56" x 8" x 48" max	\$150.00	\$400.00	\$71.50	\$621.50

\* Care and Maintenance Fund Contribution for Interment Rights is determined by provincial legislation, O. Reg. 30/11 s.168.

\*\* Care and Maintenance Fund Contribution for Marker Installation is determined by provincial legislation, O. Reg. 30/11 s.166.

**No burials will be permitted from November 15<sup>th</sup> to April 30<sup>th</sup>, weather permitting and determined by site inspection, on a case-by-case basis.**

**Consumer  
Information  
Guide**

**Bereavement  
Authority of  
Ontario**

**BAO**

# A Guide to Death Care in Ontario

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Everything you need to know.






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# Losing a loved one can be a difficult and stressful time.

Whether you need to arrange a funeral, burial, cremation or transfer service now, or are planning ahead for yourself or someone else, this guide can help you make an informed choice.

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This guide was created to inform consumers of their rights and responsibilities when planning funerals, burials, transfer services or cremations. This guide will walk you through the steps you need to take to ensure that you protect yourself as a consumer.

Visit [www.thebao.ca](http://www.thebao.ca) to learn more.

The Bereavement Authority of Ontario (BAO) administers provisions of Ontario's *Funeral, Burial and Cremation Services Act, 2002* on behalf of the Ministry of Government and Consumer Services as part of Consumer Protection Ontario.

Consumer Protection Ontario is an awareness program delivered by Ontario's Ministry of Government and Consumer Services and other public organizations. It offers information on consumer rights and public safety, and directs you to the appropriate agency if you have a complaint or dispute with a business.



#### LEGAL DISCLAIMER

Please note that this guide is provided for general information only. Use of this guide is not intended to act as a substitute for legal advice or as a replacement for the *Funeral, Burial and Cremation Services Act, 2002*. Readers are encouraged to retain qualified and independent legal counsel to answer any legal questions or address any legal issues. Where there is any discrepancy, the Act and regulations will take precedence.

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# Terms You Need to Know

**Alkaline Hydrolysis:** A chemical process that uses a heated solution of water and potassium hydroxide or sodium hydroxide under pressure and agitation to reduce a body to components of liquid and bone. The resulting bone fragments are dried and reduced to a substance resembling cremated ashes.

**Care and Maintenance Fund:** A trust fund that helps ensure the long-term upkeep of a cemetery.

**Casket:** A container intended to hold a dead human body for funeral, cremation or interment purposes that is not a vault, burial container or grave liner.

**Cremation:** A process that uses incineration to reduce a body to an ash or granular substance.

**Columbarium:** A structure designed for the purpose of interring cremated human remains in niches or compartments.

**Crypt/Mausoleum:** A structure, other than a columbarium, used as a place for the interment of human remains in tombs, crypts or compartments.

**Family-led Death Care:** A family member may provide funeral services, including transport, documentation including death registration, and body care, without a license and for no charge.

**Grave:** A place for burial of human remains, typically a hole dug in the ground and marked by a stone or mound.

**Interment:** The burial of human remains, including the placement of human remains in a lot (grave, crypt or niche.)

**Interment rights:** The right to require or direct the interment of human remains in a lot or the disinterment of human remains from that lot.

**Lot:** An area of land in a cemetery containing, or set aside to contain, interred human remains and includes a tomb, crypt or compartment in a mausoleum and a niche or compartment in a columbarium and any other similar facility or receptacle.

**Niche:** A space in a columbarium or mausoleum wall to hold an urn.

**Provider:** The operator of a cemetery, crematorium, funeral establishment or transfer service.

**Scattering rights:** The right to scatter cremated remains in a cemetery.

**Shroud:** A piece of fabric used to wrap a body to prepare for burial. Some cemeteries will accept a dead human body for burial in a shroud.

**Supplies:** Caskets, markers and monuments, vaults, urns and flowers.

**Transfer Service:** A service to the public with respect to the disposition of dead human bodies, including the transportation of dead human bodies and the filling out of necessary documentation with respect to the disposition of dead human bodies.

**Urn:** A container for the reduced and processed human remains resulting from cremation or alkaline hydrolysis.

**Vault:** A secondary container that is protective, rigid, sometimes waterproof, and usually made of concrete, fiberglass, plastic or similar reinforced material, within which the primary casket, coffin or urn containing human remains is placed prior to burial in the ground.



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# 1. Before making arrangements

One of the first things to determine after someone dies is who has the authority to decide what will happen to the body of the deceased.

.....



## WHO HAS THE LEGAL AUTHORITY TO MAKE DECISIONS?

Generally, the person(s) appointed as the Estate Trustee(s) has the legal authority to make such decisions. Ontario has statutes and common law to determine who may act as the legal representative(s) when a person passes away without a valid will. The ultimate decision maker will be specific to the circumstances of each case but will generally default to a court-appointed Estate Administrator or the deceased's next of kin.

Here is a partial list of who may act as the legal representative:

1. Estate trustee, also called an executor or executrix, who is named in the will (or an administrator appointed by the court)
2. Spouse
3. Adult children (18 and over)

Laws with respect to the handling of the deceased person's body are different than the use and inheritance of interment rights. If you are the legal representative, the Provider may ask you to provide photo identification and proof of your authority, such as a valid will or court order, before making arrangements. To learn more visit [www.ontario.ca](http://www.ontario.ca) and search for the phrase "What to do when someone dies".

## TRANSPORTING THE DECEASED BODY

You may contact a funeral establishment or a transfer service to have the deceased person transferred from the place of death, or a family member of the deceased may carry out the transfer services, if those services are provided at no charge and/or benefit.

## HOW TO CHOOSE A PROVIDER

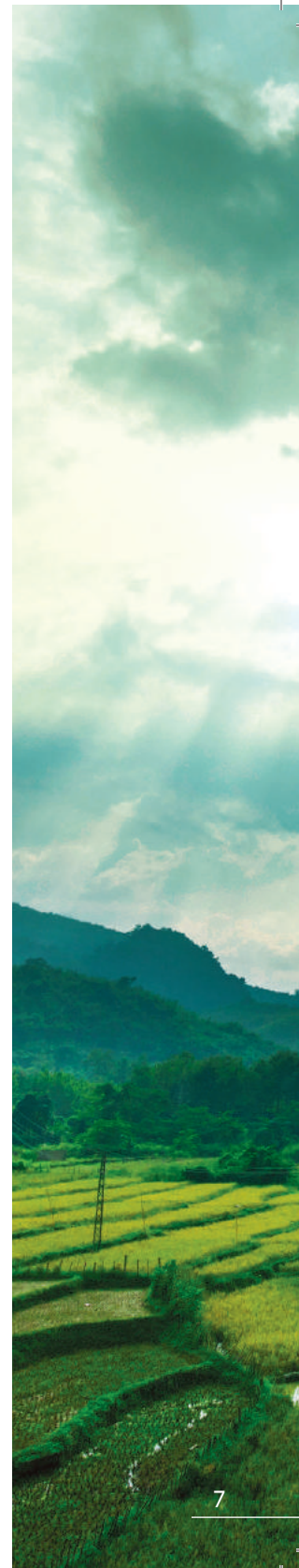
Refer to the chart on page 8 to see the types of services offered by each Provider.

When choosing a Provider:

- Consider recommendations from family or friends.
- Talk with more than one Provider at different facilities about their services. Make sure you are confident that they understand and are able to meet your needs.
- Ask the Provider for a price list and written price estimate to assist you when comparing prices and services.
- Ask for and review a copy of the cemetery's by-laws.

## HOW DO I DONATE A BODY OR ORGANS?

To donate organs for transplant, or the entire body for scientific research, arrangements must be made quickly and directly with health professionals. To learn more, contact the Trillium Gift of Life Network at [www.giftoflife.on.ca](http://www.giftoflife.on.ca).



## SERVICES PROVIDED

The following chart outlines the types of services usually offered by Providers. You may purchase certain supplies, such as caskets, monuments, markers and flowers from any supplier, but you should notify your Provider prior to entering into a contract.

Description of Service	Service Provider				
	Funeral Establishment	Transfer Service	Cemetery	Crematorium	Family of Deceased
Removing the body from the place of death	✓	✓			✓
Placing the body in a casket and delivering it to a cemetery or crematorium	✓	✓			✓
Registering the death	✓	✓			✓
Arranging to transport the body of the deceased out of Ontario	✓	✓			✓
Wash and dress the body	✓	✓*			✓
Transport the body to or from a place of worship	✓	✓*			✓
Hosting memorial services, celebrations of life and receptions including the rental of facilities (no body or cremated remains present)	Can be hosted by anyone				
Coordinating religious and non-religious funeral services or receptions including the rental of facilities (with the body or cremated remains present)	✓				✓
Embalming	✓*				
Providing caskets, urns, vaults and flowers	✓	✓	✓	✓	✓
Providing in-ground graves			✓		
Providing crypts in a mausoleum			✓		
Providing niches in a columbarium			✓		
Providing monuments	✓	✓	✓	✓	
Providing places to scatter cremated remains			✓		
Providing openings and closings of graves, niches or crypts			✓		
Conducting cremation or alkaline hydrolysis				✓	
Providing viewing of cremation				✓	

\*Must have class 1 licence



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## 2. Making some important decisions

When making arrangements, there are important decisions you will have to make.

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## FAMILY-LED DEATH CARE

Family members can legally provide funeral services without a license, except for arterial embalming, for their deceased loved one. They cannot be paid for this service. This includes transportation, documentation including death registration, obtaining a Coroner's Cremation Certificate (required for all cremations) or Out of Province Certificate (if a body will cross a provincial boundary for disposition) or arranging religious or personal ceremonies to mark the death.

While it is possible for family members to provide these services without a license, in some cases it may be advisable for family members to seek the services of a licensed funeral establishment or transfer service for some aspects of funeral arrangements. For example; a family member may not have a vehicle that would allow for the dignified transportation of a dead human body, or the means to transfer a casket or container into or out of a residence for a home funeral or vigil. For some people, the experience of grieving may make it difficult to adequately prepare and submit the necessary documentation to register a death or obtain a Coroner's Cremation Certificate.

When contemplating family-led death care, it is important to note that institutions, like hospitals or nursing homes, may not be aware that it is legal for family members to provide funeral services for their

dead family members. It is best that planning for family-led death care take place well in advance, including direct communication with the institutions or organizations that may be involved to ensure that there is no misunderstanding at the time of need.

## WHAT ARE SOME FUNERAL OR MEMORIAL SERVICE OPTIONS?

A celebration of someone's life helps surviving family and friends grieve the loss of a loved one. You can choose a funeral, memorial or graveside service. A service may be private (by invitation only), or public (open to anyone). Other options are to have a public or private visitation/viewing, a funeral procession, a home funeral and/or home vigil, or any other respectful social, traditional or cultural ritual.

## IS A CASKET REQUIRED AND WHAT ARE THE OPTIONS?

Caskets vary in style, and prices may range from a few hundred to several thousand dollars.

You may buy or rent a casket or provide your own, however if a Provider considers the casket you are providing to be unsafe, inappropriate for its intended use, or it does not meet the requirements of the cemetery or crematorium, the Provider can refuse to accept the casket. If the Provider allows you to provide your own casket the Provider cannot charge you an extra fee.

Keep in mind that some caskets cannot be used for cremation, because they are made of materials that will not burn. Price lists should clearly indicate which caskets are not suitable for cremation. If you are uncertain, ask the Provider for written confirmation of suitability. The casket must also meet cemetery and crematorium by-laws. Caskets are not used during the alkaline hydrolysis process.

## GREEN BURIALS

The definition of "green burials" varies. Generally, a green burial is considered to include: an unembalmed dead human body, buried in a biodegradable casket or container, without a vault or grave liner. In some cemeteries, there may be a designated section for green burials where grave markers and monuments are not used, and the ground is covered with native species of plants such as wildflowers instead of grass. Some cemeteries, will accept a body that is wrapped in a shroud if it is allowable according to their by-laws. A shroud may be a flexible piece of fabric used to enclose or wrap the body for burial. Cemeteries that accept shrouded bodies for burial may also require a rigid backing board to allow for the safe lowering of the body into the grave. Cemeteries which accept or accommodate green and/or shroud burials must detail these provisions in the cemetery by-laws — consumers are encouraged to research their options.

## WHAT IS EMBALMING AND IS IT REQUIRED?

Embalming is the process of replacing blood and bodily fluids with a chemical solution to temporarily preserve the body. In Ontario, embalming is not required by law, however, in some instances a Provider may recommend it due to the length of time between death and the visitation, burial or cremation. Ask your funeral establishment representative to explain the process of embalming so that you can make an informed choice.

## WHAT BURIAL OPTIONS DO I HAVE?

With burial, the deceased is placed in a grave with or without a casket. A rigid container may be required to transport the body. A casket is required when placing the body in a crypt. Check the cemetery's by-laws for its specific burial requirements.

In Ontario, the body or cremated remains must be buried in a licensed cemetery.

For burial in a grave you may purchase a vault or outer liner to further protect the body in the casket. This container is placed in the ground and is usually made of concrete or fiberglass. Generally, it is not mandatory to use a vault or outer liner unless required by the medical officer of health.

For burial in a crypt (entombment) the casket is placed in a sealed crypt

in a mausoleum. A mausoleum is usually an above-ground structure made of concrete, stone or marble that contains a number of crypts. Not all cemeteries have mausoleums.

## HOW DO I TRANSPORT HUMAN REMAINS OUT OF THE PROVINCE?

A deceased person's body may be moved outside of Ontario once a Provider has obtained a certificate from a Coroner.

If a deceased person is being transported to another country, then embalming and a sealed casket or container may be required by the receiving country or the transportation company.

If you choose to transport human remains (including cremated remains) out of Ontario, you must also follow the laws that apply in the receiving province or country. Contact a Provider for details or visit [www.catsa.gc.ca/cremated-remains](http://www.catsa.gc.ca/cremated-remains)

## WHAT CAN BE DONE WITH CREMATED/ALKALINE HYDROLYSIS REMAINS?

With cremation or alkaline hydrolysis the deceased's body or skeletal remains are reduced to an ash or granular substance. The remains are then placed in a small box or urn along with a metal identification tag. You may provide your own urn or purchase one from a Provider. Check the crematorium and cemetery

by-laws for the type and size of container allowed. If you choose cremation or alkaline hydrolysis, it is strongly recommended that you make plans for the final disposition of the remains.

A Provider can store remains for up to one year and may charge a deposit for this service. If the remains are claimed within one year the deposit will be refunded in full. After one year the Provider may use the deposit to inter the remains in the common grounds of a cemetery.

## WHAT ARE INTERMENT/SCATTERING RIGHTS?

Interment rights refer to the right to bury human remains (including cremated remains) in a lot (grave, crypt or niche). If you are named on the interment rights certificate, you are the interment rights holder, and may request a burial or disinterment, or place a decoration, marker, monument or inscription on the monument, as long as you follow the cemetery's by-laws

If you are the scattering rights holder, you may scatter cremated remains in a designated place within the cemetery, in accordance with its by-laws.

Note: Ownership of all cemetery land remains the property of the cemetery owner. Interment rights and scattering rights holders acquire only the right to use the lot or scattering grounds and to have a marker or monument installed, in keeping with the cemetery's by-laws.

## SCATTERING: WHAT IS PERMISSIBLE IN ONTARIO?

Here are some choices:

- You may buy rights to bury or scatter the remains in a designated part of a cemetery. Scattering rights may not be available at all cemeteries.
- You may buy rights to place the cremated remains in a niche (or compartment) in a columbarium.
- Although the burial of cremated remains is not permitted outside a licensed cemetery, you may scatter the ashes or cremated remains on private property with the written consent of the land owner.
- You may also hire a Provider to scatter the remains. Only a Provider is permitted to charge you for this service.
- You may also scatter the cremated remains on unoccupied Crown lands and Crown lands covered by water so long as there are no signs prohibiting scattering.
- If you wish to scatter cremated remains on municipally-owned lands, check local by-laws first.
- For more information, visit [www.ontario.ca](http://www.ontario.ca) and search for the crown use policy

## WHAT SHOULD I KNOW ABOUT BUYING INTERMENT OR SCATTERING RIGHTS?

Before you make a purchase, each cemetery must provide:

- Its current price list;
- Its by-laws; and
- An explanation of any restrictions on the rights you are buying (such as restrictions on memorialization options, monuments, etc.).

Contact a cemetery directly, compare prices and review the by-laws before you decide where to inter or scatter your loved ones remains. Your contract will specify the number of interments (bodies or cremated remains) or scatterings you are entitled to with each interment or scattering right.

Part of the money you pay for interment and scattering rights will be placed in a care and maintenance fund. Income earned from this fund is used to maintain the cemetery for the future. The care and maintenance contribution depends on the type and cost of the interment rights.

## RESELLING INTERMENT OR SCATTERING RIGHTS

You may resell interment or scattering rights to a third party if the cemetery by-laws allow it. If you resell, you must inform the cemetery operator, who will then transfer the rights to the new owner. You cannot resell rights for a price greater than the price on that

cemetery's current price list. If the by-laws do not allow you to resell the rights to a third party, the cemetery operator must buy them from you at the price on the cemetery's current price list, less any payments that were made to the cemetery's care and maintenance fund. A cemetery operator may charge an administration fee when you resell your rights. The cemetery does not have to buy back rights for a grave in a plot (two or more lots originally bought as a unit) if one of those graves has been used.

## ARE THERE ANY TYPES OF FINANCIAL ASSISTANCE PROGRAMS?

If you do not have enough money to pay for funeral or transfer services or for cremation or burial, you may be eligible for assistance from your local municipality. Speak to your Provider and/or municipality, and take the appropriate follow-up measures **before** you sign a contract with a Provider.

If approved, the municipality's financial assistance plan may limit your choice of casket, urn or grave and related services. Some municipalities may require that you pay a portion of the cost.



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## 3. Your contract

When you make arrangements with a Provider, you may want to bring a family member or friend along with you as the process can be stressful. Once the supplies and services are selected, you will be asked to sign a contract with the Provider.



## WHAT SHOULD I KNOW BEFORE SIGNING A CONTRACT?

Make sure you are dealing with a licensed Provider (ask to see their licence).

Ensure the Provider has given you a copy of the price list before signing a contract.

Review the cemetery's or crematorium's by-laws for any special rules that you must follow, including restrictions on the purchase of supplies and services.

Make sure the contract has details about the things you have agreed to buy or rent, such as:

- Services, facilities and vehicles
- Casket, urn, vault, grave, crypt, niche or monument
- Any other payments (for newspaper notices, police escorts, honorarium for religious officials, catering, etc.)
- Any applicable taxes and commissions or benefits the Provider will receive for referrals

If the supplies and services you have purchased are not available at the time of need, you must be provided with supplies and services of equivalent value, at no additional cost.



### DID YOU KNOW?

For the contract to be valid (referred to as “enforceable”), it must be signed by you and the Provider. Ensure that you receive a signed copy. The Provider will explain your cancellation and refund rights.

## HOW DO I CANCEL A CONTRACT?

In some cases, you may cancel your contract in writing at any time before the supplies or services have been provided.

Here is the cancellation process in most cases:

1. Give written notice to the Provider stating that you want to cancel the contract.
2. Within 30 days of providing written notice, the Provider will refund your payment for any supplies or services that you have not yet received.
3. The amount of your refund will depend on when you cancel and whether the Provider has incurred costs.

## CANCELLING A CONTRACT FOR INTERMENT OR SCATTERING RIGHTS

You may cancel contracts for interment and scattering rights by giving written notice of cancellation to the Provider:

- If written cancellation is submitted within 30 days of the purchase and if you have not used the rights, you will receive a full refund.
- If written cancellation is submitted later than 30 days of the purchase, you will receive a refund of the amount paid or the market value (whichever is greater), less the amount deposited into the cemetery's care and maintenance fund.
- In accordance with the by-laws of the cemetery, you may be required to resell the rights on the open market .
- Where cancellation is not permitted after 30 days, you are able to sell interment rights to a 3rd party.



## YOUR CONTRACT CHECKLIST

The Provider must give you a copy of the contract upon signing and other important documents. Make sure your contract includes:

- The name of the person who is paying for the contract (the purchaser).
- The name of the person for whom the supplies or services are to be provided (the recipient/the deceased).
- The name of the licensed operator you are dealing with (the Provider).
- A description of the supplies or services you have chosen and details of when and how they are to be provided.
- The price of each supply or service, taxes and the total price.
- All payment, cancellation and refund policies, including the right to change your mind and cancel the contract.
- For interment rights, make sure the contract also includes the detailed location and description of the grave, crypt or niche.
- A copy of this guide.
- For scattering rights, make sure the contract also includes the location and description of where the scattering may occur.

Your Provider must also give you the following documents:

- A copy of the cemetery's or crematorium's by-laws.
- A certificate of interment rights or scattering rights once these rights are paid in full. The certificate must include the name of the person who can legally authorize an interment or scattering.



### **DID YOU KNOW? BE SPECIFIC.**

Review the contract and price list carefully and ask questions to ensure that all of your requirements and expectations are specified. For example, if you want jewelry removed before the casket is closed, make sure these details are included in the contract.



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## 4. Pre-arranging and prepaying

Many people plan ahead to prepare for their death, and some choose to pay in advance for their final arrangements.

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## WHY IS PLANNING AHEAD A GOOD IDEA?

- It saves your family and friends from having to make many difficult decisions during a time of grief.
- It gives you a say in planning your own arrangements.
- It gives you time to assess and compare your options.
- Prepaying may reduce or eliminate the financial burden on your family.

## WHAT HAPPENS UPON DEATH?

Your legal representative (such as the estate trustee, etc.) should take your pre-arrangement documents to the Provider to show proof of payment, discuss arrangements and to make any changes to the contract if necessary.

If a supply or service is no longer available, one of two things may occur:

1. Your Provider may make a reasonable substitution, but at no extra charge. Substitutions must be similar in value, style, design and construction to what is included in your contract.
2. Your legal representative may cancel that part of the contract by providing written authorization or may enter into a new contract.



### **DID YOU KNOW? DISCUSS YOUR PLANS**

After your death, your legal representative may, by law, change your pre-arranged funeral, burial or cremation plans. It is important to discuss your wishes with him or her and your family.



## DO I HAVE TO PAY IN ADVANCE?

No, you can simply pre-arrange your supplies or services without prepaying. Some Providers may keep a record of your arrangements at no cost - ask your Provider about this service. If you decide to prepay, your Provider will ask you to sign a contract. See “Your Prepayment Checklist” on page 21.

## HOW CAN I PREPAY MY CONTRACT?

With most Providers, there are two ways to prepay:

### Trust:

1. You can pay the money to the Provider to be held for you “in trust”, either at a bank, trust company or with an independent trustee. It will earn income over the years until it is needed to pay for the supplies or services you have requested.

### Insurance/Annuity:

2. You can buy insurance from an insurance company. Your Provider may have an insurance program in place. With this option, you should buy enough insurance to cover the costs of your pre-arranged supplies or services at the time of need. The insurance company will then pay the Provider at the time of your death. If you buy insurance directly from an insurance company, you will still need to have a contract in place with a Provider to have the insurance policy assigned directly to them.



### DID YOU KNOW? TRUST AND INSURANCE

Refunds on cancellation of prepaid contracts funded by trusts differ from those funded by insurance policies. It's a good idea to learn as much as you can before you talk to a Provider.

## HOW DO I BUY INSURANCE TO PAY FOR PRE-ARRANGED SERVICES?

Buying insurance is a two-step process:

1. You must sign a prepaid contract with your Provider for the services and supplies you choose.
2. You must sign an insurance contract (called “the policy”) with the insurance company to pay the Provider for the supplies and services. The policy will set out the rules you and the insurance company must follow, including payment of any fees, your right to cancel the policy and any rights you may have to a refund.

Ask your Provider to explain the advantages and disadvantages of their prepaid trust and insurance options.

**IMPORTANT:** If you don't understand what your Provider is asking you to sign or to pay for, stop. Ask more questions. Alternatively, you can find another Provider who will explain things more clearly.



### DID YOU KNOW? CANCELLATION CHARGES

Ask about any fees, interest, financing and cancellation charges that may apply and the total cost of making monthly payments. In most cases, you will save money by paying in full rather than over time.

## WHAT HAPPENS IF PRICES INCREASE AFTER I'VE PREPAID?

At the time of death, the money held in trust (or the insurance proceeds), will be used to pay for the supplies and services set out in the contract. Costs will be based on prices in effect at the time of death. Whether you will be required to pay additional charges depends on whether your contract is guaranteed (see below). Your Provider must give the legal representative a statement showing:

- The amount your insurance will pay for your prepaid supplies or services, or the amount held in trust to pay for them (including income earned); and
- The current cost of the supplies or services you requested.

If prices have gone up, the income (interest or growth) is used to offset the increase in costs.

If you have a guaranteed contract: You (or your legal representative) will not be asked to pay more for supplies or services, as long as you have met the terms of your contract. Taxes are not guaranteed. You will have to sign the contract and pay for any services, supplies or taxes that were not included in the prepaid contract. All prepaid contracts entered into on or after July 1, 2012, must be guaranteed.

If you have a prepaid contract signed prior to July 1, 2012, it may not be guaranteed: You (or your legal representative) may have to pay additional costs to cover the higher prices. For example, if you have an existing non-guaranteed contract for which the price of supplies and services is \$8,000 at the time of death, and the value of the trust or insurance is \$7,500, your estate will owe the Provider \$500.

## WHAT HAPPENS IF THERE IS MONEY LEFT OVER AFTER EVERYTHING IN THE CONTRACT IS PAID FOR?

The answer depends on the date of your contract and the laws that applied at the time you signed:

- For cemetery or crematorium contracts signed on or after April 1, 1992, and funeral or transfer service contracts signed on or after June 1, 1990, leftover money will be paid to the estate. The law does not require a refund for contracts entered into before these dates.
- For funeral and transfer service contracts entered into after July 1, 2012, the purchaser can select a person who can receive leftover money.

## WHAT HAPPENS IF I WANT TO CANCEL OR CHANGE MY PREPAID CONTRACT?

You, your legal representative or another person named in the contract may cancel or change your prepaid contract at any time before the supplies or services are provided. You must give the Provider notice in writing.

You may or may not receive all of your money back. The following rules apply:

- If your money was to be held in trust and you cancel within 30 days of the date you entered into the contract, you will receive a full refund.

- After 30 days, you will receive a refund plus any income earned, but the Provider may retain 10% of the amount paid to a maximum of \$350. In addition, the Provider is required to refund the income earned or the income that would have been earned on the money had it been deposited as required by law.
- With rare exception the Provider will retain the value of the supplies and services that have been provided prior to cancellation.
- Cancellation of a prepaid contract does not necessarily cancel the related insurance policy. Cancellation fees for an insurance policy vary. Before you buy or cancel an insurance policy, you should clearly understand the implications of the insurance company's cancellation policy.

## HOW IS MY PREPAID MONEY PROTECTED?

Ontario law protects your prepaid money in several ways:

- When you prepay, your Provider must give you a contract that states the total amount of money you have paid to-date and the terms of payment for any balance you owe.
- If you prepay with a funeral establishment for funeral supplies and services or a transfer service for transfer supplies and services, your money is protected by a compensation fund which is used to return money to consumers if, in rare cases, their prepaid money is not available when needed. The fund will cover losses only if you prepaid with a licensed funeral establishment or transfer service.
- The Provider is required by law to choose only safe investments for prepaid trust funds.
- You are entitled to ask your Provider at least once each year where and how the money is invested and how much money you have in your trust account.
- If you buy an insurance policy to fund your pre-arranged contract, you will pay the insurance company directly. Your money is protected under the Insurance Act.

## YOUR PREPAYMENT CHECKLIST

Keep the following documents in a safe place where your legal representative(s) can easily find them and give a copy to the person who will likely be making the arrangements.

### The Provider will give you:

- A signed contract that sets out the supplies and services you requested and their price. If the contract includes embalming, you will be asked to provide written consent for this step
- An interment or scattering rights certificate (once these rights are paid in full)
- A receipt for the money you paid to be placed in trust OR a copy of your insurance policy and enrollment form
- Copies of any other documents you have signed

### For your own records, you should keep:

- Your cancelled cheques or electronic payment records
- Receipts as proof of payment

### Remember to ask:

- About the advantages and disadvantages of paying by insurance or having your prepaid money held in trust
- Where your money will be invested, and the type of investment and expected growth
- What your refund will be if you cancel your insurance policy
- About the guarantee that must be provided on all prepaid contracts entered into on or after July 1, 2012
- What fees will apply if you choose to cancel the contract



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# 5. Complaints

Consumer protection, in a marketplace that is safe, secure and professional, is a priority for the Bereavement Authority of Ontario.

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The BAO reviews complaints pursuant to the *Funeral, Burial and Cremation Services Act, 2002*.

While the BAO attempts to resolve disputes wherever possible, the parties are strongly encouraged to attempt to resolve their concerns directly with the Provider before contacting the BAO. The Registrar's authority in handling complaints is limited to the scope of the *Funeral, Burial and Cremation Services Act, 2002* and its regulations.

The Registrar cannot award damages.



For more information on making a complaint visit [www.thebao.ca](http://www.thebao.ca) or email [complaints@thebao.ca](mailto:complaints@thebao.ca)





# To learn more about...

Funerals, burials, cemeteries, crematoriums,  
and transfer services contact:

## Bereavement Authority of Ontario

[www.thebao.ca](http://www.thebao.ca)

(647) 483-2645 | (844) 493-6356

[info@thebao.ca](mailto:info@thebao.ca)



*Funeral, Burial and Cremation Services Act, 2002,*  
and its regulations:

[www.e-laws.gov.on.ca](http://www.e-laws.gov.on.ca)

You received this consumer information guide from:



**BAO** | Bereavement  
Authority of  
Ontario

**THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE**

**BY-LAW NO. 2013- 18**

**Being a By-law to enact rules for the maintenance, management, regulation and control of the Manitouwadge Cemetery.**

**WHEREAS** the *Funeral, Burial and Cremation Services Act, 2002* and its regulations imparts responsibility to the owners of cemeteries for their management, operation and care;

**AND WHEREAS** Section 150(1) of Ontario Regulation 30/11 under the *Funeral, Burial and Cremation Services Act, 2002* provides that the owners of cemeteries may make by-laws affecting the operation of the cemeteries

**AND WHEREAS** Sections 8, 9 and 10 of the *Municipal Act, 2001*, authorize The Corporation of the Township of Manitouwadge to pass by-laws necessary and desirable for municipal purposes, and in particular paragraphs 5 through 7 of subsection 10(2) authorize by-laws respecting: the economic, social and environmental well-being of the municipality; the health, safety and well-being of persons; and the provision of any service or thing that it considers necessary or desirable for the public.

**AND WHEREAS** Section 425 of the *Municipal Act, 2001*, authorizes The Corporation of the Township of Manitouwadge to pass by-laws providing that a person who contravenes a by-law of The Corporation of the Township of Manitouwadge passed under that Act is guilty of an offence;

**NOW THEREFORE** the Council of the Corporation of the Township of Manitouwadge enacts as follows that:

**1. DEFINITIONS**

- 1.1 "Act" means the *Funeral, Burial and Cremation Services Act, 2002*, S.O. 2002, c.33, as amended, and regulations made thereunder;
- 1.2 "Care & Maintenance Trust Fund" shall mean a trust fund in which all monies received by the Corporation for the perpetual care of Lots, Markers and Monuments has been invested. Interest earned from the fund is used to provide care and maintenance of Lots, Markers and Monuments at the Cemetery;
- 1.3 "Cemetery" means the Manitouwadge Cemetery;
- 1.4 "Cemetery Price List" means a list of the current rates for the supplies and services of the cemeteries as described in the Corporation's Fees and Service Charges By-law;
- 1.5 "Child" means a person over the age of two (2) years and under sixteen (16) years of age;



- 1.6 **“Clerk”** means the Clerk of the Corporation;
- 1.7 **“Contract”** means the agreement all purchasers of Interment Rights must enter into with the Corporation detailing obligations of both parties and the acceptance of the Cemetery By-law;
- 1.8 **“Corporation”** means the Corporation of the Township of Manitouwadge;
- 1.9 **“Disinterment”** means the removal of human remains;
- 1.10 **“Holiday”** means Saturday, Sunday, New Year’s Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day;
- 1.11 **“Human Remains”** means a dead human body and includes a cremated human body;
- 1.12 **“Infant”** means a person less than two (2) years of age;
- 1.13 **“Inter”** means the burial of human remains and includes the placing of human remains in a lot;
- 1.14 **“Interment rights”** includes the right to require or direct the interment of human remains in a lot;
- 1.15 **“Interment rights holder”** means the person who holds the interment rights with respect to a lot whether the person be the purchaser of the rights, the person named in the certificate of interment or such other person to whom the interment rights have been assigned;
- 1.16 **“Lot”** means an area of land approximately fifty (50) square feet containing, or set aside to contain, human remains;
- 1.17 **“Marker”** means a rectangular memorial of granite or bronze with a flat and level surface set flush with the ground;
- 1.18 **“Ministry”** means the Ontario Ministry of Consumer Services, or its lawful successors;
- 1.19 **“Monument”** means a permanent memorial structure projecting above the level of the ground;
- 1.20 **“Non Resident”** means a person who does not own property or reside in the Township of Manitouwadge;



- 1.21 **“Pre-Need Purchase”** means the purchase of services for a person who is alive;
- 1.22 **“Resident”** means for the purposes of the purchase of Interment Rights a person who resides in the Township of Manitouwadge or who is the owner or tenant of land in the Township of Manitouwadge, or the spouse of such owner or tenant.

**2. GENERAL INFORMATION:**

- 2.1 The management, regulation and control of the Cemetery shall be the responsibility of the Corporation;
- 2.2 The Cemetery Advisory Committee may provide advice and make recommendations to the Corporation on the maintenance, management, regulation and control of the Cemetery;
- 2.3 The Clerk shall keep such registers, records and books as are necessary for properly recording all matters, acts and deeds and things pertaining to the cemetery, and as may be prescribed;
- 2.4 The Treasurer shall keep such books, accounts and records as are necessary for properly recording all financial matters pertaining to the Cemetery, and as may be prescribed;
- 2.5 The Corporation distinctly disclaims all responsibility for loss of damage from causes beyond their control and especially from damage caused by the elements, act of God, or vandals, any lot, plot, monument, marker, or other article that has been placed in relation to an interment right;
- 2.6 The Corporation shall be responsible for all maintenance, repairs, alterations, expansions and any other activity performed in all municipal cemeteries and no person shall perform any maintenance, repair, alteration, expansion or other activity without the prior written approval of the Municipality;
- 2.7 The Municipality shall develop a standard cemetery contract, which shall identify the Interment Rights or other Cemetery services being purchased, including the fee applicable for each item therein, and such fees shall be in accordance with the “Cemetery Price List”.
- 2.8 All requests for Cemetery services shall be submitted on a duly executed Cemetery contract and all works shall be conducted under the authority of the Interment Rights Holder. In the case where the Purchaser of Cemetery services is not the Interment Rights Holder, the Purchaser requires the pre-approval of the Interment Rights Holder and the Purchaser is responsible for the costs associated with the contract;
- 2.9 Cancellation of Cemetery Contracts:

**2.9.1 Lot/ Grave Interment Rights:**

Within thirty (30) days of the signing of the Contract for Lot/Grave Interment Rights, and where the Interment Rights



have not yet been exercised by the Interment Rights Holder, the Purchaser may, in writing to the Municipality, cancel the Contract and the Purchaser shall receive a full refund. Following the 30 days cancellation period noted above, cancellation of the Contract is not permitted. However, an Interment Rights Holder may re-sell unused Interment Rights to the Municipality. The Municipality shall refund the Interment Rights Holder the current market value, as specified in the current Cemetery Tariff of Rates, less amounts paid into the Care and Maintenance Fund at the time of the original purchase.

The sale of unused Interment Rights to any other person, organization or body by a Purchaser or an Interment Rights Holder is not permitted.

- 2.10 The Municipality shall submit all amendments or schedules to this By-Law, as required from time to time, to the Registrar for approval in accordance with the Act, and no amendment or schedule subject to the Registrar's approval shall take effect until such time as the Municipality has been notified in writing that said amendment or schedule has been approved.
- 2.11 No person shall scatter or cause to be scattered, cremated human remains within the Manitouwadge Cemetery.

**3. INTERMENTS:**

- 3.1 Only human remains shall be interred in the Manitouwadge Cemetery.
- 3.2 All interments shall be conducted in accordance with the Act and this By-Law.
- 3.3 In any lot, following the interment of non-cremated human remains (a full interment) of one (1) child or one (1) adult interment and providing all interments comply with the requirements of the Act respecting interments, up to four (4) additional cremation interments may be conducted in graves in the same lot.
- 3.4 In the case of a cremation, a copy of the cremation certificate must be supplied to the Clerk.
- 3.5 No person shall cause or permit any interment or disinterment without prior written permission of the Municipality. All interments and disinterments shall be performed by the Municipality.
- 3.6 No person shall cause or permit an interment to take place without a Certificate of Interment Rights being issued for the grave or lot subject to the interment and only after the Interment Rights Holder identified in the Certificate of Interment Rights has authorized the interment of the human remains therein. Prior to any interment, a duly executed Cemetery contract and payment in full are required. In extenuating circumstances, the Treasurer, or designate, may approve a payment plan. Interest on any outstanding amounts shall be charged at the same rate as unpaid property taxes, as per Municipal procedure.



- 3.7 The Municipality reserves the right to deny an interment in any grave or lot when it is found that ground conditions do not permit the safe excavation of the site, whereupon a substitute grave or lot shall be provided by the Municipality at no additional cost to the Interment Rights Holder or the Purchaser.
- 3.8 The Corporation will exercise all due care in conducting burials and interments but is not responsible for damage to any casket, urn or other container sustained during interment and disinterment.
- 3.9 No person shall remove human remains from a cemetery unless a certificate of a Medical Officer of Health or the Corporation confirming that the FBCSA and the regulations have been complied with is affixed to the container. A burial certificate under the Vital Statistics Act is not required to reenter human remains that have been disinterred according to the FBCSA and regulations as amended.
- 3.10 No interment shall be allowed except between the hours of nine o'clock in the forenoon and four o'clock in the afternoon.
- 3.11 A burial permit issued pursuant to the Vital Statistics Act shall be delivered to the Clerk prior to any interment.
- 3.12 The Municipality shall provide a copy of the Cemetery By-law, the Cemetery Price list and the Consumer Information guide, published by the Ministry of Consumer Services to all purchasers and/or Interment rights Holders upon the issuance of the Certificate of Interment Rights.

**4.0 CEMETERY OPERATIONS AND MAINTENANCE:**

- 4.1 The operation and maintenance of the Cemetery shall be carried out by the Public Works Department of the Corporation under the direction of the Public Works Superintendent or designate and includes but is not restricted to the following:
  - 4.1.1 Grading, planting, trimming and removal;
  - 4.1.2 Removing any tripod or stand for flowers placed on any lot
  - 4.1.3 Removing all flowers or other plants, excepting those situated on monument cement bases from October 15<sup>th</sup> to May 30<sup>th</sup> inclusive;
  - 4.1.4 No beautification shall be allowed until the design, description and size thereof has been submitted to the Corporation for its approval;
  - 4.1.5 No materials may be placed on the grave lot that could prove injurious to the health and safety of the workmen of the Corporation or the general public.  
To wit: loose gravel or stone, glass objects and eternal flames are strictly prohibited;
  - 4.1.6 Mounds fences, railings and wooden crosses are strictly prohibited;
  - 4.1.7 Borders of granite, marble, bronze, interlocking stone or concrete may be installed flush to the ground. Such border shall not be less than two (2") inches and not greater than six (6") inches in width;
  - 4.1.8 To preserve the orderly appearance of the cemetery, any flower bed of the previous year not prepared by the first day of June (weather permitting) will be grass seeded and shall thereafter remain so seeded.



**5. RESTRICTIONS:**

- 5.1 No person shall:
  - 5.1.1 Wilfully destroy, mutilate, deface, injure or remove any gravestone, monument or other structure placed in the Cemetery;
  - 5.1.2 Willfully destroy, cut, break or injure any trees, shrub or plant in the Cemetery;
  - 5.1.3 Play any game or sport in the Cemetery;
  - 5.1.4 Wilfully and unlawfully disturb persons assembled for the purpose of interring human remains in the Cemetery;
  - 5.1.5 Commit a nuisance in the Cemetery;
  - 5.1.6 Use of permit the use of bicycles, motorcycles, all-terrain vehicles, snowmobiles or other vehicles for other than transportation to and from the Cemetery;
  - 5.1.7 Place any tripod or stand for flowers on any lot;
  - 5.1.8 Install or erect a temporary marker;
- 5.2 Dogs, cats or other animals are not permitted on Cemetery grounds;
- 5.3 Vehicles or other means of transportation shall be driven with due decorum at a maximum speed of fifteen (15) kilometres per hour;
- 5.4 No unauthorized person shall:
  - 5.4.1 Enter or be within the Cemetery grounds before eight o'clock in the forenoon or after sundown;
  - 5.4.2 Remove any wreath, ribbon or other article from any lot;
  - 5.4.3 Persons under the age of twelve (12) years are not permitted on the grounds except in charge of an adult who shall be responsible for their good conduct;

**6. MARKERS AND MONUMENTS:**

- 6.1 No monument, marker or other memorial shall be erected or placed on any lot until its design and the plans and specifications relative to the material, construction and the proposed location thereof have been submitted to and approved by the Clerk, which approval shall be unreasonably withheld;
- 6.2 No inscription shall be placed on any monument or marker or other memorial which is not in keeping with the dignity and decorum of the Cemetery;
- 6.3 All markers, monuments or other memorials shall be of granite, marble or bronze, and shall be free of defects and non-corroding;
- 6.4 The installation of any marker, monument or other memorial shall be the responsibility of the company supplying same. All costs including stake and locate charges shall be borne by the Interment Rights Holder;



- 6.5 Notwithstanding the dimensions for markers, monuments or other memorials described, the Interment Rights Holder must ensure, especially in the case of irregularly shaped lots, that any proposed marker, monument or other memorial including extensions to the bases to allow for the placement of cement planters or heavy urns, will sit exclusively on the lot or lots;
- 6.6 The base or foundation for markers or monuments shall be constructed by the Corporation and the charges shall be the responsibility of the Interment Rights Holder;
- 6.7 The bottom bed of all bases, foundations and markers must be cut level and true and every diestone shall be smoothly finished on all sides, ends and top;
- 6.8 A tolerance of one-quarter of one inch (1/4") may be permitted over or under the specified dimensions of a monument, marker or other memorial;
- 6.9 Authority to proceed with the construction of a base or foundation shall be in writing provided by the Interment Rights Holder;
- 6.10 The Corporation may remove a marker only if it cannot be preserved using income from the Care and Maintenance Fund or funds from other sources;
- 6.11 The Corporation shall use only reversible processes to preserve and stabilize a marker if the cost of doing so can be paid out of the income received by the Care and Maintenance Fund or out of the funds from other sources;
- 6.12 The Corporation assumes no liability for any damages to the lot, marker or monument except where such damage was caused by the employees of the Corporation;
- 6.13 Every marker or monument or other memorial shall be placed by competent personnel of the company supplying same;
- 6.14 One (1) marker or monument shall be allowed on each lot and installed in accordance with plans submitted, however, additional markers will be allowed for each infant or cremation container buried on the same lot;
- 6.15 All markers shall be flush mounted;

#### **MARKERS**

- 6.16 In addition to the markers, as many as four (4) markers are permitted on each lot and grave number, lot or plot;
- 6.17 The base of a marker may be extended by ten (10") inches on either side to allow for the placement of cement plants or heavy urns. The base shall be constructed to provide a border not less than two (2") inches in width or greater than three (3") inches in width;
- 6.18 All bronze markers shall be securely fastened by four (4) or more non-corroding fastenings of a minimum diameter three-eighths of an inch (3/8") to a concrete, granite or natural stone base of a thickness not less than three (3") inches or greater than four (4") inches with a flat bottom;
- 6.19 All letters, numerals and ornamentation on bronze marks shall be hand chased and buffed and shall not protrude more than one-quarter of an inch (1/4") above the flat surface of the memorial;



- 6.20 Each casting shall be true, free from defects and roughness and the edge shall be bevelled and no painted or pigmented lacquered finish will be permitted;
- 6.21 Separate scrolls on markers shall be securely fastened by two (2") or more bronze bolts of a minimum diameter of five-sixteenths of an inch (5/16");
- 6.22 Separate bronze bases of approved design are permitted instead of integral vases. They must be contained in their own receptacles when not in use and the base must be imbedded in a concrete foundation. Only one (1) such vase is allowed per marker;
- 6.23 Lot and grave number markers shall be supplied and installed by the Corporation;
- 6.24 Should the Interment Rights Holder desire other lot and grave number markers, they shall be granite, marble or bronze, five (5") inches square and not less than six (6") inches or more than ten (10") inches deep, dressed on all sides, and having the correct designation of the lot or grave legibly and permanently marked. The cost of installation is to be borne by the Interment Rights Holder;
- 6.25 All markers shall be constructed of granite, marble or bronze;
- 6.26 One (1) marker not exceeding eighteen inches by twenty-four inches (18" x 24") may be placed on a lot. The minimum size for a marker on a single lot shall be eight inches by sixteen inches (8" x 16");
- 6.27 Where burial rights to two (2) adjoining lots are held by one (1) person, one (1) marker up to eighteen inches by forty-eight inches (18 x 48") will be permitted. The minimum size of a marker for two (2) adjoining lots is twelve inches by thirty-two inches (12" x 32");

#### **MONUMENTS**

- 6.28 All attachments must be detailed on the respective monument diagram when submitting to the Clerk for approval.
- 6.29 Not more than one (1) monument shall be erected on any one (1) lot.
- 6.30 Every monument shall be placed on a reinforced concrete foundation meeting the following specifications:
  - a) the minimum depth shall be four (4") inches for a single monument;
  - b) the foundation shall provide for a three (3") inch uniform border for the base to a maximum width of twenty (20") inches;
  - c) the maximum length of the foundation shall be thirty-six (36") inches for a single grave and fifty-six (56") inches for a double grave, but may be extended to fifty-six (56") inches and seventy-six (76") inches respectively to allow for placement of cement planters or heavy urns;
  - d) the foundation shall be flush to the ground;
  - e) the base for the monument shall provide for a minimum uniform two (2") inch border and shall not exceed fourteen (14") inches to width;



- f) the maximum height of any monument including the base shall not exceed forty-eight (48") inches measured from the top of the foundation;
- g) a statue may be placed on top of the tombstone or monument provided that such placement including the base and the monument or tombstone does not exceed sixty (60") inches in height measured from the top of the foundation. Said statue to be considered a part of the monument for the purpose of calculating the height of the monument;
- h) the thickness of any monument shall be not greater than eight (8") inches or less than four (4") inches;
- i) the erection of any monument shall be the responsibility of the company supplying same. All costs including stake and locate charges shall be borne by the Interment Rights Holder;
- j) all monuments shall be constructed of granite.

**7. OFFENCE AND REMEDY:**

- 7.1 Every person who contravenes any provision of this By-Law is guilty of an offence and on conviction is liable to a fine as provided for in the Provincial Offences Act R.S.O. 1990, c. P. 33.
- 7.2 Any work performed by or on behalf of any Interment Rights Holder that is contrary to any provision of this By-Law shall be a contravention of this By-Law.
  - 7.2.1 The Municipality shall, by registered mail, deliver a notice advising an Interment Rights Holder of contravention of this By-Law. The Interment Rights Holder shall, within seven calendar days of receipt of notice, cause to have, or arrange within an agreed upon date to have, the contravention corrected and any lands, Markers, or other property or objects affected by the contravention to be replaced to their original state(s) prior to the contravention having occurred.
  - 7.2.2 Failure on the part of the Interment Rights Holder to correct any situation that was subject to an arrangement, as provided for in Section 7.2.1, shall be corrected or caused to be corrected by the Municipality and any expenditures incurred by the Municipality in correcting the contravention shall be the responsibility of the Interment Rights Holder.
  - 7.2.3 Notwithstanding paragraph 7.2.1, if the contravention is such that by its continued existence could cause harm to persons or property, or is the accumulation of rubbish arising from work performed by or on behalf of an Interment Rights Holder, the Municipality may immediately, upon becoming aware of the existence of the contravention, cause to have the contravention corrected and any expenditures incurred by the Municipality in correcting the contravention shall be the responsibility of the Interment Rights Holder.



**BEING A BY-LAW TO ENACT RULES  
FOR THE MAINTENANCE, MANAGEMENT,  
REGULATION AND CONTROL OF THE  
MANITOUWADGE CEMETERY.**

**PAGE 10**

**8. REPEALING PREVIOUS BY-LAWS:**

That By-law No. 94-23 and 98-26 and any other By-laws heretofore passed by the Council of the Corporation of the Township of Manitouwadge with respect to the maintenance, management, regulation and control of the Manitouwadge Cemetery are hereby repealed.

**9. EFFECTIVE DATE AND ADOPTION:**

This By-law shall come into force and take effect upon the approval of the Cemeteries Regulation Unit Registrar of the Ministry of Consumer Services for the Province of Ontario.

READ 1<sup>ST</sup> AND 2<sup>ND</sup> TIME THIS 11<sup>th</sup> DAY OF *December*, 2013 AND READ  
A THIRD TIME AND FINALLY ENACTED this 11<sup>th</sup> day of *December*, 2013

  
\_\_\_\_\_  
Mayor John MacEachern

  
\_\_\_\_\_  
Cecile Kerster, Municipal Manager Clerk

**THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE**

**BY-LAW NO. 2014-21**

**Being a By-law to amend By-law 2013-18 being a by-law to enact rules for the maintenance, management, regulation and control of the Manitouwadge Cemetery.**

**WHEREAS** the Council of the Corporation of the Township of Manitouwadge passed By-law No. 2013-18 on December 11, 2013 to enact rules for the maintenance, management, regulation and control of the Manitouwadge Cemetery;

**AND WHEREAS** subsequently By-law 2013-18 has been reviewed and approved by the Ministry of Government and Consumer Services, Cemeteries Regulations Unit with minor changes to be made;

**NOW THEREFORE** the Council of the Corporation of the Township of Manitouwadge enacts as follows:

1. That By-law 2013-18 Section 1.18 be amended to read "Ministry" means the Ontario Ministry of Government and Consumer Services or its lawful successors;
2. That By-law 2013-18 Section 1.21 "Pre-Need Purchase" be removed;
3. That By-law 2013-18 Section 3.8 be amended to read "The Corporation will exercise all due care in conducting burials and interments but is not responsible for damage to any casket, urn or other container sustained during interment and disinterment, except where such damage was caused by employees of the cemetery."
4. That By-law 2013-18 Section 3.9 be amended to read "Human remains may be disinterred from a lot provided that the written consent (authorization) of the interment rights holder has been received by the cemetery operator and the prior notification of the medical officer of health. A certificate from the local medical officer of health must be received at the municipal office before the removal of casketed human remains may take place. A certificate from the local medical officer of health is not required for the removal of cremated remains.

In special circumstances the removal of human remains may also be ordered by certain public officials without the consent of the interment rights holder and/or next of kin(s)."

5. That By-law 2013-18 Section 3.12 be amended to read "The Municipality shall provide a copy of the Cemetery By-law, the Cemetery Price list and the Consumer Information guide, published by the Ministry of Government and Consumer services to all purchases and/or Interment Rights Holders upon the issuance of the Certificate of Interment Rights."

**READ 1<sup>ST</sup> AND 2<sup>ND</sup> TIME THIS 8<sup>th</sup> DAY OF OCTOBER, 2014 AND  
**READ A THIRD TIME AND FINALLY ENACTED this 8<sup>th</sup> day of OCTOBER  
, 2014****

  
Mayor John MacEachern

  
Cecile Kerster, Municipal Manager Clerk



THE CORPORATION OF THE TOWNSHIP OF MANITOUWADGE

BY-LAW NO. 2013- 18



Being a By-law to enact rules for the maintenance, management, regulation and control of the Manitouwadge Cemetery.

WHEREAS the *Funeral, Burial and Cremation Services Act, 2002* and its regulations imparts responsibility to the owners of cemeteries for their management, operation and care;

AND WHEREAS Section 150(1) of Ontario Regulation 30/11 under the *Funeral, Burial and Cremation Services Act, 2002* provides that the owners of cemeteries may make by-laws affecting the operation of the cemeteries

AND WHEREAS Sections 8, 9 and 10 of the *Municipal Act, 2001*, authorize The Corporation of the Township of Manitouwadge to pass by-laws necessary and desirable for municipal purposes, and in particular paragraphs 5 through 7 of subsection 10(2) authorize by-laws respecting: the economic, social and environmental well-being of the municipality; the health, safety and well-being of persons; and the provision of any service or thing that it considers necessary or desirable for the public.

AND WHEREAS Section 425 of the *Municipal Act, 2001*, authorizes The Corporation of the Township of Manitouwadge to pass by-laws providing that a person who contravenes a by-law of The Corporation of the Township of Manitouwadge passed under that Act is guilty of an offence;

NOW THEREFORE the Council of the Corporation of the Township of Manitouwadge enacts as follows that:

1. DEFINITIONS

- 1.1 "Act" means the *Funeral, Burial and Cremation Services Act, 2002*, S.O. 2002, c.33, as amended, and regulations made thereunder;
- 1.2 "Care & Maintenance Trust Fund" shall mean a trust fund in which all monies received by the Corporation for the perpetual care of Lots, Markers and Monuments has been invested. Interest earned from the fund is used to provide care and maintenance of Lots, Markers and Monuments at the Cemetery;
- 1.3 "Cemetery" means the Manitouwadge Cemetery;
- 1.4 "Cemetery Price List" means a list of the current rates for the supplies and services of the cemeteries as described in the Corporation's Fees and Service Charges By-law;
- 1.5 "Child" means a person over the age of two (2) years and under sixteen (16) years of age;



- 1.6 **“Clerk”** means the Clerk of the Corporation;
- 1.7 **“Contract”** means the agreement all purchasers of Interment Rights must enter into with the Corporation detailing obligations of both parties and the acceptance of the Cemetery By-law;
- 1.8 **“Corporation”** means the Corporation of the Township of Manitouwadge;
- 1.9 **“Disinterment”** means the removal of human remains;
- 1.10 **“Holiday”** means Saturday, Sunday, New Year’s Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day;
- 1.11 **“Human Remains”** means a dead human body and includes a cremated human body;
- 1.12 **“Infant”** means a person less than two (2) years of age;
- 1.13 **“Inter”** means the burial of human remains and includes the placing of human remains in a lot;
- 1.14 **“Interment rights”** includes the right to require or direct the interment of human remains in a lot;
- 1.15 **“Interment rights holder”** means the person who holds the interment rights with respect to a lot whether the person be the purchaser of the rights, the person named in the certificate of interment or such other person to whom the interment rights have been assigned;
- 1.16 **“Lot”** means an area of land approximately fifty (50) square feet containing, or set aside to contain, human remains;
- 1.17 **“Marker”** means a rectangular memorial of granite or bronze with a flat and level surface set flush with the ground;
- 1.18 **“Ministry”** means the Ontario ~~Ministry of Consumer Services~~, or its lawful successors;  
*Ministry of Government and Consumer Services*
- 1.19 **“Monument”** means a permanent memorial structure projecting above the level of the ground;
- 1.20 **“Non Resident”** means a person who does not own property or reside in the Township of Manitouwadge;



- 1.21 ~~“Pre-Need Purchase” means the purchase of services for a person who is alive;~~
- 1.22 **“Resident”** means for the purposes of the purchase of Interment Rights a person who resides in the Township of Manitouwadge or who is the owner or tenant of land in the Township of Manitouwadge, or the spouse of such owner or tenant.

**2. GENERAL INFORMATION:**

- 2.1 The management, regulation and control of the Cemetery shall be the responsibility of the Corporation;
- 2.2 The Cemetery Advisory Committee may provide advice and make recommendations to the Corporation on the maintenance, management, regulation and control of the Cemetery;
- 2.3 The Clerk shall keep such registers, records and books as are necessary for properly recording all matters, acts and deeds and things pertaining to the cemetery, and as may be prescribed;
- 2.4 The Treasurer shall keep such books, accounts and records as are necessary for properly recording all financial matters pertaining to the Cemetery, and as may be prescribed;
- 2.5 The Corporation distinctly disclaims all responsibility for loss of damage from causes beyond their control and especially from damage caused by the elements, act of God, or vandals, any lot, plot, monument, marker, or other article that has been placed in relation to an interment right;
- 2.6 The Corporation shall be responsible for all maintenance, repairs, alterations, expansions and any other activity performed in all municipal cemeteries and no person shall perform any maintenance, repair, alteration, expansion or other activity without the prior written approval of the Municipality;
- 2.7 The Municipality shall develop a standard cemetery contract, which shall identify the Interment Rights or other Cemetery services being purchased, including the fee applicable for each item therein, and such fees shall be in accordance with the “Cemetery Price List”.
- 2.8 All requests for Cemetery services shall be submitted on a duly executed Cemetery contract and all works shall be conducted under the authority of the Interment Rights Holder. In the case where the Purchaser of Cemetery services is not the Interment Rights Holder, the Purchaser requires the pre-approval of the Interment Rights Holder and the Purchaser is responsible for the costs associated with the contract;
- 2.9 Cancellation of Cemetery Contracts:

**2.9.1 Lot/ Grave Interment Rights:**

Within thirty (30) days of the signing of the Contract for Lot/Grave Interment Rights, and where the Interment Rights

have not yet been exercised by the Interment Rights Holder, the Purchaser may, in writing to the Municipality, cancel the Contract and the Purchaser shall receive a full refund. Following the 30 days cancellation period noted above, cancellation of the Contract is not permitted. However, an Interment Rights Holder may re-sell unused Interment Rights to the Municipality. The Municipality shall refund the Interment Rights Holder the current market value, as specified in the current Cemetery Tariff of Rates, less amounts paid into the Care and Maintenance Fund at the time of the original purchase.

The sale of unused Interment Rights to any other person, organization or body by a Purchaser or an Interment Rights Holder is not permitted.

2.10 The Municipality shall submit all amendments or schedules to this By-Law, as required from time to time, to the Registrar for approval in accordance with the Act, and no amendment or schedule subject to the Registrar's approval shall take effect until such time as the Municipality has been notified in writing that said amendment or schedule has been approved.

2.11 No person shall scatter or cause to be scattered, cremated human remains within the Manitouwadge Cemetery.

**3. INTERMENTS:**

3.1 Only human remains shall be interred in the Manitouwadge Cemetery.

3.2 All interments shall be conducted in accordance with the Act and this By-Law.

3.3 In any lot, following the interment of non-cremated human remains (a full interment) of one (1) child or one (1) adult interment and providing all interments comply with the requirements of the Act respecting interments, up to four (4) additional cremation interments may be conducted in graves in the same lot.

3.4 In the case of a cremation, a copy of the cremation certificate must be supplied to the Clerk.

3.5 No person shall cause or permit any interment or disinterment without prior written permission of the Municipality. All interments and disinterments shall be performed by the Municipality.

3.6 No person shall cause or permit an interment to take place without a Certificate of Interment Rights being issued for the grave or lot subject to the interment and only after the Interment Rights Holder identified in the Certificate of Interment Rights has authorized the interment of the human remains therein. Prior to any interment, a duly executed Cemetery contract and payment in full are required. In extenuating circumstances, the Treasurer, or designate, may approve a payment plan. Interest on any outstanding amounts shall be charged at the same rate as unpaid property taxes, as per Municipal procedure.



- 3.7 The Municipality reserves the right to deny an interment in any grave or lot when it is found that ground conditions do not permit the safe excavation of the site, whereupon a substitute grave or lot shall be provided by the Municipality at no additional cost to the Interment Rights Holder or the Purchaser.
- 3.8 The Corporation will exercise all due care in conducting burials and interments but is not responsible for damage to any casket, urn or other container sustained during interment and disinterment. *Except where such damage was caused by employees of the cemetery.*
- 3.9 *See letter →* ~~No person shall remove human remains from a cemetery unless a certificate of a Medical Officer of Health or the Corporation confirming that the FBCSA and the regulations have been complied with is affixed to the container.~~ A burial certificate under the Vital Statistics Act is not required to reenter human remains that have been disinterred according to the FBCSA and regulations as amended.
- 3.10 No interment shall be allowed except between the hours of nine o'clock in the forenoon and four o'clock in the afternoon.
- 3.11 A burial permit issued pursuant to the Vital Statistics Act shall be delivered to the Clerk prior to any interment.
- 3.12 The Municipality shall provide a copy of the Cemetery By-law, the Cemetery Price list and the Consumer Information guide, published by the Ministry of Consumer Services to all purchasers and/or Interment rights Holders upon the issuance of the Certificate of Interment Rights.
- Government and*

#### **4.0 CEMETERY OPERATIONS AND MAINTENANCE:**

- 4.1 The operation and maintenance of the Cemetery shall be carried out by the Public Works Department of the Corporation under the direction of the Public Works Superintendent or designate and includes but is not restricted to the following:
- 4.1.1 Grading, planting, trimming and removal;
- 4.1.2 Removing any tripod or stand for flowers placed on any lot
- 4.1.3 Removing all flowers or other plants, excepting those situated on monument cement bases from October 15<sup>th</sup> to May 30<sup>th</sup> inclusive;
- 4.1.4 No beautification shall be allowed until the design, description and size thereof has been submitted to the Corporation for its approval;
- 4.1.5 No materials may be placed on the grave lot that could prove injurious to the health and safety of the workmen of the Corporation or the general public.  
To wit: loose gravel or stone, glass objects and eternal flames are strictly prohibited;
- 4.1.6 Mounds fences, railings and wooden crosses are strictly prohibited;
- 4.1.7 Borders of granite, marble, bronze, interlocking stone or concrete may be installed flush to the ground. Such border shall not be less than two (2") inches and not greater than six (6") inches in width;
- 4.1.8 To preserve the orderly appearance of the cemetery, any flower bed of the previous year not prepared by the first day of June (weather permitting) will be grass seeded and shall thereafter remain so seeded.

**5. RESTRICTIONS:**

- 5.1 No person shall:
  - 5.1.1 Wilfully destroy, mutilate, deface, injure or remove any gravestone, monument or other structure placed in the Cemetery;
  - 5.1.2 Willfully destroy, cut, break or injure any trees, shrub or plant in the Cemetery;
  - 5.1.3 Play any game or sport in the Cemetery;
  - 5.1.4 Wilfully and unlawfully disturb persons assembled for the purpose of interring human remains in the Cemetery;
  - 5.1.5 Commit a nuisance in the Cemetery;
  - 5.1.6 Use or permit the use of bicycles, motorcycles, all-terrain vehicles, snowmobiles or other vehicles for other than transportation to and from the Cemetery;
  - 5.1.7 Place any tripod or stand for flowers on any lot;
  - 5.1.8 Install or erect a temporary marker;
- 5.2 Dogs, cats or other animals are not permitted on Cemetery grounds;
- 5.3 Vehicles or other means of transportation shall be driven with due decorum at a maximum speed of fifteen (15) kilometres per hour;
- 5.4 No unauthorized person shall:
  - 5.4.1 Enter or be within the Cemetery grounds before eight o'clock in the forenoon or after sundown;
  - 5.4.2 Remove any wreath, ribbon or other article from any lot;
  - 5.4.3 Persons under the age of twelve (12) years are not permitted on the grounds except in charge of an adult who shall be responsible for their good conduct;

**6. MARKERS AND MONUMENTS:**

- 6.1 No monument, marker or other memorial shall be erected or placed on any lot until its design and the plans and specifications relative to the material, construction and the proposed location thereof have been submitted to and approved by the Clerk, which approval shall be unreasonably withheld;
- 6.2 No inscription shall be placed on any monument or marker or other memorial which is not in keeping with the dignity and decorum of the Cemetery;
- 6.3 All markers, monuments or other memorials shall be of granite, marble or bronze, and shall be free of defects and non-corroding;
- 6.4 The installation of any marker, monument or other memorial shall be the responsibility of the company supplying same. All costs including stake and locate charges shall be borne by the Interment Rights Holder;



- 6.5 Notwithstanding the dimensions for markers, monuments or other memorials described, the Interment Rights Holder must ensure, especially in the case of irregularly shaped lots, that any proposed marker, monument or other memorial including extensions to the bases to allow for the placement of cement planters or heavy urns, will sit exclusively on the lot or lots;
- 6.6 The base or foundation for markers or monuments shall be constructed by the Corporation and the charges shall be the responsibility of the Interment Rights Holder;
- 6.7 The bottom bed of all bases, foundations and markers must be cut level and true and every diestone shall be smoothly finished on all sides, ends and top;
- 6.8 A tolerance of one-quarter of one inch (1/4") may be permitted over or under the specified dimensions of a monument, marker or other memorial;
- 6.9 Authority to proceed with the construction of a base or foundation shall be in writing provided by the Interment Rights Holder;
- 6.10 The Corporation may remove a marker only if it cannot be preserved using income from the Care and Maintenance Fund or funds from other sources;
- 6.11 The Corporation shall use only reversible processes to preserve and stabilize a marker if the cost of doing so can be paid out of the income received by the Care and Maintenance Fund or out of the funds from other sources;
- 6.12 The Corporation assumes no liability for any damages to the lot, marker or monument except where such damage was caused by the employees of the Corporation;
- 6.13 Every marker or monument or other memorial shall be placed by competent personnel of the company supplying same;
- 6.14 One (1) marker or monument shall be allowed on each lot and installed in accordance with plans submitted, however, additional markers will be allowed for each infant or cremation container buried on the same lot;
- 6.15 All markers shall be flush mounted;

#### **MARKERS**

- 6.16 In addition to the markers, as many as four (4) markers are permitted on each lot and grave number, lot or plot;
- 6.17 The base of a marker may be extended by ten (10") inches on either side to allow for the placement of cement plants or heavy urns. The base shall be constructed to provide a border not less than two (2") inches in width or greater than three (3") inches in width;
- 6.18 All bronze markers shall be securely fastened by four (4) or more non-corroding fastenings of a minimum diameter three-eighths of an inch (3/8") to a concrete, granite or natural stone base of a thickness not less than three (3") inches or greater than four (4") inches with a flat bottom;
- 6.19 All letters, numerals and ornamentation on bronze marks shall be hand chased and buffed and shall not protrude more than one-quarter of an inch (1/4") above the flat surface of the memorial;

- 6.20 Each casting shall be true, free from defects and roughness and the edge shall be bevelled and no painted or pigmented lacquered finish will be permitted;
- 6.21 Separate scrolls on markers shall be securely fastened by two (2") or more bronze bolts of a minimum diameter of five-sixteenths of an inch (5/16");
- 6.22 Separate bronze bases of approved design are permitted instead of integral vases. They must be contained in their own receptacles when not in use and the base must be imbedded in a concrete foundation. Only one (1) such vase is allowed per marker;
- 6.23 Lot and grave number markers shall be supplied and installed by the Corporation;
- 6.24 Should the Interment Rights Holder desire other lot and grave number markers, they shall be granite, marble or bronze, five (5") inches square and not less than six (6") inches or more than ten (10") inches deep, dressed on all sides, and having the correct designation of the lot or grave legibly and permanently marked. The cost of installation is to be borne by the Interment Rights Holder;
- 6.25 All markers shall be constructed of granite, marble or bronze;
- 6.26 One (1) marker not exceeding eighteen inches by twenty-four inches (18" x 24") may be placed on a lot. The minimum size for a marker on a single lot shall be eight inches by sixteen inches (8" x 16");
- 6.27 Where burial rights to two (2) adjoining lots are held by one (1) person, one (1) marker up to eighteen inches by forty-eight inches (18 x 48") will be permitted. The minimum size of a marker for two (2) adjoining lots is twelve inches by thirty-two inches (12" x 32");

#### **MONUMENTS**

- 6.28 All attachments must be detailed on the respective monument diagram when submitting to the Clerk for approval.
- 6.29 Not more than one (1) monument shall be erected on any one (1) lot.
- 6.30 Every monument shall be placed on a reinforced concrete foundation meeting the following specifications:
  - a) the minimum depth shall be four (4") inches for a single monument;
  - b) the foundation shall provide for a three (3") inch uniform border for the base to a maximum width of twenty (20") inches;
  - c) the maximum length of the foundation shall be thirty-six (36") inches for a single grave and fifty-six (56") inches for a double grave, but may be extended to fifty-six (56") inches and seventy-six (76") inches respectively to allow for placement of cement planters or heavy urns;
  - d) the foundation shall be flush to the ground;
  - e) the base for the monument shall provide for a minimum uniform two (2") inch border and shall not exceed fourteen (14") inches to width;

- f) the maximum height of any monument including the base shall not exceed forty-eight (48") inches measured from the top of the foundation;
- g) a statue may be placed on top of the tombstone or monument provided that such placement including the base and the monument or tombstone does not exceed sixty (60") inches in height measured from the top of the foundation. Said statue to be considered a part of the monument for the purpose of calculating the height of the monument;
- h) the thickness of any monument shall be not greater than eight (8") inches or less than four (4") inches;
- i) the erection of any monument shall be the responsibility of the company supplying same. All costs including stake and locate charges shall be borne by the Interment Rights Holder;
- j) all monuments shall be constructed of granite.

**7. OFFENCE AND REMEDY:**

- 7.1 Every person who contravenes any provision of this By-Law is guilty of an offence and on conviction is liable to a fine as provided for in the Provincial Offences Act R.S.O. 1990, c. P. 33.
- 7.2 Any work performed by or on behalf of any Interment Rights Holder that is contrary to any provision of this By-Law shall be a contravention of this By-Law.
  - 7.2.1 The Municipality shall, by registered mail, deliver a notice advising an Interment Rights Holder of contravention of this By-Law. The Interment Rights Holder shall, within seven calendar days of receipt of notice, cause to have, or arrange within an agreed upon date to have, the contravention corrected and any lands, Markers, or other property or objects affected by the contravention to be replaced to their original state(s) prior to the contravention having occurred.
  - 7.2.2 Failure on the part of the Interment Rights Holder to correct any situation that was subject to an arrangement, as provided for in Section 7.2.1, shall be corrected or caused to be corrected by the Municipality and any expenditures incurred by the Municipality in correcting the contravention shall be the responsibility of the Interment Rights Holder.
  - 7.2.3 Notwithstanding paragraph 7.2.1, if the contravention is such that by its continued existence could cause harm to persons or property, or is the accumulation of rubbish arising from work performed by or on behalf of an Interment Rights Holder, the Municipality may immediately, upon becoming aware of the existence of the contravention, cause to have the contravention corrected and any expenditures incurred by the Municipality in correcting the contravention shall be the responsibility of the Interment Rights Holder.



**BEING A BY-LAW TO ENACT RULES  
FOR THE MAINTENANCE, MANAGEMENT,  
REGULATION AND CONTROL OF THE  
MANITOUWADGE CEMETERY.**

**PAGE 10**

**8. REPEALING PREVIOUS BY-LAWS:**

That By-law No. 94-23 and 98-26 and any other By-laws heretofore passed by the Council of the Corporation of the Township of Manitouwadge with respect to the maintenance, management, regulation and control of the Manitouwadge Cemetery are hereby repealed.

**9. EFFECTIVE DATE AND ADOPTION:**

This By-law shall come into force and take effect upon the approval of the Cemeteries Regulation Unit Registrar of the Ministry of Consumer Services for the Province of Ontario.

READ 1<sup>ST</sup> AND 2<sup>ND</sup> TIME THIS <sup>th</sup> 11 DAY OF *December*, 2013 AND READ  
A THIRD TIME AND FINALLY ENACTED this <sup>th</sup> 11 day of *December*, 2013

  
Mayor John MacEachern

  
Cecile Kerster, Municipal Manager Clerk

 Ontario Ministry of Government Services Cometarios Regulation	Ministère des Services gouvernementaux Règlementation des cimetières
<b>APPROVED</b> In accordance with the regulations under The Cemeteries Act.	<b>APPROUVE</b> conformément aux règlements afférents à la Loi sur les cimetières.
Date of Approval/ Date de l'approbation	<i>JULY 17 / 2014</i>
File No of Cemetery/ Numéro de fiche cimetière	<i>04130</i>
By/ Par	<i>[Signature]</i>

# MANITOUWADGE CEMETERY

## SECTION III

## SECTION IV

## SECTION II

ROADWAY

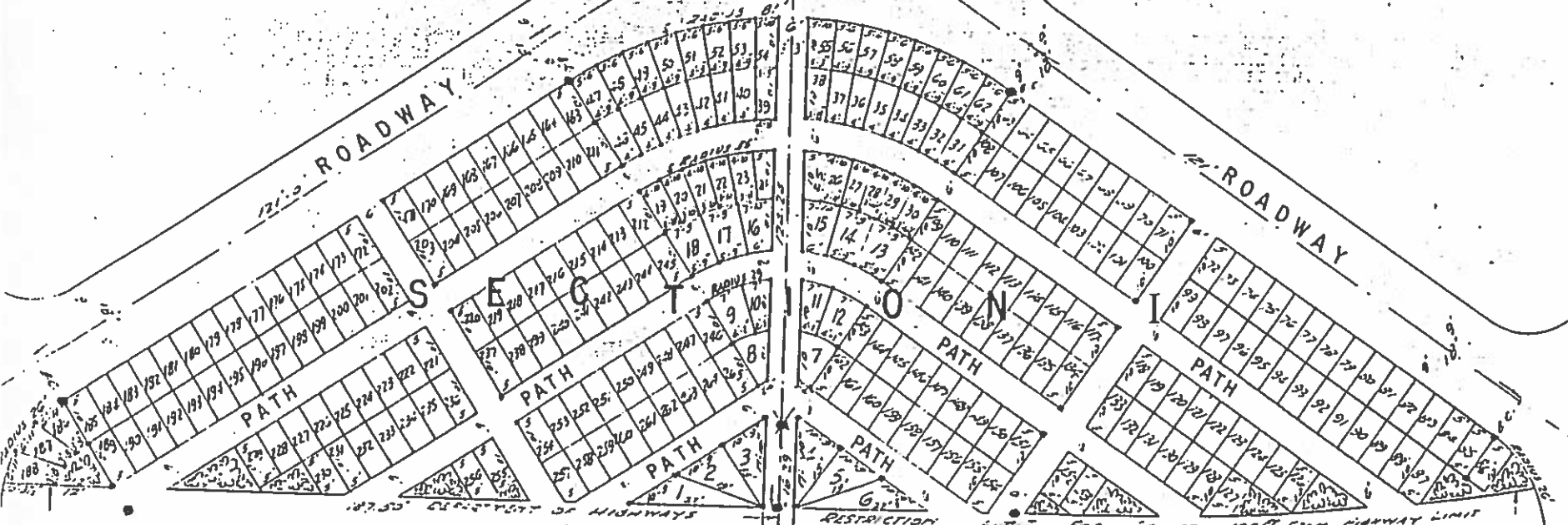
ROADWAY

ROADWAY

ROADWAY

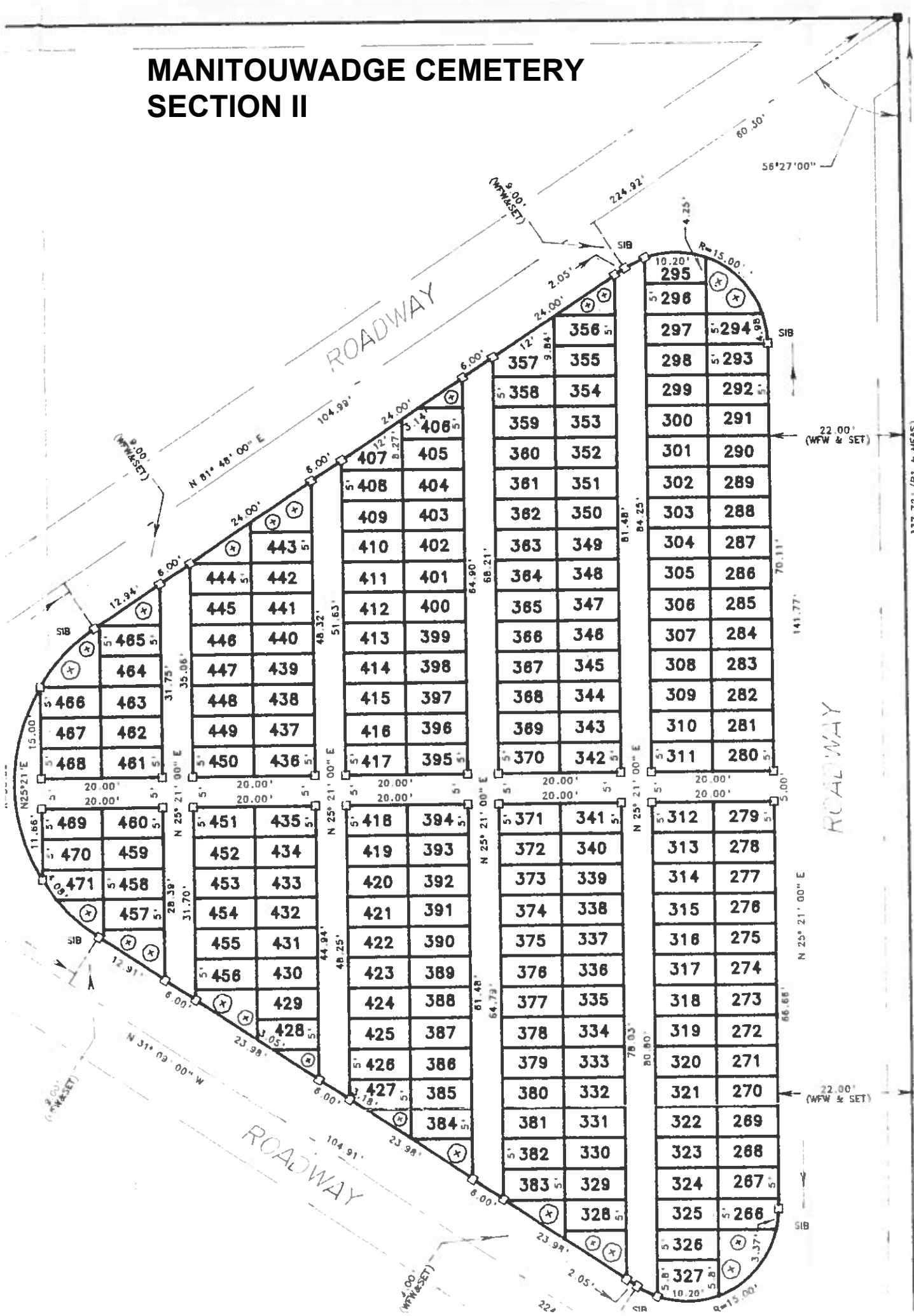
ROADWAY

GRASS & SHRUB  
PLANTING



CARAMAT/ INDUSTRIAL ROAD

# MANITOUWADGE CEMETERY SECTION II



337.72' (P1 & MEAS)

ROADWAY

ROADWAY

ROADWAY

# Manitouwadge Cemetery

## Section II

														???	295								
															296								
												356			297	294							
											357	355			298	293							
											358	354			299	292							
											406	359	353		300	291							
											407	405			360	352	301	290					
											408	404			361	351	302	289					
											409	403			362	350	303	288					
											443				410	402	363	349	304	287			
											444	442			411	401	364	348	305	286			
											445	441			412	400	365	347	306	285			
											465	446	440		413	399	366	346	307	284			
											464	447	439		???	414	398	367	345	308	283		
											466	463			448	438	415	397	368	344	309	282	
											467	462			449	437	416	396	369	343	310	281	
											468	461			450	436	417	395	370	342	311	280	
											469	460			451	435	418	394	371	341	312	279	
											470	459			452	434	419	393	372	340	313	278	
											471	458			453	433	420	392	373	339	314	277	
											457				454	432	421	391	374	338	315	276	
											455	431			422	390	422	390	375	337	316	275	
											456	430			423	389	423	389	376	336	317	274	
											429				424	388	424	388	377	335	318	273	
											428				425	387	425	387	378	334	319	272	
											426				426	386	426	386	379	333	320	271	
											427				427	385	427	385	380	332	321	270	
											384				384		384		381	331	322	269	
											382				382		382		382	330	323	268	
											383				383		383		383	329	324	267	
											328				328		328		328		325	266	
											326				326		326		326		326		266
											327				327		327		327		327		266

**Green = Occupied**  
**Red = Reserved**  
**Blue = Unavailable**